



ACT
Government

Annual Report

2019–20

Chief Minister, Treasury and
Economic Development **Directorate**

Volume 1





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The Chief Minister, Treasury and Economic Development Directorate 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.



Together, 2019 by Selina Walker
Artwork for the CMTEDD Stretch Reconciliation Plan 2020-2023

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First published December 2020

Information about the directorate and an electronic version of this annual report can be found on the website www.cmtedd.act.gov.au/functions/publications.

Summary of volumes

The 2019-20 CMTEDD Annual Report has two volumes, with Volume 2 consisting of two parts.

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 (including ACT Compulsory Third-Party Insurance Regulator)
- Office of the Nominal Defendant of the ACT
- Office of the Work Health and Safety Commissioner
- Public Sector Workers Compensation Fund.

Volume 2.1

Contains all Financial Management reporting sections for:

- CMTEDD
- The Territory Banking Account
- The 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.

Volume 2.2

Contains all Financial Management Reporting sections for:

- ACT Executive
- ACT Compulsory Third Party Insurance Regulator
- Default Insurance Fund (DIF)
- Lifetime Care and Support Fund
- Motor Accident Injuries Commission
- Office of the Nominal Defendant of the ACT
- Public Sector Workers Compensation Fund.

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.

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Abbreviations and acronyms

AACA	Architects Accreditation Council of Australia	CIT	Canberra Institute of Technology
ABW	Activity-based work	CMDB	Configuration Management Database
ACAT	ACT Civil and Administrative Tribunal	CMT	Crisis Management Team or Complaints Management Team
ACT	Australian Capital Territory	CMTEDD	Chief Minister, Treasury and Economic Development Directorate
ACTIA	ACT Insurance Authority	COAG	Council of Australian Governments
ACTLIS	ACT Land Titles Information System	COLA	<i>Construction Occupations (Licensing) Act 2004</i>
ACTPG	ACT Property Group	COU	Certificate of Occupancy and Use
ACTPS	ACT Public Service	CRJO	Canberra Region Joint Organisation
AER	Authorised Examiner Repairers	CRVC	Canberra and Region Visitors Centre
AES	Authorised Examiner Scheme	CSD	Community Services Directorate
AGM	Annual General Meeting	CSS	Commonwealth Superannuation Scheme
AIE	Academy of Interactive Entertainment	CTP	Compulsory Third-Party (Insurance)
AIS	Authorised Inspection Stations	CVVR	Concessional Vintage Vehicle Registration
ANU	Australian National University	DCC	Directorate Consultative Committee
APIAS	Accounts Payable Invoice Automation System	DCI	Digital Capability and Investment (Committee)
APM	Application Portfolio Management	EAP	Employee Assistance Program
ASBA	Australian School Based Apprenticeship	EBT	Expense on behalf of the Territory
ATSIPP	Aboriginal and Torres Strait Islander Procurement Policy	EDRMS	Electronic document and records management system
ASO	Administrative Services Officer	EMG	Executive Management Group
BIF	Better Infrastructure Fund	EMS	Expense Management System
CALD	Culturally and linguistically diverse	EPA	Environment Protection Authority
CBRIN	Canberra Innovation Network	EPIC	Exhibition Park in Canberra
CFC	Cultural Facilities Corporation	EPSDD	Environment, Planning and Sustainable Development Directorate
CFMEU	Construction Forestry Mining and Energy Union	ERO	Emergency Rectification Order
CGC	Commonwealth Grants Commission	FOI	Freedom of information
CIF	Collapsed Insurer Fund		

FTE	Full time equivalent	PRI	Principles for Responsible Investment
FWC	Fair Work Commission	PSS	Public Sector Superannuation
GST	Goods and services tax	QMAC	Quality and Measurement Advisory Committee
HR	Human resources	RAP	Reconciliation Action Plan
HRIMS	Human Resources Information Management Solution	RED	Respect, equity and diversity
HSR	Health and Safety Representative	RMP	Records Management Program
ICC	International Cricket Council	SDS	Access Canberra Service Delivery State
ICRC	Independent Competition and Regulatory Commission	SERBIR	Senior Executive Responsible for Business Integrity and Risk
ICT	Information and Communications Technology	SIDC	Strategic ICT and Digital Capability (Sub-Committee)
IGA	Intergovernmental agreement	SLJC	Secure Local Jobs Code
IT	Information technology	SNL	ACT Skills Needs List
JACS	Justice and Community Safety (Directorate)	SOGA/B/C	Senior Officer Grade A/B/C
LGBTIQ+	Lesbian, gay, bisexual, transgender, intersex and queer	SPA	Superannuation Provision Account
LTCS	Lifetime Care and Support (Scheme or Act)	SSICT	Shared Services ICT
LTCSA	NSW Lifetime Care and Support Authority	TBA	Territory Banking Account
MAI	Motor Accident Injuries (Scheme)	TCCS	Transport Canberra and City Services
MLA	Member of the Legislative Assembly	UC	University of Canberra
MoU	Memorandum of Understanding	UEF	Uninsured Employer Fund
MPC	Major Projects Canberra	UNSW	University of New South Wales
MSD	Musculoskeletal disorders	UPSC	Unsolicited Proposal Steering Committee
NABERS	National Australian Built Environment Rating System	VET	Vocational Education and Training
NHVR	National Heavy Vehicle Regulator	VSS	Vehicle Safety Standards
PICC	Public Information Coordination Centre	WHS	Work, health and safety
PPP	Public Private Partnership	WHSC	Work, Health and Safety Committee
PPT	People, Priorities/Projects and Transition plan	WIRE	Window to the Information and Records Environment
		WNBL	Women's National Basketball League
		WWVP	Working with Vulnerable People

Glossary

Aboriginal and Torres Strait Islander

Procurement Policy – The Policy instigates a 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 upon opportunities for Aboriginal and Torres Strait Islander enterprises in its procurement activities. The ATSIPP 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 new 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 different environments 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 (formerly iConnect) – 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 Canberrans save energy and water, reduce waste and cut greenhouse gas emissions. Through Actsmart, the ACT Government assists households, businesses, schools and community groups contribute to a more sustainable future and to reduce the ACT’s carbon footprint.

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

Canberra Region Joint Organisation (CRJO) – Consists of the following local councils: Bega, Eurobodalla, Hilltops, Goulburn Mulwaree, Queanbeyan-Palerang, Snowy Monaro, Upper Lachlan and Yass Valley and the ACT Government, with the aim of facilitating opportunities and partnerships to create sustainable vibrant communities.

CBR – The CBR Brand is a city brand developed as a logo and a 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 – Promotes innovation in Canberra.

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

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, and program and service delivery, 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 the control of ACT emergencies.

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

Skilled Capital – An ACT Government funded training initiative that provides access to high quality training in areas of skills needs in the ACT and maximises improved student 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 2019-20 Annual Report of the Chief Minister, Treasury and Economic Development Directorate.

2019-20 has proven to be a challenging year for our directorate and our city. After a demanding summer of bushfires, smoke and a severe hailstorm, we were faced with a once-in-a-century pandemic.

I'm immensely proud of our directorate's support to the government, business, and the community. We've demonstrated what can be achieved when we come together as a directorate and as a public service. We have all played an important part in Canberra's response to the impacts of the COVID-19 pandemic.



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

This report details the critical role our directorate played in the government response to COVID-19.

We supported our Chief Minister's participation in the newly formed National Cabinet, with 23 meetings in the reporting year. We led ACT Government engagement in Commonwealth, state and territory officials' planning and information sharing. The establishment of a new Coordinator-General role ensured the alignment of health and non-health related COVID-19 work.

Through the Public Information Coordination Centre we kept Canberrans informed with up-to-date information. Access Canberra ensured continued safe access to essential services by expanding the services available online and delivering modified face-to-face services. Our directorate also developed, released and continues to support the Jobs for Canberrans ACT Casual Jobs register, connecting eligible jobseekers with short-term ACT Public Service jobs. Hours of behind-the-scenes work allowed many of our staff, and the ACT Public Service, to rapidly transition to remote working. We also led development of a range of revenue and concession measures to support those impacted by COVID-19 and managed amendments to legislation to ensure Supply following deferral of the ACT Budget.

This report also illustrates our many other achievements in 2019-20. I am particularly proud of the release of our CMTEDD Stretch Reconciliation Plan (RAP) in June 2020, the product of a significant collaborative development process. Our Stretch RAP reframes reconciliation as a process of 'working with' Aboriginal and Torres Strait Islander people. Our RAP will take us further on the journey of reconciliation and ensure we embed reconciliation initiatives into our planning and business processes. I am excited to follow our progress towards achieving the many important and ambitious actions and targets set out in our RAP.

I would like to sincerely thank all directorate staff for your continued dedication to your work during this difficult period. The past year has seen us adapt more rapidly in more ways than we would have previously thought possible. Despite dramatic changes to our workplace conditions and public health restrictions affecting our daily lives, we have continued to deliver on our commitments and perform highly effectively in 2019-20. I commend you all for this achievement.

We leave 2019-20 stronger, more resilient and more connected than ever before. It is clear that COVID-19 will continue to shape our work and priorities into 2020-21 and beyond. Although we can't know what is ahead, I am reassured knowing we have the right people and structures in place to support our city's recovery and respond to any future challenges. It is a privilege to be the Director-General of such a dedicated and innovative directorate.

I look forward to working with our directorate to continue serving our Ministers, the government and the ACT community in 2020-21.

Kathy Leigh

Director-General and Head of Service

Section

**Transmittal certificate and
compliance statement**



Transmittal certificate



ACT
Government

Chief Minister, Treasury and
Economic Development

Mr Andrew Barr MLA
Chief Minister
Treasurer
Minister for Climate Action
Minister for Economic Development
Minister for Tourism

Ms Yvette Berry MLA
Deputy Chief Minister
Minister for Sport and Recreation

Mr Mick Gentleman MLA
Minister for Industrial Relations and Workplace Safety

Mr Chris Steel MLA
Minister for Skills
Special Minister of State

Ms 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

2019-20 Chief Minister, Treasury and Economic Development Directorate Annual Report

This report has been prepared in accordance with section 6 of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements under the *Annual Reports (Government Agencies) Directions 2019*.

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 2019 to 30 June 2020.

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

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the report to the Legislative Assembly within 15 weeks after the end of the reporting year. However, under section 14, the Chief Minister has granted an extension to the time of when the report must be presented by you to the Legislative Assembly.

The Chief Minister has granted an extension to 18 December 2020 which is when you will be required to present the report to the Legislative Assembly.

If there is no sitting day on 18 December 2020, the annual report must be provided to the Speaker on 18 December 2020 for distribution to each member of the Legislative Assembly. The annual report must then be tabled in the Legislative Assembly on the next sitting day.

Yours sincerely



Kathy Leigh
Director-General
Chief Minister, Treasury and Economic Development Directorate

 30 November 2020

Compliance statement

The 2019-20 Chief Minister, Treasury and Economic Development (CMTEDD) Annual Report must comply with the Annual Report Directions (the Directions) made under section 8 of the Annual Reports Act. The Directions are found at the ACT Legislation Register: www.legislation.act.gov.au

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 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 CMTEDD 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 CMTEDD Annual Report complies with all subsections. The information that satisfies the requirements of Part 2 is found in the 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 nil information to report by exception under Part 3 of the Directions for the 2019-20 reporting year.

Part 4 Directorate and public sector body specific annual report requirements

The following subsections of part 4 of the Directions are applicable to CMTEDD and reported in the [Other Reporting](#) section of this report.

- [Tobacco Compliance Testing](#).
- [Public Land Management Plans](#).

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

Section

**Organisational overview and
performance**



B

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).

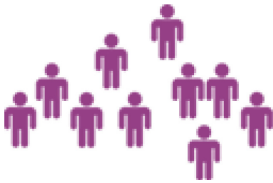
We work collaboratively within government and with the community to deliver government priorities and drive initiatives aimed at making Canberra a better place to live. CMTEDD also leads the strategic direction of the ACTPS to ensure it is well positioned to perform its role.

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 to best deliver to Ministers and the Canberra community including advising on the structure of the ACTPS, ACT public sector employment legislation and conditions, employment, industrial relations and human resource management.



Drive the evolution of Canberra into a smart and connected digital city, through leading-edge initiatives.



Improve the liveability and productivity of our city in collaboration with business, education institutions and industry partners.



Provide strategic financial and economic advice to the ACT Government with the aim of improving the Territory's financial position and economic management.



Support government through the provision of financial, information and communication technology (ICT), human resources and procurement services.

Connect businesses and communities to government through Access Canberra's 'one-stop shop' licensing and regulatory services.



Keep the Canberra community informed about what government is doing and involve Canberrans in the decisions that impact their lives.

Our values

We promote and demonstrate the ACTPS employee values: *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

Our work in 2019-20 was guided by CMTEDD’s Strategic Intent 2020. Our Strategic Intent sets the annual outlook for the directorate’s purpose, priorities, values and contribution to the ACTPS as the central agency. The document brings together our significant and diverse deliverables by identifying the strategic and operational priorities of each CMTEDD business area.

Our Strategic Intent also summarises 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 government in the delivery of responses to urgent and complex emerging priorities.
- Economic growth, innovation and 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.
- ‘One government’ communications and community engagement.
- Driving transformation of 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: Our Strategic Intent 2020

Our clients and stakeholders

We provide strategic policy advice and high-level support to our principal stakeholders, our Ministers. In 2019-20 our Ministers were:

Table 1: CMTEDD Ministers and portfolios at 30 June 2020

Minister	Portfolio
Andrew Barr	Chief Minister Treasurer Minister for Social Inclusion and Equality Minister for Tourism and Special Events Minister for Trade, Industry and Investment
Yvette Berry	Deputy Chief Minister Minister for Sport and Recreation
Mick Gentleman	Minister for Advanced Technology and Space Industries Minister for the Environment and Heritage
Gordon Ramsay	Minister for the Arts, Creative Industries and Cultural Events Minister for Business and Regulatory Services
Chris Steel	Minister for Tertiary Education
Suzanne Orr	Minister for Community Services and Facilities Minister for Employment and Workplace Safety Minister for Government Services and Procurement

In 2019-20 we also provided advice to Minister Rattenbury as Minister for Justice, Consumer Affairs and Road Safety.

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

- The Cabinet and the ACT Government.
- The ACT Legislative Assembly.
- The ACT community.
- Community councils and groups.
- Industry and business institutions.
- Higher and vocational education institutions.
- Consumers and licensees.
- Media.
- ACT Government directorates, agencies and authorities.

Changes to our organisational structure in 2019-20

Major Projects Canberra

In June 2019 Chief Minister Andrew Barr announced the formation of a new infrastructure delivery agency. Major Projects Canberra was established on 1 July 2019 to lead the procurement and delivery of the Territory's infrastructure program. Whole of government capital works functions which formerly sat within CMTEDD became part of Major Projects Canberra as of 1 July 2019. Information about the functions of Major Projects Canberra and its annual report is available on the [Major Projects Canberra website](#).

Publishing Services

In July 2019 Publishing Services moved from Shared Services to Communications and Engagement. We made this change to align CMTEDD's creative services and whole of government communication functions.

Changes to Treasury stream

Within CMTEDD's Treasury stream, accounting and financial framework responsibilities moved from the Economic Management output (4.1) to the Financial Management output (4.2) in November 2019. The restructure aimed to better align similar functions and allow the Insurance Branch to focus on the new Motor Accident Injuries Scheme and existing Lifetime Care and Support Scheme.

Motor Accident Injuries Commission

The Motor Accident Injuries (MAI) Scheme commenced on 1 February 2020, replacing the ACT Compulsory Third-party Insurance Scheme. The Scheme aims to improve outcomes for people injured in motor vehicle accidents. The Executive Branch Manager of the Insurance Branch in Economic and Financial Group, Lisa Holmes, is the MAI Commissioner. Further information about the new scheme is in the [MAI Commission Annual Report](#), annexed to this report.

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

The ACT Government established the role of Coordinator-General for the Whole of Government (Non Health) COVID-19 Response on 30 March 2020. Further information about the Coordinator-General's role is in the [Internal Accountability](#) section and in [Output 1.1](#).

WorkSafe ACT

WorkSafe ACT, the workplace health and safety regulator in the Territory and formerly a business unit within Access Canberra in CMTEDD, became an independent entity on 30 April 2020. The role of WorkSafe ACT is to enforce the Territory's health and safety and workers' compensation laws through a mixture of enforcement, compliance and education. CMTEDD continued to provide budget and corporate services to WorkSafe ACT until 30 June 2020. Jacqueline Agius is the appointed Work Health and Safety Commissioner and leads WorkSafe ACT. The [Office of the Work Health and Safety Commissioner \(WorkSafe ACT\) Annual Report](#) is annexed to this report.

Internal accountability

Senior executives and their responsibilities

Our directorate consists of two streams – the Chief Minister stream, led by the Director-General, and 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 leads the Chief Minister stream and 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 2020, 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
Anita Perkins Executive Group Manager	Communications and Engagement	Output 1.3: Coordinated Communications and Community Engagement
Bettina Konti Chief Digital Officer	Office of the Chief Digital Officer	Output 1.4: Digital Strategy
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"> • Innovation, Industry and Investment • VisitCanberra • Sport and Recreation • Events ACT • artsACT • Skills Canberra • Tertiary Education, Training and Research 	<ul style="list-style-type: none"> • Output 3.1: Innovation, Industry and Investment • Output 3.2: VisitCanberra • Output 3.3: Sport and Recreation • Output 3.4: Events • Output 3.5: Arts Engagement • Output 3.6: Higher Education, Training and Research

In addition to the business areas listed in Table 1, 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 – Rebecca Cross

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 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.

Corporate – Executive Group Manager – Robert Wright

Corporate supports the directorate through delivery of a range of strategic, governance, organisational development, administrative, digital transformation and human resource functions. Corporate also provides business support services to the ACT Executive. The Executive Group Manager is also the CMTEDD Senior Executive Responsible for Business Integrity and Risk.

Strategic Finance – Chief Finance Officer – Paul Ogden

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, support for the Ministers, Executive Management Group, senior management, and business areas generally.

Treasury stream

Under Treasurer – David Nicol

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 and venues, shared services, general insurance and risk management, and infrastructure finance and reform policy and advice.

Treasury comprises two sub-streams:

- Economic, Budget and Industrial Relations, led by Deputy Under Treasurer Stephen Miners and
- Commercial Services and Infrastructure, led by Deputy Under Treasurer Shaun Strachan.

Commercial Services and Infrastructure includes 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.

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

Table 3: Economic, Budget and Industrial Relations executives at 30 June 2020, by budget output

Responsible senior executive	Business area name	Relevant budget output/s
Stephen Miners – Deputy Under Treasurer, Economic, Budget and Industrial Relations		
Output Class 4: Financial and Economic Management		
Mark Whybrow Executive Group Manager	Finance and Budget	Output 4.1: Economic Management
Sue Vroombout Executive Group Manager	Economic and Financial	Output 4.2: Financial Management
Output Class 5: Workforce Injury Management and Industrial Relations Policy		
Michael Young Executive Group Manager	Workplace Safety and Industrial Relations	Output 5.1: Workforce Injury Management and Industrial Relations Policy
Output Class 6: Revenue Management		
Kim Salisbury Executive Group Manager	Revenue Management (ACT Revenue Office)	Output 6.1: Revenue Management

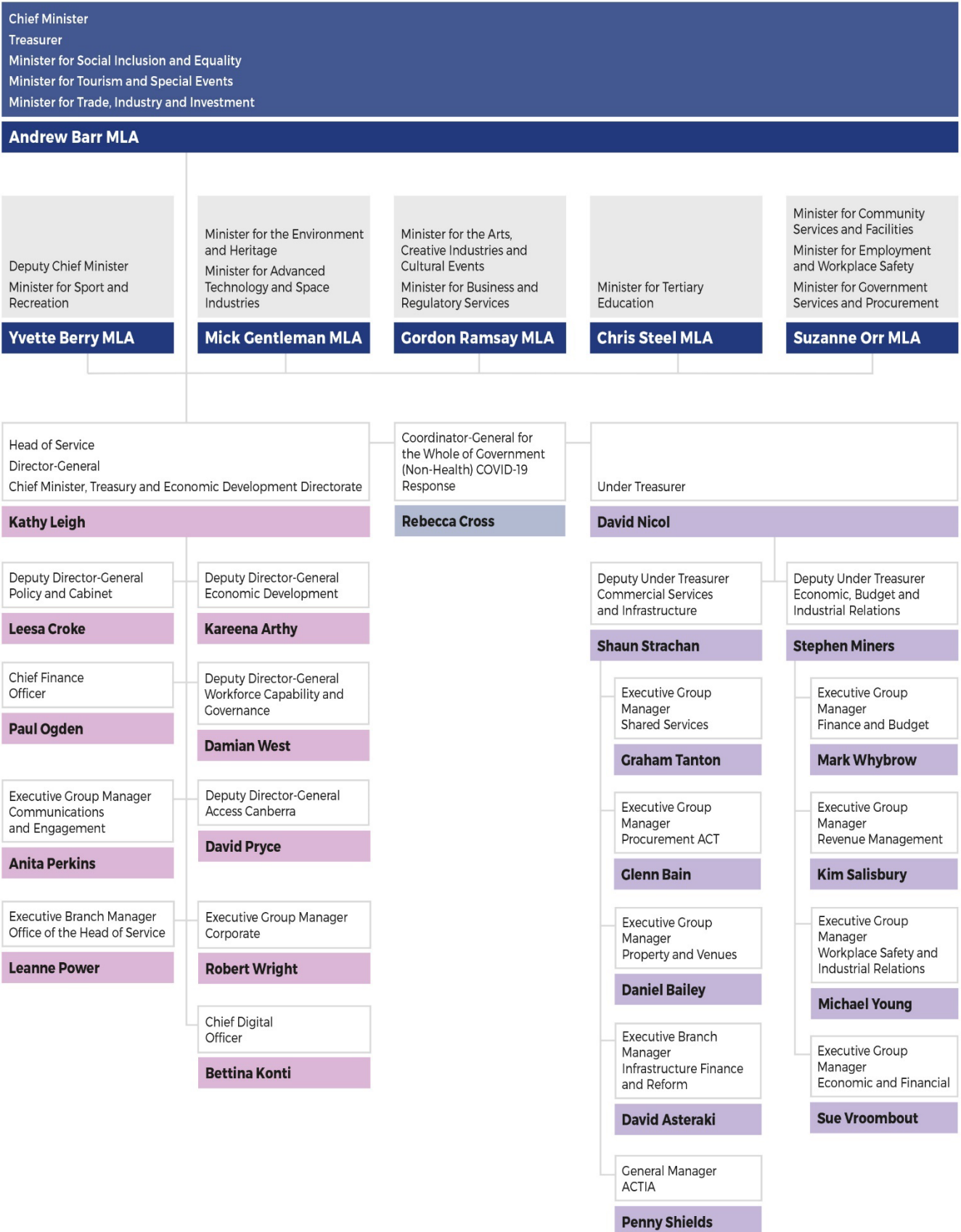
Table 4: Commercial Services and Infrastructure executives at 30 June 2020, by budget output

Responsible senior executive	Business area name	Relevant budget output/s
Shaun Strachan – Deputy Under Treasurer, Commercial Services and Infrastructure		
Output Class 7: Shared Services		
Graham Tanton Executive Group Manager	Shared Services	Output 7.1: Shared Services
Output Class 8: Infrastructure Finance and Procurement		
David Asteraki Executive Branch Manager	Infrastructure Finance and Reform	Output 8.1: Infrastructure Finance
Glenn Bain Executive Group Manager	Procurement ACT	Output 8.2: Goods and Services Procurement
Output Class 9: Property Services and Venues		
Daniel Bailey Executive Group Manager	Property and Venues – includes: <ul style="list-style-type: none"> • ACT Property Group • Venues Canberra 	<ul style="list-style-type: none"> • Output 9.1: Property Services • Output 9.2: Venues

Executive remuneration

Our executives are paid in accordance with the determinations of the ACT Remuneration Tribunal and relevant laws and instruments including the *Public Sector Management Act 1994* and the *Public Sector Management Standards 2016*.

CMTEDD organisation chart as at 30 June 2020



Key committees

A number of boards and committees oversee our strategic direction, priorities and governance (Table 5).

Table 5: Roles and membership of significant directorate committees

Name of committee	Role of committee and membership
ACTPS Strategic Board	<p>The ACTPS Strategic Board provides whole of government leadership and strategic direction to the ACTPS.</p> <p>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.</p>
Audit and Risk Committee	<p>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.</p> <p>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 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. 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 attended 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. The WHSCs comprise 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. • 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.

Name of committee	Role of committee and membership
Directorate Consultative Committee	<p>The ACTPS Enterprise Agreements 2018-2021 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

Our work in 2019-20 was dominated by responding to the impacts of the ACT bushfires, smoke events, hailstorm and COVID-19.

We collaborated across government to address the unprecedented effects of these significant events on our community and our economy.

Note: Detailed analysis of our performance is reported by output in the Performance Analysis section.

Leading the COVID-19 response

As the central agency we played 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.

The Coordinator-General and our Policy and Cabinet business area supported the ACT's engagement with National Cabinet and the National Coordination Mechanism of National Cabinet, created to respond to COVID-19 at a national level. We provided strategic advice and administrative support to our Chief Minister's attendance. At its peak, National Cabinet met three times a week and the National Coordination Mechanism held 14 sectoral response focused meetings over five days.

CMTEDD led the whole of government Public Information Coordination Centre (PICC). The PICC coordinated communications to keep the community informed about both the summer bushfires and COVID-19. The PICC also led the creation of the whole of government COVID-19 website, a key resource for up-to-date information during the rapidly evolving emergency.

We also led the whole of government prioritisation of technology and data projects, creating a Technology Leadership Group as the whole of government coordination mechanism for COVID-19 technology response priorities.

Economic survival and recovery

We worked with agencies and across the directorate to develop and deliver the government's Economic Survival and Recovery Package, including:

- Providing the government with sound economic and financial advice.
- Developing amendments to the *Financial Management Act 1996* to increase the Treasurer's Advance and allow for a longer duration of the Supply Bill.
- Overseeing the Screwdriver Ready Implementation program – The ACT Government's 'Fast-tracked' suburban infrastructure program to deliver jobs and support to local businesses during COVID-19.
- Developing, releasing and supporting the Jobs for Canberrans ACT Casual Jobs register. The register assists Canberrans, who are unemployed due to COVID-19, to apply to join the ACTPS.
- Engaging with the local business community about economic support available through the ACT and Australian Governments.
- Implementing and administering assistance measures including rent relief, concessions, rates rebates and deferrals.

We developed a range of initiatives to support our arts, events, sporting and tertiary education sectors, including:

- Delivering an Economic Stimulus Package to the ACT arts sector.
- Coordinating a sporting sector support package.
- The creation of the RISE Canberra online platform to showcase local events adapting to the COVID-19 landscape.

Through Access Canberra, we adapted our service delivery models and rapidly expanded our online services to ensure the community continued to safely receive essential services. We initiated the COVID-19 Helpline and in March 2020, established the Business Industry Liaison team. The team provides a public face to the Economic Survival Package and acts as a first point of contact for businesses seeking advice about available stimulus funding, assistance and general business questions. Access Canberra also collaborated with ACT Health and ACT Policing on education and compliance with the COVID-19 Public Health Directions.

Supporting our workforce

The rapid onset of COVID-19 meant much of our workforce transitioned to new ways of working with little time to prepare.

We supported our workforce through development of new and updated workforce policies and guidance materials, covering matters such as flexible working, COVID-19 leave and work health and safety. We have ensured that the wellbeing and mental health of our staff remains a top priority.

We supported a significant part of our ACTPS workforce to transition to primarily remote working through our whole of government Shared Services function. Shared Services upgraded direct access capability and network capacity, delivered over 5,500 pieces of hardware and managed a significant increase in requests for assistance through their service desk. Shared Services also supported our workforce's use of online collaboration applications and other new technology in place of traditional workplace meetings.

Our other achievements

Diverting resources and staff to our COVID-19 efforts meant we couldn't deliver all our original 2019-20 priorities. We still completed or progressed many key projects and initiatives including:

- Delivering the ACT Wellbeing Framework. To measure the wellbeing of the Canberra community and guide the ACT Government's decision making and priorities for the future, we created a set of Wellbeing Indicators for the ACT. We developed the framework following extensive community consultation with nearly 3,000 Canberrans over an eight-month period in 2019-20.
- Launching our Stretch Reconciliation Action Plan 2020-2023 during Reconciliation Week 2020 (more on this in the Aboriginal and Torres Strait Islander Reporting section).
- Managing an ambitious program to improve the Territory's work safety compliance and enforcement infrastructure, including reorganising WorkSafe ACT to become an independent agency.
- Implementing the new Motor Accident Injuries Scheme which commenced on 1 February 2020, replacing the Compulsory Third-party Insurance Scheme. The scheme will improve outcomes for people injured in motor vehicle accidents.
- Designing a new labour hire licensing scheme for the ACT. We worked with stakeholders on a scheme to provide better protection for workers in vulnerable or insecure employment. The scheme, established under the *Labour Hire Licensing Act 2020*, will foster and promote responsible practices in the ACT labour hire industry.
- Delivered the ACT Digital Strategy, providing a community-centred approach to how we use technology to improve the quality of life for all Canberrans.
- Developing a draft business case for a new Canberra Theatre Complex capable of hosting a larger range of local, national and international events.
- Project facilitation for the University of New South Wales (UNSW) Canberra City Campus proposal, resulting in the Territory and UNSW signing a Precinct Deed for development of a new campus. UNSW will establish a world-class research, education and innovation campus that will attract up to 6,000 local, national and international students and create around 2,000 jobs.
- Delivering the ACT Government's second annual progress report against the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse in December 2019. Of the 307 recommendations made by the Royal Commission, the ACT has completed 138. We continued to work on developing regulation for Child Safe Standards, which will provide practical guidance to organisations on how to create safe environments for children and young people.
- Strengthening regional collaboration through the signing of the ACT and NSW Memorandum of Understanding for Regional Collaboration.
- Successfully delivering the new five-star, energy efficient ACT Government Office building in Dickson, handed to the Territory on 17 June 2020. We've continued to progress our Government Office Buildings project and drive organisational change through the Workforce Transformation Program. The Program will prepare our staff to move into an activity-based working (ABW) environment.
- Delivering Floriade 2019, with a record attendance result of 507,550. The festival generated a direct economic impact of \$44.7 million for the Territory.
- Holding over 130 events at our venues. This included Manuka Oval hosting five women's group matches of the International Cricket Council (ICC) Twenty20 Cricket World Cup in February 2020.

- Undertaking a comprehensive review of the first two phases of the ACT tax reform program and developing policy to set the direction of the third phase.
- Attracting almost 3,500 members to have their say on important government policies and services following the launch of the new YourSay Community Panel in 2018-19.
- Launching the next iteration of our major destination marketing campaign, One Good Thing After Another, in October 2019. This campaign reached over 8 million people and highlighted the diversity of experiences available to visitors in Canberra.

Outlook

Our primary focus for 2020-21 will be continuing to support the ACT Government's COVID-19 response and recovery initiatives.

This work will include continuing to deliver the ACT Government's Economic Survival Package, developing and delivering a range of economic recovery initiatives and keeping our community informed and engaged through coordinated government communication.

We will also support the Under Treasurer to deliver the Pre-Election Budget Update, undertake election costings, facilitate delivery of two supply bills and deliver the delayed 2020-21 Budget and 2021-22 Budget. We will continue to progress existing projects and priorities, including implementation of the ACT Wellbeing Framework and the actions in our Stretch Reconciliation Action Plan 2020-2023.

Following the ACT Election in October 2020, we will brief and support the incoming government of the tenth Assembly.

Note: Further information about our future direction and priorities is reported by output in the Performance Analysis section.

Continuing to lead the COVID-19 response

Economic survival and recovery

We will continue to implement the ACT Government's Economic Survival Package, including:

- Continuing to administer assistance measures such as commercial and residential taxation and rates relief and deferral arrangements, and supporting commercial and residential tenancy relief.
- Coordinating the rent relief package for tenants of ACT Government owned properties.

We will support the recovery of Canberra's economy from the impacts of COVID-19 by:

- Providing economic assessment and advice directly to government and through intergovernmental fora on productivity enhancing reforms to support economic recovery.
- Delivering policy advice to government on the national regulatory reform agenda, an emerging priority to support economic recovery. National Cabinet has revitalised regulatory reform as a priority area requiring cross-government collaboration and coordination. We will build on the national deregulation agenda by developing a refreshed strategic framework for red-tape reduction and regulatory reform.
- Reducing red tape for business and working closely with industry, particularly hospitality, gaming, building and construction, and the events sector.

- Returning events to our Territory's major venues in a safe, secure, clean and accessible environment, and sourcing new events for the future.
- Implementing demand driving activities focused on the recovery of the ACT visitor economy, such as:
 - Continuing our engagement with key markets to support the return to Canberra of tourists, international students and businesses when possible.
 - Refreshing Canberra's domestic marketing platform and launching a new long-term marketing position focusing on Australians holidaying locally rather than overseas.
- Positioning Canberra's tertiary education, training and research sector for recovery through:
 - Working with universities to return international students to campuses when it is safe to do so.
 - Ensuring our vocational education and training system can meet the needs of workers, businesses, jobseekers and unemployed people as they respond to the challenges of COVID-19.

Social and community recovery

We will support Canberra's social and community recovery through the Community Recovery Roadmap by:

- Continuing to deliver the benefits of events to the Canberra community and visitors, but in new ways. We will focus on contributing to the economic security of the artists, vendors, suppliers and contractors that are typically engaged across the events sector. We will reinvigorate our arts and cultural experiences with programs like RISE Canberra, *Where You Are* and Floriade Reimagined (which incorporates planting displays across Canberra and online programming).
- Providing grant funding to stimulate the local events calendar during the COVID-19 recovery phase.
- Supporting arts organisations, artists and the community through improvements to funding processes and investing in our physical arts facilities.
- Implementing the ACT Creative Recovery and Resilience Framework, to support the Canberra community economically, socially and mentally as we emerge from the COVID-19 crisis.
- Encouraging the sport and recreation sector's recovery by supporting organisations to increase their capacity and re-engage our community in sport and physical activity.

The ACT Wellbeing Framework will help us understand the impacts of the summer bushfires and COVID-19 and how the community is recovering. The framework will assist in framing the ACT Government's response to these emergencies and allow us to measure outcomes. We will continue to engage with stakeholders to better understand the wellbeing of specific groups in the community in the context of COVID-19.

Supporting our workforce

We will continue to support our workforce to adapt to new ways of working in response to COVID-19, and embed lessons learned during this time into our business strategy. Key priorities include:

- Providing early intervention physical and mental health support, particularly for staff working from home, including an early intervention physiotherapy service for staff with musculoskeletal symptoms.
- Planning for and engaging with the workforce on maintaining flexible work arrangements.
- Maintaining whole of government safety policies and guidelines and delivering services while prioritising the health, safety and wellbeing of our workforce and the community.

- Delivering new approaches to support and improve the capability of ACT Government agencies to manage their records in a digital environment.
- Finalising the Desktop Modernisation Program, further enhancing the ACTPS's ability to work remotely in a secure environment.

Our other priorities

We will continue to progress a range of existing projects and priorities in the new financial year, including:

- Continuing to implement actions in our new Stretch Reconciliation Action Plan 2020-2023.
- Completing the transition of staff into the Dickson Government Office Building and overseeing the completion of the Civic Government Office Building. We will continue to provide support to directorates in relocating to our new office accommodation. We will also continue to engage with traditional custodian groups to deliver the Indigenous Cultural Programs for our new office buildings.
- Continuing to progress recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse by delivering the regulation of Child Safe Standards in the ACT. The scheme will focus on education and long-term capacity building, and organisations will receive training, tools and support from the independent oversight body (the ACT Human Rights Commission).
- Continuing to embed the ACT Wellbeing Framework into government processes and reporting mechanisms.
- Continuing to collaborate with the Commonwealth and other States and Territories on the formation of the National Federal Reform Council.
- Delivering the Stromlo Leisure Centre for use by the community, providing a major government owned aquatic centre to South Canberra, particularly Weston Creek and the growing Molonglo district.
- Reviewing the operation of the Secure Local Jobs Code package of measures, aimed at delivering better outcomes for Canberra workers by only awarding contracts to businesses that meet high ethical and labour standards.

Performance analysis

This section discusses and explains our performance during 2019-20 by output class. It also includes high level commentary on performance against our accountability indicator targets, as set in the 2019-20 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 support the newly established 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 government issues.
- 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 the National Cabinet, Council for the Australian Federation, and the Council of Capital City Lord Mayors and its engagement with regional leaders and local governments, including through the Canberra Region Joint Organisation.
- Providing advice and support to Cabinet and the Manager of Government Business in the Legislative Assembly.
- Leading the ACTPS' transition to whole of government digital recordkeeping capabilities.
- Providing services and initiatives that make ACT Government archives available to the public.
- Through the Office for LGBTIQ Affairs, implementing the ACT Government's vision of Canberra being the most LGBTIQ friendly city in Australia.

Performance

Accountability indicators

We met five of our accountability indicator targets for this output. We did not meet our target for indicator 1.1d – *completion of the Government Progress Report*. The report was scheduled for release with the ACT Budget on 16 June 2020. Due to the COVID-19 response, the ACT Budget has been deferred and the report will be released prior to the ACT Election in October 2020.

5 met

1 did not meet

Highlights

In 2019-20 we delivered a range of projects across our functions. We:

- Delivered the regulatory framework for e-Conveyancing in the ACT. The e-Conveyancing reforms provide greater protections against fraud and offer the choice of electronic transactions.
- Released the First Action Plan for the Capital of Equality Strategy, to improve outcomes for LGBTIQ+ Canberrans.
- Supported the establishment of the Commercial Tenancies Administration Committee. This newly formed independent Committee comprises industry representatives and meets regularly to consider the urgent and complex themes arising for commercial tenancies following the National Cabinet's decision on the Code of Conduct for commercial leases.
- Delivered our fifth successful Chief Minister's Governance Lecture, which connects ACT Government archival records to current debates and brings them to new audiences.
- Developed amendments to the *Drugs of Dependence Act 1989* to further decriminalise cannabis use and reduce harm amongst users.
- Delivered an arrangement with the Australian Government on a range of land matters that impact the National Capital.



Policy & Cabinet at a glance

32 sitting days of the Legislative Assembly (or 14 sitting periods)

141 Cabinet meetings including **45** meetings responding to bushfire preparedness and COVID-19

23 National Cabinet meetings

Nearly **3,000** Canberrans told us what matters to their quality of life to help create the ACT Wellbeing Framework

We also delivered the ACT Wellbeing Framework, launched on 12 March 2020. We developed the Framework following an extensive process of community consultation over an eight-month period in 2019-20, hearing from nearly 3,000 Canberrans about what is most important to their quality of life and their priorities in creating a Wellbeing Framework. The framework will be used to measure social and economic progress across 12 domains of wellbeing. It will support the evaluation of policy and programs and guide future policy design and decision making.

To support records management and digital recordkeeping capability we:

- Prepared a strategic assessment of ACTPS digital recordkeeping capability that provides government with an understanding of its current position and a point from which to continue to improve.
- Supported ACT Government agencies to continue their transition to digital recordkeeping. We worked with Shared Services, the Office of the Chief Digital Officer and other agencies to provide strategies, guidance and tools for the design and management of records, information and data systems.
- Supported directorates to address their hard copy document and records holdings prior to the relocation to new government office accommodation.

We continued to progress work from previous years, including:

- Delivering the ACT Government's second annual progress report against the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse in December 2019. Of the 307 recommendations made by the Royal Commission, the ACT has completed 138, with 152 in progress (and 17 noted). We continued to work on developing regulation for Child Safe Standards, which will provide practical guidance to organisations on how to create safe environments for children and young people. Public consultation occurred from November 2019 through February 2020. A bill to introduce a Child Safe Standards scheme will be introduced in the coming year.
- Engagement with the NSW Government and local councils on issues that impact the Canberra Region. This has included finalising a new Memorandum of Understanding on Regional Collaboration (MoU) between the NSW and ACT governments and continuing to work with local councils as an associate member of the Canberra Region Joint Organisation (CRJO).
- Providing regular advice to Cabinet on ACT Government policies and programs.
- Supporting Cabinet meetings and coordinating government business for the Legislative Assembly.

We played a key role in supporting and coordinating the ACT Government's COVID-19 response. As part of this role we:

- Provided strategic advice and administrative support to the ACT Chief Minister's attendance at COAG (Council of Australian Governments) and National Cabinet. We also worked with the Coordinator-General for the Whole of Government COVID-19 (Non-Health) Response to manage the ACT's participation in National Cabinet and in the COVID-19 National Coordination Mechanism. The Coordinator-General's role is detailed further on the following page. At its peak, National Cabinet met three times a week and the National Coordination Mechanism held 14 sectoral response focused meetings over five days. Prior to the establishment of National Cabinet, the Commonwealth-State Relations team supported the Chief Minister's participation in COAG.
- Supported ACT businesses by developing the ACT Government's response to the National Cabinet Mandatory Code of Conduct on commercial leases. The response focused on the need for in good faith negotiations between commercial tenants and landlords to provide the best possible outcomes for all parties.

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

The past year has been extraordinary with bushfires, smoke, extreme hailstorms and the coronavirus. To drive our response to COVID-19, on 30 March 2020 we established a new role of Coordinator-General, Whole of Government (Non-Health) COVID-19 Response (Coordinator-General). The role of the Coordinator-General is to draw together the efforts of all directorates and agencies to ensure health and non-health related COVID-19 work are well aligned, and that responses are well coordinated and working efficiently. In addition, the Coordinator-General seeks to maintain sound governance, decision-making and other processes, and support a more strategic approach on longer term issues.

To respond to COVID-19, whole of government emergency arrangements were implemented which recognised the complex and dynamic nature of COVID-19 and utilised the collective capabilities across the service and associated entities to manage the ACT's COVID-19 response and focus efforts on protecting the Canberra community.

The Coordinator-General worked closely with all directorates and agencies, including:

- Implementing the Jobs for Canberrans Fund of \$28 million to create short-term public service jobs, targeted at Canberrans who lost their job or were significantly impacted by COVID-19. The program launched on 20 April 2020. At 30 June 2020, 427 jobs were funded and 244 people were employed through the fund.
- Planning for different scenarios that could unfold in response to COVID-19, to allow consideration of the health, economic and social implications of different approaches. This work has allowed the ACT to be in a strong position of preparedness for situations that may unfold as the health emergency evolves.
- Establishing a cross-government forum to review administrative processes and practices across government, to ensure sound governance and decision-making processes throughout the COVID-19 Public Health Emergency.



Image 3: New ACTPS workers engaged through the Jobs for Canberrans program

The Coordinator-General also worked with the head of Policy and Cabinet to support the ACT's engagement with National Cabinet and the National Coordination Mechanism of National Cabinet. This included coordinating whole of government responses to issues such as repatriation flights for returning Australians.

As we move into the next financial year with COVID-19 still the primary issue facing the ACT and the nation, the role of the Coordinator-General will continue. The 2020-21 focus will include sharing learnings from experiences in other states, territories and international jurisdictions, planning for different scenarios that could unfold as the pandemic continues in Australia, and supporting the ongoing economic and social recovery of the ACT.

Further information

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Future direction

In 2020-21 we will deliver briefings to the incoming government of the 10th Assembly, following the October 2020 ACT Election.

We will deliver policy advice to government on the national regulatory reform agenda, exploring how to build on the deregulation initiatives that formed part of the COVID-19 response and deliver benefits beyond this initial response. We will further the national deregulation agenda with a refreshed strategic framework for red-tape reduction and regulatory reform.

We will further develop the ACT Wellbeing Framework and deliver the first public dashboard of indicator measures. We expect to release the data dashboard on the ACT Wellbeing Framework website. The data dashboard will inform government processes and the community of movements across the wellbeing indicators and will become a regular feature of the framework.

We will continue to collaborate with the Commonwealth and other states and territories to determine the architecture of National Cabinet and the National Federal Reform Council. This work includes rationalising and reforming existing Ministerial Forums and Ministerial Regulatory Councils. In the medium to long term, we will focus on supporting the participation of the Chief Minister, Head of Service and other senior officials in evolving intergovernmental forums under the National Federal Reform Council.

To deliver this output in 2020-21 we will continue to regularly advise Cabinet on the development, agreement to and implementation of ACT Government policies and programs. We will also:

- Support the ACT Government response to the Royal Commission into National Natural Disaster Arrangements.
- Continue to engage with the NSW Government and local councils on matters that impact the Canberra Region, including implementation of the MoU and collaboration through the CRJO.
- Use the results of our strategic assessment of digital recordkeeping capability to establish initiatives and programs that support continuous improvement across government. We will also deliver new approaches to supporting and improving the capability of ACT Government agencies to manage their records in a digital environment.
- Deliver increased public information about ACT Government archives that improves the ability of the community to access and engage with their history.
- Develop the second action plan for the Capital of Equality strategy, to further improve the wellbeing of LGBTIQ+ Canberrans.

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 co-ordinating enterprise bargaining, enterprise agreement implementation and application across the service.
- Supporting and coordinating workforce planning and capability development across government, including through whole of government learning, development and capability programs.
- Driving transformational and cultural change to improve workforce readiness prior to moving to the Dickson and Civic office buildings in 2020 and 2021.
- Developing and implementing ACTPS capacity building programs, including 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 Ministerial Advisory Council.
- Managing the Secure Local Jobs Code certification scheme, 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

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

- 1.2a – *conduct the annual whole of government Graduate Program* – (100 per cent of the graduate cohort completed the program).
- 1.2h – *issue Secure Local Jobs Code Certificates within five working days* – (93 per cent met the timeframe following receipt of complete and correct audit report).
- 1.2i – *conduct Secure Local Jobs Code training sessions for industry* – (we delivered two additional sessions).

.....
6 met or exceeded

3 did not meet
.....

We did not meet our targets for:

- 1.2d – *conduct vocational employment programs* – 83 per cent of participants completed the programs against a target of 85 per cent. Of the three participants who did not finish, two participants resigned to take up other employment and one participant did not complete the probationary period.
- 1.2e – *support the Workforce Transformation Program*. This indicator included the transition of staff into the Dickson office building. Practical completion of the Dickson building was delayed from February 2020 to June 2020 meaning staff did not occupy the new Dickson building until 13 July 2020.
- 1.2f – *approval of Enterprise Agreements*. Two agreements were considered incomplete at 30 June 2020. The ACTPS Fire and Rescue Agreement was submitted to the Fair Work Commission (FWC) in July 2020 and the ACTPS Medical Practitioners Agreement is being renegotiated and balloted following FWC rejection of the original agreement on technical grounds.

Highlights

In 2019-20 we supported the ACTPS to respond to the unprecedented bushfire and COVID-19 public health emergencies through workforce policies and guidance materials. We developed and issued whole of government COVID-19 related policy advice on a range of employment matters. This included providing supportive leave arrangements to ensure there was no disincentive for employees, including casual employees, to absent themselves from work for COVID-19 reasons. This was an important aspect of keeping the community safe and providing safe workplaces for frontline staff. Policy decisions were also developed to ensure employees in insecure work would not be unduly disadvantaged as a result of lockdowns or isolation requirements. We provided guidance and advice to HR areas, employees and managers on how existing flexibilities in the employment framework could best support employees working from home, as well as employees who remained in the workplace for all or part of this year. We developed policies to enable rapid flexible deployment of employees across the service, in the event surge capacity was required. We also facilitated weekly and fortnightly meetings of HR Council (made up of Executive Branch Managers of HR) across government during COVID-19.

We also encouraged diversity and inclusion in the ACTPS. In 2019-20 we:

- Supported the professional development of ACTPS future leaders from Aboriginal and Torres Strait Islander backgrounds. In partnership with Queensland University of Technology, we secured centrally funded places for six Aboriginal and Torres Strait Islander employees from across the ACTPS at the SOGC to SOGA (and equivalent) classifications to undertake the Public Sector Management Program.
- Coordinated the Aboriginal and Torres Strait Islander Vocational Employment Program and the Inclusion Vocational Employment Program for People with Disability for remaining 2018-19 participants.
- Coordinated the third Disability Employment Service Provider Expo in August 2019, which links members of the community and new school leavers with local providers that support the employment of people with disability and Aboriginal and Torres Strait Islander peoples.
- Identified four funded places from across the ACTPS for employees with Disability at ASO5-ASO6 (and equivalent) classifications to undertake the Disability Leadership Institute's Future Shapers Program.

- Delivered on our commitment to continually improve the ACTPS Veterans' Employment Strategy, resulting in the ACTPS being the recipient of the 2020 Veterans' Employer of the Year for Public Sector Organisations in the Prime Minister's Veterans Employment Awards. We also continued to embed the Veterans' Employment Strategy, including implementing the ACTPS Veterans' Mentoring Program.
- Worked to address unconscious bias in ACTPS recruitment and other activities by securing access for up to 20,000 employees to undertake the SBS e-learning module on unconscious bias. The module will be hosted on the ACTGOV Learn system. Additionally, we funded placements from across the ACTPS for employees to attend workshop-style training on unconscious bias.

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

- Implemented a strategic workforce plan for the ACTPS Graduate Program. We also coordinated the ACTPS Graduate Program, with 43 graduates completing the 2019 Graduate Program and 42 commencing the 2020 Graduate Program.
- Coordinated the service wide Executive development program including delivering four executive development events on leading an agile, responsive and innovative public service into the future. The keynote speakers included:
 - Mr Arvind Tyagi, Executive Director, Portfolio Transformation, Department of Planning and Environment.
 - Ms Georgeina Whelan, Chief Officer, ACT State Emergency Services.
 - Ms Rebecca Cross, Director-General, Community Services Directorate.
 - Major General Marcus Allan Thompson, AM.
- Successfully implemented a whole of government learning management system – ACTGOV Learn.

As part of co-ordinating enterprise bargaining and enterprise agreement implementation we:

- Finalised the negotiation and lodgement of enterprise agreements covering ACT Fire and Rescue Service, ACT Ambulance Service, ACT Correctional Officers, ACT Education Directorate Teaching staff and ACT Legal Professionals.
- Progressed legislative amendments to the *Public Sector Management Act 1994* and the *Public Sector Management Standards 2016* to support commitments made in the Enterprise Agreements.

To deliver this output in 2019-20 we also:

- Continued to coordinate the Workforce Transformation Program, supporting directorate readiness ahead of the moves to the Dickson and Civic buildings in 2020-21.
- 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 2019 ACT Public Service Awards for Excellence with 185 nominations across six categories – Respect, Integrity, Collaboration, Innovation, Leadership and Bill Harris Executive Leadership.
- Introduced amendments to the *Public Interest Disclosure Act 2012* following an independent review.

- Commenced implementation of the whole of government i-delegate management system. The system collects and administers delegable functions under all ACT legislation (including delegations from Ministers, the Head of Service and Directors-General) into a centralised register for directorates to use.
- Assisted the independent consultant to develop a Compliance Assurance Framework to ensure that Directors-General have in place relevant resources and trained staff to demonstrate compliance with their legislative and non-legislative responsibilities and obligations.
- Prepared the 2018-19 State of the Service Report.
- Provided technical and advisory support to the HRIMS project on matters relating to the employment framework.
- Successfully supported the commencement of the delayed amendment to the Secure Local Jobs Code which expanded the scope of Secure Local Jobs Code obligations to business wanting to tender for territory funded work for services or works that are primarily for labour over \$200,000.

We also prepared for the 2020 ACT Election by updating the Guidelines to the Caretaker Conventions.

Future direction

In 2020-21 we will develop a contemporary employment strategy that reflects the lessons learnt from COVID-19. We will also begin work on:

- A whole-of-service vision for the ACTPS including workforce models and supporting culture and practices.
- A whole-of-service survey so that workforce trends and patterns inform strategic decision making.
- A future of work strategy so that the ACTPS sustains the positive aspects of flexible work and activity-based working whilst maintaining and increasing productivity.
- An ACTPS workforce capability framework to provide an understanding of the capabilities required for a dynamic and agile ACTPS into the future.
- Translating data and analytics into workforce insights that will drive high performance by channelling efforts into priority issues.
- Reforming the employment framework to enable a modernised, secure and flexible workforce.
- A workforce and talent strategy that looks at how to attract and retain the best leaders for the ACTPS who thrive in a highly dynamic environment.
- Expanding the diversity and inclusion agenda, including introducing a monitoring framework across the ACTPS through promotion and education of the value of workplace diversity as a high-performance business strategy.
- Completing delivery of the ACTPS 2020 Graduate Program and conducting a digital assessment centre to recruit graduates for the 2021 program. We will also expand the size of the program and establish a talent bank of the additionally recruited candidates as an accessible resource for ACTPS directorates looking to recruit at level to relevant streams of work.
- Finalising the review of the Respect, Equity and Diversity (RED) Framework.

- Working with all areas of the ACTPS to ensure our policy and employment framework supports managers and employees throughout the COVID-19 response. This includes developing and reviewing guidelines, policies and employment conditions to ensure they are contemporary, fit-for-purpose and responsive.
- Preparing for and commencing negotiations for the next round of ACTPS enterprise agreements, aiming to ensure the employment framework is modern, strategic and supports an effective public service.
- Completing the transition of staff into the Dickson and Civic office buildings and expanding the Workforce Transformation Program to include the second Civic Office Block. We will also engage with traditional custodian groups to deliver the Indigenous Cultural Programs for the new office buildings.
- Continuing to implement the whole of government i-delegate management system.
- Continuing to support the Compliance Assurance Committee and implement the Compliance Assurance Framework across government.
- Continuing to deliver on the government's commitment to provide secure employment through the Taskforce on Insecure Work and Outsourcing, as well as the bargaining framework.
- Reviewing operation of the Secure Local Jobs Code package of measures.

Further information

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Output 1.3 Coordinated Communications and 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 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 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 publishing services to CMTEDD and whole of government.
- Providing ceremonial and protocol services to the Chief Minister.

Performance

Accountability indicators

We met or exceeded two of our accountability indicator targets against this output, exceeding our target for indicators 1.3a – *annual numbers of ACT Government digital mail newsletters* and 1.3b – *annual numbers of ACT Government Our Canberra newsletters*. Additional COVID-19 messaging from April 2020 meant 22 digital newsletters instead of the targeted 11, and one additional Our Canberra print newsletter.

.....
2 met
1 did not meet
.....

We did not meet our target for indicator 1.3c – *annual whole of government Communications and Engagement Plan*. The 2020 Plan was not delivered as all communication and engagement efforts across government were re-focused on informing the community on COVID-19.

Highlights

In 2019-20 we performed a lead role in the Public Information Coordination Centre (PICC) for the bushfires in the ACT and surrounding NSW, and for COVID-19. Our work in the PICC ensured the community remained well informed with up-to-date information. When surveyed, 93 per cent of the community reported they felt well informed during COVID-19. We also:

- Launched the new YourSay Community Panel to provide Canberrans with another opportunity to have their say. The online research panel enables the government to quickly gain insights and respond to the community's views on a particular issue. In its first year the panel attracted almost 3,500 members who provided input to 19 surveys on topics such as COVID-19, wellbeing, the cost of living, bushfire preparedness and the Motor Accidents Injuries Scheme.
- Worked to ensure the community was well informed on ACT Government policies, programs and services and supported all directorates to communicate with a one government approach. This was strengthened through a newly formed peer advice panel process in addition to continued whole of government communications and engagement planning.
- Continued to produce the Our Canberra print and digital newsletter to directly communicate with Canberrans on ACT Government news, programs and services, including:
 - A monthly regionalised newsletter to over 193,000 Canberra households.
 - A digital newsletter delivered to more than 56,000 subscribers (an increase of 11.8 per cent in the past year). The distribution of the newsletter was increased to weekly from April 2020 as part of the COVID-19 communications response.



Communications & Engagement at a glance

93% of Canberrans surveyed reported feeling well informed about COVID-19

Almost **3,500** YourSay Panel members provided input to 19 surveys

65% increase in ACT Government Facebook followers

In 2019-20 we continued to manage the ACT Government’s social media accounts, achieving annual growth across all platforms.

Table 6: Social media performance in 2019-20

Social media platform	Followers (% change from 2018-19)	Monthly reach (% change from 2018-19)
Facebook	↑ 65	↑ 645
Twitter	↑ 29	↑ 37
LinkedIn	↑ 23	↑ 182
YouTube	↑ 31	↑ 498

We also managed the government’s online engagement website, YourSay Community Conversations, which had more than 72,000 visitors in 2019-20. Over 6,800 people subscribe to receive the YourSay e-newsletter, an increase of 13 per cent from 2018-19.

We sought to provide a unified approach to user experience across ACT Government websites, including refreshing both act.gov.au and [Our Canberra](#) websites.

We supported business areas across the directorate with the delivery of priority engagements and public information campaigns, including:

- Communicating to the community and business the government’s economic survival and recovery measures as the COVID-19 pandemic unfolded.
- Engaging with the community on the development of the ACT Government’s first Wellbeing Framework.
- Educating the community on the new Motor Accident Injury Scheme.
- Providing information to the community about new cannabis legislation, including advice on what changed, what stayed the same and how to seek support.
- Providing information to the community on more than 450 online services and transactions available through Access Canberra, helping our community access services.
- Providing information to the community on the new Infrastructure Plan and the ongoing delivery of new infrastructure across the city.

To deliver this output in 2019-20 we also:

- Supported the independent review of campaign advertising under the *Government Agencies (Campaign Advertising) Act 2009*, including the appointment process for the Independent Reviewer and Acting Independent Reviewer.
- Delivered the 2019 ACT Scientist of the Year Award, HMAS Canberra (III) Freedom of Entry Parade, Chief Minister’s Canberra Gold Awards, and the Canberra Citizen of the Year Award.
- Supported the delivery of the ACT Australian of the Year Awards, and Order of Australia honours.

Future direction

In 2019-20 we will continue to lead a coordinated approach to articulating, communicating and engaging on the government's priorities for the ACT community. We will also:

- Continue to lead and support communications for the government's response to COVID-19 and any other emergencies.
- Continue to support the ACT Government to seek the views of our community that will inform the development of policies and programs via the YourSay Community Panel and YourSay Community Conversations website.
- Evolve the YourSay Community Panel to increase membership and broaden its scope to particular sectors.
- Deliver a coordinated approach to priority campaign advertising across the ACT Government.
- Undertake community engagement on a new Territory Coat of Arms.

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 Office of the Chief Digital Officer delivers this output and takes advantage of digital and data to achieve:

- Better services for the community.
- Greater engagement and better outcomes for business and academia.
- More sustainable and efficient government.
- A more productive, engaged and learning workforce.

Performance

Accountability Indicators

We met two of our accountability indicator targets against this output and did not meet indicator 1.4a – *ACT Data Analytics Centre*. The ACT Data Analytics Centre's program of work was delayed by COVID-19. The deliverable for this indicator – the whole of government Data Governance and Management Framework – will now be published in 2020-21.

.....
2 met

1 not met
.....

Highlights

In 2019-20 we delivered the ACT Digital Strategy, providing a community-centred approach to how we use technology to further improve the quality of life for all Canberrans.

We also supported the government's COVID-19 response, and subsequent recovery initiatives, by:

- Chairing and supporting the Technology Leadership Group.
- Prioritising technology/digital initiatives to ensure they provide the best outcomes.
- Working collaboratively across government to design and deliver initiatives, including the Jobs for Canberrans – ACT Casual Jobs Register, released to the community in April 2020.

Future direction

In 2020-21 we will deliver more digital services that provide real value to the community, including:

- Delivering the digital services that reflect reforms to the Working with Vulnerable People scheme, including enhanced protection for vulnerable people through the National Disability Insurance Scheme.
- Designing and commencing delivery of ways to make it easier for people to prove their eligibility for a range of concessions to access ACT Government services.

We will support ACT Government directorates to implement the Data Governance and Management Framework. We will also develop a program of work to progress the Digital Strategy, including utilising the work of the Technology Roadmap.

We will continue 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 2.1 Access Canberra

Overview

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

Access Canberra delivers this output by:

- Undertaking its activities through a risk-based framework which does not unnecessarily hinder businesses from flourishing.
- Providing services and collecting revenue on behalf of other directorates.
- Providing customer services to businesses, community groups and individuals through a 'no wrong door' approach.

Performance

Accountability Indicators

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

.....
5 met or exceeded

4 did not meet
.....

- 2.1b – *percentage of the Canberra community satisfied with the ease of interacting with Access Canberra* (92 per cent satisfaction against a target of 95 per cent) and 2.1h – *average level of helpfulness after issuing a notice or before issuing a licence/authorisation* (helpfulness score of 4.3/5 against a target of 4.5/5). Due to the impacts on operations and service delivery from the onset of COVID-19 there was a slight decrease in perception of the ease of dealing with Access Canberra during the March to May 2020 period.
- 2.1e – *reduction of regulatory burden on business by undertaking risk-based coordinated inspection activities*. Our result was 74 per cent against a target of 80 per cent. Due to the impact of the bushfire season and subsequent poor air quality, and the COVID-19 pandemic, we re-directed compliance checks to meet other government and community safety priorities.
- 2.1g – *compliance rate during targeted campaign inspections*. Due to COVID-19 restrictions and changing government priorities, we were unable to complete measuring the final compliance rate for a number of businesses. Our result was 86 per cent against a target of 90 per cent.

Highlights

Supporting the government response to emergencies

In 2019-20 we supported the ACT community during the bushfires and smoke haze events, hailstorm event and the ongoing COVID-19 Public Health Emergency by providing flexible, digital-first solutions to delivering services on behalf of the ACT Government. We rapidly expanded online services in response to COVID-19, administered registration rebates for owners of vehicles affected by the January hailstorm event and provided free replacement of identity documents lost during the summer bushfires. During the ACT bushfire emergency declaration, our Contact Centre was stood up to provide continuous support to the ACT Emergency Services Agency, and a number of our staff worked in the PICC.

We modified our service delivery approach to ensure the ACT community still had access to essential services during the COVID-19 Public Health Emergency and associated restrictions. We also supported the Centre for Disease Control by taking calls on their behalf, in addition to running the COVID-19 Helpline. Access Canberra commenced operations of the COVID-19 Helpline on 8 April 2020 to support the government's response to COVID-19. Prior to this we had already commenced taking calls on behalf of the Centre for Disease Control on 1 April 2020. For the period from commencement to 30 June 2020 we handled over 12,000 calls to the COVID-19 Helpline. This service continued into the 2020-21 financial year.

Our teams conducted educational inspections of over 3,900 visits of businesses affected by the Public Health Direction issued in response to COVID-19. We provided education and assistance to businesses including liquor venues, clubs and gyms. Access Canberra also worked closely with the ACT Health Directorate and ACT Policing on inspectorial and regulatory compliance to ensure a consistent approach.

We established the Business Industry Liaison team within Access Canberra in March 2020 to provide a public face to the ACT Government's Economic Survival Package. This team is the first point of contact for businesses seeking advice and engagement on available stimulus funding, as well as being available for general questions and advice for businesses. Since inception, the team has responded to over 1,400 calls from the business community. In addition to facilitating the Access Canberra relief effort for businesses affected by the pandemic, we assisted event organisers in obtaining approvals for 189 events of varying scale and provided pathway solutions to 33 business enquires.

We seamlessly delivered several elements of direct financial stimulus to the hospitality industry during the bushfire smoke crisis and COVID-19, including:

- Providing a mechanism for 'on' liquor licensees to obtain commercial liquor permits allowing continued trading activity while their venues were effectively closed to regular trade under Public Health Directions.
- Facilitating access to waivers of liquor licence and outdoor dining permit fees to provide further financial support to businesses suffering financial hardship due to COVID-19.
- Implementing a 12-month fee waiver for liquor licensees and outdoor dining permit holders to further offset the impact of reduced ability to trade as a result of Public Health Directions.



Top 5 Contact Centre enquiries

110,493

**Motor Vehicle Registration
- Renewal**

76,466

**Motor vehicle Registration
- Establish/Transfer**

69,839

**Timetable Information
- Route/Service Enquiry**

54,873

**Housing
- Tenancy Management**

47,783

**Motor Vehicle Registration
- Inspections**

We responded to COVID-19's impact on the ACT Taxi industry by facilitating 149 stimulus payments of \$5,000 to taxi operators who were responsible for paying annual taxi plate fees.

Through the Registrar-General, we supported associations affected by COVID-19 restrictions. The Registrar-General granted all incorporated associations whose Annual General Meeting (AGM) fell due during the Public Health Emergency an extension to 30 October 2020 to hold their AGM. We also supported, through the Registrar-General, amendments to the *Associations Incorporation Act 1991* allowing incorporated associations to continue to hold general meetings during COVID-19. The Act now provides that the committee of an incorporated association may, during COVID-19, authorise general meetings to be held via methods of communication other than in person. This option was previously only available to associations that made provision for meetings via alternative methods in their rules.

The below tables show some of our activities during the bushfire, smoke and COVID-19 emergencies.

Table 7: Bushfire smoke crisis outdoor dining

	Number
Total entitled to refund	241
Refunds processed	158
Yet to apply for a refund	81
No refund required	2

Table 8: COVID-19 liquor fee waiver

	Number
Total entitled to waiver	749
Refunds processed	50

Table 9: COVID-19 commercial liquor permit

	Number
Total issued	193
Total extended	46

Table 10: Cancellations and refunds of liquor permits

Liquor Permit	Number	Cancelled other reasons	Cancelled COVID-19	Refunded COVID-19
Commercial	311	7	28	22
Non-commercial	251	9	14	12
Total	562	16	42	34

We also supported the government’s response following the catastrophic January 2020 hailstorm event, which damaged over 37,000 vehicles. We established a dedicated Hail Team to streamline vehicle transactions and provide rebates to Canberrans affected by the hailstorm. The team:

- Developed online registration cancellation and rebate application forms.
- Simplified re-registration and renewal processes for vehicles economically written-off by hailstorm (getting the community back on the road faster, while maintaining vehicle safety standards).
- Facilitated amendments to legislation, allowing brand new and interstate economically written-off vehicles to be registered in the ACT without first requiring inspection and re-registration interstate. This amendment saved the community time and effort during the early stages of COVID-19.

We processed rebates for over 2,200 Canberrans under the Hail Rebate Scheme to a total value of over \$400,000. The Hail Rebate Scheme was extended from 30 June 2020 until 31 October 2020 to provide additional time for Canberrans to apply for the rebate.

Serving the community

In addition to our emergency response work, we continued to deliver efficient service to our customers in 2019-20. We completed 438,000 transactions through our Service Centres, answered 483,541 customer calls through our Contact Centre and managed 13,771 webchats. We handled an additional 26,938 calls through our Building Services Centre. There were 633 digital transactional services available via Access Canberra digital channels which processed over 6.4 million digital interactions. Of these digital transactional services, 294 were enabled for businesses. We also developed smart forms for booking in appointments for fingerprinting services, and lodging applications for a Development Application Reconsideration.

The following tables show some of our key shopfront transactions in 2019-20.

Table 11: Environment, Land and Planning Shopfront transactions

Transaction	Number
Development Application lodgements	910
Compliance Certificates issued	822
Lease conveyancing enquiries completed	9,243
Exemption Declaration applications processed	795
Fingerprint services provided	983
Access Cards issued	288
Land Access Activity Notices processed	767
Deposited Plan Requests processed	875

Table 12: Building Services Shopfront transactions

Transaction	Number
Building approval registrations processed	4,358
Certificates of Occupancy and Use issued	4,298
Building file requests processed	2,484
Energy Efficiency Rating returns processed	5,733
Building conveyancing reports processed	5,060
Plumbing inspections booked	20,817
Electrical inspections booked	24,453
Plumbing, drainage and gas certificates / plans processed	26,460
Certificates of Electrical Safety registered	45,888

Land titles

We received a total of 62,285 lodgements and registered 60,735 documents under the *Land Titles Act 1925* through the Land Titles Office. We also:

- Supported the tabling of legislation on 1 June 2020 to introduce e-conveyancing, verification of identity requirements, auditing and compliance provisions, and paperless titles.
- Delivered Stage 2 of a new Land Titles Information System (ACTLIS) for the processing and capturing of data on the Land Titles Register for some 85 Land Titles Dealings.

Compliance

During 2019-20 we continued to support the safety of the ACT community in our role as regulator, through inspection and investigation activities aimed at securing compliance with the law in a number of regulatory spheres including the Working with Vulnerable People Scheme, building compliance, liquor venues and Fair Trading. Throughout COVID-19 we have worked closely with the ACT Health Protection Service and ACT Policing to ensure ACT businesses have been compliant with Public Health Directions, primarily through a strong engagement and education approach. In 2019-20 we conducted:

- 123 targeted compliance activities with ACT Policing at major events with a focus on liquor, security and smoking.
- Compliance checks of 59 fuel retailers in the ACT about the display of fuel prices. We observed 100 per cent compliance during this activity.
- 4,176 Working with Vulnerable People compliance checks through on-site inspections and desktop data matching exercises.

Fair trading

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 toys and summer play equipment.
- Providing education and advice to the ACT community about the danger of button batteries.
- Conducting product safety inspections to ensure that showbags supplied at the Royal Canberra Show complied with relevant safety standards.
- Engaging with motor vehicle dealers and wreckers and providing education around the hazardous Takata airbags as a part of the national program.

We also undertook a range of fair trading enforcement activities, including:

- Filing two court and tribunal matters, which are ongoing.
- Finalising nine court and tribunal matters.
- Issuing one public warning notice.

We finalised Supreme Court proceedings against Your Local Plumbing Group Pty Ltd and its sole director. Penalties totalled \$130,000 for contraventions of the Australian Consumer Law, in addition to orders for corrective advertising and a compliance program. We also engaged with 53 grocery retailers in the ACT and provided education around amendments to the *Egg (Labelling and Sale) Act 2001*.

Road safety

In 2019-20 we completed inspections and audits to support and promote road safety in the ACT. We:

- Undertook over 1,000 more inspections than in 2018-19 at the Hume Motor Vehicle Inspection Station. The Vehicle Safety Standards (VSS) team completed 8,514 vehicle roadworthy inspections and 4,606 vehicle identity inspections.
- Completed 22,051 on road inspections, with the VSS team issuing 495 defects. The number of on road inspections of light vehicles was significantly reduced compared to the previous year due to work health and safety considerations relating to the bushfire, smoke haze, and COVID-19. The January hailstorm event damaged over 37,000 ACT registered vehicles, which required the VSS team to redirect resourcing from on road compliance efforts to undertake vehicle identity and roadworthy inspections to support the community to recover from the event.
- Issued 142 infringements for driving an unregistered vehicle, 139 infringements for the use of an uninsured vehicle, 1 infringement for an unsecured load and 1 infringement to an unlicensed driver whilst conducting vehicle checks of cars in public car parks. We also completed a total of 120 inspections on location for special purpose vehicles, such as cranes.
- Transitioned responsibility for heavy vehicle on road enforcement to the National Heavy Vehicle Regulator (NHVR) on 1 July 2019.
- Conducted on road VSS operations including the annual Summernats festival, Operation Purple Reign in Jervis Bay Territory (a joint operation with the Australian Federal Police and the NHVR), Operation Dual Effort with the NHVR (targeting rigid trucks) and VSS targeting light vehicles.

- Conducted 196 on-road audits with ACT Driving Instructors, measuring compliance with the Road Transport (Driver Licensing) Driving Instruction Code of Practice via our Accredited Driving Instructor Auditors. Of those audits, 79 were satisfactory, 75 received a recommendation for improvements and 42 were unsatisfactory and in breach of the Code. Those identified as unsatisfactory were provided with ongoing engagement and education by the Auditors to assist them instruct and assess students to the standard required by the Code of Practice. The issues identified as unsatisfactory were administrative and not safety related issues. Access Canberra takes an engage and educate approach to encouraging compliance except in those instances where safety or risk of harm is compromised. We will continue to work with industry to improve compliance.
- Conducted 159 random quality assurance audits on vehicles inspected by Authorised Examiner Repairers (AER) via our Authorised Examiner Scheme (AES) Auditors. Of 159 vehicles audited, 79 passed and 80 failed. Five AERs were served a show cause notice, two had their authorisation cancelled for 12 months, two had their authorisation cancelled for 24 months, and one was suspended for six months. The majority of identified failures were administrative and not safety related issues.
- Conducted 37 audits of Authorised Inspection Stations (AIS) of which six received a failed audit report from our AES Auditors for non-compliant equipment. As a result, the accreditation of these sites was suspended until all identified issues were rectified. One AIS had their authorisation cancelled for two years for non-compliant activities.
- Conducted 25 audits of public passenger service operators for their compliance against the relevant Road Transport (Public Passenger Services) Service Standards 2020. One improvement notice was issued, and additional supporting information was sought from five other operators to ensure compliance with audit requirements.
- Licensed 2,359 rideshare vehicles, 165 Taxis, 19 Wheelchair Accessible Taxis and 52 hire cars, and accredited 56 bus operators providing regular route, tour and charter services in the ACT.
- Implemented amendments to the Road Transport legislation to support the commencement of the Graduated Licensing Scheme on 1 January 2020, including new requirements for Learner drivers and introducing P1 and P2 Provisional licence classes.
- Managed over 33,000 motorists with medical conditions which require monitoring and regular assessments to retain their driver licence.



Top 5 Service Centre transactions

30,981

Renew Motor Vehicle Registration

29,592

Establish Motor Vehicle Registration

28,867

Renew Driver licence

26,289

Motor Vehicle Enquiry

22,641

Transfer Registration

- Assisted the community to understand their responsibilities to preserve and protect road safety through our Infringement Review team, and provided options for, and information about, infringement notice offences and remediation action.
- Established nearly 12,000 payment plans with a combined total value of \$5.8 million for over 27,000 infringements. During the year, we closed 6,800 plans due to applicants successfully paying off their debt. At the end of the financial year, there were 5,200 active plans, with a total value of \$4.1 million.

Controlled Sports Act

We engaged with stakeholders prior to commencement of the *Controlled Sports Act 2019* in October 2019. We supported the health and safety of controlled sports contestants, and upheld the integrity of controlled sports contests and events, by establishing a Controlled Sports Registrar and conducting inspections of controlled sports events in accordance with the Act, resulting in high levels of compliance.

Table 13: Licensing and Registrations – Controlled Sports

Registration type	Number of registrations
Registerable events	4
Registered contestants	37
Interstate contestants	33
International contestants	1
Officials	35*
Interstate officials	39
Non-registerable event notifications	6

*Note: it is common for officials to register for more than one role.

Licensing and Registrations

The following tables show some of our licensing and registration activity for 2019-20.

Table 14: Births, Deaths and Marriages

Registration type	Number of registrations	Certificates issued
Births	6,348	12,268
Deaths	2,437	3,448
Marriages	1,344	2,566
Same sex marriages	68	88
Civil relationships	555	574
Changes of name	996	585

Table 15: Licensing and Registrations – Community Industry and Traders Licensing

Registration type	New registration	Registration renewals
Security		
Employee	1,511	1,254
Master	77	77
Trainer	5	0
Real estate licences		
Agent	180	296
Business	14	43
Stock and station	5	35
Real estate salespersons		
Salesperson	241	611
Business	5	6
Stock and station	4	7
Motor vehicles		
Dealer	16	44
Repairer	31	161
Wholesaler	1	3
Second-hand dealer	11	17
Other		
Employment agent	51	29
Pawnbrokers	1	2
Charitable collections	6	N/A
Associations	39	N/A
Co-operatives	2	N/A
Justices of the Peace	64	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.

ACT Work Safety Commissioner

Access Canberra, through WorkSafe ACT, supported the former Work Safety Commissioner until 30 April 2020. For details of WorkSafe ACT's performance in 2019-20, please see the [Office of the Work Health and Safety Commissioner Annual Report](#), annexed to this report.

Future direction

In 2020-21 we will continue to support the ACT economy's recovery from the impact of the summer bushfires, January hailstorm and the ongoing COVID-19 emergency by reducing red tape and working closely with industry, particularly hospitality, gaming, building and construction, and the events sector. We will encourage recovery and growth post COVID-19 through the provision of efficient licensing and registration services, continuing to address regulatory barriers to business recovery. We will also:

- 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.
- Deliver digital focused projects to better support the ACT community and business such as a new e-Conveyancing system.
- Continue 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. We will continue to improve how we collect and use data to support risk-based decision making and improved policy development.
- Continue to support the safety of the ACT Community through regulatory enforcement and compliance activity across industries including building and hospitality.
- Use various sources of intelligence and data to better inform our compliance and engagement activities with the community and regulated industries.
- Continue to support our statutory office holders including the Commissioner for Fair Trading, the Construction Occupations Registrar, the Environment Protection Authority, the Controlled Sports Registrar and the ACT Registrar-General.

Further information

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Output 3.1 Innovation, Industry and Investment

Overview

Through the Innovation, Industry and Investment output we deliver programs, initiatives and business policy advice that promotes the economic development of the broader capital region. Our work involves consultation and partnership with universities, research organisations, commercialisation entities, business organisations and other government agencies. We participate in business and innovation policy forums, including Ministerial Councils and other national business, innovation working groups and science infrastructure forums.

Innovation, Industry and Investment delivers this output and aims to:

- Accelerate the commercialisation of locally generated intellectual property.
- Encourage internationalisation of ACT businesses through trade and investment.
- Enhance the innovation capability of the private sector and its relationship with key institutions.

Performance

Accountability Indicators

We met or exceeded nine of our accountability indicator targets for this output but did not meet 3.1a (ii) – *number of lead responses generated from Invest Canberra program activity*. Against a target of 30 we achieved 22 investor responses. Investor requests are provided with a tailored response outlining the benefits and opportunities of establishing trade or operations in the ACT. In 2019-20, referrals and inbound investor requests show a decline for the period of March to June 2020, coinciding with the COVID-19 related economic downturn and the global downturn in business.

9 met or exceeded

1 did not meet

Highlights

In 2019-20 we supported Canberra-region small businesses, non-profit organisations and primary producers by providing advice on economic recovery support associated with the impacts of the 2019-20 bushfires and COVID-19. We also supported the Canberra screen industry by establishing a \$250,000 COVID-19 response MADE IN CBR program under the CBR Screen Fund. The program provided specific support to ACT screen professionals whose work has been negatively impacted by the COVID-19 pandemic.

The directorate administered the ACT Government's \$9.750 million Priority Investment Program through co-investment in projects and initiatives that contribute towards attracting and retaining investment to grow Canberra's knowledge economy. We delivered the 2019-20 funding round of the Priority Investment Program, with 29 expressions of interest received and 5 projects shortlisted to develop business cases. Three projects were successful in being approved for funding to a total value of \$2 million. We also continued implementation of the four projects supported in the 2018-19 Priority Investment Program funding round, which progressed despite experiencing negative impacts of COVID-19.

We continued implementation of the *Confident and Business Ready: Building on Our Strengths* strategy. We focused on investment promotion, attraction and facilitation, innovation and entrepreneurship, international trade and engagement, and the ACT's key sector capability areas, supporting government's commitment to grow and diversify the ACT economy. We also:

- Promoted the ACT's defence industry strengths through the Defence Industry Advisory Board and Defence Ambassadors. This promotion aimed to leverage the established defence industry presence in the ACT and support Canberra region businesses to maximise opportunities from sector activity.
- Supported Team Canberra activities to promote and develop the Canberra region defence, cyber and space sectors at national and international forums during 2019.
- Worked collaboratively with the ACT Cyber Security Innovation Node to deliver a series of activities to bring together and grow the local cyber security ecosystem. Activities included quarterly advisory group meetings and delivery of ten local cyber security events.
- Collaborated with the Australian Space Agency for the advancement and growth of the national space industry sector. We delivered local industry stakeholder consultation to support the growth of the space industry in Canberra.
- Progressed the ACT Government's consideration of major projects, including:
 - The University of New South Wales (UNSW) Canberra City Campus proposal, leading to the Territory and UNSW reaching formal agreement to proceed.
 - The Academy of Interactive Entertainment (AIE) proposal to purchase and redevelop land in Watson (Canberra Technology Park).
- Delivered the CBR Screen Fund, providing funding support to seven productions with a total investment of \$559,000. The funding is aimed at the development of Canberra stories and content, building local screen industry capability, and attracting productions and film industry activity to Canberra.
- Supported the Commissioner for International Engagement to implement the International Engagement Strategy, promote trade and investment opportunities in the ACT, support access to export markets by ACT businesses, and deliver five ministerial-led international missions.
- Partnered with the Australian Trade and Investment Commission (Austrade) through its Trade Start program. We also funded a Business Development Manager based in Austrade's Singapore office, increasing local access to Austrade's overseas networks and resources to support local businesses sell into new markets.
- Delivered the 2019 ACT Chief Minister's Export Awards, attracting 65 applications across 12 categories from 19 companies.
- Delivered, in partnership with the Canberra Business Chamber, the International Business Engagement Program, including:
 - Three international trade and investment inbound delegations, and ACT investment opportunities abroad.
 - Participation of 260 businesses in seminars, workshops and networking events.
 - The annual Canberra Diplomatic Business dinner.
- Delivered the ACT Vice-Chancellors' Forum in June 2020. The Forum considered the impact of COVID-19 on the tertiary education sector and how to reposition Study Canberra's student attraction efforts both domestically and internationally.

- Continued to support innovation as a key driver of economic growth and diversification through investment in the CBR Innovation Network. The Network assists growth in Canberra's innovation and entrepreneurship community through program activity.
- Continued to promote Canberra as a location to undertake trials of new innovative technologies, such as the CANdrive trial. In collaboration with Canberra company Seeing Machines, the University of Canberra and the University of Newcastle, the CANdrive trial involves driver awareness monitoring in automated vehicles.

Future direction

In 2020-21 we will continue to support economic survival and recovery for the Territory during COVID-19 and beyond. We will continue to consult with the Australian Government on the application of Commonwealth funding for extreme events and stimulatory packages. We will also:

- Support the innovation community through the delivery of COVID-19 response measures, including expansion of the Innovation Connect program to include two new COVID-19 specific funding streams:
 - 50 scholarships for entrepreneurs to attend the CBR Innovation Network's 'Idea to Impact' program
 - The delivery of six Collaborative Innovation Labs.
- Deliver a six-month Aboriginal and Torres Strait Islander business support program focused on assisting Aboriginal and Torres Strait Islander businesses to survive and recover from the economic impact of COVID-19. We will also undertake an independent review of Aboriginal and Torres Strait Islander business support services to inform how future programs could be shaped to achieve the greatest value for the Indigenous business community.
- Continue to invest in Canberra's innovation capacity to support entrepreneurs, start-ups and high growth businesses and review government's investment in sector specific development activity, including emerging sectors. This work will inform future directions and support existing and emerging businesses to recover from the COVID-19 crisis, thereby stimulating and growing the ACT economy.

In addition to supporting economic recovery, we will deliver a coordinated, strategic approach to trade development for the ACT. We will continue to assess the impact of the government's long-term investments in early-stage commercialisation funding and venture capital. We will also:

- Promote Canberra's key capability sectors including agri-technology, renewable energy, defence, space and cyber to further support trade and investment opportunities.
- Progress implementation of the UNSW Canberra City Campus proposal through to the ACT Government's consideration and approval of a precinct master plan.
- Progress the AIE proposal to purchase and redevelop land in Watson (Canberra Technology Park) to the ACT Government for a decision.
- Support the Commissioner for International Engagement's ongoing implementation of the International Engagement Strategy.
- Continue to support the government's trade development activities, including through the development of key market and sector plans. We will also leverage key relationships and partnerships, including with Austrade, to grow and maintain a pipeline of internationally competitive ACT businesses.

Output 3.2 VisitCanberra

Overview

Through the VisitCanberra output we create and implement a range of innovative tourism marketing and development programs.

VisitCanberra delivers this output by partnering with local industry, national bodies and institutions. These partnerships aim to support the Territory's economic development through increased visitation to the ACT and region.

Performance

Accountability Indicators

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

.....
3 exceeded
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- 3.2a – ACT Accommodation Room Occupancy Rate.
- 3.2b – Canberra and Region Visitors Centre – overall visitor satisfaction with customer service levels.
- 3.2c – number of visits to the 'visitcanberra' website.

Highlights

In 2019-20 we supported the Canberra community and visitors to our region during the bushfire and COVID-19 events through:

- Delivery of advice to visitors through the Canberra and Region Visitors Centre.
- Managing accommodation inventory for quarantine purposes, in partnership with the ACT Health Directorate.
- Communication to the local business community, via a range of channels, about economic support available through the ACT and Australian Government.

We also delivered *Show Canberra Some Love*, an initiative to encourage prominent locals and online influencers to support the tourism industry following the bushfire season.

We launched the next iteration of our major destination marketing campaign, *One Good Thing After Another*, in October 2019. This campaign reached over 8 million people and highlighted the diversity of experiences available to visitors in Canberra. We also:

- Managed two major long-term partnerships to promote the capital as the ultimate short break destination – with popular Australian publisher Concrete Playground and renowned international online travel agency Expedia.
- Completed a 12-month *In Canberra* campaign with seven Australian Government national attractions and Schwartz Media – the largest ever co-operative campaign delivered with Canberra's national attractions.

- Hosted nine domestic media outlets as part of VisitCanberra's Visiting Journalist and Influencer Program. We showcased a wide variety of Canberra product in the itineraries and promoted events such as Floriade, Matisse & Picasso at the National Gallery of Australia and the Design Canberra Festival.

We promoted Canberra internationally through our partnership with Singapore Airlines, which delivered marketing campaigns in Hong Kong, India and the UK. Plans for marketing campaigns in China, Singapore, Malaysia and Indonesia were not executed due to the impact of the bushfire crisis and COVID-19. We also:

- Participated in five business-to-business travel trade events internationally.
- Arranged tours for 82 journalists throughout the year, from Singapore, Malaysia, China, the United Kingdom, NZ and India.
- Delivered webinars to over 13,000 representatives of the travel industry from India, Malaysia, Singapore, Hong Kong, Indonesia, the United Kingdom, China, South Korea and New Zealand.

Other achievements included:

- Delivery of the third annual Export Ready Accelerator Program, which provided a learning pathway to five ACT tourism businesses to explore opportunities in the international tourism sector.
- Supporting four major exhibitions and events through the 2018-19 Major Event Fund:
 - Matisse & Picasso at the National Gallery of Australia.
 - Dreamworks at the National Museum of Australia.
 - Westside Story at the Canberra Theatre Centre.
 - Summernats 2020.
- The Canberra and Region Visitors Centre (CRVC) winning the Visitor Information Services award at the 2019 Canberra and Region Tourism Awards.



VisitCanberra at a glance

Reached over **2.5 million** people through Concrete Playground, and with the partnership with Expedia reached over 4 million people promoting the Capital as the ultimate short break destination. The promotion drove a significant increase in visitation to the ACT with a passenger demand increase of more than 25%

Over **8 million** people reached through destination marketing activity under the *One Good Thing After Another* campaign

54 million impressions of Canberra across print and digital channels in Hong Kong and India

8,000 people liked or commented on our *Show Canberra Some Love* social media posts

Future direction

In 2020-21 we will support economic recovery by delivering initiatives that raise awareness of Canberra as a holiday destination and increase visitation to the city, including:

- Refreshing Canberra’s domestic marketing platform and launching a new long-term marketing position that focuses on Australians holidaying locally rather than overseas.
- Continuing our engagement with key markets to support the return to Canberra of tourists, international students and businesses when possible.

We will also:

- Work with industry to support the promotion of Canberra as a destination, aligning where possible to Canberra’s unique selling point and brand.
- Pursue opportunities to grow domestic aviation capacity that will make Canberra easier to access.
- Invest in the Major Events Fund to support events with the ability to drive significant visitation outcomes.
- Promote demand-driving activities that will focus on the recovery of the ACT visitor economy.
- Refresh the canberra.com.au website.

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.

Performance

Accountability indicators

We exceeded one of our accountability indicator targets for this output. For indicator 3.3a – *number of nationally identified priority athletes supported by the ACT Academy of Sport* – we achieved 137 against a target of 120 scholarships. The increase is primarily due to a new partnership with athletics resulting in 20 new scholarship athletes from early 2020.



We did not meet our other indicator target, 3.3b – *number of organisations funded to support participation opportunities in sport and recreation*. We underperformed against our target of 80, supporting 77 organisations through the annual grants program. In April 2020 funding for this project was redirected to the COVID-19 sport and recreation sector support package.

Highlights

In 2019-20 we supported the sport and recreation sector in facing COVID-19. We coordinated a sector support package announced by our Minister in April 2020 which included more than \$700,000 in direct financial assistance, venue hire waivers and early access to future grant payments (2020-21). We also:

- Finalised new legislation and associated regulations, effective October 2019, for the conduct of combat sports in the ACT, including an ACT specific registration scheme and inspectorate function.
- Provided ongoing Performance Sponsorship Support for Canberra's elite sporting teams, including the UC Canberra Capitals. The Capitals claimed back-to-back WNBL Championships in 2020.
- Worked with the Education Directorate to deliver an upgraded rowing facility for the Lake Tuggeranong Rowing Club at Lake Tuggeranong College, opened February 2020.
- Supported the Canberra Raiders' development of a Centre of Excellence at Northbourne Oval. The Raiders relocated to the new facility in February 2020.
- Delivered the 2019 CBR Sport Awards on 29 November 2019 at the National Arboretum. The 2019 event attracted more than 300 attendees and successfully incorporated elements of Ngunnawal language within the proceedings to acknowledge the United Nations Year of Indigenous Languages.
- Through the ACT Academy of Sport, continued to provide performance service support for 137 nationally identified ACT athletes from Olympic, Paralympic and Commonwealth Games sports. Performance services include: coaching, strength and conditioning, psychology, nutrition, sports science and sports medicine coordination.
- Supported the Canberra Kart Club with \$200,000 for a track extension to Circuit Mark Webber at Fairbairn Park. The track extension was opened by the Minister for Sport and Recreation, and former karter and F1 driving ace Mark Webber in March 2020.
- Delivered the sport and recreation component of the Commonwealth's Indigenous Advancement Strategy, providing financial assistance for participation of Aboriginal and Torres Strait Islander people in the ACT and region. We also supported the transition of this Commonwealth initiative to ongoing administration from 2020-21 by the Wreck Bay Community Council.
- Supported key community projects funded through the Sport and Recreation Grants Program including:
 - Venue improvements at North Curtin Oval for Rebels baseball.
 - A new floor for the ACT Table Tennis Centre.
 - LED lighting at Melba, Yarralumla and Southlands Tennis Clubs.
 - Mountain bike track extension works in the Cotter Precinct.



Sport & Recreation at a glance

Coordinated a **\$700,000** COVID-19 sector support package

137 nationally identified ACT athletes from Olympic, Paralympic and Commonwealth Games sports provided with performance service support

Distributed more than **\$2.4 million** in community grants

Future direction

In 2020-21 we will continue to support the sport and recreation sector to recover from COVID-19. We will work to understand ongoing impacts on community participation, sports registration and organisational sustainability. We will also:

- Deliver preliminary design and costing for a District Playing Field at Stromlo Forest Park.
- Work with national partners to further consider a national physical activity strategy and from this, further inform localised consideration of any new ACT sport and recreation plan.
- Work with the Education Directorate to explore options for the continuing improvement of physical education and physical literacy delivery in ACT primary schools, including the engagement of community.
- Progress recommendations from the ACT Indoor Sports Study.
- Continue to support the preparations of local athletes aspiring towards the re-scheduled Tokyo Olympics and Paralympics in 2021.
- Negotiate Performance Partnership Agreements with Cricket Australia, the AFL, the Canberra Raiders, the ACT Brumbies, UC Capitals and Canberra United to ensure hosting of elite sporting content in the Territory and associated community outcomes.

Output 3.4 Events

Overview

Through the Events output we manage, support and deliver key signature events for visitors and the community.

Events ACT delivers this output through key events including:

- Floriade and Floriade NightFest.
- Windows to the World.
- Australia Day activities.
- The Enlighten Festival (incorporating Illuminations, Lights!Canberra!Action!, Canberra Day celebrations, Symphony in the Park and the Canberra Balloon Spectacular).
- Reconciliation Day in Canberra.

We also deliver the Canberra Nara Candle Festival and New Year's Eve celebrations, although both 2019 events were cancelled due to dangerous weather conditions.

Performance

Accountability indicators

We exceeded our accountability indicator targets for three indicators – 3.4b and c – *economic activity generated as a result of staging Floriade and the Enlighten Festival*, and for 3.4d – *satisfaction with the management of Events grants in the ACT*. We didn't meet our targets for the following indicators:

.....
3 exceeded

4 did not meet
.....

- 3.4a (i) – *attendee satisfaction rating with the Canberra Nara Candle Festival* – the 2019 Festival was cancelled as a result of dangerous weather conditions (high winds).
- 3.4a (ii) – *attendee satisfaction rating with Australia Day activities* – the 2020 event was delivered on a reduced scale, at a revised time and location due to the bushfire crisis and high temperatures. An insufficient sample size responded to the attendee satisfaction survey.
- 3.4a (iii) – *attendee satisfaction rating with New Year's Eve celebrations* – celebrations were cancelled due to dangerous weather conditions (bushfire smoke).
- 3.4a (iv) – *attendee satisfaction with Canberra Day* – the target was for an average satisfaction rating of 80 per cent but we achieved 66 per cent. Survey responses from attendees indicated some felt the site was too spread out, there was too little advertising of the event and the event duration was too long. This feedback will inform the design of future events.

Highlights

In 2019-20 we supported the events sector and associated stakeholders during the January bushfire crisis and COVID-19. To continue connecting Canberrans through event activity during COVID-19 we:

- Established the RISE Canberra program to support the events industry through COVID-19 and to encourage the use of new and innovative methods to deliver event activity, including a calendar where event organisers could promote their activities and the inaugural *Where You Are Festival*.
- Developed and successfully implemented the 2020 Reconciliation Day event in a new online format, reaching a larger, more diverse audience than previous years. The event achieved high levels of audience engagement and positive feedback on the creative suite of online initiatives introduced this year.
- Conceived, developed and commenced plans to deliver *Floriade: Reimagined* in 2020. The Festival Program was reimagined to distribute flowers around Canberra rather than in Commonwealth Park, so locals could enjoy the vibrancy of Floriade closer to home. Elements of the Festival were converted to an online format, including a Floriade market-place and a series of talks, workshops and performances.

We also delivered economic, social and community outcomes for the Canberra region through a broad range of event delivery, event development and event marketing initiatives. In 2019-20 we:

- Delivered a record attendance of 507,550 at Floriade 2019, achieving a ten per cent increase on the previous year for interstate or international visitors who came to Canberra specifically for the event - generating a direct economic impact of \$44.7 million for the Territory, exceeding our target of \$40 million.

- Achieved outstanding results through marketing activities developed for Floriade 2019, including a full brand refresh woven into an integrated marketing campaign across key target audiences. These activities delivered a combined reach in excess of 177 million and generated 333,389 visits to the Floriade website (including an 18 per cent increase in visits to the Floriade NightFest web page).
- Delivered grants of \$394,626 to support 33 events through the ACT Event Fund 2020 Main Round and Community Event funding stream to support the development of the Canberra events calendar.
- Delivered the third edition of the *Windows to the World* festival over three weekends in October 2019, providing an opportunity to celebrate Canberra's multiculturalism. With participation from 37 embassies and high commissions, just over 37,000 attendees enjoyed the program of open days, guided tours, food and beverage stalls and cultural demonstrations.
- Received recognition for major and community event activities at the 2019 Canberra Region Tourism Awards. The Canberra Balloon Spectacular won the Festivals and Events category and the Enlighten Festival received a Major Festivals and Events category commendation.
- Led host city coordination for Canberra's five matches at the ICC Women's T20 World Cup, while enhancing Canberra's credential as a major event host. Canberra's matches attracted a total attendance of almost 9,000 over three days. The Australia versus Bangladesh match on 27 February 2020 saw a crowd of 5,614 – the highest ever attendance for a women's cricket match in Canberra.
- Continued to develop an expanded event footprint for the annual Enlighten Festival, providing opportunities for continued growth and enhanced visibility and accessibility. The 2020 Enlighten Festival achieved an overall attendance of 239,183, while generating a direct economic benefit of \$4.2 million for the Territory. The attendance figure includes 9,620 interstate or international visitors who came to Canberra specifically for the event. We also established the Enlighten Festival's creative identity and brand messaging for 2020. Our campaign activity delivered an audience reach in excess of 12 million and generated 185,572 visits to the Enlighten Festival website.



Events ACT at a glance

Floriade 2019 attendance: **507,550** (up 5.6% on 2018 event and an attendance record)

Floriade 2019 economic impact: **\$44.7 million** (up 16% on 2018 event)

Floriade 2019 visitors that came to Canberra specifically for the Festival: **104,062** (up 9.8% on 2018 event)

Floriade 2019 visitor nights: **205,737** (up 27.9% on 2018 event)

ACT Event Fund: supported 33 events with **\$394,646** in grant funding support

Enlighten Festival 2020 attendance: **239,183**

Enlighten Festival 2020 economic impact: **\$4.2 million**

ICC T20 Women's World Cup match between Australia and Bangladesh: Crowd of **5,614** – the highest ever attendance for a women's cricket match in Canberra

Future direction

In 2020-21 we will continue to monitor the changing events landscape in the wake of COVID-19 to ensure major and community event activities can be adapted or delivered in new and unique ways. We will also continue to actively support the local events sector with strategic advice and grant funding support as event organisers recover from the devastating effects of COVID-19. In support of this we will:

- Deliver *Floriade: Re-Imagined* in 2020 in an innovative new format, for the benefit of the local community and visitors to Canberra.
- Continue the roll-out of the RISE Canberra program during the COVID-19 recovery phase, including the staging of the inaugural *Where You Are Festival*.
- Continue to develop and enhance online/digital platforms for supporting and/or delivering major and community events activities.
- Continue development of a new winter festival to be held in winter 2021 (postponed in 2020 due to COVID-19). The new winter festival will position Canberra as a vibrant, future-focused city by promoting our strengths in innovation across the five pillars of technology, arts and culture, society and humanity, environment and technology.

Output 3.5 Arts Engagement

Overview

Through the Arts Engagement output we implement the ACT Arts Policy.

The artsACT business area implements the Policy by:

- Facilitating participation in and access to the arts by working in partnership with the community and the arts sector to fund, enable and deliver arts activity and programs.
- 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.
- Engaging with Aboriginal and Torres Strait Islander arts and cultures.

Performance

Accountability indicators

We met or exceeded all accountability indicator targets for this output, including exceeding our targets for:

- 3.5a – *percentage of the public art collection managed by artsACT in good or above condition.*
- 3.5c – *satisfaction with the management of grants administered by artsACT.*
- 3.5d – *number of attendees at programs delivered by artsACT funded organisations.*

.....
4 met or exceeded
.....

Highlights

In 2019-20 we responded to COVID-19 by delivering:

- The first round of Screwdriver Ready projects as part of the COVID-19 economic stimulus package. Over a three-month period 15 projects (\$326,000 in value) were substantially completed at nine arts centres.
- An Economic Stimulus Package to the ACT arts sector providing \$1 million to nine arts organisations, \$500,000 to 66 individual artists, and over \$350,000 in rent relief to artists, arts organisations and commercial tenants in six ACT arts centres.

We delivered the \$15 million Belconnen Arts Centre Stage 2 building expansion as part of the Budget initiative *More and better jobs – Expanding Belconnen Arts Centre*. The expansion includes a flexible theatre space with back-of-house facilities, a dance and rehearsal studio space, a new gallery, an events kitchen and a café space. The project will provide the community with more opportunities to engage with the arts through expanded facilities at the community-focused Belconnen Arts Centre. Through this project we supported the local economy with 42 local businesses (150 individuals) working on construction.

In 2019-20 we also:

- Established a team to manage the relocation of arts organisations to the future Kingston Arts Precinct, focusing on design development and establishing governance structures.
- Delivered over \$10 million in arts funding to artists and arts organisations.
- Started work on the \$5.9 million major upgrade project at the Former Transport Depot, Kingston.
- Commenced work on the \$1.670 million Upgrading Local Arts Facilities project, including works at Ainslie Arts Centre, Gorman House Arts Centre and Watson Arts Centre.
- Completed repairs and maintenance of the public art collection managed by artsACT, including an intensive clean of the collection due to elevated dirt, ash and grime levels resulting from the drought and bushfires.
- Completed major conservation works on four public artworks in the collection – *Choice of Passage* by artist Phil Spelman, *Relic* by Rick Amor, *Gathering Place* by artists Wellspring with Brian Carrick and *Dancers on the Lakefront* by artist Konstantin Dimopoulos.
- Worked with two private developers to deliver public artworks (*Undergrazing* in the City and *Little Eagle Glyph* in West Belconnen) that have been gifted to the ACT Government.
- Delivered two rounds of \$5,000 to \$50,000 arts activities funding for a range of arts activities and projects, with a total of \$489,316 to 22 recipients.



artsACT at a glance

Arranged minor upgrade projects at **9** ACT Government owned arts facilities

Engaged more than **50** Canberrans from ten local businesses as part of the Screwdriver Ready stimulus program

ACT Government investment in the management of the public art collection has resulted in **82.3%** in good or above condition

- Delivered an ongoing program for up to \$5,000 arts activities funding for a diverse range of arts projects, with a total of \$160,025 to 45 recipients.
- Continued to manage funding agreements to:
 - 24 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 enable the ACT community to strongly engage with the arts.
- Continued to deliver a range of government budget initiatives including pop up arts activities and events in Woden and Gungahlin, *DESIGN Canberra* and the *Art, Not Apart festival*.
- Delivered the annual ACT Book of the Year Award and shortlist prizes.
- Delivered a range of capacity building programs for the sector including to individual artists, non-funded arts organisations, live music and the screen sector.

Future direction

In 2020-21 we will continue to support the arts sector's recovery from the impacts of COVID-19. We will support the community through implementation of the ACT Creative Recovery and Resilience Framework. The framework will support the Canberra community economically, socially and mentally as we emerge from the COVID-19 crisis. We will also:

- Deliver a new funding model for arts organisations, with funding anticipated to commence from 2022.
- Deliver a new three-year funding agreement with the Australian National University for the Community Outreach Program for 2021 to 2023.
- Continue to manage strategic planning related to arts facilities.
- Continue to lead capital works projects and upgrades at arts facilities, including:
 - Final design for capital improvements at Ainslie and Gorman House and Strathnairn Arts Centres.
 - Critical works related to access at Ainslie and Gorman House Arts Centres.
 - Major upgrades at the Former Transport Depot, Kingston.
- Continue developing programs to engage with Aboriginal and Torres Strait Islander arts and cultures.

Output 3.6 Higher Education, Training and Research

Overview

Through the Higher Education, Training and Research output we partner with tertiary education institutions to support the growth and development of the sector.

Tertiary Education, Training and Research, and Skills Canberra deliver this output by:

- Promoting Canberra as Australia's study destination of choice for international, interstate and local students and driving continuous improvement in Canberra's student experience.
- Managing vocational education and training (VET) in the Territory.
- Administering, monitoring and auditing Territory and national funds for a variety of programs addressing skills development.

Performance

Accountability indicators

We met or exceeded 12 accountability indicator targets for this output, including exceeding our targets for:

- 3.6b – *participation rate of 15-64 year olds in VET (all students and Aboriginal and Torres Strait Islander students).*
- 3.6c (i) – *VET graduate outcomes after training – improved employment circumstances.*
- 3.6d – *total number of students undertaking VET qualifications.*
- 3.6e – *three measures under skilled migration attraction and facilitation.*

12 met or exceeded

1 did not meet

We did not meet our target for indicator 3.6c (ii) – *VET graduate outcomes after training – employed after training or in further study.* We achieved 91.4 per cent against a target of 92 per cent. Although below target, the variance is not statistically significant as results are sourced from a survey and have a confidence interval of plus or minus one per cent.

Highlights

In 2019-20 we undertook a range of activities to promote and support the growth of the higher education, training and research in the ACT. We received \$5.5 million from the Australian Government for meeting all targets and milestones under the National Partnership on the Skilling Australians Fund, including delivering a range of activities to increase Australian Apprenticeship commencements. We also:

- Delivered 251 pre-apprenticeship commencements and 26 Australian Apprenticeship commencements through the initiatives funded from the 2018-19 Future Skills for Future Jobs grants program. We also delivered a second round of the Future Skills for Future Jobs Grants Program to support innovative industry projects, with approximately \$1 million allocated to five projects in 2019-20.
- Supported implementation of eight Women in Trades Grants projects to assist over 70 women looking to take up a trade. We also supported ten projects under the 2019 ACT Adult Community Education Grants Program for 496 adult jobseekers. We delivered the 2020 ACT Adult Community Education Grants Program, with one grant providing an employability preparedness program for 20 long-term unemployed Aboriginal and Torres Strait Islander participants.
- Signed the Project Agreement on the National Infection Control Training Fund, providing \$1.340 million for approximately 3,800 people to access free infection control training.
- Released 3,636 Skilled Capital training places, including qualifications and skill sets to address critical skills needs and support economic recovery. These training places include 2,005 places released in May 2020 in response to the new and emerging needs associated with the COVID-19 pandemic.
- Established a new Training Initiative Funding Agreement with 85 registered training organisations, to support delivery of high-quality vocational education and training (VET) and enhance the skills profile of the ACT workforce.
- Established the Wage and Entitlements Information Service, to assist employers, parents, apprentices and trainees in understanding their entitlements and obligations under the *Fair Work Act 2009* (Cth). The service has responded to 169 queries since it was launched in November 2019.

- Visited 1,681 Australian Apprentices, employers and training organisations to ensure all parties are aware of and abiding by their obligations under the training contract.
- Funded a WorkSafe ACT Australian Apprenticeships Inspector.
- Continued to support implementation of two projects that aim to address barriers experienced by mature workers seeking to upskill or reskill, with activities to improve support services and promotion of opportunities for mature workers through the Mature Workers Grants Program.
- Secured access to the Skilled Regional visa program and implemented nomination pathways for two new regional visas, expanding access to regional occupations and significantly improving the ACT's ability to attract skilled migrants.
- Established an international student fund to assist and support vulnerable international students who did not qualify for JobKeeper or JobSeeker.
- Strengthened ties with key student markets, such as India and Indonesia to ensure Canberra has a diverse student mix.
- Conducted and participated in a number of events aimed at improving the student experience including Tertiary Open Day, Careers Expo and Orientation Week.
- Strengthened partnerships and initiatives with the Commonwealth, especially Austrade, who lead the Study Australia partnership.

Future direction

In 2020-21, we will support the tertiary education, training and research sector to position it for recovery from COVID-19 by working with universities to encourage the return of international students to Australian campuses when it is safe to do so and assisting with associated financial impacts.

We will ensure the ACT vocational education and training system can respond in a timely and proactive way to meet the needs of workers, businesses, jobseekers and unemployed people as they respond to the challenges of COVID-19.

In 2020-21 we will also:

- Continue to deliver free training in infection control and implement new training programs to support jobseekers and young people impacted by COVID-19.
- Work with the Commonwealth and States on vocational education and training system reform and a new National Skills Agreement.
- Continue to subsidise training in skills needs areas through the Skilled Capital, User Choice and Infection Control programs, and other relevant programs.
- Continue to implement grants projects funded under the National Partnership on the Skilling Australians Fund - Adult Community Education, Future Skills for Future Jobs, Mature Workers, and Women in Trades.

Further information outputs 3.1-3.6

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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, management of Federal Financial Relations, 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.
- 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.
- Coordinating the function and responsibilities provided under the Intergovernmental Agreement on Federal Financial Relations.
- 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 advice on, implementing and regulating the new 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.

Note: In November 2019 the provision of accounting and financial framework was transferred from Output 4.1 Economic Management to Output 4.2 Financial Management. The support transferred for this output includes:

1. Participating in the Heads of Treasury Accounting and Reporting Advisory Committee.
2. Advising on and improving financial management frameworks, including issuing annual Model Financial Statements.
3. Developing policy on the financial and accounting framework for government operations.

Reporting for these functions is contained in Output 4.2 Financial Management.

CMTEDD established a new branch during 2019-20, responsible for economic modelling and quantitative analysis. The purpose of the branch is to enhance the directorate's modelling capability to support economic policy advice to the government, and work with other directorates to assess the economic impacts of policy proposals.

Performance

Accountability indicators

We met or exceeded all accountability indicators targets for this output, including exceeding our targets for 4.1a – *briefings on the ACT economy* (151 briefings against a target of 105) and 4.1b – *to maintain ACT’s share of GST above an equal per capita share of the GST Pool as recommended annually by the Commonwealth Grants Commission* (result of 1.24 against a target of 1).

4 met or exceeded

We significantly exceeded our target for 4.1c – *coordinate government participation in intergovernmental Treasury fora* (28 meetings against a target of 7) due to greater intergovernmental activity during the year, including in response to COVID-19.

Highlights

In 2019-20 we delivered several projects and initiatives to support the government’s response to events including the bushfires, hailstorm and COVID-19. We:

- Developed and assisted in the implementation of a range of revenue and concession measures to support those impacted, both in the community and business.
- Contributed to the 2020 Ministerial Statement on the ACT’s Economic Response to COVID-19.
- Continued to monitor the economy and provide economic and revenue analysis and briefing to support advice to government on the rapidly evolving impact on the ACT economy from COVID-19.

In 2019-20 we also:

- Prepared economic and revenue forecasts for the 2019-20 Budget Review.
- Produced Tax Expenditure Statements for the 2018-19 financial year, enabling the community to understand the scope and financial implications of various concessional tax treatments.
- Presented the ACT’s views on the Commonwealth Grants Commission’s (CGC) proposed methods for assessing state and territory fiscal capacities, as a part of the CGC’s 2020 Methodology Review of GST Revenue Sharing Relativities work program. We also provided advice to government on the implications of the Review for the ACT’s GST share.
- Analysed the impacts and outcomes of the first seven years of the ACT tax reform program with the assistance of external consultants and an independent advisory group. We also developed policy options for the next five-year stage of the reform.



Economic & Financial at a glance

151 briefings on the ACT economy

1 Tax Expenditure Statement

47 notes and briefings related to economic impacts of COVID-19

Developed over **25** survival and recovery initiatives and contributed to 20 more

\$7.1 billion outstanding borrowings

\$4.9 billion financial investment assets under management

- Implemented the new Motor Accident Injuries (MAI) Scheme following the passage of wide-ranging reform legislation for the ACT's compulsory third-party insurance arrangements. We prepared numerous regulations, guidelines and forms to support the scheme. The majority of instruments were in place in the first week of November 2019 to allow insurers and other stakeholders to develop their processes prior to the scheme's commencement on 1 February 2020. A new information technology system was also developed to assist the scheme's regulator undertake its functions.
- 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](#)).
- Managed the functions of the Territory Banking Account (see [Output EBT 1 Territory Banking Account](#)) and the Superannuation Provision Account (see [Output EBT 1 Superannuation Provision Account](#)) and managed the centralised investment administration structure for Territory financial investment assets.

Future direction

In 2020-21 we will continue to support the recovery of the ACT economy from the impacts of COVID-19 by:

- Advising on productivity enhancing reforms both directly to government and through intergovernmental fora.
- Monitoring and advising on the state of the ACT economy. We will also prepare the economic and revenue forecasts underpinning the 2020 Economic and Fiscal Update, 2020 Pre-election Budget Update and 2020-21 Budget.
- Continuing to undertake economic and revenue analysis to keep the government informed of the ongoing impact of COVID-19 on the ACT economy, including on specific sectors.

In 2020-21 we will also:

- Provide insight to the reform direction for federal financial relations, with Treasurers to have a more active role in the development and finalisation of funding agreements as directed by National Cabinet.
- Provide economic assessment and advice on a range of projects and policy proposals for government consideration, including revenue and concessions reforms and water, energy, climate change, housing and parking.
- Maintain strategic oversight of selected government business entities including Icon Water, the Suburban Land Agency and the City Renewal Authority.
- Support the functions of the MAI Commissioner and the LTCS Commissioner of the ACT.
- Manage the Territory borrowing program, cash, liquidity and the centralised investment administration structure for Territory financial investment assets and manage and report on the Government's Responsible Investment Policy.
- Manage the Investment Plan and the financial investment assets of the SPA.
- Complete the triennial actuarial review of the defined benefit employer superannuation liabilities using salary and membership data as at 30 June 2020. We will also monitor the funding plan to extinguish the unfunded defined benefit superannuation liability.

Further information

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Output 4.2 Financial Management

Overview

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

Finance and Budget 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 management reports.
- Reporting to external agencies including the Australian Loan Council, the Australian Bureau of Statistics, and the Commonwealth Grants Commission.
- Providing advice to the ACT Government on financial and budget policy issues.
- Reviewing government programs and functions.

Note: In November 2019 the provision of accounting and financial framework was transferred from Output 4.1 Economic Management to Output 4.2 Financial Management. The support transferred for this output includes:

1. Participating in the Heads of Treasury Accounting and Reporting Advisory Committee.
2. Advising on and improving financial management frameworks, including issuing annual Model Financial Statements.
3. Developing policy on the financial and accounting framework for government operations.

Performance

Accountability indicators

We met five of our accountability indicators targets for this output. We did not meet our targets for:

- 4.2a – *Budget presented in accordance with legislative timeframes.* The Legislative Assembly passed a resolution on 18 June 2020 to delay the 2020-21 Appropriation Bill and Budget. Following the ACT Election on 17 October 2020, it is expected the 2020-21 ACT Budget will be delivered early 2021.
- 4.2f – *policy/service reviews completed.* We completed one of two reviews in 2019-20. The delayed completion of our Review of Funding Arrangements for Environmental Offsets was due to factors including a larger than anticipated scope of required work, extended consultations and disruptions (such as the bushfires and COVID-19).

.....
5 met

2 did not meet
.....

Highlights

In 2019-20 we worked with agencies and across the directorate to develop and deliver the government's Economic Survival and Recovery Package in response to COVID-19. In support of this package we:

- Coordinated the overall development of the packages of initiatives.
- Oversaw the Screwdriver Ready Implementation program. The government expanded the fast-tracked suburban infrastructure program to deliver jobs and support to local businesses during COVID-19.

- Supported the implementation of the Jobs for Canberra Fund. This program provides work opportunities for people in the casual or semi-skilled workforce who have lost their jobs or have been significantly impacted due to COVID-19.

Following the ACT Government decision to delay the Territory Budget, we managed amendments to the *Financial Management Act 1996* to expand the Treasurer's Advance for 2019-20 and increase the timeframe for which Supply can be used in 2020-21.

In 2019-20 we also:

- Provided regular updates to the Budget Committee of Cabinet on the Territory's finances, allowing the government to manage public finances appropriately and maintain a strong balance sheet.
- Prepared the Territory's Consolidated 2018-19 Annual Financial Statements and the 2019-20 Budget Review, consistent with the legislative requirements and timeframes.
- Prepared the budget appropriation bills – the *Appropriation Act 2020-21* and *Appropriation (Office of the Legislative Assembly) Act 2020-21* – both passed by the Assembly on 28 August 2020.
- Coordinated and participated in 'across government' and national working groups and provided policy advice on national reform initiatives. Initiatives included 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 Budget Committee of Cabinet and the Legislative Assembly including release of the government's ten-year Infrastructure Plan.
- Assisted directorates on policy development by providing budgeting, accounting and analytical advice.
- Coordinated the Bushfire Recovery Fund. In response to the 2019-20 summer bushfires, the ACT, in conjunction with the Australian Government, activated Disaster Recovery Financial Assistance to aid affected individuals and businesses in the ACT.

Future direction

In 2020-21 we will support the Under Treasurer to deliver the Pre-Election Budget Update, undertake election costings, facilitate delivery of two supply bills and deliver the 2020-21 Budget following the ACT Election. We will also deliver the 2021-22 Budget, prepare the 2020-21 Budget Review and the Territory's Consolidated 2019-20 Annual Financial Statements. In 2020-21 we will:

- Deliver the Economic and Fiscal update.
- Coordinate the government's budget processes and report on financial outcomes.
- Provide regular updates to the Budget Committee of Cabinet on the Territory's finances to allow the government to manage the public finances appropriately and maintain a strong balance sheet.
- Work with directorates to ensure sound financial management and high-quality advice to Cabinet.

Further information

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Output 5.1 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 (see annexed report).
- Developing and reviewing whole of government health, safety and rehabilitation policies and provide work health and safety services to support the policy framework.
- Coordinating the Territory's consultative bodies for industrial relations regulation, workers' compensation and work health and safety.

Performance

Accountability indicators

We met or exceeded all accountability indicator targets for this output, exceeding our target for indicators 5.1c – *provide policy advice on issues relating to industrial relations, injury management, work safety and dangerous substances regulation* and 5.1d – *represent the ACT and coordinate activities arising from: national industrial relations, work safety and injury management forums*. These indicators relate to the provision of policy advice and input to consultative forums and in both cases, the higher than expected activity levels were attributable to COVID-19 and the government response.

.....
5 met or exceeded
.....

Highlights

In 2019-20 we developed a suite of best practice safety policies and guidelines on COVID-19. These policies and guidelines included advice on how to manage risks of exposure to COVID-19 and risks arising from associated changes to work arrangements, such as working safely from home. We also:

- Oversaw a program of work to improve the ACT's work health and safety compliance infrastructure, including changes to regulatory frameworks, establishing WorkSafe ACT as an independent safety regulator and enhancing their ICT systems, compliance strategies, supporting policies and procedures and establishing a new tripartite ministerial advisory body (the Work Health and Safety Council).
- Worked closely with union and employer representatives to design and implement changes to several workplace relations laws including in the areas of work health and safety, workers' compensation, portable long service leave and public holidays.
- Engaged with stakeholders to design a new labour hire licensing scheme for the ACT. The scheme will provide better protection for workers in vulnerable or insecure employment.

- Designed and implemented a whole of government mental health strategy (Healthy Minds – Thriving Workplaces). The strategy’s key focus is on establishing the policy framework for workplaces to deliver mental wellbeing, championing mental wellbeing through strong leadership commitment and visibility and delivery of programs to raise awareness and reduce stigma in our workplaces.

Future direction

In 2020-21 we will continue to support the ACT Public Sector’s response to COVID-19 by developing and maintaining whole of government safety policies and guidelines. We will provide early intervention physical and mental health support, particularly for staff working from home during COVID-19. Support will include an early intervention physiotherapy service for people suffering musculoskeletal symptoms. We will also:

- Continue to improve workers’ compensation services for ACT public sector workers who become injured or ill because of their work.
- Deliver, evaluate and enhance the whole of government injury management programs, including early intervention physiotherapy and workplace mediation services.
- Improve workers’ compensation insurer and self-insurer licensing arrangements.
- Work closely with the Work Health and Safety Commissioner to ensure data analytic and regulatory policy services are aligned and integrated with the new WorkSafe ACT organisational arrangements.
- Consult with the community about and make changes to work safety laws, in response to a Safe Work Australia review of the national template work safety laws.
- Provide more and better data to industry about its work safety performance.

Further information

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Output 6.1 Revenue Management

Overview

Through the Revenue Management output, we provide for the administration of 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 assessments and decisions, in accordance with timeframes published on the ACT Revenue Office website.
- 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 legislation.
- Administering Rental Bonds.

Performance

Accountability indicators

We met or exceeded three accountability indicator targets for this output, exceeding our target for indicators:

- 6.1c – *internal reviews of objections completed within 6 months.*
- 6.1e – *compliance revenue per inspector.*

.....
3 met or exceeded

2 did not meet
.....

We did not meet our accountability indicator targets for indicators 6.1a – *debt management – level of overdue rates as a percentage of total rates revenue* and 6.1b – *debt management – level of overdue debt (not including rates) as a percentage of tax revenue (not including rates)*. COVID-19 has impacted these indicators and debt for both is higher than the target level and is likely to rise further given the disruption caused by COVID-19. The ACT Revenue Office has reduced its focus on debt recovery activity due to COVID-19 and the need to assign priority to implementing survival package initiatives. The ACT Revenue Office will continue to assess this position.

Highlights

In 2019-20 we implemented system changes to ensure that business, homeowners, property investors and commercial property owners were able to access the assistance measures introduced through the government's COVID-19 economic survival package. We implemented the following assistance measures:

- Payroll tax waivers, deferrals and exemptions.
- Delaying of Quarter 4 commercial and residential rates assessments, and residential land tax assessments.
- Financial hardship rates deferrals.
- Rates rebate of \$150 to all residential properties in the ACT and a rates rebate of \$2,622 for commercial properties with an average unimproved value of \$2 million or below.
- No increase to the Fire and Emergency Services levy.
- Land tax credit to landlords who reduce rent on properties by at least 25 per cent.
- Commercial tenancy relief for landlords of properties with an average unimproved value of \$2 million or below with tenants who have been directly impacted by COVID-19.
- Reduction and deferral of the City Centre Marketing and Improvements Levy for commercial property owners.
- Stamp duty concession for owner occupiers.
- The Commonwealth HomeBuilder Scheme.

In 2019-20, we also collected more than \$1.8 billion in taxation revenue. We generated \$14.370 million in revenue (including penalties and interest) through compliance activities.

Future direction

In 2020-21 we will continue to administer the assistance measures introduced by the government's economic survival package. We will also:

- Continue to automate business processes within the ACT Revenue Office, including the development of Release 2 of the Rental Bonds portal. This will allow tenants to transact digitally, bringing further efficiencies to the rental bonds process.
- Introduce an electronic document records management system to all teams within the Revenue Management Group.
- Continue supporting Compliance with non-detection algorithms.
- Commence development of a portal for online rates.

Further information

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Output 7.1 Shared Services

Overview

Through the Shared Services output we provide 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.

Shared Services delivers this output by:

- Providing services to government agencies as outlined in Shared Services ICT catalogue of services and affirmed through various service level and support agreements.
- Managing the whole of government data and communications network.
- Providing general service and help desk functions.
- 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.
- Administering the Taxation Management Framework across the ACT Government.
- 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

We met or exceeded eight of our accountability indicator targets for this output and did not meet the following three indicator targets:

8 met or exceeded

3 did not meet

- 7.1d – *average time taken for telephone service requests to be answered by a Service Desk Officer*. Our result was 253 seconds (target 30 seconds) due to an average increase in call volume of 7.48 per cent a year over the last three years. In addition, the Service Desk introduced live chat as a form of communication which has enabled 14,000 online interactions since its introduction in January 2020. The service desk experienced significant call volume spikes due to bushfires and the shift of ACTPS staff to working from home due to COVID-19. Service Desk staff also transitioned to working from home during this period. The average speed of answer improved significantly in May and June 2020 as spikes in volumes have lessened. This has resulted in a reduction of average speed of answer to 188 seconds in May 2020 and 137 seconds in June 2020.
- 7.1j – *annual financial statements completed and provided to agencies by the 10th working day of July*. Although not provided by the tenth working day of July, due to COVID-19 Shared Services received an extension to submit draft annual financial statements by 24 July 2020. This extension was granted with the agreement of the ACT Audit Office, CMTEED and all other directorates and agencies.
- 7.1f – *human resources service requests made via the Service Desk are resolved within Service Standard timeframes*. We slightly underperformed our target of 90 per cent, achieving 88 per cent.

Highlights

In 2019-20 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. We completed design, data cleansing/migration, change management and communication activities in 2019-20. We also:

- Upgraded individual assets (computers) to Windows 10 as part of the Desktop Modernisation Program. The upgrades provide the capability of being able to work wherever there is internet or wi-fi and directly supports activity-based working, which is a design premise of the Dickson and Civic Office Blocks. We also upgraded an additional 9,500 assets across ACT Government by upgrading Microsoft Office Tools and the standard operating environment.
- Successfully conducted a rationalisation of technical licenses used for the government's financial system.
- Developed and rolled out a new shared ICT Work Point to over a thousand activity-based working desks in the Dickson Office Building. This model will be extended to the new building under development in Civic during the next financial year.
- Processed pay rises and back pays for ACT Public Servants for the five Enterprise Agreements that were approved in 2019-20.
- Implemented the IT Service Management Strategy which ensures our IT operations are aligned with strategic business goals and that we have a holistic service management approach to improve IT effectiveness capabilities.

- Procured a new provider of the salary packaging employee benefit cards for eligible employees, replacing the current provider of these cards.
- Launched a new function enabling ACTPS staff requiring ICT assistance to 'live chat' with a service desk operator. This service has been very well received, with over 14,000 chat interactions occurring in the second half of 2020-21 and consistently good feedback from users.
- Supported the creation of the new Shared Services governing committee, the Quality and Measurement Advisory Committee (QMAC). QMAC has developed key performance indicators for Finance and HR services. The QMAC ICT Services and Cost Model Sub-Committee was formed to develop the ICT service catalogue, performance measures, and to recommend a suitable funding appropriation model to the Strategic Board.
- Introduced robotic process automation for access control functions and manual data entry tasks.

Future direction

In 2020-21 we will:

- Complete, build and test activities associated with the delivery of the HRIMS across government. The deployment of the HRIMS will be staggered and the functions we anticipate releasing in 2020-21 include:
 - Release 1: Payroll, Workforce Administration, Recruitment, and Onboarding.
 - Release 2: Learning and Development, Performance Management, Workforce Planning, and Health and Wellbeing.
- Continue work to establish the future direction of the Territory's banking arrangement post 30 June 2023, including investigating the engagement of an external banking consultant to conduct a current state review and needs/benefits analysis to be incorporated into the upcoming banking tender. 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 working with directorates to implement a new software that enables the linking of invoices to contracts using an electronic purchase order. It is anticipated that the rollout across government will be completed in 2020-21. Multiple benefits will be realised including the control, reporting and analysis of operating expenditure, and the linking of Notifiable Invoices to Notifiable Contracts – meeting a government commitment.
- Deliver a financial feasibility study to enable the Territory to determine its financial reporting requirements and to move its financial applications to a cloud environment in the near future.
- Complete the implementation of an end-to-end debt management framework, including the implementation of the debt management system and engagement of the whole of government mercantile agent for debt recovery and consultancy services. Shifting the future direction of debt management to an end-to-end basis will allow for centralisation and standardisation of debt management process, bridge better debt policies, enhance compliance, improve reporting and analytics, and offer greater transparency and accountability.

Further information

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Output 8.1 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 the use of private finance where appropriate. We partner with directorates to ensure 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.
- Providing governance and administrative support to infrastructure-related committees.

Note: This Output was previously called Output 8.1 Infrastructure Finance and Capital Works. The new title reflects the transfer of the whole of government capital works delivery function from CMTEED to Major Projects Canberra (MPC). Accountability indicators 8.1b, c and d were transferred to MPC under Notifiable Instrument NI2019-847.

Performance

Accountability indicators

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

- 8.1e – *assessments of unsolicited proposals completed within the prescribed timescales*. The single proponent invited to present to the Unsolicited Proposal Steering Committee (UPSC) was notified of the UPSC's decision to reject its proposal four months after the presentation. This fell outside of the two months specified in the Guidelines for Unsolicited Proposals as the proposal raised issues requiring careful consideration and consultation. We kept the proponent informed throughout and advised them that consideration would exceed the period stated in the guidelines.



Highlights

In 2019-20 we provided financial and commercial advice on the development, procurement and delivery of PPP projects. This included:

- Advising on life-of-project transactions for the ACT Law Courts Project and Light Rail Stage 1.
- Advising on the development of Light Rail Stage 2A.

To deliver this output we also:

- Developed a draft business case for the new Canberra Theatre on behalf of artsACT.
- We reviewed and updated the policy frameworks that support the development, procurement and delivery of capital projects, completing Stage 2 of the *Capital Framework* review.
- The *Capital Framework* continued to provide support to directorates to develop stronger business case submissions on 164 projects worth \$2.8 billion, enabling more thorough planning, appraisal and evaluation in the formative stages of the investment lifecycle.
- Managed the process and provided commercial support for the assessment of unsolicited proposals, and published an update to the Guidelines for Unsolicited Proposals.



Highlights

164 projects under development within the Capital Framework during 2019-20, worth **\$2.8bn**

Advising on **\$3bn** of current and potential PPPs

Future direction

In 2020-21 we will continue to assist directorates and agencies by:

- 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 throughout the Budget process.
- Advising on PPPs and complex projects through:
 - The development and procurement of projects including Light Rail City to Woden.
 - Managing Life-of-Project Transactions such as the refinancing of the ACT Law Courts.
- Administering the unsolicited proposals process by managing the assessments and providing commercial support and advice.
- Defining Infrastructure Policies including completing the Stage 3 review of the *Capital Framework*, continuing to develop guidance and training materials, and updating the Guidelines for Public Private Partnerships and Guidelines for Unsolicited Proposals.
- Continuing to provide secretariat and administrative support to executive committees and coordinate infrastructure projects between delivery and operations.

Further information

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Output 8.2 Goods and Services 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. 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 and provision of templated and standardised documentation and processes.
- 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.

Performance

Accountability indicators

We met all accountability indicator targets for this output. We exceeded our target of one per cent for indicator 8.2a – *Proportion of goods and services contracts awarded to indigenous suppliers or social suppliers* – with a result of 2.68 per cent.

3 met or exceeded

Highlights

In 2019-20 we rolled out and revised several significant whole of government panel arrangements, including in relation to professional and consulting services, travel and accommodation, electricity supply and metering services. We established the new Professional and Consulting Services Panel with nine categories of service following a record-breaking response from industry.

We continued to enhance our procurement systems and platforms by:

- Delivering a new digital platform for labour hire that has a better user experience and more detailed business analytics and reporting capability.
- Updating and modernising the Tenders ACT platform to provide greater usability and accessibility for more than 20,000 registered users. Tenders ACT is a central point to release tenders and lodge tender responses.

We improved the annual procurement planning process to enable the ACT Government to provide real-time advance notice to the market in relation to key, major or strategic procurement.

We supported the ACT Government's response to COVID-19 through work including:

- The urgent procurement of goods and services.
- Sourcing of scarce and/or high demand products and locking down supply chains to ensure ongoing support for critical services.
- The speedy release to market of economic stimulus and support measures.

We continued to support directorates by engaging with them individually and through coordinated consultation and acting on their feedback and suggestions. We also revised, monitored and updated policies, guidance material and the ACT Procurement website where required.

Future direction

In 2020-21 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 explore opportunities for aggregation of purchasing through new whole of government arrangements. We will deliver sourcing strategies for employee assistance services, training services, digital mail, stationery, creative services and gas supply prior to contract expiry in 2021-22. We will also:

- Work with our jurisdictional counterparts to develop improved nationwide procurement practices.
- Continue to review and improve 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.
- Continue to support procurement officers and suppliers through the provision of advice and assistance via the Procurement Help Desk.
- Enhance the ACT Government's procurement capability and promote a shared understanding of our procurement framework and systems by developing a range of training packages, targeted engagement strategies and strategic procurement planning.
- Establish a procurement community of practice to bring together ACT Government procurement professionals to share knowledge, leverage their expertise and collaborate on innovation.



Highlights

Supported agencies to plan, develop and release **116** complex goods and services tenders with a total value of more than **\$740 million**

Further information

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Output 9.1 Property Services

Overview

Through the Property Services output we manage 241 Territory-owned buildings including commercial buildings, government office and service provision accommodation, community/multipurpose buildings, and aquatic/leisure facilities. We also lease 33 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

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

- 9.1b – average square metres of office accommodation per employee. The target was 14.3m² per employee and the actual result was 57.7m² per employee. The annual survey occurred when ACT Government office-based staff were primarily working away from office locations due to COVID-19. This resulted in lower than normal occupancy of office buildings. We also completed a count of workstations to determine the capacity rate. Using this measure, we determined capacity of 13.16m² per workstation.



Highlights

In 2019-20 we supported the ACT Government’s Economic Survival Package through coordination of the rent relief package for tenants of ACT Government owned properties. ACTPG led a cross-agency working group to facilitate the program including the assessment of commercial applications for rent relief. We also delivered several property improvement projects, in support of the ACT Government’s Economic Survival Package. Projects included disability and sustainability upgrades in community facilities, internal painting at the National Convention Centre and sustainability and other upgrades to Dickson Pool, Manuka Pool and Lakeside Leisure Centre.

We reached a significant milestone with the completion of the new 13,200 square metre ACT Government office building in Dickson, which reached practical completion on 16 June 2020. The 5-star Green Star energy efficient building was handed to the Territory on 17 June 2020. Following completion we entered into a 20-year lease for the new Dickson Office Block, with options to extend. The new building will provide ongoing accommodation for various ACT Government directorates and agencies.

Highlights

Provided rent relief to **136** community tenants and **13** commercial tenants under the economic support package

In 2019-20 we also:

- Continued construction of the \$36.5 million Stromlo Leisure Centre. This project will provide high-quality sporting facilities for the Canberra community, particularly those in the Weston Creek and Molonglo Valley regions.
- Completed a \$2.4 million upgrade to Manuka Pool including improvements to the filtration plant and retiling of the main pool ensuring preservation of this heritage leisure facility and continued support for physical recreation in the community.
- Ensured the continued provision of high-quality community and government facilities through completion of \$9.3 million in building upgrades to government, leisure and community facilities in properties managed by ACTPG. This included a package of building upgrades under the ACT Government's economic support package. Key projects included a new men's shed at Hughes Community Centre, and electrical upgrades and refurbishment of the Albert Hall.
- Managed 1,029 property upgrade projects with a value of \$1.5 million and in partnership with other ACT Government directorates. Significant projects included a new office fit-out at Callam Offices, upgrades and internal painting to the National Convention Centre and an upgrade to the Lanyon High School administration building.
- Undertook \$12.8 million in planned maintenance services on properties across the ACT Government portfolio, managed by the directorate and those of our major clients being the Education and Health directorates. ACTPG's planned maintenance activities ensure that ACT Government buildings and property are well maintained and fit-for-purpose.
- Managed timely maintenance of ACT Government facilities through operation of a 24-hour, seven-day-a-week trades and services response centre. During the period we managed more than 12,000 calls and 14,700 work orders. ACTPG tradespeople or external contractors completed the work. During the reporting period reactive maintenance activities totalled \$10.8 million.
- Supported a culturally rich and vibrant community through management of the ACT Government flagpoles and banners along roads. ACTPG erected flags and banners for events such as the Red Shield Appeal, DreamWorks, Monet Exhibition, Floriade and ICC 2020 World Cup. Fewer flags and banners were raised in the last quarter of the financial year due to events being cancelled because of COVID-19.

Future direction

In 2020-21 we will continue to support our tenants through COVID-19. This will include supporting good practices in facilities and providing agreed financial support for tenants significantly impacted by COVID-19.

We will also:

- Complete construction and open the Stromlo Leisure Centre. This will provide a major government owned aquatic centre to south Canberra, particularly Weston Creek and the growing Molonglo district.
- Support the relocation of ACT Government directorates to new office accommodation, including the new Civic and Dickson office buildings.
- Improve property management services, including introducing a new property management system.
- Deliver improvements to ACT Government buildings, increasing functionality, efficiency, longevity and reducing running costs.
- Procure ACTPG's service panel and contracts across its service provision areas, seek continuous improvement in energy efficiency for assets and deliver positive outcomes to our tenants.

Output 9.2 Venues

Overview

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

Venues Canberra delivers this output.

Performance

Accountability indicators

We met or exceeded four of our accountability indicator targets for this output. Due to strong performance in the first half of 2019-20 and ongoing activity at Exhibition Park in Canberra (EPIC) during COVID-19, we exceeded our targets for:

- 9.2a (iv) – *number of major events at EPIC.*
- 9.2b (ii) – *own source revenue at Manuka Oval.*
- 9.2b (iii) – *own source revenue at EPIC.*

.....
4 met or exceeded

4 did not meet
.....

We also exceeded our target for 9.2c – *customer satisfaction at the National Arboretum Canberra*, with almost 95 per cent of customers rating their experience as excellent or good.

We did not meet four of our targets; including: 9.2a (i), (ii) and (iii) – *number of major events at GIO Stadium, Manuka Oval and Stromlo Forest Park.* Due to COVID-19 restrictions on large gatherings scheduled events at venues were either cancelled or postponed. The decrease in events also impacted the ability of GIO Stadium to generate own source revenue and achieve the targeted revenue result for indicator 9.2b (i).

Highlights

In 2019-20 we supported the ACT Government's response to the State of Emergency by assisting with a horse relocation centre and other animal shelters during the bushfire season and the setup and operations of a COVID-19 testing facility within 24 hours. We also assisted the Community Services Directorate to establish a food bank and warehouse distribution centre working alongside the ACT Government's partner, Uniting Care Kippax. We also:

- Delivered over 130 events at our venues in a safe and secure environment for patrons. This included Manuka Oval hosting five women's group matches of the ICC Twenty20 Cricket World Cup in February 2020.
- Continued enhancing the facilities and spectator experience at our venues. To improve the match day experience, we arranged installation of a new Video Display Board at GIO Stadium and completion of spectator canopies at Manuka Oval. To meet the Territory's guidelines on facilities supporting women's participation, we upgraded players and match official rooms at GIO Stadium and Manuka Oval.

The National Arboretum Canberra

In February 2020 the National Arboretum Canberra celebrated 4 million cumulative visitors since opening in 2013. Our annual visitor numbers were negatively impacted by summer bushfires and COVID-19 but we still achieved 549,964 visitors for the 2019-20 period. In 2019-20 the National Arboretum Canberra also:

- Planted over 200 trees and pruned over 10,000 trees.
- Delivered 12 kilometres of new forest tracks and trails to the public, helping to attract additional locals and tourists to explore 250 hectares of forests and gardens.
- Further developed onsite assets including improved shading structure in the POD playground, the Village Centre's heating, ventilation and cooling system, and general equipment upgrades (i.e. security upgrades). We made these improvements in response to visitor feedback.
- Delivered an extended café servery for an enhanced visitor experience and more efficient service.
- Delivered a new car park to future-proof the site for increased visitation and provide additional self-generated revenue.

Future direction

In 2020-21 we will actively seek to attract new events to the Territory's venues to support economic growth and diversification, liveability and social inclusion, noting COVID-19 restrictions will impact on scheduled events. We will also:

- Develop a Venues Canberra customer service charter.
- Actively seek training opportunities for our team that develop their technical expertise, customer focus and industry knowledge.
- Continue to support community events with onsite partners and volunteers.
- Implement new revenue sources through tourism and marketing initiatives.



National Arboretum Canberra at a glance

284 private and corporate functions attracting **28,039** visitors

1,600 activities covering a wide range of promotional, public, free and ticketed events

Welcomed **22,784** local and interstate school children, with **5,753** participating in a facilitated program and **15,466** self-guided school students

Facilitated school holiday program activities for **560** children

Played host to **79** private birthday parties attracting **1,213** children

Continued to be supported by our volunteers, who donated **16,157** hours of their time

At our venues we will continue to manage and deliver the scheduled program of events and also:

- Enhance security measures.
- Implement capital upgrade works programs and environmentally sustainable projects.
- Continue to provide a safe, clean, accessible environment.

At the National Arboretum Canberra in 2020-21 we will continue to:

- Promote the National Bonsai and Penjing Collection Australia nationally and internationally.
- Host ceremonial visits and tree plantings as part of the Department of the Prime Minister and Cabinet State Visits Program and/or as directed by the ACT Chief Minister.
- Promote new gardens as donor opportunities.
- Support current and foster new forest science research partnerships and citizen science projects.
- Manage and support the health of our forests through appropriate horticultural and arboriculture practices.
- Support existing MoU relationships and develop new MoUs as relevant, especially with the National Bonsai and Penjing Collection.
- Review and facilitate school educational programs.

We will also support the delivery of the CMTEDD Reconciliation Action Plan, with Aboriginal and Torres Strait Islander mentee support and delivery of Indigenous Australian public programs.

**Further information
outputs 9.1, 9.2**

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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 investment assets and debt liabilities.

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

Performance

Accountability indicators

We met nine of our accountability indicator targets against this output and did not meet the following indicator:

- EBT 1.1j – *Completion of Annual Budget Estimates*. Due to COVID-19, preparation of the 2020-21 Budget was deferred until after the October 2020 ACT Election.

9 met

1 did not meet

Highlights

In 2019-20 under this output we:

- Managed the centralised investment administration structure for Territory financial investment assets.
- Managed and reported on the Government's Responsible Investment Policy.
- Completed the annual Principles for Responsible Investment (PRI) reporting assessment which is mandatory for signatories to the PRI.
- Managed the Territory's borrowing program, including cash flow and liquidity requirements.

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 2019-20 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.

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 investment assets and defined benefit employer superannuation liabilities of the Territory. This includes past and current ACT employees who are members of the Australian Government's Commonwealth Superannuation Scheme (CSS) and Public Sector Superannuation Scheme (PSS), and Members of the Legislative Assembly Defined Benefit Superannuation Scheme. We manage the financial investment assets set aside to fund those liabilities.

Performance

Accountability indicators

We met four of our accountability indicator targets against this output and did not meet the following indicator:

- EBT 1.1d – *Completion of Annual Budget Estimates*. Due to COVID-19, preparation of the 2020-21 Budget was deferred until after the October 2020 ACT Election.

.....
4 met

1 did not meet
.....

Highlights

In 2019-20 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.
- Administered benefit entitlements for Members of the Legislative Assembly defined benefit superannuation arrangement.

Future direction

In 2020-21 we will:

- Complete the triennial actuarial review of the defined benefit employer superannuation liabilities using salary and membership data as at 30 June 2020.
- 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 SPA and TBA

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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 2019-20 and recommendations from previous years where the directorate undertook further work during 2019-20 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 Ombudsman did not release any reports during the reporting year relevant to CMTEDD. The ACT Integrity Commission commenced operation during 2019-20 and did not release a report in the period.

ACT Auditor-General reports

Table 16: 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> <ul style="list-style-type: none"> a) Identifies and documents respective roles and responsibilities. b) Documents mechanisms that govern service delivery and assurance. c) Performance management arrangements. d) How often the agreement will be reviewed. <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>	<p>In progress</p> <p>A Draft Services Agreement outlining roles and responsibilities, supported by process maps has been developed and will be presented to Quality Measurement and Advisory Committee in July 2020.</p>
<p>Recommendation 2 – Agreed</p> <p>In conjunction with Recommendation 1, Shared Services should agree and document with directorates and agencies how strategic human resources and finance teams:</p> <ul style="list-style-type: none"> a) Access Shared Services’ more complex services. b) Escalate and resolve complex service delivery issues. 	<p>In progress</p> <p>A Draft Services Agreement outlining roles and responsibilities, supported by process maps has been developed and will be presented to Quality Measurement and Advisory Committee in July 2020.</p> <p><i>Table continued on next page.</i></p>

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 3 – Agreed</p> <p>Shared Services should improve its risk management activities to ensure:</p> <ul style="list-style-type: none"> a) Risk assessments are comprehensive and accurate. b) Treatments effectively address the risk and are assigned to a specific responsible individual or position. c) Strategic and operational risk registers are clearly linked. d) Managers at all levels of the organisation can clearly understand the risk treatments they are responsible for and are able to evidence their risk management activity. 	<p>In progress</p> <p>Shared Services Strategic Finance is currently developing risk registers to address this recommendation, allocating individual risks to each business unit position/individual.</p>
<p>Recommendation 4 – Agreed-in-principle</p> <p>Shared Services, in cooperation with directorates and agencies through the Quality and Measurement Advisory Committee, should develop and agree an approach to benchmarking of its services that:</p> <ul style="list-style-type: none"> a) Uses measures that are directly relevant and focused on Shared Services, its activities and accountabilities. b) Provides transparency in the nature of organisations and activities against which it is benchmarked. c) Makes qualified comparisons with commercial entities. 	<p>In progress</p> <p>Shared Services has engaged a vendor to undertake the 2020 Benchmarking project. The benchmarking is underway and will consider the recommendations from the Auditor-General’s Shared Services Performance Audit.</p>

Table 17: 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 1 – Agreed</p> <p>CMTEDD should develop and implement an ICT strategic planning framework for ACT Government, its directorates and agencies. The ICT strategic planning framework should promote consistency and coordination of ICT strategic planning activities by identifying:</p> <ul style="list-style-type: none"> a) Roles, responsibilities and timeframes for ICT strategic planning. b) Minimum requirements for ICT strategic planning outputs and deliverables, including: <ul style="list-style-type: none"> i. The strategic priorities and objectives of the directorate (including any whole-of government priorities and objectives) and how the strategies in the ICT strategic plan contribute to these. 	<p>Complete</p> <p>The ACT Digital Strategy was released in March 2020 and is available online at https://www.cmtedd.act.gov.au/digital-strategy</p> <p><i>Table continued on next page.</i></p>

Recommendation number and summary	Status and action in reporting year
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- ii. The 'current state' of ICT in the directorate.
- iii. Future capabilities and requirements for ICT in the directorate.
- iv. A detailed program of work, or technology roadmap, to 'close the gap' between the 'current state' and future capabilities and requirements.

<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> <ul style="list-style-type: none"> a) The ICT capabilities required to meet the ACT Government's business needs. b) The 'current state' of the ACT Government's ICT capabilities. c) How, and by when, gaps between current and required ICT capabilities are to be closed. 	<p>In progress</p> <p>The Technology Roadmap was presented to Strategic Board on 19 February 2020. Recommendations included agreement to empower the Strategic ICT and Digital Capability (SIDC) Sub-Committee to develop a work program exploring the details of addressing the priorities. During COVID-19 the SIDC is operating as the whole of government Technology Leadership Group, ensuring prioritisation of technology and data to support COVID-19 response and recovery objectives. A whole of government business architecture activity will be conducted in 2020-21, which will inform the development of the ICT strategic plan to be delivered in the same period.</p>
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Recommendation 3

- 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:
- a) Identification and implementation of a software tools that assists directorates to identify:
 - i. Existing ICT systems, hardware and capabilities.
 - ii. Future ICT systems, hardware and capabilities and associated investment needs.
 - b) Development and formalisation of governance arrangements, including roles, responsibilities and processes for the implementation and maintenance of the software tools and its data.

In progress

Data is being returned through Service Now Discovery with service mapping of business applications also being undertaken. These discovered and mapped data are fundamental for the Application Portfolio Management (APM) activities. A viable APM platform will be on offer for directorates in December 2020.

Table 18: Auditor-General Report No.4 of 2019 – 2017-18 Financial Audits – Computer Information Systems – Government response tabled 20 August 2019

Note: Open recommendations from Auditor-General Report No.4 of 2018 – 2016-17 Financial Audits – Computer Information Systems – Government Response Tabled 25 July 2018 are being tracked as part of this 2019 report.

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 1 – Agreed <i>Managing Risks of Cloud Based Systems</i> CMTEDD (Shared Services) should:</p> <ul style="list-style-type: none"> a) Complete risk assessments and System Security Plans, where required, for all operational cloud-based systems that are ‘Government Critical’ or ‘Business Critical’. b) Implement a mechanism to block extreme-risk shadow IT systems and warn employees not to use high-risk shadow IT systems as required by the ICT Security Policy. 	<p>Complete</p> <p>In 2019-20, Shared Services resolved this weakness as it commenced using a Cloud Access Security Broker tool. The tool identifies and reports unregistered cloud systems to agencies so they can identify and block extreme-risk shadow IT systems or warn employees of the risks associated with their use. This tool will assist agencies to reduce the risk of their data being sent to unregistered cloud systems which may not be adequately protected from unauthorised and fraudulent access.</p>
<p>Recommendation 4 – Agreed <i>Whitelisting of applications</i> CMTEDD (Shared Services) should implement application whitelisting for server and desktop computer systems operating on the ACT Government network.</p>	<p>In progress</p> <p>Shared Services is implementing desktop application whitelisting as part of the deployment of the Windows 10 Standard Operating Environment. The current status is 16,200 assets completed with 2,157 assets remaining. By 31 December 2020, 95 per cent of the desktop fleet will be migrated to Windows 10.</p> <p>Note: This recommendation was formerly no.7 in Auditor-General Report No.4 of 2018 – 2016-17 Financial Audits – Computer Information Systems</p>
<p>Recommendation 5 – Agreed <i>Management of patches to applications</i> CMTEDD (Shared Services) should:</p> <ul style="list-style-type: none"> a) Routinely scan all critical applications to identify security vulnerabilities for patching. b) Document and implement a defined patch management strategy that sets out the planned approach for patching of applications. 	<p>In progress</p> <p>Monitoring of all known business critical systems or application vulnerabilities to guide patch implementation will be encompassed in the whitelisting process, delivered under the Windows 10 rollout. By 31 December 2020, 95 per cent of the desktop fleet will be migrated to Windows 10.</p> <p>Note: This recommendation was formerly no.6 in Auditor-General Report No.4 of 2018 – 2016-17 Financial Audits – Computer Information Systems</p>
<p>Recommendation 7 – Agreed <i>Monitoring of changes to computer information systems</i> CMTEDD (Shared Services) should:</p> <ul style="list-style-type: none"> a) Perform regular reconciliations of changes recorded in the audit logs to authorised change records in the change management system. b) Document these reconciliations, including the name and position of the officers performing the reconciliations, the date and evidence that any errors or irregularities identified from the reconciliations have been investigated and resolved. 	<p>In progress</p> <ul style="list-style-type: none"> a) Work is underway to remediate the Configuration Management Database (CMDB) and integrate it with the change management module. Sample audits continue to be undertaken while the CMDB remediation work progresses. The date of implementation has been revised to December 2020 due to the dependence on the CMDB remediation work progress and COVID-19 project prioritisation. b) The CMDB remediation work will provide the ability to automate the comparison of configuration item record changes against authorised changes and complete reconciliations against server logs. <i>Continued next page.</i>

Recommendation number and summary	Status and action in reporting year
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Recommendation 10 – Agreed

Monitoring of audit logs

- b) CMTEDD (ACT Revenue Office and Shared Services) with respect to Community 2011 should:
 - i. Enable the functionality to log changes made by database administrators in the Community 2011 database.
 - ii. Document procedures for independent reviews of audit logs of changes made by Community 2011 database administrators and perform these reviews on a regular basis (e.g. monthly). These requirements should be documented in the System Security Plan for Community 2011.
 - iii. Include the name and position of the reviewing officer along with the date the review was performed in the supporting documentation. The documentation should also include evidence that any errors or irregularities identified from the review have been investigated and resolved.

- c) CMTEDD (ACT Revenue Office) with respect to TRev should:
 - 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).
 - 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.

- d) CMTEDD (Shared Services) with respect to the Accounts Payable Invoice Automation System (APIAS) should:
 - i. Document procedures for the independent review of audit logs of activities performed by privileged users, including privileged users who are employees of the third-party service provider who are external to the ACT Government.
 - ii. Perform reviews of these audit logs on a regular basis (e.g. quarterly).
 - 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.

b) In progress

An upgrade of the Community system commenced in 2019-20 to mitigate this finding. However, due to priorities and COVID-19 responses this project was suspended until 2020-21. It is expected ACT Revenue Office will resume the upgrade of the Community system, which includes database logging for system administration.

c) Complete

A Systems Changes Review Policy was developed in July 2019 to define periodic reviews of ACT Revenue Office system changes conducted by the Business Systems Team to ensure they align with relevant and approved work tasks and/or packages. Independent reviews of the master configuration spreadsheet, as outlined in the Systems Changes Review Policy, were conducted by the Executive Officer, Office of the Commissioner on 11 February 2020 and 22 June 2020.

d) Complete

In 2018-19, Shared Services advised the Audit Office that APIAS does not have the capacity to produce a system generated log of changes. In the 2018-19 Financial Audit of Computer Information Systems the Audit Office revised the recommendation to:

- CMTEDD (Shared Services) should:
- i. Assess the risk of not reconciling system generated audit logs of changes made to APIAS to approved changes in the change management system. This risk assessment should be documented in the APIAS System Security Plan.
 - ii. Assess whether other compensating controls or reviews can be implemented that may assist to mitigate the risk.

Table continued on next page.

Recommendation number and summary	Status and action in reporting year
	<p>In response Shared Services has:</p> <ul style="list-style-type: none"> i. Completed a risk assessment to determine the risk of not reconciling system generated audit logs of changes made to APIAS to approved changes in the change management system. This will be added as an addendum to the APIAS Security Risk Management Plan. ii. As part of the completed APIAS risk assessment assessed whether other compensating controls or reviews are required to mitigate any identified risks.

<p>Recommendation 17 – Agreed <i>Manual entry of leave data</i> CMTEDD (Shared Services) should eliminate the need for the manual entry of leave data into CHRIS21 for casual and shift workers.</p>	<p>In progress Shared Services is implementing a new Human Resources Information Management Solution (HRIMS) which will have a staggered release in 2021. A core requirement of the new system is to automate leave applications.</p>
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Table 19: Auditor-General Report No.3 of 2019 – Access Canberra Business Planning and Monitoring – Government response tabled 22 August 2019

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 1 – Agreed Access Canberra should develop, endorse and promulgate a business planning methodology that clearly identifies:</p> <ul style="list-style-type: none"> a) What the Executive aims to achieve through the process of its business planning activity. b) The sequencing of the different levels of planning across the organisation and how each plan should be used to inform other plans and activities. c) The level of team-based planning, i.e. what teams are to participate in annual planning. d) How plans are to be reviewed, agreed and finalised. 	<p>In progress Access Canberra has revised its approach to business planning considering the impacts of COVID-19. Access Canberra has developed a suite of strategic documents that flow from an overarching Accountability Commitment through the 2020-21 Access Canberra Strategic Plan and into the Access Canberra Service Delivery State (SDS) Transition Plan. The SDS Transition Plan sets out the different operating, or service delivery, states for the organisation according to the level of restrictions directed by the ACT Chief Health Officer. The SDS Transition Plan has been endorsed by the Executive and is in the process of being implemented. Access Canberra has developed a People, Priorities/Projects and Transition (PPT) plan template that requires each of the Branch's and Teams to have PPT plans showing how each Branch or Team will transition between the SDS depending on organisational requirement. Each PPT will be developed in conjunction with the responsible Executive Branch Manager and endorsed through the Executive Management Committee of Access Canberra.</p>

Table continued on next page.

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 2 – Agreed</p> <p>Access Canberra should develop, endorse and promulgate a monitoring and reporting framework for its divisional and team-based business plans that clearly identifies:</p> <ol style="list-style-type: none"> Expectations for the specification of performance measures, including targets that are capable of being monitored and reported against. How and when performance is to be reported. Expectations of teams with respect to the ongoing review and updating of team-based business plans. 	<p>In progress</p> <p>Access Canberra has revised its approach to business planning in light of COVID-19. A reporting and monitoring framework is under development to complement the new PPT plans. We are developing a reporting matrix to assist in the capturing of PPT plan performance and we will report on performance quarterly. PPTs will be developed in conjunction with branches and teams and we expect they will be reviewed by relevant areas prior to quarterly reporting.</p>
<p>Recommendation 3 – Agreed</p> <p>Access Canberra should support its records management improvement activities by:</p> <ol style="list-style-type: none"> Making a clear and timely decision on whether Access Canberra intends to have its own Records Management Program and policy. Determining priorities and actions for improving records management across the organisation in response to the self-assessed Compliance Checklist Tool. Requiring records management activities and initiatives to be reflected and incorporated within team-based business plans. Progressing Project Keystone in a timely way by clearly identifying an end date for the project, appropriate resources and associated deliverables. 	<p>Complete</p> <p>Access Canberra is covered by the CMTEDD Record Management Program. Priorities are identified and tracked via the records management team business plan. Records management activities and initiatives have been reflected and incorporated within team-based business plans for all Access Canberra teams who directly support the records management function. Project Keystone finished in November 2019. The CMTEDD Audit and Risk Committee agreed to close this recommendation in November 2019.</p>

Table 20: Auditor-General Report No.1 of 2019 Total Facilities Management Procurement – Government Response Tabled 13 May 2019

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 1 – Agreed</p> <p>Procurement ACT, in CMTEDD, should review and revise its procurement and probity information to provide more detailed guidance on, and clarity with respect to, the engagement of probity advice in a procurement process, including requirements for:</p> <ul style="list-style-type: none"> A Probity Plan to specify the activities to be undertaken and services provided by a probity adviser. The nature and timing of assurance to be provided by a probity adviser during a procurement process, including assurance through written reports. 	<p>In progress</p> <p>Procurement ACT is in the final stages of drafting probity guidance in consultation with the ACT Government Solicitor. Currently, the guidance will outline the roles (including that of a probity adviser or auditor), responsibilities, principles and concepts involved in probity. This guide is on track to be made available to Territory entities by the end of October 2020.</p>

Table 21: Auditor-General Report No.2 of 2018 ACT Government Strategic and Accountability Indicators – Government Response Tabled 5 June 2018

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 4</p> <p>All Territory entities should document their procedure for the review, selection and approval of strategic and accountability indicators (the Transport Canberra and City Services Directorate and ACTION documented procedures could be used as a guide). The procedures should include:</p> <ul style="list-style-type: none"> • Specifying a time (e.g. three years or when circumstances change) for reviewing and assessing all accountability indicators against performance indicators used by government agencies for similar services in other jurisdictions. • Engaging with other Territory entities to identify better practices used in the Territory. 	<p>Complete</p> <p>CMTEDD prepared guidance material documenting procedures for reviewing, selecting and approving strategic and accountability indicators. The guidance material, and continued engagement with CMTEDD business areas and relevant senior executives, will inform indicator development during the next ACT Budget process.</p> <p>A workshop was also held with senior executives in advance of the review cycle to go through the new documentation and requirements.</p>

Table 22: 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</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>The ACT Public Art Strategic Plan development requires engagement across government and the private sector which has been rescheduled for early 2021.</p> <p><i>Table continued on next page.</i></p>

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 2 artsACT should improve its operational activities by:</p> <ul style="list-style-type: none"> a) Developing and implementing an overarching risk management plan. b) Developing and reporting against a specific public art related performance indicator/measure. c) Updating the Public Art Database so that information is available for all ACT Government public artworks. The cooperation and support of the Australian Government and private sector entities to list their works on this database should be explored. d) Reviewing and updating the ACT Government Public Art Guidelines (2015), in consultation with stakeholders, providing further guidance on: <ul style="list-style-type: none"> i. Different commissioning models that may be used. ii. Acceptance and management of public art loans. iii. Cultural and local Indigenous community protocols in procuring and decommissioning artwork. e) Examining ways to protect public art from deliberate defacing by members of the public. f) Considering the implementation of legal sanctions for damage (accidental or deliberate) to public art. g) Working with other government agencies, in particular the Transport Canberra and City Services Directorate, to identify strategies to protect public artworks from damage by ACT Government contractors and businesses, engaged by this Directorate, operating across the ACT. h) Establishing a comprehensive record of maintenance documentation for all public artwork. i) Developing a Maintenance and Repairs Plan. 	<p>Recommendations a, b, h and i were reported as complete in the 2018-19 CMTEDD Annual Report.</p> <p>c) In progress The Public Art Database is updated as new works are commissioned by or gifted to the ACT Government. The inclusion of works commissioned by others is being explored.</p> <p>d) In progress The reviewing and updating of the ACT Public Art Guidelines is ongoing as relevant policy work is completed.</p> <p>e) Complete With support from JACS, CCTV cameras have been installed at locations where public art is regularly defaced. The effectiveness of this approach is being monitored.</p> <p>f) Complete Operational activities of TCCS have been improved by including requirements to protect public artworks in relevant Directorate documents and by promoting these changes to staff and contractors. Land permits, maintenance contracts and specifications and mowing audit forms have been revised to include the requirement to protect public artworks. Staff, contractors and landscape and construction industry representatives have been advised of these changes and of ongoing requirements.</p> <p>g) Complete artsACT continues to work with TCCS to identify strategies for protecting public artworks from damage by contractors.</p>
<p>Recommendation 5 artsACT and the Transport Canberra and City Services Directorate should develop and implement public art asset acceptance protocols.</p>	<p>In progress Protocols have been agreed. Revisions to Municipal Infrastructure Design Standards are under consideration.</p>

Table 23: 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 Automated Credit Card Acquittal Facility 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 The implementation of an Expense Management System (EMS) was recommended as part of a feasibility study to automate Accounts Payable. An EMS will improve reporting functionality relating to expenditure transactions as well as strengthen governance arrangements. It is anticipated that an Expense Management System (EMS) will be implemented in 2020-21 allowing greater use of purchasing/credit cards across the ACT Government.</p>
<p>Recommendation 4 ACT Government Policy on Use of Cards CMTEDD should assess the merits, or otherwise, of using cards as a key accounts payable mechanism for goods and services and if appropriate, provide whole of government direction including specifying controls to manage associated risks.</p>	<p>In progress In conjunction with the implementation of an EMS (as per recommendation 3), Shared Services will work with Treasury to finalise an agreed policy on the use of credit cards issued in alignment with the new system. Entities that do not use the EMS will be covered by the principles of the policy.</p>

Table 24: Auditor-General Report No.1 of 2015 – Debt Management – Government response tabled 29 October 2015

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 3 – Agreed Consideration of Better Practice Initiatives ACT Government entities who manage non-ACT Government debts, and do not have a low risk with respect to the collection of this revenue, should assess their debt management practices against better practice, and modify their practices accordingly.</p>	<p>In progress CMTEDD is currently working with Shared Services and the Debt Management Working Group to finalise a high-level policy document on the principles of debt management. Application of this policy by each agency will need to be considered on a case by case basis taking into account a range of factors including legislative requirements, social sensitivities, technical capabilities and costs. Additional information on this action is reported in response to Recommendation 2 of the <i>Standing Committee on Public Accounts Report No.22 – Review of the Auditor-General’s Report No.1 of 2015: Debt Management</i>. Shared Services is in ongoing dialogue with ACT Government Solicitor’s Office to finalise the Debt Collection Services Agreement to implement the whole of government mercantile arrangement for external debt collection services. Upon finalisation, agencies will be able to exercise their discretionary use of the mercantile agent to outsource the recovery of debts where deemed appropriate. The discretionary use of the mercantile agent will be considered by agencies on a case by case basis and applied in accordance with the principles and sensitivities of the debt management policy detailed above.</p>

ACT Legislative Assembly Committee reports

Table 25: Select Committee on COVID-19 Response Interim Report No. 1 – Government response tabled 4 June 2020

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 3 – Agreed</p> <p>The Committee recommends that the ACT Government contact all landlords and tenants that have had their email details recorded when a bond was lodged to inform them of the supports available for renters and landlords alike.</p>	<p>Complete</p> <p>Approximately 45,000 emails were sent out at the end of June 2020. The emails provided recipients with a complete suite of supports available and information for both landlords and tenants.</p>
<p>Recommendation 21 – Agreed</p> <p>The Committee recommends that specific and targeted information is provided to patrons to ensure that social distancing measures are adhered to and highlighting the responsibility of each and every person.</p>	<p>Complete</p> <p>Business packs were distributed to 3,500 local businesses across Canberra. The business pack includes information and resources to help businesses operate in a COVID-safe environment, including hygiene and premises occupancy posters. The business pack also includes an information flyer with information about supporting local business.</p>
<p>Recommendation 22 – Agreed</p> <p>The Committee recommends the ACT Government continues to work with the hospitality and club sector on occupancy arrangements, informed by up to date health advice, particularly with a view to reopening venues and increasing employment in the sector.</p>	<p>In progress</p> <p>The ACT Government continues to liaise with the hospitality and club sector to seek input for provision to the Chief Health Officer for consideration as the ACT navigates restrictions.</p>

Table 26: Standing Committee on Education, Employment and Youth Affairs Report No. 7 – Inquiry into the cessation of the Music for Colleges course – Government response released 20 March 2020

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 5 – Agreed-in-principle</p> <p>The Committee recommends that artsACT continue to support several programs, including Girls Rock and Girls Jazz, both aimed at young girls, Community School of Rock, for all members of the community, and My Song, a mentorship program for Aboriginal youth.</p>	<p>Complete</p> <p>artsACT has commenced negotiations regarding the next agreement with the ANU for 2021-2023.</p>

Table 27: Select Committee on Fuel Pricing – Report on Inquiry into ACT Fuel Pricing – Government response tabled 11 February 2020

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 1 – Agreed-in-principle</p> <p>The Committee recommends that the Assembly establish a standing committee to monitor fuel pricing and competition in the ACT. The role of this standing committee should include but not necessarily be limited to:</p> <ul style="list-style-type: none"> • regular analysis and reporting on the function and performance of the ACT fuel market for a given period, including price movement, comparison with markets surrounding and adjoining the ACT, and the prevailing terminal gate price. • Oversight and reporting on any price monitoring scheme implemented in the ACT. <p>The scope of the committee could also be broadened to inquiry into other markets that have a significant impact on ACT consumers.</p>	<p>In progress</p> <p>As part of the government response to the committee’s final report, the government announced the Independent Competition and Regulatory Commission (ICRC) would be tasked with ongoing reporting and monitoring of the ACT fuel market.</p> <p>The proposal is being developed further as part of the 2020-21 Budget process.</p>
<p>Recommendation 2 – Agreed-in-principle</p> <p>The Committee recommends that the ACT Government be proactive approaching independent operators directly when considering the addition of new service stations in the ACT and, in doing so:</p> <ul style="list-style-type: none"> • Consider setting aside land for independent operators and/or prioritising new sites which provide high visibility to consumers. • Consider and report on the feasibility of introducing concessions for independent operators entering the ACT market, including payroll tax concessions, rates concessions or concessional leases. • Ensure that the introduction of any proposals in this recommendation strike a balance between the potential to attract and accommodate discount retailers without unfairly distorting the ACT fuel market. 	<p>Complete</p> <p>In December 2019, the Treasurer wrote to 11 major independent fuel retailers already operating in NSW that do not currently have a presence in the ACT to encourage them to consider entering the Canberra market.</p>
<p>Recommendation 3 – Agreed-in-principle</p> <p>The Committee recommends that the ACT Government initiate a real-time, mandatory price-monitoring scheme similar to the FuelCheck scheme operating in NSW and, in doing so:</p> <ul style="list-style-type: none"> • Investigate the feasibility of NSW FuelCheck adapting to incorporate the ACT market. • Ensure that accurately capturing, recording and publishing ACT fuel prices through a government-regulated body enhances transparency of prices. 	<p>In progress</p> <p>A feasibility assessment of expanding NSW FuelCheck scheme to incorporate the ACT fuel market has been completed. The proposal will be considered as part of 2020-21 Budget process.</p> <p><i>Table continued on next page.</i></p>

Recommendation number and summary	Status and action in reporting year
<ul style="list-style-type: none"> Arm consumers with the ability to more easily shop around and take advantage of cheaper prices. Ensure that data captured as part of such a mandated scheme is available in real-time as open source public information for use in other apps, websites etc. 	
<p>Recommendation 4 – Agreed</p> <p>The Committee recommends that the ACT Government continue to provide public, accessible education and sources about fuel prices to ACT consumers, enhancing what is already available.</p>	<p>In progress</p> <p>The government already provides information about the ACT fuel market through ACT Fair Trading, including detail of the drivers of fuel prices, advice on purchasing petrol, and information about fuel price comparison apps.</p> <p>Further work will be undertaken as part of the consideration of proposals in relation to recommendations 1 and 3 above.</p>

Table 28: 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
<p>Recommendation 2 – Agreed</p> <p>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.</p>	<p>In progress</p> <p>There have been delays to the commencement of community consultation while Communications and Engagement resources have been diverted to COVID-19 Public Information Coordination Centre. Consultation is not likely to begin until 2021. The item will be considered complete when the new Coat of Arms is adopted.</p>
<p>Recommendation 3 – Agreed</p> <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>This project has been delayed until after the COVID-19 Public Health Emergency has passed. Key stakeholders have been informed. Early project planning can commence as resources allow, although this is not expected to commence until 2021.</p>
<p>Recommendation 4 – Agreed-in-principle</p> <p>The Committee recommends that in consultation with the community the ACT Government redesign the ACT Flag.</p>	<p>In progress (on hold)</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>
<p>Recommendation 5 – Agreed</p> <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 (on hold)</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 29: Standing Committee on Economic Development and Tourism Report No.6 – Inquiry into drone delivery systems in the ACT – Government response tabled 28 November 2019

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 1 – Agreed</p> <p>The Committee recommends that Access Canberra increase the amount of information on its website about Wing operations, including a direct link to the CASA exemption (CASA EX40/19) and to the Commonwealth Department of Infrastructure, Transport, Cities and Regional Development’s review of drone noise regulation.</p>	<p>Complete</p> <p>The Access Canberra website was updated on 27 November 2019.</p>
<p>Recommendation 2 – Agreed</p> <p>The Committee recommends that the ACT Government provide information to the Australian Information Privacy Commissioner to assist her in considering the benefits of, or need to place restrictions on, the collection by commercial delivery drones of the personal information of non-users.</p>	<p>Complete</p> <p>Policy and Cabinet is continuing ongoing discussion with Wing.</p>
<p>Recommendation 3 – Agreed</p> <p>The Committee recommends that the ACT Government and Wing collaborate to establish an independent comparative survey of wildlife numbers and behaviour in a suburb prior to, then following the commencement of, drone delivery operations.</p>	<p>Complete</p> <p>Policy and Cabinet is continuing ongoing discussion with Wing.</p>
<p>Recommendation 4 – Agreed</p> <p>The Committee recommends that the ACT Government proactively engage with the Commonwealth Department of Infrastructure, Transport, Cities and Regional Development’s review, drawing on the experience of the ACT community in drone delivery trials.</p>	<p>Complete</p> <p>The ACT Government made a formal submission to the Commonwealth Department of Infrastructure, Transport, Regional Development and Communication’s ‘Noise Regulation Review for Remotely Piloted Aircraft and Specialised Aircraft’ on 27 November 2019. That review has not reported, and the various submissions remain under consideration.</p>

Table 30: Standing Committee on Health, Ageing and Community Services – Report No.7 Inquiry into Drugs of Dependence (Personal Cannabis Use) Amendment Bill 2018 – Government response tabled 19 September 2019

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 1 – Agreed</p> <p>The Committee recommends that, subject to the following comments and amendments, the Drugs of Dependence (Personal Cannabis Use) Amendment Bill 2018 be supported.</p>	<p>Complete</p> <p>The Bill was supported with government amendments in September 2019.</p>

Table 31: 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
<p>Recommendation 21 – Agreed-in-principle</p> <p>The Committee recommends that, by the last sitting day of 2019, the ACT Government, through the Chief Minister, report to the Legislative Assembly on the methodology being used to develop the Wellbeing Index, progress on applying the methodology to determine a Wellbeing Index for the 2020-21 ACT Budget, and the cost to ACT taxpayers to develop the methodology and determine the Index.</p>	<p>Complete</p> <p>The ACT Government reported to the Legislative Assembly the process used to develop the ACT Wellbeing Framework, its methodology regarding the 2020-21 Budget and the cost to ACT taxpayers in a response tabled on 28 November 2019.</p>
<p>Recommendation 22 – Agreed</p> <p>The Committee recommends that the ACT Government include all Members of the Legislative Assembly in the development of the wellbeing indicators.</p>	<p>Complete</p> <p>The ACT Wellbeing Framework was developed using an extensive community consultation process which was open to all members of the public including Members of the Legislative Assembly.</p>
<p>Recommendation 23 – Agreed</p> <p>The Committee recommends that the ACT Government advise the Legislative Assembly of how the wellbeing indicators will interact with the current accountability indicators.</p>	<p>Complete</p> <p>The ACT Government advised the Legislative Assembly on how the ACT Wellbeing Framework will interact with current accountability indicators in a response tabled on 28 November 2019.</p>
<p>Recommendation 37 – Agreed-in-principle</p> <p>The Committee recommends that the ACT Government include applications for Seniors Cards in the new online services package.</p>	<p>In progress</p> <p>Digital registration of ACT Seniors Card is scheduled for delivery in 2021-22 on the ACT Digital Roadmap of Services, subject to budget funding. This will be preceded by work 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. The design work for Concessions, originally scheduled for commencement in 2019-20, was deferred as a result of the operational impacts of COVID-19. This work will now occur in 2020-21 and is still the predecessor for online Seniors Cards.</p>
<p>Recommendation 38 – Agreed</p> <p>The Committee recommends that the ACT Government improve accountability indicators to track meaningful results for innovation initiatives, for example actual outcomes for businesses involved.</p>	<p>In progress</p> <p>Accountability Indicators will be reviewed in 2020-21.</p> <p><i>Table continued on next page.</i></p>

Recommendation number and summary	Status and action in reporting year
<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 has ownership of recommendation 39 and Venues Canberra provides minor input in relation to Stromlo Forest Park.</p> <p>Stromlo Forest Park trail upgrades are completed and the accommodation market sounding closed in 2019. A 2020-21 business case to progress the next stage of park development was submitted but was deferred until 2021-22.</p>
<p>Recommendation 43 – Agreed</p> <p>The Committee recommends that the ACT Government publicly release a summary of the analysis undertaken by, and findings of, the Lease Variation Charge review as soon as possible.</p>	<p>Complete</p> <p>Outcomes of the review were published on page 172 of Budget Paper 3, 2019-20 and noted in the Government Response – 2019-20 Estimates Committee.</p>
<p>Recommendation 46 – Agreed</p> <p>The Committee recommends that the ACT Government undertake a review in consultation with local business, industry groups and unions on the impact of workplace health and safety laws, enacted in 2019, on local businesses.</p>	<p>In progress</p> <p>A Review will be delivered as part of the wider review of the template national work health and safety laws. The ACT amendments of 2019 were based on the template laws and a national review is underway. Completion is expected in 2020-21.</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>Timing is subject to the extension of the pilot scheme (Recommendation 50).</p>
<p>Recommendation 49</p> <p>The Committee recommends that the ACT Revenue Office develop a process to manage the land tax exemption scheme that minimises work for eligible landlords and community housing providers while maintaining appropriate scrutiny. In particular, the Committee recommends requiring only annual reporting by the community housing provider as to tenant eligibility, not quarterly reporting by the landlord.</p>	<p>Complete</p> <p>The process to manage the land tax exemption scheme has been implemented. ACT Revenue Office and EPSDD monitor the scheme on an ongoing basis.</p> <p><i>Table continued on next page.</i></p>

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 50</p> <p>The Committee recommends that the ACT Government closely monitor the land tax exemption scheme for landlords who provide affordable housing through registered housing providers with a view to assessing:</p> <ul style="list-style-type: none"> • The number of affordable housing properties that have become available through this scheme. • The cost to government for providing access to this scheme. • The level of take-up with a view to increasing the time limit and cap if it is well subscribed. 	<p>In progress</p> <p>In November 2019 the government announced an extension until 30 June 2023. Legislative changes are to be progressed in next available Revenue Legislation Amendment Bill. ACT Revenue Office and EPSDD monitor the scheme on an ongoing basis.</p>
<p>Recommendation 51 – Agreed</p> <p>The Committee recommends that the ACT Government require the ACT Revenue Office to develop internal processes and guidelines for compassionately dealing with people who have financial difficulties in paying rates and land tax so that these issues do not lead to greater financial hardship.</p>	<p>Complete</p> <p>Care Financial Inc facilitated Financial Hardship Workshops for Call Centre staff in May and June 2019.</p> <p>An Accidental Counsellor training workshop was facilitated by Lifeline for Call Centre staff in November and December 2019.</p> <p>Both workshops were aimed at improving capability to deal with distressed taxpayers.</p> <p>A Guideline for Managing Difficult and Challenging Calls has been developed and distributed to all ACT Revenue Office staff.</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 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>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 capital works procurement processes, together with support from EPSDD and Infrastructure Finance and Reform within CMTEDD.</p> <p>Infrastructure Finance and Reform is currently updating the <i>Capital Framework</i> (which guides the development of capital projects), including developing guidance on assessment of capital projects within the government’s Wellbeing Framework and sustainability policies.</p>
<p>Recommendation 56</p> <p>The Committee recommends that the ACT Government undertake a review, within two years, into the impact of the Secure Local Jobs Code (SLJC) on Territory infrastructure projects.</p>	<p>In progress</p> <p>A review of the operations of the SLJC part of the <i>Government Procurement Act 2001</i> is a legislative requirement. Its scope is wider than Territory infrastructure projects. The review has been discussed at the SLJC Advisory Council and is scheduled to begin in Q4 2020.</p> <p><i>Table continued on next page.</i></p>

Recommendation number and summary	Status and action in reporting year
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Recommendation 57 – Agreed

The Committee recommends that the ACT Government report to the Legislative Assembly on the impact of the Dickson Office relocation on workplace practices, improvements in efficiencies and cultural changes.

In progress

In 2019-20 the Workforce Transformation Group engaged an external consultant to evaluate the Workforce Transformation Program. The evaluation project will benchmark the current working environment to establish a baseline. The Workforce Transformation Group will schedule post implementation reviews following staff occupancy of the new government buildings. Planning work has commenced with Shared Services ICT for the use of systems data to assist with assessing impacts on workplace practices and use of collaborative technologies.

Recommendation 59 – Agreed-in-principle

The Committee recommends that the ACT Government establish a set of accountability and completion indicators against year-by-year funding allocated under ACT Property upgrades and clarify the maintenance works completed to ACT Government Properties using this funding.

In progress

ACT Property Group has proposed a new accountability indicator to be included in the next budget statement in relation to this recommendation. The new accountability indicator measures the completion rate of Better Infrastructure Fund (BIF) funded property upgrade projects. The completion rate is the funding expended or committed compared to the total BIF funding appropriated to ACT Property Group, expressed as a percentage.

Recommendation 138 – Agreed-in-principle

The Committee recommends that the ACT Government explore further the economic benefits and options for job creation stemming from the transition to zero emissions and the embrace of new technologies – such as the training of people in zero emission vehicle maintenance.

Complete

The ACT Government has supported the development of innovation, research and partnerships through the Priority Investment Program and the provision of funding support for the establishment of the Distributed Energy Resources Laboratory. This Lab will be hosted at the Australian National University and embedded within the electricity distribution network, provided by the ACT’s main utility provider – Evoenergy. This will improve Canberra’s offering for firms conducting early product lifecycle, research and development work with positive flow on employment effects.

The Renewable Energy Skills Centre of Excellence was established at the Canberra Institute of Technology (CIT) in late 2015. The Centre develops training programs to support the renewable energy and sustainability industry workforces by leading the development and teaching of practical, technical skills required by industry across the ACT Region, Australia and the Asia-Pacific. This year CIT, in partnership with Canberra Innovation Network (CBRIN), launched the 2020 Trade Hack to identify alternatives to address the problem of waste in trades. The winning team secured CBRIN’s mentoring support and funding from Capital Ventures to develop their business proposal to prevent unused tiles from going to landfill.

Table 32: 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 1 – Agreed</p> <p>The Committee recommends that the ACT Government publish, in each year’s budget papers and on the website of the ACT Revenue Office, the rationale for all rating factors determined for that financial year.</p>	<p>In progress</p> <p>The rationale for rating factors determined for the 2020-21 financial year will be published in the Economic and Fiscal An update is to be released in late August 2020 and in annual budget papers for future financial years.</p> <p>Information will be published on the ACT Revenue Office website as appropriate following publication.</p>
<p>Recommendation 10 – Agreed</p> <p>The Committee recommends that the ACT Government clarifies the process used by the Commissioner for ACT Revenue to value Crown leases in the ACT under Section 10 of the <i>Rates Act 2004</i> and publish the process on the ACT Revenue Office’s website and include it in information provided to leaseholders about the lease variation process.</p>	<p>In progress</p> <p>The ACT Revenue Office website has been updated with ongoing monitoring and possible further updating.</p>
<p>Recommendation 15 – Agreed</p> <p>The Committee recommends that the ACT Government prepare a reconciliation of revenue foregone and raised in the transfer from duties to a broad-based property tax.</p>	<p>In progress</p> <p>Analysis of the revenue neutrality of the first seven years of tax reform will be published at the time of the Economic and Fiscal Update in late-August 2020. The Economic and Fiscal Update will also provide an estimate of revenue to be transferred from conveyance duty to general rates over the next five-year phase of tax reform.</p>
<p>Recommendation 19 – Agreed</p> <p>The Committee recommends that the ACT Government liaise with the Property Council of Australia, the Australian Property Institute, tertiary education institutions and other interested parties to reassess the feasibility of introducing a valuation course in the ACT.</p>	<p>Complete</p> <p>Letters sent to the University of Canberra and Canberra Institute of Technology seeking their views.</p> <p>Response suggests that there is not the demand for such an offering in the ACT.</p> <p>A number of tertiary valuation courses are offered online.</p>
<p>Recommendation 20 – Agreed</p> <p>The Committee recommends that the ACT Government redesign commercial rates notices to give commercial ratepayers more information, transparency and certainty. In doing so, the ACT Government should give consideration to the inclusion of the following:</p> <ul style="list-style-type: none"> i. More information about flexible payment options for ratepayers charged retrospectively due to revaluations. ii. More information about the valuation of land and how that value was calculated. iii. More information about the applicable tax threshold. iv. A list of past payable rates for context. 	<p>Complete</p> <p>This action is completed, with ongoing monitoring by ACT Revenue Office.</p> <p><i>Table continued on next page.</i></p>

Recommendation number and summary	Status and action in reporting year
v. An indication of likely future rates, with a disclaimer that this estimation is subject to change.	
Recommendation 21 – Agreed 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.	In progress To be progressed. Due to COVID-19 all communication with rate payers has been to provide advice and assistance on the economic survival package.

Table 33: Standing Committee on Public Accounts Report No.5 – Report on Annual and Financial Reports 2017-2018 – Government response tabled 30 July 2019

Recommendation number and summary	Status and action in reporting year
Recommendation 2 – Agreed The Committee recommends that CMTEDD increase staff understanding of the rates deferrals process to better manage requests for the service.	Complete ACT Revenue Office Staff were provided with financial hardship training in June 2019 by Care Financial Counselling Services and Accidental Counsellor training was provided by Lifeline in October and December 2019. This training provided staff with skills to identify signs of individuals in need of crisis support.
Recommendation 3 – Agreed The Committee recommends that the ACT Government include information about rates deferrals on rates notices.	Complete Information about rates deferral options is now included on rates notices.
Recommendation 7 – Agreed The Committee recommends that the government continue to monitor staff responses to the transition to the activity-based working environment, and where necessary, implement measures to ensure that staff concerns with the new environment are taken into consideration.	Complete In 2019-20 the Workforce Transformation Group engaged an external consultant to evaluate the Workforce Transformation Program. The evaluation project will benchmark the current working environment to establish a baseline. The Workforce Transformation Group will schedule post implementation reviews following staff occupancy of the new government buildings. Workforce Capability and Governance and Shared Services ICT are currently working with the external consultant on the evaluation. The Workforce Transformation Group continues to meet each month to ensure the work program is delivered.

Table 34: Standing Committee on Economic Development and Tourism Report No.5 – Report on Annual and Financial Reports 2017-2018 – Government response tabled 30 July 2019

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 1</p> <p>The Committee recommends that the ACT Government continue to work with the NSW and Commonwealth governments on improvements to the Sydney to Canberra rail link and that the Chief Minister update the Assembly on progress by the last sitting date in August 2018.</p>	<p>Complete</p> <p>An update was tabled in the Legislative Assembly on 22 August 2019 (https://www.parliament.act.gov.au/in-committees/standing-committees-current-assembly/standing-committee-on-economic-development-and-tourism/inquiry-into-annual-and-financial-reports-2017-2018)</p>
<p>Recommendation 2 – Agreed</p> <p>The Committee recommends that annual expenditure on the Creative Services Panel be reported on in the CMTEDD Annual Report.</p>	<p>Complete</p> <p>Workforce Capability and Governance issued advice requiring all directorates to report on annual expenditure on the Creative Services Panel in their annual reports.</p>
<p>Recommendation 3 – Agreed</p> <p>The Committee recommends that Access Canberra seek to improve their communication around the expected timeframe for action on logged jobs and provide the public with updates on occasions when those timeframes will not be met.</p>	<p>In progress</p> <p>Due to COVID-19 response priorities, the roll out of the relevant systems linked to the Fix My Street service will result in a delay to the improvements going live. A new date for implementation of the relevant systems has not been finalised as at end of June 2020.</p>
<p>Recommendation 5 – Agreed</p> <p>The Committee recommends that ACT Property Group compile and publish a list of all community facilities available for event hire, including details of how to contact the relevant group managing bookings.</p>	<p>In progress</p> <p>ACT Property Group has compiled a comprehensive list of all community facilities available for event hire and are currently waiting for this to go live on the website. This is scheduled to occur by 31 August 2020.</p>

Table 35: Standing Committee on Environment and Transport and City Services Report N. 8 – Report on Annual and Financial Reports 2017-2018 – Government responses released 5 July 2019

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 9 – Agreed</p> <p>The Committee recommends that Transport Canberra and City Services continue to work with Access Canberra to improve the Fix My Street website, including giving people the capability to track the progress of their case via the website.</p>	<p>In progress</p> <p>Due to COVID-19 response priorities, the roll-out of the relevant systems linked to the Fix My Street service will result in a delay to the improvements going live. A new date for implementation of the relevant systems has not been finalised as at end of June 2020.</p>

Table 36: Standing Committee on Justice and Community Safety Report No. 4 – Report on Inquiry into the Exposure Draft of the Motor Accident Injuries Bill 2018 – Government response tabled 19 March 2019

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 3 – Agreed</p> <p>The government should detail, at the time of introducing a final bill, how it plans to promote broader knowledge of the scheme and safer driver practices if the MAI legislation is passed.</p>	<p>Complete</p> <p>Information about the new scheme has been included in registration renewal notices mailed since late December 2019. There was also a media campaign when the new scheme commenced on 1 February 2020. The Motor Accident Injuries Commission has contributed to road safety strategies developed and undertaken by the Justice and Community Safety Directorate.</p>
<p>Recommendation 4 – Agreed</p> <p>The government must provide appropriate resourcing to the new Motor Accident Injuries Commission and associated support services to ensure the objectives of the scheme which cannot be strictly defined in legislation can be achieved.</p>	<p>Complete</p> <p>A Motor Accident Levy of \$16 per annum is payable from 1 February 2020 in relation to most Motor Accident Injuries policies. This levy provides the necessary funding for the Motor Accident Injuries Commission.</p>
<p>Recommendation 13 – Agreed</p> <p>Noting that there is not currently sufficient information made available to the CTP Regulator or publicly to assess actual insurer profits within the scheme, the new Motor Accident Injuries (MAI) Commissioner proactively exercise the extended data gathering powers provided in the MAI Bill and be properly resourced to do so</p>	<p>Complete</p> <p>The Motor Accident Injuries (Insurer Information Collection) Regulation 2020 provides the MAI Commission the power to collect specified information from MAI licenced insurers. This information is being collected via the Commission’s new ICT system.</p>
<p>Recommendation 14 – Agreed</p> <p>The government should commit to review insurer profits as part of the full scheme review within three years of implementation and take steps to cap profits as other jurisdictions have done if they are shown to be above fair and reasonable levels.</p>	<p>In progress</p> <p>Due to the long-tail nature of personal injury insurance schemes, an assessment of whether insurer profits might be higher than is reasonable for the industry will not be able to be undertaken until several years after the new scheme commenced on 1 February 2020.</p>

Table 37: Select Committee on an Independent Integrity Commission 2018 – Inquiry into the Establishment of an Integrity Commission for the ACT – Government response tabled 27 November 2018

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 54 – Agreed</p> <p>The Committee recommends that the ACT Government establish a comprehensive review of the <i>Public Interest Disclosure Act 2012</i> as soon as is possible with the aim of having changes implemented by 2020.</p>	<p>In progress</p> <p>The final report from the Independent Review of the <i>Public Interest Disclosure Act 2012</i> was delivered on 30 September 2019. Legislation based on the Review’s recommendations was introduced on 20 February 2020 and is awaiting debate.</p>

Table 38: Standing Committee on Economic Development and Tourism Report No. 4 – Report on the Government Procurement (Secure Local Jobs) Amendment Bill 2018 – Government response tabled 23 October 2018

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 4 – Agreed-in-principle</p> <p>The Committee recommends that, if the Assembly proceeds with the Bill, section 22ZD be amended to require the Secure Local Jobs Code Advisory Council’s review of the operation of the legislation to include an examination of the impact of the legislation on procurement with small and medium local business.</p>	<p>In progress</p> <p>The Secure Local Jobs Code Advisory Council is yet to begin the review, which will include a focus on small and medium sized businesses’ interaction with the new code. The review is scheduled for Q4 2020.</p>
<p>Recommendation 5</p> <p>The Committee, noting a number of witnesses raised queries about the Secure Local Jobs Code, recommends that the ACT Government consider these queries as part of its current consultation with all relevant stakeholders to determine the detail of the Code.</p>	<p>Complete</p> <p>The committee's recommendation and subsequent action undertaken by government related to consultation on the development of the Secure Local Jobs Code. Consultation feedback was considered in the development of the Code which came into effect 15 January 2019.</p> <p>The Secure Local Jobs Code Registrar continues to engage with stakeholders about the operation of the Secure Local Jobs Code legislation.</p>
<p>Recommendation 6</p> <p>The Committee, noting the importance of the approved auditors to the Secure Local Jobs Code certification package, recommends that, should the Assembly proceed with the Bill, the ACT Government explore options for building capacity over time to have the auditing work undertaken by public servants.</p>	<p>In progress</p> <p>The Secure Local Jobs Code Advisory Council will consider in-housing as part of the review of the Code’s operation which is scheduled to commence in Q4 2020.</p>

Table 39: 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 9 – Agreed-in-principle</p> <p>The Committee recommends that the ACT Government publish clear guidelines for the participation of ACT Government employees in public consultation run by the ACT Government which recognise their human right to participate in public life.</p>	<p>In progress</p> <p>Draft advice has been prepared. The advice is being internally reviewed and will be subject to a consultation process with directorates.</p>
<p>Recommendation 12 – Agreed</p> <p>The Committee recommends that the ACT Government clearly publishes the processes involved in suspension of driver licences for medical reasons, including avenues of appeal.</p>	<p>Complete</p> <p>This information is now available on the Access Canberra website.</p>

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 14 – Agreed</p> <p>The Committee recommends that, while the Asset Management System is being established, Access Canberra and Transport Canberra and City Services work on interim measures to improve communication with a customer when a call or job is closed or completed.</p>	<p>In progress</p> <p>Due to COVID-19 response priorities, implementation of interim measures has been delayed. A new date for implementation of the relevant systems has not been finalised as at end of June 2020.</p>
<p>Recommendation 16 – Agreed</p> <p>The Committee recommends that licence plate recognition data be made available on www.data.act.gov.au in a similar way to data for mobile speed camera visits.</p>	<p>In progress</p> <p>Access Canberra is investigating possible data options to be uploaded to www.data.act.gov.au noting that there are privacy issues which need to be addressed.</p>
<p>Recommendation 18 – Agreed-in-principle</p> <p>The Committee recommends that Access Canberra introduce an accountability indicator once a service standard has been introduced.</p>	<p>Complete</p> <p>Access Canberra, Construction Utilities and Environmental Protection Authority reports weekly on various activities including inspections, contacts with complainants and regulatory actions taken. Contact with complainants is made, initially, within a 10-business day period and on an as needed basis after the initial complaint, depending on the needs of the case.</p>
<p>Recommendation 19 – Agreed</p> <p>The Committee recommends that the Minister for Economic Development table in the Assembly the guidelines for the Priority Investment Program, when they are complete.</p>	<p>Complete</p> <p>The guidelines were tabled in the Legislative Assembly on 24 October 2019.</p>
<p>Recommendation 20 – Agreed-in-principle</p> <p>The Committee recommends that the ACT Government undertake a review into the research partnerships identified in the Business Development Strategy, Confident and Business Ready: Building on our Strengths, to determine the effectiveness of the current approach and any changes in the priority sectors for the Priority Investment Program.</p>	<p>Complete</p> <p>The Priority Investment Program guidelines were designed to respond to the priority sectors outlined in the Strategy and any other emerging priority areas of the ACT economy. The ACT Government continues to monitor the emergence of new sectors as drivers of economic growth. 2020-21 is the final year of the Priority Investment Program and evaluation of the program is in progress.</p>
<p>Recommendation 21 – Agreed</p> <p>The Committee recommends that the ACT Government review whether, in light of increased tourism demand from China, there is more that could be done to make the city friendly for Chinese tourism, for example improved signage and translated government material.</p>	<p>Complete</p> <p>We identified five areas for reaching and engaging with the Chinese visitor market and actions were taken against each:</p> <ul style="list-style-type: none"> • Leverage the strong education links with the Chinese market through tertiary education sector. The ACT Government has continued to promote Canberra to Chinese international students through the Chinese social media app WeChat. • Attract Chinese holiday and long-stay visiting friends and relatives from other Australian gateway cities. In 2019-20, the ACT Government hosted several familiarisation tours aimed at the Chinese holiday market. <i>Table continued on next page.</i>

Recommendation number and summary	Status and action in reporting year
	<ul style="list-style-type: none"> • Strengthen industry capability to service Chinese visitors and explore partnership opportunities with Chinese payment providers. Initial discussions commenced in 2019-20 to develop a business-to-business program for Chinese payment providers to engage with hospitality and tourism businesses. This did not progress due to COVID-19. • Pursue a direct aviation link between China and Canberra. The ACT Government continued to pursue an aviation link but activity was paused due to COVID-19. • Develop Canberra into a destination that offers world-class study tour programs. The ACT Government attended Tourism Australia's key business-to-business event in China, Australia Marketplace, in November 2019 to develop relationships with travel trade with a view to developing study tour programs for the Chinese market.
<p>Recommendation 26 – Agreed</p> <p>The Committee recommends that the ACT Government keep key stakeholders and the Assembly updated on what is happening at Kingston Arts Precinct.</p>	<p>Complete</p> <p>artsACT and the Suburban Land Agency continue to work closely on progression of the Kingston Arts Precinct. Monthly meetings with the resident organisations to progress design development and establishment of appropriate management model are ongoing. The Estate Development Plan Development Applications are expected to be lodged with the authorities by 31 December 2020. artsACT is also undertaking consultation with the Aboriginal and Torres Strait Islander communities about the establishment of a dedicated art space within the Kingston Arts Precinct.</p> <p>Updates were provided in the 2019-20 to the Assembly by the Minister for Urban Renewal in response to questions asked.</p>
<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>artsACT is currently reviewing organisational funding for arts organisations, including CPI. Any review of funding amounts would need to be considered as part of a future budget allocation.</p>
<p>Recommendation 46 – Agreed</p> <p>The Committee recommends the ACT Government develop an indicative plan of major long-term infrastructure priorities to ensure confidence in the construction industry.</p>	<p>Complete</p> <p>In October 2019, the government published the ACT Infrastructure Plan which sets out the government's investment priorities for Canberra and the surrounding region.</p>

Table continued on next page.

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>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>CMTEDD is currently drafting a policy on peppercorn rents. Following implementation of the policy, CMTEDD will develop a public register of those organisations who benefit from peppercorn rental arrangements.</p>

Table 40: 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 in future years.</p>

Table 41: 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 11 – Agreed</p> <p>The Committee recommends that the ACT Government review the ACT Government’s social procurement guidelines to better support disability employment outcomes.</p>	<p>In progress</p> <p>The government is currently working on strengthening the Territory’s focus on social, ethical and environmental outcomes achieved through government procurement, including outcomes for people with disability. The work will include further guidance to support procurement officers.</p> <p>The Secure Local Jobs Code requires procurements more than \$25,000 to have tenderers submit a Labour Relations, Training and Workplace Equity Plan. In this plan the business commits to addressing health, wellbeing and social sustainability issues – in particular, employment participation by diverse community groups.</p>
<p>Recommendation 20 – Agreed</p> <p>The Committee recommends that the ACT Government implement the Doing it Differently recommendation of co-designing a developmental performance review system to support public servants with a disability.</p>	<p>In progress</p> <p>The proposed Human Resource Information Management System (HRIMS) includes a performance framework and consideration of inclusion requirements will be considered as part of the new system. The refresh of the performance framework will be undertaken as part of the implementation of the HRIMS. <i>Table continued next page.</i></p>

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 22 – Agreed</p> <p>The Committee recommends that the ACT Government adopt an anonymous reporting process for people employed in the ACTPS that is reported on annually in the State of the Service Report. The Survey should use terminology consistent with the definition of disability.</p>	<p>In progress</p> <p>Future all staff engagement surveys will consider anonymous reporting processes for people with disability.</p>
<p>Recommendation 23 – Agreed</p> <p>The Committee recommends that the ACT Government consider the Washington Group questions to inform future data collection processes.</p>	

Table 42: 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 reached a determination as to when it will be returned to the Assembly.</p>

Table 43: Select Committee on Estimates 2016-2017 Report No.1 – Inquiry into Appropriation Bill 2016-2017 and the Appropriation (Office of the Legislative Assembly) Bill 2016-2017 – Government response tabled 9 August 2016

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 55 – Agreed-in-principle</p> <p>The Committee recommends that the ACT Government consider implementing a system that records details of relevant representations made to the ACT Government.</p>	<p>Complete</p> <p>Recommendation 2 of the Inquiry into the ACT Register of Lobbyists was adopted by the Assembly on 21 March 2019. The adoption of this recommendation amended the Standing Orders and Continuing Resolutions of the Assembly in regard to the public content of the ACT Register of Lobbyists, to include the name and address of each client on whose behalf lobbying activity is or may be conducted. Registered lobbyists are also required to provide six monthly returns that update the listing of each person or entity on whose behalf lobbying has been conducted in the preceding 12 months.</p>

Table 44: 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
<p>Recommendation 1 – Agreed</p> <p>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.</p>	<p>In progress</p> <p>Work continues to implement this recommendation.</p> <p>The Community Service Directorate is leading work on the long-term governance arrangements and a working group has been established, chaired by the Chair of the Elected Body, to oversee a project to consult the community and develop options.</p> <p>The Transport Canberra and City Services Directorate continues to liaise with the Elected Body and other stakeholders on the day to day management of Boomanulla Oval.</p> <p>Representatives from Economic Development in CMTEDD are involved with each activity.</p>

Table 45: 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
<p>Recommendation 46 – Agreed</p> <p>The Committee recommends that the ACT Government update its Tourism 2020 strategy to consider the ten years to 2030 and take into account:</p> <ul style="list-style-type: none"> • Accommodation. • Attractions. • Events. 	<p>In progress</p> <p>The National Beyond 2020 Strategy has been paused until further notice due to COVID-19. This has been agreed by all tourism Ministers at the Tourism Ministers’ Meeting held on 5 March 2020. Updates to the 2020 strategy and work on the 2030 strategy will remain on hold while the impacts of COVID-19 are managed nationally. We anticipate restarting work to develop a National Beyond 2020 Strategy in 2020-21.</p>
<p>Recommendation 48 – Agreed</p> <p>The Committee recommends that the ACT Government consider the provision of arts facilities in the Woden/Weston Creek area and Gungahlin.</p>	<p>Complete</p> <p>Consideration is being given to the inclusion of arts facilities in development of community facilities in Woden/Weston Creek and Gungahlin.</p> <p>The ACT Government has funded a three-year program of pop up arts events and activities in Woden and Gungahlin from 2018-19 to 2020-21 through a partnership with Belconnen and Tuggeranong Arts Centres. This program will also identify the arts and cultural needs of Woden and Gungahlin, including necessary facilities.</p>

Table continued on next page.

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 Community Services Directorate (CSD) is leading on this initiative and has been involved in discussions with Gugan Gulwan regarding their needs while also undertaking a feasibility study.</p> <p>ACT Property Group (ACTPG) does not have any vacant suitable properties to meet the accommodation needs of Gugan Gulwan. ACTPG continues to work closely with CSD as they progress this initiative.</p>

Table 46: 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> <ul style="list-style-type: none"> • To the ACT Aboriginal and Torres Strait Islander Elected Body. • In directorate annual reports for 2013-14. • In annual ACT Public Service State of the Service Reports. 	<p>In progress</p> <p>The introduction of the Human Resource Information Management Systems (HRIMS) may provide improved capability to capture workforce data including exit data for Aboriginal and Torres Strait Islander staff.</p>

Risk management

We are committed to ensuring the delivery of our services at all levels – strategic, business and operational – is underpinned by effective risk management practices. 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 2019.

The directorate’s risk policies, Risk Management Framework and Policy Statement (risk framework), Risk Management Plan (risk plan), and Business Continuity and Disaster Recovery Framework (BC DR framework) are reviewed at least every two years with the last review been finalised in 2019, to ensure that risk management is effective and continues to support organisational performance.

The CMTEDD Audit and Risk Committee and Executive Management Group (EMG) had oversight of risk management activities within the directorate. During business continuity activations, the CMTEDD Crisis Management Team (CMT) provides an additional layer of risk oversight to manage risks during a business interruption event, like the COVID-19 Public Health Emergency. Risks are monitored and reviewed by the CMT, and progress reports are provided to EMG and the Audit and Risk Committee for strategic oversight.

Business continuity management is a risk control that supports CMTEDD’s commitment to the ongoing delivery of the directorate’s critical business functions where a business interruption risk has been realised. The directorate’s business continuity plans were activated in March 2020, in response to COVID-19. The CMT has coordinated regular updates of the directorate’s strategic risks and issues during the continuity activation. Risks are monitored during the stages of the continuity lifecycle and gateway reviews conducted as the business moves through the initial activation, ongoing management and recovery cycles. Ongoing review of the CMTEDD COVID-19 Strategic Risk Register ensures that contemporary risks, controls and further treatments are identified and managed for the future business as usual model when the continuity cycle enters de-activation.

Business area risks were maintained and regularly reviewed at a business area level by senior managers and executives. Existing risks were monitored, reviewed and reported on as part of the directorate’s regular review process. Emerging risks were identified and reviewed, to determine if they should be included in the directorate Strategic Risk Register.

Training across the directorate assisted with ensuring that there was a consistent, appropriate application of the risk framework and risk plan, and assisted in increasing the risk management maturity across CMTEDD. Training available to staff included Introduction to Risk Management and Managing Risks in Projects. Staff were also encouraged to attend tailored risk register review workshops, risk awareness forums and risk management seminars introduced by the ACT Insurance Authority in conjunction with external experts.

During the 2019-20 reporting year, the directorate's business continuity plans, CMTEDD Control Centre Team Centralised Support Framework, CMTEDD Business Continuity Plan and ACT Government ICT Disaster Recovery Plan were reviewed and updated to ensure business continuity planning is effective and continues to support organisational resilience. Progress reviews of the plans structures and effectiveness has occurred throughout COVID-19 will continue until a final review is completed at de-activation of business continuity.

The directorate continued to implement the testing schedule for testing and reviewing the business continuity and disaster recovery plans. The testing schedule provided practice and opportunity to build and improve resilience and capability across the directorate.

Eight tests were conducted in the period in accordance with the CMTEDD Testing Schedule. The test exercises included desktop scenarios for business continuity and disaster recovery, a restoration from backup exercise, a live walk-through business continuity exercise, disaster recovery plan desktop review workshop and a business continuity gap analysis workshop. The scenarios tested included: reduced availability of staff members in a pandemic outbreak (prior to the COVID-19 Public Health Emergency and actual pandemic), relocation of critical staff due to loss of building, data damage of a critical system, system functionality and data restoration and a desktop scenario of a confirmed COVID-19 case in a service centre.

Internal audit

The CMTEDD Audit and Risk Committee (the Committee) assisted the Director-General and the Under Treasurer in fulfilling their oversight and governance responsibilities. The Committee's role, composition, authorities and responsibilities are set out in the CMTEDD Audit and Risk Committee Charter.

The objective of the Committee is to provide 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 Committee also reviews the annual financial statements and provides advice to the Director-General and Under Treasurer on significant risks, audit outcomes 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. The Committee welcomed two new members this financial year. Mr David Pryce commenced in November 2019 and Ms Liz Clarke commenced in June 2020 as CMTEDD members. The Committee held four ordinary meetings and two special meetings. Details are in the following table (Table 46).

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

Table 47: Membership of the CMTEDD Audit and Risk Committee 1 July 2019 – 30 June 2020

Name of Member	Position	Duration	Meetings attended
Carol Lilley	External Chair	July 2019 to June 2020	6
Jennifer Johanson	External Deputy Chair	July 2019 to June 2020	6
Geoffrey Rutledge	Senior Executive Officer from another ACT Government directorate	July 2019 to June 2020	4
Sam Engele	Member	July 2019 to June 2020	4
Dave Pepper	Member (outgoing)	July 2019 to October 2019	0
David Pryce	Member commencing	November 2019 to June 2020	3
Nicole Masters	Member (outgoing)	July 2019 to March 2020	4
Liz Clarke	Member commencing	June 2020	1

Internal audit reports were written by external service providers engaged from the ACT Government Internal Audit Panel or specialists. The Internal Audit Program is developed by the directorate after identifying areas of strategic, operational or fraud risk. This Program is proposed and overseen by the Committee and approved by the Director-General and the Under Treasurer.

Eight audits were completed in the 2019-20 financial year as follows:

- Desktop Modernisation Program Review
- Follow-up review on Procurement Processes for Construction Contractor Safety (transferred to Major Projects Canberra)
- Review of Revenue Management Office TRev system implementation benefits analysis Gateway5 Review
- Contract Management
- Procurement over \$200,000
- CMTEDD Organisational Culture Health Check
- External Assessment of the CMTEDD Internal Audit Function
- Human Resources Information Management Solution (HRIMS) Readiness for Service – Gateway4 Interim Review.

Fieldwork was progressed or completed for a further five audits, all of which are expected to be presented to the Committee in August and November 2020. These audits are as follows:

- Human Resources Information Management Solution (HRIMS) Readiness for Service – Gateway4 Review – Final Report
- Payroll Verification Review
- Land Valuation Methodology Review
- Labour Hire Management Review
- Accounts Payable Invoice Automation Solution (APIAS) Support and Improvements Review.

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. Both the Plan and Register were reviewed by an external consultant during January 2019 as part of the CMTEDD Internal Audit Program. The Plan and Risk Register are externally reviewed every two years. The next external review is scheduled to commence in early 2021 and will ensure that 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 ARC and EMG, while medium and low fraud risks will be monitored through the compliance review and assurance program.

Fraud awareness and ethics were key themes for training and development within CMTEDD. Specific fraud awareness sessions were available, as well as training for our new staff through our induction program. The new e-learning Fraud Prevention module was developed and released in November 2019. The release of the e-learning training was timed with the launch of a Fraud Prevention Awareness Campaign, that ran from September to December 2019.

Incidents of fraud reported in 2019-20

At the end of the 2018-19 reporting period there was one matter that had been reported to the Senior Executive Responsible for Business Integrity and Risk (SERBIR) that at the time of reporting was undergoing a preliminary assessment. The matter was assessed, and it was determined that there was no evidence of fraud or misconduct.

During 2019-20, the SERBIR received six reports of alleged fraud/misconduct. Three allegations were made through internal reporting mechanisms and three allegations were made through the *Public Interest Disclosure Act 2012*. Five of the matters have been investigated. Of those matters investigated, four were not proven and have been finalised. One matter resulted in the probation of an employee being terminated. The final matter is still undergoing a preliminary assessment.

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 or email CMTEDDFOI@act.gov.au. 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 on this log.

Availability of open access information

Table 48: Availability of open access information (Section 24 of the FOI Act)

	Number
Number of decisions to publish open access information	
• Open access decisions	92
• Decisions to publish Cabinet descriptions	483
Number of decisions not to publish open access information	0
Number of decisions not to publish a description of open access information withheld	8 (related to Cabinet decisions)

FOI applications received and decisions made

Table 49: FOI applications received and decisions made

	Number
Number of access applications received	274
Number of applications where access to all information requested was given	74
Number of applications where access to only some of the information requested was given (partial release)	91
Number of applications where access to the information was refused	46

Note: The balance in the table above reflects FOIs either transferred, withdrawn, completed outside of the FOI Act or still pending a decision at 30 June 2020.

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.

In 2019-20, CMTEDD decided 208 applications within the statutory timeframe. Three applications were ceased under (s 34 (6) (b)). There were no applications decided outside of the statutory timeframe.

Amendment to personal information

There were no requests made to amend personal information in the reporting period.

Applications for Ombudsman review

Table 50: Applications for Ombudsman review under section 74 of the FOI Act

	Number
Affirmed	4
Varied	0
Set aside and substituted	0
Withdrawn	1
Other	3 (1 review denied, 2 outstanding)
Total number	8

Applications for ACAT review

There were no applications for ACAT review under section 84 of the FOI Act.

Charges collected from access applications

In 2019-20, CMTEDD did not collect any charges to process access applications.

Further information* Robert Wright, Executive Group Manager, Corporate
(02) 6207 0569 Robert.Wright@act.gov.au

*Note: For Risk Management, Internal Audit, Fraud Prevention and Freedom of Information sections

Community engagement and support

Community engagement activities

We are committed to ensuring stakeholders and members of our community have a genuine opportunity to engage in and have a say on the policies, programs and services that are important to them. Projects are enriched by community and stakeholder input.

During 2019-20 CMTEDD undertook a range of community and stakeholder engagement activities. The following section contains details of selected key engagement projects.

COVID-19 response

As a directorate, we responded to the needs of the community and of business and industry to develop and implement fit-for-purpose responses to the impacts of COVID-19.

Business and industry engagement

We engaged with key businesses and industry sectors, peak organisations, institutions and societies on the impact of COVID-19. These discussions helped to develop and communicate the ACT Government's economic survival and assistance measures and implement the COVID-19 public health directions.

These engagements included:

- Direct communication through email, hard copy and written correspondence to more than 10,000 members of business, industry and stakeholders.
- Face-to-face engagement (3,778 individual engagements and inspections) with regulated businesses allowing owners, managers, supervisors and staff to ask questions, and seek and provide feedback and clarifications.
- A series of focus groups, webinars and video conferences with key industries to gain feedback and seek advice. This included an Innovation Collaboration Lab attended by participants from Canberra's tertiary and research institutions and stakeholders from the innovation community.

As part of the ACT Government's COVID-19 response, we established an ACT Commercial Tenancies Administration Committee in May 2020 to work with stakeholders in the area of commercial tenancy.

A key function of the Committee was to make lessors aware, at an early stage, of the need to engage in good faith negotiations with their tenants about the lease. These early discussions aim to avoid parties engaging only when a termination is in prospect. The feedback we received also helped inform government about the efficacy of its response and guide the future direction of initiatives and measures for commercial leases.

COVID-19 YourSay Community Panel Surveys

The directorate surveyed the YourSay Community Panel on three occasions during COVID-19. The surveys' aim was to help government understand the impact of COVID-19 upon the behaviours and attitudes of Canberrans and to evaluate the effectiveness of public information about COVID-19. We used the results from the first survey to develop a baseline of knowledge of the impacts of COVID-19 and identify priority areas for the ACT to address, including impacts on youth and mental health. The second and third surveys continued to gain important insights to inform government decision-making. We received more than 5,000 responses across the three rounds.

Other COVID-19 surveys investigated:

- The awareness and attitudes of Canberrans towards the proposed Australian Government COVID-19 contact tracing app.
- The impact of COVID-19 upon young Canberrans.
- The immediate impacts of COVID-19 on the sporting sector, and where government support would be best targeted.

ACT Wellbeing Framework

From July 2019 to March 2020, the directorate invited YourSay Panel members and community to participate in the development of the ACT Wellbeing Framework. More than 3,000 Canberrans provided input on what matters to their quality of life, which is reflected in the ACT Wellbeing Framework. A full consultation report can be found on the YourSay website (www.yoursay.act.gov.au).

We sought input via a range of engagement methods, including community and stakeholder roundtables, meetings, workshops and market research. We heard from people who do not usually have the opportunity to engage on these sorts of issues. From Gungahlin to Lanyon, from food pantries to Floriade, to evening gatherings over pizza with young people and people of culturally and linguistically diverse backgrounds, morning teas with seniors, and through the YourSay Community Panel, the process captured the stories and experiences of people from across the ACT.

The community and stakeholder feedback determined the 12 Domains and 56 Indicators that will help the government measure our quality of life through the ACT Wellbeing Framework.

Capital of Equality First Action Plan 2019 & 2020

To support the ACT Government's vision to make Canberra the most LGBTIQ+ welcoming and inclusive city in Australia, in 2019-20 CMTEDD developed the *Capital of Equality First Action Plan 2019 & 2020*. The Action Plan outlines the steps that government will take to execute the Capital of Equality Strategy's objectives and improve the lives of LGBTIQ+ Canberrans.

The Strategy recognises the previous work of both community and government, builds on the strength and expertise of our communities and delivers a policy framework to guide our efforts over the next four years (2019–2023).

The First Action Plan sets out specific initiatives to be delivered to the end of 2020. Headline actions include work to improve the LGBTIQ+ population's experience of health services, and legal reforms to overcome barriers to equality and prevent harmful practices.

Prohibition of sexuality and gender identity conversion practices

As part of the ACT Government's commitment to ensure all Canberrans are treated equally and can express themselves openly and safely, government undertook multiple consultation rounds to discuss how legislation to prohibit conversion practices will work in practice. The consultations focused on organisations most likely to be affected by this change.

In 2019, government engaged with identified stakeholders to inform the drafting of the Bill. This included stakeholders across education, disability, religious, health, LGBTIQ+ and legal sectors. A further consultation period ran over four weeks between 4 June 2020 and 29 June 2020 with 54 submissions.

The ACT Government also reached out to legal and medical experts, schools, and religious organisations as part of this consultation and heard from survivors that have experienced conversion practices in the ACT.

Feedback from these consultations informed the drafting of the Bill and design of the legislation. Particularly consultation informed how the legislation will work in practice and ensured the definition of conversion practices covers the right range of actions and activities.

Child Safe Standards

The ACT Government has committed to implementing the Royal Commission into Institutional Responses to Child Sexual Abuse recommendations to introduce mandatory Child Safe Standards. Between November 2019 and February 2020 we consulted with organisations engaging with children and young people regarding the design of the Child Safe Standards scheme.

We held 50 meetings with peak bodies and organisations across arts and culture, commercial services for children, the community sector, the child protection system, disability services, early childhood education and care, health services, out of school hours care, schools, religious organisations, sports and recreation, youth justice system and the youth sector.

More than 800 people viewed the YourSay page and we received 41 online survey responses, as well as 15 submissions.

The consultation highlighted the importance of collaboration between regulatory bodies to reduce administrative burden on organisations and will be used to design the ACT Child Safe Standards scheme.

Modernising the ACT land titles system

To support the modernisation of ACT land titling we held bilateral discussions and workshops with legal practitioners, settlement agents, identity agents, electronic lodgement network operators and banks regarding a draft legislative package.

Feedback from the consultation led to amendments to the legislative package, including providing banks with clarity on their obligations and through measures to facilitate competition and assist self-represented parties.

The Electronic Conveyancing National Law (ACT) Bill 2020 and the Land Titles (Electronic Conveyancing) Legislation Amendment Bill 2020 were introduced into the Legislative Assembly on 20 February 2020. The Bills were debated and passed on 7 May 2020 and came into effect on 1 June 2020.

Working with Vulnerable People digital reform

As part of the ACT Government's commitment to strengthening the Working with Vulnerable People (WWVP) scheme and the protection of vulnerable people, we engaged the community on improvements to the online registration and renewal process.

From November 2019 to March 2020, 48 members of the community participated in a series of co-design focus groups and 1:1 user testing sessions to help develop a new WWVP digital application process. This included a focus on understanding users' experience of consent, and usability from the perspective of people with disabilities.

Their insights and preferences are informing the design, interface, language and user experience of the new WWVP digital application which will be released to the community in 2020-21.

Your Digital Territory round two

To support the ACT Government's commitment to a connected and inclusive city we sought the views of the community on the ACT's Digital Strategy.

From April 2019 to June 2019, we invited Canberrans to comment on the broad themes of the ACT Government's new Digital Strategy. We undertook further community consultation between 23 September 2019 and 23 November 2019 on the full draft Digital Strategy. We received 440 responses via the YourSay platform and 24 responses to the online survey, plus one written response.

We considered the detailed feedback on the priorities, data, co-design and future initiatives in the final version of the Digital Strategy and we published a What We Heard Report on the YourSay website (www.yoursay.act.gov.au).

Stretch Reconciliation Action Plan

From 25 March to 27 March 2019, we held Reconciliation Action Plan (RAP) member workshops, facilitated by Scott Gorringer of Murrimatters, at the Australian Institute of Aboriginal and Torres Strait Islander Studies to develop the Stretch Reconciliation Action Plan 2020-2023.

The group worked towards developing a shared Vision of Reconciliation for the Stretch RAP which was launched on 3 June 2020.

Ngunnawal Language Project

To support the revitalisation of the Ngunnawal language, we assisted Ngunnawal Elders to deliver a three-day workshop for Elders and Ngunnawal community members at Yarramundi Cultural Centre from 1-3 November 2019.

The workshop involved community members across the generations and contributed to greater knowledge of Ngunnawal language within the community.

The project will result in instructional and documentary style videos that can be shared both in the Ngunnawal community, throughout the ACTPS and in the broader Canberra community.

Prefabricated Concrete Elements Code of Practice

We held two forums, in December 2019 and February 2020, at which 45 industry representatives provided input to help develop an ACT Prefabricated Concrete Elements Code of Practice.

The consultation showed industry support for the development of the code of practice as prefabricated concrete elements are considered a high-risk work activity.

The information gathered over the course of these forums will be used to formulate a Prefabricated Concrete Elements Code of Practice for national consultation and approval.

ACT Treasury Business Liaison Program

To help inform the forecasts for the 2019-20 Budget Review we sought the views of a range of organisations.

We invited twelve organisations, totalling around 15 people, to provide their views on the outlook of the ACT economy. Some of these organisations were approached again in March and April 2020 to discuss the COVID-19 impact.

Intelligence gathered from these meetings was considered in the 2019-20 Budget Review forecasts and when forecasting the impact of COVID-19 on the ACT economy.

Budget consultation process

In late 2019 we sought community views to inform the development of the 2020-21 ACT Budget. While the Budget has been delayed due to COVID-19, this information will remain on hold until the 2020-21 Budget process resumes after the 2020 ACT Election.

From 4 September 2019 to 30 October 2019, we invited 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. We received 257 submissions and responses to the survey advertised on the YourSay page and sent via direct email.

The views and suggestions provided by peak bodies, professional organisations and members of the community provide valuable knowledge and insights of services funded and delivered by the ACT Government and help to inform future decision making.

Non-confidential input from the 2020-21 process may be found at:

<https://www.budgetconsultation.act.gov.au/input-received>

Implementation of the new Motor Accident Injuries Scheme

Throughout 2018 and 2019, the implementation of the new Motor Accident Injuries Scheme continued to be informed by consultation with four industry stakeholders, comprising of insurance providers and the legal profession. The stakeholders helped inform the scheme detail to be contained in subordinate legislation and other documents. We issued 16 guidelines and regulations, seven forms and an industry deed, and the feedback received was considered when finalising the documents.

Further detail on the operation of the scheme can be found in the *Motor Accident Injuries Act 2019* and in the [Motor Accident Injuries Commission Annual Report](#), annexed to this report.

Kingston Arts Precinct

In 2019-20, around 20 people participated in monthly Resident Arts Organisations meetings involving artsACT, the Suburban Land Agency, board members and heads of the six organisations relocating to the Kingston Arts Precinct (Craft ACT, Canberra Contemporary Art Space, Canberra Glassworks, M16, Megalo Print Studio + Gallery and Photo Access) and the developer's consultants.

In January 2020, artsACT also began a six-month consultation with the Aboriginal and Torres Strait Islander community (13 individuals or groups) to determine the need in the community for a dedicated Aboriginal and Torres Strait Islander Art Space within the Kingston Arts precinct and to seek input and advice into its design and development.

The Resident Arts Organisations consultations focused on the design of the arts hub buildings and issues arising from the Process Agreement (such as the management body structure). This consultation has informed the development of the buildings and agreement on the management body for the precinct.

Feedback from the Aboriginal and Torres Strait Islander community will inform the design development of both a dedicated space and a trial art space. The design will address requirements for a flexible space, separate men's and women's areas, access to outdoor areas, ability to have fire, a communal kitchen, native planting and the incorporation of a reference to the Molonglo River and Aboriginal and Torres Strait Islander design.

2019 ACT Skill Needs List

To inform the development of the 2020 ACT Skills Needs List (SNL), we sought feedback between 29 July 2019 and 6 September 2019 on a draft SNL based on the output of the Forecasting of Industry Needs and Entitlement model. We received a total of 286 responses to an online survey that identified six additional qualifications for the 2020 SNL. Ultimately, 126 qualifications across 22 industries were included on the final 2020 ACT Skill Needs List.

2020 Skilled Capital Survey

From 17 April 2020 to 24 April 2020, we sought feedback via an online survey as well as directly contacting key stakeholders to inform the release of qualifications and skillsets under the 'COVID-19 edition' of the Skilled Capital program in May 2020.

We received 140 responses from employers, industry associations, peak bodies, registered training organisations, group training organisations, unions, JobActive providers, community groups and Apprenticeship Network providers. Despite the COVID-19 shutdown, seven out of ten Registered Training Organisation respondents indicated that they would be ready to begin enrolling students and deliver training within four weeks of the publication of the final Skilled Capital list.

In response to feedback from stakeholders, we added 13 additional qualifications to the final list across community services, laboratory operations, cleaning, community pharmacy and hospitality. We also added six additional skill sets.

The Skilled Capital release in May 2020 offered 1,965 additional places across 60 qualifications and 38 skill sets and 50 per cent of the available places were taken up by working-age Canberrans in the first three days following the release.

Stromlo District Playing Fields – Regional Analysis Report

To understand the current and future facility demands in Molonglo for sporting organisations, we consulted 11 stakeholder groups in September and October 2019. We considered feedback received when drafting the Stromlo District Playing Fields – Regional Analysis Report and used it to inform preliminary planning.

fYi Canberra

Throughout September 2019, we held several focus groups in Canberra, Wollongong and Sydney to develop the name and direction of a new winter festival and explore key motivators for and barriers to attendance.

We tested program ideas and fYi Canberra was the name accepted. We held partner workshops on 24 October 2019 and 11 December 2019 to collaborate on the development, programming and delivery of the fYi Canberra program. A total of 190 people from Canberra’s national institutions and small business attended to ensure a diversity of thought within the workshop.

The results from the two workshops helped to define a program offering and establish collaborative partnerships to deliver the fYi series Canberra winter festival.

ACT space industry roundtable

On 30 October 2019, we engaged with 22 senior representatives from industry, government, education and research institutions and the Canberra Innovation Network in a round table discussion. The round table’s purpose was to identify the vision for the ACT’s space industry and opportunities to accelerate its expansion and impact. The outcomes of the round table will inform future government actions in support of the space industry.

Community support initiatives: grants and sponsorship

During 2019-20 CMTEDD provided grants, assistance and sponsorship to the following individuals and organisations.

COVID-19 response grants

Funding relating specifically to the government’s response to COVID-19 is indicated below.

ACT Government rent relief program for community tenants in ACT Property Group premises

The ACT Government provided financial support to community organisations responsible for paying rent in ACT Government properties. The program was managed by ACT Property Group. Community organisations were provided with a rent waiver for six months for the period 1 April to 30 September 2020. The figure below is the total amount for rent waivers during the 2019-20 period.

Table 51: ACT Government rent relief program recipients 2019-20

Recipient	Project purpose	Amount (\$)
Various community organisations*	Financial support for community organisations due to impact of COVID-19	1,159,316

*Note: The full list of recipients is at [Appendix A](#). Due to commercial-in-confidence lease arrangements individual values by organisation are not provided.

HOMEFRONT

HOMEFRONT funding of up to \$10,000 per application was offered to support individual Canberra artists impacted by COVID-19 to enable them to continue their arts practices.

Table 52: HOMEFRONT funding recipients 2019-20

Recipient	Project purpose	Amount (\$)
Helen Aitken-Kuhnen	Research and create new enamelled pieces for an upcoming travelling exhibition	8,000
Joel Arthur	Generating digital artwork from two dimensional paintings for online viewing	5,000
Che Baker	Developing a feature film and documentation	10,000
Daniel Becker	Production of a comic series 'Master and Apprentice'	6,000
Jordan Best	Developing new theatre works	6,000
Jack Biilmann	Recording a new album	8,332
Larry Brandy	Traditional Aboriginal storytelling online	8,000
Phoebe Breen	Create new functional pottery	10,000
Liam Budge	Skills development and mentorship	5,489
Nick Byrne	Growing Global - developing best world practice	10,000
Christopher Carroll	Develop the script for an original play 'Smokescreen'	10,000
Liz Coats	Research developments in plant-based colours for new paintings	5,000
Judith Crispin	To complete the first draft of a new verse novel	10,000
Charlotte Crossfield	Developing a new theatre work 'But don't you all eat dog?'	4,500
Louise Curham	Developing film/digital projects including 'Diary Fill' and 'The People's Map of West Kambah'	6,700
Nick Delatovic	Development of a feature film script 'Darkest' with a professional film producer	4,800
Ben Drysdale	Writing and producing music for synchronisation licensing	8,295
Dan Edwards	Studio experimentation in community programs via online platforms	8,297
Eleanor Evans	Develop an animated music video	5,000
Mimi Fairall	A memoir style zine about being a young artist and the life events in between	2,500
Geoff Farquhar-Still	Research and development of wall-mounted kinetic artworks for exhibition	10,000
Ngaio Fitzpatrick	Research and development of a body of work for national and international exhibition	10,000

Recipient	Project purpose	Amount (\$)
Cathy Franzl	New research into printmaking approaches applied to ceramics	10,000
Irma Gold	Complete the second draft of a novel 'Ways to Get Lost'	9,555
Jess Haas	Writing, recording and music production skills for 'Pheno'	6,500
Marie Hagerty	Produce new Giclee prints in collaboration with 'Bytes 'N Colours' for exhibition at Nancy Sever Gallery	10,000
Chris Hartford	Research and development of distinctive ceramic tableware and market through a new website	10,000
Samantha Hawker	Create new video work 'Axidant' as part of the Dysfunctional landscape series	3,850
Nicci Haynes	Create an animation for online exhibition and future performance and video work	5,000
Jessica Herrington	Exploring social connections through networked AR and VR	6,000
Hanna Hoyne	Skills development, studio work in sculptural treatments and online capacity	10,000
Georgina Jenkins	Write the 2nd and 3rd draft feature screenplay of 'Blackbird'	10,000
Sonja Kama	'Capital mums': The untold stories of multicultural motherhood in Canberra	9,880
Daniel Kirkland	Mixing and mastering a debut EP	6,380
Pablo Latona	Research and develop new performance works	10,000
Liz Lea	Auslan and audio description training	7,000
Joanne Leong	Development of new sound works and VR videos	1,500
Guy Lilleyman	To record new music works	8,550
Janet Long	Make a new body of sculptural works and drawings for artist book	7,000
Antonia Losanno	Write a new book 'The Good, The Bad and The Elderly'	10,000
Dan Maginnity	Studio based production and capacity building	10,000
Sally Marett	Mixing, mastering and release of an EP 'Marét'	10,000
Marisa Martin	Illustration of a new graphic novel	10,000
Musonga Mbogo	The development of new visual art works	3,500
Andrew McMillan	Write and produce a new music album	5,000
Tim Napper	Completion of a debut novel 'Howling Metal'	8,000
Kristina Neumann	Development of new contemporary jewellery works	10,000
Lan Nguyen-hoan	Research and develop new photo media landscape works 'Shifting Viewpoints'	6,000
Ruth O'Brien	To write and record a CD 'Songs for Abby'	10,000

Recipient	Project purpose	Amount (\$)
Kofi Owusu-Ansah	Completing a debut album for tour ready	8,000
Jennifer Pinkerton	Research and writing for non-fiction book 'Heartland'	8,800
Alex Raupach	Creative development of new music with a mentor	6,030
Lisa Richards	Music production and recording of new songs with a producer mentor	9,720
Eugene Robertson	Recording a new EP 'Isolation blues'	9,000
Dionisia Salas	Studio research on relationship of painting to print	8,000
Lisa Sammut	Skills development and new work in digital illustration and printing, and online presentation	10,000
Rebecca Selleck	Research and creation of new visual artwork referencing isolation and the environment	10,000
John Sharkey	Recording new solo album	10,000
Emily Sheehan	Develop new theatre script 'Monument'	6,375
Kirri Sollis	Preparing material for a recording of solo flute works	3,500
Genevieve Swifte	Purchase of drawing materials for new works and online presentation	3,000
Yusuke Takemura	The material and methodological investigations for the development of new sculptural works.	5,500
Dylan Van Den Berg	To research and develop a new Indigenous play 'Apprehended'	7,457
Kimmo Vennonen	Research and development in new soundscape works	4,576
Tom Woodward	Skills development, recording of new EP and online presence	10,000
Narelle Zeller	Skills development and create new oil portrait works	8,000

Organisation Emergency Support Funding

This support was offered to currently funded Key Arts and Program Organisations to support their core activities due to the impact of COVID-19.

Table 53: Organisation Emergency Support Funding recipients 2019-20

Recipient	Project purpose	Amount (\$)
ACT Writers Centre	To assist with operating costs due to the impact of COVID-19	10,032
Ainslie + Gorman Arts Centres	To assist with operating costs due to the impact of COVID-19	187,777
ArtSound FM	To assist with operating costs due to the impact of COVID-19	35,000
Ausdance ACT	To assist with operating costs due to the impact of COVID-19	63,030
Belconnen Arts Centre	To assist with operating costs due to the impact of COVID-19	550,000
Canberra Potters Society	To assist with operating costs due to the impact of COVID-19	80,690

Recipient	Project purpose	Amount (\$)
M16 Artspace	To assist with operating costs due to the impact of COVID-19	31,173
Tuggeranong Arts Centre	To assist with operating costs due to the impact of COVID-19	54,105
Warehouse Circus	To assist with operating costs due to the impact of COVID-19	64,765

Rent relief

We provided rent relief to six arts centres in response to COVID-19, to cover rents from tenants for a six-month period.

Table 54: Art centre rent relief recipients 2019-20

Recipient	Project purpose	Amount (\$)
Ainslie + Gorman Arts Centres	To provide rent relief for tenants	329,290
Belconnen Arts Centre	To provide rent relief for tenants	4,840
Canberra Glassworks	To provide rent relief for tenants	54,301
Canberra Potters Society	To provide rent relief for tenants	7,650
Strathnairn Arts Centre	To provide rent relief for tenants	21,273
The Street Theatre	To provide rent relief for tenants	30,684

CBR Innovation Network

In 2019-20 \$500,000 was provided to CBR Innovation Network to deliver additional streams of innovation initiatives that promote collaboration and support entrepreneurs in recovering from the impacts of COVID-19.

Table 55: Funding to CBR Innovation Network 2019-20

Recipient	Project purpose	Amount (\$)
CBR Innovation Network	Delivery of grants in response to COVID-19	500,000

COVID-19 Sport Sector Support Package – Triennial

This funding was provided to existing operational funding recipients to support the sector's capacity to manage their business through the initial COVID-19 pandemic and the subsequent recommencement of activities.

Table 56: COVID-19 Sport Sector Support Package – Triennial recipients 2019-20

Recipient	Project purpose	Amount (\$)
ACT And Southern NSW Rugby Union Limited	Sport Sector Support Package – Triennial	36,400
ACT Athletics Association	Sport Sector Support Package – Triennial	11,500

Recipient	Project purpose	Amount (\$)
ACT Baseball Association	Sport Sector Support Package– Triennial	22,000
ACT Basketball	Sport Sector Support Package– Triennial	36,400
ACT Cricket Association	Sport Sector Support Package– Triennial	36,400
ACT Cycling Federation	Sport Sector Support Package– Triennial	11,500
ACT Football Federation	Sport Sector Support Package– Triennial	36,400
ACT Gymnastic Association	Sport Sector Support Package– Triennial	36,400
ACT Little Athletics Association	Sport Sector Support Package– Triennial	11,500
ACT Netball Association	Sport Sector Support Package– Triennial	36,400
ACT Softball Association	Sport Sector Support Package– Triennial	22,000
ACT Squash Rackets Assoc	Sport Sector Support Package– Triennial	22,000
ACT Swimming	Sport Sector Support Package– Triennial	11,500
ACT Table Tennis Association	Sport Sector Support Package– Triennial	11,500
ACT Volleyball	Sport Sector Support Package– Triennial	22,000
AFL (NSW/ACT) Commission Limited	Sport Sector Support Package– Triennial	36,400
ACT Rowing Association	Sport Sector Support Package– Triennial	22,000
Bowls ACT	Sport Sector Support Package– Triennial	22,000
Canberra District Rugby League Football Club Limited	Sport Sector Support Package– Triennial	36,400
Hockey ACT	Sport Sector Support Package– Triennial	36,400
Orienteering ACT	Sport Sector Support Package– Triennial	11,500
Pedal Power ACT	Sport Sector Support Package– Triennial	22,000
Snowsports ACT	Sport Sector Support Package– Triennial	11,500
Tennis ACT	Sport Sector Support Package– Triennial	36,400
Touch Football ACT	Sport Sector Support Package– Triennial	36,400
Triathlon ACT	Sport Sector Support Package– Triennial	36,400

COVID-19 Sector Support Package – Annual

Table 57: COVID-19 Sector Support Package – Annual recipients 2019-20

This funding was provided to existing operational funding recipients to support the sector’s capacity to manage their business through the initial COVID-19 pandemic and the subsequent recommencement of activities.

Recipient	Project purpose	Amount (\$)
ACT Boxing Association	Sector Support Package – Annual	1,250
ACT Chess Association	Sector Support Package – Annual	650
ACT Equestrian Association	Sector Support Package – Annual	2,500
ACT Fencing Association	Sector Support Package – Annual	2,125
ACT Floorball Association	Sector Support Package – Annual	650
ACT Ice Hockey Association	Sector Support Package – Annual	1,250
ACT Pistol Association	Sector Support Package – Annual	1,250
ACT Rogaining Association	Sector Support Package – Annual	1,250
ACT Tenpin Bowling Association	Sector Support Package – Annual	2,000
ACT Waterski Association	Sector Support Package – Annual	1,250
ACT Wrestling	Sector Support Package – Annual	650
ACT Ultimate Association	Sector Support Package – Annual	2,125
Billiards and Snooker Association	Sector Support Package – Annual	650
Burley Griffin Canoe Club	Sector Support Package – Annual	1,500
Calisthenics ACT	Sector Support Package – Annual	2,500
Canberra Dragon Boat Association	Sector Support Package – Annual	2,500
Canberra Rifle Club	Sector Support Package – Annual	1,250
Judo Federation of Australia ACT	Sector Support Package – Annual	1,250
Water Polo ACT	Sector Support Package – Annual	1,875

CMTEDD grants and sponsorships

ACT Construction Occupations Registrar – Sponsorship program

Table 58: ACT Construction Occupations Registrar – Sponsorship program recipients 2019-20

Recipient	Project purpose	Amount (\$)
Master Builders Association of the ACT	Associate Sponsor 2020 Building Awards	5,000
Master Plumbers Association of the ACT	Sponsorship of the Annual Apprentice Awards	5,000
Housing Industry Association Ltd	Sponsorship of the ACT/Southern NSW Housing Awards	7,000

Work Safety Commissioner* – Sponsorship program

Table 59: Work Safety Commissioner* – Sponsorship program recipients 2019-20

Recipient	Project purpose	Amount (\$)
Master Builders Association of the ACT	Excellence Awards Supporting Sponsor 2020	4,545
Barmco Mana McMurray	Winner of the Healthier Work 2019 Photo Competition	5,000
Construction Industry Training Council	19th Annual CITC Graduating Apprentice and Industry Encouragement Awards	1,500
Trustee for the WLTB Unit Trust	Healthier Work Platinum Grants	418

*Note: The Work Safety Commissioner role was replaced by the Work Health and Safety Commissioner on 30 April 2020.

Community Council Annual Deed of Grant

An annual grant is provided to each of the seven community councils in order to enable them to communicate the views, expectations and concern of community members to the ACT Government.

Table 60: Community Council Annual Deed of Grant recipients 2019-20

Recipient	Project purpose	Amount (\$)
Gungahlin Community Council Inc.	Annual grant to assist local community council	12,821
Inner South Canberra 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

Recipient	Project purpose	Amount (\$)
Woden Valley Community Council Inc.	Annual grant to assist local community council	12,821

Note: Belconnen Community Council Inc did not apply for funding through a 2019-20 Deed of Grant and chose to operate from existing funds.

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 61: Community Support Fund recipients 2019-20

Recipient	Project purpose	Amount (\$)
ACT Bandits Baseball Club	Donation towards improvements to facilities	5,000
ACTWild.org	Donation to support Canberra Reptile Zoo	10,000
AID Action Council of the ACT	Sponsorship of 2019 Fair Day	10,000
Australian Kookaburra Kids Foundation ACT Office	Donation to support 2019 Canberra Charity Golf Day	2,000
Australian Red Cross	Donation to 2020 Red Cross Calling fundraiser	5,000
Bali Peace Park Association	Donation towards purchase of land for the memorial park	7,200
Barnardos Australia	Donation to support 2020 Mother of the Year Awards	5,000
Canberra Miniature Railway	Donation towards new murals	2,000
Canberra Pet Rescue	Donation to assist in meeting demand for services	5,000
Cystic Fibrosis ACT	Donation to 2019 Santa Speedo Shuffle	3,000
Feel the Magic	Donation to support Camp Magic in the ACT	15,000
Friends of the Grassland	Donation to support conservation work at Hall Cemetery	1,800
Fuse Magazine	Sponsorship of 2020 LGBTIQ Directory	5,000
Hall and District Axemen's Club	Donation towards supply of wood	3,500
Help Now Group	Donation to charity baseball event	500
Kick 2 Kick 4 a Cause	Donation to 2020 fundraiser	5,000
Kulture Break	Donation to assist deliver early intervention support services	9,000
Order of Australia Association ACT Branch	Donation to support reception for ACT Order of Australia recipients	2,000
Red Cross Disaster Appeal	Donation to Australian Red Cross Disaster Appeal	10,000
Scale Aero Modellers	Donation towards lawn mower to maintain fields	5,000
Smith Family Christmas Appeal	Donation to 2019 Smith Family Christmas Appeal	10,000

Recipient	Project purpose	Amount (\$)
Special Children's Christmas Party	Sponsorship of 2019 Mix 106.3 Special Children's Christmas Party	1,091
Special Children's Christmas Party	Sponsorship of 2020 Mix 106.3 Special Children's Christmas Party	1,909
St Vincent de Pauls	Donation to 2020 Vinnies Winter appeal	12,000
The Fearless Initiative	Donation to support the 2019 Fearless Comedy Gala	3,000
The Salvation Army	Donation to 2020 Red Shield Appeal	12,000
Turbans for Australia	Donation towards COVID-19 relief efforts	5,000
Wattle Day Association	Donation to support 2020 National Wattle Day activities	2,000

2019 ACT GovHack

The ACT Government is the premier sponsor of ACT GovHack, Australia's largest community hackathon, which celebrated its 10th anniversary in 2019.

Table 62: Sponsorship of ACT GovHack 2019

Recipient	Project purpose	Amount (\$)
GovHack Org	Sponsorship of the 2019 ACT GovHack <i>Canberra 2019 – How do we use data from the past to predict a better future for Canberra?</i> The local awards night was held on 12 October 2019, with the Acting Chief Digital Officer, Peter O'Halloran, handing out prizes. The National GovHack Red Carpet Awards night was held in Canberra on Saturday 9 November 2019. Canberra was well represented amongst the winners, with a total of eight local teams, covering nine different projects, receiving national recognition.	15,000

Staging of the National Eisteddfod

Table 63: National Eisteddfod grant 2019-20

Recipient	Project purpose	Amount (\$)
Australian National Eisteddfod Society	Annual grant to support social inclusion through staging of the National Eisteddfod	15,000

Capital of Equality LGBTIQ+ grants program

Provides funds to individuals, groups and organisations in Canberra to support organisational development, capacity building, pilot a project, kick-start a community-driven idea, or address a need in the community relating to LGBTIQ+ issues. The inaugural round was conducted from March 2020 to June 2020.

This round had a special focus on supporting LGBTIQ+ Canberrans who are also Aboriginal and/or Torres Strait Islander peoples, or people from culturally and linguistically diverse backgrounds, people of faith, people with disability, as well as young people (aged under 25) and older people (aged over 55).

Table 64: Capital of Equality LGBTIQ+ grants program recipients 2019-20

Recipient	Project purpose	Amount (\$)
PhotoAccess Incorporated	<p>Forward Together: Inter-generational digital storytelling project</p> <p>Delivered as a partnership between PhotoAccess, Gen S Stories, A Gender Agenda and AidsAction Council 'Forward Together' is an inclusive digital storytelling workshop, film festival event and online publication that aims to foster inter-generational dialogue within Canberra's LGBTIQ+ community and promote public understanding of the evolving challenges and diverse joys of living LGBTIQ+.</p>	21,683
Tuggeranong Community Arts Association	<p>Queer Arts Creative Developments</p> <p>Queer Arts Creative Developments will support the development of three new works to be premiered as part of a mini festival of queer arts at Tuggeranong Arts Centre. Trans Voices, After the Glitz and Glam, and Deqolonise.</p>	18,500
YWCA Canberra	<p>YWCA Canberra Sexuality and Gender Diverse Prom</p> <p>A safe and inclusive activity for LGBTIQ+ young people aged 12 to 25 years.</p>	15,000
Nicole McCabe	<p>A Community in Isolation - Stories from the ACT LGBTIQ+ Community</p> <p>This work aims to highlight the experiences of LGBTIQ+ youth and adults in periods of social, emotional, and physical isolation.</p>	12,000
Forcibly Displaced People Network Ltd	<p>Building capacity for a strong voice of LGBTIQ+ people in forced displacement</p> <p>Supporting organisational development and capacity building of newly created Forcibly Displaced People Network (FDPN). The purposes of FDPN is to be an LGBTIQ+ refugee-led voice in promoting human rights and inclusion of lesbian, gay, bisexual, intersex, transgender and queer persons in forced displacement, as well as providing education, information and peer support.</p>	10,000
Ono Chowdhury (auspiced by A Gender Agenda)	<p>Qinship - Sex and Relationships Event Series</p> <p>Qinship hopes to recognise, affirm and draw on existing cultural strength and connections to increase resilience in Queer, Transgender, Intersex People of Colour (QTIPOC) communities, to promote mental health and healthy relationships with oneself and others. These online and in-person workshops, panels and discussion groups will explore a range of topics which address the needs of QTIPOC and their unique intersectional experiences of their bodies, desires and relationships. Qinship aims to make ideas about safe sex, intimacy and connection with self and community more accessible to QTIPOC. Written and audio-visual resources will be developed from information and stories shared in the series to be more broadly disseminated.</p>	7,500

Recipient	Project purpose	Amount (\$)
Diversity ACT	<p>Not So Binary</p> <p>The Not So Binary Project is an exploration of and response to the use of language as a weapon against the LGBTIQ+ community. Not So Binary is both a production of a performance work and a photography exhibition. The performance process will be captured on film and still photographs.</p>	7,500
A Gender Agenda	<p>Intersex Children's Book</p> <p>Producing a fully illustrated children's book to be launched on Intersex Awareness day. This book would be a resource that teaches kids about different bodies and consent in a medical setting and help parents understand the need for bodily autonomy, while giving children some tools to protect and accept themselves.</p>	5,000
Meridian Incorporated (formerly AIDS Action Council of the ACT Inc)	<p>Encampment</p> <p>Encampment 2021 is a peer-led mentorship program for young LGBTIQ+ people. Encampment 2021 will be an event which is organised and facilitated by mentors who are trained and supported by Meridian. The program is designed to support participants (young people 15-18) navigate their gender and sexuality identities and strengthen their connection to community. It will create a safe space for participants to express their identity, build resilience, make friends, and have fun. The mentors will also learn new skills and develop personal capacity through mentoring young people.</p>	5,000
Fiona Hooton	<p>Localjinni - Aboriginal LGBTIQ+ digital story</p> <p>Commissioning an Aboriginal LGBTIQ+ artist/arts worker to create a 3 min digital story for a Localjinni video walk. Localjinni is a lesbian run, art/social enterprise which screens virtual exhibitions on the street, using mobile projectors, lighting up park benches, walls, paths and buildings. Transforming spaces into places using visual art, poetry, music, film, oral history and digital stories.</p>	3,000

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. The funding listed is that provided in 2019-20 as part of their five-year deeds, which all currently expire on 31 December 2021.

Table 65: Key Arts Organisation funding recipients 2019-20

Recipient	Project purpose	Amount (\$)
ACT Writers Centre	To assist with annual program operating costs for literature	172,452
Ainslie + Gorman Arts Centres	To assist with annual program operating costs in managing the Ainslie and Gorman House Arts Centres	301,582

Recipient	Project purpose	Amount (\$)
Canberra Contemporary Art Space	To assist with annual program operating costs of contemporary visual arts and to manage the Canberra Contemporary Arts Space	198,168
Canberra Potters' Society	To assist with annual program operating costs for ceramics and to manage the Watson Arts Centre	113,160
Canberra Symphony Orchestra	To assist with annual program operating costs for orchestral concerts	352,334
Canberra Youth Theatre Company	To assist with annual program operating costs for youth theatre programs	255,248
CraftACT	To assist with annual program operating costs for craft and design programs	215,130
Music for Canberra	To assist with annual program operating costs for music programs	282,734
Megalo Print Studio + Gallery	To assist with annual program operating costs for print media programs	291,200
PhotoAccess	To assist with annual program operating costs for photomedia and to manage the Manuka Arts Centre	204,492
QL2 Dance Inc	To assist with annual program operating costs for youth dance	339,482
The Stagemaster Inc	To assist with annual program operating costs in theatre and to manage The Street Theatre	853,200
Strathnairn Arts Association	To assist with annual program and operating costs for visual arts, and to manage the Strathnairn Arts Centre	152,722
Tuggeranong Community Arts Association	To assist with annual program operating costs for community arts programs, and to manage the Tuggeranong Arts Centre	458,870
Warehouse Circus	To assist with annual program operating costs for youth circus	99,360

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. The funding listed is that provided in 2019-20 as part of their two-year deeds, which all currently expire on 31 December 2021.

Table 66: Program Funding recipients 2019-20

Recipient	Project purpose	Amount (\$)
ArtSound Inc	To assist with costs of delivering arts programs at the station	37,700
Ausdance ACT Inc	To assist with annual program operating costs for dance	133,000
Australian National Capital Artists Inc	To assist with costs of presenting an annual exhibition program	44,912
Australian Dance Party	To assist with annual program operating costs for dance	84,729

Recipient	Project purpose	Amount (\$)
Girls Rock Canberra	To assist with costs of delivering music programs for girls, trans and gender diverse young people	50,000
M16 Artspace Inc	To assist with costs of presenting an annual exhibition program	50,000
Pro Musica Inc	To assist with costs of delivering the Canberra International Music Festival	89,000
Rebus Theatre	To assist with costs of delivering its annual mixed ability theatre program	57,601
You Are Here Inc	To assist with costs of reviewing and evaluating the You Are Here festival and providing artist mentoring	67,000

Arts Activities Funding – \$5,000 to \$50,000

Arts Activities Funding is offered twice 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 67: Arts Activities Funding – \$5,000 to \$50,000 recipients 2019-20

Recipient	Project purpose	Amount (\$)
Nola Anderson	To assist in publishing 'Glass: The Life and Art of Klaus Moje'	10,000
Art Monthly Australia	Mentor, publish and promote ACT writers and artists in Art Monthly magazine	14,500
James Batchelor	Development of dance work, 'Cosmic Ballroom', for premiere in Belgium	20,000
Marian Budos	World premiere in Spain of a 'Book-Concerto' for guitar and orchestra based on Jaume Cabré's novel 'Confessions'	46,762
Hanna Cormick	Creative development for 'Zebracorn', a physical theatre work on disability	37,658
Judith Crispin	Make a geodesic camera to create larger experimental prints from animals that perished in bushfires	22,496
Nicola Dickson	Produce new visual art works for a group exhibition at the Mildura Arts Centre	17,466
Chris Endrey	Present 'Canbeurovision' final at the Canberra Theatre Centre	12,254
Harris Hobbs	Support Canberra artists to participate in Contour 556 public art biennial	40,000
Liz Lea	Create a new cross-cultural dance work, 'The Point'	46,750
Helen Machalias	Creative development of a new theatre work, 'Careful He Might Hear You'	14,485
Hayley McQuire	Develop 'Blak Motherhood Podcast' about Aboriginal and Torres Strait Islander experiences of motherhood	15,118

Recipient	Project purpose	Amount (\$)
Samuel Moynihan	Creative development of a new theatre work on 'perceptions of normal' incorporating people of varying abilities	9,578
Cameron Muir	Completion of draft for a non-fiction book 'End of Punishment'	14,368
Phoebe Porter	To research and develop a new series of contemporary jewellery 'Elemental'	12,866
Sarah Rice	Creating 'Text/ure', a cross media, interdisciplinary project through poetry, visual art, and music	24,775
Jacob Silvestro	Development of a new physical theatre show exploring post-climate change in Australia	9,166
Slow Turismo	Recording and producing a debut rock album and film clips	19,122
Melinda Smith	Research and drafting a poetry manuscript on memory loss 'Coming Unmothered'	28,600
Samuel Townsend	Completion of essays for manuscript, 'From Sir, With Love', a memoir of a queer teacher	11,000
Dylan Van Den Berg	Presentation of a new Indigenous theatre work, 'Milk'	43,051
Vendulka Wichta	Write and produce an EP of new songs with producer Xavier Dunn	19,301

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 68: Arts Activities Funding – up to \$5,000 recipients 2019-20

Recipient	Project purpose	Amount (\$)
Art Monthly	For a special edition of Art Monthly magazine guest-edited by Raquel Ormella for September/October/November 2020 featuring local artists	4,540
Nola Anderson	To assist with publishing a book on the life and art of Klaus Moje	2,500
Tracy Bourne	To assist with the creative development of music-theatre work, 'Finale'	5,000
Sally Blake	To assist with the development and exhibition of new work for a solo exhibition 'The Ancient Gaze' at the Belconnen Arts Centre	3,650
Victoria Collins	To assist with costs of creation of first draft of fiction novel manuscript, 'A Quiet Death'	4,100
Tony Curran	To assist with costs of a lithographic residency in Melbourne	2,322
Metal Cavity	To assist with costs of promoting a new metal album	5,000

Recipient	Project purpose	Amount (\$)
Chris Carol	To assist with costs of the creative development and workshop of a script for a new play, 'Disintegration'	3,873
Deborah Di Centa	To assist with costs of attending a dance and residency workshop in the USA	4,450
Robyn Cadwallader	To assist with the costs of historical fiction research in the United Kingdom	2,868
Michelle Day	To assist with costs of creating a large-scale Installation	4,360
Nicola Dickson	To attend and present at the Art Association of Australia and New Zealand conference in Auckland	934
Bryn Evans	To assist with costs of attending a music production mentorship program in Nashville, USA	1,309
Lisa Fuller	To assist with costs of attending the 'Blak and Bright' Indigenous literary festival in Melbourne	1,000
Cathy Franzl	To assist with costs of participating in a residency and exhibiting work in Berlin	5,000
Irma Gold	To assist with costs of attending the Iceland Writers Retreat	5,000
Gay and Lesbian Qwire	To assist with the costs of performing at the Out and Loud Choral Festival	3,000
Caroline Huf	To assist with costs of attending a residency at the Icelandic Textiles Centre to develop video-weaving	5,000
Fatima Kalleen	To assist with costs of showing of exhibition, 'Collision-Conflict of scared realities' at Belconnen Arts Centre	3,850
Dan Magginito	To assist with costs of administrative support for capacity building	3,000
Anna Madeleine	To assist with costs of participating in the exhibition 'Heat Map' at Watch This Space in Alice Springs	2,129
Robert Nugent	To assist with costs of developing a video artwork	5,000
Grant O'Loughlin	To assist with costs of 'For the Love of Canberra' photographic exhibition	2,000
Gillian Polack	To assist with the costs of completing two book manuscripts	4,000
Alison Plevy	To assist with costs of attending Force Majeure skills and creative development	2,049
Cathy Petocz	To assist with script development based on the play 'Lysistrata'	4,102
Helena Pop	To assist with recording, mixing and mastering of Helena Pop album	3,400
Hanah Quinlivan	To assist with costs of presenting new work at Miniartextil 29, Paris	4,900
Stephanie Reeder	To assist with travel to Tasmania to research a historical novel for children	2,550

Recipient	Project purpose	Amount (\$)
Julie Ryder	To assist with attendance costs for the Mycophilia intensive art-science residency in Canada	5,000
Rebus Theatre	To assist with costs of presenting 'Open Doors Open Minds' at the Meeting Place conference	4,983
Barrina South	To assist with costs of attending the 'Blak and Bright' Indigenous literary festival in Melbourne	1,000
CJ Shaw	To assist with costs of mixing, mastering and producing a CD	4,630
Francesco Sofa	To assist with creative development of 'Julia', a musical about Australia's first female Prime Minister	4,837
Lucy Sugerman	To assist with costs of creating an original four-track EP	3,856
Melinda Smith	To assist with costs of attending the 2019 Perth Poetry Festival	1,260
Michael Sollis	To assist with the creation of a music touring set for the 'Milk Carton Confession's'	4,743
Saskia Scott	to assist with costs of curating 'Heat Map' at Watch This Space in Alice Springs	2,155
Teen Jesus	To assist with costs of performing in the Falls Festival tour	5,000
Tributary Projects	To assist with costs to attend the Spring 1883 Art Fair in Sydney	5,000
Us Mob	To assist with costs of attending the 'Blak and Bright' Indigenous literary festival in Melbourne	5,000
Dylan Van Den Berg	To present a new theatre work The Camel at the 'Fringe at the Edge of the World' in Hobart	4,470
Eloise White	To assist with costs of attending a ceramics residency in China	3,225
Matt Withers	To assist with costs of creating film clips to promote classical guitar albums	1,980
Woden Valley Youth Choir	To assist with costs of commissioning a new choral work for the Choir's 50th Anniversary Concert	2,000

ACT Screen Arts fund – administered by Screen Canberra Ltd

The Screen Arts Fund is offered once a year and supports Canberra film artists, groups and organisations to undertake one-off self-identified film and screen activities.

Table 69: ACT Screen Arts fund recipients 2019-20

Recipient	Project purpose	Amount (\$)
Maddalena Easterbrook	To produce a documentary online series about a newly arrived Syrian Refugee family in Canberra – 'Know Your Neighbours'	4,500
Christopher Eley	To research and develop an essay film 'Australia, A User's Manual' using archival footage held by the National Film and Sound Archive	12,754

Recipient	Project purpose	Amount (\$)
Tim Maricic	To complete a second draft of feature script 'Cellar Door' ready for production financing	14,800
Julia Martin	To work with experienced mentors in producing, cinematography and editing a promo-reel for a feature documentary 'The Future of Fabric'	13,840
Johnny Milner	Production and post-production for 'Henry, Maude and the importance of being honest', 'Pavlova' and 'Rabbit'	13,765
Joshua Koske	To produce a proof of concept and to develop director skills for a TV/Web Series 'Cut to Care'	14,813
Catherine Petocz	To adapt the original play 'Hired Mother' into a feature screenplay through a professional script developer	3,600

Community Outreach

Community Outreach Funding enables the Canberra community to access and participate in a range of arts programs delivered by the ANU, Canberra Symphony Orchestra, and Belconnen and Tuggeranong Arts Centres, as well as capacity building initiatives for organisations and individual artists.

Table 70: Community Outreach Funding recipients 2019-20

Recipient	Project purpose	Amount (\$)
Ainslie + Gorman Arts Centres	To deliver capacity building programs for individual artists	50,000
ANU	To deliver music and visual arts community access programs through the School of Music and School of Art and Design	657,560
Australian Dance Party	To increase their business capacity	12,070
Belconnen Arts Centre	To assist with costs of delivering the community arts and cultural development program	190,252
Belconnen Arts Centre	To assist with costs of employing a community arts officer	79,016
Canberra Repertory Society	To increase their business capacity	5,000
Canberra Dance Theatre	To increase their business capacity	6,000
Canberra Symphony Orchestra	To assist with costs of hiring Llewellyn Hall and for a range of community outreach activities	226,292
Contour 556	To increase their business capacity	12,000
Canberra Opera	To increase their business capacity	5,000
Girls Rock Canberra	To increase their business capacity	1,674
Music ACT	To provide a range of capacity building programs for the contemporary live music sector	110,500
On Screen	To increase their business capacity	15,000
Rebus Theatre	To increase their business capacity	13,750

Recipient	Project purpose	Amount (\$)
Screen Canberra	To deliver a range of capacity building programs for screen artists	55,834
Tuggeranong Community Arts Association	To assist with costs of delivering the community arts and cultural development program	190,252
Wild Voices Music Theatre	To increase their business capacity	5,000

ACT Book of the Year

The ACT Book of the Year Award is offered once a year for excellence in literature and to promote Canberra writers. The Award is valued at \$16,000.

Table 71: 2019 ACT Book of the Year Award recipients

Recipient	Project purpose	Amount (\$)
Robyn Cadwallader	Winner of the 2019 ACT Book of the Year Award for <i>'Book of Colours'</i>	10,000
Ellen Broad	Highly commended book for <i>'Made by Humans: The AI Condition'</i>	2,000
Joy McCann	Highly commended for <i>'Wild Sea: A History of the Southern Ocean'</i>	1,000
Andrew Hutchinson	Shortlisted book for <i>'One'</i>	1,000
Penelope Layland	Shortlisted book for <i>'Things I've Thought to Tell You Since I Saw You Last'</i>	1,000
Rachel Sanderson	Shortlisted book for <i>'Mirror Me'</i>	1,000

Special Initiatives Funding

Special Initiatives Funding provides support to strategic arts initiatives and projects.

Table 72: Special Initiatives Funding 2019-20 recipients

Recipient	Project purpose	Amount (\$)
Australian National University	To support the Advanced Music Performance Program	250,000
Arts Law Centre	To assist with costs of providing legal services to the ACT arts sector	15,500
Art, Not Apart	To assist with costs of staging the Art, Not Apart festival	130,000
Belconnen Arts Centre	To assist with annual program operating costs, and to manage the Belconnen Arts Centre	356,456
Belconnen Arts Centre	Budget initiative to support programming during construction of Stage 2 of the Centre	400,000
Belconnen Arts Centre	To assist with costs of delivering community projects as part of the Regional Arts Fund	17,356

Recipient	Project purpose	Amount (\$)
Belconnen and Tuggeranong Arts Centres	To provide pop-up arts activities and events in Gungahlin and Woden regions	270,000
Canberra Contemporary Art Space	To assist with costs of delivering the Visual Arts and Craft Strategy	49,000
Canberra Glassworks	To assist with annual program operating costs for glass art, and to manage the Canberra Glassworks	760,350
Canberra Glassworks	To assist with costs of delivering the Visual Arts and Craft Strategy	11,000
Craft ACT	To assist with costs of delivering the Visual Arts and Craft Strategy	49,000
Craft ACT	To assist with the costs of delivering DESIGN Canberra	100,000
Kulture Break	To assist with costs of delivering its 'Elevate Academy' program	35,000
Megalo Print Studio + Gallery	To assist with costs of delivering the Visual Arts and Craft Strategy	32,000
PhotoAccess	To assist with costs of delivering the Visual Arts and Craft Strategy	19,000
Tuggeranong Community Arts Association	To assist with costs of delivering community projects as part of the Regional Arts Fund	17,356

Adult Community Education Grants Program

The Adult Community Education (ACE) Grants Program supports delivery of accredited and non-accredited foundation skills training. Importantly, these broad-based activities also teach participants—aged 17 years or older—how to engage in informal learning that makes formal training possible and future employment more likely.

Table 73: Adult Community Education Grants Program 2019-20 recipients

Recipient	Project purpose	Amount (\$)
Worldview Foundation Limited	<p>On the Job Training and Employability Preparedness</p> <p>This project will engage Aboriginal and Torres Strait Islander long-term unemployed participants to undertake a one month on-the-job and classroom-based employment preparedness pathways program (comprised of non-accredited foundation skills).</p>	50,000

Future Skills for Future Jobs Grants Program

The Future Skills for Future Jobs Grants Program provides funding for innovative projects to support Australian Apprenticeship commencements and job creation to address future workforce needs. In 2019-20 \$999,912 was awarded across five projects, as shown in table below. A portion of this funding was provided by the Australian Government under the National Partnership on the Skilling Australians Fund.

Table 74: Future Skills for Future Jobs Grants Program 2019-20 recipients

Recipient	Project purpose	Amount (\$)
Academy of Interactive Entertainment - Pre-Traineeship for the digital media design and creative industries	This program will create Australian Apprenticeship pathways in the ACT for the digital design and creative industries. AIE has the support of industry partners as well as gaming and film companies that are subsidiaries of AIE. Pre-apprenticeships and Australian Apprenticeships will be delivered through a Certificate II or III in Information, Digital Media and Technology.	198,800
Australian Training Company ATC – Women in Construction Pathways Program	The project aims to create 40-50 Australian School Based Apprenticeship (ASBA) opportunities for young women seeking a career in the building and construction industry. These ASBAs will rotate every quarter into a different aspect of the industry, giving participants exposure to career options as they choose pathways post traineeship. Placements could occur in Project Management, Drafting and Business in Construction offices.	163,000
Canberra Institute of Technology - Aboriginal and Torres Strait Islander Digital Literacy Program	This program was developed with the Aboriginal and Torres Strait Islander community to address core issues participants traditionally face, such as finding the right opportunity, and access to fully supported training to kick-start their career. This program will target these essential skills and remove barriers to apprenticeships, traineeships and employment.	182,500
LJS Quality Training in Construction - Alexander Maconochie Centre Building Future Careers Program	The program addresses the needs of Alexander Maconochie Centre by supporting the release of detainees and ex-detainees from the Transitional Release Centre (TRC). Participants in the program will be supported to complete the Certificate II in Construction, building an outdoor entertainment area as part of their coursework.	159,612
YWCA - Educate, Inspire, Excel	Educate, Inspire, Excel (EIE) will provide young people and older women with the academic and social support to complete work-readiness training as required, a Certificate III in Early Childhood Education and Care (ECEC), the option of undertaking a Diploma in ECEC, and the opportunity to secure employment in the early childhood sector in the ACT.	296,000

Innovation Connect

Commencing in 2018-19, the CBR Innovation Network (CBRIN) began delivering the three-year Innovation Connect program in partnership with the ACT Government.

Table 75: Innovation Connect program 2019-20 recipients

Recipient	Project purpose	Amount (\$)
CBR Innovation Network	Delivery of Innovation Connect grant Program	500,000*
Emudent Technologies Pty Ltd	Develop cutting edge technology that will automate dental treatment	3,000
Cingulan Pty Ltd	Build a low-cost satellite tracking solution	10,742

*Note: In addition to the \$107,470 reported in the 2018-19 Annual Report, \$500,000 was provided to CBRIN in 2018-19 to deliver the Innovation Connect program. In 2019-20 a further \$500,000 was provided to CBRIN to continue the delivery of this program.

Screen Canberra

Screen Canberra delivers a range of professional and project development activities for the local screen industry by attracting and supporting production activity in the ACT and by representing the local industry's interests at local, national and international forums.

Table 76: Screen Canberra 2019-20

Recipient	Project purpose	Amount (\$)
Screen Canberra Limited	Delivery of Screen Canberra Program	368,000
Screen Canberra Limited	Establish the COVID-19 response MADE IN CBR program under the CBR Screen Fund	250,000
Screen Canberra Limited	CBR Screen Fund fundingsupport aimed at the development of Canberra stories and content, building local screen industry capability, and attracting productions and film industry activity to Canberra.	559,000

Priority Investment Program

Commenced in 2018-19, the Priority Investment Program is a \$9.75 million three-year program focusing on co-investment in stimulus and innovation infrastructure projects across identified key sectors. The program allocated \$5.2 million to five projects over the forward years in the 2018-19 funding round. Total expenditure in 2019-20 against these projects to date is \$1.84 million, as detailed in the table below. An additional \$2 million was allocated to 3 projects in the 2019-20 competitive funding round.

Table 77: Priority Investment Program recipients 2019-20

Recipient	Project purpose	Amount (\$)
Australian National University (ANU)/CSIRO	Expand the Centre for Entrepreneurial Agri-Technology (CEAT) agri-technology and environmental sciences hub to incorporate the engineering, computer science, business and economics capabilities of the ANU	300,000
Australian National University	The establishment of a ground station for high speed optical communications between orbiting spacecraft and the ground	100,000
IT Power (Australia) Pty Limited	The establishment of a Distributed Energy Resources Laboratory (DER-Lab), to be used by industry and research institutions for the research and development of technologies that monitor, control and coordinate distributed electrical generation, storage and demand response assets	240,000
Australian Cyber Security Growth Network Ltd	Funding to support the Canberra Cyber Node.	200,000
Skykraft Pty Ltd	Funding to support the implementation of a project that will design, develop and manufacture a constellation of 210 small spacecraft to improve the global air traffic management system and facilitate global monitoring of air traffic and instant communication	400,000

General sponsorships

Table 78: General sponsorship recipients 2019-20

Recipient	Project purpose	Amount (\$)
UNSW Canberra	Sponsorship of the Woomera Manual Conference	6,488
ICMS Australasia (on behalf of Geoscience Australia)	Sponsorship of GEO Week 2019 Ministerial Summit	22,727
Department of Defence	Sponsorship of the Defence and Industry Gala Award ceremony held annually in Canberra	5,000
International Riesling Challenge	Support 20th Canberra International Riesling Challenge	20,000
Pearcey Foundation	Sponsorship 2019 Chief Minister's Pearcey Award	5,000
Australia India Business Council	Sponsorship of Australia India Business Council Annual Address	2,727
Australian Information Industry Association	Sponsorship of the Digital Canberra Awards	20,000
Australian National University	2019 PhD Conference Sponsorship	1,000

Strategic Projects

The Strategic Projects team in Innovation, Industry and Investment focus on major projects and investment proposals with the potential to create local jobs and grow and diversify the Territory's economy.

Table 79: Strategic Projects 2019-20

Recipient	Project purpose	Amount (\$)
UNSW	Development of a new campus in the City's east 1 st Milestone Payment Execution of Deed by UNSW and ACT Government	1,250,000

Significant Capital Ventures

In addition to the \$150,000 provided to support the administration of the Significant Capital Ventures Early Stage Venture Capital Limited Partnership reported below, \$150,000 was provided to Significant Capital Ventures in 2018-19.

Table 80: Significant Capital Ventures Early Stage Venture Capital Limited Partnership 2019-20

Recipient	Project purpose	Amount (\$)
Significant Capital Ventures	Support the costs related to the administration of the Significant Capital Ventures' Early Stage Venture Capital Limited Partnership	150,000

Sport and Recreation Operational Program – Triennial

The primary objective of Sport and Recreation Operational Program assistance is to subsidise operational costs to assist eligible peakbody organisations to work in partnership with Sport and Recreation to develop participation opportunities in sport and physical recreation in the ACT.

Table 81: Sport and Recreation Operational Program – Triennial recipients 2019-20

Recipient	Project purpose	Amount (\$)
ACT And Southern NSW Rugby Union Limited	Sport & Recreation Operational Program - Triennial	77,000
ACT Athletics Association	Sport & Recreation Operational Program - Triennial	28,600
ACT Baseball Association	Sport & Recreation Operational Program - Triennial	49,500
ACT Basketball	Sport & Recreation Operational Program - Triennial	77,000
ACT Cricket Association	Sport & Recreation Operational Program - Triennial	77,000
ACT Cycling Federation	Sport & Recreation Operational Program - Triennial	28,600
ACT Football Federation	Sport & Recreation Operational Program - Triennial	77,000
ACT Gymnastic Association	Sport & Recreation Operational Program - Triennial	77,000
ACT Little Athletics Association	Sport & Recreation Operational Program - Triennial	28,600
ACT Netball Association	Sport & Recreation Operational Program - Triennial	77,000
ACT Softball Association	Sport & Recreation Operational Program - Triennial	49,500
ACT Squash Rackets Assoc	Sport & Recreation Operational Program - Triennial	49,500
ACT Swimming	Sport & Recreation Operational Program - Triennial	28,600
ACT Table Tennis Association	Sport & Recreation Operational Program - Triennial	28,600
ACT Volleyball	Sport & Recreation Operational Program - Triennial	38,500
AFL (NSW/ACT) Commission Limited	Sport & Recreation Operational Program - Triennial	77,000
ACT Rowing Association	Sport & Recreation Operational Program - Triennial	49,500
Australian Sports Medicine Federation ACT Branch	Sport & Recreation Operational Program - Triennial	45,000
Bowls ACT	Sport & Recreation Operational Program - Triennial	45,000
Canberra District Rugby League Football Club Limited	Sport & Recreation Operational Program - Triennial	70,000
Hockey ACT	Sport & Recreation Operational Program - Triennial	70,000
Orienteering ACT	Sport & Recreation Operational Program - Triennial	28,600
Pedal Power ACT	Sport & Recreation Operational Program - Triennial	49,500
Royal Life Saving Society Australia ACT Branch	Sport & Recreation Operational Program - Triennial	38,500

Recipient	Project purpose	Amount (\$)
Snowsports ACT	Sport & Recreation Operational Program - Triennial	28,600
Tennis ACT	Sport & Recreation Operational Program - Triennial	77,000
Touch Football ACT	Sport & Recreation Operational Program - Triennial	77,000
Triathlon ACT	Sport & Recreation Operational Program - Triennial	77,000

Sport and Recreation Operational Program – Annual

The primary objective of Sport and Recreation Operational Program assistance is to subsidise operational costs to assist eligible peakbody organisations to work in partnership with Sport and Recreation to develop participation opportunities in sport and physical recreation in the ACT.

Table 82: Sport and Recreation Operational Program – Annual recipients 2019-20

Recipient	Project purpose	Amount (\$)
ACT Boxing Association	Sport & Recreation Operational Program - Annual	5,000
ACT Chess Association	Sport & Recreation Operational Program - Annual	2,500
ACT Equestrian Association	Sport & Recreation Operational Program - Annual	10,000
ACT Fencing Association	Sport & Recreation Operational Program - Annual	8,500
ACT Floorball Association	Sport & Recreation Operational Program - Annual	2,500
ACT Ice Hockey Association	Sport & Recreation Operational Program - Annual	5,000
ACT Pistol Association	Sport & Recreation Operational Program - Annual	5,000
ACT Rogaining Association	Sport & Recreation Operational Program - Annual	5,000
ACT Tenpin Bowling Association	Sport & Recreation Operational Program - Annual	8,000
ACT Waterski Association	Sport & Recreation Operational Program - Annual	5,000
ACT Wrestling	Sport & Recreation Operational Program - Annual	2,500
ACT Ultimate Association	Sport & Recreation Operational Program - Annual	8,500
Billiards and Snooker Association	Sport & Recreation Operational Program - Annual	2,500
Burley Griffin Canoe Club	Sport & Recreation Operational Program - Annual	6,000
Calisthenics ACT	Sport & Recreation Operational Program - Annual	10,000
Canberra Dragon Boat Association	Sport & Recreation Operational Program - Annual	10,000
Canberra Rifle Club	Sport & Recreation Operational Program - Annual	5,000
Judo Federation of Australia ACT	Sport & Recreation Operational Program - Annual	5,000
Water Polo ACT	Sport & Recreation Operational Program - Annual	7,500

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 83: Capital Assistance Program recipients 2019-20

Recipient	Project purpose	Amount (\$)
ACT Table Tennis	Upgrade to Kingston Table Tennis Centre	34,000
Canberra Netball Association	Improved equipment storage	6,800
Canberra North Bowling Club	Lawn bowls heat mitigation upgrade	23,000
Canberra Surf and Lake Club	Development of surfboat storage shed	6,000
Melba Tennis Club	LED lighting upgrade	127,272
Pedal Power ACT	Mountain bike trials in Cotter precinct project	25,000
Rebels Baseball Club	North Curtin Oval infrastructure enhancements	50,000
Rowing ACT	Starting pontoon upgrade	3,300
Southlands Tennis Club	LED lighting upgrade	30,000
Tuggeranong Archery Club	Security system upgrade	4,500
Yarralumla Tennis Club	LED lighting upgrade	30,000

Community Sport and Recreation Development Program

The primary objective of the Community Sport and Recreation Development Program 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 84: Community Sport and Recreation Development Program recipients 2019-20

Recipient	Project purpose	Amount (\$)
ACT Billiards and Snooker	Development snooker program for ACT youth	1,020
ACT Fencing	Replacement of ageing fencing equipment	2,935
ACT Show Jumping Club	Protective roofing for show jumping gear	5,950
ACT Unicycle Riders Society	Acquisition of club owned good quality unicycle hockey sticks	1,000
Royals Volleyball Club	Club start-up funding	2,500
Biathlon ACT	Active building capacity 2020	3,290
Burley Griffin Canoe Club	Paddle to fitness	1,060
Burrunjui Aboriginal Corporation	Boomanulla Raiders Rugby League	1,200

Recipient	Project purpose	Amount (\$)
Canberra Croquet Club	Defibrillator purchase	1,000
Lokahi Outrigger Canoe Club	Acquisition of canoe and associated equipment	10,900
Majura Football Club	Defibrillator purchase	1,020
Ski and Snowboard Australia	Little Gliders and Shredders Community Sessions	1,000
Scouts ACT	Supporting volunteers in scouting	10,000

Inclusive Participation Funding Program

The primary objective of the Inclusive Participation Funding Program is to increase participation opportunities in sport and recreation for the identified target populations including Aboriginal and Torres Strait Islander people, culturally and linguistically diverse (CALD) people, older adults, people with a disability and LGBTIQ+ people.

Table 85: Inclusive Participation Funding Program recipients 2019-20

Recipient	Project purpose	Amount (\$)
First Hike Project	ACT autumn and spring 2020 hiking program	9,600
ACT Little Athletics	All abilities athletics - come and try and club/centre, coach and officials	2,700
Indian Australian Multicultural Sports Association	Multicultural cricket engagement	1,135
Pedal Power ACT	Upgrading inclusive cycling in the ACT	5,200

Women's Sport and Recreation Participation and Leadership Program

The primary objective of the Women's Sport and Recreation Participation and Leadership Program 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 86: Women's Sport and Recreation Participation and Leadership Program recipients 2019-20

Recipient	Project purpose	Amount (\$)
Achilles Running Club Canberra	Achilles 2020 program	1,650
ACT Football Federation	Female referee and coaching participation program	2,500
Canberra Royals Rugby Union Club	Female rugby program	4,600
Migrant and Refugee Settlement Services Australia	Women's harmony badminton program	10,000
Young Men's Christian Association of Canberra	She's on the water	5,500

Motor Sport Training and Education Program

The primary objective of the Motor Sport Training and Education Program is to provide financial assistance to eligible clubs (and through them to individuals) within the ACT to support education and training activities that enhance the experiences and safety of motor sports participants, develops volunteer capacity, improves facility management or increased club capacity and sustainability.

Table 87: Motor Sport Training and Education Program recipients 2019-20

Recipient	Project purpose	Amount (\$)
Light Car Club of Canberra	Motorsport Emergency Response Training	4,500

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 88: Nature Play Grants Program recipients 2019-20

Recipient	Project purpose	Amount (\$)
Anglicare at Southern Cross Early Childhood School	Equipment to support nature play	2,860
Aeon Academy	Equipment to create nature play space	8,690
Belconnen Community Service	Equipment to support nature play	3,319
Canberra Mathematical Association	Maths in nature resource development	5,000
Baringa Child Care Centre Association	Equipment to create nature play space	5,250
Ainslie and Gorman Arts Centres	Funding for professional and creative nature play workshops	9,650

Sports Loan Interest Subsidy Scheme

The Sports Loan Interest Subsidy Scheme provides assistance to eligible organisations undertaking 'significant' capital works developments.

Table 89: Sports Loan Interest Subsidy Scheme recipients 2019-20

Recipient	Project purpose	Amount (\$)
Hockey ACT	Greenway facility development	16,088
Tennis ACT	Redevelopment of National Tennis Centre	37,626

Special Purpose

Funding provided outside of established programs where a community need was identified.

Table 90: Special Purpose funding recipients 2019-20

Recipient	Project purpose	Amount (\$)
HerCanberra	HerCanberra Active	25,000
Triathlon ACT	CBR Sport Awards	3,000
Royal Life Saving ACT	CBR Sport Awards	3,000
Dragon Boat ACT	CBR Sport Awards	3,000
Variety NSW	Every chance to play	20,000
Athletics ACT	One Athletics implementation project	30,000

ACT Event Fund

The ACT Event Fund was established as 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. It assists eligible event organisers to develop, market and promote their events in a way that helps maximise these outcomes, while also helping to fill identified calendar gaps and support sustainable growth outcomes. Throughout the January 2020 bushfire crisis and COVID-19 we worked with recipients to provide flexible funding arrangements as a means of further supporting the events industry through a challenging period. The below funding was delivered in 2019-20 to support events in the 2020 calendar year.

Table 91: ACT Event Fund recipients 2019-20

Recipient	Project purpose	Amount (\$)
Tennis ACT	Apis Canberra International and ACT Clay Court International	30,000
Lakespeare and Co.	Lakespeare by the Lake	13,200
Beerfest No1 Pty Ltd.	Beerfest Canberra	15,000
Friends of the Australian National Botanic Gardens Inc.	Summer Sounds 2020	10,000
National Sheep Dog Trial Association	National Sheep Dog Trial Championships	10,000
Canberra Comedy Festival Inc.	Canberra Comedy Festival	35,250
Brindabella Motor Sport Club Inc.	National Capital Rally	25,000
Winadell Pty Ltd.	Canberra Craft Beer and Cider Festival	15,000
Ms Belinda Neame	The Forage	15,000
National Folk Festival Ltd.	National Folk Festival	22,730
Sole Motive	The Canberra Times Marathon Festival	15,000

Recipient	Project purpose	Amount (\$)
Rocky Trail Entertainment Pty Ltd.	Fox Superflow, Terra in the Berra, AMB100 Marathon, Shimano MTB GP and Diamonds in the Dirt mountain bike events	20,000
Canberra International Music Festival Ltd.	Canberra International Music Festival	20,000
The Truffle Festival Association – Canberra Region Inc.	The Truffle Festival – Canberra Region	15,000
The GAMMA.CON Society	GAMMA.CON 2020	20,000
Harris Hobbs Landscapes	Contour 556	30,000
You Are Here Canberra Inc.	You Are Here	14,946
AIDS Action Council of the ACT	Fair Day 2020	15,000
Bingley Investment Trust	Stromlo Running Festival 2020	13,500
Tuggeranong Community Council	SouthFest	15,000
Canberra College of Piping & Drumming	Canberra Highland Gathering	15,000
Gungahlin Community Council	Celebrate Gungahlin	10,000

Major Event Fund

The Major Event Fund supports a diverse portfolio of appealing major events and exhibitions through attraction, acquisition, development and promotion.

Table 92: Major Event Fund recipients 2019-20

Recipient	Project purpose	Amount (\$)
National Gallery of Australia	Deliver the Matisse & Picasso exhibition	500,000
National Museum of Australia	Deliver the DreamWorks exhibition	250,000
Summernats	Deliver Summernats 2020	250,000
GWB Entertainment	Westside Story at the Canberra Theatre	50,000

Canberra Region Tourism Awards

VisitCanberra has a formal sponsorship agreement with the National Capital Attractions Association to administer the sponsorship program for the Canberra Region Tourism Awards (CRTA). The CRTA recognises excellence within the local industry, with winners eligible to be considered for a national tourism award.

Table 93: Sponsorship agreement with the National Capital Attractions Association 2019-20

Recipient	Project purpose	Amount (\$)
National Capital Attractions Association	Administer the annual sponsorship program for the Canberra Region Tourism Awards	75,000

Qantas Australian Tourism Awards

The Qantas Australian Tourism Awards are the tourism industry's peak awards – recognising and promoting excellence in tourism.

Table 94: Qantas Australian Tourism Awards 2019-20

Recipient	Project purpose	Amount (\$)
The Qantas Australian Tourism Awards Inc.	The national Qantas Australian Tourism Awards were hosted in March 2020 and were an opportunity to showcase Canberra. The awards were attended by tourism industry leaders and winners of state awards. This was the last major Australian industry event prior to COVID-19 restrictions.	290,000

Venues Canberra

Venues Canberra provides in-kind assistance to not-for-profit organisations to enable the delivery of events that benefit the Canberra community and increase visitation to the city.

Table 95: In-kind assistance to not-for-profit organisations 2019-20

Recipient	Project purpose	Amount (\$)
Royal National Capital Agricultural Society (RNCAS) National Wine Show of Australia Canberra Regional Wine Show National Poultry Show	Provision of indoor and outdoor facilities for the staging of agricultural and community events. Exhibition Park's ongoing support to the RNCAS helps to promote the agricultural industry in the Canberra region and provides a range of community, educational and family events. Exhibition Park receives national media exposure from events run by the RNCAS. The Royal Canberra Show attracts close to 100,000 patrons each year.	136,000
Veteran Vintage Motorcycle Club ACT Inc.	Provision of indoor and outdoor facilities for the staging of the Club's Annual Swap Meet. The swap meet is a primary event for this special interest club with activities aimed at showcasing and raising the club's profile to the wider community.	4,800
Cavalier King Charles Spaniel Club of Canberra	Provision of discounted indoor facilities for the staging of this specialty club's dog show.	2,200
Lifeline Canberra	Provision of indoor facilities for the staging of Lifeline's Book Fairs. The Book Fairs are Lifeline's primary fundraising events aimed at generating income to support its 24-hour telephone counselling service and other support services. Each fair attracts approximately 13,000 patrons and raises close to \$500,000.	95,000
Canberra Lapidary Club Inc.	Provision of discounted indoor facilities for the staging of the Spring Gemcraft and Mineral Shows. These events are the club's main activities aimed at showcasing and raising the club's profile to a wider community.	1,400
Australian Fellowship of Evangelical Students	Provision of discounted indoor facilities, catering and camping for the staging of a national training event. The event brings approximately 1,500 students from around Australia to Canberra for five nights, increasing bed nights in local accommodation.	64,000

Recipient	Project purpose	Amount (\$)
Great Southern Supreme Merino Committee	Provision of discounted facilities for the staging of the Great Southern Merino Show and Sale. The event provides an opportunity for merino studs to show and sell their livestock.	4,800
Canberra Muslim Community Inc.	Provision of discounted indoor facilities for daily prayer gatherings during the month of Ramadan.	8,000
Convoy for Cancer	Provision of discounted facilities for the completion of the annual Convoy for Cancer event.	7,500
Dogs ACT	Provision of discounted facilities for the staging of the annual International Dog Show. This event attracts approximately 5000 patrons over the three-day show, increasing bed nights in local accommodation.	2,200
ACT Model Car Association	Provision of discounted facilities for the annual ACT Model Car Association meet. The event is aimed at showcasing and raising the club's profile to the wider community.	1,400
Harvest Rain	Provision of discounted facilities for the auditions and rehearsals for Harvest Rain, a not-for-profit youth arts organisation that supports young artists to develop their skills by providing training opportunities	2,280
Wall to Wall Ride	Provision of discounted facilities for the Wall to Wall event.	2,200

Workplace Safety and Industrial Relations

Table 96: Workplace Safety and Industrial Relations grant recipient 2019-20

Commencing on 7 August 2019, this multi-year grant is to support the recipient's delivery of work health and safety advice, awareness raising and training for employers and workers in the ACT.

Recipient	Project purpose	Amount (\$)
Trades and Labour Council of the ACT	Work health and safety liaison	612,485*

*Note: The total of \$612,485 includes a 2019-20 amount of \$116,522.

Further information	Anita Perkins, Executive Group Manager, Communications and Engagement (02) 6205 0035 Anita.Perkins@act.gov.au
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Aboriginal and Torres Strait Islander reporting

CMTEDD aims to use our broad sphere of influence to promote and drive reconciliation within the directorate, the ACTPS and the broader ACT community. We are committed to building relationships and working with the Aboriginal and Torres Strait Islander peoples of the Canberra region to continue our reconciliation journey. The ACT Aboriginal and Torres Strait Islander Agreement 2019-28 and CMTEDD's Stretch Reconciliation Action Plan inform our priorities and actions.

CMTEDD's Stretch Reconciliation Action Plan 2020-2023

2019-20 saw the release of our Stretch Reconciliation Action Plan (RAP) 2020-2023. We launched the Stretch RAP on 3 June 2020 as part of National Reconciliation Week, with over 700 staff attending the virtual event through the online meeting tool, WebEx. Ngunnawal leader Selina Walker opened the launch with a virtual Welcome to Country, various presenters spoke on reconciliation and we shared the Ngunnawal Language Project video. The CMTEDD RAP Working Group was awarded a 2020 CMTEDD Staff Award during the launch, recognising their work in developing the Stretch RAP.

The Stretch RAP centres on working with Aboriginal and Torres Strait Islander people instead of doing for or to. The key themes are relationships, respect, opportunities and governance and the key principles are:

- Supporting the Ngunnawal Language Project through engagement with the Aboriginal and Torres Strait Islander community.
- Building relationships through celebrating National Reconciliation Week.
- Promoting reconciliation through our sphere of influence.
- Increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, history, knowledge and rights through cultural learning.
- Improving employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.
- Increasing Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.

Following the launch of the Stretch RAP, business areas progressed deliverables from within the plan. The RAP Working Group continued to meet regularly.



**Image 4: *Together*, 2019 by Selina Walker
Artwork for the CMTEDD Stretch RAP 2020-2023**

Working with Aboriginal and Torres Strait Islander people

Our new Stretch RAP recognises the importance of including Aboriginal and Torres Strait Islander perspectives in our reconciliation journey. Community Leadership is a core focus area in the *Aboriginal and Torres Strait Islander Agreement 2019-2028*. The goal of this focus area is:

Aboriginal and Torres Strait Islander peoples have a strong voice, are decision makers on issues that impact them and lead in the achievement of positive life outcomes.

Engagement with the Aboriginal and Torres Strait Islander Elected Body

The Aboriginal and Torres Strait Islander Elected Body plays an important role in identifying priorities and acting as a conduit for greater collaboration between the ACT Government and the Aboriginal and Torres Strait Islander community.

To ensure Aboriginal and Torres Strait Islander people have a strong voice within government decision-making, in 2019-20 we engaged with the Elected Body on several significant matters, including:

- Development of the new National Agreement on Closing the Gap through the Closing the Gap Partnership Working Group, with the Elected Body representing the ACT community as a member of the Coalition of Peaks.
- Development of the ACT Wellbeing Framework (detailed further below).
- Child Safe Standards (a key recommendation made by the Royal Commission into Institutional Responses to Child Sexual Abuse).
- Initial work on identifying barriers to services for Aboriginal and Torres Strait Islander peoples.

Ngunnawal Language Project

We partnered with the Canberra Institute of Technology Yurauna Centre, the Ngunnawal Language Community Group and the Office for Aboriginal and Torres Strait Islander Affairs to sponsor the Ngunnawal Language Project.

The project supports the revitalisation and reengagement 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 people 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 we:

- Held a three-day workshop at the Yarramundi Cultural Centre in November 2019. Elders and members of the local Ngunnawal community attended to explore and pass on the Ngunnawal language.
- Commissioned production of a five-minute documentary style video capturing reflections from the Ngunnawal language workshop and the importance of learning language to the local community. We shared the video with hundreds of CMTEDD staff during the launch of the Stretch RAP in June 2020.

We continue to facilitate the creation of a series of instructional videos on Ngunnawal language, including teaching the importance of Welcome to Country and how to conduct an Acknowledgement of Country in the Ngunnawal language. Once complete, the videos will be shared both in the Ngunnawal community and throughout the ACTPS via internal communication channels.

ACT Wellbeing Framework

The ACT Government released the ACT Wellbeing Framework in March 2020. We will use the framework to measure social and economic progress across 12 identified domains of wellbeing.

We developed the framework through an extensive public consultation process, including representative bodies of the ACT's Aboriginal and Torres Strait Islander community. The framework includes the indicator *Valuing Aboriginal and Torres Strait Islander cultures and recognising our Traditional Custodians* in the Identity and Belonging domain. In our reporting on the framework we will highlight wellbeing outcomes for several specific population groups, including Aboriginal and Torres Strait Islander peoples.

We continue to explore how to capture the experience and wellbeing of Canberra region Aboriginal and Torres Strait Islander peoples through the Outcomes Framework described in the *ACT Aboriginal and Torres Strait Islander Agreement 2019-28*. The CMTEDD Wellbeing Project Team will continue to work with the Office for Aboriginal and Torres Strait Islander Affairs to ensure the two frameworks are complementary.

National Reconciliation Week 2020

In addition to launching our Stretch RAP in National Reconciliation Week, CMTEDD delivered the 2020 ACT Reconciliation Day event on Monday 1 June 2020. In response to COVID-19 restrictions on public gatherings, we developed a virtual online event experience under the theme "Together in Your Home". The event included learning, discovery and connection activities to progress reconciliation and a deeper understanding of Aboriginal and Torres Strait Islander culture within the community. We promoted the event to the ACT community and within the ACTPS and reached a larger and more diverse audience than in previous years.

The National Arboretum Canberra celebrated 2020 National Reconciliation Week with a competition, asking the public to explain what reconciliation meant to them. The prize was a woven art wall hanging by local artist, Jessika Spencer – a proud Wiradjuri woman.

Aboriginal and Torres Strait Islander staff

Recruitment

We are committed to increasing the number of Aboriginal and Torres Strait Islander peoples employed by CMTEDD and across the ACTPS. In support of this goal, in 2019-20 we:

- Targeted unconscious bias in ACTPS recruitment and other activities through the provision of eLearning on our whole of government training website.
- Updated our fact sheet which assists with recruiting to positions identified for Aboriginal and Torres Strait Islander peoples.
- Implemented ACTPS Graduate Strategy actions on targeted marketing and engagement strategies to connect more effectively with Aboriginal and Torres Strait Islander students at universities.

- Continued to employ Aboriginal and/or Torres Strait Islanders through:
 - Identified positions for Aboriginal and Torres Strait Islander peoples. This included filling a newly created position in Policy and Cabinet to improve the diversity of views providing policy advice, and a new tourism officer role at the National Arboretum Canberra.
 - Our Aboriginal and Torres Strait Islander Employment Pathway Program, a two-stage program to develop the career pathways of young Aboriginal and Torres Strait Islander peoples. CMTEDD initially employs students in years 10 and 11 as part of an Australian School Based Apprenticeship (ASBA). Following successful completion of the ASBA, participants are permanently employed in the Vocational Employment Program or elsewhere within CMTEDD.

Retention and professional development

We supported the retention and professional development of both CMTEDD and ACTPS Aboriginal and Torres Strait Islander staff in 2019-20 through a range of initiatives, including:

- Establishing the role of Aboriginal and Torres Strait Islander Cultural Adviser in March 2020. This is a senior role providing leadership and advocacy across the directorate on behalf of Aboriginal and Torres Strait Islander employees. The Adviser is a high-profile, 'inwards facing' CMTEDD role providing critical advice on complex and sensitive workplace matters. The successful applicant was Mr Scott Saddler, acting Executive Branch Manager of the National Arboretum, and proud Wiradjuri man.
- Continuation of a mentoring program involving going back on country to provide an immersive cultural educational opportunity and valuable peer networking. Mr Scott Saddler, also a member of the CMTEDD RAP, mentored thirteen ACT Government employees who identify as Aboriginal and/or Torres Strait Islander. This year participants created cultural artefacts from land, exchanged stories, and learned about symbols and language.
- Partnering with Queensland University of Technology to secure centrally funded places for six Aboriginal and Torres Strait Islander employees to undertake the Public Sector Management Program. The places are available to employees across the ACTPS at Senior Officer or equivalent classification.

CMTEDD Staff Network

CMTEDD's Aboriginal and Torres Strait Islander Staff Network, led by Mr Scott Saddler, continued in 2019-20. Mr Saddler's leadership and advice supports the retention and career development of employees, also providing an avenue to strengthen connection with Aboriginal and Torres Strait Islander culture.

The Network also participated in a Back to Country activity at Tidbinbilla, creating a range of cultural objects. The Network invited all Aboriginal and Torres Strait Islander staff to attend a presentation of cultural hunting, gathering and ceremonial tools to Head of Service, Kathy Leigh and Under Treasurer, David Nicol on 13 August 2019.



Image 5: CMTEDD Aboriginal and Torres Strait Islander Staff Network members with the EPSDD Murunbung Yurung Murra Network at Tidbinbilla.

Image by Jessika Spencer.

Additionally, in 2019 Mark Sanderson – a senior officer with Shared Services and proud Wiradjuri man – established 'Yarning Brew' for Aboriginal and Torres Strait Islander staff from across the ACT Government. Yarning Brew uses the centuries-old yarning circle tradition to bring staff together to share experiences and support each other in a casual setting.

Cultural learning

We promoted awareness and learning in our workplaces about Aboriginal and Torres Strait Islander culture and history through:

- Continued provision and promotion of Cultural Awareness Training for CMTEDD staff. Although usually held on a face to face basis, we've changed our delivery mode to comply with COVID-19 restrictions. Since moving to virtual training delivery, staff attendance rates are strong and course evaluations are continuing to provide positive feedback.
- Procurement of an e-learning module on Aboriginal and Torres Strait Islander Cultural Awareness for ACT Government employees.
- Inclusion of a cultural immersion session in a Senior Executive Planning Day in November 2019. Attendees took part in a smoking ceremony, Welcome to Country, Bush Tucker activity and an Australian Institute of Aboriginal and Torres Strait Islander Affairs presentation on the Return of Cultural Heritage.
- Consultation and engagement with the Ngunnawal Traditional Owners to ensure our new government office buildings in Civic and Dickson pay respect to the Traditional Custodians of the ACT. In support of this goal we:
 - Secured \$300,000 in funding to deliver Aboriginal and Torres Strait Islander cultural projects for the new buildings. The Traditional Owners will lead this project to include a substantial artwork in each building, acting as a permanent Acknowledgment of Country.
 - Worked with local Aboriginal and Torres Strait Islander artists to share cultural skills in the creation of a symbolic woven basket and cultural artefacts for our new Civic office building.
 - Continue to consult on suitable Ngunnawal words and meanings that may be gifted to the ACT Government to formally name the two new office buildings and significant meeting rooms.
- Working to include Aboriginal and Torres Strait Islander programming content in all major and community events delivered by CMTEDD, with these events also featuring either an Acknowledgment of Country or a Welcome to Country.
- Completing the Aboriginal and Torres Strait Islander garden at the Canberra and Region Visitors Centre at Regatta Point. Designed by a local Ngunnawal landscape designer, the garden features specialist plants, rock formations and a phenological clock. The garden recognises the traditional owners of Ngunnawal country, their culture and their close association with the land.

Supporting improved educational, social and economic outcomes

In 2019-20 we continued to target improved educational, social and economic outcomes for Aboriginal and Torres Strait Islander people through the provision of:

- Vocational education and training support, including subsidised training under the Skilled Capital and Australian Apprenticeships programs. Aboriginal and Torres Strait Islander Canberrans continue to be well-represented in nationally recognised Australian Apprenticeship/Traineeship training contracts.
- Grants programs for Aboriginal and Torres Strait Islander Canberrans, including:
 - Investing \$232,500 in 2019-20 in grants programs aimed at increasing educational and employment opportunities. These programs included targeted assistance for digital literacy, on-the-job training and pre-employment programs.
 - Partnering with major peak sporting organisations to increase the promotion and uptake of the Indigenous Small Grants Program. The Program directly supported over 320 Aboriginal and Torres Strait Islander people in the ACT and surrounding region to participate in structured, regular sport and active recreation, as part of the Commonwealth's Indigenous Advancement Strategy. From 2020-21 the directorate has transferred administrative responsibilities for the Indigenous Small Grants program to the Wreck Bay Aboriginal Community Council.
- Funding for Aboriginal and Torres Strait Islander artists, through the provision of \$131,177 across 11 projects for pursuit of arts and cultural activities.
- Support for Aboriginal and Torres Strait Islander business and enterprise, through:
 - The Aboriginal and Torres Strait Islander Business Development and Entrepreneurship Program. Delivered by local Aboriginal and Torres Strait Islander business Yerra Pty Ltd, this was the second and final year of the Program.
 - Supporting a second Aboriginal and Torres Strait Islander tourism operator from the ACT to successfully complete the Export Ready Accelerator Program. The Program provides a learning pathway for Aboriginal and Torres Strait Islander businesses interested in opportunities in the international tourism sector.
 - Implementation of the Aboriginal and Torres Strait Islander Procurement Policy.

Aboriginal and Torres Strait Islander Procurement Policy

We supported Aboriginal and Torres Strait Islander supplier diversity through continued implementation of the Aboriginal and Torres Strait Islander Procurement Policy. We:

- Presented three workshops on the Policy to Aboriginal and Torres Strait Islander Enterprises.
- Delivered 30 information sessions on the Policy to 239 officials across the ACT Government.
- Developed and maintained a published list of Canberra Region Aboriginal and Torres Strait Islander Enterprises on the Procurement ACT website and highlighted relevant enterprises in user guides for whole of government arrangements.

In 2019 20 the number of Aboriginal and Torres Strait Islander Enterprises published on Procurement ACT's list increased from 124 to 195.

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) and the directorate's Safety Management System, PeopleSafety.

2019-20 has presented a number of WHS challenges, including the bushfires, air quality and COVID-19. CMTEDD has continued to respond to these challenges, identifying WHS hazards, assessing the resultant risk, and implementing suitable controls to ensure, so far as is reasonably practicable, the health, safety and wellbeing of our workers and members of the community that use CMTEDD services.

Health and safety structures and consultation arrangements

Table 97: 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. Work health and safety issues were monitored and managed through the tiered committee structures, the directorate's 52 HSRs as well as through local Work Health and Safety Coordinators and officers in safety and compliance roles. The Committees monitored the effectiveness of CMTEDD's Safety Management System, considered injury prevention initiatives and programs, and promoted the achievement of improved health and safety outcomes.

Highlights

During the 2019-20 reporting period we:

- Continued to promote and support implementation and conformance with the CMTEDD WHS Management System.
- In consultation with workers, reviewed WHS Work Group structures and held elections as required for Health and Safety Representatives.
- Held the directorate's Safety Awards: A total of 40 nominations were received for seven award categories, recognising the achievements of the following awards winners:
 - **The Health and Wellbeing Initiative Award recipients:** Operation Bedrock and Matrix Team from Access Canberra.
 - **Work Health Safety Coordinator of the Year:** two winners – Saskia White, Events ACT and Sonia Jackson, Shared Services.
 - **Leadership Award:** Daren Stinson, Shared Services.
 - **HSR Award:** John Leahy, Venues.

- **Solution to an Identified Hazard:** Alana Symons, Workplace Safety and Industrial Relations.
- **Excellence in workplace health and safety culture:** Nicole Baccon, Workplace Safety and Industrial Relations.
- **Rehabilitation Case Manager of the Year award:** Gaye Worthy, Workplace Safety and Industrial Relations.
- Developed and reported on CMTEDD WHS Key Performance Indicators and Targets.
- Promoted incident and near miss reporting, including a new mobile accessible SmartForm.

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, health and safety training and early intervention and injury management initiatives, detailed below.

Safety promotion – our initiatives included:

- Revision of the Tier 1 Work Health and Safety Committee and Tier 2 WHS Network Terms of Reference to promote attendance and representation.
- Promotion of National Safe Work Month with activities held during the month to assist in promotion of safety at work.
- Promotion of CMTEDD Safety Awards recognising safety achievements.
- Development of WHS policies and procedures as components of the CMTEDD WHS Management System.
- Development and reporting against CMTEDD key performance indicators and targets.
- Implementation of steps to manage worker welfare during the 2019-20 bushfire and air quality event and the COVID-19 Public Health Emergency. CMTEDD responses to these emergencies included changes to operations, developing specific guidance, tools and resources to provide a framework for assessing and controlling the associated WHS risks.
- Provision of support for a rapid transition to working from home arrangements for over eighty per cent of the CMTEDD workforce whilst also implementing COVID Safe controls to ensure the ongoing safety, and delivery, of services to the community.

Health and wellbeing – our initiatives included:

- The appointment of a CMTEDD Mental Health Champion.
- A wellbeing webinar series.
- Guided Mindfulness sessions.
- Senior Leadership Mental Health and Wellbeing Virtual Conference.
- The Health and Wellbeing reimbursement initiative (to the maximum value \$100 per annum) to financially support employees to participate in health and wellbeing activities.
- “Managing Emotionally Charged Interactions” virtual learning sessions.
- “Managing my Virtual Team Remotely” virtual learning sessions.
- Influenza vaccination program for CMTEDD staff.

- Mental Health First Aid training.
- Mental Health Guru online training.
- RED Contact Officer Self Care Training.
- RED Contact Officer Mental Health Training.

Health and safety training – our initiatives included:

- Mock Court Work Health and Safety Due Diligence training for Executives.
- Promotion of CMTEDD Work Health and Safety e-learning.
- Management of workplace psychological illness in the workplace program for supervisors.
- Certificate IV in Work Health and Safety mandated for staff in WHS coordinator roles.
- Respect, Equity and Diversity training.
- First Aid Officer training.
- Warden training.
- Health and Safety Representative training.

Early intervention and injury management – our initiatives included:

- The launch of 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.
- The early intervention physiotherapy program.
- Facilitated Discussions – a new service to promote early intervention to support establishment of positive workplace relationships.
- Ongoing provision of workstation assessments.
- Engagement of rehabilitation providers for both compensable and non-compensable injuries/illnesses to support employees to an early, safe and supported return to the workplace.
- Provision and promotion of professional and confidential counselling services available to staff and their families through the Employee Assistance Program (EAP).
- Provision and promotion of the EAP Manager Assist Program.

Incident reporting and notices under the Work Health and Safety Act

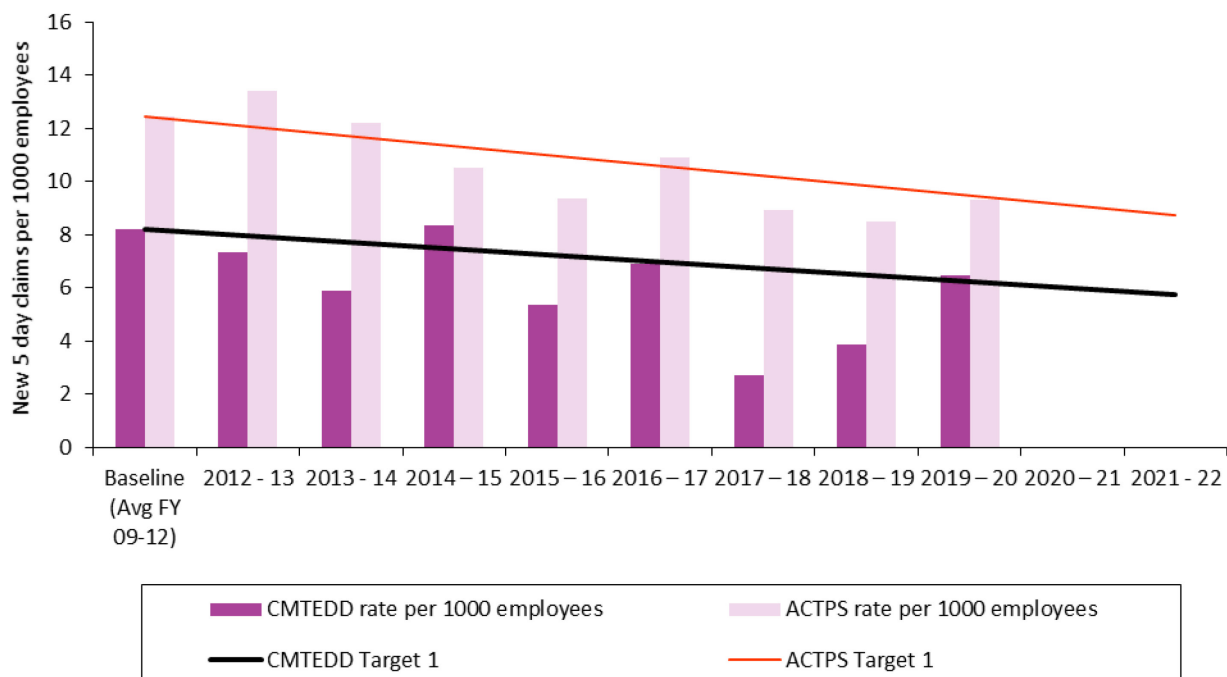
During 2019-20 there were 546 reported incidents across CMTEDD and of those 32 were reported to WorkSafe in accordance with Part 3 Section 38 of the *Work Health and Safety Act 2011*. The increase in reported incidents, compared to last year, is attributed to the success of targeted efforts to promote and encourage incident reporting.

CMTEDD was not issued (under Part 10 of the Act) with any improvement, 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

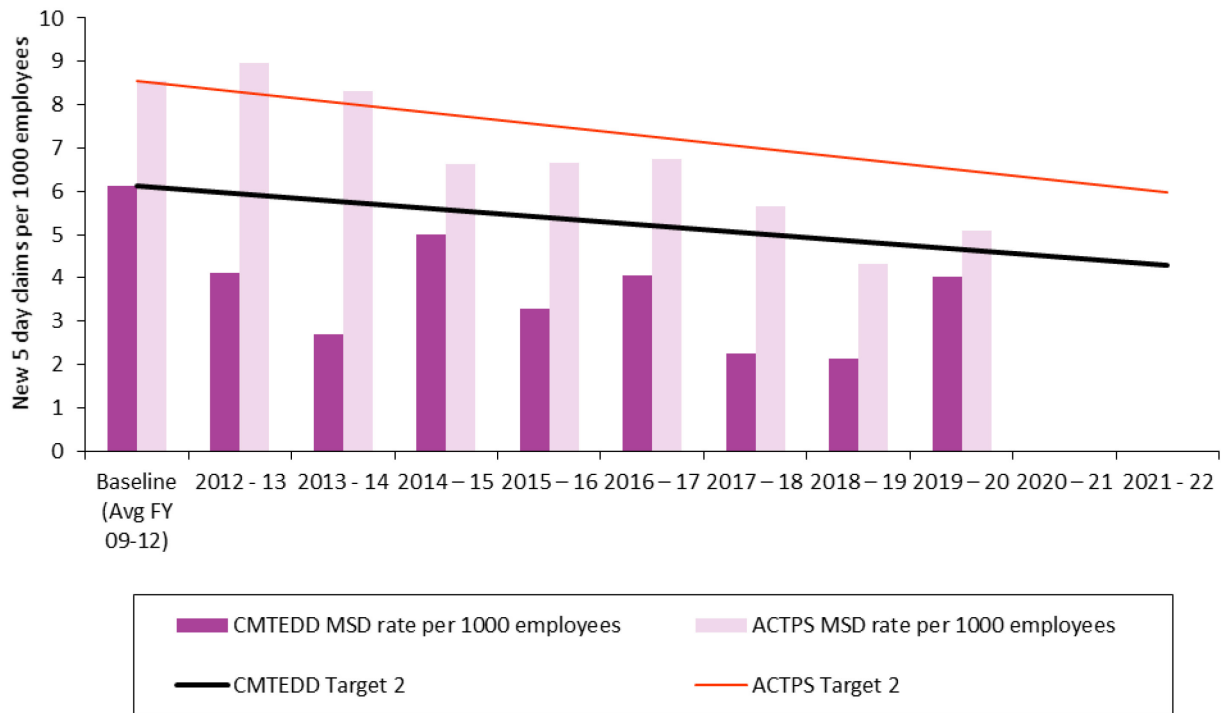
In 2019-20 CMTEDD has had 16 claims resulting in one or more weeks off work, ten of which are for musculoskeletal disorders. The CMTEDD 2020 target for incident rate of claims resulting in one or more weeks off work was not met. The CMTEDD 2020 target for incident rate of musculoskeletal claims resulting in one or more weeks off work was achieved.

Table 98: TARGET 1 – reduce the incidence rate of claims resulting in one or more weeks off work by at least 30 per cent



	Baseline (Avg FY 09-12)	2012 - 13	2013 - 14	2014 - 15	2015 - 16	2016 - 17	2017 - 18	2018 - 19	2019 - 20	2020 - 21	2021 - 22
CMTEDD # new 5 day claims	17.00	16	13	20	13	17	6	9	16		
CMTEDD rate per 1000 employees	8.22	7.33	5.87	8.33	5.34	6.89	2.71	3.86	6.45		
CMTEDD Target 1	8.22	7.97	7.73	7.48	7.23	6.99	6.74	6.49	6.25	6.00	5.75
ACTPS # new 5 day claims	243.33	274	257	228	205	243	202	201	231		
ACTPS rate per 1000 employees	12.45	13.42	12.20	10.49	9.36	10.91	8.93	8.50	9.32		
ACTPS Target 1	12.45	12.08	11.70	11.33	10.96	10.58	10.21	9.84	9.46	9.09	8.72

Table 99: TARGET 2 – reduce the incidence rate of claims for musculoskeletal disorders (MSD) by at least 30 per cent



	Baseline (Avg FY 09-12)	2012 - 13	2013 - 14	2014 - 15	2015 - 16	2016 - 17	2017 - 18	2018 - 19	2019 - 20	2020 - 21	2021 - 22
CMTEDD # new MSD 5 day claims	12.67	9	6	12	8	10	5	5	10		
CMTEDD MSD rate per 1000 employees	6.12	4.12	2.71	5.00	3.29	4.05	2.26	2.14	4.03		
CMTEDD Target 2	6.12	5.94	5.76	5.57	5.39	5.21	5.02	4.84	4.65	4.47	4.29
ACTPS # new 5 day MSD claims	167.00	183	175	144	146	150	128	102	126		
ACTPS MSD rate per 1000 employees	8.55	8.96	8.31	6.63	6.67	6.73	5.66	4.31	5.09		
ACTPS Target 2	8.55	8.29	8.03	7.78	7.52	7.26	7.01	6.75	6.49	6.24	5.98

Notes (for both tables):

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 2020.

Human resources management

In 2019-20 CMTEDD's human resources priorities were guided by our Corporate Business Plan 2019-20, our Strategic Intent 2020, our Diversity and Inclusion Strategy 2018-20 and the impact of public health emergencies on workforce needs. We were also guided by our Innovate Reconciliation Action Plan 2017-19 and our Stretch Reconciliation Action Plan 2020-2023.

Culture, attraction and retention

Key initiatives to progress a positive culture, attract and retain staff during the reporting period included:

- Recognising 16 teams and five individuals in the CMTEDD Staff Awards. We delivered the awards virtually for the first time, with approximately 1,500 staff attending.
- Developing and launching the directorate's Stretch Reconciliation Action Plan 2020-2023. The launch was attended by over 700 staff through a whole of directorate virtual event.
- Delivering multiple mental health and wellbeing webinar series to support staff during COVID-19.
- Enabling multiple opportunities for staff to share their opinions to shape future directions, including a 2019 Staff Survey, a 2020 Pulse Survey and a 2020 COVID-19 Staff Check-In.
- Continuing to employ a CMTEDD diversity/inclusion officer and recruiting to the identified role of Aboriginal and Torres Strait Islander Cultural Adviser.

Workforce planning and employment strategies

In 2019-20 we increased the number of permanent staff through the Insecure Taskforce initiative and converted some labour hire positions to permanent roles. We extended temporary staff via COVID-19 employment policies and engaged additional staff through the Jobs for Canberrans program. We recruited via targeted employment programs to increase workforce diversity and provide learning opportunities.

Table 100: CMTEDD participants in targeted employment programs

Program name	Participants
ACTPS Graduate Program	15
CMTEDD Employment Pathway Program for Aboriginal and Torres Strait Islanders	8
ACTPS Vocational Employment Program for Aboriginal and Torres Strait Islanders	3
Work Experience Support Program for Culturally and Linguistically Diverse People	6
ACTPS Vocational Employment Program for People with Disability	2

Capability

Our whole of directorate learning and development was primarily focused on enabling e-learning so that staff could complete training at a time that suited them. This was particularly important in the second half of 2019-20 when most staff were working from home due to COVID-19.

Learning and development programs and activities

In 2019-20 there were over 2,000 module completions, spread across seven online courses. Over 2,100 participants in total completed face-to-face training (including where virtually delivered), spread across 36 courses. Additional participants undertook leadership courses, mentoring, studies assistance program and ACTPS Training Calendar courses.

Learning and development programs delivered were in the key output areas of induction, work health safety, and a range of diversity, leadership, management and governance topics. Staff were also provided on-the-job training and specialist training to enhance subject matter expertise.

Table 101: Studies assistance and ACTPS training

	Number of employees	Cost (\$)
Studies assistance program	49	94,186
ACTPS Training Calendar*	315	139,867

*Note: Approximate as class lists were not provided by all training providers

We will continue to build whole of directorate capabilities in future by:

- Creating additional e-learning modules such as recruitment, performance and privacy and developing enhanced cultural awareness training as part of our reconciliation journey.
- Developing a CMTEDD Mental Health and Wellbeing Action Plan and a new Diversity and Inclusion Strategy to strengthen a values-based approach to culture, performance and leadership.
- Supporting continued flexibility and capability to work remotely in response to COVID-19.
- Acting on staff feedback from surveys and other feedback mechanisms.

Staffing profile

The staff numbers in the tables below represent CMTEDD employees who received a payment on the last payday of 2019-20. The figures exclude board members and people on leave without pay. They also exclude ACT Insurance Authority, Independent Competition and Regulatory Commission, Cultural Facilities Corporation and the ACT Long Service Leave Authority. 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 102: FTE (full-time equivalent) and headcount by business area

	FTE	Headcount
Graduate Program	15.0	15
Chief Minister Stream		
Access Canberra	695.0	720
Corporate	60.2	65
Communications and Engagement	54.4	60
Economic Development	178.6	189
Office of Chief Digital Officer	20.0	20
Office of Head of Service	4.0	4
Policy and Cabinet	59.7	63
Strategic Finance	23.5	24
Workforce Capability and Governance	46.5	48
Treasury Stream		
Economic and Financial Group	40.2	41
Finance and Budget	50.0	51
Infrastructure Finance and Reform	6.0	6
Office of Deputy Under Treasurer, Commercial Services and Infrastructure	4.0	4
Office of Deputy Under Treasurer, Economic, Budget and Industrial Relations	3.0	3
Office of Under Treasurer	3.6	4
Revenue Management	96.4	101
Procurement ACT	41.9	43
Property and Venues	158.8	167
Shared Services	801.3	820
Workplace Safety and Industrial Relations	63.5	65
Total	2,425.7*	2,513

*Note: Variation due to rounding.

Table 103: FTE and headcount by gender

	Female	Male	Total
FTE by Gender	1,237.6	1,187.4	2,425.7
Headcount by Gender	1,304	1,208	2,513
Percentage (%) of Workforce	51.9	48.1	100

Table 104: Headcount by classification group and gender

Classification group	Female	Male	Total
Administration Officers	803	452	1,255
Executive Officers	39	47	86
General Services Officers & Equivalent	0	61	61
Information Technology Officers	28	141	169
Legal Officers	2	0	2
Professional Officers	9	20	29
Senior Officers	411	466	878
Statutory Officer Holders	1	2	3
Technical Officers	4	13	17
Trainees and Apprentices	7	6	13
Total	1,304	1,208	2,513

Table 105: Headcount by employment category and gender

Employment Category	Female	Male	Total
Casual	26	19	45
Permanent Full-time	936	999	1,935
Permanent Part-time	164	29	193
Temporary Full-time	152	155	307
Temporary Part-time	26	6	33
Total	1,304	1,208	2,513

Table 106: Headcount by diversity group

Diversity group	Headcount	Percentage (%) of Agency Workforce
Aboriginal and/or Torres Strait Islander	57	2.3
Culturally & Linguistically Diverse	508	20.2
People with Disability	113	4.5

Table 107: Headcount by age group and gender

Age Group	Female	Male	Total
Under 25	93	64	157
25-34	365	315	680
35-44	354	294	648
45-54	302	316	619
55 and over	190	219	409
Total	1,304	1,208	2,513

Table 108: Average length of service by gender

	Female	Male	Total
Average years of service	7.8	8.4	8.1

Table 109: Recruitment and separation rates

	Recruitment rate (%)	Separation rate (%)
CMTEDD	14.4	7.5

Ecologically sustainable development

Commissioner for Sustainability and Environment

In 2019-20, we supported the Commissioner for Sustainability and the Environment as follows:

- The directorate provided data to support the Office of the Commissioner for Sustainability and the Environment for the 2019 State of the Environment Report, which was released in February 2020.
- The directorate provided input to the Office of the Commissioner for Sustainability and the Environment 2019-20 Annual Report.
- The Commissioner for Sustainability and the Environment and the Environment Protection Authority (EPA) held regular meetings to discuss and progress environmental issues.
- In decision-making processes and when providing advice, for example on development applications and environmental authorisations, the EPA assessed the effective integration of environmental, economic and social considerations.

Business area activities

The directorate has a Resource Management Plan and its associated Action Plan. The plan sets out the key principles of integrating efficient and effective use of resources within our operations, including energy, water, waste and recycling, sustainable transport, procurement and events. We also participate in the Zero Emission Government Implementation Committee, Climate Change Working Group, and implementation of the ACT Climate Change Strategy 2019-25 and the ACT Zero Emission Vehicles Action Plan.

To align with the ACT Climate Change Strategy to reduce emissions from government operations by more than 33 per cent by 2025, CMTEDD has undertaken an emission pathway workshop to identify actions and initiatives to reduce emissions across priority facilities. We actively monitor progress against set targets via the regular emission reports provided to the Zero Emission Government team and reporting to the directorate's Executive Management Group.

In 2019-20 we supported ecologically sustainable development through a range of initiatives, detailed further in the following sections.

Improving energy and water efficiency

Facilities upgrades within the CMTEDD portfolio to improve energy and water efficiency included:

- Establishing a new electricity metering contract that includes installing new smart meters into all ACT Government sites.
- Implementation of 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 Satellite' approach in the Accommodation Strategy will achieve at least a 4.5 star National Australian Built Environment Rating System (NABERS) rating, and the Office Subleasing Renewal Strategy provides for a NABERS rating of 4.5 stars to be achieved on an additional two subleased buildings.
- Continued implementation of ecologically sustainable work practices at Venues Canberra's major sporting and entertainment venues. This includes the installation of LED Lighting systems at EPIC, the continued use of rain and non-potable water for irrigation of grounds, and waste recycling across all venues (with organic waste from GIO Stadium going to a worm farm). All major venues are Accredited Actsmart Business Recyclers.
- Continued pruning of over 10,000 trees, planting over 200 new trees, and mulching 2,700 trees at the National Arboretum Canberra. These activities helped reduce the need for excess water and fertiliser. Mulch was sourced locally to reduce travel emissions.
- Continued use of the Smart Sensor Soil Moisture software at the National Arboretum Canberra. The software is installed in 10 of the 94 forests to manage the unique requirements of each tree species – indicating excessive or insufficient soil moisture. The National Arboretum Canberra also managed sustainable water retention with tree mulching, including recycled mulching made from onsite tree pruning, and is also rolling out an upgraded irrigation system that reduces water run-off and soil erosion. Recycled bitumen is used onsite when possible.
- Having Green Leases in place for Winyu House, Canberra Nara Centre, Cosmopolitan Centre, Nature Conservation House, and 220 Northbourne Avenue.

Facilities upgrades by ACTPG and artsACT to improve energy and water efficiency included:

- Installation of over 100kW of solar photovoltaic systems across five community centres (Chifley, Cook, Flynn, Grant Cameron and Weston Creek).
- Completion of energy efficiency improvements at ACT Government owned swimming pools, including:
 - An upgrade to the electrical and building management at Lakeside Leisure Centre. The upgrade will deliver a significant reduction in gas consumption of approximately 2.5 million MJ.
 - The replacement of water heating units with more efficient systems at Manuka and Dickson Pools.

- Embedding sustainability principles through the delivery of major capital works projects at government owned arts facilities, including Belconnen Arts Centre Stage 2 and the major upgrades to the Former Transport Depot, Kingston. This included the provision of and compliance with environmental management plans, and initiatives such as waste separation during construction and replacement of numerous older-style light fixtures with energy efficient LED fixtures at eight arts facilities as part of the Screwdriver Ready minor works.

Improving recycling, reducing waste

The majority of CMTEDD offices and venues have achieved accreditation under the Actsmart Business (Recycling) Program, with recycling facilities to encourage staff and patrons to recycle and reduce waste.

The directorate has been actively reducing the presence of single-use plastics at major events and community events managed and delivered by Events ACT, including:

- The introduction of additional waste streams for event attendees and back-of-house event operations – i.e. general waste, recycling, compost, bio-plastics and a container deposit scheme.
- Successfully piloting the use of a fully compostable cup at Floriade’s bar facilities in 2019, including processing of bio-plastic waste with a local hot compost provider.
- Offering discounts for patrons with re-useable coffee cups at Floriade 2019, while also providing reusable cups for sale at vendor outlets.
- Increasing drinking fountains and water re-fill stations at event sites to encourage the re-filling of reusable bottles and to reduce waste generated by single-use plastic bottles.

Reducing paper usage

We continue to reduce our paper usage via digital transformation through:

- More business areas moving to electronic document storage and record keeping, reducing printing and use of paper both operationally and for record keeping.
- Significant service delivery model changes driven by the impacts of COVID-19, which has seen Access Canberra rapidly expand its online self-service offerings. In an effort to protect the health and safety of our staff and the community, Access Canberra’s customers have been encouraged to take a digital-first approach to accessing services to reduce unnecessary travel to our Service Centres. As a result there are now around 450 services offered online. Access Canberra is considering how digital-first approaches implemented in response to the pandemic can be retained post COVID-19.
- Continuing the implementation of whole of government papercut software program. PaperCut is a printing system which only prints when the staff member accesses the printer using their ACT Government pass.
- Continuing the implementation of different digitalised customer services to replace paper-based process, such as the Shared Services Customer Portal, the Shared Services Accounts Payable Invoice Automation System (APIAS), and ACT Revenue Office electronic rates notices.

Promoting sustainable transport

Within the directorate, all business areas are encouraged to identify and implement fleet emissions reduction opportunities, including replacing existing vehicles with electric or hybrid models when it is operationally feasible. Justification as to why an electric vehicle is not business fit-for-purpose is required with each lease which is not for an electric vehicle.

Procurement ACT is facilitating transition of the Territory's fleet to electric vehicles (where fit-for-purpose), with more than 50 per cent of eligible leased vehicle being electric in line with the Zero Emission Strategy.

Supporting sustainable infrastructure

Infrastructure Finance and Reform is continuing to work in collaboration with all directorates to develop construction project briefs that include sustainability criteria. Buildings may include several measures, such as solar passive design, energy efficient building engineering services, solar panels, rainwater harvesting, air quality monitoring, and water efficient landscaping.

Briefs for all construction projects include waste management plans. Tenderers are asked to describe what actions they will take to reduce waste, such as disposal methods and using recycled materials. Project briefs seek advice from tenderers regarding ways to decrease the use of potable water - for example, by installing alternative grass mixtures (that use less water) and planting Australian natives or drought tolerant plants.

Infrastructure Finance and Reform continue to collaboratively work with directorates to include ecologically sustainable criteria in both the assessment criteria and product or service specifications in procurement where applicable and possible.

Supporting innovation and investment in renewable energy

We support innovation and investment in the renewable energy sector by:

- Pursuing investment opportunities and supporting innovation and industry growth across the renewable energy sector in collaboration with EPSDD. Renewable energy is a key capability sector for the ACT.
- Integrating the objectives of the ACT Climate Adaptation Strategy into Innovation, Industry and Investment's key strategies on investment, trade, innovation and business development.
- Collaborating with ACT NoWaste to develop and promote trade and investment opportunities to attract inward investment and promote export opportunities for ACT innovations in waste streams and the circular economy.
- Continuing to support development for Agri-Technology and environmental sciences across research, teaching and industry in the ACT.
- Continuing the implementation of projects funded through the 2018-19 Priority Investment Program such as:
 - The development of a distributed energy resource 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.

Table 110: 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	12,938,687	14,161,494	-8.6
Natural gas use (non-transport)	Megajoules	52,927,663	63,410,448	-16.3
Diesel (non-transport)	Kilolitres	2.67	6.85	-61.0
Transport fuel usage³				
Electric vehicles	Number	15	5	200
Hybrid vehicles	Number	16	18	-11.1
Hydrogen vehicles	Number	0	0	N/A
Total number of vehicles	Number	191	198	-3.5
Fuel use – Petrol	Kilolitres	50	62	-19.3
Fuel use – Diesel	Kilolitres	234	236	-0.9
Fuel use – Liquid Petroleum Gas (LPG)	Kilolitres	0	0	N/A
Fuel use – Compressed Natural Gas (CNG)	Cubic Metres (Cm3)	0	0	N/A
Water usage⁴				
Water use	Kilolitres	209,314	207,225	1.0
Resource efficiency and waste⁵				
Reams of paper purchased	Reams	10,659	10,829	-1.6
Recycled content of paper purchased	Percentage	84.5	82.7	2.2
Waste to landfill	Litres	2,036,916	2,028,902	0.4
Co-mingled material recycled	Litres	2,093,978	2,079,411	0.7
Paper & Cardboard recycled (incl. secure paper)	Litres	1,153,034	1,795,205	-35.8
Organic material recycled	Litres	192,197	198,145	-3.0
Waste to landfill (Events ACT Actsmart Public Events)	Litres	162,200	194,500	-16.6
Material recycled (incl. comingle recycling, paper and cardboard recycling, and organic recycling) (Events ACT Actsmart Public Events)	Litres	247,310	443,575	-44.2

Table continued on next page.

Indicator as at 30 June	Unit	Current FY	Previous FY	Percentage change (%)
Greenhouse gas emissions⁶				
Emissions from electricity use	Tonnes CO2-e	0	3,611	-100
Emissions from natural gas use	Tonnes CO2-e	2,727	3,268	-16.5
Emissions diesel use (non-transport)	Tonnes CO2-e	7	16	-55.4
Emissions from transport fuel use	Tonnes CO2-e	755	788	-4.2
Total emissions	Tonnes CO2-e	3,490	7,683	-54.6

Notes:

1. The directorate's data (for both years' measures except for paper usage) include the ACT Insurance Authority as it 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. Energy, water, and transport fuel data was extracted from the Enterprise Sustainability Platform (ESP) on 22 September 2020.
 - a. Data completeness in the ESP for current year is 99.9 per cent electricity, 99.8 per cent gas use, and 98.6 per cent water use. 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. Data for the prior year has been updated from that previously reported to allow for updates to agency occupancy and historical energy and water consumption data, and annual adjustments to the ACT specific electricity emissions factors.
 - c. Effective 1 July 2019, CMTEDD reports the energy and water consumption and emissions of all ACT Government swimming pools (include Canberra Olympic Pool, Dickson Pool, Manuka Pool, Gungahlin Leisure Centre, and Lakeside Leisure Centre) and base building energy use of leased buildings with Green Lease in place (Canberra Nara Centre, Winyu House, Cosmopolitan Centre, Nature Conservation House, 200 Northbourne Avenue).
 - d. Reduction in electricity and gas use is largely due to the closure of major venues and swimming pools from 23 March 2020 due to COVID-19. There is also reduction in office energy use due to reduced operating hours and staff are encouraged to work from home from late March 2020.
 - e. Non-transport diesel was used for onsite generators or lighting towers at major events at GIO Stadium, Manuka Oval and EPIC.
3. Fleet data extracted from Fleet Intelligence on 10 July 2020.
 - a. Total number of vehicles refers to all leased vehicles via SG Fleet. The number of electric vehicles and hybrid vehicles for previous year has been updated to reflect the change of definition. Electric vehicle refers to fully electric vehicle or plugin hybrid electric vehicle (also known as a range-extended vehicle). Hybrid vehicle refer to petrol/electric hybrid vehicles (with internal combustion engine and an electric propulsion system/drivetrain).
 - b. Reduction in fleet size is due to the transfer of previous Infrastructure Finance and Capital Works vehicles from CMTEDD to Major Projects Canberra since 1 July 2019. During the reporting year, there is an increase of Access Canberra and ACTPG operational vehicles (most of these vehicles use diesel).
4. Increased water consumption in 2019-20 was largely due to higher water usage for irrigation at major venues (EPIC, Manuka Oval, Stromlo Forest Park and the National Arboretum Canberra) to maintain grounds, tracks and tree collection. There is also increased water usage due to refilling of swimming pools and water leakage at the Canberra Olympic Pool.
5. Waste and recycling data was calculated on a basis of Total (L) = Capacity of bins (L) x No. of bins x No. of times emptied during the reporting year.
 - a. 2019-20 waste data was provided by EPSDD Actsmart Program Office with minor adjustment due to reduction of waste service of selected office locations during COVID-19. Some office locations and venues have undertaken major clean-ups during this period, thus there is not a significant reduction in general waste and comingle recycling.

- b. Waste and recycling data is related to major events held by Events ACT (including Floriade, the Australia Day Fireworks Spectacular, and the Enlighten Festival – encompassing Illuminations, the Canberra Balloon Spectacular, Symphony in the Park and Canberra Day). Events ACT participates in the Actsmart Public Events Program and ensures recycling is in place for all major events. The reduction in waste and recycling this year is due to the cancellation of events in response to dangerous weather conditions (Canberra Nara Festival), bushfires (New Year’s Eve in the City), and the COVID-19 pandemic (Reconciliation in the Park). Data for 2018-19 has also been updated to allow for missing event waste data at the time of reporting.
6. Emissions reported for stationary energy and transport fuels include Scope 1 and Scope 2 emissions only.
- a. 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. Greenhouse gas emissions for electricity consumption have been calculated using the following emissions factors based on the latest ACT Electricity Emissions Factor Report released in 2020.
 - c. A factor of 0.255 kilogram (kg) CO₂-e / kilowatt hour (kWh) or 0.255 tonne (t) CO₂-e /megawatt hour (MWh) has been used to calculate electricity emissions (Scope 2) for the 2018-19 period. It is based on actual historical data and is a retrospective adjustment of the original 0.507 factor (Scope 2) used for 2017-18 annual reporting.
 - d. The ACT met it’s 100 per cent renewable electricity target in 2019-20. This is the first year that the ACT Government will be reporting zero greenhouse gas emissions from electricity use. The ACT Government is committed to maintaining 100 per cent renewable electricity supply beyond 2020.

Further information*

Robert Wright, Executive Group Manager, Corporate

(02) 6207 0569 Robert.Wright@act.gov.au

*Note: For Aboriginal and Torres Strait Islander reporting, Work Health and Safety, Human Resources Management and Ecologically Sustainable Development sections.

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.

Annual report requirements for specific reporting entities

Tobacco compliance testing

Access Canberra did not undertake any tobacco compliance testing during the 2019-20 financial year. Compliance testing is used as a tool when there is a level of non-compliance identified that warrants the conduct of this type of activity being undertaken.

Access Canberra continues to monitor complaint data and encourages the reporting of any suspected unlawful conduct in relation to this matter.

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/dj/2016-7>.

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	Lifetime Care and Support Fund
ACT Construction Occupations	Motor Accident Injuries Commission (including ACT Compulsory Third-Party Insurance Regulator)
ACT Executive	Office of the Nominal Defendant of the ACT
ACT Government Procurement Board	Public Sector Workers Compensation Fund
Default Insurance Fund	Office of the Work Health and Safety Commissioner (WorkSafe)
Director of Territory Records	
Environment Protection Authority	

Annexed reports

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
(including ACT Compulsory Third-Party Insurance Regulator)**

Office of the Nominal Defendant of the ACT

Public Sector Workers Compensation Fund

Work Health and Safety Commissioner (WorkSafe ACT)

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

2019-20 ACT Architects Board Annual Report

This report has been prepared in accordance with section 7(2) for public sector body of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements under the *Annual Reports (Government Agencies) Directions 2019*.

We 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 ACT Architects Board has been included for the period 1 July 2019 to 30 June 2020.

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

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the report to the Legislative Assembly within 15 weeks after the end of the reporting year. However, under section 14, the Chief Minister has granted an extension of the time when the report must be presented by you to the Legislative Assembly. The Chief Minister has granted the extension to 18 December 2020.

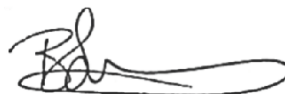
The annual report must be provided to the Speaker on 18 December 2020 for distribution to each Member of the Legislative Assembly. The annual report must then be tabled in the Legislative Assembly on the next sitting day.

Yours sincerely



Ms Catherine Townsend
Chairperson, ACT Architects Board

9 November 2020



Mr Ben Green
Registrar of Architects

9 November 2020

Compliance statement

The *2019-20 ACT Architects Board Annual Report* must comply with the Annual Report Directions (the Directions) made under section 8 of the Annual Reports Act. The Directions are found at the ACT Legislation Register: www.legislation.act.gov.au

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 *2019-20 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 *2019-20 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 2.1 of the CMTEDD Annual Report.

Part 3 Reporting by exception

The ACT Architects Board has nil information to report by exception under Part 3 of the Directions for the 2019-20 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.
- Accredite 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 which administer the state and territory legislation pertaining to architectural education and the registration of architects. The eight state and territory architect registration Boards are Nominated Bodies of the Architects Accreditation Council of Australia (AACA). The AACA was established by the Boards to ensure the national consistency in the pathway that lead to registration as an architect in Australia. The Architects Board of the ACT is represented by the Registrar and the Board Chair, as are the other state and territory Registration Boards.

The AACA is recognised as the national organisation responsible for advocating, coordinating and facilitating national standards for the registration of architects in Australia and for the recognition of Australian architects overseas by the relevant Registration Authorities. The AACA also has the responsibility for assessment of overseas qualifications in 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.

Non-compliance with this requirement in the legislation is seen by the Board as serious matter. Ensuring that individuals claiming to be architects have the necessary qualifications and experience required by the legislation helps ensure efforts to protect both consumers and the public.

During 2019-20, the Board received three complaints. The complaints received by the Board were in relation to individuals and organisations offering architectural services without a registered nominee and advertising without details. The Board wrote to each 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. Firms operating without a registered nominee appointed a registered architect as nominee, and firms advertising without details removed misleading information.

National engagement

In November 2019, the Registrar and Board Chair attended the AACA annual forum and Annual General Meeting in Sydney. This meeting was attended by Registrars and Board chairs from all other Australian jurisdictions. The meeting provided an opportunity for Registrars and Board Chairs to share information about emerging issues in each of the jurisdictions and to look at ways to work together in the progression of architectural regulation across Australia.

Architects registrations

Table 1: Registrations from 1 July 2019 to 30 June 2020

Type of registration	Number of registrations
New architects	23
Re-issued	71
Renewed architects	283
New through mutual recognition	10
Registered architects as at 30 June 2020	364

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 2019-20 financial year

Members	Name	Meetings attended
Peak Body Representative	Catherine Townsend	8
Academic architect representative	Vacant	N/A
Registered architect representative	Alan Morschel	8
Legal representative	Maurice Falcetta	6
Community interests representative	Alex Sloan	3

Note: The community interests representative position lapsed February 2020 and is currently vacant.

Board meetings

The ACT Architects Board is required to meet at least four times a year. During 2019-20 the Board met on:

24 July 2019	18 December 2019
18 August 2019	2 April 2020
24 October 2019	1 May 2020
19 November 2019	19 June 2020

Remuneration

In accordance with the *Remuneration Tribunal Act 1995*, the remuneration rate for the chair of the ACT Architects Board is \$555 (per diem) and for a Member of the Board is \$480 (per diem).

Further information

Ben Green, Registrar ACT Architects Board

(02) 6207 7387 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

2019-20 ACT Construction Occupations Annual Report

This report has been prepared in accordance with section 7(2) for public sector body of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements under the *Annual Reports (Government Agencies) Directions 2019*.

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 ACT Construction Occupations has been included for the period 1 July 2019 to 30 June 2020.

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

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the report to the Legislative Assembly within 15 weeks after the end of the reporting year. However, under section 14, the Chief Minister has granted an extension of the time when the report must be presented by you to the Legislative Assembly. The Chief Minister has granted the extension to 18 December 2020.

The annual report must be provided to the Speaker on 18 December 2020 for distribution to each Member of the Legislative Assembly. The annual report must then be tabled in the Legislative Assembly on the next sitting day.

Yours sincerely



Mr Ben Green
Construction Occupations Registrar

9 November 2020

Compliance statement

The *2019-20 ACT Construction Occupations Annual Report* must comply with the Annual Report Directions (the Directions) made under section 8 of the Annual Reports Act. The Directions are found at the ACT Legislation Register: www.legislation.act.gov.au

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 *2019-20 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 *2019-20 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 nil information to report by exception under Part 3 of the Directions for the 2019-20 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 annual report of CMTEDD.

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

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

Organisational overview and performance

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 COLA with their functions articulated under section 104.

The Registrar sits within Access Canberra, part of CMTEDD.

WHAT WE DO		
KEEP REGISTERS OF CONSTRUCTION OCCUPATIONS LICENSEES	MONITOR COMPLIANCE	DECIDE APPLICATIONS FOR LICENCES
RESPOND TO COMPLAINTS	TAKE REGULATORY ACTION	INFORM COMMUNITY AND INDUSTRY

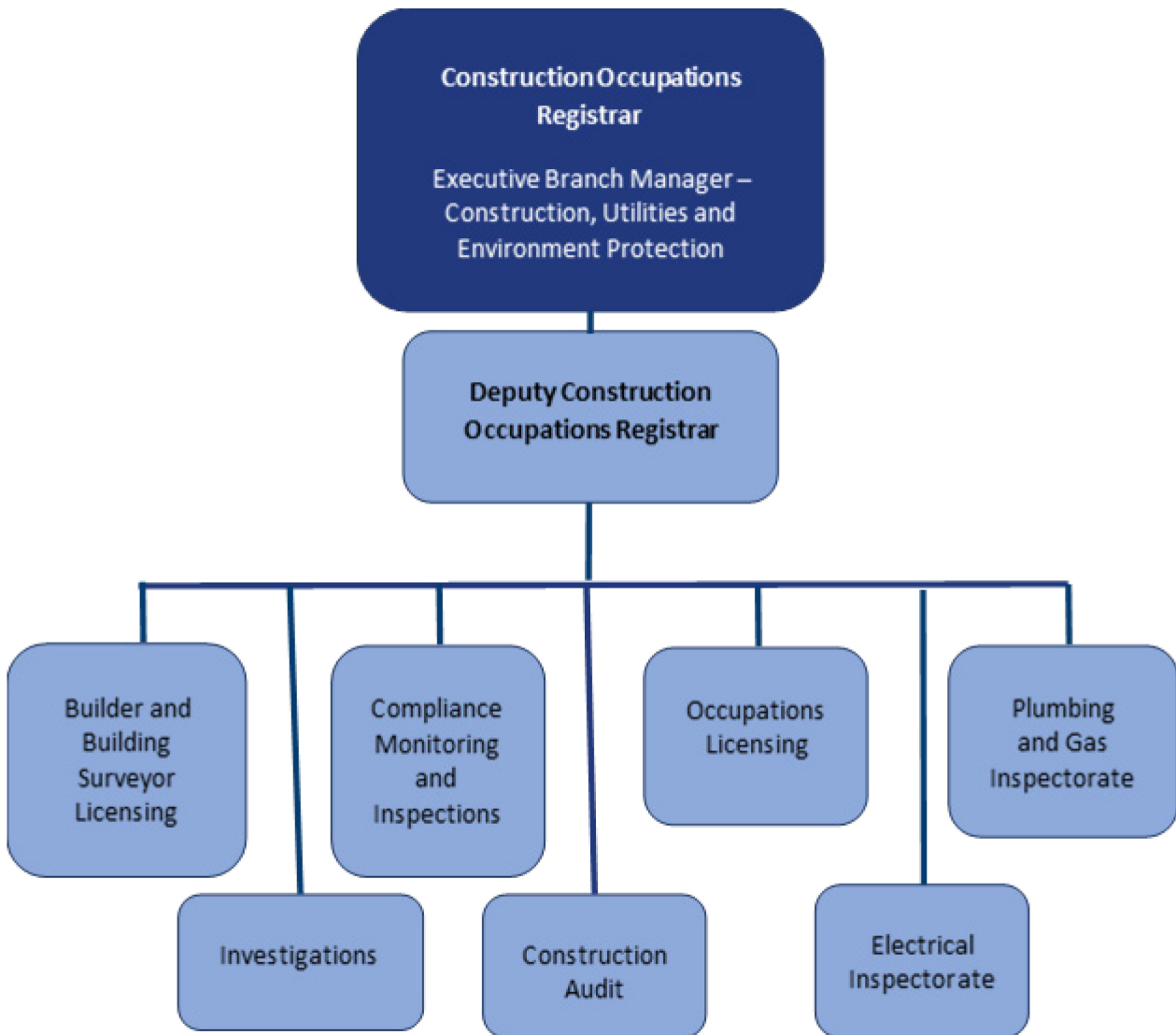
Strategic priorities of the Registrar 2019-20

The Registrar's strategic priorities for 2019-20 were rapid regulatory response, citizen protection and industry engagement. This reflects 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.

STRATEGIC PRIORITIES		
RAPID REGULATORY RESPONSE	CITIZEN PROTECTION	INDUSTRY ENGAGEMENT

Functional areas

The work of the Registrar is undertaken by the functional areas established within the Construction, Utilities and Environment Protection Branch of Access Canberra as identified below.



Building activity in the ACT – An overview

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 2019-20, there were 4,358 building approvals registered.

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 will also specify the class of building, which indicates the type of occupancy and uses that apply to the building.

In 2019-20, there were 4,298 Certificates of Occupancy and Use issued.

Table 1: COU by type

COU type	Number of COUs issued
Section 69	3,885
Section 71	322
Section 72 (associated with structures)	91
Total	4,298

Certificates of Electrical Safety

Electricians must submit a Certificate of Electrical Safety to the Registrar and the landowner within seven days of completing electrical wiring work. The Electrical Inspectorate is responsible for inspecting all new electrical installations in the ACT.

In 2019-20, there were 45,888 Certificates of Electrical Safety submitted to the Registrar.

Plumbing, drainage and gas certificates and plans

Plumbers, drainers and gasfitters are required to notify the Registrar of works. This includes, for example, when work is ready for inspection by submitting a Work as Executed plan, commercial plans certified by a plumbing plan certifier prior to a final inspection (for all work except that for single residential buildings) and compliance certificates for the completion of gasfitting work.

In 2019-20, there were 26,460 plans/permits submitted to the Registrar.

Organisational performance highlights of 2019-20

Organisational performance reflects the strategic priorities of the Registrar. In 2019-20, the Registrar built upon a strong foundation of proactive programs of audit and inspection, while increasing the timeliness and effectiveness of regulatory actions.

Rapid Regulatory Response

Increased resources

In the 2019-20 ACT Budget, the ACT Government funded a rapid regulatory response capability in building and planning compliance. This increased the resources available to undertake preliminary assessments and inspections of building and planning related complaints.

The response capability was formalised with the permanent establishment of a Rapid Regulatory Response team (RRRT). The aim of a rapid regulatory response is to quickly assess any complaints received against ACT building and planning legislation, and to conduct site inspections to determine whether there has, is or is likely to be, a breach of building or planning legislation and to consider what action, if any, is required. .

This capability has increased responsiveness to building and planning complaints, preventing issues from escalating and problems being exacerbated.

Citizen Protection

We seek to protect citizens by undertaking appropriate regulatory activities to ensure that construction work in the Territory is safe and meets minimum standards. Where this is not the case, we have taken regulatory actions, examples of which are below.

Successful prosecution of an offence under the Building Act

The Director of Public Prosecutions, on behalf of the Registrar, successfully prosecuted TP Dynamics, a building company that carried out building work without an approval. On 25 May 2020, the company and its directors were convicted in the Magistrates Court of an offence under section 51(4) of the *Building Act 2004* ('the Act') for knowingly or recklessly carrying out building work in contravention of section 42 of the Act. Section 42 requires that building work must be carried out in accordance with approved plans.

TP Dynamics was penalised \$50,000 for the contravention.

Laying of charges for failure to comply with a rectification order

The Director of Public Prosecutions, on behalf of the Registrar, has laid one charge alleging that a construction company has committed an offence by failing to comply with a Rectification Order under s40 of the COLA. The maximum penalty for the offence is \$1,620,000. The hearing for this matter is set down for early 2021.

Emergency Rectification Orders on Kingston Place

On 20 September 2019, the Registrar served an Emergency Rectification Order (ERO) on Morris Constructions, the builder of Kingston Place Apartments. The ERO required the company to undertake works in accordance with an engineering report which alleged cracking of concrete slabs around support columns of the building. The work required temporary propping at the site and was undertaken by the Registrar when the builder refused to undertake the works.

The ERO was in addition to the Rectification Order issued requiring the company to undertake wider rectification of building defects.

Emergency Rectification Order – Salt Apartments, Kingston

On 8 July 2019, Access Canberra commenced an assessment of Salt Apartments, Kingston, following concern about the structural integrity of the building, with inspectors observing concrete cracks and water leaks in areas of the building's basement.

On 6 September 2019, the Registrar issued an Emergency Rectification Order to Core Building Group. On issue of the order, the builder engaged professional expertise to determine methods to effect rectification work, which were completed without further intervention or regulatory action having to be undertaken by the Registrar.

Emergency repair works on a retaining wall

In January 2020, the Registrar issued two stop notices with respect to the works on a residential site in south Canberra. In February 2020, Access Canberra commissioned professional services who advised that the site's retaining wall had the potential to collapse. The Registrar authorised works to occur to immediately make the wall safe. These works included temporary propping and works to prevent water ingress. Following this initial work, permanent stabilisation of the wall on the boundary was undertaken.

Industry Engagement

Standards Australia

In January 2020, a new edition of the wiring rules was published by Standards Australia. The Electrical Inspectorate worked with industry groups and those that conducted training and awareness programs to assist in the successful implementation of the new standard.

Solar installations

Solar installations and increases in the renewable energy sector remain a high priority and an area of increased scrutiny. Work in this sector continues to represent a higher percentage failure rate due to higher compliance standards. Through engagement and education with solar installers, the electrical Inspectorate will seek to reduce the number of failures at the first inspection.

Stakeholder meetings

The Registrar continues to meet with key industry stakeholders from across all of the construction occupations and continues to work collaboratively with regulators across jurisdictions.

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 role of the Registrar, through delegated Inspectors is to undertake targeted compliance audits of a proportion of building works.
- The Electrical Inspectorate as delegates of the Registrar, inspects all new electrical installations and undertake targeted inspections of other electrical work.

- The Plumbing and Gas Inspectorate (also delegates of the Registrar), are required to pass all sanitary and drainage works with other works subject to targeted inspections.

Table 2 below illustrates the inspections undertaken during 2019-20, compared with those of 2018-19.

The increase in building inspections highlights the extra capacity of the Registrar to undertake proactive activities in line with the increasing activity in regulated industries.

The significant difference in building inspection numbers, as compared with plumbing, electrical and gas inspections reflect the different requirements for inspection as detailed above.

Table 2: Inspections/audits conducted in 2019-20

Inspection/audit type	2018-19	2019-20
Building	589	1,816
Electrical	23,332	28,321
Plumbing	13,593	16,568
Gas	3,002	4,209

Building audit and inspection

Proactive inspections undertaken by Access Canberra's Construction Audit team seeks to ensure minimum 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.

In 2019-20, the construction audit program included a focus on the following areas identified in Table 3.

Audit findings from weatherproofing found a number of instances of non-compliance with the damp and Weatherproofing BCA Part 2.2. 2016. These issues were brought to the attention of the relevant builders and certifiers, who subsequently rectified the defects. Audits of Class 1 buildings found non-conformance across a range of matters, including enclosed alfresco areas, the addition of windows or window size changes, and exposed slab reinforcement. Audits relating to compliance with the Single Dwelling Housing Development Code also found a number of instances of non-conformance, which were also brought to the attention of the relevant builders and certifiers for rectification. During audits of construction in accordance with approved plans, five Stop Notices were issued for serious deviations from the approved plans, including unfenced swimming pools, exceeding the allowed gross floor area, and site cuts within utilities assets.

Table 3: Areas of focus, Construction Audit 2019-20

Type of Audit	Total Audits
Damp and Weatherproofing Compliance	76
Approved Building plan compliance	596
Single Dwelling Housing Development Code Compliance	699
Energy (Sale of Premises)	305
Certificate of Occupancy (COU) compliance	134
Cost of Work Assessment	6
Total	1,816

Plumbing and gas inspections

The Plumbing and Gas Inspectorate inspects mandatory installations in relation to the *Water and Sewerage Act 2000* and the *Gas Safety Act 2000* and their associated regulations and instruments, as well as Australian Standards. It also educates the industry, the community and stakeholders within the plumbing and gasfitting 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.

Electrical inspections

The Electrical Inspectorate is responsible for the regulation of licensed electricians and the audit of their work. The inspectorate's responsibilities include product safety and electric shock incident investigation.

The inspection figures in Table 3 include 3,015 inspections of solar energy system installations.

In 2019-20 the electrical inspectorate also responded to 40 reports of electrical shock and tingle, with no electrocutions reported.

Licensing

Licensing is an important component of mandating a minimum standard of competence in the building and construction industry. In the ACT, 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 4 contains the number of new licence applications issued in 2019-20 for the occupation of builder by class of licence. Table 5 below contains the number of new licence applications issued for all other construction occupations.

Table 4: New builder licences issued in 2019-20

Class	Individual	Corporation	Partnership	Total new builder licences
Class A	104	59	1	164
Class B	40	27	1	68
Class C	52	32	2	86
Class D	21	5	0	26
Owner-Builder	260	N/A	N/A	260
Total	477	123	4	604

Table 5: New licences issued to other occupations under COLA in 2019-20

Construction Occupation	Individual	Company	Partnership	Total new licences
Electrician	607	78	1	686
Gas Appliance Worker	14	0	0	14
Gasfitter	191	23	0	214
Plumber	255	35	0	290
Drainer	138	16	0	154
Plumbing Plan Certifier	1	1	0	2
Building Assessor	5	0	0	5
Building Surveyor	20	8	0	28
Works Assessor	0	0	0	0
TOTAL	1,231	161	1	1,393

Builder licensing exams

These exams apply to all new applicants seeking an A, B or C Class builder's licence. The examination may also be required for existing licence holders, with a percentage of builders seeking to remain licensed required to sit the exam. The number of existing licensees subjected to the exam in this reporting period is less than anticipated due to the COVID-19 Public Health Emergency.

The exam is part of the minimum eligibility requirements and was introduced to ensure builders have a thorough understanding of the regulatory framework and building processes before they are granted a licence and as they continue their career.

Table 6: Licence exam failure rates in 2019-20

Licence Class	Existing licence holders	New applications	Number of new applicants passed	Number of existing licence holders passed
A	12	6	5	5
B	11	8	6	16
C	39	46	34	26
Total	62	60	45	47

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 contacts 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 all relating to a single case, for example where several complaints are received about a single site or building.

In 2019-20, the Registrar received 383 complaints relating to building matters, resulting in 174 cases.

During this reporting period, 189 cases were resolved and closed. This included the cases that were closed in 2019-20 which had been ongoing from the 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. The majority of the construction industry continue 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 (nil taken in 2019-20).
- 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 7: Regulatory Notices issued in 2019-20

Type of notice	Number issued in 2019-20
Notice of Intention to issue a Rectification Order	6
Rectification Order	5
Emergency Rectification Order	2
Demerit points	146
Direction to undertake building work	3
Stop work notice	58
Infringement Notice	4

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.

<https://www.accesscanberra.act.gov.au/app/services/licence/#/disciplinary-register>

A full list of public registers can be found on the below link. These registers list construction occupations licensees and other professionals in a range of sectors. It can be found here:

https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/4447/~/access-canberra-public-registers

Further information

Ben Green, Registrar ACT Construction Occupations

(02) 6207 7387 architectsboard@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 2019-20 CMTEDD Annual Report.

Table 1: Barr Ministry (as at 30 June 2020)

Minister	Portfolio
Andrew Barr	Chief Minister Treasurer Minister for Social Inclusion and Equality Minister for Tourism and Special Events Minister for Trade, Industry and Investment
Yvette Berry	Deputy Chief Minister Minister for Education and Early Childhood Development Minister for Housing and Suburban Development Minister for the Prevention of Domestic and Family Violence Minister for Sport and Recreation Minister for Women
Mick Gentleman	Minister for Advanced Technology and Space Industries Minister for the Environment and Heritage Minister for Planning and Land Management Minister for Police and Emergency Services Minister for Urban Renewal
Rachel Stephen-Smith	Minister for Aboriginal and Torres Strait Islander Affairs Minister for Children, Youth and Families Minister for Health
Gordon Ramsay	Attorney-General Minister for the Arts, Creative Industries and Cultural Events Minister for Building Quality Improvement Minister for Business and Regulatory Services Minister for Seniors and Veterans

Minister	Portfolio
Chris Steel	Minister for City Services Minister for Multicultural Affairs Minister for Recycling and Waste Reduction Minister for Roads and Active Travel Minister for Tertiary Education Minister for Transport
Shane Rattenbury	Minister for Climate Change and Sustainability Minister for Corrections and Justice Health Minister for Justice, Consumer Affairs and Road Safety Minister for Mental Health
Suzanne Orr	Minister for Community Services and Facilities Minister for Disability Minister for Employment and Workplace Safety Minister for Government Services and Procurement

Staff

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

Table 2: Staff employed at 30 June 2020

Classification	Staff FTE	Staff headcount	Female FTE	Male FTE	Female headcount	Male headcount
Executive Chief of Staff	1.0	1	-	1.0	-	1
Chief Adviser	1.6	2	-	1.6	-	2
Senior Adviser L2	8.7	9	3.7	5.0	4	5
Senior Adviser L1	13.9	14	8.0	5.9	8	6
Adviser L2	12.5	14	3.0	9.5	3	11
Adviser L1	19.1	24	13.1	6.0	17	7
TOTAL	56.8	64	27.8	29.0	32	32

Table 3: Gender breakdown at 30 June 2020

LAMS – ACT Executive	Female	Male
FTE by Gender	27.8	29.0
Percentage (%) of Workforce	48.9	51.1
Headcount by Gender	32	32
Percentage (%) of Workforce	50	50

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 (OLA) 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 *2019-20 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 Executive received no Freedom of Information access requests during the reporting period. During 2019-20 the ACT Executive published 69 open access information documents on ministerial diaries, and ministerial and ministerial staff travel and hospitality expenses. Ministers' open access information is published at <https://www.act.gov.au/open-access/ministers-information>.

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.

Further information

Robert Wright, Executive Group Manager, Corporate

(02) 6207 0569

Robert.Wright@act.gov.au

ACT Government Procurement Board

Transmittal certificate

Chris Steel MLA
Special Minister of State
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2019-20 ACT 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 Reports (Government Agencies) Directions 2019*.

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 ACT Government Procurement Board has been included for the period 1 July 2019 to 30 June 2020.

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

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the report to the Legislative Assembly within 15 weeks after the end of the reporting year. However, under section 14, the Chief Minister has granted an extension of the time when the report must be presented by you to the Legislative Assembly. The Chief Minister has granted the extension to 18 December 2020.

The annual report must be provided to the Speaker on 18 December 2020 for distribution to each Member of the Legislative Assembly. The annual report must then be tabled in the Legislative Assembly on the next sitting day.

Yours sincerely



Bettina Konti
Chair
ACT Government Procurement Board

5 November 2020

Compliance statement

The *2019-20 ACT Government Procurement Board Annual Report* must comply with the 2019-20 Annual Report Directions (the Directions) made under section 8 of the Annual Reports Act. The Directions are found at the ACT Legislation Register: www.legislation.act.gov.au

The compliance statement indicates the subsections, under Parts 1 to 5 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 *2019-20 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 *2019-20 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 *2019-20 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.

Part 3 Reporting by exception

The ACT Government Procurement Board has nil information to report by exception under Part 3 of the Directions for the 2019-20 reporting year.

Part 4 Directorate and public sector body specific annual report requirements

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 annual report of CMTEDD.

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

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

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 at 30 June 2020 is Ms Bettina Konti, Chief Digital Officer, CMTEDD. The position of Chair, like all Board memberships, is part-time, appointed by the Minister for Government Services and Procurement (the Minister) under the Act. The Chair reports directly to the Minister in relation to her role on the Board.

The ACT Government has a policy of achieving and maintaining 50 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.

Mr Glenn Bain, Executive Group Manager, Procurement ACT, CMTEDD attends the Board as an ex-officio advisor. Mr Bain provides insight into procurement policies, practices, matters arising and fosters efficient communication channels from the Board within CMTEDD to aid its operations.

In 2020-21, 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 Government Procurement Act stipulates the Board comprises nine part time members:

- Chair, who is a public employee member.
- Deputy Chair, who is a public employee member.
- Three other public employee members.
- Four non-public employee members.

The Chair of the Board at 30 June 2020 is Ms Bettina Konti.

Table 1: Membership of the Board for 2019-20 financial year

Name	Role	Meetings attended	Notes
Ms Meredith Whitten Chair Public Employee Member	Deputy Director-General, Workforce Capability and Governance, CMTEDD	17/19	Last meeting was 10 December 2019
Ms Bettina Konti Chair Public Employee Member	Chief Digital Officer, CMTEDD	19/27	Became a Public Employee Member on 2 August 2019 Became Chair on 12 May 2020
Ms Louise Gilding Deputy Chair Public Employee Member	Executive Group Manager, Housing, Community Services Directorate	29/32	While recruitment for a Chair was underway, Ms Gilding was Acting Chair of the Board between 11 December 2019 to 11 May 2020
Mr Damon Hall Public Employee Member	Executive Group Manager, Project Development and Support, Major Projects Canberra	27/32	
Ms Fleur Flannery Public Employee Member	Executive Branch Manager, Public Transport Operations, Transport Canberra and City Services Directorate	11/16	Last meeting was 12 November 2019
Ms Jo Wood Public Employee Member	Director General, Community Services Directorate	4/5	Became a Public Employee Member on 12 May 2020
Mr Geoffrey Rutledge Public Employee Member	Deputy Director General – Sustainability and the Built Environment, Environment, Planning and Sustainable Development Directorate	4/5	Became a Public Employee Member on 12 May 2020
Ms Virginia Shaw Non-Public Employee Member		30/32	

Name	Role	Meetings attended	Notes
Ms Suzy Nethercott-Watson Non-Public Employee Member		30/32	
Ms Susan Hall Non-Public Employee Member		16/16	Became a Non Public Employee Member on 22 November 2019

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 39 declarations of interest recorded during 2019-20 financial year, of which 34 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 an 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 \$26,635 per annum. The latest determination can be viewed at:

https://www.remunerationtribunal.act.gov.au/data/assets/pdf_file/0003/1458804/Determination-13-of-2019-PTPOH.pdf

Support staffing and financial resources

In addition to Mr Glenn Bain, Executive Group Manager, Procurement ACT attending the Board as an ex-officio advisor, the Board is supported by a Secretariat, resourced by Procurement ACT.

Consideration of proposals

The Board considered 69 proposals in 2019-20 financial year, including five presentations. Of the 64 proposals presented for endorsement by the Board:

- 40: single pass proposals (procurement review) and
- 24: two pass proposals (strategic review and procurement review).

Table 2: Board deliberations in comparison with previous years

Name	2015-16	2016-17	2017-18	2018-19	2019-20
Total board meetings	34	28 ¹	28 ²	35 ³	33 ⁴
Business meetings	1	0	1	1	1
Proposal meetings	33	28 ¹	28 ²	34	32
Proposals considered	63	67	68	73	69
Estimated value of proposals (\$ million)	1,908	913	1,848	1,790	3,313

Notes:

1. This includes 2 meetings held electronically via email.
2. This includes 2 meetings held electronically via email.
3. This includes 6 meetings held electronically via email.
4. This includes one meeting held electronically via email. From 31 March 2020 to 30 June 2020, the Board have been meeting virtually using an electronic meeting application. Proponents have been able to continue to meet with the Board via the electronic meeting application.

When comparing 2019-20 to 2018-19, there has been an increase in the estimated value of proposals by approximately \$1,523 million. This is due the Board considering several large projects (e.g. the SPIRE Project and the Digital Health Records project), the refresh of several high value panel arrangements (e.g. ACT Residential Panels), and several whole of government contracts (e.g. the supply of electricity to ACT Government sites) during 2019-20.

Table 3: Summary of proposals considered by the Board in the 2019-20 financial year

Procurement method	Number	Percentage (%) of number	Estimated value (\$M)	Percentage (%) of value
Public tender	45	65	2,926	88.3
Variations	10	14	249	7.5
Single telect tender	8	12	131	4.0
Select tender	1	1	7	0.2
Presentation and updates	5	7	-	-

Table 4: Breakdown of proposals by directorate

Procurement method	Number	Percentage (%) of number	Estimated value (\$M)	Percentage (%) of value
ACT Audit Office	1	1	3	0.1
ACT Health Directorate	3	4	244	7.4
Canberra Health Services	7	10	146	4.4
Canberra Institute of Technology	3	4	14	0.4
Chief Minister, Treasury and Economic Development Directorate	14	20	601	18.1
City Renewal Authority	3	4	33	1.0
Community Services Directorate	5	7	883	26.6
Education Directorate	7	10	141	4.3
Environmental Planning and Sustainable Development Directorate	3	4	67	2.0
Justice and Community Safety Directorate	1	1	10	0.3
Major Projects Canberra ¹	7	10	654	19.7
Suburban Land Agency	3	4	182	5.5
Transport Canberra and City Services Directorate	12	17	336	10.1

- 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 2019-20 the Board has included in its focus the implementation of the Secure Local Jobs Code and the Aboriginal and Torres Strait Islander Procurement Policy in procurement proposals. It also focused on how proponents are considering the impact of COVID-19, and adjusting their procurement strategy, requirements and risk plans.

In response to COVID-19 the Board moved its meetings to online phone and video formats, and scheduled additional meetings to support the ongoing operations of government during the health emergency.

Further information	Bettina Konti, Chair, ACT Government Procurement Board	
	(02) 6207 2242	Bettina.Konti@act.gov.au
	Secretariat, Government Procurement Board	
	(02) 6207 0254	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

2019-20 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 2019*.

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 Default Insurance Fund has been included for the period 1 July 2019 to 30 June 2020.

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

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the report to the Legislative Assembly within 15 weeks after the end of the reporting year. However, under section 14, the Chief Minister has granted an extension of the time when the report must be presented by you to the Legislative Assembly. The Chief Minister has granted the extension to 18 December 2020.

The annual report must be provided to the Speaker on 18 December 2020 for distribution to each Member of the Legislative Assembly. The annual report must then be tabled in the Legislative Assembly on the next sitting day.

Yours sincerely

Handwritten signature of David Nicol.

David Nicol
Under Treasurer
Chief Minister, Treasury and Economic
Development Directorate
9 November 2020

Handwritten signature of Penny Shields.

Penny Shields
Fund Manager Default
Insurance Fund

9 November 2020

Compliance statement

The *2019-20 Default Insurance Fund Annual Report* must comply with the Annual Report Directions (the Directions) made under section 8 of the Annual Reports Act. The Directions are found at the ACT Legislation Register: www.legislation.act.gov.au

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 *2019-20 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 *2019-20 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 *2019-20 Default Insurance Fund Annual Report* complies with all subsections. The information that satisfies the requirements of Part 2 is found in the *2019-20 Default Insurance Fund Annual Report* as follows:

- A. Transmittal certificate, see the [previous page](#).
- B. Organisational Overview and Performance Analysis, see the [next page](#). The following subsections, contained within the 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 CMTEDD Annual Report.

Part 3 Reporting by exception

The Default Insurance Fund has nil information to report by exception under Part 3 of the Directions for the 2019-20 reporting period.

Part 4 Directorate and public sector body specific annual report requirements

Part 4 of the 2019 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 annual report of CMTEDD.

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 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. Their role is to monitor the operations of the Fund and, if requested by the Minister or the Fund Manager, advise on matters relating to the operation of the 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 2019-20

Name	Member details
Michael Young	Executive Group Manager, Workplace Safety and Industrial Relations (Chair)
Graciete Ferreira	Master Builders Association ACT (Employer Representative) – appointment expired on 22 December 2019
Belinda Farrelly	The Australian National University (Employer Representative) – commencing 23 December 2019
Susie Walford	GIO Insurance (Insurer Representative) – appointment expired on 22 December 2019
Sharlene Watson	QBE Insurance (Insurer Representative) – commencing 23 December 2019
Rosalind Read	Construction, Forestry, Maritime, Mining and Energy Union (CFMEU) (Employee Representative)
Lisa Manzoney	Fund Manager – exiting 27 September 2019
Marion Lynch, Peter Osborne and Neil Smith	A number of interim appointments to the Fund Manager position between 27 September and 20 April 2020
Penny Shields	Fund Manager – commencing 20 April 2020

The Committee met on four occasions during 2019-20. 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 which have arisen when a worker has been injured and the employer failed to hold an ACT workers' compensation policy. Where the employer does not or cannot meet the cost of claims, the UEF responds on behalf of the employer as the default insurer.

Claims

When a claim is received the UEF undertakes 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	23
Total claims closed during the reporting period	13
Current open claims	42

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 2019-20, 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 2.9 per cent of the gross written premiums equating to \$6.756 million in levy revenue.

Expenses

The expenses for UEF during the year resulted in a credit of \$0.943 million, which includes a credit of \$1.205 million in claims expenses and \$0.262 million in supplies and services. The claims expense consisted of \$1.418 million in settlements, compensation payments and other claims costs along with a decrease in the provision for claims payable of \$2.623 million as the result of the 2019-20 actuarial valuation.

Balance Sheet

As at 30 June 2020, the UEF held total assets of \$26.455 million consisting of \$23.613 million in cash and cash equivalents and receivables of \$2.832 million comprising of current receivables of \$1.842 million and non-current receivables of \$0.99 million. The UEF's liabilities total \$39.143 million, which includes \$0.116 million in payable along with \$4.237 million of current provision of claims payable and \$34.790 million of non-current provision of claims payable.

Collapsed Insurer Fund (CIF)

This component of the Fund currently administers claims which have arisen from a previously approved workers' compensation insurer that has been wound up or is 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 2020 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. The liquidation for NEM is now complete.

Table 3: Collapsed Insurer Fund claims

	Number
Total claims opened during the reporting period	-
Total claims re-opened during the reporting period	-
Total claims closed during the reporting period	-
Current open claims	3

Revenue

The CIF is not levying insurers or self-insurers for the CIF at present. The fund can appropriately and responsibly manage the impact of any future insurance collapses within the workers' compensation industry through the retention of its current reserve and the imposition of a tailored levy on employers in the event of a collapse. The CIF collected \$143,000 in interest from its investment and \$855,000 in recoveries from HIH during the reporting period.

Expenses

The total expenses paid by the CIF during the year were \$22,000, consisting of \$30,000 in supplies and services and a credit of \$8,000 in claims expense. The claims expense consisted of \$35,000 in compensation and legal costs and a decrease of \$43,000 in the provision for claims payable as the result of the 2019-20 actuarial valuation.

Balance Sheet

As at 30 June 2020, the CIF had cash and cash equivalents totalling \$8.357 million with an estimated outstanding claims provision of \$0.829 million. The CIF Fund's total equity as at 30 June 2020 is \$7.528 million.

Scrutiny

There were no inquiries or reviews from the ACT Audit Office, the ACT Ombudsman, or any Legislative Assembly Committees in 2019-20. The only scrutiny from the Audit Office during the reporting period was the audit of the 2018-19 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 2019-20.

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.

Further information Penny Shields, General Manager, ACT Insurance Authority
(02) 6207 0268 ACTIAInsuranceAndRiskManagement@act.gov.au
<https://apps.treasury.act.gov.au/insurance-and-risk-management/contacts>

Director of Territory Records

Transmittal certificate



Our ref: CM2020/3208

Mr Chris Steel MLA
Special Minister of State
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2019-20 Director of Territory Records Annual Report

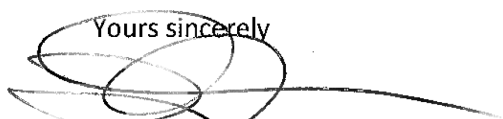
This report has been prepared in accordance with section 7(2) for public sector body of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements under the *Annual Reports (Government Agencies) Directions 2019*.

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 Director of Territory Records has been included for the period 1 July 2019 to 30 June 2020.

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. However, under section 14, the Chief Minister has granted an extension of the time when the report must be presented by you to the Legislative Assembly. The Chief Minister has granted the extension to 18 December 2020.

The annual report must be provided to the Speaker on 18 December 2020 for distribution to each Member of the Legislative Assembly. The annual report must then be tabled in the Legislative Assembly on the next sitting day.

Yours sincerely



Danielle Wickman
Director of Territory Records

12 November 2020

Compliance statement

The *2019-20 Director of Territory Records Annual Report* must comply with the Annual Report Directions (the Directions) made under section 8 of the Annual Reports Act. The Directions are found at the ACT Legislation Register: www.legislation.act.gov.au.

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 records keeping of annual reports. The *2019-20 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 *2019-20 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 *2019 20 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 Volume 2.1 of the CMTEDD Annual Report.

Part 3 Reporting by exception

The Director of Territory Records has nil information to report by exception under Part 3 of the Directions for the 2019-20 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 annual report of CMTEDD.

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

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

Organisational overview and performance

The Director of Territory Records, with support from the Territory Records Office, leads the ACT Public Service (ACTPS) on records management policy, strategy and practice. The Director has responsibilities to develop recordkeeping standards for ACT Government agencies, to oversee the disposal of government records and to assist members of the public to have access to ACT Government archives.

The main purposes of the *Territory Records Act 2002* (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:

- Monitor the disposal of records 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 8.6 full time equivalent staff, including the Director and project staff.

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 2019 – Head of Service, Directors-General and Executives*.

The Director's responsibilities are to lead the work of the Territory Records Office and to provide advice to the Minister, the Strategic Board, CMTEDD Executives and ACT Government agencies on archives, records and information governance matters. The Director also exercises powers and functions under the Territory Records Act, including approving standards for government recordkeeping, authorising the disposal of Territory records, and making determinations regarding the restriction of records from public access.

Territory Records Advisory Council

The Territory Records Advisory Council is established by the Territory Records Act and advises the Director on a range of records management issues, particularly in relation to access to and disposal of records, and on the protection of records about Aboriginal and Torres Strait Islander heritage.

Members of the Council are appointed on a part-time basis by the Minister, and appointments must be made from the range of categories set out in section 44 of the Territory Records Act. The Director of Territory Records is also a member of the Council. Members, apart from the Director, are appointed for a term of three years and may be reappointed. Members are paid a sitting fee in accordance with the ACT Remuneration Tribunal's *Determination 5 of 2019 – 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. No specific code of conduct has been established for Territory Records Advisory Council members, but members are required to sign a conflict of interest declaration as part of the appointment process. The Council has not established any sub committees.

The Territory Records Advisory Council met four times during 2019–20 as follows:

- Meeting 1 of 2019-20, 8 August 2019, Nara Centre, Civic.
- Meeting 2 of 2019-20, 7 November 2019, Records Services, Mitchell.
- Meeting 3 of 2019-20, 13 February 2020, Nara Centre.
- Meeting 4 of 2019-20, 18 June 2020, Nara Centre and online.

Membership of the Council and attendance during the 2019-20 financial year is as follows:

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
Mr Michael Piggott (Chair)	Records management and archives	4/4
Ms Liesl Centenera (Deputy Chair)	Public administration, governance, public accountability	3/4
Ms Lorien Mader	Records management and archives	2/3
Ms Narelle Rivers	Aboriginal and Torres Strait Islander heritage	1/4
Dr Roslyn Russell	History and heritage	2/4
Mr Geoffrey Rutledge	ACT Government agencies	3/4
Mr Keith Young	Public administration, governance, public accountability	3/4
Ms Danielle Wickman	Director of Territory Records	4/4

Notes:

1. Ms Lorien Mader was appointed to the Council in September 2019.
2. In September 2019 Professor Marnie Hughes-Warrington was appointed as a member representing history and heritage interests. Professor Hughes-Warrington resigned her appointment to take up new employment interstate before she was able to attend a meeting of the Council. Action to appoint a new member in the role is currently underway.

During the year Council welcomed one new member. Ms Lorien Mader was appointed to represent professional records management and archives organisations, following the resignation in 2018-19 of Ms Michelle Woodcroft. Ms Mader has considerable experience as a records manager and archivist, particularly with the National Archives of Australia and the Australian Government's Department of Finance. Ms Mader also has qualifications in fine arts and cultural heritage management, and is secretary of the ACT Branch of Records & Information Management Professionals Australasia.

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 2019-20 the Council considered and advised on matters such as the protection of records that may be required for a range of Royal Commissions and the issuing of 'disposal freezes' to protect records that may be required for these inquiries. The Council also discussed the Office's strategies to promote ACT Government archives to the community, and considered regular updates on the Office's significant projects.

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 2019-20 Council considered eight new or revised schedules. This is an increase on the five schedules considered in 2018-19 and four in 2017-18.

Council members continued their interest in the Office's ongoing work to prepare ACT Government agencies for their new office accommodation and for activity-based working. Members noted in particular the good connections made with agencies and significant records identified and documented in the course of this work.

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 five section 28 declarations during 2019-20. Four related to unreasonable disclosure of personal information, and two related to the protection of legal professional privilege, with both of these categories applying to one of the five declarations.

Members were saddened to hear of the impact COVID-19 had on the Office's operations, particularly for public access activities. Members noted with regret the need to cancel the Canberra and Region Heritage Festival, including the planned ArchivesACT event featuring records of the restoration of Brayshaw's Homestead. Council continues to support the Chief Minister's Governance Lecture as the Office's flagship event promoting the value of ACT Government archives, and congratulated the Office on holding a successful 5th Lecture in December 2019.

In 2018-19 Council agreed to conduct an annual self-assessment of its performance and of its satisfaction with the support provided to it by the Territory Records Office. Members completed the first survey following the August 2019 meeting. The assessment showed that Council members strongly agreed that the Council receives regular reports on the Office's performance and other important matters, and that meetings are held on schedule and all business is dealt with thoroughly. Areas where the Council's work, and the support provided by the Territory Records Office, could be enhanced included:

- Increasing the diversity of the Council's membership.

- Providing members with greater clarity of their role and that of the Territory Records Office.
- Assisting the Council to have a greater strategic view of the Office's programs, projects and performance.

The Office is responding to these themes through its recruitment and induction procedures for Council members and its strategic planning process.

Performance Overview and Highlights for 2019–2020

During 2019-20 the Office delivered a range of budget-funded initiatives to support the ACT's transition to a paper-light environment and new government office accommodation. We have continued to engage with agencies as part of our Better Records Advice and Support Service initiative, including by coordinating whole of government assessments against our maturity model. We continued our engagement with the community to bring the riches of the ACT Government's archival record to a broad audience.

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, information and data.
- Influence and embed good archives, records, information and data management principles and practices into ACT Government business.

Impact of COVID-19

COVID-19 has impacted the Office's ability to pursue both of its key aims. The cancellation of the Canberra and Region Heritage Festival forced us to cancel our planned event in conjunction with the Festival in April 2020. We also closed our ArchivesACT Reading Room to the public on 25 March 2020, although we continued to respond to remote access requests during the Reading Room's closure. This public facility, which we share with the ACT Heritage Library, reopened on 11 June 2020 with conditions placed on visiting researchers to protect community health. Pandemic responses in ACT Government agencies affected our ability to provide timely access to government archives. Agency staff were at times unable to respond to requests for access to physical records because of changes to work practices to accommodate physical distancing requirements. These limitations on our physical access to the archives caused us to suspend planning for the 6th Chief Minister's Governance Lecture, which we had expected to hold in August 2020.

Some of the digital recordkeeping initiatives we had intended to pursue have also been impacted by COVID-19. We have temporarily set aside our expected work with the Office of the Chief Digital Officer to develop and test 'records by design' principles for business systems, when the Chief Digital Officer and her team were called on to give their attention to initiatives that directly supported the COVID-19 response. We have also chosen to delay seeking final endorsement of our digital recordkeeping strategy, as key governance forums within the ACTPS have been concentrating their efforts on immediate pandemic responses. We have not, however, abandoned these initiatives. We expect to bring the digital recordkeeping strategy to the ACTPS Digital Records Governance Committee during 2020 for endorsement, and in the interim we continue to develop our thinking on how to make the whole of government capability improvements identified by the report.

The changes introduced by COVID-19 have also brought opportunities. With reduced researcher numbers and curtailed public events, ArchivesACT staff have been able to give greater attention to our ongoing work to establish our ACT Memory database. We also took steps early in the pandemic's development to provide new advice to public servants on recordkeeping during times of crisis, and on records management considerations for using popular online collaboration tools such as Microsoft Teams. While some of our expected projects have not gone ahead, we have had the opportunity to work with the Education Directorate on the further development and assessment of its business system for managing school records, which became a priority during the pandemic. We have also given support to the Public Information Coordination Centres established during the summer bushfires and COVID-19. We are working closely with personnel there to make sure they have the systems and support they need to efficiently manage the records of these significant events.

Improving Government Recordkeeping Capability

The Territory Records Office received funding in the 2018-19 budget to assist the ACTPS to increase its transition to digital recordkeeping arrangements in preparation for office relocations and activity-based working. This included funding for the Office to develop a long-term strategy for digital recordkeeping across the ACTPS, and to provide assistance to ACT Government agencies as they prepare to relocate. That work continued throughout 2019-20.

As noted above, while we have finalised the digital recordkeeping strategy, we have not yet sought broader endorsement of its recommendations within the ACTPS, due to COVID-19 priorities. The report does, however, identify a range of over-arching themes, particularly relating to ACTPS records management capability in a digital environment. These findings are consistent with those of our other key researches into ACT Government records management activity during 2019-20. In March 2020 we examined, through our Better Records Advice and Support Service, the records management induction training provided by agencies. We noted that there were opportunities for agencies to provide more regular induction training for staff generally on their records management responsibilities, and to provide additional professional development opportunities for agency records managers.

Also in March 2020, we helped directorates to complete the second annual program of self-assessments against our records management maturity model. As for last year, directorates largely assessed themselves as at the 'Essential' level of maturity in their records management practice, meaning that they are meeting their basic responsibilities, but may not be making the most effective use of their records and their records management resources. While directorates generally rated their records management capability at the 'Essential' or 'Proactive' level (levels 2 and 3 on our 4-point maturity scale), the Territory Records Office's view is that further attention to records management capability is likely to be helpful in raising standards in areas where directorates were less confident of their abilities.

The second key element of our budget funding is for our records transition team, who continue to work with agencies to assess and prepare their on-site paper documents before office relocations occur. The team completed seven survey reports that made recommendations for addressing paper holdings, and developed advice for agencies on a range of records management issues that can arise from office moves. The team has also provided intensive support and assistance, primarily to business areas across Directorates that are scheduled to move into the ACT's new Dickson office accommodation.

While some of our work with the Office of the Chief Digital Officer has been paused in the face of the response to COVID-19, we have welcomed other opportunities to be part of the program that Office is pursuing. In particular, we have made a strong contribution to a whole of government data management framework being developed by the CDO's office. In addition, the Director of Territory Records sits on key whole of government committees convened by the CDO, including the Technology Leadership Group and the Data Management Committee.

We also continue a range of other activities aimed at supporting and improving ACT Government agencies' records management performance. A key role for the Office is in maintaining the framework in which agencies are able to responsibly destroy records no longer required for their business purposes and which do not have ongoing value to the broader community. In 2019-20 the Director of Territory Records, in consultation with the Territory Records Advisory Council, authorised five new or revised Records Disposal Schedules, setting out the categories of ACT Government records may be destroyed and which must be retained as part of the Territory's archival heritage. These include Schedules that protect records that may be required by the Royal Commissions into the treatment of people with disability and those in aged care.

Another ongoing role for the Office is to continue to drive the take-up of electronic document and records management system (EDRMS) capability in the ACTPS. This work is primarily the role of our colleagues in Shared Services. We work closely with both the digital and hard copy records teams in Shared Services, and continue to provide advice and support on records services and governance arrangements.

Improving Information Access

As noted earlier, COVID-19 has had an impact on a number of our public-facing initiatives. We have continued, however, to work with researchers to identify and provide access to ACT Government archival records that are of interest to them. We have also continued to publish our much-loved Find of the Month. Find of the Month seeks to bring some of the interesting, quirky or underappreciated stories in ACT Government archives to a wider audience. We were especially pleased that The Canberra Times was able to republish a number of our Finds in its regular History page. This meant that Canberrans at large were able to revisit our stories of Hollywood on the Molonglo, the ill-fated Black Mountain cable car and the excitement of the Canberra Day parade.

While our next event is on hold, we were pleased to hold a successful Chief Minister's Governance Lecture at Manuka Oval on 2 December 2019. The Lecture, now in its fifth year, is intended to bring events and stories from the archives into contemporary debates. Our Lecturer this year was Emeritus Professor John Halligan of the Research Institute for Governance and Policy Analysis at the University of Canberra. Prof Halligan helped us to mark 30 years of self-government with a lecture that drew on records of the 1998 Pettit review of the first ten years of operation of our Assembly. Prof Halligan gave us an insightful view of the origin and evolution of our Territory parliament, and some keen observations of future possibilities.

The temporary closure of our Reading Room to the public provided additional time to plan for our archives discovery system, ACT Memory. This work, to establish a publicly accessible archives database for the ACT Government, has challenged us for a number of years. The project involves complex analysis of a range of data holdings about the history of ACT Government records and their creation. The relatively quiet time available to us in early 2020 allowed us to complete this analysis and develop a framework for transforming available data into formats and systems more easily understood by researchers. With this framework largely complete, we hope to begin progressively making data sets publicly searchable in 2020-21.

One of the early sets of archival records to be accessible will be a group of ACT Fire Brigade Occurrence Books, dating from 1924. The books cover the day-to-day operations of ACT fire stations, including the historic Forrest station, noting events as mundane as washing vehicles and as dramatic as a fire at the National Library. These books have been cared for by the ACT Fire Brigade Historical Society for many years, and have recently been returned to ACT Government custody. We are currently having these volumes digitised so that we can make them easily available to the Fire Brigade Historical Society members, as well as the rest of the Canberra 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

Our research and engagement with ACT Government agencies over the last year has clarified the need for the Territory Records Office to support them to enhance their records management capabilities. Capability can encompass knowledge and skills, policies and governance frameworks, and technology and the processes to support its use. During 2020-21 we expect to define and deliver a range of tools that will help agencies to maintain and build on the existing recordkeeping capability across government. Our ongoing engagement with the Office of the Chief Digital Officer and the ACT Government data management community will be important to this work.

During 2020-21 we anticipate that we will be in a position to make the first tranches of structured data about ACT Government archives publicly available. This will be important in allowing greater searchability for archival documents. It will also provide broader information about the organisations that made up the ACT Government over the years, opening up new ways of exploring the history of the ACT Government through its records. We intend to start this work with the early records of the ACT Fire Brigade, and to expand the public availability of ACT archives and the data about them throughout 2020-21.

Importantly, we will also be maintaining our focus on working with agencies that are relocating their offices. With the ACT Government's new Civic office accommodation due to be occupied in the middle of 2020-21, there is still much work to do. Our experience in working with agencies moving to the Dickson office building shows that even the best-planned office moves can throw up interesting surprises. Our work will help to ensure that agencies understand their responsibilities regarding the records and other documents that may surface as staff make ready to relocate their working lives. It is the records we create in our offices today that become the archives of the future, and we look forward to ensuring that the history of today is managed carefully as we make these transitions.

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.
- 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	July 2017				Yes
Canberra Health Services	March 2018				Yes
Chief Minister Treasury and Economic Development	October 2016				Yes
ACT Insurance Authority				CMTEDD	N/A
Building and Construction Industry Fund Training Authority				CMTEDD	N/A
Cultural Facilities Corporation	November 2015				N/A
Gambling and Racing Commission				CMTEDD	N/A
Independent Competition and Regulatory Commission	July 2018				N/A
Community Services	June 2018				Yes
Education Directorate		December 2020			Yes
ACT Teacher Quality Institute	September 2016	October 2020			N/A
Canberra Institute of Technology	October 2017				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
Environment, Planning and Sustainable Development	April 2019				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				Yes
Director of Public Prosecutions		December 2020			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		October 2020			N/A
Transport Canberra and City Services		July 2021			Yes
Major Projects Canberra			August 2020		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.
Canberra Health Services	The public can inspect the CHS RMP for Clinical Records by viewing it on the ACT Health Directorate's website : https://health.act.gov.au/about-our-health-system/data-and-publications/publications?search=&f%5B0%5D=media_type%3Apolicy_and_plans
Chief Minister, Treasury and Economic Development	The public can request access to the RMP by submitting a request to the Records Manager. The Program can also be found on the ACT Government Open Access webpage at www.act.gov.au/open-access
Cultural Facilities Corporation	The public can inspect the RMP by viewing it on the ACT Government Open Access webpage 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 RMP by downloading it from ICRC's website at www.icrc.act.gov.au
Community Services	The public can inspect the RMP viewing it on CSD's website: https://www.communityservices.act.gov.au/search?query=records+management+program
Education	The public can inspect the current RMP by viewing it on the Education website at: https://www.education.act.gov.au/_data/assets/pdf_file/0004/738985/Section-1-Table-of-Contents-and-Introduction.pdf
ACT Teacher Quality Institute	By visiting the ACT Teacher Quality Institute office at 170 Haydon Drive, Bruce or by requesting a copy – tqi@act.gov.au
Canberra Institute of Technology	The public can inspect the RMP by viewing it on the CIT website at: https://cit.edu.au/_data/assets/pdf_file/0006/208635/CIT_Records_Management_Program.pdf
Environment, Planning and Sustainable Development	The public can inspect the Records, Information and Data Management (RIDM) Program by visiting EPSD's website at: https://www.planning.act.gov.au/about-us/management-of-records or contacting EPSDD's Director of Information and Knowledge Management.
Justice and Community Safety	The public can inspect the RMP by viewing it on the Justice and Community Directorate website
Director of Public Prosecutions	If you require further information regarding the RMP, please contact 6207 5399.
Legal Aid Commission	The public can inspect the RMP by accessing it through Open Access or on the Legal Aid ACT external website (https://legalaidact.org.au/node/236).
Public Trustee and Guardian	The public can inspect the RMP by requesting a copy.
Transport Canberra and City Services	The public can inspect the RMP once it is uploaded onto the directorate's website.
Major Projects Canberra	The public can inspect the RMP by contacting the Records/Information Manager to request access.

Aboriginal and Torres Strait Islander Heritage

ACT Government agencies report that their 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 their arrangements to protect records relevant to Aboriginal and Torres Strait Islander identity and heritage. Records, Information and Data Management Program

Records Management Practices

ACT Health

The ACT Health 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.

Canberra Health Services

Canberra Health Services (CHS) Administrative Records are managed by ACT Health and our clinical records are managed internally by Health Information Services (HIS).

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.

Chief Minister, Treasury and Economic Development Directorate

CMTEDD policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

The Records Manager ensures that all records identified for disposal are actively reviewed prior to destruction to ensure that records that establish links, or should otherwise be retained, are properly identified and documented.

ACT Insurance Authority

Records management procedures are available to all ACT Insurance Authority (ACTIA) staff via the CMTEDD intranet. The Authority also accesses policy and factsheets developed by the Territory Records Office, as directed by the CMTEDD Records Manager.

CMTEDD's Program includes specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage. The CMTEDD Records Manager ensures that all records identified for disposal are actively reviewed prior to destruction to ensure that records that establish links or should otherwise be retained are properly identified.

Cultural Facilities Corporation

The Cultural Facilities Corporation's (CFC) policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage. CFC staff members understand the sensitivities relating to records about Aboriginal and Torres Strait Islander people and the need for these records to be preserved for possible future access and reference. The Canberra Museum and Gallery (CMAG) owns a number of works of art by Indigenous artists. Records of these works of art are kept both on Territory Records files and on a database.

Questions regarding access to CFC records should be directed to:

The FOI Information Officer
Cultural Facilities Corporation
PO Box 939
CIVIC SQUARE ACT 2608

Records management procedures have been created and are available to all staff in the CFC via the internal shared drive and the CFC website.

Independent Competition and Regulatory Commission

Records management procedures have been created and are available to all staff in the 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.

The Commission's policy and procedures include specific arrangements for preserving any records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

Community Services

The Community Services Directorate's (CSD) 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 HPE Content Manager and they are preserved in secure but readily accessible facilities.

Education Directorate

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 in 2019-20.

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 workspace.

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

The Canberra Institute of Technology (CIT) 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 or should be otherwise be retained are properly identified.

Environment, Planning and Sustainable Development Directorate

Environment, Planning and Sustainable Development Directorate (EPSDD) 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 is the steward of many significant records of the ACT including those relating to the development, protection and ongoing management of Territory land for the Canberra community and its future generations. The directorate's policies and procedures accord with the *Territory Records (Records, Information and Data) Standard 2016 (No 1)*, 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.

Due to the sensitivity and significance of the records managed by the Asbestos Response Taskforce, specific procedures are in operation for the management of and access to information held by the Taskforce.

Records management procedures are available to all EPSDD staff via the directorate's website, staff intranet and the EDRMS, Objective ECM.

EPSDD staff are advised to contact the directorate's Director of Information and Knowledge Management to discuss any records requiring special consideration or protection to ensure appropriate arrangements are put in place.

City Renewal Authority

The Authority policy and procedures, as adopted from the Records, Information and Data Management (RIDM) Program, include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

The Authority 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 Authority's policies and procedures, as adopted from EPSDD's RIDM program, accord with the *Territory Records (Records, Information and Data) Standard 2016 (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.

Records management procedures are available to all staff via EPSDD's website, the Authority's staff intranet and the use of EPSDD's EDRMS, Objective ECM. Objective ECM has been identified as compliant under the Territory Records Act.

Authority staff are advised to contact the Authority's Business Operations Manager or EPSDD's Director of Information and Knowledge Management 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 (OCSE) 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.

The OCSE 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. OCSE's policies and procedures, as adopted from EPSDD's RIDM program, accord with the *Territory Records (Records, Information and Data) Standard 2016 (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.

Records management procedures are available to all OCSE staff via EPSDD's website, staff intranet and the use of EPSDD's EDRMS, Objective ECM. Objective ECM has been identified as compliant under the Territory Records Act.

Staff are advised to contact EPSDD's Director of Information and Knowledge Management to discuss any records requiring special consideration or protection to ensure appropriate arrangements are put in place.

Suburban Land Agency

The Agency policy and procedures, as adopted from the RIDM program, include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

The Agency is the steward of 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 policies and procedures, as adopted from EPSDD's RIDM program, accord with the *Territory Records (Records, Information and Data) Standard 2016 (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.

Records management procedures are available to all staff via EPSDD's website, the Agency staff intranet and the use of EPSDD's EDRMS, Objective ECM. Objective ECM has been identified as compliant under the Territory Records Act.

Agency staff are advised to contact the Executive Branch Manager, Governance and Corporate Services or the EPSDD Director of Information and Knowledge Management 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 Human Rights 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.

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 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.

Public Trustee and Guardian

The Public Trustee and Guardian 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.

Transport Canberra and City Services

Transport Canberra and City Services (TCCS) uses Objective as its EDRMS. Since adopting Objective in late 2018-19, TCCS has migrated 70 per cent of business units onto the system. Migrations are scheduled for completion in late 2020 which will see all TCCS business units using Objective as their EDRMS.

Objective is scheduled for a system upgrade from version 10.2 to 10.6, which will add several new functions, including a more efficient web-based interface of Objective.

The TCCS Records Manager and Objective System Administrator have conducted induction and training sessions for business units that have migrated onto Objective. TCCS currently has 831 Active users within Objective, with these numbers expected to rise with further business units to be onboarded in the first half of 2020-21. Training is conducted face to face or via an online learning platform. During the 2019-20 reporting period, a total of seven lunch time learning sessions were held, with an average of 28 participants per session.

In line with TCCS's move of office-based staff to an activity-based work environment, approximately 400 record archive boxes have been sent to storage. This represents approximately 10,000 files. Both Belconnen and Tuggeranong depots have started an archiving process, with other depots to follow. In 2020-21 the Records Manager will liaise with depots to archive records, audit records management processes and explore options to digitise processes wherever possible, with the aim of making records management more effective and compliant with the Territory Records Act.

An internal audit into records management was conducted in late 2019-20. Management has agreed to implement all six recommendations, with the majority due to be in place by February 2021, and all implemented by June 2021.

The TCCS 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.

Major Projects Canberra

Major Projects Canberra's (MPC) 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.

MPC staff will be asked to inform the Records Manager or Records Management Unit 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.

Records Management Capabilities

ACT Health

The ACT Health Directorate's record keeping digitisation program has commenced with proof of concept scheduled for completion in quarter 4, 2020. The transition to digital recordkeeping utilising the whole of government EDRMS for ACT Health Directorate will commence in a staged approach from August 2020. Digitised high value records will be kept in the EDRMS.

Negotiations are underway to develop and agree on governance and compliance arrangements for the transition to EDRMS by the directorate. A records disposal program has been ongoing throughout 2019-20 utilising available resources. However, progress has been accelerated following employment of staff under the Jobs for Canberrans employment scheme specifically to work on the disposal program. The Jobs for Canberrans staff commenced in July 2020 and have been in training to develop the skills and knowledge required.

Recordkeeping Policy Framework

The ACT Health Directorate's Recordkeeping Policy framework is currently being redeveloped to align with and support the whole of ACT Government Digital Strategy program direction. To facilitate the introduction of digital recordkeeping, comprehensive staff training and support resources will be developed and rolled out that will support the development of skills to improve records management capabilities and compliance.

Canberra Health Services

CHS implemented CPF – the Clinical Patient Folder, as a new scanned record solution for the management of clinical records in mid-2019. All digital health records stored in the previous scanned record solution (CRIS) were migrated into CPF.

Following a substantial investment in resources by the Finance and Business Intelligence Branch to reduce the post go-live scanning backlog, the expected scanning efficiencies have been realised and the new, reduced scanning Key Performance Indicators are being maintained.

The management of decentralised clinical records remains an ongoing challenge with some Clinical Units progressing with physical record sentencing projects for inactive records or continuing with back-scanning projects.

The social distancing requirements of the national COVID-19 crisis have resulted in changes to the way health care is being delivered and allowed CHS to explore non-contact telehealth opportunities for some cohorts of patients. This has increased clinician demand for direct-entry digital record keeping capabilities which has been easily facilitated by the advanced e-form capabilities of CPF. This increased e-Form usage will assist in the transition to a fully digital Health Record, which ACT Health's Digital Solutions Division are aiming to deliver for CHS in 2022.

Chief Minister, Treasury and Economic Development Directorate

CMTEDD has a central full-time Records Manager and seven full-time records management officers within the directorate, three of which are time-limited project officers servicing the physical records sentencing project due to complete during 2020-21.

The directorate's physical records sentencing project continued throughout the reporting period. Records management officers are assessing record values and carrying out disposal activities for records in a variety of formats, including obsolete digital media, across most business areas within the directorate. This work is an important part of the transition into both the new City Office Block and new Dickson Office Block.

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. Awareness is provided to new staff via the induction programs and all staff have access to internally tailored training. A recordkeeping e-learning module was developed during the reporting period and launched in July 2020.

ACT Insurance Authority

CMTEDD has a dedicated Records Manager and five full-time records management officers within the directorate for support and the Authority has one Records Management Delegate who is the internal and external liaison point for all records management related enquiries. Additionally, the Authority has recruited, through the Jobs for Canberrans Program, two temporary resources to assist in the development of digital recordkeeping systems and records management processes.

Training is provided to all new staff via the ACT Insurance Authority induction process and through e-learning available via the CMTEDD 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

The CFC staff members have been advised of their responsibilities to make accurate records of their activities; to ensure that such records are incorporated into the CFC's record-keeping system; and to comply with all Records management procedures. Records management training is available to CFC staff members.

The CFC has continued the rollout of digital records management using the HPE Content Manager/WIRE platforms and ensures accurate record classification and disposal requirements are met. Digital records management is included in the CFC's Corporate and Strategic Plans to ensure implementation across the CFC.

Whilst CMAG was closed to the public due to COVID-19 restrictions, staff were able to catalogue a large number of objects from the CMAG photographic archive.

A staff member represents the CFC in the Records and Information Management Community of Practice meetings facilitated by the Territory Records Office and the Digital Records Capability Working Group meetings facilitated by Records Services.

Independent Competition and Regulatory Commission

The Commission implemented Objective as their EDRMS in August 2019, which addressed potential risks identified in the 2019 Risk Assessment and further strengthened the Commission's compliance with the Territory Records Act.

All staff received in house training from Digital Records Applications Management and Support (DRAMaS) and the Objective Administrator has provided ongoing training and support.

New employees also receive ongoing training through the Commission's induction process, online e-learning, staff meetings, and on-the-job training.

All staff are aware of their legislative responsibilities for record keeping. The Objective Administrator has overseen the creation of all new files to ensure they have been named appropriately and have the correct disposal retentions applied.

A guideline is in development outlining the Commission's naming conventions and information on applying the correct disposal retention. 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.

Community Services Directorate

CSD has successfully digitised many paper records as part of the GoDigital (Records) Project.

CSD expanded its use of the HPE Content Manager software to include electronic document and records management. This included a training program educating users on how to use the software that consisted of online training sessions, webinars, workshops and the expansion of just in time training modules for staff.

Key records management staff obtained their formal certificates in records management, through the Australian College of Commerce and Management.

CSD has reviewed its existing holdings and is currently developing an action plan to resolve any issues. The directorate is also exploring integration options between user centric software in the office 365 suite and HPE Content Manager to improve business records keeping processes.

Education

The Education Directorate is continuing the transition to digital recordkeeping to support remote working and 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 Records Management team, leveraging the whole of government transition project team and Territory Records Office expertise.

ACT Teacher Quality Institute

The ACT Teacher Quality Institute provides staff training as part of the induction process. Refresher training is available. Additional training occurs as required to communicate records management changes.

Teacher Quality Institute is using an EDRMS framework for records management compliance. Until an upgrade to the business system occurred in 2020, the business system included the automated, real time transfer of key data from its business system to its record keeping system. This capability is not presently available. It is anticipated that the business system will be adapted to include this facility in 2020-2021.

Canberra Institute of Technology

CIT has a full-time Senior Records Manager and two full-time Records Management Officers within the Institute. Records Management Officers are working with most business areas to assess record values and carry out disposal activities for appropriate records.

CIT 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 across CIT with awareness provided to new staff via the induction process and internal tailored training is delivered by records management officers.

CIT is using an EDRMS framework for records management compliance.

CIT has not been asked to complete a Recordkeeping Maturity Assessment in conjunction with the Territory Records Office during the reporting period.

Environment, Planning and Sustainable Development

EPSDD demonstrates its commitment to best practice records management through the adoption of an EDRMS that has been identified as compliant under the Territory Records Act and through the provision of general and tailored instruction on recordkeeping requirements.

In preparation for the 2020 move to the new Dickson Office Block, the EPSDD Information and Knowledge Management (IKM) team developed and implemented the 2020 Ready Records Management Plan. This saw the IKM team provide specific training, awareness and support activities, while also working with the Territory Records Office Transition Team assisting staff to become 'paper-lite' for activity-based work and associated records management activities.

The responsibilities of the IKM team include coordination, support and policy for matters relating to records management, public access to government information, and privacy.

The IKM team also delivers records management training (including workshops and refresher sessions) and regularly attends team meetings to instigate business improvement for recordkeeping and compliance under the Territory Records Act.

Resourcing of IKM services included assigning two officers to implement the 2020 Ready Records Management Plan and a designated records officer working in the Asbestos Response Taskforce.

Under service level agreements with the City Renewal Authority (Authority) and the Suburban Land Agency (Agency), the IKM team offers Authority and Agency staff records management training sessions and technical advice.

In consultation with the Authority and Agency, the IKM team developed and delivered training materials for the Environment, Planning and Sustainable Development Portfolio.

The IKM team will be reviewing the current Records, Information and Data Management Program and Policy (12 April 2019) during 2020-21.

City Renewal Authority

The Authority demonstrates its commitment to best practice records management through the adoption of an EDRMS that has been identified as compliant under the Territory Records Act and through the provision of general and tailored instruction on recordkeeping requirements.

Under a service level agreement, EPSDD provides records management training (including workshops and refresher sessions) to Authority staff. The Authority implemented targeted communications to staff to undertake the records management training via MyLearning. Eighteen staff completed the training in 2019-20, and 69.7 per cent of staff overall have a record of completing records management training.

The Authority was consulted in the development of a new training program for the Environment, Planning and Sustainable Development Portfolio.

Commissioner for Sustainability and the Environment

The OCSE demonstrates its commitment to best practice records management through the adoption of an EDRMS that has been identified as compliant under the Territory Records Act and through the provision of general and tailored instruction on recordkeeping requirements.

The OCSE has in place an interactive learning framework under which online Records Management training is mandatory for all staff. This interactive eLearning course helps staff understand how to effectively manage the records in their control and meet their obligations under the Territory Records Act.

EPSDD provides corporate support to OCSE. The EPSDD Information and Knowledge Management team delivers records management training to OCSE, including workshops and refresher sessions, and assists in recordkeeping business improvement and compliance under the Territory Records Act.

The OCSE is implementing a records plan to assist staff in becoming 'paper-lite', which will assist staff transition to activity-based work practices and the ensuing records management activities.

Suburban Land Agency

The Agency demonstrates its commitment to best practice records management through the adoption of an EDRMS that has been identified as compliant under the Territory Records Act and through the provision of general and tailored instruction on recordkeeping requirements.

Under a service level agreement, EPSDD provides records management training (including workshops and refresher sessions) to Agency staff and the Executive Branch Manager, Governance and Corporate Services attends meetings to instigate business improvement for recordkeeping and compliance under the Territory Records Act.

Throughout 2019-20 the Agency, supported by the EPSDD Information and Knowledge Management (IKM) team, regularly communicated to staff the importance of good recordkeeping practices, including dedicated training and awareness sessions and the development of Agency specific guidance materials. The Agency implemented targeted communications to staff to undertake records management training via MyLearning and new staff expected to complete the training within the first few weeks of commencement.

In preparation for the move to the new Dickson Office Block on 13 July 2020, the Agency implemented its 2020 Records Management Plan supporting staff to become 'paper-lite' for activity-based work and associated records management activities. The Agency, supported by the EPSDD IKM team and the Territory Records Office Transition team, assessed and processed the Agency's physical files, including digitising the majority of records and storing digitally using Objective ECM.

The Agency will collaborate with EPSDD's IKM team to review the current Records, Information and Data Program and Policy (12 April 2019) during 2020-21.

Justice and Community Safety Directorate

The Justice and Community Safety Directorate recruited a number of records management staff during 2019-20. This included the establishment of new records management positions to oversee and support the directorate's recordkeeping practices, including an officer to assist with the EDRMS and a dedicated Records Manager position with ACT Corrective Services.

A project team was also established to help transition teams to 'paperlite' work practices in preparation for a move to the City Office Block in 2021. This has included a large-scale digitisation and sentencing project to process physical records held onsite and futureproof some of the directorate's most critical information assets.

The directorate engaged a consultant during 2019-20 to undertake a health check of the EDRMS. The health check provided assurance that the EDRMS is appropriately configured to support long term recordkeeping outcomes under the Territory Records Act and will help shape the pathway for the remaining rollouts of digital recordkeeping across the directorate in 2020-21.

Work is also underway across the directorate to update a number of legacy Record Disposal Schedules, including those for Corrective Services and the Human Rights Commission.

EDRMS and Records Management training options are made available through the directorate and ACT Government training calendars to educate staff on their recordkeeping responsibilities.

Director of Public Prosecutions

The Office of the Director of Public Prosecutions is working on improving and revitalising its records management structure and capabilities.

Over the last financial year, the Office has successfully combined the Integrated Courts Management System (ICMS) used by ACT Courts and Tribunal with its internal case management system, CASES. The ICMS facilitates the quick and accurate exchange of information relevant to the administration of justice within the ACT, and thus has enhanced work efficiency within the Office.

The Office is also currently trialling various other electronic systems with the aim of embracing a more paperless work environment for its employees. It is expected that the Office will move towards adopting HPE Content Manager as the official electronic document and records management system.

Human Rights Commission

Aboriginal and Torres Strait Islander Heritage

In September 2019, the Commission launched its cultural safety charter. The 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.

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.

Records Management Capabilities

In 2019, the Commission purchased a new database program, Resolve. Commission staff have been trained to use the program and it went live on 1 July 2020 as the Commission's major repository of records regarding clients, stakeholders and the community.

Improvement of records management capabilities in 2020-21

The Human Rights Commission hopes to liaise with the Territory Records Office to update relevant Records Disposal Schedules and to provide training to its staff in records management.

Legal Aid Commission

Training provided to staff includes induction, operational training, operational manuals and 'How to' guides.

One Records Management Officer exists in the Commission and provides training and support to legal support 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

The Public Trustee and Guardian is currently implementing an EDRMS under which all records will be captured and held in electronic form. Back-scanning will only be undertaken in respect to PTG's Will and Enduring Powers of Attorney.

Transport Canberra and City Services Directorate

The TCCS records management team uses a range of tools to improve records management capabilities, including:

- A robust training program on records management aligned with training in the use of the EDRMS (Objective).
- Ability to monitor records and staff compliance to records management legislation, policies and standards through the audit program.
- Increased transparency and accountability through the implementation of an EDRMS, nearing completion.

Major Projects Canberra

MPC intends to develop and improve Records Management capabilities across the organisation and within the current projects currently underway. Initiatives include:

- Objective rollout across MPC.
- 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.
- Professional development of records staff.

MPC did not complete a Recordkeeping Maturity Assessment during the reporting period due to it being a newly formed directorate. MPC will work in conjunction with the Territory Records Office on a suitable timeframe to finalise this work.

Further information

Danielle Wickman, Executive Branch Manager and 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

2019-20 Environment Protection Authority Annual Report

This report has been prepared in accordance with section 7(2) for public sector body of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements under the *Annual Reports (Government Agencies) Directions 2019*.

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 Environment Protection Authority has been included for the period 1 July 2019 to 30 June 2020.

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

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the report to the Legislative Assembly within 15 weeks after the end of the reporting year. However, under section 14, the Chief Minister has granted an extension of the time when the report must be presented by you to the Legislative Assembly. The Chief Minister has granted the extension to 18 December 2020.

The annual report must be provided to the Speaker on 18 December 2020 for distribution to each Member of the Legislative Assembly. The annual report must then be tabled in the Legislative Assembly on the next sitting day.

Yours sincerely


Mrs Narelle Sargent
Environment Protection Authority

9 November 2020

Compliance statement

The 2019-20 Environment Protection Authority (EPA) Annual Report must comply with the Annual Report Directions ('the Directions') made under section 8 of the Annual Reports Act. The Directions are found at the ACT Legislation Register: www.legislation.act.gov.au

The compliance statement indicates the subsections, under Parts 1 to 5 of the Directions, that are applicable to the EPA 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 2019-20 EPA 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 EPA are provided within the 2019-20 EPA 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 EPA Annual Report complies with all subsections. The information that satisfies the requirements of Part 2 is found in the EPA Annual Report as follows:

- A. Transmittal Certificate, see the [previous page](#).
- B. Organisational Overview and Performance Analysis subsections, see [Organisational Overview and Performance](#) on the next page. As the EPA 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

The EPA has nil information to report by exception under Part 3 of the Directions for the 2019-20 reporting year.

Part 4 Directorate and public sector body specific annual report requirements

There are no specific annual report requirements for the EPA.

Part 5 Whole of government annual reporting

All subsections of Part 5 of the Directions apply to the EPA. Consistent with the Directions, the information satisfying these requirements is reported in the one place for all 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 annual report of CMTEDD.

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

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

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 Authority is supported to carry out its functions by the Office of the Environment Protection Authority (the EPA) within Access Canberra.

Legislative framework and functions

The Office of the EPA administers the follow legislation:

- *Environment Protection Act 1997*.
- *Environment Protection Regulation 2005*.
- *Water Resources Act 2007*.
- *Water Resource Regulation 2007*.
- *Lakes Act 1976*.
- *Lakes Regulation 2019*.
- *Clinical Waste Act 1990*.

The EPA is the primary environmental regulator for the ACT.

Our mission is to protect the well-being of the environment and community as the ACT's primary environmental regulator.

Overview of Functions

Environment Protection Act

The Authority oversees the administration of the *Environment Protection Act 1997* and the *Environment Protection Regulation 2005* which provide for the protection of the environment 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 the environment – general environmental duty of care.

Water Resources Act

The Authority has responsibility for administering the *Water Resources Act 2007* and the *Water Resources Regulation 2007*, which 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.

Lakes Act

The Delegate for Lakes ('the Delegate') is responsible for administering the *Lakes Act 1976* and the *Lakes Regulation 2019*, which provide for the administration, control and use of certain lakes.

The Delegate is responsible for approving structures and activities (such as motorised boat activities) on designated lakes and waterways in the ACT and lake closures in the event of a threat to human health or the environment, for example, pollution or emergency incidents/discharges, special events and/or a blue green algae outbreak.

Clinical Waste Act

The Clinical Waste Controller is responsible for administering the *Clinical Waste Act 1990*, which relates to the treatment, storage, transportation and disposal of clinical waste.

Compliance Framework

The EPA applies an engage, educate and enforce compliance model, the three fundamental steps used by Access Canberra. Compliance is encouraged through education, however, escalating enforcement actions will be applied to those whose conduct will, or is likely to cause harm, or those who demonstrate a disregard for the law.

Access Canberra operates on a risk-based compliance model. The risk-based compliance approach enables the targeting of resources to those areas where they are most needed and will be most effective. This approach involves a series of steps to identify and assess risks and to then apply the most appropriate regulatory tool to control the risk. This means that resource allocation and enforcement responses are determined based on priorities determined through risk assessment.

The EPA carries out both proactive and reactive activities. Resources are allocated based on the level of risk posed to the strategic objectives as outlined in the Environment Regulation and Protection Compliance Framework, which can be found on the Access Canberra website (www.accesscanberra.act.gov.au) under 'Accountability Commitment'.

Where an issue is identified, the EPA seeks to resolve the issue before it leads to an adverse impact on human health 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 general 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 2019-20.

Performance Analysis

Environment Protection Act

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 subject to review at least every 5 years based on an assessment of the activity and the authorisation holder.

In 2019-20, a total of 27 Authorisations were granted, bringing the number of Authorisations administered to 304 (refer to Table 1). During this period, 117 authorisations were reviewed and 28 varied.

Table 1: Number of Environmental Authorisations issued per activity

Activity (Schedule 1 Class A)	New EAs issued in 2017-18	New EAs issued in 2018-19	New EAs issued in 2019-20	EAs administered
Controlled burns	0	0	0	2
Commercial incineration	0	0	0	1
Composting	0	1	0	3
Material crushing, grinding or separating	1	0	0	7

Activity (Schedule 1 Class A)	New EAs issued in 2017-18	New EAs issued in 2018-19	New EAs issued in 2019-20	EAs administered
Commercial production of alcoholic beverages	0	0	2	2
Crematorium	0	0	0	1
Extraction of material from a waterway	2	2	0	3
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	2	4
Concert Venue	0	0	1	2
Outdoor concerts	4	8	3	3
Commercial use of agricultural and veterinary chemicals	17	14	10	146
Petroleum storage	1	2	4	70
Road building material production	0	0	0	2
Production of concrete	0	0	1	11
Sewage treatment	0	0	0	4
Placement of soil on land	3	7	3	12
Operation of waste transfer	0	0	1	1
Transportation within the ACT of regulated waste	3	4	0	17
Transport of Controlled Waste	0	0	0	6
Sterilisation of clinical waste	0	0	0	1
Timber milling	0	0	0	1
Waste petroleum recovery	0	0	0	1
Operation of a Firearm Shooting Range	0	0	0	5
Total	33	39	27	311*

*Note: There are 304 Environmental Authorisations, some of which are for multiple activities, so the total by activity type is 311.

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 entail a moderately significant risk of environmental harm (those 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. During 2019, the term of agreements was changed from three years to an unlimited period. This was as the result of a request from members of the Master Builders Association and a red tape reduction initiative.

In 2019-20, the EPA entered into 42 Agreements, bringing the number of Agreements administered by the EPA to 131 (refer to Table 2).

Table 2: Number of Environmental Protection Agreements issued per activity

Activity (Schedule 1 Class B)	2017-18	2018-19	2019-20	Total current Agreements
Land development/construction	40	41	38	116
Landfill gas management	0	0	1	1
Municipal services	0	0	0	0
E-Waste Dismantling and Storage	0	0	0	1
Wastewater reuse	0	1	0	1
Contaminated sites	0	0	3	12
Total	40	42	42	131*

*Note: Of the 131 agreements, 116 relate to builders and developers undertaking construction works on sites greater than 0.3 ha.

Erosion and sediment control plans

A condition of an Agreement is endorsement by the EPA of an erosion and sediment control plan prior to works commencing. During 2019-20 (refer to Table 3) the EPA:

- Received and endorsed 72 erosion and sediment control plans.
- Conducted 1,426 inspections of development sites.

Table 3: Erosion and sediment control plans

Activity	2017-18	2018-19	2019-20
No. of plans endorsed	93	88	72
Inspections of development sites	775*	1752	1426

*Note: This was for construction sites greater than 0.3 ha. The figures for 2018-19 and 2019-20 include residential sites less than 0.3 ha.

Contamination

Contaminated land notifications

During 2019-20, the EPA received 14 contaminated land notifications under section 23A of the *Environment Protection Act 1997*. The notifications related to asbestos, hydrocarbon and per- and poly-fluoroalkyl (PFAS) substance impacts to soil and groundwater at the notified sites. There have been 129 notifications since the contaminated land provisions were enacted in 1999.

Contaminated sites

During 2019-20 (refer to Table 4):

- 14 independent contaminated land audits into site suitability by EPA approved auditors were reviewed and endorsed by the EPA. These primarily related to greenfield developments and the re-development of sites potentially impacted by hydrocarbon and asbestos contamination.
- 69 contaminated land environmental assessment reports into the suitability of sites for their proposed uses were reviewed and endorsed.
- 599 inspections were carried out 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 is down from previous years due to less inspections between March to June 2020 as a result of COVID-19.

Table 4: Contaminated sites

Activity	2017-18	2018-19	2019-20
Audits reviewed and endorsed	9	20	14
Environmental assessment reports reviewed and endorsed	47	56	69
Inspections of contaminated sites	760	860	599

Register of contaminated sites

As of 30 June 2020, there are 184 contaminated sites recorded on the Register. The information on the Register is publicly available on the Access Canberra website (www.accesscanberra.act.gov.au) 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 to ensure 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 2019-20, the EPA received and responded to 612 Contaminated Land Search enquiries (Table 5).

Table 5: Contaminated Land Searches and data

Activity	2017-18	2018-19	2019-20
Licence Agreements	2	0	1
Contaminated Land Searches	542	518	612

Beneficial Reuse Approvals

Beneficial reuse involves the reapplication 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 2019-20, the EPA received, assessed and approved 79 applications for the beneficial reuse of approximately 153,268 cubic metres of low-level contaminated soil (refer to Table 6).

Table 6: Beneficial Reuse Approvals

Activity	2017-18	2018-19	2019-20
Applications for reuse approved	75	82	79
Cubic metres of soil reused	356,991	328,942	153,268

Planning and development

During 2019-20, the EPA commented on 275 Development Applications referred from the Planning and Land Authority, 127 from the National Capital Authority and 823 other planning documents.

Controlled waste movements

In 2019-20, a total of 55 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 (PCB) free oil from other jurisdictions, which resulted in 855 controlled waste movements into the ACT (refer to Table 7).

During the same period, 1,395 controlled waste movements out of the ACT were notified and monitored by the EPA (refer to Table 7).

Table 7: Controlled waste movements

Activity	2017-18	2018-19	2019-20
Consignment authorisations	35	57	55
Controlled waste movements into the ACT	825	643*	855
Controlled waste movements out of the ACT	955	932	1,395

*Note: Number is reflective of total waste transport certificates received at the time of this report.

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 2019-20 the EPA undertook 19 enforcement actions (refer to Table 8 and Table 9).

Table 8: Enforcement actions under the *Environment Protection Act 1997*

Enforcement action	2017-18	2018-19	2019-20
Infringement notices	2	4	15
Environment Protection Orders	2	2	4
Prosecution	1*	1	0

*Note: Relates to a court imposed fine for a noise offence.

Table 9: Overview of enforcement actions under the *Environment Protection Act 1997* in 2019-20.

Offence	Penalty (\$)/ action	Location of offence	Number
Infringement notices	10,925		15
Noise from building works	1,000	Kingston	
Noise from building works	1000	Lyneham	
Noise from an air conditioner (residential)	200	O'Connor	
Noise from amplified music (commercial)	1,000	Braddon	
Noise from refrigeration plant (Commercial)	1,000	O'Connor	
Waste from building site entered waterway	100	Denman Prospect	
Waste from building site entered waterway	500	Denman Prospect	
Areas near development to be kept clear	500	Denman Prospect	
Areas near development to be kept clear	500	Denman Prospect	
Noise from weights (gym)	1,000	Harrison	
Noise from building works	1,000	Turner	
Pollution of a waterway	875	Coombs	
Pollution of a waterway	875	Dickson	
Areas near development to be kept clear	500	Denman Prospect	
Not installing erosion and sediment controls measures	875	Denman Prospect	

Offence	Penalty (\$)/ action	Location of offence	Number
Orders			4
Pollute environment causing material environmental harm (Section 138(3))	Rectify works	Holt	
Excessive Noise – air conditioning system (Residential)	Rectify works	O'Connor	
Assess Whether Land Contaminated (Section 91C)	Assess nature, extent and source of contamination	Charnwood	
Accepting stockpiled material for placement which contains anthropogenic inclusions	Comply with Environmental Authorisation	Majura	
Prosecutions			Nil

Complaint handling

During 2019-20, the Complaints Management Team (CMT) within Access Canberra received 2,529 complaints related to EPA matters, of which 1,862 (or 74 per cent) related to noise.

The CMT referred 70 cases to the EPA for further action (note: a case may include more than one complaint).

Table 10 and Figure 1 provide a percentage breakdown of categories of EPA complaints received by the CMT for the past three financial years.

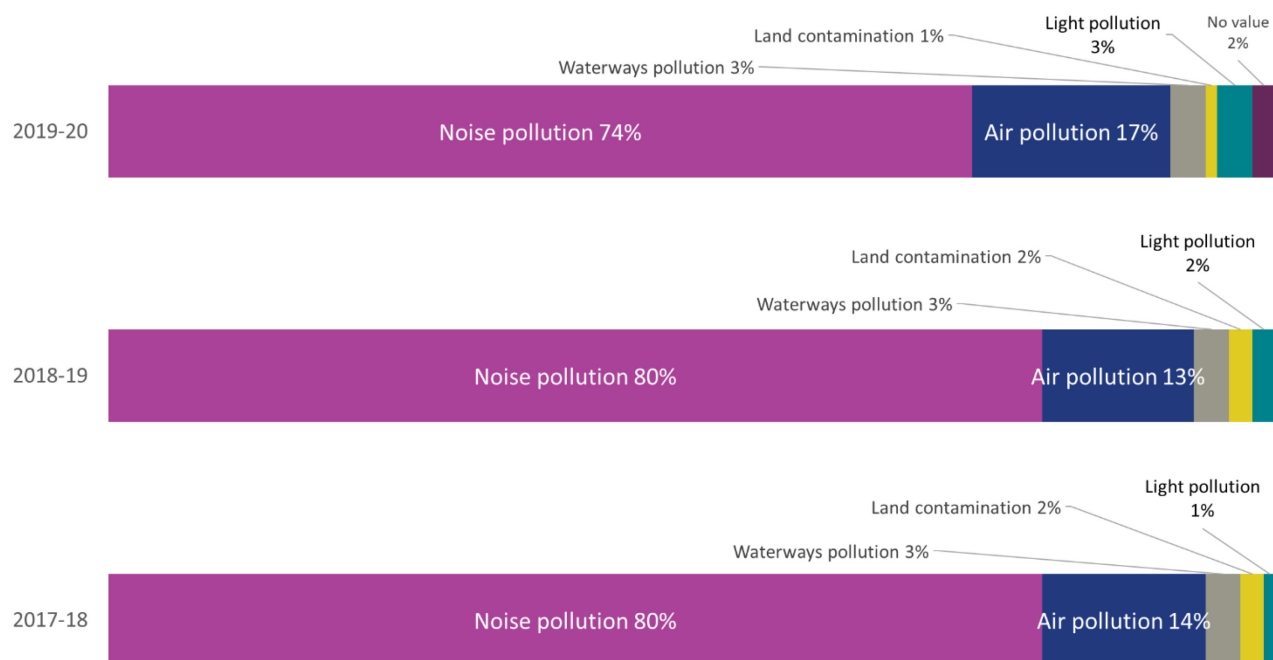
Table 10: Categories of EPA complaints received by CMT for 2017-18, 2018-19 and 2019-20¹

Category	2017-18	%	2018-19	%	2019-20	%
Noise pollution	2177	80	2282	80	1862	74
Air pollution	370	14	357	13	426	17
Waterways pollution	74	3	89	3	83	3
Land contamination	55	2	50	2	37	1
Light pollution	40	1	59	2	72	3
Authorised activity	1	0	7	0	0	0
Tree protection	1	0	0	0	0	0
No value ²	0	0	0	0	49	2
Total	2718	100	2844	100	2529	100

Notes:

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.
2. Incidents categorised as 'No value' were either yet to be processed and attached to a case at the time of data extract, or relate to simple enquiries or issues not requiring a case.

Figure 1: Categories of EPA complaints received by CMT for 2017-2018, 2018-19 and 2019-20*



*Note: Incidents categorised as 'No value' were either yet to be processed and attached to a case at the time of data extract, or relate to simple enquiries or issues not requiring a case.

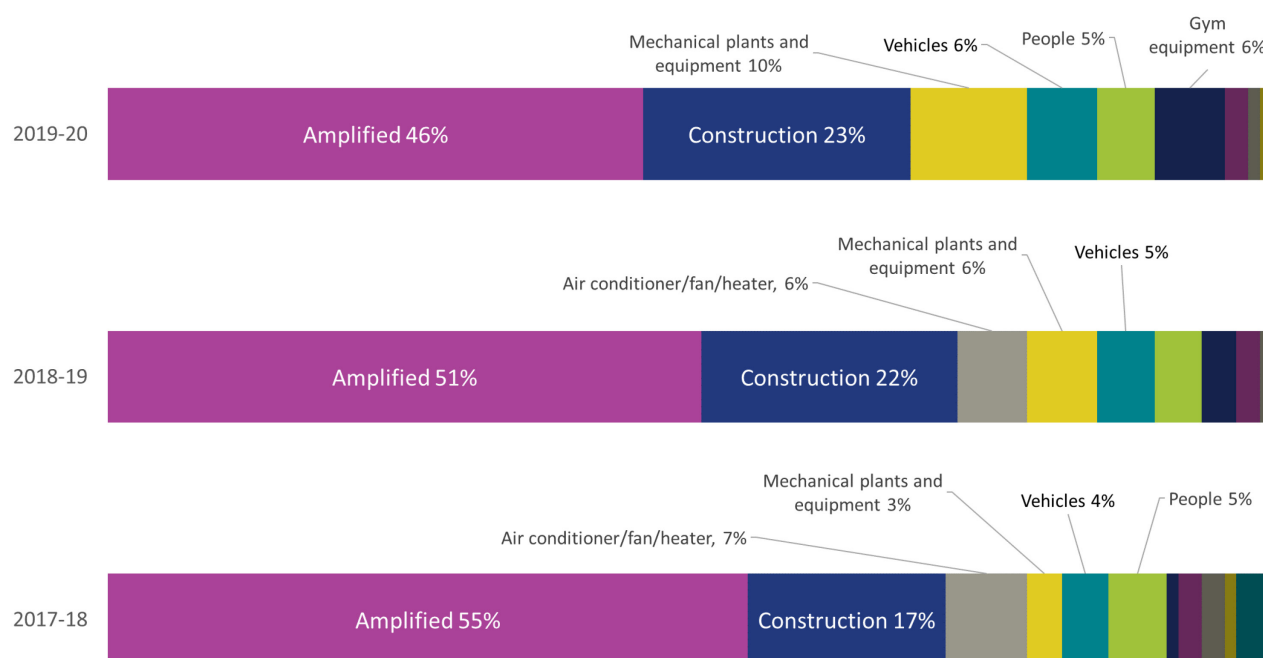
Table 11 shows noise complaints by category for comparison between 2017-18, 2018-19 and 2019-20. Figure 2 shows the percentage breakdown of noise complaints by category.

Table 11: Noise complaints by category for 2017-18, 2018-19 and 2019-20

Category	2017-18	Percentage	2018-19	Percentage	2019-20	Percentage
Amplified	1,208	55	1,156	51	860	46
Construction	380	17	506	22	432	23
Air conditioner/fan/heater	146	7	146	6	N/A*	N/A
Mechanical plants and equipment	74	3	143	6	175	10
Vehicles	97	4	113	5	114	6
People	99	5	80	4	94	5
Gym equipment	11	1	62	3	106	6
Alarms	40	2	35	2	44	2
Garden work	46	2	33	1	23	1
Waste collection	19	1	7	0	10	1
PA system	57	3	1	0	4	0
Total noise pollution	2,177	100	2,282	100	1,862	100

*Note: Since 1 July 2019, this is no longer a category and is incorporated with Mechanical plants and equipment.

Figure 2: Categories of noise complaints received by CMT for 2017-2018, 2018-19, 2019-20*



*Note: Categories representing less than 5 per cent of total noise complaints are not labelled in this figure. Please see Table 11 for a detailed breakdown of all categories.

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 around 230 licences comprising: Licences to Take Water; Recharge Licences; Drillers Licences; Bore Work Licences and Waterway Work Licences. We also administer 315 Water Access Entitlements.

During 2019-20, there were 181 active Licences to Take Water, with 3 new licences issued and no licences which expired or were cancelled because the extraction activity had ceased.

In 2019-20, the EPA issued:

- 3 Bore Works licences
- 1 Waterway Works licence
- 16 Drillers licences
- 2 Water Access Entitlements.

Table 12 indicates licensing activity by number of new licences and entitlements issued compared to the previous three financial years.

Table 12: Number of licences per type issued under the *Water Resources Act 2007*

Licence type	2017-18	2018-19	2019-20
Bore Works	2	2	3
Drillers	5	7	16
Waterways Works	4	0	1
Take Water (new)	2	2	3
Water AccessEntitlements	3	5	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.

For transparency and to assist compliance, the ACT will ensure that meters are identified using a unique serial number, most commonly located on the face of the meter. This is referred to as the meter number which is also kept on a customer's licence file. The information is publicly available upon request by contacting the EPA by emailing environment.protection@act.gov.au.

The ACT's metering requirements, which have been in place since 2003, meets 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 2019-20, there were 181 active Licences to Take Water with 331 meters in use. Inspections of meters were limited compared to previous years due to the restrictions of poor air quality from bushfires during December 2019 and January 2020, and the impacts of COVID-19 restrictions between March to June 2020.

Table 13: Details of ACT non-utility network water meter fleet and inspections in 2019-20

Activity type	Total	Groundwater	Surface water
Licences	181	N/A	N/A
Meters	331	199	132
Meter inspections	22	16	6
New meters	0	0	0

Lakes Act

The Delegate of Lakes is responsible for administering provisions of the *Lakes Act 1976* including works approval on the lakes, licences for boats operating faster than 10 knots, lake warnings and closures due to pollution incidents.

During 2019-20:

- Six new powerboat licences were issued. This brings the total number of powerboat licences that regulate the use of powerboats for specific purposes, such as training; hire boats; water quality sampling; foreshore maintenance and charter fishing on ACT waterways to 26.
- There were 18 active licences for use on the Molonglo River water ski area ('the area'): 10 for sport and competition purposes, 3 for marine sales and repair businesses; 2 for monitoring organisations to conduct testing; 1 for an individual to test their motor; 1 for charter fishing; and 1 for river maintenance operations.
- The area was closed off for competition events for a total of 8 days. An approval for the temporary installation of a slalom course on the area was issued 9 December 2019 to the ACT Waterski Association. The slalom course was permitted to be set up on days when the area was closed for competition events.

Clinical Waste Act

The *Clinical Waste Act 1990* provides for the transport, treatment and disposal of wastes resulting from the treatment and care of people and animals, including such things as needles, fluids and specimens. In 2019-20, a total of 5 company and 22 vehicle licences were renewed in compliance with the Act.

Commonwealth 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 (AAQ) National Environment Protection Measure (NEPM). Historical monitoring results indicate that the only AAQ NEPM pollutant of concern in the ACT air shed is particulate matter, which increases significantly during winter because of emissions from domestic wood heaters. This is especially so in the Tuggeranong Valley where levels are exacerbated by the topography of the valley, which is subject to temperature inversions and poor pollution dispersion.

The year 2019 will go down on record as one of our worst years for air pollution due to the ACT being impacted by smoke from the bushfires burning in south-eastern New South Wales which started in November 2019 and continued into early 2020.

Monitoring results in 2019 showed that air quality in the ACT was generally good in the first ten months of the year. However, it was severely impacted in November and December 2019 by the unprecedented bushfire activity in south eastern Australia; particle pollution (both PM10 and PM2.5) increased dramatically during the bushfire crisis, which peaked in December 2019.

Bureau of Meteorology data shows that rainfall was well below average and daytime maximum temperatures were well above average in 2019. The record-breaking drought conditions also led to an increase in widespread dust events throughout the year.

These warmer temperatures resulted in one of the best winters the ACT has experienced for wood heater pollution with only two PM2.5 exceedance days related to emissions from domestic wood heaters.

National Pollutant Inventory

The National Pollutant Inventory (NPI) is a joint program between the Commonwealth 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 2019-20, the EPA received, validated and approved 22 industry reports for the reporting year 2018-19 (please note that NPI reporting is a year in arrears due to reporting deadlines).

In November 2019, the ACT Government signed off the Memorandum of Understanding between the Australian Government and the ACT for the ongoing implementation of the NPI in 2019-20.

The NPI Review has been postponed due to budget constraints and COVID-19. As this Review will have a significant effect on the future operations of the NPI, the outcomes will be of interest to stakeholders from government, industry, non-government organisations and the public who use data from and/or contribute data to the NPI. The ACT Government will continue actively participating in the review process once it resumes.

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), which was first developed in February 2018 and was 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 entering "PFAS" into the search field.

Controlled waste

Controlled waste is the most hazardous category of waste and includes those 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.

National Environment Protection (Movement of Controlled Waste between States and Territories) Measure 1998 (NEPM) 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 to be 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 Measure is to provide a national framework for developing and integration 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 Measure are to minimise the potential for adverse impacts associated with the movement of controlled waste on the environment and human health.

Further information

Narelle Sargent
Environment Protection Authority
Delegate for Lakes
Clinical Waste Controller

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Lifetime Care and Support Fund

Transmittal certificate



Lifetime Care and
Support Scheme

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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

2019-20 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 Reports (Government Agencies) Directions 2019*.

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 Lifetime Care and Support Fund has been included for the period 1 July 2019 to 30 June 2020.

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

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the report to the Legislative Assembly within 15 weeks after the end of the reporting year. However, under section 14, the Chief Minister has granted an extension of the time when the report must be presented by you to the Legislative Assembly. The Chief Minister has granted the extension to 18 December 2020.

The annual report must be provided to the Speaker on 18 December 2020 for distribution to each Member of the Legislative Assembly. The annual report must then be tabled in the Legislative Assembly on the next sitting day.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Lisa Holmes'.

Lisa Holmes
Lifetime Care and Support Commissioner of the ACT

20 November 2020

Compliance statement

The *2019-20 Lifetime Care and Support Fund (LTCS Fund) Annual Report* must comply with the Annual Report Directions (the Directions) made under section 8 of the Annual Reports Act. The Directions are found at the ACT Legislation Register: www.legislation.act.gov.au.

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 *2019-20 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 Commissioner are provided within the 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 the [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 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 CMTEDD Annual Report.

Part 3 Reporting by exception

The LTCS Fund has nil information to report by exception under Part 3 of the Directions for the 2019-20 reporting year.

Part 4 Directorate and public sector body specific annual report requirements

Part 4 of the 2019 Directions is not applicable to the LTCS Fund.

Part 5 Whole of government annual reporting

All subsections of Part 5 of the Directions apply to the LTCS 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 annual report of CMTEDD.

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

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

Organisational overview and performance

Organisational overview

The Lifetime Care and Support Fund (LTCS Fund) is established under the *Lifetime Care and Support (Catastrophic Injuries) Act 2014* (LTCS Act). The Fund reflects the financial operations of the LTCS Scheme, which provides reasonable and necessary on-going treatment and care to people who have been catastrophically injured as a result of a motor accident or private sector work accident in the ACT. The types of injuries covered by the Scheme are spinal cord injuries, traumatic brain injury, amputations, severe burns and permanent blindness (more information can be found at <http://apps.treasury.act.gov.au/ltcss>).

The 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 vehicle involved in a motor accident that occurs 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 occur 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 another 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 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, from 1 February 2020 the LTCS Scheme is funded by a levy on Motor Accident Injuries Scheme insurance policies (prior to that date the levy was on Compulsory Third party 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 Lifetime Care and Support Commissioner (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.

The functions of the LTCS Commissioner are supported by the Insurance Branch of EFG, within CMTEDD.

The NSW government provides 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 1 September 2015 and gives effect to the Intergovernmental Agreement signed by the ACT Government in February 2015 with NSW.

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 2019-20 financial year were to:

- Undertake a five-year review of the Scheme for the Minister.
- 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 guidelines and procedures for the efficient and effective delivery of the LTCS Scheme in consultation with our service partners – the NSW LTCSA.
- Undertake investments in accordance with the Fund's investment strategy.

Against these priorities, the LTCS Commissioner:

- Reviewed the operation of the LTCS Act and presented a review report to the Minister within statutory timelines (see [Performance analysis, indicator \(c\)](#) for further information on the review and its findings).
- Determined, having regard to independent actuarial advice, the LTCS levy for both motor vehicle and work injuries for 2020-21 (see [Performance analysis, indicator \(a\)](#) for further information on the levies).
- Commissioned and received the fifth 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).
- Invested an additional \$10 million of funds not required in the short-term in accordance with the approved LTCS Fund investment strategy. The investment portfolio achieved an investment return for the 2019-20 financial year of 3.6 per cent.

Our Participants

Applications to the Scheme

The LTCS Commissioner accepted seven motor accident injury applicants and one work injury applicant as interim participants in the Scheme relating to accidents that occurred during 2019-20. The associated expenses for all eight new participants are reflected in the LTCS Fund's financial statements for 2019-20.

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.

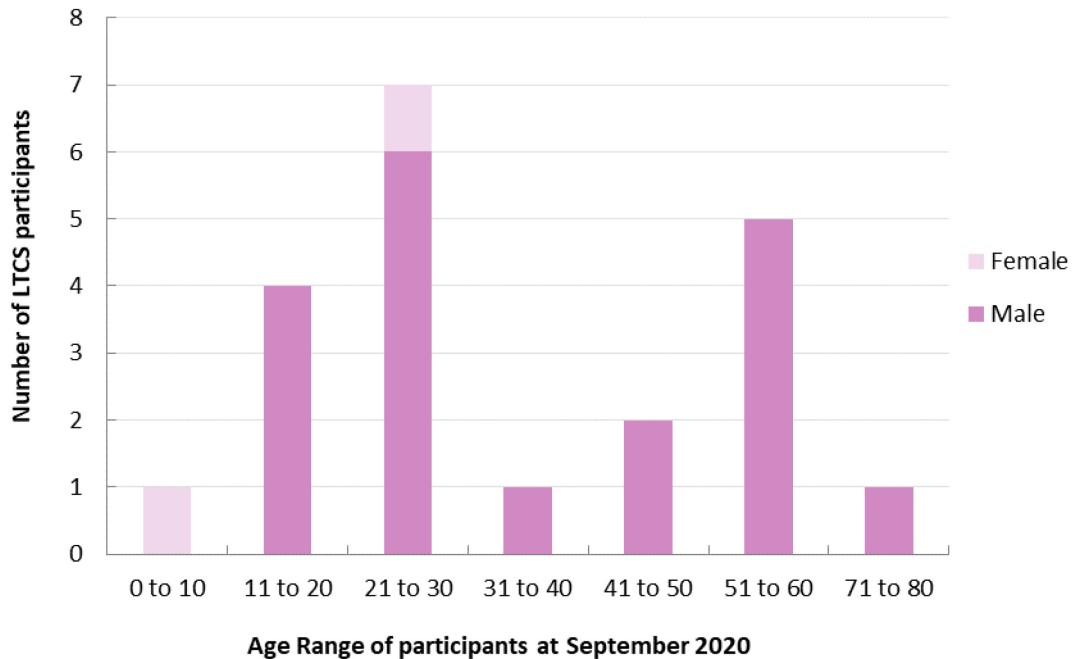
Decisions about whether an interim participant is accepted as a lifetime participant are made before the end of the interim participation period. Around six months prior to the end of the interim participation period, a participant's eligibility to remain in the scheme is assessed to determine whether 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 2019-20, two interim participants were assessed and accepted for lifetime participation in the LTCS Scheme.

Applying to the Scheme

As at September 2020 there are 21 participants (17 motor accident injury participants and four work injury participants) who are receiving co-ordinated treatment and care benefits through the scheme. Of the 21 participants, eight are lifetime participants (seven motor injury participants and one work injury participant) and 13 are interim participants.

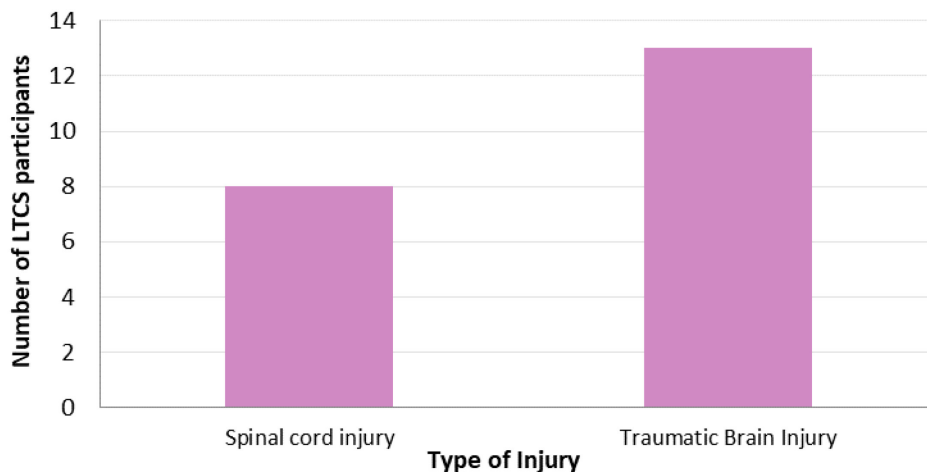
The LTCSScheme continues to have quite a young profile with the average age of participants currently 35 years, slightly higher than last year. Of the 21 participants in the scheme as at September 2020, only one participant is under ten years of age. Male participants comprise 90 per cent of all participants in the scheme.

Figure 1: Participant demographics



The scheme covers five types of catastrophic injuries – traumatic brain injury, spinal cord injury, amputations, burns and vision loss. In total, there are eight participants with a spinal cord injury. Of the 2019-20 accidents, four of the injuries were spinal cord injuries – the highest number of spinal cord injuries in an accident year since the operation of the Scheme. In total 13 participants (62 per cent) have suffered a traumatic brain injury.

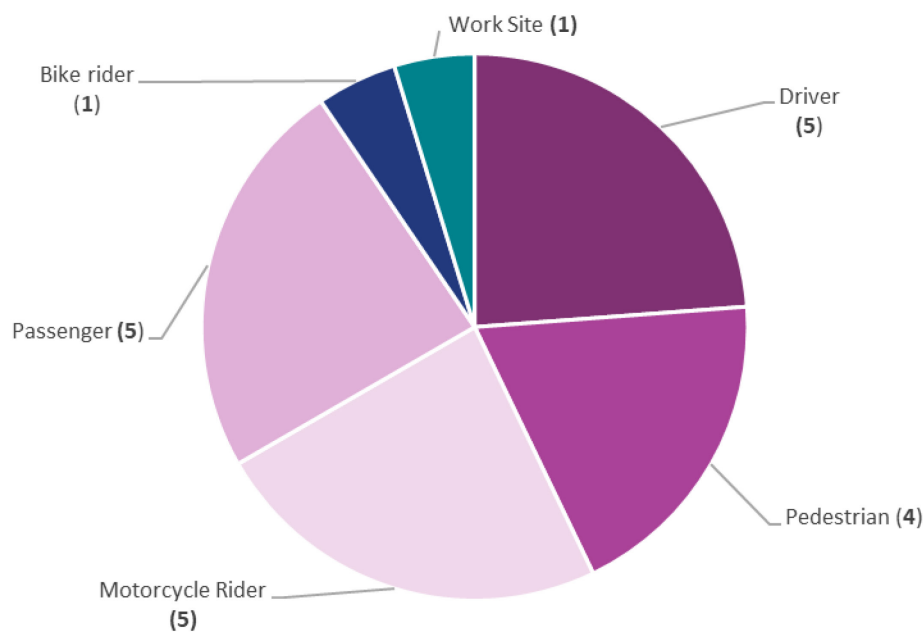
Figure 2: Participant injury type



Of the four work injury participants, three were injured in a work motor vehicle accident and one was injured on a work site. In terms of how the 20 scheme participants were injured in a motor vehicle accident:

- Five were passengers (25 per cent).
- Four were pedestrians (20 per cent).
- One was riding a bicycle.
- Ten were drivers (50 per cent), including five motorcycle riders (25 per cent).

Figure 3: Participant's role in accident

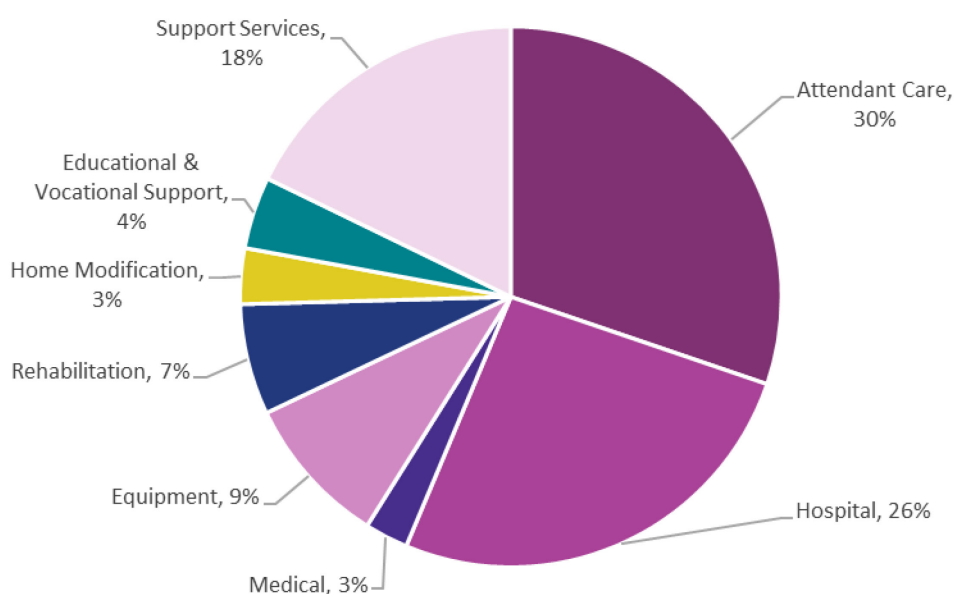


Provided Treatment, Rehabilitation and Care

In 2019-20, the LTCSScheme spent a total of \$2.445 million on services for participants (up by 93 per cent compared with the previous year). Given the number of new participants accepted in the financial year, hospital expenses accounted for a significant proportion (26 per cent) of participant expenses. Attendant care services (30 per cent) was the largest category of participant expenses reflecting the high care needs of some of the scheme's participants.

The third 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. Equipment (9 per cent), Rehabilitation (7 per cent) and Educational & Vocational Support (4 per cent) were the next largest expense categories.

Figure 4: Participant benefit payments 2019-20



The LTCSScheme spent a total of \$1.267 million in 2018-19 on services for participants. Like 2019-20, the largest expenditure category in 2018-19 was for Attendant Care services (30 per cent) followed by hospital expenses (28 per cent). Support Services (19 per cent) was the next largest expense category.

Accessing Services – How the scheme works with participants

The LTCSScheme 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 LTCSScheme coordinator. The coordinator arranges for a case manager to help plan services required by the participant.

The case manager will work with the participant and their service providers to request approval for services. Services are organised as required and the participant and their families are closely involved in each of these requests. Usually payment of approved treatment and care needs is made by the LTCSScheme directly to the supplier of the services.

Participants' experiences of the LTCS Scheme support for recovery and rehabilitation goals

Participant research surveys each year seek feedback on different aspects of the support and services delivered by the LTCSScheme. Research conducted in May 2020¹ sought feedback from participants and their nominated representatives on their experience and satisfaction with Attendant Care services provided through the Scheme. The survey reported positive results for Attendant Care services in the context of high levels of satisfaction with the way the LTCSScheme meets participants' needs.

¹ Dr Sandra Rickards, Modd Research + Evaluation: *ACT Lifetime Care and Support: Participant Feedback Research 2020 Research Report*.

Participants interviewed indicated that overall they felt well-supported by the Attendant Care services offered through the LTC Scheme and that the services were able to be flexibly tailored to assist them in meeting more immediate needs and longer-term goals. They also reported having a strong relationship with their case manager and the Scheme’s coordinator care team, which ensured they were able to access the right Attendant Care services in meeting their needs.

Attendant Care support workers were evaluated positively by participants in terms of their reliability, skill sets and personal attributes. They felt the care provider(s) was responsive to their day-to-day needs and to any changes in their needs. Participants noted getting a team together that works well for them involved trialling different support workers. They emphasised the importance of ensuring they are comfortable with their attendant carer(s):

“I’ve picked the right people. They’re really good and I’m happy.”

“Make sure the glove fits. Don’t put up with someone just on the skills.
Get the personal fit as well – they are your left hand!”

“You need to find someone you like, someone you feel comfortable with.
But most are good anyway.”

Overall, participants reported being very satisfied with the Scheme in terms of the wellbeing they were able to maintain through Scheme-funded supports and services. When asked about their experiences with the LTC Scheme, respondents provided the following comments:

“It [the Scheme] gives me the opportunity to live life better. To actually live. Not struggle all the time and not be in a position to do nothing.”

“Well, it’s easy to use. And everyone knows what they are doing. Simplicity is the rule. Yeah, it’s simple rather than hard ... I’m able to maintain the lifestyle I wanted to live.”

“Helpful, really helpful. ...it’s helping me put my life in a better position than it could ever have been without it.”

Outlook

Strategic priorities for the LTCS Commissioner in 2020-21 include:

- Administering the LTCS Scheme in accordance with the requirements of the LTCS Act and Guidelines.
- Issuing or 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, implement improvements when required to the way LTCS Scheme benefits are delivered to ACT participants.
- Undertaking investments in accordance with the Fund's investment strategy.

Performance analysis

The LTCS Scheme's 2019-20 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 crucial to the funding of the Scheme, with a levy applying to all Motor Accident Injuries Scheme insurance policies (prior to 1 February 2020 Compulsory Third-party 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 Commissioner 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 2020-21 contribution period were undertaken by the Scheme Actuary, Finity Consulting Pty Ltd, for the purposes of setting the 2020-21 LTCS Levy for motor vehicle injuries and the LTCS levy for work injuries.

The LTCS Commissioner determined that the LTCS levy for a twelve-month Motor Accident Injuries Scheme insurance policy would remain unchanged at \$37.00 in 2020-21 for all vehicles except those that are subject to distance restrictions applicable as part of the ACT's Concessional Vintage Vehicle Registration (CVVR) Scheme. The LTCS Levy determined for the CVVR Scheme remains unchanged at \$7.40 in 2020-21 for a twelve month insurance policy.

The LTCS Commissioner determined that the total LTCS levy payable by private sector workers' compensation insurers and self-insurers would also remain unchanged at \$3.8 million.

The Levy determinations for the 2020-21 contribution period for both motor vehicles and private sector workers' compensation insurers and self-insurers, were notified on the Legislation Register on 18 May 2020.

The LTCS Commissioner has determined these LTCS levies based on the best available data. As the Scheme will only be in its seventh year of operation for motor vehicle accidents and in its fifth 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 2020. A final report was received in June 2020.

The overall purpose of the survey was to gain feedback from participants to understand their perceptions of and experience with the LTCS Scheme, with a focus on Attendant Care services. Specifically, the survey aimed to gain a better understanding of whether and to what extent: (a) Attendant Care services are provided efficiently and effectively; and meet the needs of participants' identified recovery and rehabilitation goals; and (b) Attendant Care services are still being delivered efficiently and effectively during COVID-19 restrictions.

Around half of the scheme participants invited to participate agreed to be interviewed as part of the survey. Overall respondents gave positive feedback on Attendant Care services, and this occurred in the context of very positive feedback on the extent and manner in which the Scheme supports rehabilitation and well-being overall. The evidence from the survey indicated the Scheme is providing Attendant Care services effectively and efficiently. While different types of Attendant Care services had been accessed, based on differences in care needs and rehabilitation goals, respondents reported satisfaction with the way Attendant Care services were meeting their needs. Respondents were appreciative of the flexibility by which Attendant Care services could be accessed, whether on an ongoing basis or on an as needs basis. Respondents did not report concerns with Attendant Care services or concerns with any changes to the way Attendant Care services have been provided, or with the quality of services provided.

Delivery of Attendant Care services during COVID-19 restrictions was noted to be modified according to health requirements, though this did not impact on the way needs were met. Respondents were mindful of the unpredictability COVID-19 introduced to their life in general and were confident Attendant Care services would continue to be delivered satisfactorily.

Within this positive context, the report offered some key learnings for the delivery of Attendant Care services – in particular, the importance of maintaining Attendant Care services flexibility and tailoring services to the nature and complexity of participants' specific injuries and stage of recovery and wellbeing. The results of this survey will inform the selection and delivery of future Attendant Care services.

As the research touched on the administrative processes of the NSW LTCSA, a copy of the research report and learnings has been provided to the NSW LTCSA and discussed with them.

c. Undertake a review of the LTCS Scheme in accordance with legislative timeframe

Section 100 of the LTCS Act requires ‘the Minister to review the operation of the LTCS Act after the end of its 5th year of operation’. The key purpose of the review was to assess the operation of the LTCS Act in terms of the qualitative and quantitative aspects of the Scheme’s objectives.

The review was undertaken in accordance with the Terms of Reference approved by the Treasurer and related to the Scheme’s operations from 1 July 2014 to 30 June 2019. The key components of the review were undertaken independently with Modd Research + Evaluation (MRE) assessing the ‘qualitative’ Scheme objectives; and the ACT Scheme Actuary, Finity Consulting Pty Ltd assessing the ‘quantitative’ Scheme objectives.

The review commenced on 28 August 2019 and was completed in November 2019. The review report (the report) was presented to the Legislative Assembly by the Treasurer during the November 2019 Assembly sitting period within the statutory timelines.

Qualitative Assessment

In relation to the qualitative elements of the Scheme’s objectives, MRE focussed on reviewing whether the LTCS scheme was meeting participants’ recovery and rehabilitation needs and whether scheme benefits had been delivered efficiently and effectively.

The report found that overall, participants were ‘overwhelmingly positive’ about the way the Scheme has met their needs and concluded that treatment and care services for participants were being delivered efficiently and effectively.

The Report noted there was considerable participant goodwill and gratitude towards the Scheme and most respondents were very positive about the way the Scheme has met their needs. MRE noted that: “Some respondents have commented on their surprise and gratitude for how tailored services have been to the participant’s needs and circumstances” (p.11 of Report).

Further, “...the financial support for treatment, rehabilitation, care and equipment and assistance navigating health systems and finding appropriate medical and allied health specialist are frequently cited by respondents as particular sources of overall satisfaction” (p. 4).

Factors cited by participants that the Scheme was meeting their needs included their positive relationship with their case managers and coordinators and the person-centred planning approach used to give them greater control over their rehabilitation goal development and service planning.

While issues occurred (for example, where services and equipment issues were delayed or required attention), these were usually resolved through the assistance of the case manager or coordinator.

Importantly, what was critical to the Scheme’s success in meeting needs was that systems and communications were in place to identify and rectify issues where they occur, in a manner that was timely and satisfactory to participants. The Report reflected that this was borne out by the low numbers of complaints and disputes lodged to date.

Quantitative Assessment

In terms of the quantitative elements of the Scheme's objectives, the Scheme Actuary reviewed the LTCS Scheme's participant profile and treatment and care costs.

The Scheme Actuary confirmed that around half of the Scheme's participants sustained their injuries in accidents where they had likely been 'at-fault' or it was a 'blameless accident'. This highlights the benefit of the Scheme as these motorists would have been ineligible to receive any support for their injuries under the previous Compulsory Third-party Insurance Scheme. That scheme was replaced by the Motor Accident Injuries Scheme which commenced in the ACT on 1 February 2020.

The Scheme Actuary noted that the category split of payments in the Scheme were consistent with a Scheme in the early years of operation where the majority of payments related to hospital, rehabilitation and equipment costs. Over the longer term, as participants' injuries stabilise, it is expected that Attendant Care costs will form the majority of expenses in line with the longer-term benchmark.

The Scheme Actuary noted that the two major drivers of cost for the LTCS Scheme are participant numbers and the average cost per participant. The Scheme Actuary advised that while Scheme costs to 30 June 2019 had been much lower than anticipated (35 per cent), driven by fewer participants (50 per cent lower), this had been partially offset by the higher estimated average cost per participant (31 per cent higher), driven by a higher than anticipated severity mix of brain injuries for current participants.

The Scheme Actuary concluded that the Scheme premiums to 30 June 2019 (for both motor vehicle injury and work injury streams) were within a reasonable range and had been set to ensure the Scheme was fully funded, that is, there was provision for the cost of providing future treatment and care to new participants over their expected lifetime. The Actuary considered that the Scheme was fully funded as at 30 June 2019 with net assets of \$18.1 million. However, the Actuary noted that uncertainty exists around the long-term nature of the scheme liabilities and the Scheme is subject to volatility given the extremely small number of participants.

Outcome of the Review

The independent assessments of the Scheme's performance against the qualitative and quantitative objectives in the LTCS Act confirm that the LTCS Scheme has been successfully implemented and is operating as intended.

Further information

Lisa Holmes, Lifetime Care and Support Commissioner
Lifetime Care and Support Fund

(02) 6207 0207 Lisa.Holmes@act.gov.au

Motor Accident Injuries Commission

(including ACT Compulsory Third-Party Insurance Regulator)

Transmittal certificate



Mr Chris Steel MLA
Special Minister of State
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2019-20 Motor Accident Injuries Commission (including the previous ACT Compulsory Third-Party Insurance Regulator) 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 2019*.

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 Motor Accident Injuries Commission has been included for the period 1 February 2020 to 30 June 2020 and of the previous ACT Compulsory Third-Party Insurance Regulator has been included for the period 1 July 2019 to 31 January 2020.

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

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the report to the Legislative Assembly within 15 weeks after the end of the reporting year. However, under section 14, the Chief Minister has granted an extension of the time when the report must be presented by you to the Legislative Assembly. The Chief Minister has granted the extension to 18 December 2020.

The annual report must be provided to the Speaker on 18 December 2020 for distribution to each Member of the Legislative Assembly. The annual report must then be tabled in the Legislative Assembly on the next sitting day.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Lisa Holmes'.

Lisa Holmes
Motor Accident Injuries Commissioner

20 November 2020

Compliance statement

The *2019-20 Motor Accident Injuries Commission (MAI Commission) Annual Report* must comply with the Annual Report Directions (the Directions) made under section 8 of the Annual Reports Act. The Directions are found at the ACT Legislation Register: www.legislation.act.gov.au

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 records keeping of annual reports. The *2019-20 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 *2019-20 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 *2019-20 MAI Commission Annual Report* complies with all subsections. The information that satisfies the requirements of Part 2 is found in the *2019-20 MAI Commission Annual Report* as follows:

- A. Transmittal Certificate, see the [previous page](#).
- B. Organisational Overview and Performance Analysis, see the [next page](#) of this report. 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.

Part 3 Reporting by exception

The MAI Commission has nil information to report by exception under Part 3 of the Directions for the 2019-20 reporting year.

Part 4 Directorate and public sector body specific annual report requirements

Part 4 of the 2019 Directions is not applicable to the MAI Commission.

Part 5 Whole of government annual reporting

All subsections of Part 5 of the Directions apply to the MAI Commission. 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 annual report of CMTEDD.

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

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

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 and the CTP Regulator's obligations for motor accidents that occurred before the new scheme commenced, are now 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. Under section 611 of the MAI Act, the MAI Commission is required in this annual report to report on the operations of the CTP Regulator from 1 July 2019 to 31 January 2020 when it ceased operations.

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. 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 six of the Act and are different from those specified in the previous CTP Act, reflective of the MAI Scheme's different scheme design. 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 more extensive than those of the previous CTP Regulator. They include new functions such as providing information and assistance on the MAI scheme, and a strengthened monitoring and regulatory role, particularly in relation to the provision of defined benefits by insurers. The MAI Commission's functions are detailed in section 25 of the MAI Act and 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

Implementation of the MAI Scheme

In the lead up to the 1 February 2020 commencement of the new scheme, feedback was sought from relevant stakeholders on 16 regulations and guidelines, seven forms and an industry deed required for the start of the Scheme. Consultation also occurred on an additional six guidelines and regulations that were subsequently made post 1 February 2020 on aspects of the Scheme that did not impact on the Scheme commencing, including items of an administrative nature or matters not expected to arise in the early days of the Scheme. In addition, COVID-19 guidelines were made to recognise the impact of the pandemic on the business operations of MAI insurers and other service providers, such as health practitioners, and to provide additional flexibility for the handling of applications and claims under the Scheme.

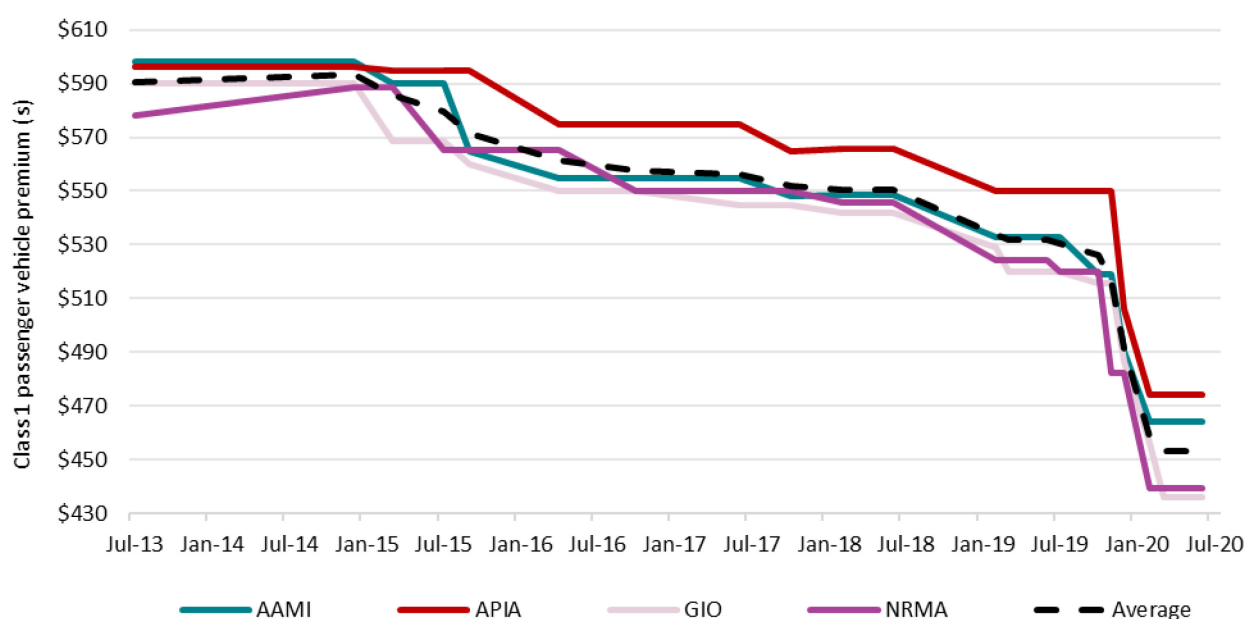
One of the objectives set by the citizens' jury on improving CTP Insurance was for injured people to be supported in navigating the scheme. The Defined Benefit Information Service (DBIS) was established on 1 February 2020. It is being provided by Care Inc as an initial 18-month pilot. The DBIS assists the public with information in relation to available benefits for injured people, the application process and how to navigate the process. 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.

Procurement has been undertaken to identify an Independent Medical Examiner (IME) Provider for the Scheme's Whole Person Impairment (WPI) Assessments. WPI is a medical assessment of a person who has an injury or injuries of a permanent nature. The MAI Commission expects to have a contract with the IME Provider in place in the first quarter of 2020-21.

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, the reduced 2019-20 premium figures reflect the impact of the new MAI Scheme in the lead up to the new scheme as well as the commencement of the Scheme on 1 February 2020. From 1 July 2019 to 30 June 2020, the average private passenger vehicle premium fell by \$78.38 (14.7 per cent). Since competition commenced in the ACT market until 30 June 2020, the average private passenger vehicle premium has fallen by over 20 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

Due to the increased data collection and reporting requirements for the MAI Scheme compared to the previous CTP Scheme, a new ICT system has been implemented that incorporates both the new MAI Scheme and the previous CTP Scheme data on a shared platform to provide enhanced and systematic data capture and reporting capabilities. The new ICT system (known as the MAI Register) assists the Commission in monitoring compliance as well as analysing how the new scheme is performing relative to its aims. It also assists the Scheme's Actuary in its functions.

The data is collected from licensed insurers and the ACT Nominal Defendant at regular intervals. The MAI Commission has also met with the ACAT Registry staff to discuss the provision of information to the Commission on external reviews of insurers' reviewable decisions and applications for the payment of death benefits.

MAI Scheme monitoring and insurer compliance

To monitor the operation of the new 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 March 2020. These meetings focused on:

- Remaining implementation matters for the Scheme.
- Operational aspects of the MAI Scheme including any matters arising from early applications under the Scheme.
- 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 DBIS provider and from direct enquiries from the community regarding the Scheme through the Commission's website link at www.act.gov.au/maic, telephone calls and correspondence.

Initial procedures for complaints management and a compliance monitoring framework were also developed. As part of the compliance framework the Commission commenced a review using data in the MAI Register. A sample of defined benefit applications recorded in the MAI Register were reviewed for data quality and consistency with the MAI Act, regulations and guidelines. Given the Scheme has just commenced, the MAI Commission, in the first instance, is engaging and educating insurers on any questions or issues of interpretation that arise.

Autonomous Vehicles

The National Transport Commission is 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.

In order to assist policy agencies in their deliberations on how such insurance arrangements could work, Heads of MAII, which includes the MAI Commission, are considering options for a recovery rights mechanism, and are in the process of seeking professional consultancy advice to assist in progressing the options. The recovery rights mechanism would require manufacturers and other parties of automated driving systems to pay for personal injuries when an AV that malfunctions is at fault.

Road Safety initiatives

In 2019-20 the MAI Commission contributed \$100,000 towards road safety initiatives (to be delivered in 2020-21) to deter speeding, drink driving and not wearing seatbelts, given these are key factors in ACT drivers being injured, sometimes fatally. These road safety factors align with the core guiding principles of Vision Zero and the Safe Systems approach in the ACT's Road Safety Strategy 2020-2025. The MAI Commission is currently liaising with the Justice and Community Safety Directorate to finalise the details of the campaign.

Insurer Market Share

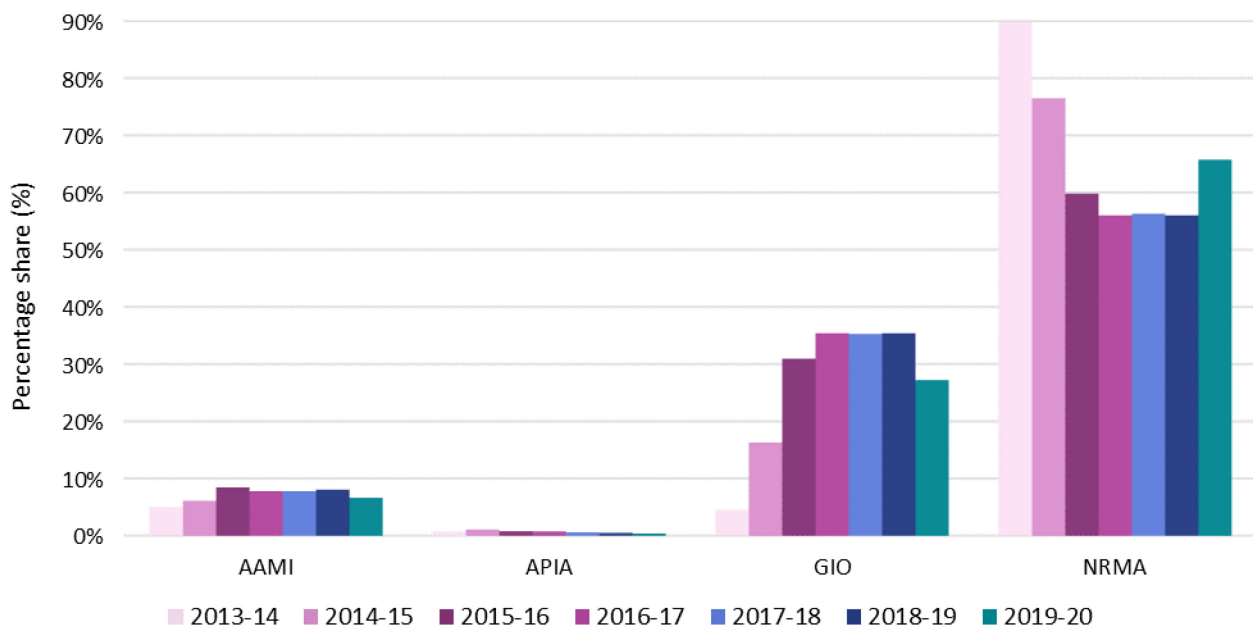
Market share indicates the proportion of the market held by each insurer and provides an indication of how the ACT community is responding to a competitive market. Figure 2 shows the average market share over each of the financial years from 2013-14 when competition began, through to the end of the latest financial year of 2019-20. Market share is based on premiums collected by insurers.

Over the 2019-20 financial year, NRMA and the Suncorp Group held 66.0 per cent and 34.0 per cent of the market respectively. Suncorp's share fell in 2019-20 compared to 2018-19 as NRMA introduced a very competitive passenger vehicle premium in November 2019 (initially \$33.60 lower than GIO) and again for the commencement of the new MAI Scheme on 1 February 2020 (initially \$16.80 lower than GIO).

Relative to the 2018-19 market share:

- NRMA’s market share increased to 65.7 per cent over the 2019-20 financial year (an increase of 9.7 percentage points – pp – compared to 56.0 per cent over the 2018-19 financial year)
- GIO’s market share reduced to 27.2 per cent over the 2019-20 financial year (a decrease of 8.2 pp compared to 35.4 per cent over the 2018-19 financial year)
- AAMI and APIA continue to hold relatively small market shares at 6.7 per cent and 0.4 per cent over the 2019-20 financial year respectively.

Figure 2: Movement in insurers’ average market share since the introduction of competition



Premiums and scheme affordability

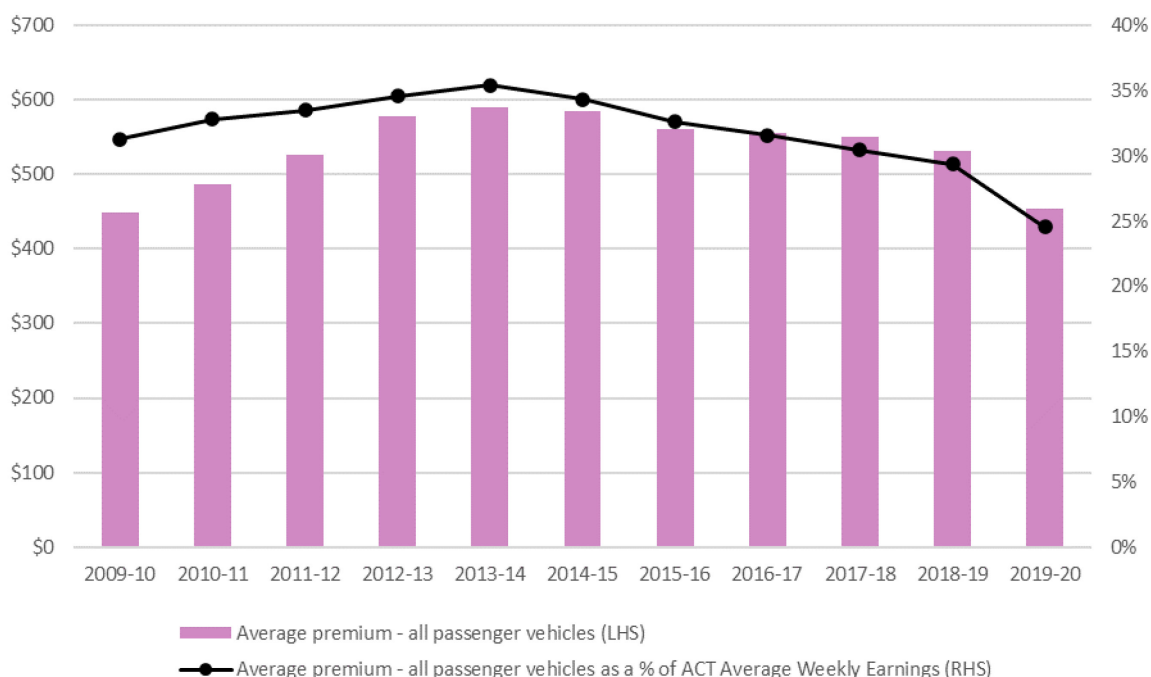
One of the objectives of the MAI Act and the previous CTP Act is to keep the costs of insurance at an affordable level.

The premiums charged by insurers reflect the benefit structure underlying the ACT’s insurance schemes:

- The new 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, and these are lower than premiums under the previous CTP Scheme.
- The previous common-law CTP Scheme design differed from other state CTP schemes which often contained capped benefits, such as limited access to common law and damages for non-economic loss (general damages and pain and suffering). The previous ACT CTP Scheme had no such restrictions, feeding through to higher premiums and hence the relative affordability of the Scheme.

As shown in Figure 3, affordability, measured as premiums as a proportion of ACT average weekly earnings (AWE) improved, particularly between 2018-19 and 2019-20, with the effect of lower premiums in the lead up to and commencement of the MAI Scheme on 1 February 2020. This is reflected in average premiums falling as a proportion of AWE by 10.9 percentage points over the period 2013-14 to 2019-20. 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 is releasing scheme statistics quarterly, commencing with the period ending 30 June 2020. The 30 June 2020 quarterly report is available at <https://apps.treasury.act.gov.au/maic/scheme-knowledge-centre>. Below are some of the key statistics from the 30 June 2020 report which covers the period 1 February 2020 to 30 June 2020.

- **105 applications were received**, 93 of which were complete applications and 12 are still 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 during the period to 30 June 2020 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 following 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.
- **100 per cent of complete applications have been accepted by insurers.**
- One of the advantages of the Scheme is that everyone injured in a motor accident can receive benefits. To 30 June 2020, the insurers have assessed that **14 per cent of applicants were either at-fault in the accident or it was a blameless accident, with the fault status of 19 per cent of applications yet to be determined.**

- Another advantage of the Scheme is that injured people can receive timely treatment and care and income replacement assistance. During the Scheme’s first five months of operation, **the Scheme paid out more than \$636,000** of which 94 per cent of the payments related to treatment and care, and income replacement.
- Once an insurer received a complete application, **the first treatment and care payment was on average (median) made in seven days**. 70 per cent of first payments were made within two weeks.
- Once an insurer received a complete application, **the first income replacement payment was on average (median) made in 25 days**. 64 per cent of first payments were made within four weeks. Requested 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) to 30 June 2020. Applicants in the 30 to 44 age bracket 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 up to 30 June 2020

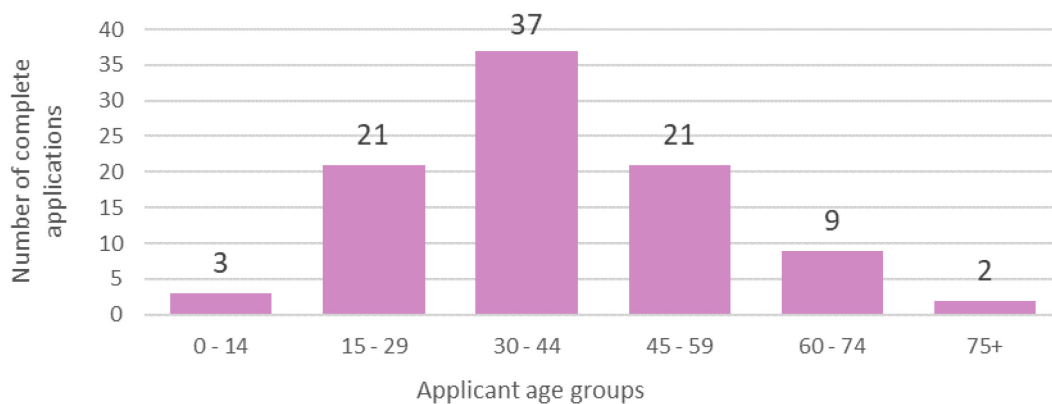


Figure 5: Applicant role in the accident, for applications to the Scheme up to 30 June 2020

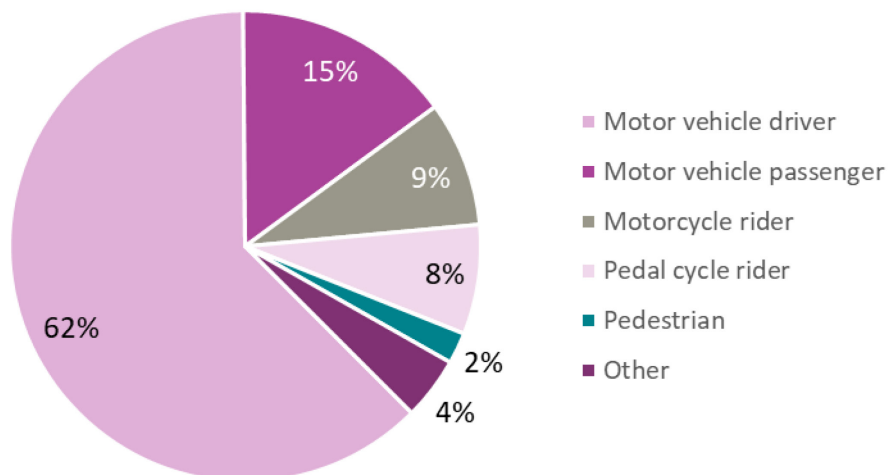
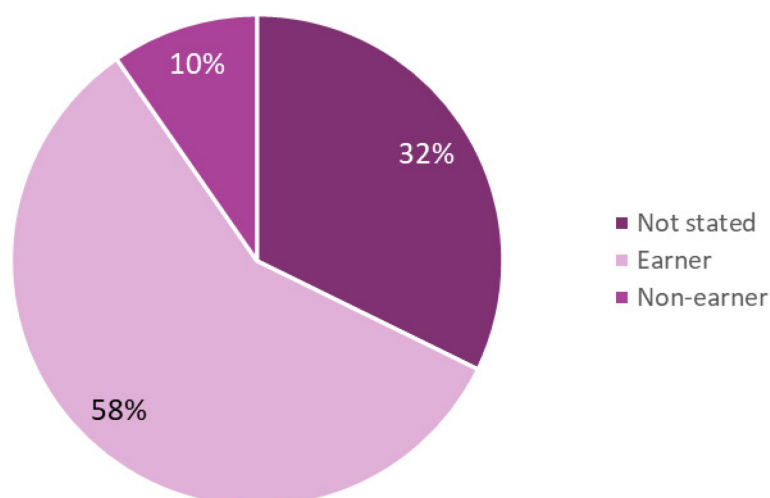


Figure 6: Applicant pre-accident work status, for applications to the Scheme up to 30 June 2020



CTP Scheme Statistics

The CTP Scheme applies to motor accidents that occurred prior to 1 February 2020. Given the common law nature of the Scheme, it will take a number of years before all CTP claims are finalised.

Average cost of claims and claims frequency

The average cost of a claim and claims frequency are important drivers of CTP Scheme costs. The higher the average cost per claim and claims frequency, the higher the scheme costs. These scheme costs are funded from CTP premiums that were collected pre 1 February 2020.

The average claim data in Figure 7 are based on both finalised and open CTP claims — comprising reported claims, historical payments and case estimates, by accident year¹. The inclusion of both finalised and open claims provides a complete picture of the scheme experience for accidents occurring in that year.

While case estimates reflect the best estimate of the future cost of open claims, they will inevitably differ from the ultimate cost of the claim. Generally, where there is more information available on the claim, that is, they are more established claims for older accident years, case estimates are considered to be better estimates of the ultimate cost. Given this, to present a reliable view of the average cost over time, Figure 7 provides data only up to 2016-17, as the data for the accident years of 2017-18 and beyond are currently too underdeveloped to reflect costs for these years with sufficient accuracy².

¹ Accident year means the year in which the accident occurred, not the year in which payments occur.

² Data for the 2017-18 accident year and beyond are deemed by the Scheme Actuary to be too underdeveloped to contribute to a reliable longitudinal analysis, as the case estimates as a proportion of finalised and open claims (comprising both payments and estimates) is well over 50 per cent.

Figure 7 demonstrates that the average claims cost over the period 2008-09 to 2016-17 generally ranged from \$89,000 to \$125,000, except in 2012-13, when the cost was just above \$142,000. The average cost over the nine-year accident period was \$111,070. The average claim cost is driven by total claims costs (largely reflecting the overall severity of the accident injuries) and the number of claims.

Figure 7: Average claim cost, by accident year



Notes:

1. Payments made in earlier years have not been indexed to reflect 2016-17 values.
2. The average cost per claim by accident year is based on both finalised and open claims comprising reported claims, historical payments and case estimates. Payments are gross amounts and claims numbers reflect only those claims with a combined gross cost greater than zero.
3. Accident years are on a financial accident year basis.
4. Data for all years are subject to change and reflect 'best case estimates' given all years comprise both finalised and open claims, with the open claims (and where applicable re-opened claims) containing varying proportions of case estimates. Further, the data only reflect actual claims made to date.

Claims frequency (also known as the 'accident rate') is an important measure as it indicates the proportion of the Territory's motor vehicles that were involved in a motor accident and made a CTP claim. It is calculated by dividing the number of CTP claims (by accident year) by the number of registered vehicles with a CTP policy.

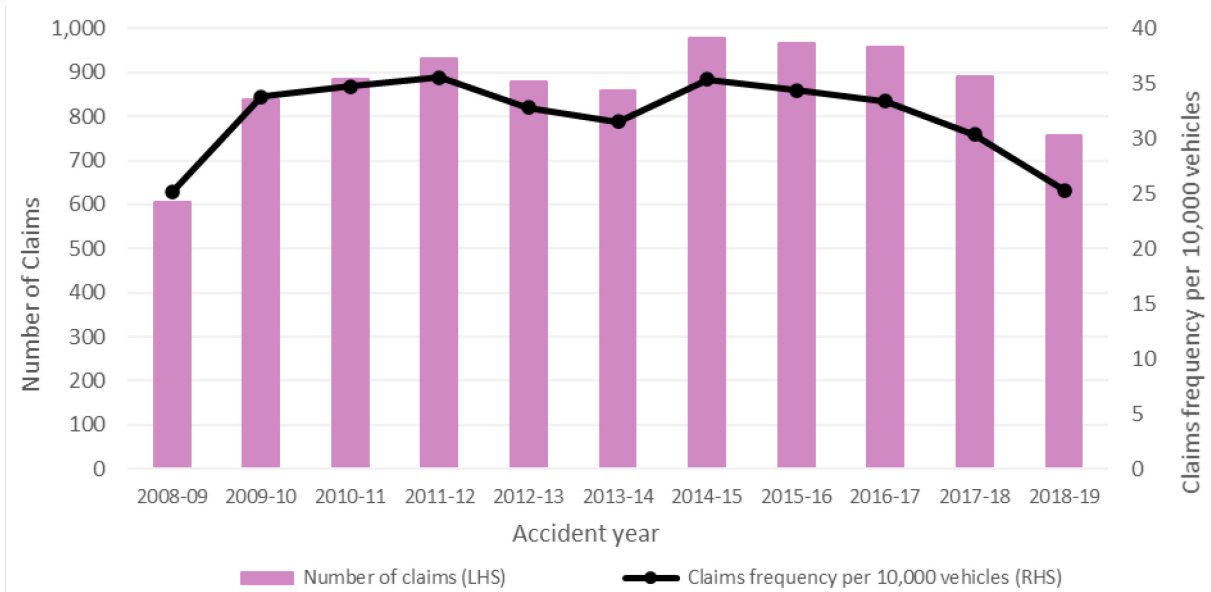
As shown in Figure 8, the number of claims and frequency of claims at a broad level move together. For the latest years, from 2017-18 to 2018-19:

- The number of claims fell by 15.0 per cent to 758. This was lower than the average number of claims over the 2009-10 to 2018-19 period of 895^(a).
- Claims frequency fell by 5.1 percentage points to 25.3 claims per 10,000 vehicles. This is below the average frequency of 32.7 for the ten-year period^(a). Up until 2018-19, claims frequency has remained within a fairly tight band over the 2009-10 to 2017-18 period, between a low of 30.4 and a high of 35.5 (that is, 30 to 36 in every 10,000 motor vehicles were involved in an accident)^(a).

Data for 2019-20 are not shown as they are not sufficiently developed at the time of reporting.

(a) Note: Data from 2008-09 are excluded from this analysis given that the number of claims and claims frequency are understated. As the new CTP Act became effective 1 October 2008, claims data for 2008-09 reflect a part-year effect.

Figure 8: Number of claims and claims frequency, by accident year



Notes:

1. Claims data are on an accident year basis (by financial year), that is, claims made during the year the accident occurred.
2. In deriving claims frequency, the number of claims is divided by the number of ACT registered vehicles with a CTP policy (excludes trailers and non-engine caravans/campervans).

Claims payments

Claim payments by heads of damage (HoD) is a useful measure for analysing where a scheme's funding is being spent and, importantly, the proportion of claims being paid directly to injured people.

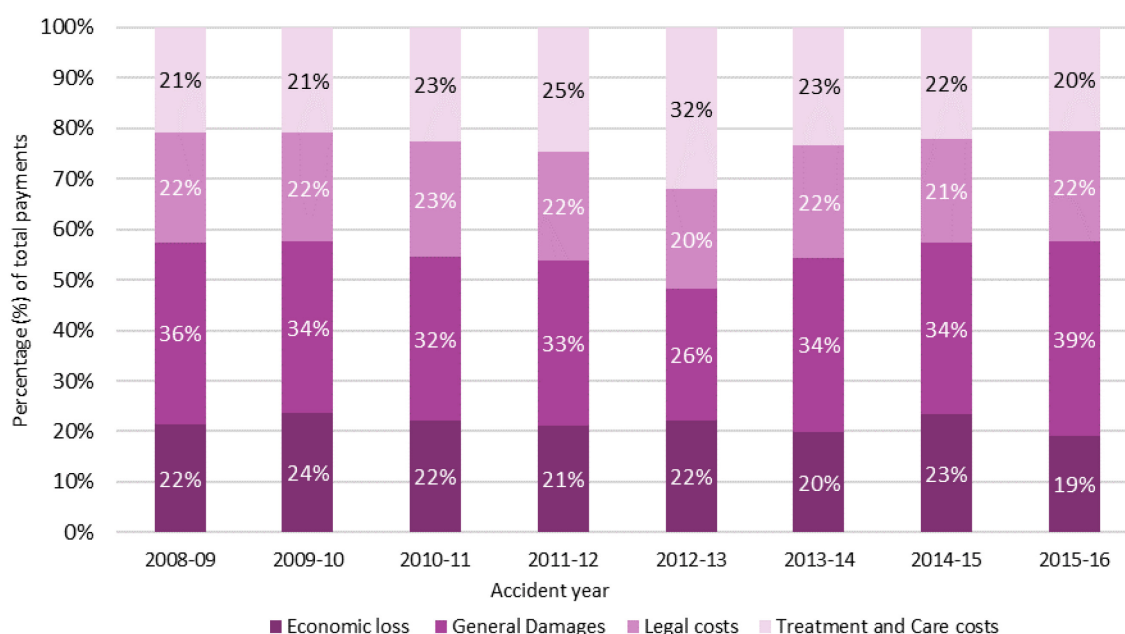
To provide a reliable view of HoD trends over the period 2008-09 to 2015-16, Figure 9 provides HoD payments as a proportion of total payments for those claims that have been finalised, on an accident year basis.

The accuracy of the HoD percentages paid in each accident year is affected by the proportion of claims that have been finalised, with older accident years having a higher proportion of finalised claims. The time series provided excludes accident years from 2016-17 onwards as these years have relatively low proportions of finalised claims, and the data are not representative of the general trend in the various HoD.

The data shows that over the period 2008-09 to 2015-16:

- General damages were the largest component averaging 33 per cent of total costs over the eight-year period (from a low of 26 per cent, to a high of 39 per cent).
- Treatment and care costs averaged 23 per cent of total costs over the period shown (from a low of 20 per cent, to a high of 32 per cent).
- Economic loss averaged 22 per cent of total costs (from a low of 19 per cent, to a high of 24 per cent).
- Legal costs averaged 22 per cent of total costs (from a low of 20 per cent, to a high of 23 per cent).

Figure 9: Heads of damage as a proportion of total payments, by accident year



Notes:

1. Payments made in earlier years have not been indexed to reflect 2015-16 values and are in relation to claims finalised.
2. Payments are gross payments.
3. Treatment and care costs comprise ‘treatment costs’ and ‘past and future care costs’. Legal costs comprise ‘Defendant legal costs’, ‘Investigation costs’ and ‘Plaintiff Legal costs’, but not solicitor-client fees.

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. Similar provisions were contained in section 38 of the CTP Act.

The MAI Commission will normally receive a premium filing from licensed insurers 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 by Finity Consulting Pty Limited, under contract. Finity was also the Scheme Actuary for the previous CTP Regulator.

See Performance Analysis, performance indicator (a) for both the MAI Commission and the previous CTP Regulator for details on filings received during 2019-20.

CTP average annual risk premium

The risk premium represents the base risk amount that each insurer bears when providing MAI Scheme insurance or the previous CTP Scheme insurance in the ACT. The risk premium has been derived using a weighted average of data from the four licensed insurers in the ACT and the Nominal Defendant to determine the average risk premium price per policy.

The average risk premium price per policy for the MAI Scheme (1 February 2020 to 30 June 2020) was \$305.43 and for the previous CTP Scheme (1 July 2019 to 31 January 2020) \$375.54. The decrease in the average risk premium per policy for the MAI Scheme compared to the previous CTP Scheme reflects the different scheme design.

Profit margins

Under section 323 of the MAI Act, the MAI Commission is required to assess the profit margin of licensed insurers included in their premiums, with the insurers required to report on their profit margins and the actuarial basis on which the profit was calculated. These profits are expected profits at the time premiums are filed. Similar provisions were contained in section 46 of the CTP Act.

All the insurers' profit margins were assessed as being in a reasonable range. The range for the industry as assessed by the Scheme Actuary in the period 1 February 2020 to 30 June 2020 for the MAI Scheme was 8 per cent to 11 per cent. The range for the industry as assessed by the Scheme Actuary in the period 1 July 2019 to 31 January 2020 for the previous CTP Scheme was also 8 per cent to 11 per cent.

While insurers' expected profit margins have been assessed for the MAI Scheme, given the extremely short period of time this scheme has been operating, and the material changes in benefit structure compared to the previous CTP Scheme, it will be some years before the estimated actual profit margin can be assessed with any certainty.

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 assessed Motorcycle Premium Support for higher powered motorcycle classes is \$550.00 per annum and for other motorcycle classes \$250.00 per annum. This is the amount that each motorcycle MAI premium is subsidised. The assessed estimated Motorcycle Premium Loading is \$16.50 per annum. This is the amount that is included in premiums for most other vehicle classes to fund the motorcycle subsidies.

The premium support and loading figures are published in a notifiable instrument on the ACT Legislation Register.

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 and section 13 of the previous CTP 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 assessed Nominal Defendant Loading for the MAI Scheme from 1 February 2020 was assessed for premiums as 4.5 per cent and for the previous CTP Scheme for 1 July 2019 to 31 January 2020 as 5.2 per cent. The decrease in the Nominal Defendant Loading for the MAI Scheme compared to the previous CTP Scheme reflects the different scheme design.

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 assessed loading for the MAI Scheme from 1 February 2020 and for the previous CTP Scheme for 1 July 2019 to 31 January 2020 was 0.085 per cent per month.

The MAI Scheme's lost investment income loading is published in a notifiable instrument on the ACT Legislation Register.

Outlook

Priorities in 2020-21 relate to the functions of the MAI Commission and include:

- Completing the procurement for the IME Provider in the first quarter of 2020-21.
- Completing the upgrade to the MAI Register to allow insurers to lodge CTP Scheme data directly with the Register.
- Issuing or amending guidelines, regulations and forms under the MAI Act, as required.
- Promoting and providing information about the MAI Scheme and the DBIS.
- Evaluating the initial 18 month DBIS pilot.
- Monitoring the MAI Scheme's performance and undertaking compliance activities.
- 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.
- Contributing to targeted road safety initiatives that assist in reducing motor accidents and personal injuries, and mitigating their impact.

Performance analysis

Explanation of performance indicators – MAI Commission

The MAI Commission's 2019-20 performance indicators are included in its Statement of Intent and are reported as part of the Commission's Statement of Performance. For the relevant part of the 2019-20 financial year, that is for the period 1 February 2020 to 30 June 2020, the MAI Commission developed and achieved the following indicators.

a. MAI Premiums are approved in accordance with the MAI 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 were assessed and approved in accordance with the Act, and were received from:

- AAMI, APIA and GIO full de novo filings (received November 2019) and approved in November 2019 for MAI premiums commencing 1 February 2020.
- NRMA full de novo filing (received November 2019) and approved in November 2019 for MAI premiums commencing 1 February 2020.
- GIO partial filing (received January 2020) and approved in January 2020 for MAI premiums commencing 23 March 2020.

The approval of the filings by the MAI Commissioner prior to 1 February 2020 was undertaken in accordance with section 81(6) of the *Legislation Act 2001*. This section allows for the exercise of powers following notification of an Act but before commencement. Section 81 was used to ensure all things required to be in place at the start of the Scheme, such as appointments and premiums, were in place.

b. The scheme is fully funded

All premium filings by licensed MAI insurers were reviewed by the Scheme Actuary to ensure they meet 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 test to 30 June 2020.

c. Promote public awareness of the new MAI Scheme.

A flyer on the new scheme was inserted into all registration renewals from mid-December 2019 for renewals effective 1 February 2020 onwards. A radio and social media campaign was also undertaken to coincide with the start of the Scheme. There will be further promotion of the Scheme by the MAI Commission once the current COVID-19 Public Health Emergency has eased.

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 2019-20 towards road safety strategies associated with campaigns to support and promote the prevention of motor accidents and the safe use of motor vehicles, with the aim of reducing the number and/or severity of injuries arising from motor accidents (consistent with the relevant MAI Commission's objective under the MAI Act).

The budget of \$100,000 has been allocated to the following campaigns: Speeding (\$30,000), Drink Driving (\$40,000), and Seatbelts (\$30,000).

e. 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.

f. Complaints handling within 25 working days of receipt of the complaint.

No complaints were received by the MAI Commission during the reporting period.

Explanation of performance indicators – CTP Regulator

The previous CTP Regulator's 2019-20 performance indicators were included in its Statement of Intent and are reported as part of the Regulator's Statement of Performance. For the relevant part of the 2019-20 financial year, being the period 1 July 2019 to 31 January 2020, the CTP Regulator developed and achieved the following indicators.

a. CTP Premiums are approved in accordance with the Road Transport (Third-Party Insurance) Act 2008

The CTP Regulator was required to approve or reject a premium application under section 41 of the CTP Act. Under section 42, there were two key grounds on which the CTP Regulator was permitted to reject a premium filing: the premiums applied for by CTP insurers were too low (the fully funded test); or were too high (the excessive premium test). Consistent with the streamlining arrangements, the CTP Regulator approved premium partial filings if the change in premiums was within the permitted set bands and above the agreed minimum amount.

Premium filings, all of which were assessed and approved in the second half of 2019 in accordance with the Act, were received from:

- AAMI and GIO partial filings (received August 2019) and approved in August 2019.
- NRMA partial filing (received September 2019) and approved in September 2019.
- AAMI, APIA and GIO partial filings (received October 2019) and approved in October 2019.

b. The scheme is fully funded

All premium filings by licensed CTP insurers were reviewed by the Scheme Actuary to ensure they were fully funded. 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 test in the period 1 July 2019 to 31 January 2020.

c. To continue to refine the system of CTP insurance for vehicles in the ACT in conjunction with the insurers

Usually, the CTP Regulator and insurers held meetings each year facilitated by the Insurance Council of Australia. Given the commencement of the MAI Scheme on 1 February 2020 and the associated focus on the new scheme's implementation, a meeting on the CTP Scheme was not held during the period 1 July 2019 to 31 January 2020. There were a number of discussions held out of session on CTP issues.

d. Promote public awareness of the causes of motor accidents through funding measures directed at reducing causes of motor vehicle accidents

The CTP Regulator typically contributed (by providing funding for activities) towards road safety strategies during the March to June quarter each year. From 1 February 2020, the MAI Commission took responsibility for road safety related functions. The MAI Commission's contribution to 2019-20 road safety strategies can be found in the previous section of the Annual Report on the MAI Commission's explanation of performance indicator (d).

e. Complaints handling within 10 working days of receipt of the complaint

Over the period 1 July 2019 to 31 January 2020 no complaints were received by the CTP Regulator.

Risk management

The MAI Commission has a risk management plan, as did the previous CTP Regulator. The MAI Commission has overall responsibility for risk management, and for ensuring compliance with the 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.
- Poor, late or failed delivery of the new 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

Lisa Holmes, Motor Accident Injuries Commissioner
Motor Accident Injuries Commission

(02) 6207 0207 Lisa.Holmes@act.gov.au

Office of the Nominal Defendant of the ACT

Transmittal certificate



Office of the
NOMINAL DEFENDANT
of the Australian Capital Territory

Mr Chris Steel MLA
Special Minister of State
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2019-20 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 2019*.

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 Office of the Nominal Defendant has been included for the period 1 July 2019 to 30 June 2020.

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

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the report to the Legislative Assembly within 15 weeks after the end of the reporting year. However, under section 14, the Chief Minister has granted an extension of the time when the report must be presented by you to the Legislative Assembly. The Chief Minister has granted the extension to 18 December 2020.

The annual report must be provided to the Speaker on 18 December 2020 for distribution to each Member of the Legislative Assembly. The annual report must then be tabled in the Legislative Assembly on the next sitting day.

Yours sincerely

David Nicol
Under Treasurer
Chief Minister, Treasury and Economic Development Directorate
Delegate for the Chief Executive Officer
9 November 2020

Compliance statement

The *2019-20 Office of the Nominal Defendant of the ACT Annual Report* must comply with the Annual Report Directions (the Directions) made under section 8 of the Annual Reports Act. The Directions are found at the ACT Legislation Register: www.legislation.act.gov.au

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 *2019-20 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 *2019-20 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 *2019-20 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 *2019-20 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 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 CMTEDD Annual Report.

Part 3 Reporting by exception

The Office of the Nominal Defendant of the ACT has nil information to report by exception under Part 3 of the Directions for the 2019-20 reporting year.

Part 4 Directorate and public sector body specific annual report requirements

Part 4 of the 2019 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 annual report of CMTEDD.

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 meet the costs of third-party personal 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 Commonwealth 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 is without 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.

During the reporting period the legislation regarding personal injury resulting from a motor vehicle accident changed. The MAI Act came into force on 1 February 2020 and applies to all ACT motor accidents occurring on or after this date. The new legislation replaces the previous at fault compulsory third party insurance scheme. Accidents that happened before 1 February 2020 continue to be managed under the previous scheme.

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 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 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 amounted to \$7.631 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 third-party 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 (UVPs) 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 (\$)
Unregistered vehicle permits	542,055
Unregistered vehicle fines	202,263
Insured recoveries	15,657
Uninsured owners and drivers	39,743
Total	799,718

Debtor recoveries

There are currently 50 '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 2019-20 CMTEDD Annual Report.

Claims

During the reporting period the Fund received 48 new claims. There are 194 open claims remaining as at 30 June 2020 with a combined total provision for outstanding claims of \$29.818 million.

Table 2: Claim types

	Number	Percentage %
Unregistered and/or uninsured vehicles	107	55
Unidentified vehicles	64	33
Vehicles with unregistered vehicle permits	12	6
Referred to insurer	7	4
Interstate insured vehicles	4	2
Total	194	

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 2020. 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.

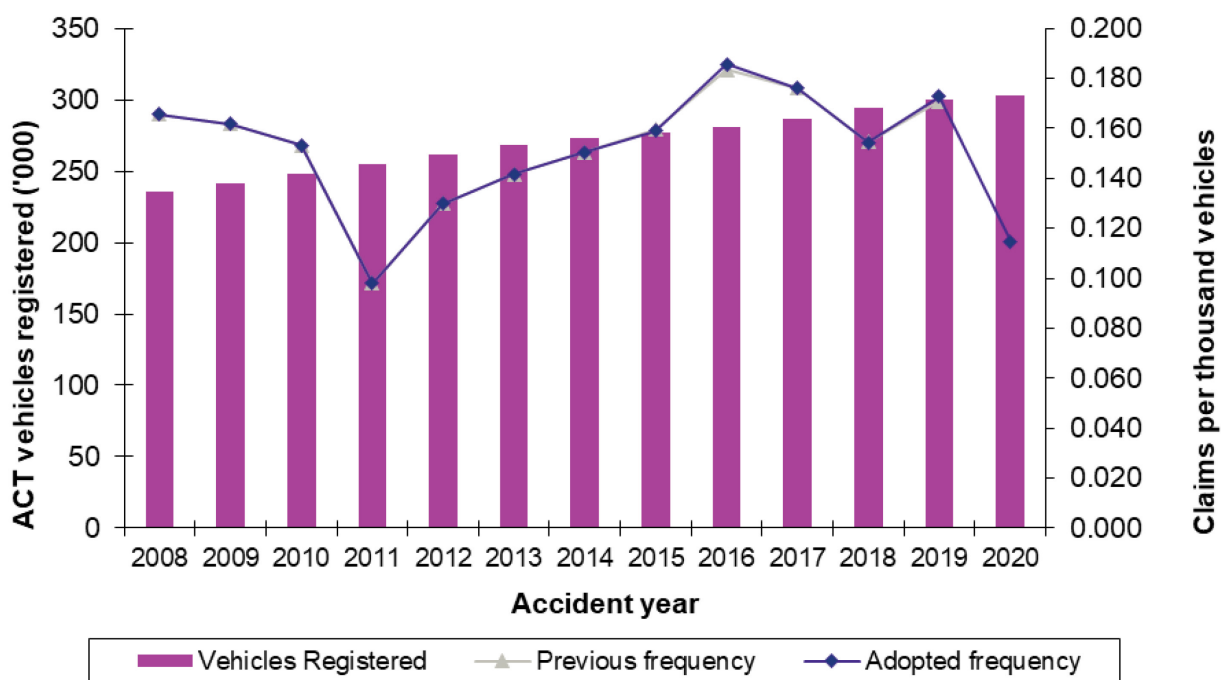
Claims frequency and vehicle registrations

The Australian Capital Territory has 303,064 registered vehicles.

During the reporting year there were approximately 0.12 claims per 1,000 vehicles registered.

A comparison between the number of vehicles registered and the number of claims made to the Fund is shown in the following chart:

Figure 1: Claim frequency and vehicle registrations



Source: Nominal Defendant Liability Valuation Report as at 30 June 2020 produced by KPMG Actuarial Pty Limited.

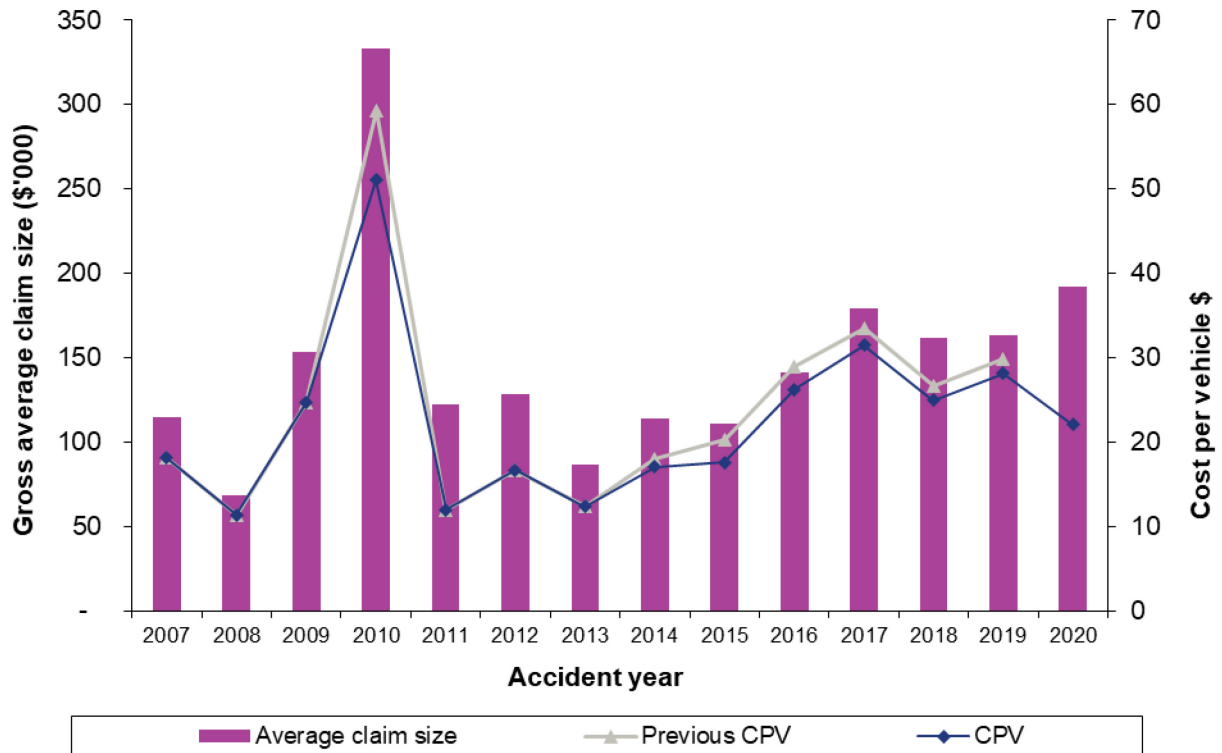
Notes:

1. The vehicle registrations for 2020 are sourced from Road User Services ACT, and other years from previous actuarial reports.
2. Claim frequency refers to number of road incidents giving rise to a claim, whether one or more claimants. The measure is expressed per thousand vehicles registered.

Average claims size and cost per policy

A comparison between the average size of a claim and the cost of a motor accident policy is shown in the following table. The average claim size in the period was \$0.192 million while the average motor accident claim per policy cost was \$22.06.

Figure 2: Average claim size and cost per policy by accident year (inflated and undiscounted)



Source: Nominal Defendant Liability Valuation Report as at 30 June 2020 produced by KPMG Actuarial Pty Limited.

Notes:

1. 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.
2. The historical data component is sourced from previous actuarial reports

Other expenses

The total expenses paid by the Fund during the year was \$2.845 million, which includes claims expense of \$2.177 million.

Balance sheet

The Fund had total assets of \$35.065 million and liabilities of \$30.147 million. As at 30 June 2020 the total equity of the Fund was \$4.918 million.

Scrutiny

There were no inquiries or reviews from the ACT Audit Office, the ACT Ombudsman, or any Legislative Assembly Committees in 2019-20. The only scrutiny from the Audit Office during the reporting year was for the audit of the 2018-19 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 2019-20.

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.

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>

Office of the Work Health and Safety Commissioner (WorkSafe ACT)

Transmittal certificate

WORKSAFEACT

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

Dear Minister

2019-20 Office of the Work Health and Safety Commissioner 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 2019*.

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 Office of the Work Health and Safety Commissioner has been included for the period 1 July 2019 to 30 June 2020.

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. However, under section 14, the Chief Minister has granted an extension of the time when the report must be presented by you to the Legislative Assembly. The Chief Minister has granted the extension to 18 December 2020.

The annual report must be provided to the Speaker on 18 December 2020 for distribution to each Member of the Legislative Assembly. The annual report must then be tabled in the Legislative Assembly on the next sitting day.

Yours sincerely



Jacqueline Agius
Work Health and Safety Commissioner
Office of the Work Health and Safety Commissioner

23 November 2020

Compliance statement

The 2019-20 Office of the Work Health and Safety Commissioner (WorkSafe ACT) Annual Report must comply with the Annual Report Directions (the Directions) made under section 8 of the Annual Reports Act. The Directions are found at the ACT Legislation Register www.legislation.act.gov.au.

The compliance statement indicates the subsections, under Parts 1 to 5 of the Directions, that are applicable to WorkSafe 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 2019-20 WorkSafe ACT Annual Report complies with all subsections of Part 1 under the Directions.

The contact details for WorkSafe ACT are provided in order to allow comments on the information provided in the 2019-20 WorkSafe ACT Annual Report and this meets 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 WorkSafe ACT Annual Report complies with all subsections. The information that satisfies the requirements of Part 2 is found in the 2019-20 WorkSafe ACT 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 of this report. As WorkSafe ACT sat within Access Canberra in the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) during the reporting period, the following subsections, contained within the CMTEDD Annual Report, apply to WorkSafe ACT:
 - 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, inclusive of all subsections, see Volume 2.1 of the CMTEDD Annual Report. CMTEDD's Financial Management reporting also applies to WorkSafe ACT.

Part 3 Reporting by exception

WorkSafe ACT has nil information to report by exception under Part 3 of the Directions for the 2019-20 reporting year.

Part 4 Directorate and public sector body specific annual report requirements

There are no specific annual report requirements for WorkSafe ACT.

Part 5 Whole of government annual reporting

All subsections of Part 5 of the Directions apply to WorkSafe ACT. Consistent with the Directions, the information satisfying these requirements is reported in a central location 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 annual report of CMTEDD.

ACT Public Service directorate annual reports are found at the following web address
http://www.cmd.act.gov.au/open_government/report/annual_reports.

Performance statement

WORK HEALTH AND SAFETY COUNCIL



Ms Jacqueline Agius
Work Health and Safety (WHS) Commissioner
Via email: Jacqueline.Agius@act.gov.au

Dear WHS Commissioner

I am writing to you in my capacity as Chair of the ACT Work Health and Safety Council (the Council) to provide you with a statement for inclusion in the Annual Report of the Office of the WHS Commissioner.

Each year, the Annual Report for the Office of the WHS Commissioner (the Office) includes a statement from the Chair of the Council in relation to a number of matters set out in section 241(2)(a) of the *Work Health and Safety Act 2011* (WHS Act), including:

- performance of the Office during the reporting year;
- the effectiveness of compliance and enforcement activities undertaken by the Office during the reporting year; and
- implementation of the strategic plan during the reporting year.

In this regard, I note that the reporting period of the Office for the 2019-20 financial year relates to the two month period from when it was established, 30 April 2020 to 30 June 2020.

The Council welcomes the establishment of an independent regulator in the ACT and your appointment as the new WHS Commissioner.

On behalf of the Council I would like to thank you for your presentation to Members at the Council meeting in May 2020 about the ongoing work needed to fully implement the remaining recommendations of the 2018 *Independent review of the ACT's work safety compliance infrastructure, policies and procedures*.

Specifically, and having been consulted on the Statement of Expectations for the Office, the Council looks forward to regulatory activities of the Office focussing on improving psychological health for workers in the Territory, reducing occupational violence and supporting younger and older workers as well as addressing issues such as extreme climate conditions and COVID-19. In addition, in accordance with the Statement of Expectations for the Office, we anticipate that compliance and enforcement will be the *“number one priority of the Commissioner and Office”*, in the coming year and that the result of this prioritisation will be evident in future reports.

I, and the Council, look forward to continuing to be updated during the 2020-21 financial year on the regulatory activities being undertaken by the Office, as it establishes itself as a respected regulator in the Territory.

Yours sincerely



Jason O'Mara

Chair, ACT Work Health and Safety Council
10 August 2020

Organisational overview and performance

On 24 May 2018, the then Minister for Workplace Safety and Industrial Relations announced that an independent review would be undertaken into the ACT's work safety, compliance infrastructure, policies and procedures. The review was to evaluate the appropriateness and effectiveness of the ACT Government's work health and safety (WHS) compliance and enforcement strategies and was undertaken having regard to the objects of the *Work Health and Safety Act 2011* (WHS Act), including the principle that workers and other people should be given the highest level of protection against harm to their health, safety and welfare from hazards and risks arising from work.

The *Independent Review of the ACT's Work Safety Compliance Infrastructure, Policies and Procedures* (the 2018 Independent Review) was the first broad review of the ACT's WHS compliance and enforcement arrangements since the adoption of the national model WHS legislation in the ACT in 2011.

Dr Claire Noone, Nous Group undertook the review. The review specifically considered:

- The approach to safety compliance and enforcement in WorkSafe ACT's Compliance Framework.
- The appropriateness and effectiveness of WorkSafe ACT's governance structure, including the roles, legislative responsibilities and functions of the Work Safety Commissioner, the Regulator and relevant Ministers.
- The appropriateness and effectiveness of WorkSafe ACT's organisational structure, including consideration of its independence and operational effectiveness in its current status as a business unit within Access Canberra.
- The ACT's collection, use and analysis of data and the impact and effectiveness of information sharing within Access Canberra and across government to drive work safety compliance and enforcement activities.

The 2018 Independent Review identified a suite of legislative, governance and administrative changes necessary to enable WorkSafe ACT to be an effective and efficient WHS regulator. The review's 27 recommendations were given in-principle support by the ACT Government.

A temporary Work Health and Safety Compliance and Enforcement Reform Program (WHSCERP) project team was established within CMTEDD to implement a comprehensive suite of reforms aimed at improving the efficiency and effectiveness of WorkSafe ACT and the ACT's compliance and enforcement regime. The project team was responsible for the consideration, development and design of the operational aspects of implementing the 2018 Independent Review recommendations including operations and change management.

The WHSCERP project team worked under the direction of the WHSCERP Steering Committee. The Steering Committee was established to oversee the design and implementation of a work program to deliver reforms responsive to the recommendations of the 2018 Independent Review. The Committee, comprising executive members of CMTEDD and the Justice and Community Safety Directorate was active from December 2018 until the appointment of the WHS Commissioner in April 2020.

Legislative amendments were required to give effect to the recommended governance structure for the regulator under the WHS Act. The *Work Health and Safety Amendment Act 2019* (the Amendment Act) was passed by the Legislative Assembly on 22 October 2019 and notified under the *Legislation Act 2001* on 31 October 2019.

Consistent with the 2018 Independent Review, the key design principles underpinning the new legislative governance arrangements established by the Amendment Act were twofold:

- Ensuring clarity of roles and independence of the regulator.
- Increased transparency, accountability and scrutiny.

On 28 April 2020, following an open and accountable selection process, the Executive appointed Ms Jacqueline Agius as the WHS Commissioner for a period of five years. The Amendment Act fully commenced on 30 April 2020 which saw the establishment of the Office of the WHS Commissioner (WorkSafe ACT) from this date.

In order to provide a comprehensive understanding of the performance of WorkSafe ACT, this Annual Report summarises activities and performance for the full year 2019-20. WorkSafe ACT was a business unit of Access Canberra for the period 1 July 2019 to 29 April 2020 led by the former Work Safety Commissioner Mr Greg Jones. Although WorkSafe ACT formally separated from Access Canberra on 30 April 2020, it remained part of CMTEDD until 30 June 2020.

Role and functions

The WHS Commissioner is the regulator and is not subject to the direction of anyone else, and must act independently, in relation to the exercise of a function under the WHS Act or another territory law under which the WHS Commissioner performs a function.

However, the Minister may, in writing, give directions to the WHS Commissioner in relation to the exercise of the WHS Commissioner's functions. Such a direction must be of a general nature and not direct the WHS Commissioner in relation to an investigation or regulatory action.

WorkSafe ACT administers the following legislation and related regulations and instruments:

- *Work Health and Safety Act 2011*
- *Machinery Act 1949*
- *Scaffolding and Lifts Act 1912*
- *Dangerous Substances Act 2004*
- *Dangerous Goods (Road Transport Act) 2009*
- *Fuels Rationing Act 2019*
- *Workers Compensation Act 1951*
- *Long Service Leave Act 1976*
- *Workplace Privacy Act 2011.*

The functions of WorkSafe ACT under the WHS Act are:

- To promote an understanding and acceptance of, and compliance with, WHS legislation in the ACT.
- To undertake research, and develop educational and other programs for the purpose of promoting WHS.
- To advise the Minister on any matter relevant to the operation of a territory law under which the Commissioner performs a function.
- To perform any other function given to WorkSafe ACT under the WHS legislation or another territory law under which it performs a function.

The WHS Commissioner also regulates a range of licenses and permits for individuals under the WHS Act, the *Dangerous Substances Act 2004*, the *Scaffolding and Lifts Act 1912* and the *Machinery Act 1949*. The *Dangerous Substances (Explosives) Regulation 2004* provides for the issuing of licenses and/or permits relating to explosives.

Additionally, WorkSafe ACT licences self-insurers, approved insurers and rehabilitation providers under the *Workers Compensation Act 1951*.

Clients and stakeholders

The WHS Commissioner and WorkSafe ACT interact with a broad range of regulated entities and stakeholders, including:

- Ministers
- The ACT Legislative Assembly
- ACT Community
- Workplaces
- Health and Safety Representatives and individual workers
- Industry Associations
- Unions
- ACT Government directorates
- Insurers
- Advisory and consultative groups
- Registered Training Organisations
- Group Training Organisations
- Medical and allied health providers
- Regulators and policy makers in other jurisdictions.

In addition, the WHS Council is a key stakeholder body in the work of the WHS Commissioner and WorkSafe ACT. Consultation with the Minister for Employment and Workplace Safety and the WHS Council is required in the preparation of a four-year Strategic Plan and a four-year Compliance and Enforcement Policy.

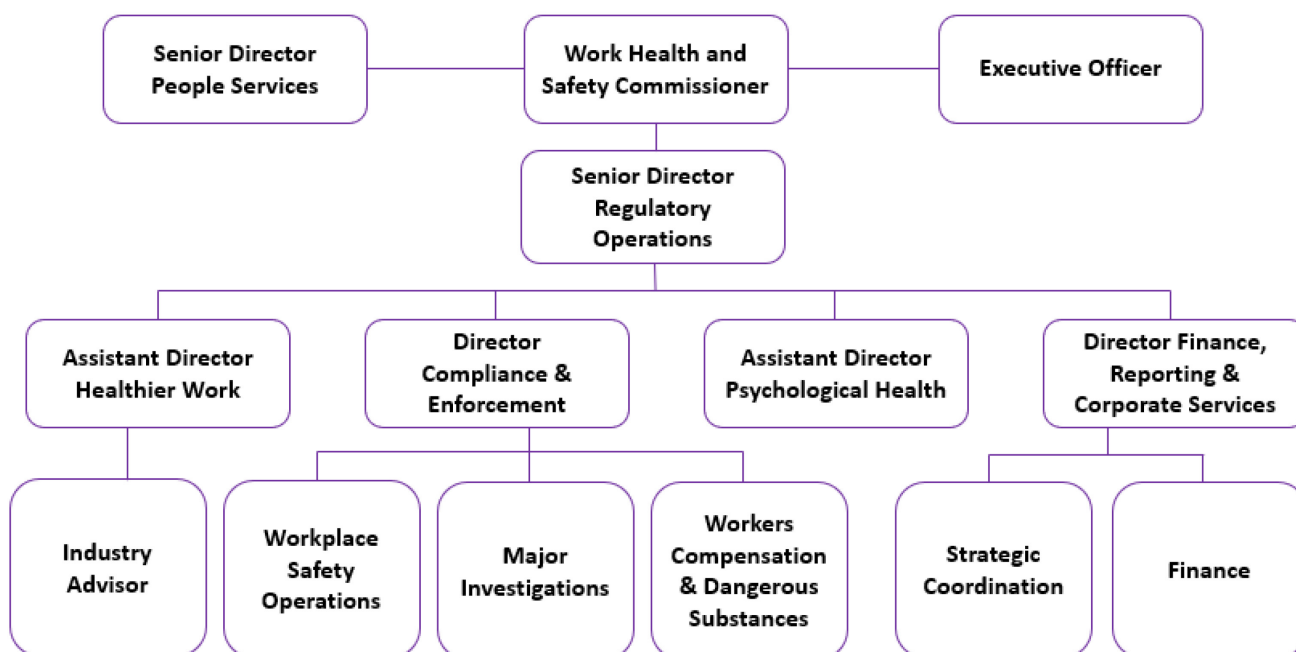
The WHS Council is established under the WHS Act and provides advice to the Minister for Employment and Workplace Safety on matters relating to WHS, workers’ compensation, workplace relations, bullying in the workplace and other workplace psychosocial issues. In addition, the WHS Council also has a strengthened function in advising the Minister in relation to the activities and function of the ACT’s WHS regulator.

The Minister for Employment and Workplace Safety appoints WHS Council Members on a part-time basis for up to four years. The WHS Council is comprised of 12 appointed Members: five members following consultation with employee representatives, five members following consultation with employer representatives and two ex-officio Members: the WHS Commissioner and the Public Sector Workers Compensation Commissioner.

WorkSafe ACT encourages compliance with the WHS Act in partnership with its stakeholders in a range of ways, including the provision of information and guidance to raise awareness of rights and obligations and help duty holders know how to comply with the laws and build their capability to address issues and achieve compliance.

Organisational structure

Figure 1: WorkSafe ACT’s organisational structure as at 30 June 2020



Planning framework

The WHS Act requires the preparation of the following planning documents:

- A four-year Compliance and Enforcement Policy.
- A four-year Strategic Plan.
- A Statement of Operational Intent Statement in response to the Minister for Employment and Workplace Safety’s Statement of Expectations.

This strategic planning framework will be developed early in 2020-21 in consultation with key stakeholders including the WHS Council, industry associations, unions, and non-government organisations.

Internal accountability

Senior Executives and their responsibilities

As at 30 June 2020, the responsibilities of WorkSafe ACT's Senior Executive were:

Deputy Work Health and Safety Commissioner

In accordance with Schedule 2.31 of the WHS Act, the WHS Commissioner must appoint a public servant to be the Deputy WHS Commissioner.

The primary function of the Deputy WHS Commissioner is to support the WHS Commissioner, provide oversight and advise the WHS Commissioner on the regulator's operations, and engage in strategic leadership to ensure the effective management of WorkSafe ACT's operations. The Deputy WHS Commissioner is also responsible for monitoring compliance with legislation, investigating non-compliance, supporting enforcement of the law, and promoting an understanding and acceptance of the laws.

In the absence of the WHS Commissioner the Deputy WHS Commissioner is required to act as the WHS Commissioner.

It is expected that the recruitment process for the Deputy WHS Commissioner will be completed early in the 2020-21 reporting period.

Executive Remuneration

All executives employed by WorkSafe ACT were paid in accordance with the determinations of the ACT Remuneration Tribunal and relevant laws and instruments including the *Public Sector Management Act 1994* and the *Public Sector Management Standards 2016*.

Performance summary

In the reporting period WorkSafe ACT:

- Effectively responded to WHS challenges in relation to the bushfire smoke that blanketed the ACT in late 2019 and early 2020, the widespread hailstorm damage in January 2020, and COVID-19. This was achieved by providing guidance, information and resources to workplaces to assist with compliance during these unprecedented circumstances.
- Carried out both proactive and reactive compliance monitoring and enforcement activities.
- Undertook investigation and enforcement activities aimed at securing compliance with the law.
- Issued a variety of licences and permits in accordance with the laws under its regulatory responsibilities.
- Conducted a variety of engagement and education webinars, to raise awareness of WHS matters and to increase compliance with WHS laws.
- Supported the former Work Safety Commissioner and the WHS Commissioner.

Outlook

The key strategic and operational priorities for WorkSafe ACT in 2020-21 include:

- Implementation of the ACT's new labour hire licensing scheme.
- Finalisation of the establishment of WorkSafe ACT including its new organisational structure.
- Preparation of the 2020-24 Compliance and Enforcement Policy and 2020-24 Strategic Plan.
- Implementation of outstanding recommendations from the 2018 Independent Review.
- Continued integration of the Healthier Work Program into WorkSafe's work program.
- Development and implementation of a three-year Residential Construction Strategy.
- Development and implementation of a silica program.
- Launch of WorkSafe ACT's new website.
- Increasing the use of digital platforms to enable the collection, analysis and use of data to enable better evidence-based decision making.
- Creating WorkSafe ACT as an exemplary regulator.

WorkSafe's strategic enforcement priorities are developed using data analysis, emerging trends, community, industry and union consultation, as well as the Australian Work Health and Safety Strategy 2012-2022. To ensure WorkSafe ACT works collaboratively with other regulators, the planned activities of other WHS regulators, are also used to frame strategic enforcement priorities. Industries, mechanisms and substances that present a significant risk of injury or illness to workers are prioritised.

The regulator's strategic enforcement priorities will be outlined in the WorkSafe ACT Strategic Plan 2020-2024. The priority industries identified for 2020-21 include:

- The construction industry
- Health care and social assistance
- Retail
- Accommodation and food services
- Manufacturing
- Education and training
- Administrative and support services.

In addition, the key focus areas for WorkSafe ACT in 2020-21 will include:

- Acknowledging the growing impact of psychosocial risks in the workplace.
- Investigating occupational violence and the impacts of its actions on the wellbeing of workers across all industries.
- The impact of climatic change such as extreme heat, unpredictable weather and natural disasters on workplaces.
- The exploitation of vulnerable workers and the associated WHS risks.

Performance analysis

To enable the full consideration of the performance of WorkSafe ACT for 2019-20, the following performance analysis reflects the full year.

Compliance

Across 2019-20, WorkSafe ACT conducted 1,621 workplace inspections across numerous industries and government agencies with 24.5 per cent deemed compliant at the time of inspection. This resulted in:

- 922 improvement notices being issued under the WHS Act.
- 373 prohibition notices being issued under the WHS Act.
- 76 infringement notices being issued under the WHS Act.
- One improvement notice being issued under the *Dangerous Substances Act 2004*.

During 2019-20, WorkSafe ACT conducted proactive workplace inspections and compliance programs including:

- 156 workplace inspections at major events such as Summernats, the Royal Canberra Show, the National Multicultural Festival and Floriade.
- A total of 27 workplace inspections were conducted under the crystalline silica program, resulting in eight improvement notices being issued.
- As part of the Residential Construction Program, a total of 576 workplace inspections were conducted, resulting in 466 improvement notices and 253 prohibition notices being issued.
- A total of 23 retailers were visited. During these visits, inspectors spoke with 34 workers and issued 65 improvement notices.
- Under the Loose-Fill Asbestos Insulation Eradication Scheme, a total of 76 workplace inspections were conducted, resulting in 20 improvement notices and four prohibition notices being issued.

Throughout 2019-20, WorkSafe ACT continued to enforce compliance under the *Workers Compensation Act 1951* by undertaking 572 workplace visits, completing 19 premium recoveries, issuing 19 default notices for failing to maintain policy, and approving 42 rehabilitation providers to undertake services within the ACT and one for a company to continue as a self-insurer.

Prosecution and enforcement

During 2019-20, two matters were successfully concluded:

- An incident where a 16-year-old male on a student work program stepped off a ladder into an open void on a work site in Amaroo. The developers were fined \$180,000 and had a conviction recorded against them.
- An incident involving the death of a worker at the University of Canberra Hospital construction site in 2016 which resulted in a suspended 12-month imprisonment sentence for a crane driver.

In addition, WorkSafe ACT accepted two enforceable undertakings totalling \$1.163 million in lieu of referral to the Director of Public Prosecutions. The undertakings related to:

- An incident involving the impacting of a trench by a bobcat in which plumbers were working causing serious injuries to one worker and minor injuries to a second.
- An incident involving a 3.8 x 2.5 metre pre-cast concrete panel falling at a Braddon construction site following the removal of temporary supports. The panel fell onto the amenities block of a neighbouring business causing significant damage, but no one was injured in the incident.

Licencing

In 2019-20, under the WHS Act, the following licences were issued:

- 2,805 white cards
- 1,281 high-risk work licences
- 494 high-risk work licences transferred from interstate
- 829 high-risk work licence renewals
- 94 replacement high risk work licences
- Seven applications for new licence classes
- 39 asbestos assessor licences
- 16 asbestos removalist licences
- Eight WHS entry permits.

Under the dangerous substances legislation, in 2019-20, WorkSafe ACT processed the following 388 requests:

- Two blast permits for the use of explosives
- Seven fireworks display permits
- 13 licences relating to the manufacture, import, store, supply and use of explosives
- 235 applications for authorised explosives
- 112 dangerous goods search requests
- 19 dangerous goods driver's licences
- One dangerous goods vehicle licence.

Education and awareness

During 2019-20, WorkSafe ACT raised awareness of WHS matters by undertaking proactive engagements and events including:

- Three construction breakfasts with over 600 construction workers, senior managers and executives in attendance.
- Four seminars for approximately 200 people on the 'Guide to Mental Health for Managers' which provided guidance to people with a WHS duty to prevent and manage harm to workers' psychological health.

- An information seminar for 22 people on 'Vehicles as a Workplace' providing a guide on WHS for organisations and individuals who use vehicles for work purposes.
- Hosting two Prefabricated Concrete Elements Forums with 45 industry representatives in attendance.
- Hosting three Concrete Pumping Safety Committee meetings. The membership comprises representatives from the concrete industry, Concrete Pumping Association of Australia, unions and WorkSafe ACT.
- Three Safe Work Methods Statements Seminars with over 100 people attending.
- A periodic industry newsletter and other information circulated to over 20,000 individual subscribers covering information on legislative changes, safety alerts, guidance material and training opportunities.

Healthier Work Program

WorkSafe ACT promoted the Healthier Work Program by:

- Recognising 67 ACT workplaces under the Healthier Work Recognition Scheme as creating healthier workplace settings for 9,194 workers.
- Completing 84 workplace visits with 14 new workplaces recognised and eight workplaces upgraded to Silver status, eight workplaces upgraded to Gold status, and nine workplaces upgraded to Platinum status.
- Evaluating 118 health and wellbeing action plans.
- Evaluating and approving the plans of 39 workplaces to gain recognition or a status upgrade.
- Conducting two consultation forums with 34 participants on how to increase reach and keep businesses engaged and embed Healthier Work practices into workplace culture.
- Hosting a Healthier Work Day Forum in October 2019 which covered topics including healthier workplaces, building a physically and mentally fit workplace, the impact of alcohol and other drugs in the workplace, and fuelling a healthy workforce.
- Launching the Mentally Healthier Workplace Pledge designed to assist ACT businesses define and prioritise their goals by identifying risk areas and taking a step-by-step approach to creating a mentally healthier workplace. Nine businesses signed up to the pledge initiative with resources and tools being made available on the Healthier Work website and Facebook page.
- Supporting 96 workplace champions in building capacity to implement health and wellbeing plans.
- Launching a 2019-20 Case Study Book via webinar. This book was launched by the WHS Commissioner and recognised three workplaces – Community Services #1, Icon Water and TSA Management.

Response to COVID-19

In March 2020, a Public Health Emergency was declared in the ACT to combat the spread of COVID-19 and reduce its risk to the health of Canberrans. The introduction of the resulting social distancing requirements raised WHS challenges for workplaces.

Although WorkSafe ACT inspectors are not considered public health officers under the ACT Public Health Emergency Declaration, they continued business as usual operations with one of the primary focuses being addressing COVID-19 enquiries and issues relating to essential service industries. As at 30 June 2020, WorkSafe ACT had responded to 116 COVID-19 enquiries. The top four types of enquiries related to social distancing, workers' compensation, the lack of risk assessment and long service leave.

In order to assist in a whole of ACT Government approach to addressing COVID-19, WorkSafe ACT participated in the following committees:

- The ACT Government Mental Health and Wellbeing Oversight Group. The group provides a coordinated whole of government communications plan for mental health and wellbeing across the ACT, and leadership and guidance on mental health and wellbeing initiatives across the ACT.
- The ACT Health COVID-19 Compliance and Enforcement working group. The working group provided strategic direction on regulatory issues and consists of representatives from Health Protection Services, the Australian Federal Police, Transport Canberra and City Services, Access Canberra and WorkSafe ACT.

WorkSafe ACT also provided a range of information and resources to support those businesses currently operating or transitioning to returning workers to work. The information and resources available addressed both physical and psychological health and safety measures.

The Mentally Healthier Workplaces initiative expanded to provide webinar events and training for ACT businesses. A total of 647 participants registered to attend webinars developed by the initiative to tackle health and wellbeing topics tailored to the working reality of COVID-19. Additionally, 250 online mental health training licences were issued for employees in non-government businesses and organisations to build resilience and suicide prevention skills.

Hailstorm project

In January 2020, a fast-moving thunderstorm brought heavy rain with golf-ball-sized hail stones that lashed the ACT causing widespread damage to homes and businesses. WorkSafe ACT received complaints from members of the community advising that insurance companies were contracting workers from NSW and other states who were not suitably qualified to undertake roof repairs.

WorkSafe ACT inspectors visited the worst affected areas across Canberra – Holt, MacGregor, Florey, Dunlop, Barton, Fyshwick and Griffith, to check that workers held valid construction induction training (white card) and asbestos awareness training certificates. A number of checks were also conducted on whether adequate fall protection measures were in place. The inspections commenced in mid-February 2020 and are expected to continue until the end of 2020.

Scrutiny

In March 2017, Standing Committee on Public Accounts resolved to inquire into the matters in the *Auditor-General's Report 1 of 2017: WorkSafe ACT's management of its regulatory responsibilities for the demolition of loose-fill asbestos contaminated houses*. The Standing Committee on Public Accounts issued its final report in July 2019 which contained seven recommendations.

The ACT Government agreed to the seven recommendations and the government response was tabled in the ACT Legislative Assembly on 28 November 2019.

Below are details of WorkSafe ACT's efforts in implementing the recommendations. The list does not include recommendations where the government's initial response indicated that the implementation of the recommendation was already complete.

Table 1: Standing Committee on Public Accounts Report No.7 – Inquiry into Auditor-General Report No.1 of 2017 WorkSafe ACT’s management of its regulatory responsibilities for the demolition of loose-fill asbestos contaminated houses

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 1 – Agreed</p> <p>The Committee recommends that the ACT Government directs and ensures that WorkSafe ACT follows documentary processes consistent with those envisaged in <i>Auditor-General’s Report No.1 of 2017: WorkSafe ACT’s management of its regulatory responsibilities for the demolition of loose-fill asbestos contaminated houses</i>.</p>	<p>In progress</p> <p>The government’s response to this recommendation advised that the changes proposed in the <i>Work Health and Safety Amendment Act 2019</i> (WHS Amendment Act) would improve WorkSafe’s governance model.</p> <p>The WHS Amendment Act was passed in the Legislative Assembly in October 2019. The WHS Amendment Act fully commenced on 30 April 2020. The Office of the Work Health and Safety Commissioner became a separate entity from 1 July 2020 with all requisite annual and financial reporting requirements.</p> <p>The WHS Amendment Act includes a requirement that WorkSafe’s compliance and enforcement policy, strategic plan and statement of operational intent to be regularly updated and publicly available. WorkSafe will also regularly review its Standard Operating Procedures and update as required. This process is ongoing.</p>
<p>Recommendation 2 – Agreed</p> <p>The Committee recommends that the ACT Government implements documentary frameworks as soon as possible after a project begins. The ACT Government should use these frameworks to form and reflect operational procedures and accountability measures.</p>	<p>In progress</p> <p>The government’s response to this recommendation advised that a Strategic Regulatory Services Team will be responsible for developing the scope for each regulatory program, incorporating consultation with the appropriate stakeholders and training for the inspectors allocated to each program. Each program will include performance measures to enable review and reporting and will be supported by Standard Operating Procedures to ensure consistency across programs.</p> <p>The WHS Amendment Act includes a requirement for the establishment of a governance framework to support accountability measures which will include comprehensive intelligence led and evidence-based planning.</p> <p>The governance framework is currently under development and is due to be completed in the first half of 2020-21.</p>

Recommendation number and summary	Status and action in reporting year
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Recommendation 3 – Agreed

The Committee recommends that the ACT Government ensures that reliable documentary guidance for WorkSafe ACT inspectors is provided to support the discretion accorded them under the *Work Health and Safety Act 2011*.

In progress

The government’s response to this recommendation advised that the development of the new compliance and enforcement policy required by the WHS Amendment Act will provide enhanced guidance to WorkSafe ACT inspectors on how to exercise their discretion in the use of available regulatory tools to address non-compliance.

The WHS Amendment Act was passed in the Legislative Assembly in October 2019. The Act fully commenced on 30 April 2020. As required by the Act, formal consultation on the Compliance and Enforcement Policy with the WHS Council commenced in July 2020.

The endorsed compliance and enforcement policy will be published on the WorkSafe ACT website. WorkSafe ACT’s Standard Operating Procedures will be updated to align with the compliance and enforcement policy by December 2020.

Recommendation 4 – Agreed

The Committee recommends that the ACT Government ensures that WorkSafe ACT provides regular written briefings on its work to the responsible Minister.

Complete

The WHS Amendment Act was passed in the Legislative Assembly in October 2019. The Act fully commenced on 30 April 2020 and includes a provision that the responsible Minister make a statement of expectations setting out the priority activities and initiatives for WorkSafe ACT. The WHS Commissioner must respond with a draft statement of operational intent. These documents are both notifiable instruments.

In addition, the WHS Amendment Act requires WorkSafe ACT to produce an annual report which must include any statement of expectation and statement of operational intent in effect during the reporting year and the extent to which the statement of operational intent was met and if it was not met, the reasons why it was not met.

Recommendation 5 – Agreed

The Committee recommends that the ACT Government take immediate action to change administrative and legislative arrangements so that WorkSafe ACT is no longer the designated regulator or investigator where an employee of WorkSafe ACT is subject to a notifiable incident under the *Work Health and Safety Act 2011*.

In progress

The WHS Commissioner commenced on 28 April 2020. The WHS Compliance and Enforcement Reform Program Steering Committee has now been disbanded and responsibility for the implementation of the Reform Program rests with the WHS Commissioner.

The implementation of this recommendation forms part of development of reformed governance arrangements for the Office of the WHS Commissioner (WorkSafe ACT). This work is currently underway and will be finalised in the first quarter of 2020-21.

Further information

Jacqueline Agius, Work Health and Safety Commissioner
 (02) 6207 0360 Jacqueline.agius@act.gov.au

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 2019-20 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 2019*.

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 Public Sector Workers Compensation Fund has been included for the period 1 July 2019 to 30 June 2020.

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

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the report to the Legislative Assembly within 15 weeks after the end of the reporting year. However, under section 14, the Chief Minister has granted an extension of the time when the report must be presented by you to the Legislative Assembly. The Chief Minister has granted the extension to 18 December 2020.

The annual report must be provided to the Speaker on 18 December 2020 for distribution to each Member of the Legislative Assembly. The annual report must then be tabled in the Legislative Assembly on the next sitting day.

Yours sincerely



Michael Young
Public Sector Workers Compensation Commissioner

13 November 2020

Compliance statement

The 2019-20 *Public Sector Workers Compensation Fund Annual Report* (PSWC Fund) must comply with the Annual Report Directions (the Directions) made under section 8 of the Annual Reports Act. 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 2019-20 PSWC 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 PSWC Fund are provided within the 2019-20 PSWC 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 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:

- A. Transmittal Certificate, see the [previous page](#).
- B. Organisational Overview and Performance Analysis, see the [Organisational Overview and Performance section](#) on the next page.
- C. Financial Management reporting, Government Contracting, see the [Financial Management reporting section](#). The remaining subsections are reported in Volume 2.2 of the CMTEDD Annual Report.

Part 3 Reporting by exception

The PSWC Fund has nil information to report by exception under Part 3 of the Directions for the 2019-20 reporting year.

Part 4 Directorate and public sector body specific annual report requirements

Part 4 of the 2019 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 under the *Safety, Rehabilitation and Compensation Act 1988* (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 an integral part of 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 from premium amounts apportioned by the PSWC Commissioner amongst Territory directorates and agencies. Funds are invested, with earnings retained in the PSWC Fund, to help meet workers' compensation costs.

Internal accountability

On 14 February 2019 Michael Young, Executive Group Manager, Workplace Safety and Industrial Relations, was appointed to the role of the PSWC Commissioner, with effect on commencement of the PSWC Fund.

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.
- 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
- 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 2020 was Mr Michael Young, PSWC Commissioner. The PSWC Fund Advisory Committee met four times during 2019–20. Membership of the PSWC Fund Advisory Committee during the year and the number of meetings each member attended is as follows:

Table 1: Membership and attendance of the PSWC Fund Advisory Committee 2019-20

Name	Role	Meetings attended
Michael Young, PSWC Commissioner	Chair	4
Penny Shields	Member	4
Susie Walford	Member	4
Alex White	Member	2
Patrick Judge	Member	2
Melissa Payne	Member	4
Matthew Harrison	Member	1

Notes:

1. Patrick Judge was unable to attend two meetings of the Committee. Jacob Dunne attended two Committee meeting in place of Patrick Judge as allowed under in the Terms of Reference for the Committee.
2. Alex White was unable to attend one meeting of the Committee. Garrett Purtill attended one Committee meeting on 26 November 2019 in place of Alex White as allowed under the Terms of Reference for the Committee.
3. Alex White resigned from his position on 23 April 2020. Matthew Harrison was appointed to the Committee on 15 May 2020.

Performance analysis

The PSWC Fund’s 2019-20 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 ACT public sector workers’ compensation serious claims, per 1,000 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 maintain a rehabilitation management system that complies with Commonwealth guidelines and that conformance is audited annually. The 2019-20 audit was conducted by Comcare in December 2019.

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 maintain a claim management system that complies with Commonwealth guidelines and that conformance is audited annually. The 2019-20 audit was conducted by Comcare in December 2019.

e. Investment earnings rate meets the benchmark rate

This accountability indicator aligns with the PSWC Fund requirements under the *Public Sector Workers Compensation Fund (Investment and Funding Ratio) Management Guidelines 2019 (No 2)* and associated investment plan for the financial investment of assets of the Public Sector Workers Compensation Fund.

Highlights

The key priorities for the PSWC Fund during the 2019-20 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 Commonwealth, including the final assessment of transferred claim liabilities and associated asset transfers.
- Ensure injured worker and directorate satisfaction with the services and arrangements under self-insurance.
- Review and improve the public sector workers' compensation premium pricing model.

Transition management and activities

On 1 March 2020 the ACT Government reached a milestone of one year since commencing operations as a self-insurer under the SRC Act. As part of this, the PSWC Fund was responsible for overseeing the:

- Transfer of 29,361 claims from Comcare to the PSWC Fund.

- Transfer of 789,602 documents from Comcare associated with the management of ACT public sector workers' compensation claims.
- Receipt of 109,500 new documents associated with the management of ACT public sector workers' compensation claims since 1 March 2019.

In its first year the PSWC Fund:

- Finalised 1,004 claims
- Received 546 new claims
- Made all payments to third parties within ten days, and most within five.

Client feedback has been positive, indicative extracts are:

“My case manager has been so efficient in every way possible...every time I have needed something explained or a form to fill out, she has always replied so promptly and her manner in correspondence has always made the process so easy.”

“I am so impressed with the caring, prompt and friendly service I have received from all of you...I have nothing but praise and admiration for the passion you have and the pride you take in your work.”

Table 2: ACT public sector workers' compensation claims in 2019-20

	Number
Total claims opened during the reporting period*	533
Total claims closed during the reporting period*	1,236
Total reopened claims during the reporting period*	600
Current open claims	1,201

*Note: The number of reopened and closed claims during the reporting period has been higher than expected in 2019-20. The increased numbers are primarily a record keeping review project to reconcile the claims database with records of incapacity payments for the period November 2018 to June 2020.

Outlook

In 2020-21 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 Territory workers' compensation claims.

- Finalise transitional arrangements with the Commonwealth, including the final assessment of transferred claim liability and associated asset transfers.
- 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.

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.

During the reporting period, the PSWC Fund did not participate in any Legislative Assembly Committee inquiries related to its activities. There were no Ombudsman reports in 2019-20 in relation to the Fund.

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.

Financial management reporting

Government contracting

The Territory, and, pursuant to section 30 of the *Public Sector Workers Compensation Fund Act 2019*, 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 authorise 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.
- Anything else prescribed by regulation under the PSWCF Act.

Employers Mutual Limited (EML) continued to be engaged as the claims manager in the 2019-20 financial year. The value of this contract was reported in the 2018-19 Annual Report for the PSWC Fund.

Further information

Michael Young, Public Sector Workers Compensation Commissioner Public Sector Workers Compensation Fund

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Appendix A

List of community organisations – COVID-19 rent relief

The ACT Government provided financial support to community organisations responsible for paying rent in ACT Government properties managed by ACT Property Group.

The information below is referenced in the [Community support initiatives](#) section. The community organisations listed below were provided with COVID-19 rent relief for six months for the period 1 April 2020 to 30 September 2020. Due to commercial-in-confidence lease arrangements, individual values by organisation are not provided.

A Gender Agenda Inc	ASPBAE Australia
Able Australia Services	Association for Learning Mandarin in Australia Incorporated
ACT Council of Parents & Citizens Association Inc	Association of Parents & Friends of ACT Schools
ACT Council of Social Service Inc	Asthma Foundation
ACT Cycling Federation Inc	Australia21
ACT Deafness Resource Centre	Australian Breastfeeding Association
ACT Disability Aged & Carer Advocacy Service Inc	Australian Diabetes Educators Assoc Ltd
ACT Mental Health Consumers Network	Australian Indigenous Leadership Centre Ltd
ACT Playgroups Association Incorporated	Australian Red Cross Society (ACT)
ACT Rogaining Association Incorporated	Autism Spectrum Australia
ACT School Sport Council Inc t/a School Sport ACT	Baringa Childcare Centre
ACT Swimming Incorporated	Belconnen Community Service Inc
ACT Time Out Centre Incorporated	Bengali Cultural Association (Canberra) Inc
ACT Wildlife Incorporated	Best-Practice Education Group
Advocacy for Inclusion	Bodhisattva Kadampa Buddhist Centre
Al-Anon Family Groups Southern NSW Area Inc	Bowls ACT Incorporated
Alcoholics Anonymous	Boxing ACT Inc
Al-Haadi Welfare Assoc of Aust	Burrunju Aboriginal Corporation
Anglicare NSW South NSW West and ACT	Canberra & District Historical Society
Animal Defenders Office ACT Inc	

Canberra Blind Society	Folk Dance Canberra
Canberra Lapidary Club Inc	Ginninderra Catchment Group
Canberra Lithuanian Community Association Inc	Gugan Gulwan Youth Aboriginal Corporation
Canberra Muslim Youth	Health Care Consumers Association of the ACT Inc
Canberra Police Community Youth Club Inc	Imam Hasan Centre Canberra Incorporated
Canberra Quilters Incorporated	Koala Playschool Parents Assoc Inc
Canberra Rape Crisis Centre Inc	Koomarri
Canberra Spinners & Weavers Incorporated	LEAD Disability Services LTD
Canberra Surf & Lake Life Saving Club	M16 Incorporated
Capital Woodland and Wetlands Conservation Assoc Inc	Make, Hack, Void Incorporated
Carers ACT Inc	Marymead
Chabad ACT Limited	Men's Link Inc.
Coerver Coaching	Mental Health Community Coalition of the ACT
Communities@Work	Mental Health Foundation (ACT) Inc
Community Radio 2XX FM Inc	Mental Illness Education ACT
Companion House	Missionheart Inc
Compassionate Friends ACT & Queanbeyan Inc	National Trust of Australia (ACT)
Conflict Resolution Service	Noah's Ark Resource Centre
Craft ACT Craft and Design Centre	Northside Christian Church Inc
DAS Zentrum	Nutrition Australia
Deanne Calisthenics Club Incorporated	Orienteering ACT Inc
Dementia Australia Limited	Parentline ACT Inc
Duo Services Australia/Life without Barriers	PC User's Group ACT Incorporated
Environmental Collective Housing Org Inc.	Pedal Power
Epilepsy Association of ACT Inc	Philatelic Society of Canberra
Ethnic Broadcasters Council ACT/District	Polish Chamber of Commerce (Australia) Inc
Everyman Australia Incorporated	Possums Playschool Parents Association Inc

Post & Ante Natal Depression Support & Information Inc PANDSI

Red Nose Ltd

Rubies Nursing PVT Limited

Sakya Losal Choe Dzong Tibetan Buddhist Society

Sharing Places Incorporated

Southern ACT Catchment Group Incorporated

Spanish Speakers Association

Spinal Cord Injuries Australia

St Paul's Anglican Church

Stella Bella Little Stars Foundation

SupportLink Australia

Taqwa School

Technical Aid to the Disabled (ACT) Inc

The Australian Drug Foundation - Good Sports

The Deaf Society

The Disability Trust

The Embroiderers Guild ACT Inc

The Heraldry & Genealogy Society of Canberra Inc

The RSI and Overuse Injury Association of the ACT

The Shepherd Centre

The Young Women's Christian Association of Canberra (YWCA of Canberra)

Tjillari Justice Aboriginal Corporation

Toora Women Inc

Triathlon ACT Inc.

Trilong International Trade & Technology Pty Ltd

Trustees of the Roman Catholic Church

U3A ACT Incorporated

United Nations Association of Australia (ACT)

Valley FM Broadcasters Association Inc

Volunteering and Contact ACT

Warehouse Circus Incorporated

Wellways Australia Limited T/A MI Fellowship

Weston Creek Community Association Inc

Woden Community Service Inc.

Woden Valley Gymnastics Club

Woden Valley RSL Sub-Branch Inc

Woden Valley Youth Choir

Wombats Playschool Incorporated

Young Mens Christian Association of Canberra (YMCA)

Young Music Society Inc

