

Annual Report

2023–24

Chief Minister, Treasury and
Economic Development
Directorate | **Volume 1**



ACT
Government

The Chief Minister, Treasury and Economic Development Directorate (CMTEDD) acknowledges the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region.

We respect the Aboriginal and Torres Strait Islander people, particularly our Aboriginal and Torres Strait Islander staff, and their continuing culture and contribution they make to the Canberra region and the life of our city.

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Freedom of Information

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

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Summary of volumes

The 2023-24 CMTEDD Annual Report has two volumes.

Volume 1

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

- organisational overview
- performance analysis
- scrutiny
- risk management
- internal audit
- fraud prevention
- freedom of information
- community engagement and support
- Aboriginal and Torres Strait Islander reporting
- Multiculturalism Act 2023 reporting
- work health and safety
- human resources management
- ecological sustainability reporting
- reporting by exception and annual report requirements for specific reporting entities

Volume 1 includes the following entities:

- ACT Architects Board
- ACT Construction Occupations
- ACT Executive
- ACT Government Procurement Board
- Default Insurance Fund
- Director of Territory Records
- Environment Protection Authority
- Lifetime Care and Support Fund
- Motor Accident Injuries Commission
- Office of the Nominal Defendant of the ACT
- Public Sector Workers Compensation Fund

Volume 2

Part 2.1

Contains all financial management reporting sections for:

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

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

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

Part 2.2

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

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

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Abbreviations and acronyms

AACA	Architects Accreditation Council of Australia	CFS	Cloud Finance Solution
ACAT	ACT Civil and Administrative Tribunal	CHP	community housing providers
ACE	Adult Community Education	CIF	Collapsed Insurer Fund
ACTIA	Australian Capital Territory Insurance Authority	CITL	Community, Industry and Trader Licensing
ACTDAC	ACT Data Analytics Centre	CIT	Canberra Institute of Technology
ACTPS	ACT Public Service	CLC	Common Licensing Capability
ACTRO	ACT Revenue Office	CMT	Complaints Management Team
A/g	Acting	CMTEDD	Chief Minister, Treasury and Economic Development Directorate
AFL	Australian Football League	COLA	<i>Construction Occupations (Licensing) Act 2004</i>
AFLW	Australian Football Leagues Women's competition	COU	Certificate of Occupancy and Use
AFP	Australian Federal Police	CRCC	Canberra Rape Crisis Centre
AI	Artificial Intelligence	CRJO	Canberra Region Joint Organisation
AMR	Automatic Mutual Recognition	CSD	Community Services Directorate
ANU	Australian National University	CTB	Cultural Transformation Branch
AO	Order of Australia	CTP	Compulsory Third-party
ASBA	Australian School Based Apprenticeships	DCC	Directorate Consultative Committee
ATSIPP	Aboriginal and Torres Strait Islander Procurement Policy	DER	Distributed energy resource
AWE	Average Weekly Earnings	DFAT	Department of Foreign Affairs and Trade
BDM	Business Development Manager	DHR	Digital Health Record
BCA	Building Code of Australia	DLEA	Driver Licence Examiner Audit
BRP	Benefits Realisation Plan	DDTS	Digital, Data and Technology Solutions
CAF	Council for the Australian Federation	EA	Environmental Authorisations
CADL	Culturally and Linguistically Diverse	EBT	Expenses on Behalf of the Territory
CBRIN	Canberra Innovation Network	ECBA	Event Coordination and Business Assist
CCCLM	Council of Capital City Lord Mayors	EDO	Environment Defenders Office
CFC	Cultural Facilities Corporation		

EDRMS	Electronic Digital Records Management System	LED	Light Emitting Diode
EFG	Economic and Financial Group	LGBTIQ+	Lesbian, gay, bisexual, transgender, intersex, queer and asexual
EFT	Electronic funds transfer		
EMG	Executive Management Group	LTCS	Lifetime Care and Support
EML	Employers Mutual Limited	LTCSA	Lifetime Care and Support Authority
EPA	Environment Protection Authority	MAI	Motor Accident Injuries
EPIC	Exhibition Park in Canberra	MDDC	Mobile Driver Detection Camera
EPSDD	Environment, Planning and Sustainable Development Directorate	MLA	Member of the Legislative Assembly
		MOU	Memorandum of Understanding
ETWE	Ethical Treatment of Workers Evaluation	MPC	Major Projects Canberra
EV	Electric Vehicle	MVIS	Motor Vehicle Inspection Station
FMIS	Financial Management Information System	MW	Megawatt
		MWh	Megawatt-hour
FOGO	Food Organics Garden Organics	NAC	National Arboretum Canberra
FOI	Freedom of Information	NDIS	National Disability Insurance Scheme
FTE	Full Time Equivalent		
FSG	First Secretaries Group	NEMP	National Environment Management Plan
GWS	Greater Western Sydney	NEPM	National Environment Protection Measure
HR	Human Resources	NHVR	National Heavy Vehicle Regulator
HRIMS	Human Resources Information Management System	NPI	National Pollutant Inventory
HSR	Health and Safety Representative	NSA	National Skills Agreement
ICE	Internal Combustion Engine	NSW	New South Wales
ICMS	Integrated Case Management System	NTE	Night-time and entertainment economy
ICON	Innovation Connect	OAM	Order of Australia Medal
ICT	Information and Communication Technology	OATSIA	Office of Aboriginal and Torres Strait Islander Affairs
IGA	Intergovernmental Agreement	ODPP	Office of the Director of Public Prosecutions
JACC	Joint Advisory Council Chairs		
JACS	Justice and Community Safety Directorate	OLA	Office of the Legislative Assembly
		OIRWS	Office of Industrial Relations and Workforce Strategy
KPI	Key Performance Indicators		
LAMS	<i>Legislative Assembly Members Staff Act 1989</i>	PCC	Plumbing Code Committee

PFAS	per- and poly-fluoroalkyl substances	USA	United States of America
PIP	Priority Investment Program	VEP	Vocational Employment Program
PICC	Public Information Coordination Centre	VET	Vocational Education and Training
PPP	Public Private Partnership	VHESS	Vulnerable Household Energy Support Scheme
PSSC	Public Sector Standards Commissioner	VMS	Variable Message System
PSM	Public Sector Management	VOITM	Valuation Office Information Technology Modernisation
PSMP	Public Sector Management Program	VSS	Vehicle Safety Standards
PSU	Professional Standards Unit	VVHR	Veteran, Vintage and Historic Registration
PTG	Public Trustee and Guardian	WhoG	Whole of Government
PUI	Procurement Unique Identifier	WHS	Work Health and Safety
RAP	Reconciliation Action Plan	WHSC	Work Health and Safety Committee
REOI	Request for an Expression of Interest	WIA	Wellbeing Impact Assessment
RMP	Records Management Programs	WPI	Whole person impairment
ROI	Return on Investment	WWVP	Working with Vulnerable People
RTO	Registered Training Organisation	ZEVs	Zero Emissions Vehicles
SERBIR	Senior Executive Responsible for Business Integrity Risk		
SES	State Emergency Service		
SES	Senior Executive Service		
SHS	Sustainable Household Scheme		
SLA	Suburban Land Agency		
SLA	Services Level Agreement		
SME	Small and medium enterprise		
SPA	Superannuation Provision Account		
SPOC	Single Point of Contact		
TAFE	Technical and Further Education		
TCCS	Transport Canberra and City Services		
TRA	Threat and Risk Assessment		
TRO	Territory Records Office		
UEF	Uninsured Employer Fund		
UK	United Kingdom		

Glossary

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

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).

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

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.

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.

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

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

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

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

Shared Services – Provides the ACT Government with core corporate services across the ACT 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 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 2023-24 Annual Report for the Chief Minister, Treasury and Economic Development Directorate (CMTEDD).

As the central ACTPS agency, CMTEDD continued to work collaboratively both within government and with the community to deliver government priorities and undertake actions and improvements to benefit the community.

We progressed the update of the ACT Infrastructure Plan through the iterative development of sector updates including: Health; Education; City Services, Recreation and Community Facilities; and Climate Action, Energy and Environment; Transport; and Housing, Land Release and City Planning.

The directorate continued the development and implementation of affordable housing policies and programs to support new affordable rental and community housing projects across the ACT. This included negotiating agreements to support six affordable and community housing projects with an estimated total of 280 affordable properties through the Affordable Housing Project Fund.

As part of the Government's climate change agenda we delivered, in collaboration with the Environment, Planning and Sustainable Development Directorate, the ACT's first Integrated Energy Plan 2024-2030, which sets out the next stage of work for the Territory's electrification journey over the next 20 years.

In support of the Government's commitment for Canberra to be the most LGBTIQ+ welcoming and inclusive City in Australia, we prepared the Capital of Equality Strategy 2024-2029 and its First Action Plan 2024-2026.

The ACT Small Business Strategy 2023-2026, released in July 2023, was developed as a further step under the Government's commitment to support a dynamic and thriving small business community. The Strategy includes over fifty actions across five priority areas, reflecting what we have heard in consultations over recent years.

We continued to improve access to all ACT residents for government services, including launching the new Access Canberra website in October 2023 with a focus on giving Canberrans back time by providing clear, easy and accessible information.

In 2023-24 we continued our commitment to enhancing digital connectivity, to achieve equitable and inclusive solutions for our community. We commenced the full pilot of the Data and Digital Ministers' national life events initiative *Birth of a Child*, which automates the registration of births and enrolment in Australian Government services for children born



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

in ACT public hospitals. This reduces the number of government touch points and manual processes for new parents, enabling easier access to health and other services for the child.

During the year we progressed transformational and cultural change for more flexible working environments and workforce practices. The FlexiSpace program expanded to an additional two sites, Woden and Dickson, allowing staff additional choices for where they can work. We also made significant progress in the refurbishment of Winyu House in Gungahlin which will hold the last of the planned district based FlexiSpaces.

Throughout 2023-24 CMTEDD supported the safety of our ACTPS staff through the development and delivery of a new whole of government work health safety and wellbeing strategy to continue our focus on creating work and workplaces that are safe and healthy. We also introduced a new work incident reporting system to better support the reporting and management of work health and safety incidents.

I would like to thank all CMTEDD staff for their dedication and hard work during the past year and look forward to another year of strengthening policy and service delivery outcomes for our ACT community.

Kathy Leigh

Director-General and Head of Service

Part A

Transmittal Certificate
and Compliance
Statement

Transmittal Certificate



ACT
Government

Chief Minister, Treasury and
Economic Development

Andrew Barr MLA
Chief Minister
Treasurer
Minister for Climate Action
Minister for Trade, Investment and
Economic Development
Minister for Tourism
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Mick Gentleman MLA
Minister for Business
Minister for Industrial Relations and
Workplace Safety
ACT Legislative Assembly
London Circuit
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Tara Cheyne MLA
Minister for the Arts, Culture and the
Creative Economy
Minister for Government Services and
Regulatory Reform
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Yvette Berry MLA
Deputy Chief Minister
Minister for Housing and Suburban
Development
Minister for Sport and Recreation
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Chris Steel MLA
Minister for Planning
Minister for Skills and Training
Special Minister of State
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2023-24 Chief Minister, Treasury and Economic Development Annual Report

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

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

I certify that information in the attached annual report, and information provided for whole of government reporting, is an honest and accurate account and that all material information on the operations of Chief Minister, Treasury and Economic Development Directorate has been included for the period 1 July 2023 to 30 June 2024.

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

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

Yours sincerely



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

3 October 2024

Compliance statement

The 2023-24 Chief Minister, Treasury and Economic Development (CMTEDD) Annual Report must comply with the Annual Reports (Government Agencies) Directions 2024 (the Directions) made under section 8 of the *Annual Reports (Government Agencies) Act 2004*. The Directions are found at the ACT Legislation Register.

The compliance statement indicates the subsections, under parts 1 to 5 of the Directions, that are applicable to CMTEDD and the location of information that satisfies these requirements.

Part 1 Directions overview

The requirements under Part 1 of the Directions relate to the purpose, timing and distribution, and records keeping of annual reports. The 2023-24 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 2023-24 CMTEDD Annual Report to provide readers with the opportunity to provide feedback.

Part 2 Annual report requirements

The requirements within Part 2 of the Directions are mandatory for all reporting entities, and the 2023-24 CMTEDD Annual Report complies with all subsections. The information that satisfies the requirements of Part 2 is found in the 2023-24 CMTEDD Annual Report as follows:

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

Part 3 Reporting by exception

CMTEDD has no information to report by exception under Part 3 of the Directions for the 2023-24 reporting year.

Part 4 Annual report requirements for specific reporting entities

The following subsections of Part 4 of the 2024 Directions are applicable to CMTEDD and reported in the Other Reporting section of this report.

- Covert surveillance authorisations issued to ACT employers.

Part 5 Whole of government annual reporting

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

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

ACT Public Service directorate annual reports are found at the following web address:
https://www.cmtedd.act.gov.au/open_government/report/annual_reports

Part B

Organisational overview
and performance

Organisational Overview

Our purpose and role as a central agency

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

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

As a central agency, we:

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

Vision, Mission and Values

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

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.

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.

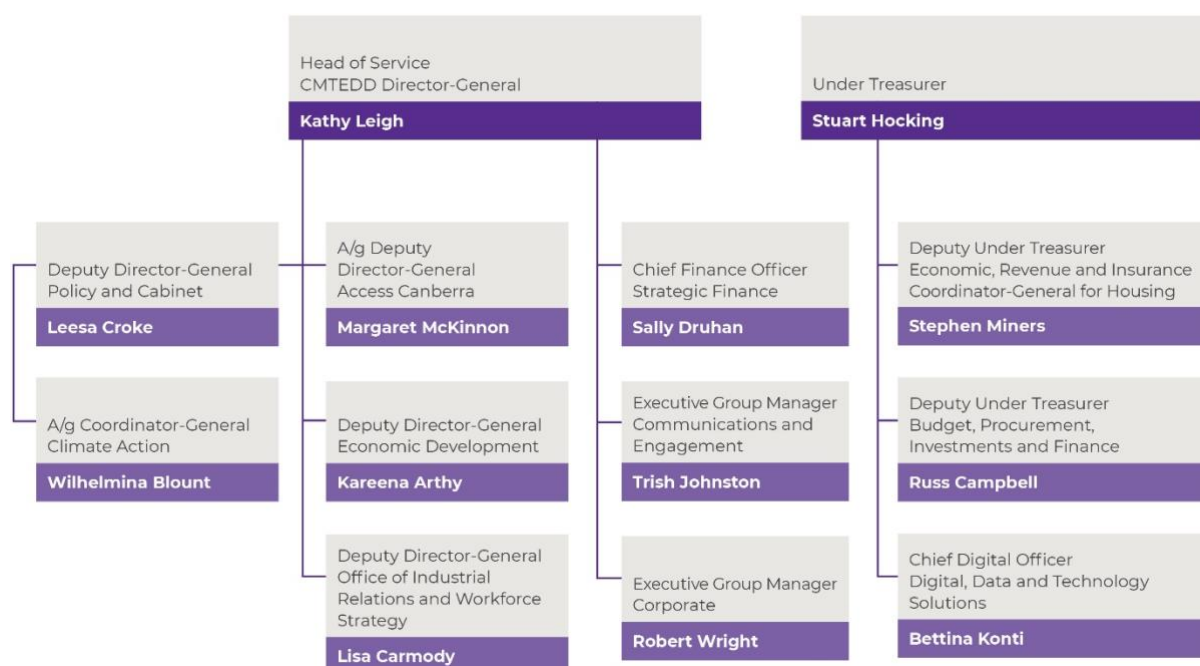
We actively seek out other views when solving problems, and value and act on feedback on how we can do things better.

Innovation

We look for ways to continuously improve our services and skills.

We are open to change and new ideas from all sources.

Organisation Chart as at 30 June 2024



Planning Framework

CMTEDD's Strategic Intent 2023-24 guided the directorate's work in 2023-24. Our Strategic Intent set the annual outlook for the directorate's purpose, priorities, values and contribution to the ACTPS as the central agency. The document brought together our significant and diverse deliverables by identifying the strategic and operational priorities of each CMTEDD business area.

Our Strategic Intent also summarised the key elements of our primary strategic documents: our Annual Report, the annual Budget Statement including our strategic objectives and accountability indicators, 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.
- Supporting Government in the delivery of responses to urgent and complex emerging priorities.
- Promotion of economic growth, inclusive innovation, responsible investment in Canberra, 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.
- Delivering improved 'One Government, One Voice' communications and community engagement.
- Driving the transformation of ACT Government through collaborative partnerships to harness the power of digital, data and technology to continue to grow Canberra as an inclusive, progressive and connected city.

Image 1: CMTEDD Strategic Intent 2023-24



Image 2: CMTEDD Strategic Intent 2023-24



Clients and stakeholders

We provide strategic policy advice and high-level support to our Ministers. The following table lists our Ministers on 30 June 2024 and their portfolios.

Table 1: CMTEDD Ministers and portfolios as at 30 June 2024

Minister	Portfolio
Andrew Barr MLA	Chief Minister Treasurer Minister for Climate Action Minister for Trade, Investment and Economic Development Minister for Tourism
Yvette Berry MLA	Deputy Chief Minister Minister for Housing and Suburban Development Minister for Sport and Recreation
Mick Gentleman MLA	Minister for Business Minister for Industrial Relations and Workplace Safety
Chris Steel MLA	Minister for Planning Minister for Skills and Training Special Minister of State
Tara Cheyne MLA	Minister for the Arts, Culture and the Creative Economy Minister for Government Services and Regulatory Reform

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

- Cabinet and the ACT Government
- ACT Legislative Assembly
- ACT community
- ACT Aboriginal and Torres Strait Islander Elected Body
- community councils and groups
- industry and business institutions
- key arts organisations, professional and community sporting clubs and representative groups
- higher and vocational education institutions
- consumers and licensees
- media
- ACT Government directorates, agencies and authorities.

Changes to structure and functions

There were a number of changes made to the structure of the directorate during the reporting year.

Office of Industrial Relations and Workforce Strategy

In July 2023, the structure of Office of Industrial Relations and Workforce Strategy (OIRWS) was changed in the following ways:

- Shared Services Finance moved to the Budget, Procurement, Investment and Finance group.
- Digital Records support moved to the Digital, Data and Technology Solutions group.
- Physical records support team moved to the Territory Records Office (Policy and Cabinet group).

ACT Property Group

Administrative Arrangements Order 2023 (1) (NI2023-807), dated 11 December 2023, transferred responsibility for ACT Property Group functions from CMTEDD to Major Projects Canberra.

Reporting for all ACT Property Group matters can be found in the Major Projects Canberra Annual Report (unless specifically stated within this report).

Internal Accountability

Senior executives and their responsibilities

Our directorate consists of two streams:

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

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

Chief Minister stream

Head of Service and Director-General - Kathy Leigh

The Director-General of CMTEDD is also the head of the ACT Public Service. 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 2024, by budget output

Responsible senior executive	Business area name	Relevant budget output/s
Leesa Croke Deputy Director-General	Policy and Cabinet	Output 1.1: Government Policy and Reform
Lisa Carmody Deputy Director-General	Office of Industrial Relations and Workforce Strategy	Output 9.1: Capability and Governance Output 9.2: Injury Management and Industrial Relation Policy Output 9.3: Public Sector Employment
Trish Johnston Executive Group Manager	Communications and Engagement	Output 1.2: Coordinated Communications and Community Engagement
Brendan Smyth Commissioner for International Engagement	Office of International Engagement	Output 1.3: International Engagement
Margaret McKinnon A/g Deputy Director-General	Access Canberra	Output 2.1: Access Canberra
Kareena Arthy Deputy Director-General	Economic Development	Output 3.1: Economic Development

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

Coordinator-General for Climate Action – A/g Wilhelmina Blount

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

Corporate - Executive Group Manager - Robert Wright

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

Strategic Finance - Chief Finance Officer - Sally Druhan

Strategic Finance leads the delivery of strategic solutions to CMTEDD to support financial management and delivery of financial outcomes. The Chief Finance Officer is responsible for the development of effective financial management controls, establishing the CMTEDD budget, monitoring performance against budget and the management of statutory reporting responsibilities. The control framework includes policy, systems, tools and education to support all CMTEDD staff to meet their financial obligations, including obligations set out in the Financial Management Act 1996.

Treasury Stream

Under Treasurer - Stuart Hocking

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

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

In 2023-24 Treasury comprised two sub-streams

- Economic, Revenue and Insurance, led by Deputy Under Treasurer and Coordinator-General for Housing Stephen Miners; and
- Budget, Procurement, Investments and Finance, led by Deputy Under Treasurer Russ Campbell.

The Economic, Revenue and Insurance stream include 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, 4 and 5 list key Treasury business areas and the responsible senior executive by budget output.

Table 3: Economic, Revenue and Insurance executives at 30 June 2024, by budget output

Responsible senior executive	Business area name	Relevant budget output/s
Stephen Miners - Deputy Under Treasurer, Economic, Revenue and Insurance		
Mitch Pirie Executive Group Manager	Economic and Financial	Output 4.1: Economic Management
Kim Salisbury Executive Group Manager	Revenue Management	Output 5.1: Revenue Management

Table 4: Budget, Procurement, Investments and Finance executives at 30 June 2024, by budget output

Responsible senior executive	Business area name	Relevant budget output/s
Russ Campbell - Deputy Under Treasurer, Budget, Procurement, Investments and Finance		
Scott Austin Executive Group Manager	Finance and Budget	Output 4.2: Financial Management
Sanaz Mirzabegian Executive Group Manager	Procurement ACT	Output 7.2: Procurement

Table 5: Digital, Data and Technology Solutions executives at 30 June 2024, by budget output

Responsible senior executive	Business area name	Relevant budget output/s
Bettina Konti - Chief Digital Officer, Digital, Data and Technology Solutions		
Bettina Konti	Digital, Data and Technology Solutions	Output 8.1: Digital Data and Technology Solutions

In addition to the business areas listed above, the Treasury stream includes the following whole of government function.

Coordinator-General for Housing – Stephen Miners

The Office of the Coordinator-General for Housing was established in February 2023 to coordinate the many areas across Territory Government that intersect with housing – driving a whole-of-government approach to housing issues.

Remuneration

Full-time holders of public office (which includes executives of the directorate) are listed in Schedule 1 of the *Remuneration Tribunal Act 1995* and the Tribunal must make determinations every twelve months in relation to remuneration, allowances and other entitlements.

The annual determinations for full-time holders of public office usually takes effect from 1 July each year and currently include remuneration, salary packaging, relocation entitlements, vehicles, travel, employer provided benefits of FBT and superannuation.

The current Tribunal determination can be viewed at the Remuneration Tribunal website [Remuneration Tribunal - Determinations](#).

Committees

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

Table 6: Key CMTEDD committees

Name of committee	Role of committee and membership
Audit and Risk Committee	The Audit and Risk Committee assists the Director-General and the Under Treasurer in fulfilling their oversight and governance responsibilities. The Committee's functions are governed by an Audit and Risk Committee Charter. Committee membership includes an independent chair, deputy and member, advisors from CMTEDD and an executive from another ACT Government directorate. Observers from CMTEDD and a representative from the ACT Auditor-General's Office also regularly attend meetings. The Internal Audit section of this report contains further details on this committee.

Name of committee	Role of committee and membership
CMTEDD Executive Management Group	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.
CMTEDD Work Health and Safety Committees	The CMTEDD Work Health and Safety Committees (WHSC) provide consultative forums for work health and safety (WHS) matters across the directorate. They comprise three tiered committees (director level WHSC, directorate WHS Network, and local level WHS) 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>. Information is cascaded from the Tier 1 (director level) committee. Matters can also be raised at Tier 2 or 3 level and reported and managed through the higher tiers. The role of the committees is to: • facilitate communication and consultation between management and workers on matters 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; and • provide a mechanism for escalation and resolution of unresolved WHS issues.
Directorate Consultative Committee	The ACTPS enterprise agreements provide for the establishment of a Directorate Consultative Committee (DCC). The DCC's key objectives are to: • monitor the operation and implementation of the agreements; • consider any proposed new or significant changes to directorate policy statements and guidelines that relate to the provisions of the agreements; • exchange information about workplace issues affecting employees; and • consult on any existing directorate performance management schemes, and on the development of any new performance management schemes. The DCC consists of employee, union and management representatives, with Corporate providing secretariat support.

Performance Summary

Leading key government priorities

Climate action

- Delivered in collaboration with the Environment, Planning and Sustainable Development Directorate, the ACT's first Integrated Energy Plan 2024-2030, which sets out the next stage of work for the Territory's electrification journey over the next 20 years.
- Supported the Climate Action Subcommittee of Cabinet in its consideration of key climate action policies, including Directorate level reporting on adaptation risk planning.

Inclusion and equality

- The Capital of Equality Strategy 2024-2029 and its First Action Plan 2024-2026 was released. With this Strategy, the ACT Government reaffirmed its commitment for Canberra to be the most LGBTIQ+ welcoming and inclusive City in Australia.

Reform

- Delivered amendments to the Human Rights Commission Act to introduce a Child Safe Standards Scheme for the ACT, completing a major recommendation of the Royal Commission into Institutional Responses to Child Sexual Abuse.
- Introduced reforms to the liquor licensing regulation to support the night-time economy by reducing licensing fees, encouraging businesses to extend trading hours, reducing administrative burden on licensed venues and encouraging diversity in night-time economy business models – including through increased support to musicians and other live performers.
- Updated the model rules for incorporated associations.

Intergovernmental relations

- Supported the Chief Minister, Head of Service and other senior officials in intergovernmental forums such as National Cabinet to represent the interests and needs of the ACT on matters of national significance including the National Health Reform Agreement, NDIS and disability reform and gender-based violence reform.
- Engaged with the NSW Government on matters that impact the Canberra Region, including agreement to and publication of an updated Memorandum of Understanding on Regional Collaboration.
- Coordinated the delivery of the regional Senior Officials Dialogue which involved over 40 senior officials from ACT and NSW governments.

Government planning

- Progressed the update of the 2019 ACT Infrastructure Plan through the iterative release of sector updates including: Health; Education; City Services, Recreation and Community Facilities; Climate Action, Energy and Environment; Transport; and Housing, Land Release and City Planning.
- Developed options for further embedding wellbeing into the operational activities of government, including with respect to performance and accountability arrangements. We updated the ACT wellbeing dashboard and also progressed collaborative work with the University of Canberra, the Australian National University and the Australian Bureau of Statistics to develop analytical evidence around wellbeing outcomes.
- Supported adoption of the updated Cabinet Handbook from January 2024 including engagement with all directorates on the presentation of information to support Cabinet.

Supporting workforce capability

In 2023-24 the Office of Industrial Relations and Workforce Strategy (OIRWS) designed and delivered a suite of initiatives to improve working conditions, workforce productivity and wellbeing for Canberrans. These included:

- Facilitating flexible work in the ACT Public Service, by delivering two new office environments in Woden and Dickson, accessible by ACTPS employees through the FlexiSpace Program; in addition to options in Tuggeranong, Belconnen, and the City.
- Supporting over 1,000 office-based employees from Winyu House in Gungahlin to transition to flexible, hybrid working practices.
- Induction and Development programs to 75 ACTPS Executives (18% approx).
- Four Senior Executive Speaker Series Leadership events.
- Improving ACT workplace safety regulatory frameworks through the *Workplace Legislation Amendment Act 2024*, three substantive amending regulations and six work health and safety codes of practice, including new codes to address silica dust and psychosocial risk.
- Implementing a whole of government work incident reporting system to better support the reporting and management of work health and safety incidents.
- Managing the introduction of 15 new ACTPS enterprise agreements, featuring enhanced employment conditions and pay rates for employees.
- Strengthening the employment framework through the introduction of new whole of government policies and guidelines.
- Supporting delivery of the Secure Employment Framework.
- Implementing Secure Workforce Conversion for the ACT public sector.
- A new whole of government work health and safety and wellbeing strategy and management system.

- Delivery of early intervention allied health services to injured or ill public servants.
- Establishing an inhouse work rehabilitation service to deliver timely, consistent and person focussed services to injured workers.

Keeping the community informed/One Government, One Voice

In 2023-24 we progressed the One Government, One Voice program, our commitment to ensuring that through effective and well-targeted information campaigns and engagement activities, Canberrans know how to access services and have the information they need to actively participate in decision making, by:

- Continuing the digital consolidation project, redesigning and consolidating content to improve website accessibility and continue creating a simple, unified and customer focussed digital experience for the Canberra community.
- Continuing to implement the whole of government approach to delivering priority campaigns, with a focus on using evidence and insights to improve their quality and impact. These included campaigns to help Canberrans find cost-of-living support, raise awareness of the range of public health services available across Canberra and reduce occupational violence and aggression incidents towards members of the ACT Government workforce.
- Supporting directorates and agencies with in-house research capability to include qualitative formative research and market testing of creative campaign approaches for strategic and priority projects across Government. This has provided an improved evidence base for the delivery of priority communication campaigns.

We continue to lead a whole-of-government approach to raising community awareness of the ACT Government's investment and progress on infrastructure projects across Canberra. This included:

- Coordinating the communication activities for the delivery of the ACT Infrastructure Plan update.
- The application of the Built for CBR brand and narrative across the website.
- Communications activities spanning both ACT Government owned channels (*Our Canberra*, social media and the website) and external channels including news media and advertising.
- CMTEDD ensured Canberrans continued to remain informed about key ACT Government priorities by growing the key social media channels by 19 per cent, and increasing page views on the Our Canberra website by 106 per cent to over 792,000 views.

CMTEDD also continued to deliver the ACT Government's first-ever easy English newsletter, supporting those with low English literacy to access important ACT Government news. The newsletter is distributed to community partners, libraries, peak bodies and organisations each month.

We continued to engage with a wide range of Canberrans to seek their views on, and input into important policies, programs, projects and services. This was achieved through the online engagement platform YourSay Conversations, which was visited by 147,000 Canberrans who participated in 50 engagements over the year, and the YourSay Panel, in which nearly 6,800 Canberrans undertook six surveys. The community also participated in six non-Panel surveys and seven qualitative research projects.

Driving the digital transformation of government services

Delivering services to the ACT community and business

In 2023-24 we continued our commitment to enhancing digital connectivity, leveraging technology to achieve equitable and inclusive solutions for our community. Examples of these initiatives include:

- Commencing the full pilot of the Data and Digital Ministers' national life events initiative *Birth of a Child*, which automates the registration of births and enrolment in Australian Government services for children born in ACT public hospitals. This reduces the number of government touch points and manual processes for new parents, enabling easier access to health and other services for the child.
- Utilisation of the ACT Digital Account to provide parent/carer proofed ID authentication to Education's 'Parent Portal', a secure online platform used to share information between ACT public schools and the parents and carers of their students. More than 14,000 parents and carers have signed up to the service since its release in November 2023.
- The number of ACT Digital Accounts created by members of the community had increased to over 348,000 with more than 69 per cent of account holders identifying as ACT residents. 46 per cent of ACT Digital Account holders have also taken steps to uplift the level of identity assurance for their Digital Account, opening the opportunity to access services digitally rather than through face-to-face or phone channels.
- Enhanced digital connectivity and inclusivity through the implementation of audio-visual links between Jervis Bay and the Magistrates Court in Canberra, allowing individuals to attend court proceedings remotely, avoiding the lengthy and resource-intensive transport process. This solution aligns with the expressed needs of the Yuin people and Wreck Bay Aboriginal Community Council.
- Redesign and integration of the Pet Registration Service with the ACT Digital Account to ensure members of the community can benefit from seamless access to concession arrangements and the ability to 'Tell us Once' when notifying government of changes in contact details or residential address. More than 6,600 pets have been registered, 65 of which were under concession arrangements since this new digital service was released in April 2024.
- The ACT Digital Program and ACT Revenue Office have continued to work in partnership to broaden access to the Concession Management Service by streamlining the process to apply for rates and utilities concessions.

- Upgrade of network equipment in over 100 locations across the Territory for better staff, student and community connectivity at the new temporary visitors' centre at Tidbinbilla Nature Reserve and replacing legacy Telstra copper cabling with Territory-wide area-network fibre connections at eleven traffic intersections.

Supporting digital change within Government

A Digital Government requires a shift in thinking - away from processes and technologies and towards citizens and outcomes.

- We introduced ICT business partners to support directorate ICT digital priorities and deliver a sustainable operating model.
- Data is the lifeblood of any Digital Government, and we have improved our ability to maximise the value of data held by government through the development of a whole of government data catalogue, and data training programs for ACTPS staff.
- We have led the ACT's participation in key national data linkage projects, such as the National Disability Data Asset, and participated in the Australian National Data Integration Infrastructure set-up, contributing expertise and jurisdictional perspective.
- We delivered a whole-of-government Technology Investment Plan and Technology Project Pipeline, supported by the implementation of the Technology Directions as a set of principles to guide technology investment decisions.
- We have completed an assessment for the Territory, under the Commonwealth's *Essential Eight Maturity Model* cyber security resilience framework. This work establishes a baseline and identifies key initiatives for the Territory to progress to improve our compliance.

Leading the ACT Government's international engagement activities

During 2023-24 the ACT Government continued to help Canberra businesses achieve their export goals, engage with international stakeholders both domestically and overseas, and organised internationally focused events and export training workshops.

The variety of engagement events we delivered helped to progress the ACT Government's international focused objectives as detailed in Canberra's *International Engagement Strategy*. We delivered Trade Missions to the USA, India, Singapore, Fiji as well as two to New Zealand, which focused on promoting key areas of strength and actioning key international engagement objectives, including:

- We delivered key export support activities to businesses to help them progress along their export journeys – resulting in six individual export outcomes achieving a total value of over \$28.2 million. Export training workshops focused on building core export skills and knowledge – including pitching and presenting, e-commerce and market briefings. Dedicated export support programs like ACT TradeStart, the International Business Engagement Program and the ACT Chief Minister's Export Awards assisted the full spectrum of export businesses, from aspirational to highly experienced. We

delivered our second ACT Export Day where attendees learned about available government support, key export trends, and stories of export success and women in export.

- We strengthened our Sister City relationships, including welcoming a delegation from the Nara City Council to celebrate the 30th anniversary of our formal relationship. There was a full program of festivities, cultural activities and government to government discussions during their visit. Throughout the year we also hosted international delegations from around the globe, and further developed our close relationships with Canberra's diplomatic community, celebrated by the flagship annual ACT Chief Minister's End of Year Festive Diplomatic Reception.

Supporting a safe and liveable city

We Uphold Regulatory Protections to support our community:

- Access Canberra regulates over 110 pieces of legislation and has thousands of regulatory interactions with Canberrans every week.
- A record 22,042 regulatory and service enquiries and complaints were received in 2023-24, and we continued to make lodging a complaint simple, easy and with a timely response.
- Access Canberra delivered ACT Government's road safety priorities including the implementation of Mobile Device Detection Cameras; Enforcing School safety 40km/h zones (with one third of all infringements issued by mobile speed vans in the past 12 months to vehicles exceeding the speed limit within 40km/h school zones); and enforcing the City centre's 40km/h zones.
- We led the ACT Government response to the discovery of asbestos in mulch material brought in from interstate.
- We have implemented a registration scheme for professional engineers in the ACT.
- We conducted 58,497 electrical, plumbing and gas inspections.
- In 2023-24, 696 new builder licenses were issued, along with 1,238 other construction related occupational licenses.

We value our partnerships with the community and business:

- Access Canberra provided expert advice and assistance for major events in Canberra, including as Floriade, the Royal Canberra Show, the Flight Drone Show, and the Night Markets.
- We worked with the Better Regulation Taskforce, supporting the design and development of the Night-time Economy reforms and the City Centre Entertainment Precinct, including implementing the first stages of reforms to the Liquor Act.
- Assisted the development of the Emissions based registration system.
- Commenced publishing processing times for occupational licences on website to provide better visibility of timeframes.

- Commenced triaging of licence applications, including prioritising local apprentices at the completion of their apprenticeship.
- Undertaking construction industry awareness raising activities including newsletters, construction notes, educational materials and communication materials.

We continue to provide *Access to All* ACT Citizens for government services:

- Launching the New Access Canberra website in October 2023 with a focus on giving Canberrans back time by providing clear, easy and accessible information.
- Completing more than 461,000 transactions in our Service Centres.
- Handling of 347,150 calls in our Contact Centre, the majority of which related to vehicle transactions and support.
- Introduced bookable appointments for the Dickson Service Centre, an option used by 11,460 customers.
- Launched The Hidden Disability Sunflower Initiative and weekly Quiet Hour in Service Centres in June 2024. Service Centre staff are trained to provide additional support to customers wearing the sunflower logo.

We continue to Put our People First:

- Maintaining a strong focus on reducing and managing occupational violence including working to reduce incidents through de-escalation training and conflict resolution practices; and holding members of the community to account for their behaviours and empowering and supporting our officers when incidents do occur.

Supporting Canberra's economic development

Business and Innovation

- The ACT Small Business Strategy 2023-2026 was released in July 2023, setting out the Government's commitment to support a dynamic and thriving small business community. The Strategy includes over 50 actions across five priority areas, reflecting what we have heard in consultation over recent years.
- We continued to foster innovation and support business through the delivery of initiatives under the Future Jobs Fund, including support for Investment Attraction and Facilitation Services, the Canberra Cyber Hub and the Canberra Innovation Network (CBRIN) and its expansion at 1 Moore Street, launching the first ACT social enterprise grants program and hosting the first CBR Small Business Expo.

Supporting the arts in Canberra

- We reported on the successful implementation of the first year of the Arts, Culture and Creative Policy 2022-2026 and its related Action Plan, with significant progress demonstrated against the Action Plan's initial 82 actions.

- Design documentation was completed for Development Approval and a project manager was appointed to deliver the \$12.9 million redevelopment at the heritage-listed Gorman House Arts Centre.
- artsACT established a First Nations Reference Group to self-determine the governance model and shape the strategic direction of the new Aboriginal and Torres Strait Islander Art Space at the Kingston Arts Precinct.

ACT Government major venues

- We delivered 24 national and international sporting and entertainment events at GIO Stadium, and Manuka Oval hosted 12 national or international sporting events. These included rugby league, rugby union, AFL, cricket and a World Cup qualifier match between the Socceroos and Lebanon, and a Matchbox 20 concert.
- Exhibition Park in Canberra (EPIC) continued to host a diverse range of events, including major festivals such as Spilt Milk and Summernats which deliver significant economic activity to the Territory.
- The National Arboretum Canberra won the Ecotourism category in the 2023 Canberra Region Tourism Awards and bronze at the national awards. We also signed a Memorandum of Understanding with the Omiya Bonsai Art Museum, Saitama Japan creating a 'Sister Museum Agreement'.
- A trail crew was insourced at the University of Canberra Stromlo Forest Park to improve maintenance and upgrades to the trail network. We also built a sealed carpark and introduced paid parking to support future park improvements and rehabilitated the Village Green to provide more recreation space.

Developing and supporting skills in the ACT

- We finalised negotiations for the National Skills Agreement (NSA), which commenced on 1 January 2024. NSA will deliver on national and local priorities, strengthening the ACT's vocational education and training sector, with a focus on providing critical and emerging industries with skilled workers.
- We were the first jurisdiction to announce a TAFE Centre of Excellence under the NSA, in partnership with the Australian Government, with the Electric Vehicle Centre of Excellence to be developed at CIT. This facility will provide innovative world class training for our future workforce and will develop new diploma and degree apprenticeship pathways for developing, operating and maintaining electric vehicles and related technology.

Strategic infrastructure development

- We progressed planning for a new or significantly enhanced Canberra Stadium and for a new Canberra Convention and Entertainment Centre.
- We progressed planning for the stage 1 redevelopment of Exhibition Park in Canberra, an integral stage of the masterplan for the precinct which includes a new main entrance and large multipurpose venue.

Sport and recreation

- We progressed implementation of the CBR Next Move 2023-2028 strategy, including delivery of renewed funding for community sporting organisations through the Sport and Recreation Investment Scheme.
- We delivered the new Grevillea Park Dragon Boat Facility, a permanent home for dragon boating in the ACT. The facility includes boat storage, administration facilities, training room, changerooms and event administration.

Events ACT

- We launched the Enlighten Strategic Plan in January 2024, to inform and provide a framework for the planning and delivery of the event from 2024 to 2028. A key action already implemented as part of this strategy is the engagement of an Enlighten Creative Director.

VisitCanberra

- Continued to implement and expand the domestic 'There's more than they're telling us' demand driven marketing program, including paid advertising, content partnerships, social media and conversion partnership activity, to drive overnight visitation to Canberra.
- We worked with 11 distribution partners in India, Malaysia, Singapore, United Kingdom and United States to deliver 16 partnership marketing campaigns to package and sell Canberra as a leisure tourism destination. Post campaign reporting to date has seen Canberra featured in 17 packaged itineraries with minimum one night in Canberra and more than 13 million impressions.
- The Canberra and Region Visitor Centre won the Visitor Information Services category in the 2023 Canberra Region Tourism Awards and gold at the national awards.
- We signed a letter of Intent with Telstra to agree to work together on a proposal for the redevelopment and operation of the Telstra Tower.

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

In 2023-24, we delivered the 2023-24 Budget Review, the 2024-25 Budget and the Consolidated Financial Statements.

We continued to lead the delivery of the ACT Government's Procurement Reform Program (Reform Program) to improve government business, while helping our economy and our community.

This year, under the auspices of the Reform Program, we administered the Goods and Services Accreditation Program, by supporting the Government Procurement Board in assessing the accreditation of Territory entities. Accreditation ensures that we provide Territory entities with services commensurate with their procurement capacity and capability, and the scale, scope, and risk profile of a procurement.

We transitioned to the Tiered Services support model, incorporating Managed, Assured and Enabled tiers. This included the Help Desk progressing towards an integrated Enabled Services under the Tiered Services Delivery model.

We established probity advisory services to offer easily accessible practical probity advice and referral services to the ACT Public Service. The service, which is a first for the ACT Government, has a role in uplifting probity capability across the ACT Public Service with a range of communications and building community of practice.

Also, under the Reform Program, and in response to stakeholder feedback, we delivered important amendments to the *Government Procurement Act 2001* and the Government Procurement Regulation 2007.

Consistent with our commitment to act as a centre for excellence and to support our procurement workforce across the ACT Public Service, we launched the Procurement Hub, as the central point for procurement information and resources.

More broadly, we supported 90 procurements which resulted in contracts with a total value of just over \$874 million; and managed 14 whole of government arrangements with over \$160 million total annual expenditure. Our management of these arrangements applies contemporary category procurement knowledge and contract management skills to deliver cost effective whole of government arrangements for the benefit of the Territory entities.

We provided centralised whole of government finance functions related to financial reporting, taxation, finance operations (accounts payable/receivable/debt management) and financial applications management.

We continued to brief the government on economic and revenue policy issues and development, and completed the first 3-year review of the *Motor Accidents Injuries Act 2019*.

We modernised the enforcement capabilities of the Independent Competition and Regulatory Commission by introducing new civil enforcement powers, through the development and passage of the *Independent Competition and Regulatory Commission Amendment Act 2024*.

We developed a range of revenue and concessions related budget measures, and contributed to the development of Capital business cases by ensuring adherence to the Government's *Capital Framework*.

We continued to implement the Government's tax reform agenda, including through new and expanded stamp duty concessions announced in the 2024-25 Budget.

We provided oversight of and advice to Government in relation to Government Business Enterprises and Public Private Partnership arrangements.

We administered the ACT tax laws, managed the assessment and collection of ACT taxes and administered concessions, exemptions and grants consistent with the Government's policies.

We commenced the implementation of a new land valuation IT system (VOITM); began reviewing existing IT Systems; and secured stability for a number of IT systems.

Outlook

Leading key government priorities

- Complete the update of the 2019 ACT Infrastructure Plan through the release of remaining sector updates, including Transport and Housing, Land Release and City Planning.
- Continue night-time economy reforms through the introduction of fit-for-purpose noise zone standards for the City Centre Entertainment Precinct to support entertainment businesses in the city, as well as support for musicians through a trial of permitting the use of loading zones for loading and unloading musical equipment at zero cost.
- Continue the development of a whole of service regulatory quality framework, including a set of principles against which existing and new regulation can be assessed to ensure the value and burden of regulation is balanced for the benefit of government, business and the community.
- Continue to work with research and community partners in better understanding wellbeing outcomes. This includes progressing work with the Australian National University, the Australian Bureau of Statistics and the Commonwealth Government to develop, as the national pilot project, a Life Course Data Asset which will bring together Commonwealth and ACT administrative data to support research to better understand the factors that drive wellbeing outcomes for ACT young people in the age 0-14 (with a focus on causes of addressing entrenched disadvantage). We will continue to work closely with the University of Canberra in building insights into the wellbeing of Canberrans through findings of the *Living Well in the ACT Region* survey.
- Work across government to deliver the Government's climate action priorities, including implementation of actions under the first Integrated Energy Plan and Zero Emissions Vehicles Strategy, as well as drive capability improvements across the ACTPS with respect to adaptation planning and economic analysis of climate related policies and programs.
- Engage with the NSW Government to refresh priority focus areas and initiatives under the new ACT–NSW Memorandum of Understanding, and publish the annual Joint Progress Report under the ACT–NSW Memorandum of Understanding.
- Work with the Federal Department of Infrastructure, Transport, Regional Development, Communication and the Arts to finalise and rollout a new funding mechanism to facilitate the National Capital Functions services agreement.

- Oversee implementation of the First Action Plan (2024-26) of the new Capital of Equality Strategy (2024-29) with an aim to ensure that LGBTIQ+ people, their families, and communities feel a sense of belonging to Canberra, visible, valued, celebrated and respected in the ACT.
- Finalise the ACT Government response to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.
- Following the ACT Election in October 2024, brief and support the incoming government of the eleventh Assembly.

Supporting workforce capability

In 2024-25 the Office of Industrial Relations and Workforce Strategy will:

- Monitor and where appropriate make improvements to workplace relations regulatory frameworks for work health and safety, workers' compensation, public sector employment, workplace privacy and portable long service leave.
- Manage the Secure Local Jobs Code and Ethical Treatment of Workers Evaluation.
- Continue to deliver a program of work associated with reviews of the Integrity Commission Act 2018 and Public Interest Disclosure Act 2012.
- Build the capacity, capability and agility of the ACT public service by:
 - developing and leading innovative workforce transformation strategies, policies and programs, including for secure employment and the insourcing of strategic whole of government projects;
 - working across government to review the ACTPS Core Learning Policy and associated learning programs;
 - devising and delivering workers' compensation, health safety and wellbeing services and programs that improve workforce health and safety;
 - developing progressive employment policy and promoting its consistent and compliant application;
 - ensuring exemplary professional standards and accountability via integrity practice and frameworks; and
 - providing efficient and effective support services to the ACT public sector including financial functions, payroll and recruitment and learning management systems.

Keeping the community informed/One Government, One Voice

We will continue the One Government, One Voice program's consolidation and improvement of digital channels. This includes consolidating at least 20 individual websites into act.gov.au, consolidation and the redesign of Our Canberra's website and the continued consolidation of social media channels to make it easier for Canberrans to access Government information.

We will grow the number of subscribers to the Our Canberra e-newsletter and social media channels to deliver up-to-date, readable and accessible news to even more Canberrans in a timely and effective manner.

We will create and publish content on the priority ACT Government social media channels that continue to inform the community about government services available to them.

We will implement the ACT Government's engagement framework to achieve a consistent, collaborative approach to community and stakeholder engagement, and provide clear governance structures. This will support growing capability across directorates to deliver engagement that meets the Canberra community's needs and expectations.

We will explore ways to improve our engagement with more diverse audiences to hear from the quieter voices in the community.

Driving the digital transformation of government services

We will continue to drive digital transformation across government by championing and leading specific initiatives, maturing our digital operating model and supporting directorates in their digital initiatives. We will be working closely with Directorates to:

- Design and implement applications which enable whole of government concessions capability and change of circumstances services.
- Support Northside Hospital and other services complete the transition to the ACT Government.
- Support Canberra Institute of Technology in the delivery of the Cloud Campus program.
- Complete the evaluation of the Data and Digital Ministers' national life events initiative *Birth of a Child* and work collaboratively with the Australian Government and other states and territories to support a future national rollout.

We will continue to support ACT Government directorates in the implementation of the ACT Data Governance and Management Framework, enhancing data sharing across the service for public benefit. This includes working in partnership with directorates and the Data Reform Group to develop key whole of government data management initiatives including:

- Continuing to improve the whole of government data catalogue, a key tool to improve data discoverability and access.
- Developing data training materials to support improved data literacy across the ACT Government.
- Coordinating the ACT Government's participation in key national data projects, such as the National Disability Data Asset.
- Working with directorates to develop data analytics products that inform service improvement, policy development, and decision making.

We will continue to improve our maturity and Digital direction by:

- Establishing and rolling out a whole of government artificial intelligence road map to drive public sector innovation and productivity through the safe and appropriately governed use of AI at scale.
- Developing and leading the publication and implementation of the next iteration of the ACT Digital Strategy, the government's shared vision for whole of government digital development to support the way we live, work, and deliver services in the ACT.
- Completing the Strategic Asset Management Review and developing an implementation plan to replace critical ICT infrastructure assets that have reached their end-of-useful life period.
- Delivering an update to the government's Guiding Best Practice Design and Delivery guidance, supporting the continued maturity uplift and adoption of best practice program and project management.
- Delivering continued cyber awareness campaigns, utilising a range of mediums to enhance a cyber conscious workforce.

Leading the ACT Government's international engagement activities

Looking to 2024-25, we will continue to maintain our high level of engagement with businesses and international stakeholders. We will:

- Provide export advice and development opportunities through the ACT TradeStart Program, International Business Engagement Program and ACT Chief Minister's Export Awards.
- Execute our rolling three-year forward Trade Mission plan to priority markets.
- Welcome inbound delegations from around the globe, facilitating connections and export opportunities along the way.
- Deliver our full schedule of events, training workshops and briefings.
- Convert these activities into export outcomes for Canberra businesses,
- Create economic, cultural and social opportunities for all Canberrans in line with Canberra's International Engagement Strategy.

Supporting Canberra's economic development

In 2024-25 we will:

- Finalise initiatives under the Future Jobs Fund including the Space and Quantum Hubs, the ACT Venture Capital Fund, expansion of CBRIN and early-stage commercialisation projects.
- Continue to work with Telstra to finalise a proposal for the redevelopment and operation of the Telstra Tower.

- Undertake site investigations for a Canberra Stadium, continue planning for the Canberra Convention and Entertainment Centre and the redevelopment of EPIC and work with Telstra on the re-opening of Telstra Tower to the public.
- Progress key community sport infrastructure projects such as the new ice sports facility, Gungahlin Tennis Centre, Stromlo Forest Park District Playing Fields, expansion of the Belconnen Basketball Stadium, and upgrade works at Phillip Enclosed Oval.
- Finalise and commence implementation of the Floriade Strategic Plan, which will inform and provide a framework for the planning and delivery of the event from 2024 to 2028. Key strategic priorities and actions will also be delivered as part of the ongoing roll-out of the Enlighten Strategic Plan.
- Commence the implementation of the recommendations from the University of Canberra Stromlo Forest Park Tracks and Trails Masterplan.
- Continue to implement our Tourism 2030 (T2030) strategy, marketing Canberra to domestic and international audiences through delivery of marketing campaigns, public relations, content partnerships, distribution development activities and travel trade engagement.
- Continue to implement initiatives under the National Skills Agreement, focussing on activities to improve completion rates of students and initiatives to assist in *Closing the Gap* for Aboriginal and Torres Strait Islander people.

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

In 2024-25, we will support the Government in delivering the 2024-25 Budget Review, the 2025-26 Budget and the Territory's Consolidated Financial Statements. In addition, we will support the Under Treasurer to deliver the Pre-Election Budget Update and we will undertake election costings.

In 2024-25, we will also:

- Coordinate the Government's budget processes and report on financial outcomes.
- Prepare the budget appropriation bills.
- Provide regular updates to the Expenditure Review Committee of Cabinet on the Territory's finances to allow the Government to manage the public finances appropriately and maintain a strong balance sheet.
- Continue to support the implementation of the ACT Government's Wellbeing Framework.
- Work with directorates to ensure sound financial management and high-quality policy advice to Cabinet.

We will continue to progress the implementation of the final phases of the Procurement Reform Program, including the delivery of a further expanded suite of procurement related training to support the uplift of procurement capability across the ACT Public Service.

We will also continue to administer the Goods and Services Procurement Accreditation Program, including identifying ways to strengthen and streamline ongoing assurance and reporting requirements.

We will continue to work on important policy initiatives, including:

- A Women in Construction Procurement Policy in support of the Third Women's Action Plan.
- A Circular Economy Procurement Policy in support of the ACT Circular Economy Strategy.
- A comprehensive review of the Aboriginal and Torres Strait Islander Procurement Policy in alignment with the *Closing the Gap* Priority Reforms.
- New policy initiatives in support of the Local Industry Participation Policy in alignment with outcomes from the Better Regulation Agenda.

We will continue to identify needs and manage cost effective whole of government arrangements for the benefit of the Territory entities, to ensure ease of use and access by government buyers, and suppliers. We recognise the role of government organisations in leading industry in building meaningful and collaborative partnerships with small and medium enterprises and local and diverse businesses. This commitment is reflected in our approach to market strategies for whole of government arrangements, and specifically in the renewal of the professional and consulting services panel, which will improve participation pathways for these suppliers.

We will commence supporting Territory entities under the Goods and Services Tiered Service Support model, commensurate with a Territory entity's accreditation level.

We will continue to meaningfully engage with our internal and external stakeholders.

In 2024-25 we will:

- Work to finalise detailed policy design and assist with legislative drafting and the implementation of a new levy on short-term rental accommodation.
- Develop and provide advice to Government on policy settings for Stage 4 of the tax reform program, informed by analysis of the impact of the reform to date.
- Maintain strategic financial oversight of selected government business entities including Icon Water, the Suburban Land Agency and the City Renewal Authority.
- Work with the Motor Accident Injuries Commission on the development of a net profit mechanism regulation under section 411 of the *Motor Accident Injuries Act 2019*.

In 2024-25 we will also:

- Implement a number of cost-of-living initiatives.
- Implement a payroll tax surcharge.
- Continue to review existing IT systems and address IT cyber security within the ACT Revenue Office.
- Continue the implementation of the new land valuation IT system (VOITM).

Performance Analysis

The following section details our performance during 2023-24 by output class. It also includes high-level commentary on performance against our accountability indicator targets, as set in the 2023-24 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 details explanations for significant variations from the target.

Output 1.1: Government Policy and Reform

Overview

Through this output the directorate provides 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 and social, economic, and regional policy, including high priority reforms and effective delivery of government policies and priorities.

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 relevant 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;
- through the Deputy Directors-General Group, coordinating cross government information flows and coordinating cross directorate responses to emerging and priority issues;
- leading and coordinating the ACT Government's participation in National Cabinet, the Council for the Australian Federation and their sub-groups and the Council of Capital City Lord Mayors;
- through the Coordinator-General and the Office for Climate Action, leading and coordinating the ACT's emissions reduction initiatives and undertaking climate adaptation policy analysis to improve Canberra's resilience to the effects of a warming climate;

- through the Better Regulation Taskforce, delivering regulatory reform on priority issues across government while moving towards a regulatory quality framework;
- leading the Government's engagement with regional stakeholders on mutually beneficial activities including the NSW government and the NSW Cross-Border Commissioner, the Canberra Region Joint Organisation, and local councils in the Canberra Region;
- publishing updates to the 2019 ACT Infrastructure Plan through interactive releases across key infrastructure sectors;
- leading efforts to improve the wellbeing and support for people of diverse sexualities, genders, bodies, and relationships through the Office of LGBTIQ+ Affairs;
- embedding the ACT Wellbeing Framework as a basis for policy and program development and assisting government decision making, through understanding how policy and investment options and proposals will impact wellbeing in the ACT. This is being supported by building an evidence base around wellbeing outcomes (including understanding drivers of outcomes) and considering options for performance and accountability arrangements based on wellbeing;
- providing advice and support to Cabinet and the Manager of Government Business in the Legislative Assembly;
- through the Territory Records Office, leading the ACTPS' transition to whole of government digital recordkeeping capabilities;
- providing services and initiatives that make ACT Government archives available to the public; and
- providing records management and courier activities to government directorates.

Performance – Accountability Indicators

We met 7 out of 7 accountability indicators for this output in 2023-24.

Highlights



Four sector updates to the ACT Infrastructure Plan published:

Health; Education; City Services, Recreation and Community Facilities; and Climate Action, Energy and Environment.

Collaborated in delivering the **ACT's first Integrated Energy Plan 2024-2030.**

Through Night-time Economy reforms, **liquor licence fees reduced for 116 licensees**; standard licensed trading hours extended for small cafes and restaurants from midnight to 2am, free of charge.



Supported the Chief Minister and Head of Service at meetings:

five National Cabinet meetings, eight Council for the Australian Federation (CAF), nine First Secretary Group (FSG), and six CAF FSG.

Released the new Capital of Equality Strategy (2024-2029)

and action plan to continue our efforts for Canberra to become the most LGBTIQA+ welcoming and inclusive city in Australia.

Facilitated a total of \$200 million in loans through the Sustainable Household Scheme, supporting individuals in electrifying their homes and transport. 18,700 households have already saved an estimated \$43 million on their energy bills.



During 2023-24 we also:

- Undertook regulatory reform to update the model rules for thousands of incorporated associations to enable them to meet their regulatory obligations more easily.
- Released the Parliamentary and Governing Agreement Status Report – Number three in December 2023, highlighting the delivery and progress made on government priorities during the term of the 10th ACT Legislative Assembly.

- Coordinated delivery of the regional Senior Officials Dialogue which involved over 40 representatives from ACT and NSW governments and guest speakers from senior Federal Government officials.
- Engaged with the NSW Government on matters that impact the Canberra Region, including agreement to and publication of an updated Memorandum of Understanding on Regional Collaboration.
- In addition to providing recommendations to government on options for performance reporting and accountability in the context of wellbeing, we updated the ACT wellbeing dashboard and also progressed collaborative work with the University of Canberra, the Australian National University, and the Australian Bureau of Statistics to develop analytical evidence around wellbeing outcomes.

We continued to progress work from previous years, including:

- Supporting the delivery of services to Jervis Bay Territory on behalf of the Commonwealth Government.
- Supporting the ACT's participation in the Council of Capital City Lord Mayors (CCCLM), which advocates for city-based issues on behalf of Australia's capital cities.
- Facilitating service delivery and funding under the National Capital Functions Agreement.
- Engaging with the NSW Government and local councils on issues that impact the Canberra Region. This has included ongoing engagements between the NSW and ACT Governments and continuing to work with local councils as an associate member of the Canberra and Region Joint Organisation (CRJO).
- Progressing the Big Canberra Battery project including the development application and connection agreement processes with Eku Energy for a 250-megawatt (MW), 500 megawatt-hour (MWh) battery storage facility in Williamsdale.
- Entering into an agreement with the Australian Government and Evoenergy to install three neighbourhood-scale batteries in the suburbs of Casey, Dickson, and Fadden. These batteries will increase solar capacity in the electricity network and allow more households to connect to rooftop solar. The grant funding is part of the Australian Government's Community Batteries for Household Solar program.
- Delivering the Sustainable Household Scheme (SHS) which provides zero-interest loans to help with the costs of energy-efficiency upgrades.
- Supporting the scale up of the Vulnerable Household Energy Support Scheme to improve building efficiency and sustainability for social and public housing, low-income owner-occupiers, and the lowest performing rental properties; this includes upgrades to government housing, and financial incentives to implement minimum energy efficiency standards in rental properties.
- Utilising the ACT Wellbeing Framework to provide a focus for the development of policy and programs and in decision-making; the 2024 ACT Budget being the fifth Budget in which the Framework helped to shape budget investments.

Future direction

In 2024-25 we will:

- Complete the ACT Infrastructure Plan Update through the publication of the two remaining sector updates: Transport; and Housing, Land Release and City Planning.
- Continue Night-time Economy reforms including the introduction of new noise settings for the City Centre Entertainment Precinct to support live music and entertainment venues.
- Facilitate construction of the battery storage facility in Williamsdale as part of the Big Canberra Battery project.
- Support delivery of neighbourhood-scale batteries at Casey, Dickson and Fadden in partnership with Evoenergy and the Commonwealth Government.
- Deliver the Solar for Apartments Program which provides owners corporations up to \$100,000 in grant funds and a zero-interest loan, to install rooftop solar at eligible apartment complexes in the ACT. This \$3.6 million project is co-funded under the Solar Banks Initiative of the Australian Government and ACT Government's Sustainable Household Scheme.
- Continue to implement the Sustainable Household Scheme (SHS), and support delivery of the Vulnerable Household Energy Support Scheme which will improve building efficiency and sustainability for community and public housing, and low-income owner-occupiers, to reduce their home energy consumption and support resilience.
- Work across government to deliver the Government's climate action priorities, including implementation of actions under the Integrated Energy Plan and Zero Emissions Vehicles Strategy, as well as drive capability improvements across the ACTPS with respect to adaptation planning and economic analysis of climate related policies and programs.
- Continue to work with research and community partners in better understanding wellbeing outcomes. This includes progressing work with the Australian National University, the Australian Bureau of Statistics and the Commonwealth Government to develop, as the national pilot project, a Life Course Data Asset which will bring together Commonwealth and ACT administrative data to support research to better understand the factors that drive wellbeing outcomes for ACT young people age 0-14 (with a focus on causes of addressing entrenched disadvantage). We will continue to work closely with the University of Canberra in building insights into the wellbeing of Canberrans through findings of the Living Well in the ACT Region survey.
- Continue to support the ACT's intergovernmental relationships and forum participation by:
 - Supporting the participation of the Chief Minister, Head of Service and other senior officials in intergovernmental forums such as National Cabinet, the Council for the Australian Federation, the Council of Capital City Lord Mayors, the First Secretaries Group and First Deputies Group;

- Engaging with the NSW Government to refresh the priority focus areas and initiatives under the new ACT–NSW Memorandum of Understanding; and
 - Publishing the next iteration of the Joint Progress Report under the ACT–NSW Memorandum of Understanding.
- Work with the Federal Department of Infrastructure, Transport, Regional Development, and the Arts to finalise and rollout a new funding mechanism to facilitate the National Capital Functions services agreement.
- Work with the Australian Communication Government on service delivery to Jervis Bay Territory.
- Lead implementation of the First Action Plan (2024-26) of the Capital of Equality Strategy (2024-29), including delivery of key initiatives such as the Capital of Equality Grants program, funding for LGBTIQ+ peer-led community organisations and work with LGBTIQ+ Aboriginal and Torres Strait Islander peoples on developing culturally appropriate responses.
- Brief and support the incoming government of the eleventh Assembly including through support for Cabinet and Legislative Assembly business.

Contact

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Output 1.2: Coordinated Communications and Community Engagement

Overview

Through the Coordinated Communications and Community Engagement output the Directorate delivers communications and engagement support and protocol services to the ACT Government and community.

Communications and Engagement delivers this output by:

- delivering coordinated communications to the Canberra community in times of Territory emergency;
- informing Canberrans about programs, policies and services through the ACT Government's key channels, including Our Canberra print, e-newsletter, website and easy English versions and ACT Government Facebook, X and LinkedIn and WeAreCBR Instagram;
- delivering priority communications, public relations and engagement activities for the Chief Minister and the directorate's Ministers;
- coordinating the delivery of priority public information campaigns;
- providing research and insights services to inform government decision-making and managing the YourSay Panel, qualitative research activities and the digital engagement platform YourSay Conversations;
- preparing an annual whole of government communications and engagement plan to outline the government's priority public information campaigns and engagements;
- focusing on accessibility and inclusion in our communication activities;
- improving the digital experience of our websites and providing digital support and services across Government;
- providing high quality creative services for priority projects; and
- providing honours and awards, ceremonial and protocol services to the Chief Minister.

Performance – Accountability Indicators

We met 4 out of 4 2023-24 accountability indicators against this output.

Highlights



152,236 total followers across social media channels, with **19%** total channel growth.



792,539 page views on the Our Canberra website – an increase of **106%** on the previous year.

Responded to **248** reactive media enquiries across CMTEDD.



YourSay Panel membership remained steady with **6,725** Canberrans participating in a range of surveys, including on the ACT Budget, an Age-Friendly City, and Heritage.

Consolidated **20** websites and removed **10,000** pages of redundant content.



Supported directorates and agencies to deliver **50** public engagements through the YourSay Conversations platform.

20 major research projects delivered.



13 surveys and **7** qualitative projects completed.

12,000 individual survey responses completed.

During 2023-24 the Our Canberra print and digital newsletters, as well as the accompanying website, supported direct communication with Canberrans on ACT Government news, programs and services, via:

- a news-focused website, which received over 792,539 page views in 2023-24 (up 106 per cent on 2022-23);
- a monthly regionalised newsletter to almost 200,000 Canberra households;
- the ACT Government's first ever Easy English newsletter, distributed to community partners, libraries, peak bodies and organisations every month; and
- a digital newsletter delivered to approximately 48,300 subscribers, which received more than 120,000 clicks in 2023-24.

Table 7: e-newsletter performance in 2023-24

	Our CBR e-newsletter (% change from 2022-23)	Industry average
Open rate	50.87% (+0.5%)	19.4%
Click-through rate	10% (+1.5%)	2.8%
Followers	48,307 (+6%)	n/a

In 2023-24 we continued to manage and grow the ACT Government's primary social media accounts.

Table 8: Social media performance in 2023-24

Social media platform	Followers (% change from 2022-23)	Average monthly impressions
Facebook	64,243 (+15%)	1,433,602 (+4%)
X	22,311 (-1%)	49,883 (-42%)
LinkedIn	35,318 (+19%)	134,459 (+37%)
Instagram	30,414 (+38%)	390,352 (+56%)

We also:

- Delivered the Fostering Neighbourhood Democracy pilot in two Canberra suburbs, to improve local community connection and resilience;
- Continued to coordinate infrastructure information for the community through the communication of the ACT Infrastructure Plan update, the Built for CBR campaign and website;
- Created eight, evidence-based priority campaigns, using varied media channels to effectively target the diverse ACT community;
- Delivered a coordinated campaign and webpage for cost-of-living content to ensure eligible Canberrans had access to support information;

- supported the independent review of campaign advertising under the *Government Agencies (Campaign Advertising) Act 2009*;
- delivered the 2023 ACT Emerging Scientist of the Year Award, 2024 ACT Australian of the Year Awards, the 2024 Chief Minister's Canberra Gold Awards, and the 2024 Canberra Citizen of the Year Award; and
- supported the delivery of the Order of Australia honours, including the Public Service Medal.

Future direction

In 2024-25 we will:

- Progress the One Government, One Voice communication approach by continuing to shape the way priority campaigns and creative services are delivered, including on ACT Government priorities, such as occupational violence and infrastructure.
- Continue the website consolidation project that is creating a simple, unified and customer-focused digital experience for the Canberra community.
- Increase followers, engagement and reach of priority ACT Government social media channels, and the Our Canberra print, easy English edition, e-newsletter and website.
- Further promote the YourSay Panel and YourSay Conversations websites to encourage more Canberrans to share their views and inform the development of ACT Government policies, projects and programs.
- Enhance the YourSay Panel by increasing membership and broadening its demographic base.
- Coordinate a series of priority honours and awards processes as well as providing protocol advice and support to the Chief Minister and Head of Service.

Contact

For further information, please contact

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Public Information Coordinator

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Output 1.3: International Engagement

Overview

The Directorate, through the International Engagement output, supports the economic growth and diversification of the Canberra economy, and enhances Canberra's global reputation as an innovative, creative, artistic, liveable and welcoming city.

The Directorate delivers this output by:

- delivering the 12 programs as detailed in Canberra's International Engagement Strategy;
- undertaking strategic leadership, oversight, development and delivery of a targeted program of international engagement activities, including trade missions, inbound delegations, export-promotion programs, and other activities that enhance Canberra's economic welfare, international connectedness and reputation economically, culturally and socially;
- working with the Australian Government, including Austrade and its TradeStart program, and the Canberra Business Chamber, to make education and other export programs readily available to prospective and ongoing exporters;
- building relationships with the Canberra diplomatic community for the purpose of nurturing relationships and connections supportive of exporting and enhancing Canberra's international reputation;
- providing coordination and support of inbound investment opportunities originating from target-market countries; and
- continuing to build Canberra's government-to-government relationships, including sister-city formal agreements, to raise awareness of export and other opportunities within Canberra's economic key areas of strength, and ensure alignment with our objectives to expand and diversify Canberra's economy and its reputation.

Performance – Accountability Indicators

We met two out of three 2023-24 accountability indicators. The accountability indicator not met was:

- *1.3b - Number of ACT businesses exporting because of essential support received from the Office for International Engagement.* At the end of 2023-24 the ACT Government had recorded six individual outcomes, falling short of our target of ten, for a -40 per cent variance.

This variance is primarily due to an extended seven-month service gap for our Southeast Asia Business Development Manager (BDM) position during 2023-24. Our existing BDM contract ended in late September 2023, the position was rescoped, and recruitment for the new BDM position was finalised in May 2024. While we only achieved six individual outcomes, combined these were valued at over AUD\$28 million which is a significant

achievement. Reporting of export activity under this Accountability Indicator for businesses that received support from the ACT Government is also voluntary for businesses.

Highlights



176 individual businesses assisted with export development and advice.



Over \$28.2 million of export outcomes for businesses.

55 international engagement activities events

- five Trade Missions, 31 inbound delegations and 19 events and training workshops.



Celebrated the **30th anniversary of our longest standing Sister-City relationship** with Nara City.



Future direction

In 2024-25 we will:

- Facilitate trade missions that support export development and export flows; attract inbound investment, visitors and tertiary students to the Territory; increase cultural and social connections; and enhance the international reputation of Canberra in general.
- Assisting in consolidating and growing Canberra's international air connectivity by expanding on our existing Fiji Airways and Batik Air services to Nadi and Bali, and securing routes to other destinations.
- Provide ACT TradeStart Advisor services to a growing number of Canberra businesses that are ready to export or are already exporting and looking to expand.
- Provide ongoing export support to businesses through our Southeast Asia Business Development Manager based in Singapore.
- Continue to work with the Canberra Business Chamber to deliver the International Business Engagement Program.
- Engage other third-party providers to deliver our full calendar of export training workshops and the ACT Chief Minister Exports Awards.
- Build our Sister-City relationships with Nara, Wellington and Beijing.

- Deliver the third annual ACT Export Day.
- Undertake forward planning for the ACT's participation at *World Expo 2025 Osaka, Kansai*, starting in April 2025.

Contact

For further information, please contact

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 ACT Commissioner for International Engagement
 (02) 6207 8976 CIE@act.gov.au

Output 2.1: Access Canberra

Overview

Through the Access Canberra output, the directorate contributes to the economic growth and vibrancy of the ACT community and helps protect its citizens and the community through compliance, licensing and regulation.

Access Canberra contributes to the economic growth and vibrancy of the ACT, by serving its citizens, the community and businesses in providing coordinated, consistent and quality government services and regulatory functions to support the priorities of government and meet community needs.

We apply a risk-based approach to our regulatory functions in accordance with our 'engage, educate and enforce' philosophy pursuant to our Accountability Commitment. This delivers regulatory, compliance and licensing functions that contribute to positive outcomes for the Territory, its people and the environment.

In undertaking our regulatory functions, we actively engage with the community and business via a range of channels to promote positive outcomes. This engagement includes targeted and direct communications, which help enhance public understanding of our activities in support of community safety, and in turn drive voluntary compliance and behaviours to achieve positive regulatory outcomes.

We provide simple and easy ways for the citizens of the ACT to transact with government through a 'no wrong door' approach. We provide accessibility of those services through various service channels and we deliver government services on behalf of other directorates to make the interaction of citizens with the government as seamless as possible.

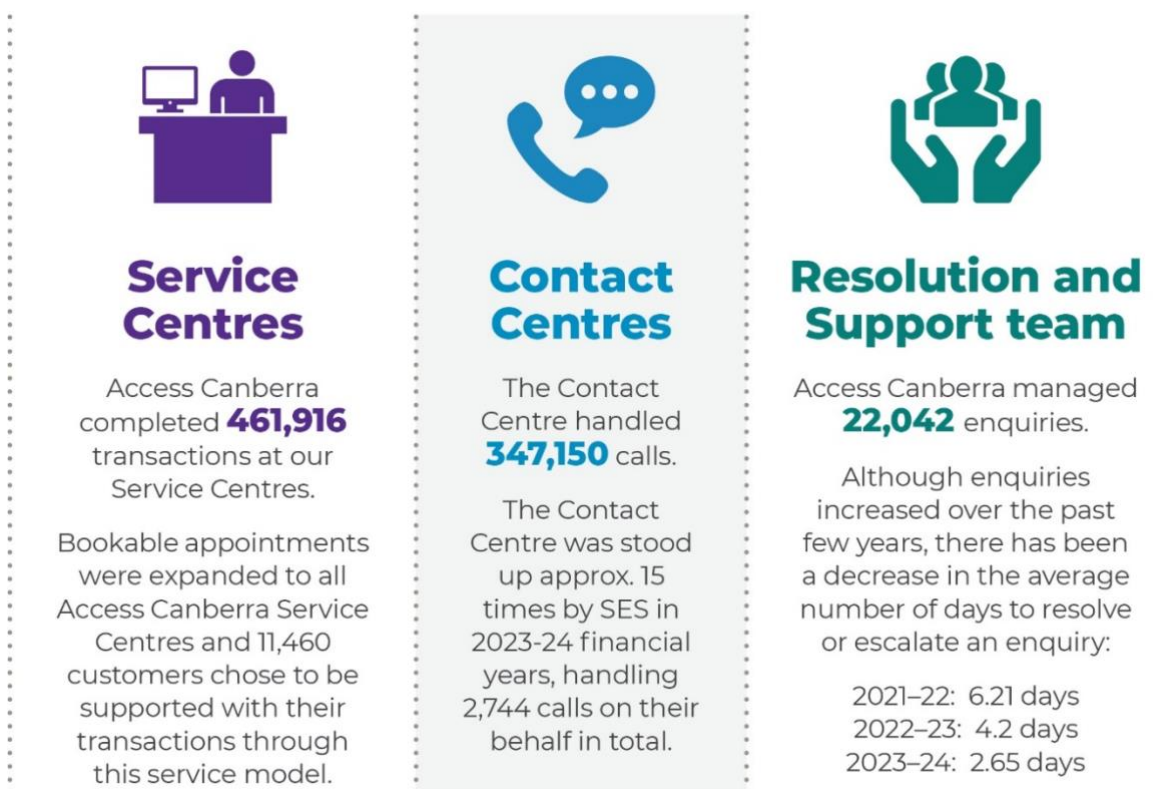
The following information reflects the extensive regulatory and customer service functions delivered by Access Canberra for the community of the ACT. Access Canberra also regulates the ACT construction industry and architects and provides the regulatory functions of the Environment Protection Authority. These functions are subject to separate annexed reports to the main report.

Performance – Accountability Indicators

We met 5 out of 8 2023-24 accountability indicators against this output. The accountability indicators not met were:

- 2.1 b (i) -Percentage of individuals that find it easy to interact with Access Canberra person to person: Target 90 per cent, Outcome 86 per cent.
- 2.1 b (ii) -Percentage of business clients that find it easy to interact with Access Canberra person to person. Target 90 per cent, Outcome 86 per cent.
- 2.1 e - Reduction of regulatory burden on business by undertaking risk-based coordinated inspection activities. Target 80 per cent, outcome 77 per cent.

Highlights



Service Delivery and Engagement

Service Centres

Across 2023-24, Access Canberra completed 461,916 transactions at our Service Centres.

Bookable appointments were expanded to all Access Canberra Service Centres and 11,460 customers chose to be supported with their transaction through this service model.

Table 9: Top 5 Service Centre transactions

Transaction	Number
Create/Update client details (commonly completed in conjunction with another transaction)	86,654
Motor Vehicle Enquiry	27,996
Establish Vehicle Registration	26,355
Driver Licence Enquiry	25,167
Renew Driver Licence	24,030

Contact Centres

The Contact Centre handled 347,150 calls across 2023-24.

Table 10: Top 5 Contact Centre enquiries.

Call Topic	Number
Registration - Renewal	20,719
Infringements – Traffic Camera Office	16,847
Registration - Establish/Transfer	16,035
Registration - Inspections	15,120
Registration – Unregistered Vehicle Permit	12,798

The Contact Centre was stood up approximately 15 times by the SES in the 2023-24 financial year, handling 2,774 calls on their behalf in total.

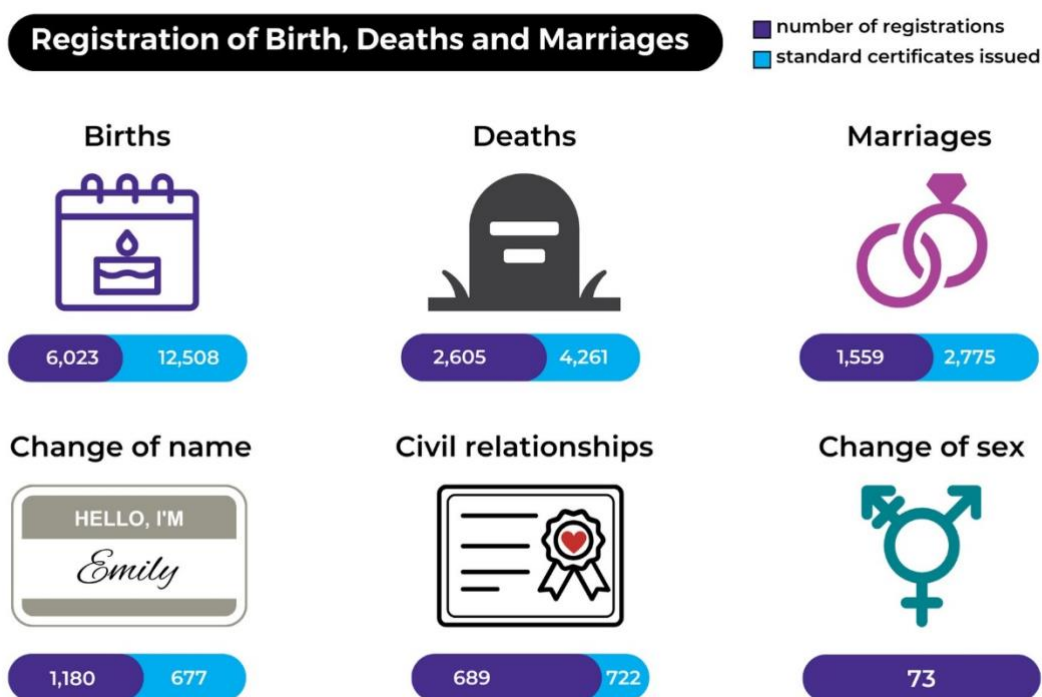
Resolution Support Team

The Resolution Support Team continues to provide quality support to our community and help coordinate resolution of concerns across government regarding various matters including businesses and traders. The team continued to receive a high volume of enquiries from the community over the past year, which coincided with improvements to our complaints process, making it easier for the community to seek support on regulatory issues.

Through the Resolution and Support Team in Access Canberra, the team managed 22,042 complaints and enquires in 2023-24. There is a continual increase in the number of complaints and enquiries with 19,893 in 2022-23, 14,868 in 2021-22 and 11,901 in 2020-21.

Registration of Births, Deaths and Marriages

Access Canberra's Births, Deaths and Marriages Registry has the important role of registering and issuing certificates for significant life events that occur in the ACT.



In November 2023, Access Canberra introduced the Births, Deaths and Marriages Financial Hardship Fee policy to better support our vulnerable community members to obtain identity certificates.

Access Canberra have delivered reforms that were made to the *Births, Deaths and Marriages Registration Act 1997* in March 2024 relating to gender identity and registered sex. These include:

- A young person aged 14 years and over can independently apply to change their registered sex and given name.
- Removed the requirement that a change of given name for a young person must be for gender identity.
- On the request of an applicant, a birth certificate can be issued with a person’s prior and current registered sex.
- Allowing a birth certificate to be issued without showing the person’s sex.
- Allowing parents who have been granted sole parental responsibility by a Court to apply to change their child’s registered name and or sex.
- Removed the requirement for a medical practitioner to support a person’s application for a change of registered sex or recognised details certificate.

These reforms were developed in consultation with stakeholders. Further amendments will be implemented over the next 12 months.

Access Canberra has been working in partnership with Services Australia on the Birth of a Child Project that aims to improve the sharing of newborn information across state and federal governments for registration purposes. In June 2024, the 'Newborn Enrolment Trial' commenced. This gives parents of newborns the ability to register their child's birth in the ACT using the Services Australia myGov platform.

Table 11: Registrations

Registration type	Number of registrations	Standard certificates issued
Births	6,023	12,508
Deaths	2,605	4,261
Marriages	1,559	2,775
Civil relationships	689	722
Changes of name	1,180	677
Changes of sex	73	N/A

Working with Vulnerable People (WWVP) Registration

The WWVP scheme aims to reduce the incidence of sexual, physical, emotional, financial harm or neglect of vulnerable people. In 2023-24, Access Canberra processed 35,389 applications and issued 30,258 WWVP registrations.

Access Canberra also:

- Actively monitored WWVP registrations and conducted 909 assessments triggered by new information about people who hold a WWVP registration, including notifications about new offences which Access Canberra received automatically from the ACT Courts. Of these, 42 resulted in changes to WWVP registrations.
- Issued 14 negative notices (refusals) and cancelled 1 registration; 12 of these decisions were made due to Class A disqualifying offences.
- Issued 4,466 worker clearances in line with the national approach to background screening of people providing services through the National Disability Insurance Scheme (NDIS) worker clearances.
- Worked with all other States and Territories to improve information sharing about people applying for registrations that allow them to work with children or in NDIS activities.
- Sent key decisions to the National Reference System and exchanged information with other jurisdictions about people who have been disallowed from working with children.

Table 12: Working with Vulnerable People registrations

Application type	Applications received	Applications processed
New WWVP applications	22,551	21,574
New NDIS clearance only applications	2,329	2,240
Renewal applications	7,044	7,642
Replacement card applications	3,965	3,933

Application type	Applications received	Applications processed
ALL	35,889	35,389
Registrations	Number of registrations issued	
New & renewed WWVP registrations		25,792
Registrations with NDIS worker clearances		4,466
ALL		30,258
Registrations	Number of registered people at the end of 2023-24	
ALL		158,892

Supporting Road safety

Access Canberra continues to implement initiatives to support the ACT's commitment to the 'Vision Zero' road safety goal – no deaths or serious injuries on our road transport network.

Access Canberra continues to manage more than 60,000 drivers in the ACT who require medical monitoring to ensure their fitness within the national *Assessing Fitness to Drive guidelines* (Austroads).

Commencing October 2023, drivers of commercial heavy vehicles have been required to undertake a health assessment every five years in response to recommendations of the Chief Coroner following a 2021 Coronial inquest.

Also commencing November 2023, ACT learner drivers who complete a Learner Driver First Aid Program can claim five hours of driving hours credit.

Emissions based vehicle registration

Changing to an emissions-based registration system is part of Canberra's plan to reach net zero emissions by 2045 and to make fuel efficient vehicles more affordable for Canberrans.

Access Canberra delivered registration discounts and stamp duty exemptions for low-emission vehicles from 1 July 2023, and Emissions-Based Registration, calculating a vehicle's registration fee based on its emissions from 1 July 2024.

Inspections

Access Canberra undertakes roadworthy inspections to ensure compliance with multiple vehicle standards and vehicle identity inspections to ensure that illegally obtained vehicles are not registered in the ACT. These inspections are conducted at the Hume Motor Vehicle Inspection Station (MVIS).

Authorised Examiner Scheme Auditors ensure that roadworthy inspections carried out at Authorised Inspection Stations are completed to the required standard allowing those attending non-government stations the same safety expectations.

On road inspections by the Vehicle Safety Standards (VSS) team are also undertaken, often in joint operation with ACT Policing and or the National Heavy Vehicle Regulator (NHVR).

VSS Partnered in joint on-road compliance operations continuing our strong working relationship with ACT Policing, this is beneficial by sharing knowledge and resources to achieve the common goal of road safety.

These operations included:

- “Jervis in July” in July 2023 focussed on the registration and roadworthiness status of vehicles using the Jervis Bay Territory roads.
- Operation Collaboration Mk I - VSS, AFP, and NHVR Joint Operation in August 2023 focussed on highly visibility enforcement of light and heavy vehicles standards, licensing, and impaired driving.
- Operation Collaboration MK II - VSS and ACT Road Policing Joint Operation in September 2023, focussed on the registration and roadworthiness status of vehicles.
- “Side by Side in the ACT” and “Side by Side” in J Bay in November 2023. Vehicle inspections simultaneously within the ACT and Jervis Bay along with some conditional registration inspections for some side-by-side vehicles in Jervis Bay.
- “Have a merry TaXiMAS” in December 2023 focused on vehicle safety for Public Vehicle compliance and Driver Accreditation.
- Operation Collaboration - MK III “Xmas Bliss Blitz” on ACT Territory network in December 2023 saw the completion of a joint operation between Access Canberra VSS and the ACT Policing Traffic Team focusing on vehicle registration, insurance, and roadworthiness as well as driver licence status.
- January 2024 “Summernats 35” and the City Cruise focusing on vehicle safety and compliance operations throughout the weekend of the festival continuing collaboration between Access Canberra VSS and ACT Policing Traffic Team.
- “VSS in J/Bay” March 2024. Access Canberra VSS continued to meet their commitment to ensuring road safety along with the Jervis Bay Policing unit.
- “A Taxi-thon” June 2024. A focus on public transport to ensure vehicle safety. This focus was due to some legislative changes around the age of Taxis and meeting its intent.

Table 13: Road Safety Inspections

Inspection type	Number of inspections
Vehicle roadworthy inspections	8,163
Vehicle identity inspections	3,674
On road inspections	20,936
Special purpose vehicles inspections (e.g. cranes, mowers, and agriculture machinery)	115

Table 14: Road Safety Defects/Infringements

Infringement type	Infringements issued
Defect notice	858
Driving an unregistered vehicle	126

Infringement type	Infringements issued
Use of an uninsured vehicle	118
Unlicensed driver/rider	1
Not displaying Public Vehicle Authority card	6

Table 15: Road Safety Authorised Examiner Audit Inspections

Inspection type	Number of inspections
Quality Assurance inspections	186
Authorised Station inspections	37 (10 New)
Authorisation Training courses	6
Examiner sanctions	1

Public Transport Regulation

Access Canberra continues to authorise and provide advice to Public Transport operators and vehicles for use by Taxi, Rideshare, Hire Car and Bus companies providing a valuable service to the community.

Table 16: Road Safety Public Transport

Inspection type	Number of Authorisations
Rideshare Vehicle Licenses	1,353
Taxi Licences	16
Hire Car Licences	10
Public Passenger service operator applications	2,202

Driver licence Examiners

The Access Canberra Driver Licence Examiner Audit (DLEA) team complete government driving assessments to ensure that driver licence holders are competent to keep themselves, friends, family, and all other road users safe.

Table 17: Road Safety Driver Licence Assessments and Authorised Driving Instructor Audit Inspections

Inspection type	Number of assessments and inspections
Accreditation of Driving Instructors	171
Audit Inspections	89 on road and 60 Desktop
Authorisation Training courses	6
Government Driving Assessments	3,238

Traffic Enforcement and Infringement Review

Access Canberra assisted the community to understand their responsibilities in relation to road safety by providing options for, and information about, infringement notice offences and remediation action.

Access Canberra established over 16,600 Infringement Notice Management Plans and commenced 183 Work Development Plans - representing over 31,600 infringements and more than \$10.4 million.

Mobile Driver Detection Cameras (MDDCs) were established at sites with a high prevalence of crashes or links to distraction, where vulnerable road users are at high risk, mobile device use had been established and enforcement using existing police resources had been difficult.

MDDCs checked over 15,000,000 vehicles, issued more than 21,500 warning letters and more than 14,800 infringement notices for illegal use of a mobile device while driving.

Fair Trading

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

In 2023-24, Access Canberra conducted 4 proactive regulatory programs covering Access Canberra Fair Trading functions, which included 188 inspections of the Risk Assessment Management Plans of licenced venues, Australian Consumer Law requirements, WWVP Summer Sports, tobacco licensing and compliance, liquor licence compliance, including off licences, egg labelling, and inspections conducted at Major Events across the ACT.

Access Canberra also undertook fair-trading enforcement activities, including participating in one ongoing court and tribunal matter and finalising two court and tribunal matters.

In 2023-24, resolution of consumer complaints moved to the Conciliations Team, with the team handling 599 complaints during the financial year.

An internal review was finalised of the pilot of the Compulsory Conciliation Scheme focused on Australian Consumer Law matters. The review noted high success rates of conciliations, but significant numbers of traders failing to attend compulsory conciliation meetings. As a result, legislative amendments were made to create an infringement notice scheme for traders who do not attend. The amendments passed in the ACT Legislative Assembly on 25 June 2024 and will come into effect early in the new financial year.

Regulating Controlled Sports

The statutory function of Controlled Sports Registrar sits within Access Canberra. Access Canberra continues to engage with various industry participants including promoters, officials and contestants to ensure they are provided with detailed and accurate information, compliance with the legislation, in particular the health and safety of all involved in controlled sports and the integrity of both registerable and non-registerable events.

In 2023-24, inspectors monitored 12 registrable and one non-registrable controlled sports events to ensure compliance with the *Controlled Sports Act 2019*.

Table 18: Licensing and Registrations – Controlled Sports

Registration type	Number of registrations
Registerable events	12
Registered contestants	84
Interstate contestants	112
International contestants	0
Officials	36
Interstate officials	102
Non-registerable event notifications	23

Providing Business and Event Support

The Access Canberra Event Coordination and Business Assist (ECBA) team works closely with the licensing and regulatory areas of Access Canberra and across the ACT Government to support local businesses discover and navigate the various approvals and endorsements relevant to start or grow a business.

From 1 July 2023 to 30 June 2024, Access Canberra supported 266 businesses to understand requirements around approvals, both new and existing. In addition, 25 businesses engaged with ECBA via the in-person appointment service that was introduced in June 2023.

We also continued to support event organisers during the year. As of 30 June 2024, Access Canberra had assisted 226 events to obtain 864 approvals and provided support to ensure events could continue.

Providing Community, Industry and Traders Licensing (CITL)

The CITL team within Access Canberra issues a range of licences and registrations including real estate agents and salespeople, security guards, security masters, charitable collections, co-operatives and brothels.

Unleased Land Permit and Liquor Licensing

Access Canberra worked closely with businesses, industry and the community to support Canberra's night-time economy. This includes the implementation of a number of reforms to the Liquor Act which encourage events that support artistic and cultural expression.

Access Canberra successfully implemented the first stages of the reforms in January and April 2024. These included the reduction of annual liquor fees for smaller venues, extension of standard licenced times for small businesses from midnight to 2am and expanding the list of exempt businesses who can supply liquor without a licence.

Table 19: Public unleased land permits

Permit type	New	Renewed	Amended	Transferred
Outdoor Dining	29	175	4	10
Hawkers	25	21	4	1
Vehicle Verge	1	2	0	0

Table 20: New liquor licences issued

Licence Class	Number
General	8
ON	
Bar	8
Nightclub	0
Café/Restaurant	31
OFF	22
Club	0
Catering	3
Special	0

Table 21: Liquor permits

Commercial	Non-Commercial	TOTAL
390	255	645

Community and Industry and Trader Licensing

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

Table 22: Licensing and Registrations – Community Industry and Traders Licensing

Registration type	New registration	Registration renewals
Security		
Employee	962	1,627
Master	55	136
Trainer	3	5
Agent licences		
Real estate	388	622
Business	23	71
Stock and station	34	60
Salesperson/Assistant Agents		
Salesperson		507
Business	4	5
Stock and station	2	7
Trader		
Dealer	21	36
Repairer	43	85
Wholesaler	5	3
Second-hand dealer	12	17
Other		
Employment agent	44	55

Registration type	New registration	Registration renewals
Pawnbrokers	0	1
Charitable collections	1	n/a
Associations	97	n/a
Co-operatives	0	n/a
Brothel notifications	0	4

Access Canberra assisted with implementation of reforms to the *Associations Incorporation Act 1991*. Reforms were implemented to reduce administrative burden on Incorporated Associations and community groups in relation to the requirement for lodgement of annual reports with Access Canberra. Incorporated Associations are no longer required to submit annual reports unless requested.

Professional Engineers Registration

From 6 March 2025, all professional engineers in the ACT will be required to be registered and will be subject to compliance and enforcement activity. On 6 March 2024 the ACT's Professional Engineers Registration Scheme opened for applications in a phased manner to allow registrations to be received and process prior to full commencement 6 March 2025.

The processing of Professional Engineers registration is managed by the Construction Licensing Section within the Construction and Planning Regulation Branch of Access Canberra. As of 30 June 2024, 19 registrations have been issued.

Management of Land titles in the ACT

The Access Canberra Land Titles Office is responsible, on behalf of the Registrar-General, for the registration of all land related transactions relating to the purchase and sale of land and properties in the ACT; and maintaining the land titles register under the *Land Titles Act 1925*, including all electronic conveyancing matters.

The ACT commenced its offering of electronic conveyancing (E-conveyancing) in December 2021 for eligible industry subscribers under the Electronic Conveyancing National Law (ACT) Participation Rules. Total lodgements for 2023-24 was 69,519 with 48,330 documents lodged by E-conveyancing. The average timeframe to perform registrations in 2023-24 was 10 working days.

A core function of the Registrar-General is to monitor and determine levels of compliance of the conveyancing industry against the requirements of legislation to maintain the integrity of the Titles Register and community trust in the process of conveyancing in the Territory. The Land Titles Office completed 773 compliance audits in 2023-24, a significant increase from 2022-23, where 149 were completed.

Future direction

In 2024-25 we will:

- Continue to focus on enhancing customer experience through streamlining services and improving efficiency, such as through the expansion of bookable appointments across our Service Centres, thereby giving greater choice and more time back to all Canberrans.
- Continue to upgrade and enhance the digital experience of citizens and the underlying systems that those experiences rely upon including the development and implementation of more robust and intuitive licensing services such as those delivered by the Common Licensing Capability.
- Strengthen cyber security to ensure citizen transactions and information remain secure.
- Continue to evaluate the improvements made with regulated businesses, industries and our community to gauge where further improvements are needed.
- Support the ACT Government – *Vision zero no deaths or injuries on ACT roads* by continuing our support for improved road safety outcomes including through the implementation of automated unregistered vehicle and seatbelt offences.
- Modernise the Territory's traffic and parking enforcement system to allow for enhanced road safety measures in line with ACT Government policy.
- Continue our support for Night-Time Economy reforms and broader work on regulatory reform to enhance the operation of regulatory services thereby ensuring the safety and liveability of the ACT.
- Improve building quality and increase public safety through the implementation of a developers' registration scheme, development of advanced certification services and enhanced regulation for pool fencing.
- Continue to enhance the delivery of effective licensing, registration and compliance functions for the ACT.
- Prepare the Working with Vulnerable People scheme for the entry of the Aged Care sector in coming years.
- Continue to support our people by providing a safe and healthy workplace, especially through our work to address occupational violence.

Contact

For further information, please contact

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Output 3.1: Economic Development

Overview

Through the Economic Development output the Directorate:

- delivers on the government's economic development priorities through programs, policies and initiatives to make Canberra an even better place to live, work, visit, study, invest in and do business;
- strengthens collaboration with universities, training providers, research organisations, commercialisation entities, business organisations and other government agencies through initiatives that connect Canberra's business ecosystems, which actively facilitates and attracts responsible investment in the ACT;
- attracts visitors to the ACT through innovative tourism marketing and industry development programs, while also delivering, supporting and promoting key events for Canberrans and visitors to enrich Canberra's reputation as a global destination;
- enhances the wellbeing of Canberrans through participation in organised sport and recreation by delivering of programs, sporting infrastructure development and supporting player pathways;
- contributes to the liveability of Canberra by supporting arts and creative practice that is reflective of our community, as well as managing and maintaining arts facilities that support engaging and innovative art making for audiences to experience;
- supports the skills and workforce agenda for the ACT by facilitating skilled and business migration pathways; and
- manages and maintains key venues including GIO Stadium, Exhibition Park in Canberra, Manuka Oval, National Arboretum Canberra and University of Canberra Stromlo Forest Park as premier tourism and recreational attractions.

Performance – Accountability Indicators

We met 17 out of 22 2023-24 accountability indicators against this output. The accountability indicators not met were:

- 3.1 c - Satisfaction of the tertiary education sector with engagement of the ACT Government and its promotion of Canberra as a study destination of choice – the target of 80 per cent satisfaction was not met. The outcome for this indicator was 67 per cent of tertiary institutions were satisfied or very satisfied (four of six institutions). Two institutions were neither satisfied nor dissatisfied with the ACT Government's engagement.
- 3.1 q (i) - Participation rate of 15-64-year-olds in VET – All students. The target was 5.9 per cent and the result was 4.7 per cent. This variance is impacted by the discontinuation of COVID measures and programs, such as JobTrainer and Australian Government incentives for employers to take on apprentices and trainees.

- 3.1q (ii) – Participation rate of 15-64-year-olds in VET – Aboriginal and Torres Strait Islander students. The target was 13.4 per cent and the result was 11.9 per cent. Variances in reported participation rates for Aboriginal and Torres Strait Islander students can vary greatly given the comparatively small population and student numbers.
- 3.1q (iii) - Participation rate of 15-64-year-olds in VET – Young Canberrans aged 15-24. The target was 12.5 per cent and the result was 10.9 per cent. This variance is impacted by the discontinuation of COVID measures and programs, such as JobTrainer and Australian Government incentives for employers to take on apprentices and trainees.
- 3.1s (i) - Skilled Migration attraction and facilitation - Skilled Independent Nominated. The target was 5,000 and the result was 1,200. This variance is because the target of 5,000 was set based on the requested skilled visa nomination allocation from the Australian Government. In August 2022, the ACT received an allocation of 1,200 from the Australian Government, which cannot be exceeded.

Highlights

The Canberra and Region Visitors Centre operated for 364 days and warmly welcomed over **234,000** visitors.



Nominated 1,200 skilled migrants to live in the ACT, addressing skill shortages and labour market needs in the Territory.

The National Arboretum Canberra **won the Ecotourism category at the 2023 Canberra Region Tourism Awards** and received bronze at the Australian Tourism Awards.

The pilot ACT Social Enterprise Grant Program awarded **funding grants to 14 social enterprises** worth a total of **\$340,000**.



Opened the new carpark and Village Green at University of Canberra Stromlo Forest Park, improving venue opportunities and increased parking for events.



Successfully delivered a full calendar of major and community events for the city, attracting an estimated attendance of **900,000**.

Floriade and the Enlighten Festival generated a combined \$43.9 million in direct economic benefit to the ACT.



Across two new funding streams, the Club Enhancement Program and Community Sport Facilities Program, **funded 86 projects across 76 organisations** with a total budget of **\$3.643 million**.



Funded eight activities under the **Aboriginal and Torres Strait Islander Cultural Arts Program**, totalling **\$100,451**.

Committed to a three-year extension of Fee Free TAFE. Under tranche two of Fee Free TAFE, the ACT will receive **\$7.36 million** to make **3,600** existing training places fee-free supporting skills development in priority areas.

Events ACT

- We delivered 13 major and community events (including the inaugural winter innovation festival, Uncharted Territory), with a total estimated attendance over 900,000.
- We generated \$43.9 million of direct expenditure in the ACT from interstate and international visitors to Floriade and the Enlighten Festival.
- We continued to support the local event community by granting funds to 31 event organisers (delivering 37 events) through the ACT Event Fund.
- We delivered a successful series of sector development workshops on best-practice event planning in July 2023 and May 2024. On average, 97 per cent of attendees rated these workshops as 'very good' or 'excellent'.
- We launched the Enlighten Strategic Plan in January 2024, which will inform and provide a framework for the planning and delivery of the event from 2024 to 2028.

VisitCanberra

- We received the gold award in the Visitors Information Services category for the Canberra and Region Visitors Centre at the Australian Tourism Awards.
- The Canberra and Region Visitors Centre operated for 364 days of the financial year, welcoming over 234,000 visitors.
- We completed and acquitted events supported under the Major Event Fund generated \$60.3 million in economic return for the ACT with a return on investment ratio of 46:1.
- We supported 12 projects under the 2023-24 Tourism Product Development Fund.
- We delivered the Destination Canberra Conference 2024, which was attended by over 250 local and regional industry stakeholders.

Venues Canberra

- Venues Canberra diversified content across its venues. This included the return of large-scale touring concerts at GIO Stadium with MatchBox 20 and Goo Goo Dolls and international soccer when the Socceroos played Lebanon. Women's sport at Manuka Oval was well attended with the GWS Giants AFLW matches, and international cricket saw Australia compete against South Africa in T20 events.
- At Exhibition Park in Canberra focussed engagement with community and multicultural groups resulted in an increase in hosting of events at our facilities.

National Arboretum Canberra and University of Canberra Stromlo Forest Park

- The National Arboretum Canberra signed an MOU with Omiya Bonsai Art Museum in Saitama Japan for a 'Sister Museum Agreement'.
- Over 55,000 school children visited the National Arboretum Canberra, with a 22 per cent increase in the number of students participating in facilitated programs.
- The National BMX jumps event was held at University of Canberra Stromlo Forest Park following the construction of a new progressive BMX jumps line.

Business and Innovation

- We delivered the inaugural CBR Small Business Expo on 9 May 2024, a key action under the *ACT Small Business Strategy 2023-26*, to showcase support for local small businesses from the ACT Government, the Australian Government, local small businesses, peak bodies and business support providers.
- We completed the co-design for the Canberra Space Hub and the ACT Quantum Hub which involved a series of workshops, 1:1 interviews and targeted stakeholder sessions.
- Through the 2022-24 Priority Investment Program (PIP) under the Future Jobs Fund initiative, we allocated approximately \$3.5 million to projects that support collaboration between ACT industry and the tertiary sector.
- We continued to work with Canberra's tertiary education institutions to support and deliver campaigns to market Canberra as an international education destination.

- The Screen Investment Fund and the Screen Attraction Fund, delivered through Screen Canberra, allocated approximately \$1.59 million in funding; supported 13 projects; generated approximately \$7.5 million in local screen investment; and created an estimated 427 local jobs. This included the production of AUSTIN, an eight-part Australian-British comedy drama series filmed in Canberra and the UK from November 2023.
- We facilitated 18 investment leads from both foreign and Australian prospective investors. While investment outcomes are dependent on commercial and business decisions made by prospective investors, support is provided by the Investment Facilitation Service (Concierge) to assist investors in their decision making, on-ground activity and aftercare once an investor commits to activity in the ACT.
- In 2023-24, we continued to fund critical business supports including:
 - the Canberra Business Advice and Support Service to provide cost free, tailored business advice to more than 270 local businesses as well as delivered a new contract to continue the service to 9 July 2025.
 - the ACT Aboriginal and Torres Strait Islander Business Support Program – Badji, to provide culturally appropriate and concierge-led business support to 30 ACT First Nations businesses, as well as delivered a new contract to continue the program to 31 May 2026.
- The refurbishment work to double the Canberra Innovation Network's (CBRIN) presence at 1 Moore Street commenced in June 2024. This will see level 4 refurbished as a fit-for-purpose space for innovative SMEs and high-growth potential businesses.
- Support for local defence, space, cyber, quantum and advanced technology small to medium enterprises continued through Team Canberra stands at Indo Pacific International Maritime Exposition and Military Communication and Information Systems Conference in 2023.
- Study Canberra maintained its funding support of student places in the Study Australia Industry Experience Program, a two-week nano industry experience program for tertiary education students delivered nationally under the auspices of the Study Australia Program (overseen by Austrade). Since February 2022, Study Canberra has funded 594 ACT students to participate in the experience program, with a further 225 places to be supported for the remainder of calendar year 2024.

artsACT

- Through the ACT Arts Fund we delivered over \$11 million in funding to artists, arts groups and arts organisations.
- In 2023-24 we reported on the successful implementation of the first year of the Arts, Culture and Creative Policy 2022-2026 and its related Action Plan. Reporting against the action showed significant progress against the Action Plan's initial 82 actions, which includes ongoing initiatives and targeted projects. The published report showed that 60 actions are on-track, 19 actions are completed and three actions are delayed, with progress expected in the second year. A further six new actions were added which included:

- Continued connections and develop new ones with local and national organisations to enhance arts and cultural opportunities for Aboriginal and Torres Strait Islander peoples including exploring initiatives that will link artists to the broader ACT and national arts sector.
- Through the ACT Arts Fund we delivered \$11 million in funding to artists, arts groups and arts organisations, including:
 - funding to 29 arts organisations, totalling over \$9.2 million;
 - funding to ANU School of Music and ANU School of Art and Design totalling \$678,720 specifically for community outreach programs;
 - funding for eight new activities under the Aboriginal and Torres Strait Islander Cultural Arts Program, totalling \$100,451;
 - two rounds of \$5,000 to \$50,000 arts activities funding for a range of arts activities and projects, with a total of \$711,551 to 28 recipients; and
 - an ongoing program for up to \$5,000 arts activities funding for a diverse range of arts projects, with a total of \$238,366 to 61 recipients.
- Work continued on recognising the achievements of significant women through the commissioning of public artworks. Artist Lis Johnson completed the fabrication of the bronze artwork representing the Hon Susan Ryan AO, the first Senator for the ACT. Community volunteer, Stasia Dabrowski OAM, was selected as the subject of the second artwork to honour a significant woman.
- Stakeholder consultation and detailed project planning continued for staged major construction works at the heritage-listed Gorman House Arts Centre. Design documentation was completed for Development Approval and a project manager was appointed to deliver the \$12.9 million project.
- Work continued on the \$2 million upgrade of the Tuggeranong Arts Centre theatre with a project manager being appointed for works delivery. The design of the upgrades was completed and detailed technical specifications for theatre lighting and audio equipment endorsed by the building occupant and manager, Tuggeranong Arts Association.

Skills Canberra

- The ACT Government signed a new five-year National Skills Agreement with the Commonwealth Government which will see Skills Ministers across the country collectively overseeing the identification, implementation and monitoring of agreed priorities in vocational education and training. This includes Closing the Gap initiatives, new TAFE Centres of Excellence, work to improve trainee and apprentice completion rates and programs in foundation skills.
- The Skilled to Succeed Innovation Grants Program was launched which addresses Priority two of the ACT's skills and workforce agenda, Skilled to Succeed, by supporting the development of a more responsive, flexible and future-focused skills system and workforce. Eight projects have been supported through the Skilled to Succeed Innovation Grants, with approximately \$500,000 in funding made available. The projects support critical skills needs in priority industry sectors such as renewables and

sustainability, building and construction, tourism and hospitality and care sector (including aged care, childcare, and disability).

- Average processing time for applications across all ACT Skilled Migration Program streams was 17 business days. This is 15 per cent lower than our target of 20 business days.

Sport and Recreation

- We delivered the first year of the new Sport and Recreation Investment Scheme – 25 of 36 State Sporting Organisations who completed a detailed categorisation matrix process met the performance criteria for funding stream eligibility within the Scheme.
- We continued support of community projects through funding via the Sport and Recreation Investment Scheme including:
 - Installation of LED lighting at the National Hockey Centre.
 - Redevelopment of the Canberra Rowing Club Boathouse.
 - Hitting wall redevelopment at the Turner Tennis Club.
 - Purchase of a tractor for the Tuggeranong Archery Club.
 - Purchase of radios for Scouts ACT.
 - Volunteer development for Freestyle ACT BMX Club.
- We continued funding support for organisations and community-led initiatives that supported individuals, particularly vulnerable or disadvantaged children, to participate in sport and recreational opportunities, including Every Chance to Play, Physical Activity Foundation, Pegasus Riding School, Kulture Break, Abilities Unlimited Australia and the National Heart Foundation of Australia (ACT).
- We delivered eleven education and training courses directly or in partnership which were attended by 189 participants. These courses were in addition to 849 online course completions (ACT) through the partnership with Play by the Rules – completed topics included gender equity, inclusive coaching and Child Protection/Safeguarding.
- We progressed capital works design and planning for the Gungahlin Tennis Centre, Stromlo Forest Park district playing fields, and four new netball courts in Jacka, Gungahlin.
- We opened the new Grevillea Park Dragon Boat Facility, a permanent home for dragon boating in the ACT. Facility includes boat storage, administration facilities, training room, changerooms and event administration.
- We provided funding to the Australian Olympic Committee and Paralympic Australia 2024 Paris Team Appeals, as well as training grants for eligible ACT athletes, to support the cost of athlete preparation for the 2024 Paris Olympic and Paralympic Games.

Future direction

In 2024-25 Economic Development will continue to deliver on the government's economic development priorities through programs, policies and initiatives to make Canberra an even better place to live, work, visit, study, invest in and do business.

Events ACT

- We will finalise the Floriade Strategic Plan that will inform and provide a framework for the planning and delivery of the event from 2024 to 2028. Key strategic priorities and actions will also be delivered as part of the ongoing roll-out of the Enlighten Strategic Plan.
- We will continue to fulfil an important role within Canberra's events sector by planning, delivering and marketing a diverse suite of community events and major events – while also providing funding support to external event organisers through grant funding programs and other funding agreements.
- We will maintain and expand our sector development initiatives, including the delivery of event sector workshops and site tours, the provision of online event planning tools and resources, and general planning advice and assistance for event organisers.

VisitCanberra

- We will continue with the delivery of partnership marketing campaigns with airlines and key distribution partners to support air routes, extend reach, and drive bookings for the city. We will also continue to pursue opportunities to grow domestic and international aviation capacity, establishing new routes and building on current carrier offerings.

Venues Canberra

- Manuka Oval's centenary will be celebrated across 2024.
- Venues Canberra will continue to extend their engagement with community and multicultural groups and support these groups by providing greater amenity to host their events.

National Arboretum Canberra and University of Canberra Stromlo Forest Park

- We will launch the National Arboretum Canberra's front dam sculpture and the National Rock Garden in Forest 13.
- We will implement the next planting phase in Arboretum Forest 15 (grass trees) and upgrade National Arboretum's water management system, including the installation of non-urban pattern approved water meters.
- We will improve maintenance and upgrades to the trail network at University of Canberra Stromlo Forest Park through the new in-sourced trail crew and commence the implement recommendations from the University of Canberra Stromlo Forest Park Tracks and Trails Masterplan.

Sport and Recreation

- We will commence planning and design works for the expansion of the Belconnen Basketball Stadium.
- We will complete design of the Stromlo Forest Park District Playing Fields in Molonglo, which will include two rectangular playing fields, a modified AFL oval, LED lighting, a pavilion and site landscaping.
- We will commence upgrade works at Phillip Enclosed Oval, including construction of a new standalone community sports pavilion, LED lighting, refurbishment of the Michael O'Connor Grandstand, oval upgrades and additional car spaces.
- We will deliver the 2025 Sport and Recreation Investment Scheme, and commence construction of the Gungahlin Tennis Centre.

Business and Innovation

- We will continue to deliver actions under the ACT Small Business Strategy 2023-26.
- We will appoint a Fund Manager to establish and deliver the ACT Venture Capital Fund. The Territory will invest \$10 million in capital, to be at a minimum matched by the private sector, into the new Fund. The Fund will invest in ACT-based start-ups with the intent to boost commercialisation, and create broader economic benefits including employment opportunities and economic diversification.
- We will complete the refurbishment of CBRIN's accommodation at level 4, 1 Moore Street as a fit-for-purpose space for innovative SMEs and high-growth potential businesses. Once completed, this space will provide co-working and office space facilities for innovative SMEs and high-growth potential businesses before they are ready to enter the commercially priced real estate market.
- We will continue the work to establish a Canberra Space Hub and ACT Quantum Hub and continue to deliver student attraction initiatives in partnership with the ACT Tertiary Education sector.

artsACT

- We will commence construction of the Stage 1 works at Gorman House Arts Centre and complete the upgrade of Tuggeranong Arts Centre theatre.
- We will complete installation of the artwork representing the Hon Susan Ryan AO as well as the fabrication of the second artwork to honour a significant woman, Stasia Dabrowski OAM.
- We will commence project planning and delivery of \$6.145 million works to address the highest priority maintenance works at arts facilities.

Skills Canberra

- We will release the Skilled to Succeed Industry Actions Plans for five key sectors. The Industry Action Plans will include actions for Government and industry to support our training system and workforce and meet job needs now and into the future.
- We will progress special policy initiatives under the National Skills Agreement to deliver national priorities supporting the vocational education and training sector and life-long education.
- We will implement a new subsidy for the Certificate III in Electrotechnology to assist the development of an appropriately skilled workforce to support the energy transition.
- We will support the implementation of the Australian Government's announcement of an additional 20,000 fee-free TAFE places nationally to boost apprenticeships in the construction sector.
- We will continue to meet our annual visa allocation to address skill shortages and labour market needs in the Territory.

Contact

For further information, please contact

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Output 4.1: Economic Management

Overview

The Economic Management output incorporates provision of economic and revenue modelling, economic policy advice, management of Federal Financial Relations, and the provision of insurance policy advice and regulation/administration of the Motor Accident Injuries and Lifetime Care and Support schemes. It also includes the Office of the Coordinator-General for Housing, which is responsible for the coordination of the Government's approach to housing and the delivery of affordable housing initiatives.

The Directorate 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 a wide range of policy matters considered by government in terms of economic and regulatory impacts, 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/or contributing to:
 - Heads of Treasuries, Board of Treasurers and Council on Federal Financial Relations processes; and
 - 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 and regulating the Motor Accident Injuries (MAI) Scheme;
- administering the Lifetime Care and Support (LTCS) Scheme;
- advising on the development of infrastructure projects within the Capital Framework;
- providing financial and commercial advice on the development and procurement of Public Private Partnership (PPP) and other major, complex infrastructure projects, and managing life-of-project transactions for PPP projects;
- managing the process and providing commercial support for the assessment of Unsolicited Proposals;
- maintaining, and providing training on the policy frameworks that support the development and delivery of infrastructure projects, including the Capital Framework and the Partnerships Framework - Guidelines for Unsolicited Proposals and Guidelines for PPPs;
- working with the Commonwealth Government to deliver on the priorities of the Housing Accord;
- engaging with all areas of the ACT Government with a role in housing policy and delivery, to ensure coordination in meeting the housing needs of the ACT community; and
- developing and implementing affordable housing policies and programs, including responsibility for the ACT Government's Affordable Housing Project Fund to support new affordable rental and community housing projects across the ACT.

Performance – Accountability Indicators

We met 7 out of 8 of our 2023-24 accountability indicators against this output. The accountability indicator not met was 4.1 b – Briefings on the ACT economy, where the target was 174 and the result 169.

Highlights



Completed the first **3-year review** into the operation of the ***Motor Accident Injuries Act 2019***.



Published the **ACT Housing Strategy** 5 Year Snapshot.

Prepared **169** briefings on the ACT Economy.

During 2023-24 we also:

- Modernised the enforcement capabilities of the Independent Competition and Regulatory Commission.
- Supported the introduction of an emissions-based registration system for the ACT.
- Committed funding to support six affordable and community housing projects with an estimated total of 280 affordable properties through the Affordable Housing Project Fund.

Future direction

In 2024-25 we will provide advice across economic, housing, revenue, and insurance policy matters, including delivering the following key priorities:

- Continue to monitor and advise on the state of the ACT economy.
- Prepare economic and revenue forecasts for the 2024-25 Budget Review and the 2025-26 Budget.
- Publish updated population projections for the ACT.
- Support work on major funding agreements through the Council of Federal Financial Relations.
- Work closely with the Revenue Management Group to implement a new levy on short term rental accommodation.
- Develop and provide advice to the Government on policy settings for Stage 4 of the tax reform program, informed by analysis of the impact of the reform to date.
- Maintain strategic financial oversight of selected government business entities including Icon Water, the Suburban Land Agency and the City Renewal Authority.
- Deliver future opportunities through the Affordable Housing Project Fund.

- Establish affordable, public and community housing targets and support the release of sites to market for community housing and Build-to-Rent projects.
- Continue to work with the Commonwealth to deliver housing commitments, including under the National Housing Accord, the Housing Australia Future Fund and Housing Support Program.
- Work with the Motor Accident Injuries Commission on the development of a net profit mechanism regulation under section 411 of the *Motor Accident Injuries Act 2019*.

Contact

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Coordinator-General Housing

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Output 4.2: Financial Management

Overview

Through the Financial Management output the Directorate provides analysis, monitoring and reporting on the financial performance of agencies, the Territory's budget, and major projects, management of financial investment assets and borrowing and superannuation liabilities and assists the ACT Government to achieve its policy objectives.

The Directorate delivers this output by:

- managing the preparation and presentation of the ACT Government's annual budget, budget review and financial statements;
- providing quarterly whole of government consolidated financial reports;
- reporting to external agencies including the Australian Bureau of Statistics, and the Commonwealth Grants Commission;
- providing advice to the ACT Government on financial and budget policy issues;
- reviewing government programs and functions;
- managing the Territory's borrowings, financial investments, cash and liquidity needs and the defined benefit employer superannuation liabilities through the Territory Banking Account and the Superannuation Provision Account;
- providing monthly and annual financial reporting services;
- providing accounts payable, accounts receivable, banking and debt management functions;
- providing general ledger, cash flow and fixed asset management;

- providing advice on Fringe Benefits Tax, Goods and Services Tax and PAYG, including arranging external advice as required; and
- administering production and lodgement to the Australian Taxation Office of monthly Business Activity Statements and annual Fringe Benefits Tax Returns.

Performance – Accountability Indicators

We met or exceeded 11 out of 11 2023-24 accountability indicators against this output. We exceeded our target for:

- 4.2 k - Finance service requests made via the Service Desk are resolved within Service Standards timeframes. We achieved a result of 98 per cent against a target of 90 per cent. There has been a design architecture change of the Finance Service Desk. The adoption of this new business model has changed the way the 'Frontstage' pillar operates in practice. The customer relationships, customer segments and channels are now all dealt with directly by Accounts Payable personnel and this has seen an improvement in performance against the target.

Highlights



Delivered the 2023-24 Budget Review and the **2024-25 Budget**.

Achieved an unmodified audit opinion on the **2022-23 Consolidated Financial Statements**.

Continued implementation of the ACT Government's Wellbeing Framework, by enhancing budget consultation and decision-making processes and budget documents.



Successfully completed the rollout of the Expense Management System across the WhoG with an updated ACT Government Credit Card Policy.

During 2023-24 we also:

- Provided regular updates to the Expenditure Review Committee of Cabinet on the Territory's finances, allowing the Government to manage public finances appropriately and maintain a strong balance sheet.
- Provided advice to the Expenditure Review Committee of Cabinet on new spending proposals to enable the Government to prioritise available resources.

- Prepared the Annual Financial Statements for the Territory, which were provided to the Auditor-General in the required timeframe.
- Prepared the Quarterly Consolidated Financial Statements, which were presented to the Legislative Assembly in the required timeframe.
- Prepared the budget appropriation bills – the Appropriation Act 2023-24 and Appropriation (Office of the Legislative Assembly) Act 2023-24.
- Prepared the second appropriation bills – the Appropriation Act 2023-24 (No.2) and Appropriation (Office of the Legislative Assembly) Act 2023-24 (No.2).
- Provided regular updates on the progress of the Territory’s infrastructure program, including regular reports to the Expenditure Review Committee of Cabinet and the Legislative Assembly.
- Assisted directorates in policy development and financial management by providing budgeting, accounting, and analytical advice.
- Provided finance services to assist the Canberra Health Services directorate with the transition of the North Canberra Hospital.
- Implemented the PurchaseOrder-2- Payment workflow for CIT and remaining business units of the Education and Development Directorate. This Oracle Fusion Cloud Contract Management module provides enhanced accountability, through an electronic PurchaseOrder-2- Payment workflow.
- Completed the procurement activity with successful contract negotiations for the implementation of the new Government Banking Services Agreement from 1 July 2023, as well as initial scoping to transition to new banking products and services. This included preliminary work in supporting key directorates in upgrading online payment gateways to allow the implementation of more digital payment options and controls.
- Successfully implemented e-Invoicing and continued to roll-out the functionality to directorates and increased the onboarding of suppliers.
- Consulted across the ACTPS on the replacement of the financial management information system (FMIS) with a modern Cloud Finance Solution (CFS) and undertook business process re-engineering and realignment across government. Completed a Request for an Expression of Interest (REOI) process to examine the offerings in the marketplace.

Future direction

In 2024-25, we will support the Government in delivering the 2024-25 Budget Review, the 2025-26 Budget and the Territory’s Consolidated Financial Statements. In addition, we will support the Under Treasurer to deliver the Pre-Election Budget Update and we will undertake election costings.

In 2024-25, we will also:

- Coordinate the Government’s budget processes and report on financial outcomes.
- Prepare the budget appropriation bills.

- Provide regular updates to the Expenditure Review Committee of Cabinet on the Territory's finances to allow the Government to manage the public finances appropriately and maintain a strong balance sheet.
- Continue to support the implementation of the ACT Government's Wellbeing Framework.
- Work with directorates to ensure sound financial management and high-quality policy advice to Cabinet.
- Support the Canberra Health Services directorate in transferring North Canberra Hospital financial information to enable consolidated financial reporting.
- Build on the Expense Management System capability using virtual cards for low-value and low-risk purchases across government.
- Continue to roll out the PurchaseOrder-2-Payment workflow P2P across the whole of government.
- Continue to investigate the transition to new banking products and services under the new Government Banking Services Agreement in accordance with the Territory's banking transformation and critical pathway.
- Support the Territory in phasing out the issuance and acceptance of cheques, in line with the Commonwealth's Winding Down Australia's Cheques System initiative.
- Consistent with the ACT Government direction, continue onboarding of new suppliers to the e-Invoicing platform as a market leader across Australian Government jurisdictions.

Contact

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Output 5.1: Revenue Management

Overview

Through the Revenue Management output, the Directorate provides 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 taxation 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; and
- administering Rental Bonds.

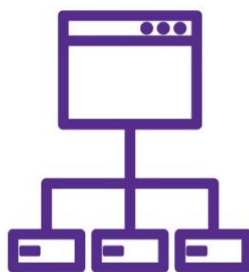
Performance – Accountability Indicators

We met 1 out of 5 2023-24 accountability indicators against this output. The accountability indicators not met were:

- 5.1 a – Debt management – level of overdue rates as a percentage of total rates revenue. Rates debt level have been above the accountability indicator since COVID. New debt recovery measures are being implemented to progressively reduce debt.
- 5.1 b – Debt management – level of overdue debt as a percentage of tax revenue (not including rates). Debt levels have been above the accountability indicator since COVID. Recent increased compliance activity has contributed to higher debt levels.
- 5.1 c – Internal reviews of objections completed within 6 months.
- 5.1 d – Internal reviews of objections completed within 12 months.
- 5.1 c and 5.1 d targets were not met due to the significant volume of objections received, including matters of complexity and detail.

Highlights

Introduced the Revenue Legislation Amendment Bill 2023, which updates the Territory's Land Holder Duty provisions.



Implemented a new IT system for land valuations and commenced a review of existing IT systems.

Future direction

In 2024-25 we will:

- Continue to implement the Government's Tax Reform agenda.
- Implement a number of cost of living initiatives.
- Implement a new levy on short term rental accommodation.
- Implement a temporary payroll tax surcharge.
- Continue to address IT cyber security.
- Continue the implementation of the new land valuation IT system (VOITM).

Contact

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Output 6.1: Procurement

Overview

Through the Procurement output, the directorate has oversight of the ACT Government procurement framework. We assist ACT Government and suppliers through advice, support and services.

The Directorate delivers this output by:

- leading and coordinating a procurement reform program across the ACTPS;
- managing and developing the legislation and policy that underpin the ACT Government's procurement framework ensuring it is aligned to the needs of the Territory;
- uplifting procurement capability across the service by offering a range of training and knowledge sharing opportunities focused on better procurement practice, including face to face and online training sessions and drop-in sessions, coordinating a procurement community of practice and producing a bi-monthly procurement eNewsletter;
- administering the whole of government procurement systems including ACT Government online tendering and contracts register platforms to assist Territory entities to comply with legislative obligations;
- representing the ACT Government in cross-jurisdictional engagement on procurement policy matters, including in relation to international trade agreements;
- working in collaboration with the ACT Government's Better Regulation Taskforce to reduce barriers faced by local and Small to Medium Enterprise in accessing ACT Government procurement opportunities;
- providing procurement advisory services to Territory entities to support the pursuit of value for money in strategic goods and services procurement;
- supporting Territory entities in undertaking low risk goods and services procurements by providing resources (including eLearning modules and factsheets) and templates;
- supporting Territory entities in undertaking complex procurements;
- supporting staff undertaking procurement in making good procurement decisions and ensuring good governance;

- meeting with and being accessible to Territory entities to understand their specific procurement support needs;
- developing and maintaining templates and standardised procurement guidance, documentation and processes to support all procurement; and
- applying contemporary category procurement knowledge and contract management skills to establish and manage cost effective whole of government arrangements for categories such as travel, electricity, stationery and fleet.

Performance – Accountability Indicators

We met 3 out of 5 2023-24 accountability indicators against this output. The accountability indicators not met were:

- Indicator 6.1 c – Public satisfaction with Tender systems. The target was 85 per cent and the result was 77 per cent. A contributing factor to not meeting this indicator is the width of our measurement approach. The overall combined score reflects a wider measurement approach, made up of peripheral indicators over and above solely the tender system, such as support, finding and staying informed of tendering opportunities, and meeting business needs. The overall surveyed *System Satisfaction* result was 81.1 per cent with *System Ease of Use* obtaining a high result of 87.1 per cent and *Platform Features and Functionality* obtaining 85.3 per cent.
- Indicator 6.1 e – Territory entity staff satisfaction with procurement training. The target was 85 per cent and the result was 84 per cent. We did not meet this indicator, although we improved on last year's result of 81.35 per cent, and came very close to meeting the target. This year's result may be, in part, a reflection of transitioning our training modules to reflect amendments to the legislative framework, commencing from 1 July 2024.

Highlights

Reviewed and updated **21** factsheets and better practice guides

(on the Procurement ACT website) to reflect legislative amendments.



Developed a new, streamlined suite of **26** procurement templates for use across the ACT Public Service.



Managed **14** whole of government arrangements with over **\$160 million** total annual expenditure.

Supported **90** procurements which resulted in contracts with a total value of just over **\$874 million**.

Launched the new **Procurement Hub intranet site** as an enhanced resource for all Territory entities.



During 2023-24 we also:

- Supported the ACT Government's Procurement Reform Program through:
 - delivering significant amendments to the *Government Procurement Act 2001* and the *Government Procurement Regulation 2007* which commenced on 1 July 2024;
 - implementing the Goods and Services Accreditation Program which provides a robust evaluation framework to assess the capability and capacity of Territory entities;
 - applying for and receiving accreditation Level 4 – Advanced/Lead Buyer under the Goods and Services Accreditation Program;
 - transitioning to a goods and services Tiered Services Delivery Model, aligned to the scale, scope and risk of the procurement to help provide targeted, consistent, accurate, timely, practical and customer-focused services to Territory entities;
 - continuing to enhance procurement policies and processes in alignment with the Government Procurement (Charter of Procurement Values) Direction 2020;
 - launching 3 updated, and 7 new procurement eLearning modules, and a Contract Management Guide and associated toolkit; and
 - introducing a new probity advisory service to improve access to provide consistent, accurate, timely, and practical probity advice.

- Continued our ongoing work to:
 - convene a Procurement Community of Practice to bring together Territory government procurement professionals to share knowledge, leverage their expertise and collaborate on innovation. The Procurement Community of Practice provides communications on existing and new policies and processes, and new training and supports which has driven improvements in procurement capability.
 - develop improved nationwide procurement practices with other jurisdictional counterparts through the Australasian Procurement and Construction Council;
 - support procurement officers and suppliers through the provision of advice and assistance via the Procurement Help Desk, including to publish approaches to the market, and contracts on the notifiable contracts register; and
 - provide outreach activities, communications, training, eLearning modules, facts sheets and better practice guides to uplift ACTPS procurement capability.

Future direction

In 2024-25 we will:

- Continue to develop and deliver important new policy initiatives and undertake comprehensive reviews of existing procurement policies including:
 - the delivery of a Women in Construction Procurement Policy in support of the Third Women's Action Plan;
 - the delivery of a Circular Economy Procurement Policy in support of the ACT Circular Economy Strategy;
 - a comprehensive review of the Aboriginal and Torres Strait Islander Procurement Policy in alignment with the Closing the Gap Priority Reforms; and
 - delivery of new policy initiatives in support of the Local Industry Participation Policy in alignment with outcomes from the Better Regulation Agenda.
- Support suppliers by providing targeted sessions to explain the ACT Government's Procurement Framework.
- Develop new and enhanced procurement training modules in accordance with the Procurement Training Pathways, including enhanced training and guidance for Delegates relating to the ACT Government's Procurement Framework.
- Support the Government Procurement Board in the discharge of its functions.
- Continue to administer the Goods and Services Accreditation Program.
- Commence the new services Tiered Services Delivery Model, aligned to the scale, scope and risk of the procurement to help provide targeted, consistent, accurate, timely, practical and customer-focused services to Territory entities.
- Continue to apply contemporary category procurement knowledge and contract management skills to manage cost effective whole of government arrangements for the benefit of the Territory entities.
- Continue to engage with internal and external Procurement ACT stakeholders.

Contact

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Output 8.1: Digital, Strategy and Solution Delivery

Overview

Through the Digital Strategy and Solution Delivery output the Directorate:

- drives the digital transformation of government services and provides advice, support and project delivery on digital strategy development and implementation; and
- provides a range of technology and data services, including infrastructure, applications support, end user services and project support to directorates and agencies.

The Directorate will deliver this output by taking advantage of technology 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;
- services to government agencies as outlined in the ICT catalogue of services and affirmed through various service level support agreements;
- management of the whole of government data and communications network; and
- effective general service and help desk functions.

Performance – Accountability Indicators

We met four out of six 2023-24 accountability indicators against this output. The accountability indicators not met were:

- Indicator 8.1 d - ICT service requests made via the Service Desk are resolved within Service Level Agreement (SLA) timeframes. Analysis indicates the challenges to meet SLA timeframes has been exacerbated by the evolution of hybrid working across directorates and the added complexities this brings. DDTS has therefore commenced a review aimed at eliminating non-value-added processes within request workflows and simplifying approval flows to reduce bottlenecks. These improvements will support the efficiency of service request processing, enabling DDTS to meet the agreed SLA timeframes in future reporting periods.

- Indicator 8.1 e - Average time for telephone ICT service requests to be answered by a service desk officer. The variance is attributable to changes in supporting the hybrid working environment since COVID, with staff working remotely requiring different levels of support. Consideration continues to be given to appropriate support for hybrid work, in consultation with directorates. There are also new support channels like Chat support which increases flexibility for meeting staff needs with support. This commitment is being reviewed to determine if it best captures suitable key performance indication for the service desk and will be subject to future update.

Highlights



Installed the ACT Government network and video conferencing facilities at the Jervis Bay Court. This upgrade allows Jervis Bay community members to participate in court proceedings via video link, eliminating the need to travel to the ACT and the cost of a return trip.



The Birth of a Child (BoC) pilot is successfully running at North Canberra Hospital and the Centenary Hospital for Women and Children. **This year the program will be rolled out as a national birth registration service in partnership with the Commonwealth, states, and the Northern Territory.**



Completed the development of a **whole of government data catalogue** - referencing key government datasets.

Delivered a whole-of-government Technology Investment Plan and Technology Project Pipeline,

supported by the implementation of the Technology Directions as a set of principles to guide technology investment decisions.





ICT Service Desk

72,451 calls answered

6,609 chats responded to

12,966 emails replied to

15,255 walk-ups assisted



Contact Centres

61 ACT Government contact centres for citizens

1.5 million calls answered

271,508 calls made to citizens



Hardware support (Service Assurance)

2,500 IT assets delivered for the new Critical Services Building

10,058 devices customised for ACT Government, schools and CIT

2,758 laptops delivered for additional business needs and new starters

3,773 old laptops replaced with new models

During 2023-24 we also:

- Developed training materials to support data users and data creators in using data.
- Conducted the yearly ACT data maturity assessment which showed a slight increase in overall maturity across the system, although maturity still remains at a level 2 (developing).
- Completed a full version upgrade of the Data Lake from Mapr version 6.0 to 7.0.
- Partnered with the Office of Water to develop new data products that support the ACT Government's management of its water resources.
- Worked with directorates to develop and improve data analytics capabilities.
- We completed an assessment of Essential 8 Maturity level One under the Commonwealth's cyber security resilience framework, to establish a baseline and identified key initiatives to progress Essential 8 compliance.
- The ACT Cyber Security Centre has continued to expand the Whole of Government cyber security awareness capability building a cyber conscious culture.

Future direction

In 2024-25, we will:

- Work closely with directorates through the ACT Data Analytics Centre to:
 - Continue adding data sets to the whole of government data catalogue as agreed by the Data Reform Group.

- Lead the delivery of the agreed whole of government datasets into the commonwealth-led Australian National Data Integrated Infrastructure.
- Develop training materials, guidelines and assurance frameworks to support data users and data creators in safely using data and artificial intelligence technologies.
- Continue to support government to make informed technology investment decisions and will embed the principles outlined in the ACT Digital Strategy through:
 - The delivery of an update to the government’s *Guiding Best Practice Design and Delivery* guidance to support the continued maturation and adoption of best practice program and project management and governance guidance for technology.
 - Supporting directorates as Budget business cases and initiative proposals with technology components are developed, to ensure adoption and alignment with the Technology Governance Framework and Technology Directions.
- Enable ACT Government Essential 8 Maturity level One (under the Commonwealth’s cyber security resilience framework) improvements through compliance reporting, technology configurations (e.g. network segmentation) and policy development.

Contact

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Output 9.1: Capability and Governance

Overview

Through this output the Directorate provides capability and oversight for ensuring a professional, skilled and accountable public service that is responsive to the ACT Government and the community now and into the future including managing whole of government capacity building programs.

The Directorate delivers this output by:

- developing a whole of service vision for the ACTPS including workforce models and supporting culture and practices;
- delivering a whole of service survey every second year so that workforce trends and patterns inform strategic decision making;
- completing strategic whole of government projects and building the strategic capability of the service;
- supporting and coordinating workforce planning and capability development across government, including through whole of government leadership and talent strategies, and delivery of whole of government learning and capability development programs;

- driving transformational and cultural change towards more flexible working environments and work force practices, including the continued implementation of wayfinding technologies in ACT Government leased premises, the refurbishment of Winyu House in Gungahlin to support flexible working, and expanding the FlexiSpace program to make co-working facilities available to staff in each of Canberra's regional centres;
- developing and implementing ACTPS capability-building programs that also build a diverse and inclusive workforce, including programs for graduates, and other employment programs for Aboriginal and Torres Strait Islander people, people with disability, people from Culturally and Linguistically Diverse (CALD) backgrounds, and Veterans and their family members;
- maintaining and monitoring whole of government ethics and accountability frameworks;
- supporting the Head of Service, the Public Sector Standards Commissioner, the Public Sector Workers Compensation 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; and
- developing and implementing a Secure Employment Framework across the ACT Public Sector to build the capability and expertise of the Public Sector and further solidify the role of the ACT Government in modelling good employment practices.

Performance – Accountability Indicators

We met or exceeded five out of seven 2023-24 accountability indicators against this output.

We did not meet our accountability indicator targets for:

- 9.1 a – The ACTPS Graduate Program positively impacts on business area outcomes and objectives. We achieved a result of 71 per cent against a target of 75 per cent. This result is an aggregation of supervisor satisfaction measured through a survey, released at the end of each of three graduate rotations. For the 2023 Graduate Program, supervisor satisfaction results for rotation 1 were relatively low (62.5 per cent), which has impacted the full year indicator. As the initial rotation is a time of significant learning for both graduates and their supervisors, lower than average ratings are more likely to be given. However, once the issues identified by the rotation one survey were addressed, the survey outcomes for the second and third rotations showed significant improvement, with the target being exceeded.
- 9.1 e – Support the Workforce Transformation Program. The Woden and Dickson FlexiSpaces were opened in the 2023-24 Financial Year as planned. The Gungahlin FlexiSpace in Winyu House was delayed and opened in August 2024. The building works to refurbish Winyu House, including the fit out of a FlexiSpace on level 2, were delayed, largely due to a late change in scope to incorporate the replacement of carpet tiles

throughout the building at the building owner's request, and a supply chain delay in delivering workstations for the fit out.

Highlights



Delivered effective Executive Leadership programs for ACTPS SES Band 1s and Band 2s that focused on adaptive challenges and systems thinking.

Supported more than 20,000 learning interactions through the whole of government learning and development library in the Learning Management System.

Continued the transformational and cultural change for more flexible working environments and workforce practices, **expanding the FlexiSpace program to an additional two sites**, Woden and Dickson.

Developed the first ACTPS Gender Equity Strategy 2024-29.

This strategy focuses on creating systemic change to tackle barriers such as occupational gender segregation, intersectional disadvantage, and gendered experiences at work.

Continued to actively support inclusive employment in 2023-24 through implementation of programs such as the ACTPS Vocational Employment Program and Veterans Employment Peer network and development of a new pilot mentoring program for people from CALD backgrounds.

Supported the operation of the Secure Workforce Conversion Policy, which provides a framework for converting casual and temporary ACTPS employees to permanent employment.

During 2023-24 we also:

- Launched a revamped SES Induction Program to help senior executives navigate their ACTPS SES careers. The program was highly rated by participants with evaluations showing 100 per cent found the program relevant, 96 per cent said it would help them be more effective in their roles, 96 per cent would recommend the program to their peers.
- Delivered four all-SES sessions that discussed leadership; the impact of artificial intelligence and Closing the Gap.
- Delivered the 2023 ACTPS Graduate Program, attracting and retaining our largest graduate cohort to date.
- Recruited and onboarded the 2024 graduate cohort, which commenced in February 2024 and continued to tailor the 2024 Graduate Development program, leveraging internal subject matter expertise to ensure graduates receive foundational learning to support a successful ACTPS career.
- Established the Cultural Transformation Branch (CTB), taking a systems-level, integrated and intersectional approach to improve cultural integrity, uplift workforce capability, and enhance the employee experience and career development for Aboriginal and Torres Strait Islander people, people with disability, neurodivergent people, people from culturally and linguistically diverse (CALD) backgrounds, veterans, older workers and LGBTQIA+ people.
- Created a dedicated team to partner with ACTPS Directorates and the Office of Aboriginal and Torres Strait Islander Affairs (OATSIA) and implement workforce measures that support both the National Agreement on Closing the Gap (Priority Reform Three: Transforming Government Organisations) and adjacent ACT Aboriginal and Torres Strait Islander Agreement (ACT Agreement).
- Provided culturally safe supports for Aboriginal and Torres Strait Islander staff including Yarning Circles and one on one sessions with a local First Nations trauma-informed practitioner.
- Continued to build workforce cultural capability and inclusive practice by adding practical guidance and resources to our whole of government SharePoint site that is accessible to all ACTPS staff. Work delivered in 2023-24 included:
 - A 'Cultural load in the ACTPS' resource, that aims to educate the ACTPS workforce on what cultural load is, how to reduce it, and how to support Aboriginal and/or Torres Strait Islander colleagues who may be experiencing high cultural load.
 - A Whole of Government 'Building Aboriginal and Torres Strait Islander cultural capability' resource, which centralises information on cultural protocols, language guides, professional development, systemic racism, cultural adviser contacts and more.
 - Inclusive Recruitment guidance which provides helpful information to hiring managers across the ACTPS on how to make the recruitment experience inclusive for everyone.

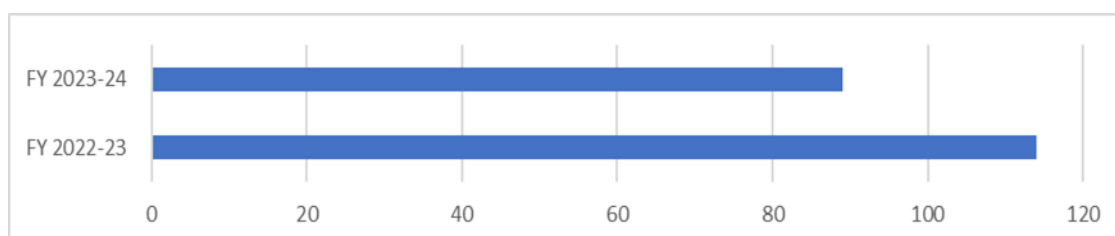
- Continued to provide secretariat support to the ACT Remuneration Tribunal in reviewing remuneration, allowances and other entitlements for Members of the Legislative Assembly, full-time Statutory Office Holders, Executives, the Judiciary and Part-time Public Office Holders as part of their Spring and Autumn sittings.
- Supported the implementation of the Financial Management Amendment Bill No.2 2021, which passed the Assembly on 29 June 2023 and forms part of the government's commitment to secure employment by providing a legislative basis for the insourcing framework.
- Supported the implementation of the Secure Employment Framework.
- Delivered amendments to the Ethical Treatment of Workers Evaluations, to support modern slavery considerations in procurement and strengthen procurement practices and legislative changes to support monitoring compliance with the Secure Local Jobs Code.

Professional Standards Unit (PSU)

The office of the independent Public Sector Standards Commissioner (PSSC) is established under the *Public Sector Management Act 1994 (PSM Act)*. The PSSC is independent of the ACT Public Service and the ACT Government, meaning the PSSC is empowered to decide when and how to manage complaints, conduct investigations, and inspect or enquire into the operations of any part of the ACT Public Service, as set out in the PSM Act.

The Directorate supports the functions of the PSSC through the Professional Standards Unit (PSU), which reports to the PSSC on independent investigations in relation to misconduct matters, as well as the provision of advice on the handling of complaints. During the 2023-24 financial year, the PSSC referred 89 misconduct-related matters to the PSU for investigation or management. This is compared to 114 referrals in the previous financial year (See Figure 1). During the 2023-24 financial year, the PSSC also received 17 direct complaints, compared to 36 complaints received during 2022-23. All complaints are treated seriously and are assessed fairly by the directorate or entity and are often related to administrative processes, managerial actions, the behaviour of employees or contractors, and/or recruitment practices.

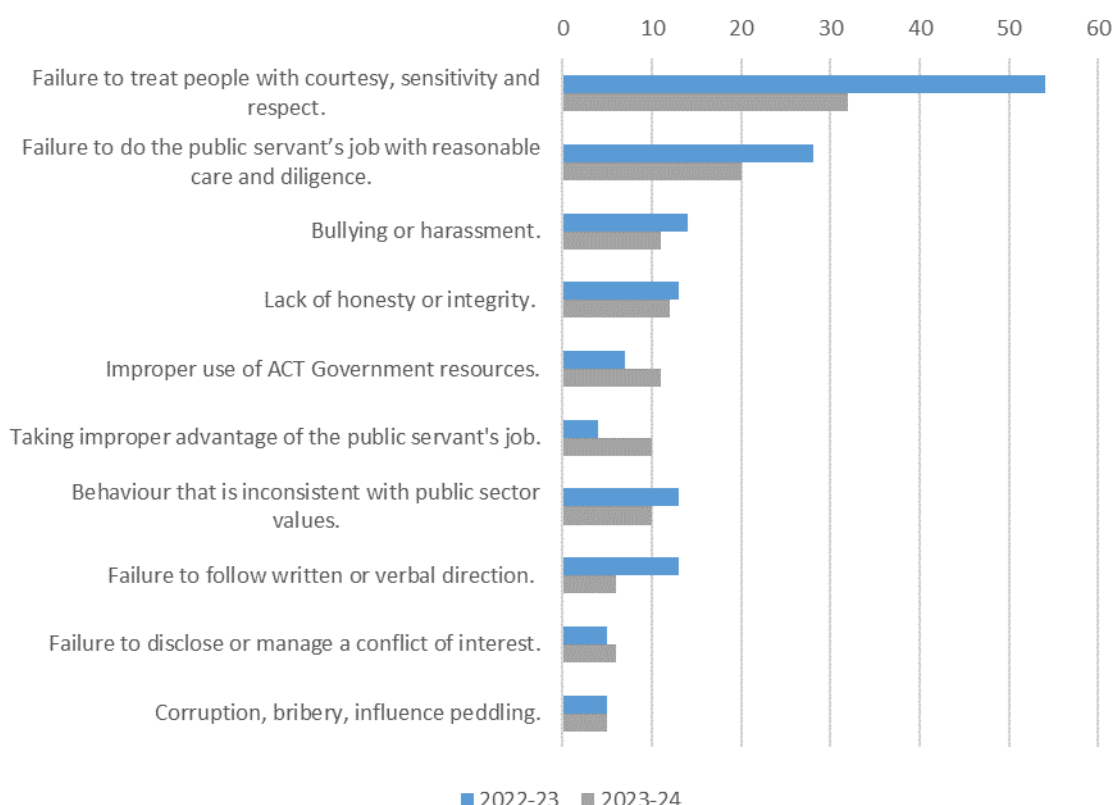
Figure 1: Misconduct matters referred to the PSU by financial year



Variations in the number of misconduct referrals does not necessarily equate to an increase or decrease in misconduct occurrence across the Service. Of the 89 matters referred to the PSSC during 2023-24, 32 resulted in findings of misconduct, compared to 52 during 2022-23. When viewed against the totality of employees in the ACTPS, this number represents a very small portion of the workforce.

The two most prevalent reasons for misconduct processes across the ACT public sector during 2022-2023 and 2023-2024 were 'failure to treat people with courtesy, sensitivity and respect' and 'failure to do the public servant's job with reasonable care and diligence'. Matters involving 'failure to treat people with courtesy, sensitivity and respect' decreased by 40 per cent from the previous year, and 'failure to do the public servant's job with reasonable care and diligence' matters decreased by 28 per cent, as illustrated in Figure 2 below.

Figure 2 – Nature of alleged misconduct across the ACT public sector during FY 2023-24 as compared to FY 2022-23

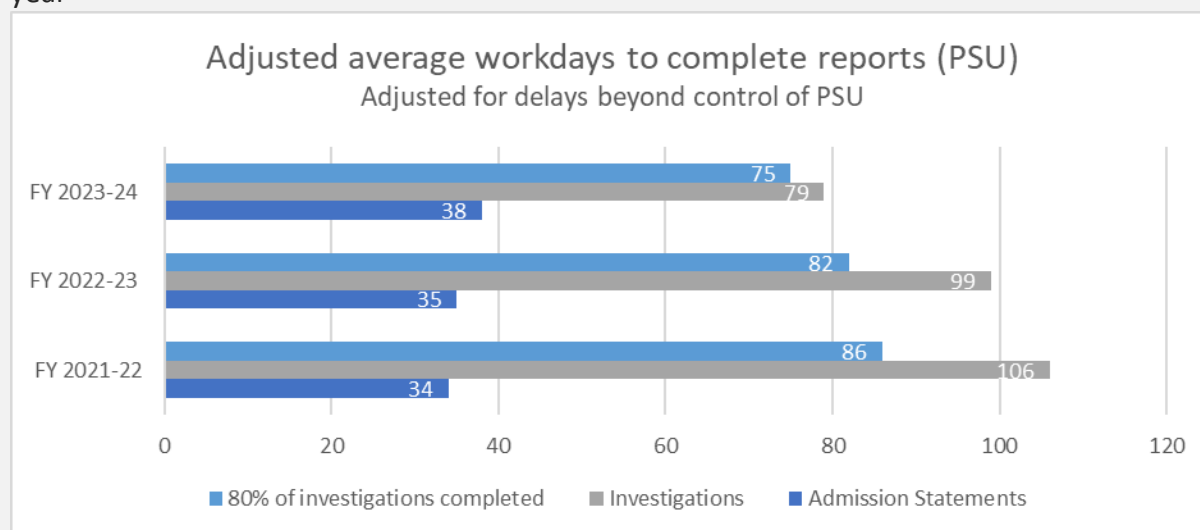


During the reporting period, the PSU observed an increase in the number of matters involving 'improper use of ACT Government resources', 'taking improper advantage of the public servants job' and 'failing to disclose conflict of interest'.

Of the 89 misconduct processes commenced, 86 were referred by the PSSC to the PSU for investigation, admission statement, management or assessment. Three matters were referred by the PSSC to external services, with oversight by the PSU. The PSU completed 80 comprehensive reports for delegates, including four admission statements.

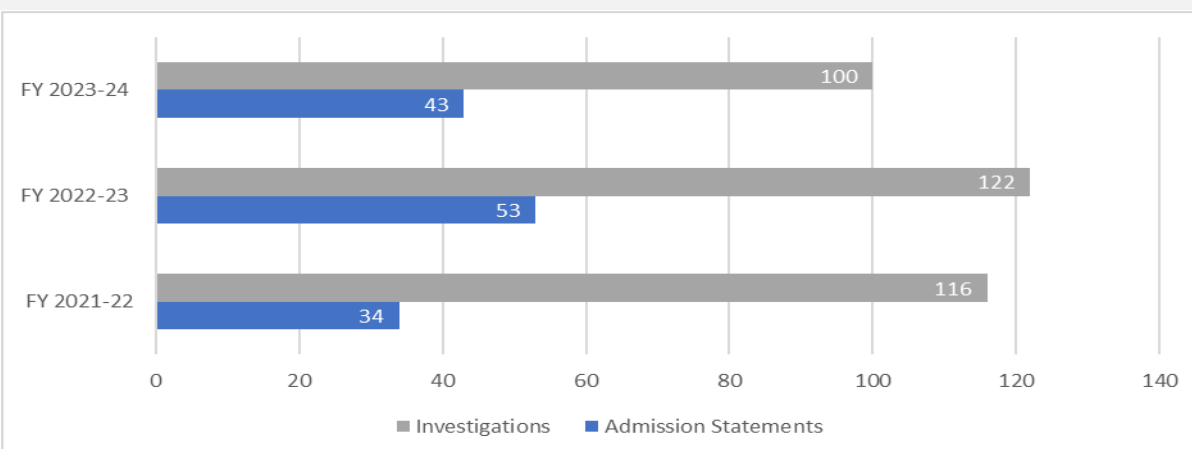
The PSU completed 80 per cent of its investigations in an average of 75 adjusted workdays (adjusted for delays beyond the control of the PSU), down from 82 days last year (**Figure 3**). Notably, the average timeframe for the PSU to conduct an investigation is lower than the two previous financial years.

Figure 3: Average time taken by PSU to complete misconduct investigations by financial year



A number of factors contribute to the length of time between a referral being received by the PSU and an investigation being completed such as incomplete documentation, the availability of key witnesses, respondent un-fitness for duty/participation in an investigation process. In 2023-24 the averaged lapsed time across investigations was down to 100 days from 122 days. The PSU is continuing to review the misconduct process to explore further efficiencies and refine processes to minimise delays where possible.

Figure 4: Average workdays lapsed across investigations – not adjusted



The PSU continued to support employee relations teams throughout the ACTPS through regular communication, provision of timely advice and assistance concerning misconduct, integrity, and behavioural issues. This includes the development of supporting materials and tools for managers to assist them further in dealing with workplace issues.

The PSU has also strengthened an outreach campaign of education and prevention programs by delivering tailored presentations and directorate specific training. To increase its contribution to whole-of government misconduct insights and prevention, the PSU has commenced a data reform agenda allowing for improved insights into misconduct trends and analysis.

Future direction

In 2024-25, we will:

- Deliver a whole-of-service employee survey so we can analyse workforce trends and patterns to inform strategic decision making.
- Continue to expand and refresh the Senior Executive Service development offering with a new approach to the Band 1 development program, an additional program to be available for Band 3s. We will also look to develop those who are preparing for SES roles in the future.
- Review the approach to delivering whole of government learning and development in conjunction with Directorates.
- Refresh the ACTPS People with Disability Employment Framework to incorporate updated employment targets and further support inclusive workplace culture and career development for people with disability.
- Implement a pilot mentoring program for aspiring SES who are people from CALD backgrounds and sharing our results and learnings across the service.
- Implement activities identified by the ACTPS Gender Equity Strategy 2024-29.
- The Governance, Secure Employment and Secure Local Jobs Code teams will continue delivering forward thinking, positive and future driven outcomes for the service by
- Provide secretariat support services to the ACT Remuneration Tribunal.
- Support implementation of the Secure Workforce Framework.

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Output 9.2: Injury Management and Industrial Relations Policy

Overview

Through this output the Directorate provides health and work sustainability solutions, focusing on risks arising from work and the relationship between employers and workers.

The Directorate delivers this output by:

- managing ACT workers' compensation, work health and safety and industrial relations regulatory and policy frameworks;

- supporting the Public Sector Workers Compensation Commissioner in the management of the Public Sector Workers Compensation Fund;
- developing and reviewing whole of government health, safety and rehabilitation policies and providing work health and safety services to support the policy framework;
- supporting workplaces to implement approaches to deliver good work for health and productivity;
- coordinating the Territory's consultative bodies for industrial relations regulation, workers' compensation and work health and safety; and
- administering the Loose Fill Asbestos Disease Support Scheme, on behalf of the Chief Minister, to provide financial assistance to people with an asbestos disease caused by living in a loose fill asbestos insulation (Mr Fluffy) contaminated home.

Performance – Accountability Indicators

We met three out of four 2023-24 accountability indicators against this output.

- The target for accountability indicator 9.2b was not met as the Labour Hire Licensing Advisory Committee determined during the financial year (April 2024) to meet on a six monthly, rather than a quarterly, cycle, thus reducing the number of meetings held.

Highlights



Developed and delivered a new whole of government work health safety and wellbeing strategy

to continue our focus on creating work and workplaces that are safe and healthy.

Developed a new work incident reporting system

to better support the reporting and management of work health and safety incidents.



Established in-house work rehabilitation services supporting a person-centric approach for our ill and injured workers.

Delivered legislative reforms **implementing the nationally agreed engineered stone ban.**

Delivered new and improved work health and safety codes of practice for **managing silica dust, psychosocial hazards, formwork, plant, sex work and WHS consultation.**

In 2023-24, we continued to support ACTPS workplaces to implement contemporary prevention, health promotion, early intervention, and work rehabilitation arrangements, to reduce the impact of illness and injury in our workplaces. We reviewed our approach to WHS and wellbeing and, informed by our experiences over the last four years, developed and delivered a new whole of government WHS and wellbeing strategy. We continue to focus on ensuring that our leaders, our managers and our workers have the skills and resources to identify, understand and address risks to work health and safety.

We reviewed, updated and developed policies and guidance materials to deliver on our commitment to safe workplaces where our staff can participate fully and be productive. We continued to ensure that WHS systems were in place across the sector, by delivering a whole of government WHS Audit and Assurance program.

Establishing an inhouse work rehabilitation service enabled us to deliver timely, consistent and person focussed services to our injured workers and support them to remain in or return to work following injury or illness.

Managing the psychosocial risks associated with work in the ACTPS was a key focus this year. We have supported directorates and agencies to understand and address their risks through a range of policies, guidance materials, and services. This work is providing a strong foundation for us to deliver new approaches in 2024-25.

The Healthier Work Program had approximately 60 participants in the program during the reporting period.

In 2023-24 we also:

- worked closely with Australian jurisdictions, Safe Work Australia, union and employer representatives to design and implement an engineered stone ban agreed by Work Health and Safety Ministers in December 2023;
- delivered new work health and safety codes of practice for managing the risks of silica dust, formwork, plant and psychosocial hazards;
- increased work health and safety offence penalties in line with community expectations to deter poor workplace safety practice;
- worked closely with union and employer representatives to develop work health and safety materials focussed on managing air-quality and extreme temperature risk; and
- collaborated with other jurisdictions to develop a model for harmonised labour hire regulation across Australia, responsive to the decision of Workplace Relations Ministers in December 2023 agreeing the model for a harmonised national labour hire licensing scheme.

The ACT Loose-Fill Asbestos Disease Support Scheme (the Scheme) provides financial support for people with an asbestos-related disease from living in a loose-fill asbestos insulation (Mr Fluffy) affected property in the ACT and their families. The Scheme, jointly funded by the Australian and ACT Government, was launched in March 2022.

The Scheme's total costs to 30 June 2024 are approximately \$4.5 million. More information about the scheme is available on the ACT Government CMTEDD website at: <https://www.cmtedd.act.gov.au/industrial-relations-and-public-sector-management/wsir/loose-fill-asbestos-disease-support-scheme>.

Future direction

In 2024-25, we will continue to support ACTPS workplaces to understand the psychosocial risks associated with work and implement evidence-based initiatives to ensure staff remain safe and healthy at work.

We will also:

- Improve workers' compensation services, particularly through person centred approaches, for ACTPS workers who become injured or ill because of their work.

- Continue working with jurisdictions and local stakeholders to support the national endorsement by Workplace Relations Ministers in December 2023 of a harmonised national labour hire licensing scheme.
- Finalise work health and safety codes of practice guidance material in relation to managing risks of working in poor air quality and extreme temperatures.
- Support the development of an Intergovernmental Agreement to underpin a harmonised national labour hire licensing scheme and associated model law development of the national scheme.
- Enhance our approaches to prevent injury through an improved reporting system, expand our early intervention programs to include a focus on psychological injury and continue to improve the services that support ill or injured workers to remain in or return to work.
- Support ACT employers to participate in the Healthier Work Program to develop and deliver evidence-based organisational health and wellbeing initiatives in their workplaces.
- Work with the Work Health and Safety Commissioner to ensure data analytic and regulatory policy services are efficient.
- Provide more and better data to industry about its work safety performance.

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Output 9.3: Public Sector Employment

Overview

Through this output the Directorate provides an employment and policy and governance framework to support a professional, skilled and accountable public service that is responsive to the ACT Government and the community, as well as delivering transactional human resource services to directorates and agencies.

The Directorate 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;
- providing payroll, personnel and recruitment services; and

- delivering salary packaging services for employees across the ACT Government.

Performance – Accountability Indicators

We met 1 out of 2 2023-24 accountability indicators against this output.

We did not meet our accountability indicator target for:

- 9.3b – Human resource service requests made via the Service Desk are resolved within Service Standard timeframes - Target 95 per cent; Result 88 per cent. The variance is primarily due to higher-than-normal numbers of complex recruitment and pay queries that required referral to specialist areas within the ACT Public Service for final resolution. There is a system limitation which means even when referred and addressed, these items are recorded as exceeding 5 days with the service desk.

Highlights

Completed the lodgement and approval of 15 out of the 17 ACTPS enterprise agreements

within the bargaining round; lodgement for approval and negotiations underway for the remaining two.



Logged 154,172 service requests through the HR Service Desk.

Completed review and updates to several ACTPS employment policies ensuring alignment with the changes to the enterprise agreements, new legislative reforms and requirements of the *Fair Work Act 2009*.

During 2023-24 we also:

- Commenced bargaining of the ACT Fire and Rescue Enterprise Agreement.
- Recommended bargaining of ACT Ambulance Service Enterprise Agreement.
- Resolved 88 per cent of phone enquiries to the HR Service Desk on first contact and the HR Service Desk averaged a 98 per cent customer satisfaction rate.

Future direction

Major activities to be undertaken in 2024-25 include:

- Commencing preparations for bargaining on next enterprise agreements, to commence shortly after establishment of the 11th Legislative Assembly.

- Delivering recruitment reform enabled by anticipated revisions to the *Public Sector Management Act 1994*, providing greater flexibility in the recruitment and appointment of Visa holders.
- Exploring options and develop new working methods to support efficient, effective and integrated delivery of human resource business functions.

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EBT 1.1: Territory Banking Account

Overview

This output involves the management of the Government's investment and borrowing activities and the Territory Banking Account as the central account of the Government.

The Directorate delivers this output by:

- managing the Territory Banking Account centralised investment platform for Territory financial investment assets;
- managing the Government's Responsible Investment policy framework;
- managing the borrowing liabilities of the Territory Banking Account;
- raising new Territory borrowings as required;
- managing the cash flow and liquidity requirements of the Territory Banking Account; and
- budgeting and financial reporting on the operations of the Territory Banking Account.

Performance – Accountability Indicators

We met 10 out of 10 2023-24 accountability indicators against this output.

Highlights

Managed the Territory Banking Account centralised investment platform for Territory financial investment assets.

Managed the Government's Responsible Investment policy framework.

Managed the borrowing liabilities and new borrowing requirements of the Territory.

Future direction

In 2024-25, we will:

- Manage the Territory borrowing program.
- Manage cash and liquidity.
- Manage the centralised investment platform for Territory financial investment assets.
- Manage the Government's Responsible Investment policy framework.

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EBT 1.1: Superannuation Provision Account

Overview

This output involves the management of the Territory's defined benefit employer superannuation liabilities and financial investment assets.

The Directorate delivers this output by:

- managing the Investment Plan and reporting on the financial investment assets set aside to fund the Territory's defined benefit employer superannuation liability;
- completing the triennial superannuation liability valuation review of the Territory's Commonwealth Superannuation Scheme and Public Sector Superannuation Scheme defined benefit employer superannuation liability;

- managing the defined benefit superannuation liability funding plan and emerging cost payments to the Commonwealth Government in respect of the Territory's employer share of employee retirement benefits;
- completing the annual Member Information Statements for the Members of the Legislative Assembly Defined Benefit Superannuation Scheme, with calculation and settlement of benefit determinations as required; and
- budgeting and financial reporting on the operations of the Superannuation Provision Account.

Performance – Accountability Indicators

We met 5 out of 5 2023-24 accountability indicators against this output.

Highlights



Managed the Superannuation Provision Account investment portfolio

in accordance with the established investment plan and policies.

Completed the triennial actuarial review of the **defined benefit employer superannuation liabilities** of the Territory.

Future direction

In 2024-25, we will:

- Complete the annual actuarial review of the defined benefit employer superannuation liabilities using salary and membership data as at 30 June 2024.
- Monitor the funding plan to extinguish the unfunded defined benefit superannuation liability.
- Manage the Investment Plan and the financial investment assets of the SPA.

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Scrutiny

Several bodies have responsibility for scrutiny for CMTEDD’s activities, including Committees of the ACT Legislative Assembly, the ACT Audit-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 2023-24 and recommendations from previous years where the directorate undertook further work during 2023-24 to progress them to completion.

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

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

Table 23 – Responses to Auditor-General Reports.

Report title	Recommendation number and summary	Status and action in reporting year
Auditor-General Report No.8 of 2017 Selected ACT Government Agencies' Management of Public Art Government Response tabled 13 February 2018	Recommendation 1 - Agreed 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.	In progress Canberra: Australia's Arts Capital – Arts, Culture and Creative Policy 2022–2026 Action Plan commits to developing a Public Art Strategy for the ACT in 2023-24 that will foster and grow the ACT Government's public art collection to reflect the diversity of human identity and experience, with women and Traditional Custodians holding pride of place in future works, both as subjects and creators, as well as support the visibility of the collection. There have been delays due to resourcing, and the Action Plan has been updated to reflect that the Public Art Strategy will be undertaken in 2025 and 2026. Actions b) and c) are reliant on the Public Art Strategy.
Auditor-General Report No.8 of 2017 Selected ACT Government Agencies' Management of Public Art Government Response tabled 13 February 2018	Recommendation 2 – Agreed artsACT should improve its operational activities by: 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.	Complete c) The Public Art Database is updated as new works are commissioned by or gifted to the ACT Government. Note: Recommendations a), b), d), e), f), g), h) and i) have been reported as complete in previous CMTEDD annual reports.
Auditor-General Report No.2 of 2020 – 2018-19 Financial Audits – Computer Information Systems Government response tabled 20 August 2020	Recommendation 7: Monitoring of Audit Logs – Agreed a) CMTEDD (ACT Revenue Office) with respect to Community 2011 should: i) formally assess the risk associated with the Community 2011 system not being capable of logging changes made by database	Complete A threat and risk assessment (TRA) of the Community 2011 system has been completed. The risk for fraud was assessed as low due to the existence of mitigating operational controls. Privileged user (including Database Administrators) activity is now logged and reviewed.

Report title	Recommendation number and summary	Status and action in reporting year
	administrators. This assessment should be documented and used as a basis for the directorate's decision about the timing of the upgrade or replacement of the Community 2011 system to provide this capacity; and ii) assess whether other compensating controls or reviews can be implemented that may assist mitigate this risk until the system is upgraded or replaced. b) 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); and iii) retain evidence of these reviews, including the date, name and position of the reviewing officer. This includes evidence that any errors or irregularities identified from the review have been investigated and resolved.	The Security Plan for Community 2011 includes a request that future upgrades or replacement of the Community 2011 application include the requirement for Database Administrator changes be logged. Note: Part b) of the recommendation was reported as complete in the last CMTEDD annual report.
Auditor-General Report No.2 of 2020 – 2018-19 Financial Audits – Computer Information Systems Government response tabled 20 August 2020	Recommendation 8 Generic (Shared) User Accounts – Agreed CMTEDD (Shared Services) should remove the generic (shared) user account that enables users to change EFT payment files relating to CHRIS21.	In progress The PC-HRM Program has been established to deliver payroll and human resource management improvements through projects such as the upgrading of Chris21 and HR21 software. This particular project will allow transition of Territory developed, custom software to either Chris21 standard functionality or other enterprise systems to replace the legacy custom software. This changed approach will remove the Territory's existing dependency on a generic (shared) user

Report title	Recommendation number and summary	Status and action in reporting year
		account that is critical to the custom software and progressively reduce from the update to the latest version on HR21/Chris21 in 2025.
Auditor-General Report No.2 of 2020 – 2018-19 Financial Audits – Computer Information Systems Government response tabled 20 August 2020	Recommendation 9: Segregation of duties – Agreed CMTEDD (Shared Services) should: b) include the requirement for system-based controls which would prevent a system administrator from being able to create and use multiple user accounts in any future upgrade or replacement of the ORACLE application.	Complete The customisation to segregate control between the creation and approval processes when setting up user accounts has been implemented in Oracle EBS (R12) and is active. Note: a) was reported as complete in a past CMTEDD annual report.
Auditor-General Report No.1 of 2021 Land Management Agreements Government response tabled 3 June 2021	Recommendation 6: Monitoring and Compliance - Agreed The Environment, Planning and Sustainable Development Directorate and Access Canberra should develop a risk-based framework for the monitoring and enforcement of Land Management Agreements including processes for: a) monitoring rural leaseholders' compliance with their Agreements; and b) taking enforcement action in the event of potential non-compliance.	Complete Access Canberra worked with EPSDD to develop and implement the following risk-based framework and protocol for the monitoring and enforcement of Land Management Agreements: Land Management Agreements – Monitoring and Compliance protocol (2022) Land Management Agreements – Compliance Framework (2023)
Auditor-General Report No.13 of 2021 Campbell Primary School Modernisation Project Procurement Government response tabled 7 April 2022	Recommendation 1 – Agreed in principle Major Projects Canberra, in cooperation with Procurement ACT, should review and revise its procurement guidance documentation, and associated templates, to explicitly require the preparation of independent probity advice where a	Complete Under the Procurement Reform Program, Procurement ACT undertook a templates modernisation project. The project considered the entire suite of procurement templates across Government. Updated templates for goods and services procurements have been finalised and made available to Major Projects Canberra, for incorporation into any bespoke

Report title	Recommendation number and summary	Status and action in reporting year
	delegate or decision-maker seeks to overrule the recommendation of the tender evaluation team.	procurements. The relevant templates explicitly require the preparation of independent probity advice where a delegate or decision-maker seeks to overrule the recommendation of the tender evaluation team to be reviewed.
Auditor-General Report No.13 of 2021 Campbell Primary School Modernisation Project Procurement Government response tabled 7 April 2022	Recommendation 5 – Agreed Major Projects Canberra and the Education Directorate should require staff to have received probity awareness training before participating in procurement activities. The training should also identify how staff can elevate and raise any concerns with probity or conduct during a procurement.	Complete Procurement ACT has provided face to face probity training for Major Projects Canberra and Education, in addition to the Probity in Procurement eLearning module that is maintained by Procurement ACT. The Probity in Procurement Guide also requires officers undertaking procurement to complete the module.
ACT Auditor-General's Report No. 2 of 2022 Fraud Prevention Government Response released 2 August 2022	Recommendation 2: Conflict of Interest Registers - Agreed in principle CMTEDD should provide guidance to ACT Government agencies on requirements for the documentation and recording of conflict-of-interest declarations. The guidance should address: a) whether conflict of interest declarations are expected to be recorded in a centralised register in the agency; and b) if they are, the circumstances in which the information in the register is to be used and for what purpose.	In progress The Conflict-of-Interest Policy is under review. There are considerations when determining whether an agency is to use a centralised register to record conflicts of interest. This includes ensuring staff privacy or whether issues could be better resolved through situationally specific or one-off conflict checks - for example, a recruitment round. Conflict of interest declarations are routine for recruitment panels to complete. In this scenario, an agency may find it more efficient, and secure for privacy purposes to record conflicts of interest with the documentation for that process.
Auditor-General's Report No. 3 of 2022 ACT Taxi Subsidy Scheme Government response tabled 14 October 2022	Recommendation 3: Policy and procedural guidance – Agreed CMTEDD should review and update the policy and procedural guidance associated with the Scheme.	Complete The ACT Taxi Subsidy Scheme policy and procedural guidance materials have been updated.

Report title	Recommendation number and summary	Status and action in reporting year
Auditor-General's Report No. 3 of 2022 ACT Taxi Subsidy Scheme Government response tabled 14 October 2022	Recommendation 4: Application form accessibility – Agreed CMTEDD should explore opportunities to make the application forms associated with the Scheme web-based and able to be completed on-line.	Complete A new editable, on-line application form has been developed and published on the ACT Taxi Subsidy Scheme website.
Auditor-General Report No.5 of 2023 Activities of the Government Procurement Board Government Response tabled 21 September 2023	Recommendation 1: Thresholds for Referral - Agreed The Government should review: a) the value thresholds established in the Regulation, and if deemed appropriate, propose revisions; and b) the referral 'classes' and how referral rules are established and implemented.	Complete On 7 February 2024, the Legislative Assembly passed the proposed amendments to the <i>Government Procurement Act 2001</i> (Act) and the Government Procurement Regulation 2007 (Regulation). The amendments commence on 1 July 2024. Under section 14 of the Regulation, the monetary thresholds have been increased to \$7 million, and risk considerations introduced to establish and implement referral classes and rules. This recommendation is supported by measures giving effect to the Government's agreement to recommendations 3, 4 and 5.
Auditor-General Report No.5 of 2023 Activities of the Government Procurement Board Government Response tabled 21 September 2023	Recommendation 2: Board Purpose and Functions – Agreed The Government should clearly articulate the Board's purpose taking into account the context in which Territory procurement is undertaken in 2023. In doing so: a) consideration should be given to whether the Board's primary function is to guide system level policy and practice or individual proposal level practice;	Complete On 7 February 2024, the Legislative Assembly passed the proposed amendments to the <i>Government Procurement Act 2001</i> (Act) and the Government Procurement Regulation 2007 (Regulation). The amendments commence on 1 July 2024. From that date, Part 4 of the Act establishes purpose and function of the Board. The purpose of the Board, as set out in Section 29(1) of the Act, is to provide the Territory with strategic direction in relation to procurement. The functions of the Board are set out in section 29(2) of the Act and align with the purpose of the Board. Part 5 of the

Report title	Recommendation number and summary	Status and action in reporting year
	b) a statement of purpose should be made, which includes primary and subordinate purposes and functions; and c) the Act and Regulation should be amended as necessary.	Regulation set out details in relation to the Board, relevantly, relating to the Board's review of procurements, and Board proceedings and reporting.
Auditor-General Report No.5 of 2023 Activities of the Government Procurement Board Government Response tabled 21 September 2023	Recommendation 3: Accountability and Transparency - Agreed Territory Entities should clearly authorise all documentation presented to the Board.	Complete To ensure the Board's oversight of this requirement, a new template has been released to require the relevant Chief Executive Officer or their delegate to authorise all documentation submitted to the Board.
Auditor-General Report No.5 of 2023 Activities of the Government Procurement Board Government Response tabled 21 September 2023	Recommendation 4: Two-pass review process - Agreed The Government should consider the merits of continuing with the two-pass review process in the light of wider consideration of the Board's purpose and functions.	Complete On 7 February 2024, the Legislative Assembly passed the proposed amendments to the <i>Government Procurement Act 2001</i> (Act) and the Government Procurement Regulation 2007 (Regulation). The amendments commence on 1 July 2024. From that date, and in light of broader considerations of the Board's purpose and functions in Part 4 of the Act, section 30 of the Act replaces the two-pass process by establishing the process that a Territory entity must follow when issued a written recommendation from the Board. This includes written explanation from the Territory entity to the Board about how the Territory entity has, or intends to, address the Board's recommendation, and an appropriate escalation process if the Board considers that its advice has not been addressed or adequately addressed.
Auditor-General Report No.5 of 2023 Activities of the	Recommendation 5: Review process improvement - Agreed	Complete On 7 February 2024, the Legislative Assembly passed the proposed amendments to the <i>Government Procurement Act</i>

Report title	Recommendation number and summary	Status and action in reporting year
Government Procurement Board Government Response tabled 21 September 2023	In the light of wider consideration of the Board's purpose and functions, the Government should seek to ensure: a) proponents bring forward the Board's review in the procurement timeline; b) the Board undertakes fewer, deeper reviews of the highest risk proposals; and c) the Board has the facility to conduct reviews of the fundamentals of a proposal (as is undertaken under the current strategic review), including sourcing options, where appropriate.	2001 (Act) and the Government Procurement Regulation 2007 (Regulation). The amendments commence on 1 July 2024. These amendments are designed to ensure that the Board is operating with optimal efficiency and effectiveness, reducing the duplication of work by focusing on fewer, higher-risk procurements. Relevantly, Part 5 of the Regulation sets out the matters referred to the Board. Under section 14 of the Regulation, the monetary thresholds have been increased and risk considerations introduced to allow the Board to undertake fewer, deeper reviews of the highest risk proposals, at various stages in the procurement lifecycle, as appropriate. This recommendation is also supported by measures giving effect to the Government's agreement to recommendations 1, 3, 4 and 7.
Auditor-General Report No.5 of 2023 Activities of the Government Procurement Board Government Response tabled 21 September 2023	Recommendation 6: Variations - Agreed The Government should consider the merits of maintaining or ceasing variation referrals to the Board in the light of wider consideration of the Board's purpose and functions. If the consideration of variations is removed from the Board review process, additional safeguards should be implemented to ensure variations are not used where there is a strong case to return to the market with a new procurement opportunity.	Complete On 7 February 2024, the Legislative Assembly passed the proposed amendments to the <i>Government Procurement Act 2001</i> (Act) and the Government Procurement Regulation 2007 (Regulation). The amendments commence on 1 July 2024. Relevantly, Part 5 of the Regulation sets out the matters referred to the Board. Section 14(1)(b)(iv) of the Regulation expressly requires referral to the Board where a procurement proposes to substantially change the scope or nature of an existing procurement contract.

Report title	Recommendation number and summary	Status and action in reporting year
		This recommendation is supported by measures giving effect to the Government's agreement to recommendations 1, 3, 4 and 5.
Auditor-General Report No.5 of 2023 Activities of the Government Procurement Board Government Response tabled 21 September 2023	Recommendation 7: Strategic procurement plans - Agreed The Government should consider the merits of the endorsement and use of Strategic Procurement Plans in the light of wider consideration of the Board's purpose and functions. If endorsement of Strategic Procurement Plans is retained as a function in the Regulation, Procurement ACT's draft guidance should be finalised and promulgated.	Complete On 7 February 2024, the Legislative Assembly passed the proposed amendments to the <i>Government Procurement Act 2001</i> (Act) and the Government Procurement Regulation 2007 (Regulation). The amendments commence on 1 July 2024. In response to the recommendation, the amendments to the Regulation remove the function relating to the endorsement of strategic procurement plans.
Auditor-General Report No.5 of 2023 Activities of the Government Procurement Board Government Response tabled 21 September 2023	Recommendation 8: Endorsed procurement practices - Agreed The Government should consider the merits of the Board's formal endorsement of procurement practices in the light of wider consideration of the Board's purpose and functions. This may involve a role for the Board in initiating, formulating and endorsing systemic procurement advice and guidance.	Complete As per recommendation 7, the amendments to <i>Government Procurement Act 2001</i> and Government Procurement Regulation 2007 require the Board to review government procurement practices and where appropriate endorse government procurement practices. The Board can also recommend that the Special Minister of State, as the responsible Minister for the purposes of the Act, give a direction about government procurement practices to Territory entities.
Auditor-General Report No.5 of 2023 Activities of the Government Procurement Board Government Response tabled 21 September 2023	Recommendation 9: Annual Procurement Plans - Agreed The Government should review the use Annual Procurement Plans in the light of the wider consideration of the Board's purpose and functions. In doing so, consideration should be	Complete As per recommendations 7 and 8, the amended <i>Government Procurement Act 2001</i> and Government Procurement Regulation 2007 also establishes that the Board will provide strategic direction in relation to procurements, review procurements and government procurement practices, make

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	given to the limited impact they have in informing Board activities.	recommendations and give direction. This includes a role for the Board to consider any anticipated procurement practices. The Board will report annually to the Special Minister of State, as the responsible Minister for the purposes of the Act, on any recommendations it makes to Territory entities in this respect.
Auditor-General Report No.5 of 2023 Activities of the Government Procurement Board Government Response tabled 21 September 2023	Recommendation 10: Escalation post review - Agreed In the light of wider consideration of the Board's purpose and functions, the Government should consider providing the Board with an express power to provide written advice directly to a director-general (or chief executive) following the Board's consideration of a procurement proposal.	Complete Consistent with recommendation 4, the amended <i>Government Procurement Act 2001</i> establishes a modified second pass process that provides avenues to mitigate risks associated with procurement proposals which may not be compliant with the Act or Procurement Rules or may otherwise expose the ACT Government to inappropriate risk. Under Part 4 of the Act, where a procurement proposal does not initially satisfy the Board as to these requirements, or does not meet the minimum requirements, including where it presents unmitigated risk(s), the Board will return the procurement proposal to the relevant Delegate and the Chief Executive of the Territory entity for correction and resubmission to the Board for review. The new provisions provide that where the Board remains dissatisfied with the steps taken by the Chief Executive of the procuring Territory entity and is concerned that there remain unmitigated risks, the matter can be referred to the relevant Minister with portfolio responsibility for that entity. Departures from the Board's advice will also be reported to the Special Minister of State, as the responsible Minister for the purposes of the Act, annually for transparency.

Report title	Recommendation number and summary	Status and action in reporting year
Auditor-General Report No.5 of 2023 Activities of the Government Procurement Board Government Response tabled 21 September 2023	Recommendation 11: Enhancing board independence - Agreed In the light of wider consideration of the Board's purpose and functions, the Government should consider: a) revising the constitution of the Board to achieve a majority of non-public employee members; and b) revising the constitution of the Board to ensure a non-public employee member chairs the Board.	Complete From 1 July 2024, the Chair of the Government Procurement Board is a non-public employee member. The Deputy Chair is a public employee. This change establishes that a majority of Board members will be non-public members. The focus of the appointment of future Board members will remain skills and merit based with a diversity of experience and ability to meet the Board's objectives. The Board's updated terms of reference, to be established through subordinate legislation, will elaborate on specific compositional objectives.
Auditor-General Report No.5 of 2023 Activities of the Government Procurement Board Government Response tabled 21 September 2023	Recommendation 12: Interests and voting - Agreed In the light of wider consideration of the Board's purpose and functions, the Board should review practices with respect to: a) the use of formal voting and the recording of that vote; and b) the management of declared interests and the action taken as a result of the declaration.	In progress A forthcoming ministerial direction will establish the Board's new terms of reference, including arrangements and requirements for formal voting. It is anticipated that votes will be reported as part of quarterly reporting obligations to the Special Minister of State as the responsible Minister for the Act.
Auditor-General Report No.5 of 2023 Activities of the Government Procurement Board Government Response tabled 21 September 2023	Recommendation 13: Endorsement - Agreed In the light of wider consideration of the Board's purpose and functions, the Government should clarify and affirm the express power and authority of the Board's advice.	Complete On 7 February 2024, the Legislative Assembly passed the proposed amendments to the <i>Government Procurement Act 2001</i> (Act) and the Government Procurement Regulation 2007 (Regulation). The amendments commence on 1 July 2024. Part 4 of the Act establishes the purpose and function of the Board.

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		The purpose of the Board as set out in Section 29(1) of the Act is to provide the Territory with strategic direction in relation to procurement. The functions of the Board are set out in section 29(2) of the Act and align with the purpose of the Board. Part 5 of the Regulation set out details in relation to the Board, relevantly, relating to the Board review of procurements, and Board proceedings and reporting.
Auditor-General Report No.5 of 2023 Activities of the Government Procurement Board Government Response tabled 21 September 2023	Recommendation 14: Advice schema - Agreed In the light of wider consideration of the Board's purpose and functions, the Board should review and revise its advice schema	Complete In April 2024, the Special Minister of State as the responsible Minister for the <i>Government Procurement Act 2001</i> (Act), directed the Board in relation to its advice schema, ahead of the commencement of the amendments to the Act on 1 July 2024, which articulates key elements of the advice schema under Part 4 of the Act. Following the commencement of the Act, a forthcoming ministerial direction will establish the Board's new terms of reference. Procurement ACT has developed a template that the Board will use to issue its advice. The template will provide detail on each piece of advice individually and encompass any discussion for noting between the Board and proponents. This advice schema is consistent with the authority of the Board, as established under the amended <i>Government Procurement Act 2001</i>.

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Auditor-General Report No.5 of 2023 Activities of the Government Procurement Board Government Response tabled 21 September 2023	Recommendation 15: Board follow up - Agreed In the light of wider consideration of the Board's purpose and functions, the Board should develop a risk-based practice for the review of proponents' consideration and acquittal of Board advice	Complete Consistent with recommendation 4 of the <i>Government Procurement Act 2001</i> (Act), where a procurement proposal does not initially satisfy the Board as to these requirements, or does not meet the minimum requirements, including where it presents unmitigated risk(s), the Board will return the procurement proposal to the relevant Delegate and the Chief Executive of the Territory entity for correction and resubmission to the Board for review. The new provisions provide that where the Board remains dissatisfied with the steps taken by the Chief Executive of the procuring Territory entity and is concerned that there remain unmitigated risks, the matter can be referred to the relevant Minister with portfolio responsibility for that entity. Departures from the Board's advice will also be reported to the Special Minister of State, as the responsible Minister for the purposes of the Act, annually for transparency.

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Auditor-General Report No.5 of 2023 Activities of the Government Procurement Board Government Response tabled 21 September 2023	Recommendation 16: Risk-based referrals - Agreed In the light of wider consideration of the Board's purpose and functions, the Government should: a) develop a range of automatic and discretionary triggers that can be activated by the Board, such that the Board receives and reviews fewer procurement proposals, but which are higher risk; and b) consider including a Board 'call-in' process, which can be informed by the Board's early oversight of procurement activity being supported by Major Projects Canberra and Procurement ACT.	Complete On 7 February 2024, the Legislative Assembly passed the proposed amendments to the <i>Government Procurement Act 2001</i> (Act) and the Government Procurement Regulation 2007 (Regulation). The amendments commence on 1 July 2024. Under section 14 of the Regulation, risk considerations have been introduced to establish a range of automatic and discretionary triggers for referral of matters. Under Part 4 of the Act, where a procurement proposal does not initially satisfy the Board as to these requirements, or does not meet the minimum requirements, including where it presents unmitigated risk(s), the Board will return the procurement proposal to the relevant Delegate and the Chief Executive of the Territory entity for correction and resubmission to the Board for review. The new provisions provide that where the Board remains dissatisfied with the steps taken by the Chief Executive of the procuring Territory entity and is concerned that there remain unmitigated risks, the matter can be referred to the relevant Minister with portfolio responsibility for that entity. Departures from the Board's advice will also be reported to the Special Minister of State, as the responsible Minister for the purposes of the Act, annually for transparency.
Auditor-General Report No.3 of 2020 Data Security Government response tabled 27 August 2020	Recommendation 4: Data Security Strategy - Agreed The Office of the Chief Digital Officer and Shared Services (CMTEDD) and Security and Emergency Management Branch (Justice and Community Safety Directorate), in partnership with ACT Government agencies, should document and agree	Complete The Data Governance and Management Framework sets out roles and responsibilities, reference to plans to address specific data security issues, activities and resources required to improve data security and identifies the Chief Digital Officer as the responsible senior executive for implementing the strategy to improve data security.

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	a whole of government data security strategy and plan. This document should identify: a) The role and responsibilities of governance bodies and agencies responsible for managing and improving data security across ACT Government; b) Any related whole-of-government plans for addressing specific data security issues, such as the planned Cyber Security Incident Emergency Sub-plan to the ACT Emergency Plan; c) Activities and resources to improve data security for ACT Government; and d) Identifying the Chief Digital Officer as the responsible senior executive for implementing the strategy to improve data security across ACT Government.	
Auditor-General Report No.3 of 2020 Data Security Government response tabled 27 August 2020	Recommendation 5: System Security Risk Management Plan Assessments - Agreed Shared Services (CMTEDD) should: a) Partially agreed - in conjunction with Recommendation 4, ensure agencies take account of the full cost of managing security across a system's lifecycle as part of ICT projects, including undertaking security assessments; and b) Agreed - address the backlog of security risk management plan assessments so that agencies can access security assessments and advice to help them manage data security risks in a timely manner.	Complete The backlog and timely delivery of business security assessments has been addressed through adopting appropriate security assessment processes which align to the risk profile of the system. Further, visibility of business system security compliance has been improved through the Quarterly Cyber Security report and Directorate specific Cyber Security Risk and Compliance dashboards. External security services are also being used where assessments are required in a short timeframe. NOTE: recommendation a) was previously listed as complete.

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Auditor-General Report No.3 of 2020 Data Security Government response tabled 27 August 2020	Recommendation 6: System Security Management Plans - Agreed The Security and Emergency Management Branch (Justice and Community Safety Directorate) and Shared Services (CMTEDD) should: a) In conjunction with Recommendation 3, require ACT Government agencies to report on the currency of their system security risk management plans using a common authoritative list of critical systems; and b) In conjunction with Recommendation 1, develop a process to capture common risks and treatments from ACT Government agencies' system security risk management plans to inform the whole of government data security risk assessment.	In progress The Whole of Government Threat Risk Assessment (TRA) has been finalised, the establishment of a centralised risk register for critical systems remains to be progressed. This is tied to the funding of the TRA, noting the prioritisation of the implementation of the Protective Security Framework and Essential 8 for funding, budget requests for progressing TRA implementation work will be prioritised for 2025-26 onwards budget cycles.
Auditor-General Report No.11 of 2021 Digital Records Management Government response tabled 23 February 2022	Recommendation 3 – Agreed CMTEDD, through the Digital Records Governance Committee, should review and evaluate the funding arrangements and determine if a central recurrent funding model for the whole of government EDRMS is appropriate, noting that a number of records functions still need to be maintained within agencies.	In progress Digital, Data and Technology Solutions is progressing the funding model review for EDRMS support services. Once ongoing costs are clearly defined funding arrangements can be revisited for the 2024-25 financial year.
Auditor-General's Report No.1 of 2023 – Construction Occupations Licensing Government response provided 5 July 2023	Recommendation 1 -Agreed in principle Access Canberra should develop a strategy for its information systems for construction occupations licensing. In doing so it should:	In progress The Common Licensing Capability (CLC) program is implementing a scalable fit for purpose ICT solution to replace licence systems utilised by Access Canberra, including COLMS. It

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	a) determine the need and purpose of COLMS, and to what extent COLMS is expected to retain data; and b) identify and articulate expectations for the interaction of COLMS and Objective.	is anticipated the replacement of COLMS to be completed in the second half of 2025 subject to future budget consideration.
Auditor-General's Report No.1 of 2023 – Construction Occupations Licensing Government response provided 5 July 2023	Recommendation 2 – Agreed Access Canberra should review, update and finalise its licensing policies and procedures. In doing so, the documents should have control features including: a) the date of approval (and effect) of the document; b) the name of the person who had approved the document; and c) the timeframe for the review of the document.	In progress All licensing policies and procedures pertaining to construction occupations are being reviewed, updated, and approved in accordance with this recommendation, as well as in accordance with Access Canberra's Quality Management Framework. It is anticipated that this review will be completed by September 2024.
Auditor-General's Report No.1 of 2023 – Construction Occupations Licensing Government response provided 5 July 2023	Recommendation 3 – Agreed Access Canberra should review the risks associated with officers assessing and approving licence applications. If the practice is to continue Access Canberra should: a) develop and implement policy guidance for the circumstances under which an officer may perform both functions; and b) develop and implement a quality assurance or audit process to review licences granted under these circumstances.	In progress The Construction Licensing Section has begun consulting with staff on the creation of a Delegation to Approve Assessments policy. Following consultation, the policy will be drafted to address the risks associated with self-approval practices and provide guidance on circumstances where officers may perform approvals on behalf of other staff and when they may perform self-approvals.
Auditor-General's Report No.1 of 2023 – Construction Occupations Licensing	Recommendation 4 – Agreed in principle As part of its implementation of the Information Systems for Construction Occupations Licensing	In progress The replacement of COLMS with the CLC solution will include both the provision of in-house ICT resources for ongoing

Report title	Recommendation number and summary	Status and action in reporting year
Government response provided 5 July 2023	Recommendation (476), and the development of a strategy for its information systems, Access Canberra should consider: a) establishing in-house knowledge of the ICT administration of COLMS; and b) documenting the current processes used for administering COLMS.	maintenance of the system and sufficient operational documentation to administer the system. Until COLMS is replaced, the ICT administration will remain under EPSDD/Shared Services. Access Canberra's Data and Intelligence Section have been given access to COLMS data to enable in house reporting.
Auditor-General's Report No.1 of 2023 – Construction Occupations Licensing Government response provided 5 July 2023	Recommendation 5 Agreed in principle Access Canberra should prepare management information reports that address: a) application outcomes; and b) timeliness of assessing applications.	In progress Access Canberra's Data and Intelligence Section is working on creating a management information report for the application outcomes and timeliness of assessing applications. The Common Licensing Capability program will include this functionality. Implementation of this recommendation is dependent on the full implementation of Recommendation 1, and is subject to future budget consideration.
Auditor-General's Report No.1 of 2023 – Construction Occupations Licensing Government response provided 5 July 2023	Recommendation 7 – Agreed Access Canberra should develop a policy, and associated procedures, for the documentation of skills assessments of licensees through interviews.	In progress The policies and procedures are under development.
Auditor-General's Report No.1 of 2023 – Construction Occupations Licensing Government response provided 5 July 2023	Recommendation 8 – Agreed Access Canberra should develop a policy, and associated procedures, across all application types for applicants to prove their identity.	In progress Access Canberra is finalising an identity proofing policy. This policy will align with the National Identity Proofing Guidelines pending the introduction of a broader ACT Government identity proofing policy. Licence application forms are being updated to include the need to prove identity. The forms will align with the Access Canberra identity proofing policy.

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Auditor-General's Report No.1 of 2023 – Construction Occupations Licensing Government response provided 5 July 2023	Recommendation 9 – Agreed Access Canberra should develop and implement a quality assurance process over applications for licences. The quality assurance process should seek to: a) provide assurance with respect to the validity of applicants' declarations; and b) improve overall compliance with respect to the validity of applicants' declarations.	In progress All licensing policies and procedures pertaining to construction occupations are in the process of being reviewed, updated, and approved in accordance with this recommendation as well as Access Canberra's Quality Management Framework. The updated licence application forms will seek a copy of a recent criminal history check and a copy of a recent credit history check, rather than relying on a declaration made by the applicant.
Auditor-General's Report No.1 of 2023 – Construction Occupations Licensing Government response provided 5 July 2023	Recommendation 10 – Agreed in principle As part of its implementation of Recommendation 1, and the development of a strategy for its information systems, Access Canberra should consider consolidating its records of demerit actions into a single database, with a view to informing the occupational discipline of licensees.	Complete A new demerit points process, including a demerit point register, was implemented in late 2023. The new register/process ensures that there is a single source of data and uses Power BI Dashboard visualisation to display/interrogate this data.
Auditor-General's Report No.1 of 2023 – Construction Occupations Licensing Government response provided 5 July 2023	Recommendation 11 – Agreed As part of its implementation of Recommendation 9, and the development of a quality assurance process over applications for licences, Access Canberra should use quality assurance methods to measure the performance of assessment procedures, with a view to reducing the number of assessment errors through continuous improvement of the assessment process.	In progress All licensing policies and procedures pertaining to construction occupations are in the process of being reviewed, updated, and approved in accordance with this recommendation, as well as Access Canberra's Quality Management Framework.
Auditor-General's Report No.1 of 2023 – Construction Occupations Licensing	Recommendation 12 – Agreed Access Canberra should seek to implement, with the assistance of other States:	In progress All licensing policies and procedures pertaining to construction occupations are in the process of being reviewed, updated, and approved in accordance with this recommendation, as well as

Report title	Recommendation number and summary	Status and action in reporting year
Government response provided 5 July 2023	a) a regular review of the accuracy of the equivalence with other States of ACT construction occupations within the Mutual Recognition Declarations; and b) a process to ensure that the Declarations used to assess applications are those that are currently in-force on the Federal Register of Legislation.	Access Canberra's Quality Management Framework. Part b of this recommendation is being implemented as part of this review. Part a will be reported by the Environment, Planning and Sustainable Development Directorate.
Auditor-General Report No.6 of 2023 Implementation of the ACT Aboriginal and Torres Strait Islander Agreement Government Response tabled 30 November 2023	Recommendation 7: Annual Report directions - Agreed CMTEDD should review and update the annual report directions to explicitly require ACT Government directorates and agencies to report their progress in implementing the 2019 Agreement faithfully and without bias.	Complete CMTEDD updated the 2023-24 Annual Report Directions to include the requirement that reporting entities must report annual progress under the ACT Aboriginal and Torres Strait Islander Agreement 2019–2028 (ACT Agreement) and the National Agreement on Closing the Gap (National Agreement).
Auditor-General Report No.10 of 2023 Human Resources Information Management System (HRIMS) Program Government Response tabled 6 February 2024	Recommendation 1: Report to the ACT Legislative Assembly - Agreed The ACT Government should table a response in the ACT Legislative Assembly that provides a comprehensive plan that details the actions to be taken by the Territory to address the failures identified in this report.	Complete A comprehensive plan detailing the actions to be taken by the Territory to address the failures identified in the report was included as part of the Government Response for this report.

Table 24 – Responses to Ombudsman reports

Report title	Recommendation number and summary	Status and action in reporting year
ACT Ombudsman - Report No.3/2020 – Investigation into the transparency of commercial land valuation	Recommendation 6 – Agreed Once finalised, ACTRO (CMTEDD) publish the recommended policy as per its open access obligations under the <i>Freedom of Information Act</i>	Complete Publication of the recommended policy (Rating and Taxing Procedures Manual) has been superseded by ACTRO updating their website with a policy framework, and the implementation

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decisions in the ACT – Released August 2020 ACT Revenue Office response dated 3 August 2020	2016 (FOI Act) or provide reasons why publishing the policy is not appropriate.	of the Valuation Office Information Technology Modernisation (VOITM) project.
ACT Ombudsman - Report No.3/2020 – Investigation into the transparency of commercial land valuation decisions in the ACT – Released August 2020 ACT Revenue Office response dated 3 August 2020	Recommendation 5 – Agreed ACTRO provide clear advice to the community via its website and in relevant correspondence regarding: a) the threshold for accepting an objection; and b) the information that must be provided in order to ‘sustain’ an objection.	Complete ACTRO is implementing the Client Portal component of VOITM. This will provide property owners with relevant sales information and the calculations that led to the UV determination of their property. This will allow ACTRO to specify how the information can be used, the threshold for accepting an objection, and what additional information would be required to support an objection.
ACT Ombudsman - Report No.3/2020 – Investigation into the transparency of commercial land valuation decisions in the ACT – Released August 2020 ACT Revenue Office response dated 3 August 2020	Recommendation 2 – Agreed This new policy should be complemented by an updated procedures manual, to provide guidance to decision-makers, particularly with respect to data entry and quality assurance processes, to promote more consistent decision-making and documentation. The new procedures should outline requirements in terms of valuation analysis and documentation of decisions.	Complete VOITM was deployed in November 2023, with subsequent deployments planned throughout 2024-25. VOITM delivers documentation of land valuation decisions, mass valuations of residential, non-residential, and commercial properties, the Commissioner’s determinations, and quality assurance capabilities. The Valuer’s Portal is operational and being used for residential and commercial valuations. The system steps users through the data entry requirements with in-built prompts and guidance for valuation analysis and documentation of decisions. Staff have access to easy-to-follow video guidance to support them using the new system.

Table 25 – Responses to Legislative Assembly Inquiry reports.

Report title	Recommendation number and summary	Status and action in reporting year
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 37 – Agreed in principle The Committee recommends that the ACT Government include applications for Seniors Cards in the new online services package.	In progress Work is underway at a whole of government level on Concessions, to provide ongoing verification of a citizen's concession status and have these automatically applied for all ACT Government services they access. This work is considered a predecessor to the establishment of an online Seniors Card application process, implementation of which will be subject to allocation of budget funding.
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 39 - Agreed 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.	Complete A Tracks and Trails Masterplan has been developed for University of Canberra Stromlo Forest Park (UC Stromlo), incorporating comprehensive feedback from user groups. The UC Stromlo trails network will be expanded as the masterplan is implemented. Proposals for the addition of an internal road cycling loop are being considered, following extension of the existing road cycling facility in 2022. A complete upgrade of the National Arboretum trails network was completed in 2023.
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 55 – Agreed 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.	In progress Work is underway across Government on valuing emissions reductions to inform Government decision making, including infrastructure. This includes engaging with other jurisdictions to understand approaches to valuing emissions in the context of infrastructure decision-making and delivery. The Government has updated the Capital Framework, which guides directorates in methodically undertaking robust analysis of infrastructure projects to inform government investment decision making. This includes analysis under the Government’s

Report title	Recommendation number and summary	Status and action in reporting year
		Wellbeing Framework and sustainability goals and promoting the inclusion of funding for sustainability ratings into business cases. The Government is developing tools to better assess the emission abatement potential of climate action proposals and seeking to develop further guidance on climate action considerations for use in decision processes including business case development and cost benefit analysis.
Select Committee on Estimates - Inquiry into Appropriation Bill 2023-2024 and Appropriation (Office of the Legislative Assembly) Bill 2023-2024. Government response tabled 29 August 2023	Recommendation 5 – Agreed in principle The Committee recommends that the ACT Government publicly release the findings from the ACT Government Employee Survey (whole of ACT Government) within 3 months of the survey being undertaken.	Complete The State of the Service Report 2022-23 was tabled in the Assembly in October 2023 and included relevant results from the 2023 ACTPS Employee Survey. The ACTPS Employee Survey is delivered every two years, with the next iteration scheduled for early 2025. Relevant survey results will be included as part of the State of the Service Report in October 2025.
Select Committee on Estimates - Inquiry into Appropriation Bill 2023-2024 and Appropriation (Office of the Legislative Assembly) Bill 2023-2024. Government response tabled 29 August 2023	Recommendation 19 – Existing Government Policy The Committee recommends that the ACT Government continue to reduce the harms of manufactured stone in the community and consider a ban of manufactured stone.	Complete The ACT implemented a suite of silica safety reforms in 2022 to better protect workers in the ACT from the risks of exposure to silica dust, including: • setting minimum requirements to use at least two specified control measures in effectively managing the risks of silica dust exposure when mechanically processing crystalline silica materials; • prohibiting dry-cutting of engineered stone and the uncontrolled cutting of other crystalline silica materials; • requirements for a safe work method statement for work involving cutting crystalline silica material using a power tool or other mechanical process; and

Report title	Recommendation number and summary	Status and action in reporting year
		mandatory awareness level training requirements for at-risk workers. A national ban on the manufacture, supply, installation and processing of engineered stone benchtops, slabs or panels has been implemented across Australia, including the ACT, and commenced on 1 July 2024.
Select Committee on Estimates - Inquiry into Appropriation Bill 2023-2024 and Appropriation (Office of the Legislative Assembly) Bill 2023-2024. Government response tabled 29 August 2023	Recommendation 27 – Agreed The Committee recommends that the ACT Government clearly establish in legislation the role of the Government Procurement Board and its role in handling proposals brought forward by proponents.	Complete On 7 February 2024, the Legislative Assembly passed the proposed amendments to the <i>Government Procurement Act 2001</i> and the Government Procurement Regulation 2007. The amendments commence on 1 July 2024. Relevantly, the amendments establish an enhanced role for the Government Procurement Board (Board), introduce a range of risk-based referrals to the Board, and prescribe an escalation process if the Board considers that the Territory entity has not addressed, or not adequately addressed, the Board's recommendations.
Select Committee on Estimates Inquiry into Appropriation Bill 2023-2024 and Appropriation (Office of the Legislative Assembly) Bill 2023-2024. Government response tabled 29 August 2023	Recommendation 29 – Agreed in principle The Committee recommends that the contract name is included as a field on the notifiable invoices register, to improve transparency of use of public funds.	In progress Under the auspices of the Procurement Reform Program, the Procurement Unique Identifier was launched in 2023. This identifier follows the procurement throughout the lifecycle of the procurement and is listed on the ACT Government Contracts Register and is included in the descriptions for Notifiable Invoices, this allows users to link contracts with invoices.
Select Committee on Estimates - Inquiry into Appropriation Bill 2023-2024 and Appropriation (Office of	Recommendation 30 – Agreed in part The Committee recommends that whole-of-government or major projects should possess a 'single source of truth', accessible publicly and comprised by the most relevant information for	In progress The Advanced Tender Notices published on Tenders ACT serve as an early reminder to industry for upcoming procurements and the timeframes for approaching the market. The Procurement Unique Identifier (for procurements progressed

Report title	Recommendation number and summary	Status and action in reporting year
the Legislative Assembly) Bill 2023-2024. Government response tabled 29 August 2023	disclosure, including all contracts, Procurement Unique Identifier (PUIs), timelines for deliverables and whether it is on schedule.	after the Identifier was introduced) is included in the Advanced Tender Notice and the resultant approach to market. Prompts to insert the PUI have also now been included in procurement templates available to Territory entities on the Procurement Hub.
Select Committee on Estimates - Inquiry into Appropriation Bill 2023-2024 and Appropriation (Office of the Legislative Assembly) Bill 2023-2024. Government response tabled 29 August 2023	Recommendation 31 – Agreed in part The Committee recommends that the ACT Government have a proactive monitoring and auditing process for ensuring that contracts managed by other Territory entities are provided and uploaded to the contract register.	In progress On 7 February 2024, the Legislative Assembly passed the proposed amendments to the <i>Government Procurement Act 2001</i> and the Government Procurement Regulation 2007. The amendments commence on 1 July 2024. The requirement to notify contracts within 21 days of their execution remains. A reporting process has been introduced which will require Territory entities to report non-compliance in their Annual Reports. Procurement ACT provides guidance through relevant factsheets including through the ACT Government Contract Management Guide.
Select Committee on Estimates - Inquiry into Appropriation Bill 2023-2024 and Appropriation (Office of the Legislative Assembly) Bill 2023-2024. Government response tabled 29 August 2023	Recommendation 32 - Agreed in principle The Committee recommends that the ACT Government publish and track all active supplier panels across ACT Directorates to the Procurement ACT website, including how many suppliers are on each panel, the data of refreshment or renewal of the panels, the purpose of the panel and the directorate it originates from.	In progress Procurement ACT currently displays information on whole of government arrangements, including panels that Procurement ACT administers. This information is available at: https://www.procurement.act.gov.au/supplying-to-act-government/find-opportunities-for-your-business/whole-of-government-contracts The information displayed includes the title, the description, the term, the suppliers, and if applicable, supplier opportunities, and how to apply. Procurement ACT will refresh this page periodically to ensure its currency. Procurement ACT continues to publish on the Notifiable Contracts Register all active supplier panels as received from

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		Territory entities and in accordance with Part 2 of the <i>Government Procurement Act 2001</i>. Procurement ACT will continue to work with relevant Territory entities to publish and track in a central location supplier information and data relating to refreshment or renewal of the panels across ACT Directorates.
Select Committee on Estimates - Inquiry into Appropriation Bill 2023-2024 and Appropriation (Office of the Legislative Assembly) Bill 2023-2024. Government response tabled 29 August 2023	Recommendation 33 – Agreed in part The Committee recommends that the ACT Government publish local industry participation plans for tenders over \$5 million.	In progress On 7 February 2024, the Legislative Assembly passed the proposed amendments to the <i>Government Procurement Act 2001</i> (Act) and the Government Procurement Regulation 2007 (Regulation). The amendments commence on 1 July 2024. Under Part 1A of the amended Regulation, the definition of procurement contract includes documents such as the Local Industry Participation Plan, and a plan submitted by a tenderer in relation to an open tender procurement if the estimated total consideration of the procurement is \$5 million or more. Where the procurement contract is notifiable under Part 2 of the Act, these plans will be published on the ACT Government Contracts Register, subject to any confidential text redaction.
Select Committee on Estimates - Inquiry into Appropriation Bill 2023-2024 and Appropriation (Office of the Legislative Assembly) Bill 2023-2024. Government response tabled 29 August 2023	Recommendation 38 – Existing Government Policy The Committee recommends that the ACT Government continue to investigate the expansion of portable long service leave.	Complete Amendments commencing in April 2025 will expand the ACT portable long service leave schemes to provide portability of entitlements to long service leave to workers in the accommodation, food, hairdressing and beauty services industries. The exploration of possible future expansions will continue to form part of the ongoing legislative responsibility for maintaining the ACT's <i>Long Service Leave (Portable Schemes) Act 2009</i> under the responsible Ministerial portfolio.

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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 1 – Agreed in principle 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.	No longer required The Government did not proceed with this recommendation in the current parliamentary term.
Standing Committee on Economic Development and Tourism - Report 8 - Report on Annual and Financial Reports 2018-2019 Government response tabled 23 July 2020	Recommendation 4 – Agreed The Committee recommends that once digital drivers' licences are introduced, the ACT Government continue to make accessible a hard-copy identity document.	In progress Any future plans for the introduction of an ACT digital driver licence will also include the provision of a hard-copy identity document for those who chose a card as their preferred option.
Standing Committee on Economy and Gender and Economic Equality - Report No 8 - Inquiry into Housing and Rental Affordability Government response tabled 31 October 2023	Recommendation 3 – Agreed Promote the Affordable Land Tax Exemption scheme. The Committee recommends that the ACT Government invest in increased promotion of the affordable land tax concession scheme. Specifically, the ACT Government should consider promoting the affordable land tax concession scheme clearly on land tax notices.	Complete Promotional activity has been completed. Flyers have been sent out with general rates notices in March, April, May and July 2024.
Standing Committee on Economy and Gender and Economic Equality – Report – Inquiry into Annual and Financial Reports 2021-2022	Recommendation 3 – Agreed To provide an update to the ACT Legislative on the ACT Government's implementation of reforms in relation to silica dust controls.	Complete A Ministerial Statement was delivered in the ACT Legislative Assembly on 28 June 2023 by Minister Gentleman, Minister for Industrial Relations and Workplace Safety. The Ministerial

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Government response tabled 26 July 2023		Statement provided an update to Members of the Assembly on implementation of the ACT's silica safety reforms.
Standing Committee on Economy and Gender and Economic Equality – Report - Inquiry into the future of the working week Government response tabled 19 December 2023	Recommendation 2 – Agreed in principle The Committee recommends the ACT Government convene a working group, including but not limited to ACTPS Executive representatives and employee representatives, to develop a roadmap to inform a future trial within the ACTPS of a reduction model of the four-day work week with no loss of pay or conditions for ACTPS employees and that trial areas incorporate administrative and frontline business units and employees on full time and non-full time employment arrangements.	In progress A working group will be convened by the end of 2024.
Standing Committee on Economy and Gender and Economic Equality – Report - Inquiry into the future of the working week Government response tabled 19 December 2023	Recommendation 3 – Agreed in principle The Committee recommends the ACT Government develop a pilot program with any necessary support structures for private sector employers who would like to voluntarily trial a four-day work week, with this pilot program drawing on the UK pilot program as the preferred model.	In progress A working group will be convened by the end of 2024.
Standing Committee on Economy and Gender and Economic Equality – Report 3 – Appropriation Bill 2021-2022 and Appropriation (Office of the Legislative Assembly) Bill 2021-2022 Government response tabled 23 November 2021	Recommendation 3 – Agreed in principle The Committee recommends that the ACT Government consider publishing milestones for how and when it will ensure slavery-free supply chains in procurement.	Complete The Government Procurement (Ethical Treatment of Workers Evaluation) Direction 2023 (No 2) (ETWE) commenced on 1 January 2024 to require suppliers in industries that are considered high risk of modern slavery to address modern slavery risks identified in the Fair and Safe Employment evaluation criteria. The following industries are considered high risk of modern slavery:

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		• Hospitality (ANZSIC Codes 4511, 4513 and 7299). • Information technology (hardware) (ANZSIC Codes 2421 and 4222). • Agriculture (ANZSIC Codes 01, 02, 03, 04 and 05). • Textiles and garments (ANZSIC Codes 13, 425, 3712 and 9491). Procurement ACT has also released the ACT Government's Guide to Addressing Modern Slavery in Public Sector Procurement (Guide). The Guide is designed to support Government buyers to identify and address risks of modern slavery across the procurement lifecycle.
Standing Committee on Economy and Gender and Economic Equality - Report 5 - Inquiry into memorialisation through public commemoration Government response tabled 1 December 2022	Recommendation 3 – Agreed in principle The Committee recommends that the ACT Government conduct an education campaign to increase awareness on how nominations for public memorialisation can be made.	In progress The ACT Government has agreed to investigate a coordinated campaign to raise awareness of all opportunities to publicly memorialise people. This work will build on the ongoing communications to promote opportunities to recognise people through ACT Government awards and honours programs by using ACT Government channels.
Standing Committee on Economy and Gender and Economic Equality - Report 7 - Inquiry into Annual and Financial Reports 2021-22 Government response tabled 26 July 2023	Recommendation 7 – Agreed in principle The Committee recommends that the ACT Government: • increase funding to artsACT to deliver public art commissions by female artists that recognise significant women; and • establish an ongoing program to increase the number of public statues of women and by women.	Complete Funding was increased to deliver two public art commissions by female artists that recognise significant women. Ongoing funding is subject to future budget processes. Artist Lis Johnson was commissioned to create a figurative sculpture in bronze of former politician and women's rights activist, the Hon Susan Ryan AO. The artwork was installed in the Old Parliament House Senate Gardens on 1 August 2024. An artwork subject has been announced for the second commission to celebrate significant women. Community

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		volunteer, Stasia Dabrowski OAM, will be celebrated in an artwork scheduled to be installed early 2026.
Standing Committee on Education and Community Inclusion - Report 7 - Inquiry into Access to Services and Information in AUSLAN Government response tabled 7 June 2023	Recommendation 4 – Agreed in principle That the ACT Government and public agencies translate highly trafficked webpages into Auslan and create provision for Deaf people to forward queries, feedback and submissions in Auslan.	In progress As part of the One Government, One Voice digital consolidation project, we are assessing the feasibility of translating the top 10 pages of ACT Government websites in addition to other accessibility measures.
Standing Committee on Education and Community Inclusion - Report 7 - Inquiry into Access to Services and Information in AUSLAN Government response tabled 7 June 2023	Recommendation 15 – Agreed in Principle The Committee recommends that the ACT Government provide subsidies to students of Auslan, including scholarships.	Complete The ACT Government currently funds the Certificate II in Auslan; Certificate III in Auslan; Certificate IV in Auslan; Diploma of Auslan; and Diploma of Interpreting under the Skilled Capital Program. The ACT Government also funds the Diploma of Interpreting under both the Skilled Capital and User Choice (Australian Apprenticeship) Programs.
Standing Committee on Education and Community Inclusion – Report 8 – Inquiry into Annual and Financial Reports 2021-22 Government response tabled 26 July 2023	Recommendation 12 – Noted That the ACT Government reintroduce certified Auslan courses through the Canberra Institute of Technology.	Complete The Canberra Institute of Technology Solutions offers two courses in Australian Sign Language. Auslan 1 is an introductory course teaching the basics of Auslan using current expressions and emphases. Auslan 2 is suitable for those who have completed Auslan 1 or have recent equivalent experience. The ACT Government funds accredited Auslan and Interpreting courses through the Skilled Capital Program, enabling specialist training providers to deliver government-subsidised training. Currently, the Canberra Institute of Technology does not deliver these courses through this initiative. Deaf Connect continues to deliver these courses to eligible Canberrans.

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Standing Committee on Education and Community Inclusion – Report 8 – Inquiry into Annual and Financial Reports 2021-22 Government response tabled 26 July 2023	Recommendation 13 – Agreed That Skills Canberra include on the ACT Skills Need List: • all certificate levels of Auslan; and • Diploma of Interpreting (Auslan).	Complete The ACT Skills Needs List was updated on 1 June 2023 to include Certificate II in Auslan, Certificate III in Auslan, Certificate IV in Auslan Diploma of Auslan and Diploma of Interpreting.
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 2 – Agreed Dependent on the legal standing of the City of Canberra Coat of Arms, the Committee recommends that the ACT Government either adopt a Coat of Arms for the Territory or update the City of Canberra Coat of Arms.	In progress Work has commenced to design and adopt a Territory Coat of Arms.
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 3 – Agreed 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.	In progress The community was invited to contribute to the Territory Coat of Arms project through the YourSay community panel. A Stakeholder Reference Group was established to contribute to the design process. The community will have an opportunity to contribute once designs for a Territory Coat of Arms are developed.
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 4 – Agreed in principle The Committee recommends that in consultation with the community the ACT Government redesign the ACT Flag.	In progress The redesign of an ACT Flag will be considered following the process to adopt a new Territory Coat of Arms.

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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 5 – Agreed The Committee recommends the ACT Government develop a guideline on the appropriate use of the ACT's Official Symbols and make this publicly available.	In Progress Following the development of a new Territory Coat of Arms and a new ACT Flag, a set of guidelines and consistent artwork for all the ACT's symbols will be developed and made publicly available.
Standing Committee on Environment, Climate Change and Biodiversity - Report No. 4 - Inquiry into Renewable Energy Innovation in the ACT Government response tabled 20 October 2022	Recommendations 7 and 8 – Agreed in-principle The Committee recommends the ACT Government support the ACT Renewables Hub to have long term objectives and projects that focus on outcomes to address social, technological, environmental, and labour market barriers and innovation to support ACT leadership in the renewable energy field. The committee recommends that the ACT Renewables Hub be funded to conduct future mapping of the ACT renewable ecosystem, with a goal of identifying gaps and growth areas.	Complete Initial scoping has commenced following \$500,000 allocated in the 2024-25 Budget to enhance existing facilities at the Canberra Institute of Technology and to explore the establishment of the Future Energy Skills Hub.
Standing Committee on Environment, Climate Change and Biodiversity - Report No. 4 - Inquiry into Renewable Energy Innovation in the ACT Government response tabled 20 October 2022	Recommendations 10 and 11 – Agreed The committee recommends that the ACT Government continues to increase investment in renewable energy sector skills education and training, working in partnership with CIT and the ACT universities. The committee recommends that the ACT Government continue to fund and support CIT Renewable Energy Skills Centre of Excellence to develop and grow to become the Australian and	Complete On 6 May 2024, Minister Steel and Federal Minister O'Connor announced Australia's first National Centre for Excellence for electric vehicles. This includes an ACT Government investment of \$9.66 million that will be matched. The ACT Government was also successful in securing funding under TurboCharging TAFE Centre for Excellence of \$14.78 million as well as \$3.2million from the Australian Government for complementing the existing hub at the Canberra Institute of Technology Fyshwick under the TAFE Technology Fund.

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	Asia-Pacific leader in renewable sector skill development.	The ACT Centre of Excellence will: • develop higher apprenticeship pathways targeting the electric vehicle technology sector; • form part of the Fyshwick Future Energy Skills Hub to address skills shortages and skills gaps in broader net zero industries; • be the nation's leading centre for information sharing, industry demonstration and resource development, to be used by organisations and educators across the sector; and • work with the Australian National University, TAFEs, Jobs and Skills Councils and industry to equip Australians with skills to support increased electric vehicle uptake and the transition to net zero. The 2024-25 budget contained a measure to increase the subsidy paid for a Certificate III in Electrotechnology to 90 per cent to support the development of skills to support energy transition.
Standing Committee on Environment, Climate Change and Biodiversity - Report No. 4 - Inquiry into Renewable Energy Innovation in the ACT Government response tabled 20 October 2022	Recommendation 20 – Agreed The committee recommends that the ACT Government ensures its renewable energy programs and specifically, its roll-out of community-scale batteries, occurs as a just transition.	In progress In April 2024 the ACT Government, in partnership with Evoenergy, received a grant from the Commonwealth to install community scale batteries at Casey, Dickson and Fadden. These suburbs were selected by the Commonwealth. These batteries have the ability to soak up solar energy during the day and shift it to the evening peak.
Standing Committee on Environment, Climate Change and Biodiversity - Report No. 4 - Inquiry into Renewable Energy Innovation in the ACT	Recommendation 37 – Agreed in-principle The committee recommends that all new and refurbished Government facilities are required to include renewable energy generation capability.	In progress The Zero Emissions Government Loan Fund is a revolving fund that enables the installation of rooftop solar on government facilities. In 2021 the rooftop solar capacity and payback periods of 221 ACT Government facilities were assessed. In the 2023-24 financial year, solar was installed at eight of these

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Government response tabled 20 October 2022		sites. The Fund is available for sites being electrified under the Electrification of Government Gas Assets program.
Standing Committee on Environment, Climate Change and Biodiversity - Report 3 - Inquiry into Annual and Financial Reports 2020-21 Government response released 16 September 2022	Recommendation 6 – Agreed The Committee recommends that the ACT Government deliver the VHESS as soon as possible to provide ACT Housing tenants with the benefits of energy efficiency and efficient electric heating in their homes.	Complete The delivery of the Vulnerable Household Energy Support Scheme (VHESS) commenced in 2020-21. This program is being delivered jointly between EPSDD, CMTEDD and CSD. The program aligns with the Parliamentary and Governing Agreement of the 10th Legislative Assembly commitment to provide \$50 million in funds for low-income household and public housing upgrades. As of the end of the 2023-24 financial year 1,015 public housing properties had ceiling insulation installed to meet the new minimum standards for rental properties. A further 189 properties had gas appliances replaced with efficient electric appliances. The work is ongoing.
Standing Committee on Environment, Climate Change and Biodiversity - Report 3 - Inquiry into Annual and Financial Reports 2020-21 Government response released 16 September 2022	Recommendation 7 – Agreed The Committee recommends that the ACT Government consider requiring end-of-life battery and solar panel recycling under the contracts for the Big Canberra Battery and under all government contracts involving procurement of large batteries.	In progress For the Big Canberra Battery project, all contracts require suppliers to provide the Territory with decommissioning plans for large batteries and associated infrastructure that meet strict reuse and recycling criteria. Under the Procurement Reform Program, a Template Modernisation Project is underway. The Contract Template Suite will be updated to require that end-of-life battery and solar panel recycling is considered under government contracts involving procurement of large batteries. In addition to this, the Charter of Procurement Values Guide will be updated to ensure that these considerations are made in accordance with the Environmental Responsibility Procurement Value.
Standing Committee on Environment, Climate Change and Biodiversity - Report 3 -	Recommendation 11 – Agreed	Complete

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Inquiry into Annual and Financial Reports 2020-21 Government response released 16 September 2022	The Committee recommends that the ACT Government consider the EDO report Implementing Effective Independent Environmental Protection Agencies in Australia and if the nine key recommendations are agreed, how these will be implemented.	The EPA Statement of Expectations responds to the EDO report by articulating how the ACT is recognising the importance of First Nations cultural values in protecting the environment, providing an environmental justice framework through a new statutory right to a healthy environment, improving transparency by exploring publication of environmental management plans and monitoring results.
Standing Committee on Environment, Climate Change and Biodiversity - Report 3 - Inquiry into Annual and Financial Reports 2020-21 Government response released 16 September 2022	Recommendation 12 – Agreed in-principle The Committee recommends that the ACT Government ensure the EPA’s resources and FTEs in line with increasing development and population growth.	Complete The EPA has received resources in the 2024-25 budget.
Standing Committee on Health and Community Wellbeing - Report No 7 - Inquiry into the West Belconnen Supercell Thunderstorm Government response tabled 7 February 2023	Recommendation 1 – Agreed The Committee recommends that the ACT Government undertakes a gap analysis of communication with affected residents following emergencies.	Complete Communication methods changed to include additional methods eg: non-digital communication following an analysis of opportunities for improvement.
Standing Committee on Health and Community Wellbeing - Report No 7 - Inquiry into the West Belconnen Supercell Thunderstorm	Recommendation 2 – Agreed The Committee recommends that the ACT Government more clearly communicate the purpose of and intended users of emergency hubs in disasters.	Complete Communication material has been updated and templates prepared to better explain the purpose and intended users of emergency hubs in disasters.

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Government response tabled 7 February 2023		
Standing Committee on Planning, Transport and City Services - Report No. 6 – Appropriation Bill 2021-2022 and Appropriation (Office of the Legislative Assembly) Bill 2021-2022 Government response table 23 November 2021	Recommendation 27 – Agreed In-principle The Committee recommends that the ACT Government consider all methods including additional advertising for increasing the uptake of the affordable "Rentwell" and "HomeGround" programs to increase the supply of affordable rentals.	Complete Treasury has worked productively with Rentwell and Homeground to increase awareness of the programs. This work included pamphlets in General rates notices in March, April May and July 2024.
Standing Committee on Planning, Transport and City Services - Report No. 6 – Appropriation Bill 2021-2022 and Appropriation (Office of the Legislative Assembly) Bill 2021-2022 Government response table 23 November 2021	Recommendation 24 – Agreed The Committee recommends that the ACT Government investigate barriers to community housing partnerships.	Complete The Government has worked with the community housing partnerships (CHP) sector to explore opportunities to boost the supply of affordable housing in the ACT, including detailed analysis of the ACT CHP market and barriers and opportunities for expansion. The Government is continuing to engage with the CHP sector to help the sector grow in the ACT and partner with others where desired. We have also developed innovative methods to release land for CHPs to align with Housing Australia Future Funding opportunities.
Standing Committee on Public Accounts - Report 10 - Inquiry into Auditor-General Report No.1 of 2021 - Land Management Agreements	Recommendation 5 – Agreed The Committee recommends that, by December 2023, Access Canberra provide a report to the Committee on the number of referrals of potential non-compliance made to Access Canberra and the compliance action taken in response.	Complete Access Canberra has satisfied its obligations to implement this recommendation, by reporting to EPSDD in March 2024.

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Government Response tabled 13 October 2022		
Standing Committee on Public Accounts - Report 11 - Inquiry the Auditor-General's Report No.4 of 2020: Residential Land Supply and Release Government response tabled 9 February 2023	Recommendation 6 – Agreed The Committee recommends that the ACT Government continue to advocate for tax reform from the Commonwealth Government that will support housing affordability.	Complete ACT Treasury continues to advocate for Commonwealth taxation reforms as part of our participation on Intergovernmental fora including those related to the Housing Accord.
Standing Committee on Public Accounts - Report 11 - Inquiry the Auditor-General's Report No.4 of 2020: Residential Land Supply and Release Government response tabled 9 February 2023	Recommendation 10 – Agreed in-principle The Committee recommends the ACT Government work in partnership with community housing providers to enable them to deliver more affordable and community housing.	Complete Treasury has undertaken three application rounds for funding for build to rent proposals with an affordable component, and instigated an \$80 million affordable housing project fund to provide assistance. As at June 2024, six projects have been approved for assistance through the fund and are expected to deliver about 280 affordable dwellings.
Standing Committee on Public Accounts - Report 15 - Inquiry into Auditor-General's Report No. 8 of 2021: Canberra Light Rail Stage 2A: Economic Analysis Government response tabled 28 June 2023	Recommendation 8 – Agreed in-principle The Committee recommends that the ACT Government publish a benefits realisation plan for Light Rail stage 2A as soon as possible.	In progress Consistent with the approach for Stage 1, a Benefits Realisation Plan (BRP) for Light Rail Stage 2A will be developed subsequent to the main works contract for the project being entered into. The Government will publish a summary of the BRP. Major Projects Canberra will develop the BRP, in line with updated Capital Framework requirements.
Standing Committee on Public Accounts - Report 18 - Inquiry into the Modern Slavery Legislation Amendment Bill 2023	Recommendation 1 – Agreed The Government is to consider the evidence provided to the Committee's inquiry as part of its review of the ACT procurement framework to	Complete The Government Procurement (Ethical Treatment of Workers Evaluation) Direction 2023 (No 2) (ETWE) commenced on 1 January 2024 to require suppliers in industries that are considered high risk of modern slavery to address modern

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Government response tabled 19 October 2023	ensure the prevention of modern slavery is considered in procurement decisions.	slavery risks identified in the Fair and Safe Employment evaluation criteria. The following industries are considered high risk of modern slavery: • Hospitality (ANZSIC Codes 4511, 4513 and 7299). • Information technology (hardware) (ANZSIC Codes 2421 and 4222). • Agriculture (ANZSIC Codes 01, 02, 03, 04 and 05). • Textiles and garments (ANZSIC Codes 13, 425, 3712 and 9491). Procurement ACT has also released the ACT Government's Guide to Addressing Modern Slavery in Public Sector Procurement (Guide). The Guide is designed to support Government buyers to identify and address risks of modern slavery across the procurement lifecycle.
Standing Committee on Public Accounts - Report 18 - Inquiry into the Modern Slavery Legislation Amendment Bill 2023 Government response tabled 19 October 2023	Recommendation 2 – Agreed The Government is to establish a collaborative oversight body formed with agencies such as WorkSafe ACT, ACT Policing, Child and Youth Protective Services, Legal Aid ACT and the ACT Government Procurement Board for prevention of modern slavery in the ACT.	In progress The Government is increasing ACT representation in NSW and Commonwealth modern slavery committees, forums and working groups, to establish a collaborative oversight body formed with agencies such as WorkSafe ACT, ACT Policing, Child and Youth Protective Services, Legal Aid ACT Government Procurement Board, Procurement ACT and Secure Local Jobs Code Branch for the prevention of modern slavery in the ACT. Consultation is ongoing.
Standing Committee on Public Accounts - Report 18 - Inquiry into the Modern Slavery Legislation Amendment Bill 2023	Recommendation 3 – Agreed The Committee recommends that the ACT Government put in place a process to implement measures to prevent modern slavery in the ACT that are:	In progress As part of the Government Response to the Standing Committee on Public Accounts Inquiry on the Modern Slavery Amendment Bill 2023, the amendments to the Government Procurement (Ethical Treatment of Workers Evaluation) Direction 2023 (No 2) (ETWE) commenced on 1 January 2024.

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Government response tabled 19 October 2023	• Informed by the recommendations provided by the NSW Anti-Slavery Commissioner for modern slavery as outlined in his evidence; • Informed by the Commonwealth Government's approach as outlined in its response to the Statutory Review of the Modern Slavery Act Report (issued 25 May 2023) when this becomes available with a view to seeking harmonisation where appropriate; and • Supported by adequate funding.	The amendments require suppliers in industries that are considered high risk of modern slavery to address modern slavery risks identified in the Fair and Safe Employment evaluation criteria. The following industries are considered high risk of modern slavery: • Hospitality (ANZSIC Codes 4511, 4513 and 7299). • Information technology (hardware) (ANZSIC Codes 2421 and 4222). • Agriculture (ANZSIC Codes 01, 02, 03, 04 and 05). • Textiles and garments (ANZSIC Codes 13, 425, 3712 and 9491). Procurement ACT has also released the ACT Government's Guide to Addressing Modern Slavery in Public Sector Procurement (Guide). The Guide is designed to support Government buyers to identify and address risks of modern slavery across the procurement lifecycle. Procurement ACT will continue to identify opportunities to work on with the NSW Anti-Slavery Commissioner for modern slavery and other Australian jurisdictions, with a view to seeking harmonisation where appropriate.
Standing Committee on Public Accounts – Report 22 - Inquiry into Appropriation Bill 2023-2024 (No 2) and Appropriation Bill (Office of the Legislative Assembly) Bill 2023-2024 (No 2) Government Response tabled March 2024	Recommendation 4 – Agreed The Committee recommends that the ACT Government provide further information on the utility of Headline Net Operating Balance in Budget and Budget Review statements.	Complete Additional information included in the 2024-25 Budget.

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Standing Committee on Public Accounts – Report 9 - Inquiry into ACT Auditor-General's Report 7/2021 Procurement Exemptions and Value for Money Government response tabled 13 October 2022	Recommendation 3 – Agreed in principle The Committee recommends that the ACT Government improve and strengthen procurement documentation processes to ensure that all aspects of probity are systematically captured and addressed. In doing so, the ACT Government should: • Conduct a review of all its current documentation templates and revise where the requirements of the relevant legislation are not reflected. • Ensure that all staff likely to undertake procurements are properly trained on whole of-life costs when assessing value for money, conflicts of interest, and risk management. • Ensure that delegates do not 'sign off' on procurements unless all aspects of probity are addressed.	Complete Procurement ACT has undertaken a review and refresh of key procurement templates, the templates have been released on the Procurement Hub and are available to all Territory entities. The ACT Government Solicitor is currently updating the Territory's contractual suite to align with the legislative amendments. Foundational training modules under the Role Appropriate Procurement Training Pathways have been developed which include the ACT Government Procurement Framework, Probity, and training aimed at delegates and decision makers. These are supported by Better Practice Guides on assessing whole of life costs, value for money, conflict interest and risk management. Face to face and customised training by Procurement ACT is available on request. On 7 February 2024, the Legislative Assembly passed the proposed amendments to the <i>Government Procurement Act 2001</i> (Act) and the Government Procurement Regulation 2007 (Regulation). The amendments commence on 1 July 2024. Part 1A of the Act, defines probity and provides that in undertaking a procurement, a Territory entity must ensure that the procurement is undertaken with probity. Further, Part 5 of the Regulation has specific referral grounds to the Government Procurement Board: • where there are significant concerns about probity in relation to a procurement the contract for which has not yet been executed; or • at any time, by a person who has been engaged by a Territory entity to investigate whether the procurement was undertaken with probity.

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		To support Territory entities with managing probity risks, Procurement ACT has commenced providing probity advice and guidance through a dedicated Probity section within Procurement ACT.
Standing Committee on Public Accounts – Report 9 - Inquiry into ACT Auditor-General’s Report 7/2021 Procurement Exemptions and Value for Money Government response tabled 13 October 2022	Recommendation 4 – Agreed The Committee recommends that Procurement ACT provide greater direct support to ACT Government entities that conduct procurements infrequently, for both procurements below and above \$200,000.	Complete As part of the Procurement Reform Program, a tiered service delivery model is being developed to ensure that there is an appropriate service available to all procurements commensurate with the scale, scope and risk of that procurement. This includes enhanced self-service support for low value/ low risk procurements as well as more extensive support for procurements with a higher scale, scope and risk. Tiered service delivery commences from 1 July 2024. In addition to support through tiered services, the Procurement Reform Program will implement the following in support of all procurements regardless of the scale, scope or risk of a procurement: • updated templates; • enhanced guidance on the internet and intranet; • enhanced Helpdesk support services; • training and eLearn content to support ACTPS procurement capability; • a probity advisory service; and • a contract advisory service.
Standing Committee on Public Accounts – Report 9 - Inquiry into ACT Auditor-General’s Report 7/2021 Procurement Exemptions and Value for Money	Recommendation 5 – Agreed in principle The Committee recommends that, by December 2022, the ACT Government in collaboration with Procurement ACT, put in place assurance schemes across its directorates that:	In progress On 7 February 2024, the Legislative Assembly passed the proposed amendments to the <i>Government Procurement Act 2001</i> (Act). The amendments commence on 1 July 2024. Under Part 7 of the Act, the responsible chief executive officer for a

Report title	Recommendation number and summary	Status and action in reporting year
Government response tabled 13 October 2022	• monitor the effectiveness of procurement reforms; • ensure that there is an accurate and detailed record of instances of non-compliance in procurements; • annually report on adherence to probity and ethical considerations across tender processes; • record remediation actions undertaken for non-compliance; and • monitor that staff who undertake procurements have had the necessary and appropriate training.	Territory entity must ensure that the Territory entity complies with this Act. Further, a Territory entity must, for each reporting year, prepare a compliance report about the Territory entity's compliance with the Act during the year, including a statement about whether the Territory entity has complied with the Act during the year, and if the Territory entity has not complied with this Act during the year, details about how and why the entity has not complied with this Act. The Goods and Services Accreditation Program rolled out under the auspices of the Procurement Reform Program includes an annual assurance process as well as accreditation impact reporting and management process to require Territory entities to advise the Government Procurement Board on any event impacting on accreditation, for example, an adverse procurement event. Procurement ACT will collaborate with the ACT Government, to put in place assurance schemes across its directorates that: • monitor the effectiveness of procurement reforms; • ensure that there is an accurate and detailed record of instances of non-compliance in procurements; • annually report on adherence to probity and ethical considerations across tender processes; • record remediation actions undertaken for non-compliance; and • monitor that staff who undertake procurements have had the necessary and appropriate training.
Standing Committee on Public Accounts – Report 9 - Inquiry	Recommendation 6 – Agreed in principle	In progress

Report title	Recommendation number and summary	Status and action in reporting year
into ACT Auditor-General's Report 7/2021 Procurement Exemptions and Value for Money Government response tabled 13 October 2022	The Committee recommends that the ACT Government implement a system of management action for staff undertaking procurements who breach the procurement framework. In doing so, the Committee recommends that non-compliance, and management action is monitored and reported through the relevant directorates performance management system.	Section 9 of the <i>Public Sector Management Act 1994</i> sets out obligations of public sector conduct which include compliance with laws applying in the Territory and carrying out work with reasonable care, diligence, impartiality and honesty. This applies to conduct in relation to a procurement. Under the Goods and Services Accreditation Program, consideration will be given to additional procurement compliance and reporting requirements. On 7 February 2024, the Legislative Assembly passed the proposed amendments to the <i>Government Procurement Act 2001</i> (Act). The amendments commence on 1 July 2024. Under Part 7 of the Act, the responsible chief executive officer for a Territory entity must ensure that the Territory entity complies with this Act. Further, a Territory entity must, for each reporting year, prepare a compliance report about the Territory entity's compliance with the Act during the year, including a statement about whether the Territory entity has complied with the Act during the year, and if the Territory entity has not complied with this Act during the year, details about how and why the entity has not complied with this Act.
Standing Committee on Public Accounts – Report 9 - Inquiry into ACT Auditor-General's Report 7/2021 Procurement Exemptions and Value for Money Government response tabled 13 October 2022	Recommendation 7 – Agreed in principle The Committee recommends the ACT Government ensure that all procurements above the threshold are accurately reported on the ACT Government Contracts Register.	Complete Under Part 2 of the <i>Government Procurement Act 2001</i>, the responsible Territory entity for a notifiable contract or a notifiable invoice is responsible for ensuring the information is correct and up-to-date. Procurement ACT supports Territory entities to upload the relevant information onto the Notifiable Contracts Register. Enhanced guidance, Helpdesk function, and training and eLearn content being developed under the Procurement Reform

Report title	Recommendation number and summary	Status and action in reporting year
		Program will support the ACT Government in ensuring that all procurements above the threshold are accurately reported on the ACT Government Contracts Register.
Standing Committee on Public Accounts – Report 9 - Inquiry into ACT Auditor-General’s Report 7/2021 Procurement Exemptions and Value for Money Government response tabled 13 October 2022	Recommendation 8 – Agreed The Committee recommends that the ACT Government publishes online further guidance on the respective roles of, and relationship between, Procurement ACT and the Government Procurement Board.	Complete Guidance is available on the internet and intranet on the relationship between Procurement ACT and the Government Procurement Board (Board). Factsheets regarding the operation of the Board and requirements for Territory entities in engaging with the Board have been updated, in addition to new templates to support Territory entities in bringing procurements to the Board.
Standing Committee on Public Accounts – Report 9 - Inquiry into Annual Reports 2018-19 Government response tabled 23 July 2020	Recommendation 5 – Agreed The Committee recommends that Shared Services amend its targets for response times for telephone service requests so that they require a certain percentage of positive service outcomes from interactions.	In progress Digital, Data and Technology Solutions (DDTS) is seeking a review of more appropriate key performance indicators for Service Desk support requests. Service Desk now supports additional channels such as chat support with staff, which reduces the value of KPIs based on phone support. Given the ongoing complexity of supporting a workforce working from home and increased call volumes resulting from the changes to business practice resulting from the COVID-19 pandemic, DDTS is looking at industry and government information to inform an appropriate rationale to inform new more appropriate indicators. Any changes will be negotiated through the appropriate governance arrangements such as the ACT Government Quality Measurement and Advisory Group before implementation.
Standing Committee on Public Accounts Report 20 - Inquiry into Auditor-General’s	Recommendation 2 – Agreed The Committee recommends that the above assessment should provide:	Complete On 7 February 2024, the Legislative Assembly passed the proposed amendments to the <i>Government Procurement Act</i>

Report title	Recommendation number and summary	Status and action in reporting year
Performance - Audit Reports July – December 2022 Government Response released 22 February 2024	• assurance over the probity of the Government entity's administrative processes relating to the procurement prior to the letting of the contract; and • advice as to the remaining potential for price and time variations to the contract given the original intent of the procurement, in order to maintain the integrity of the agreed value-for-money consideration.	2001 (Act) and the Government Procurement Regulation 2007 (Regulation). The amendments commence on 1 July 2024. Part 1A of the Act describes: • Territory entities must ensure that the procurement is undertaken with probity. • Territory entities must achieve value for money when entering into or varying a procurement contract, or authorising, or committing the Territory to the expenditure of any money, or spending any money. Part 5 of the Regulation has specific referral grounds to the Government Procurement Board: • where a procurement proposes to substantially change the scope or nature of an existing procurement contract; or • at any time by a person who has been engaged by a Territory entity to investigate whether the procurement was undertaken with probity. To support Territory entities with managing probity risks, Procurement ACT has commenced providing probity advice and guidance through a dedicated Probity section within Procurement ACT. Procurement ACT has released a Contract Management Guide (Guide) and associated toolkit which includes required risk-based due diligence activities for procurements and contracts. The Guide is supported by a suite of templates and an eLearning module. The final package was released by Procurement ACT through the Procurement Hub in June 2024.
Standing Committee on Public Accounts - Report 17 - Inquiry into Grants Management	Recommendation 1 – Agreed in principle The Committee recommends that the ACT Government establish a community sector	In progress The role of budget consultation in eliciting information from the community sector regarding the need for grants programs is

Report title	Recommendation number and summary	Status and action in reporting year
Government response tabled 25 August 2024	consultation mechanism to ensure the range and availability of funding for grants programs is meeting community needs in the ACT.	under consideration. Treasury will engage with CSD on this matter. The outcome of this investigation will determine if and how any additional consultation might occur, or potential augmentations to existing consultation processes.
Standing Committee on Public Accounts - Report 17 - Inquiry into Grants Management Government response tabled 25 August 2024	Recommendation 3 – Agreed in principle The Committee recommends that the ACT Government include the option for allocating costs to include volunteer management in ACT Government grant programs.	In progress The role of commissioning services in the context of community support is under consideration. Treasury will work with other Directorates with an interest in the Commissioning space, to attain insights that may be relevant to the grants space. The outcome of this work, and the relative merits of commissioning vs. grants provision will determine how this Recommendation may be actioned, in practice.
Standing Committee on Public Accounts - Report 17 - Inquiry into Grants Management Government response tabled 25 August 2024	Recommendation 4 – Agreed The Committee recommends that the ACT Government include flexible grant management approaches relating to the way in which grant outcomes can be delivered by the community organisation.	In progress The role of commissioning services in the context of community support is under consideration. Treasury will work with other Directorates with an interest in the Commissioning space, to attain insights that may be relevant to the grants space. The outcome of this work, and the relative merits of commissioning vs. grants provision will determine how this Recommendation may be actioned, in practice.
Standing Committee on Public Accounts - Report 17 - Inquiry into Grants Management Government response tabled 25 August 2024	Recommendation 5 – Agreed in principle The Committee recommends that the ACT Government improve consistency across the ACT Government in the design, management of and acquittal of grants, including standardised insurance requirements, a standardised application form, and standardised acquittal processes for small dollar grants.	In progress To improve consistency, template forms will be developed for applications, Deeds of Agreement and reporting to the extent that this is possible. Further guidance will also be developed in their use, as guiding principles to be considered.

Report title	Recommendation number and summary	Status and action in reporting year
Standing Committee on Public Accounts - Report 17 - Inquiry into Grants Management Government response tabled 25 August 2024	Recommendation 6 – Agreed in principle The Committee recommends that the ACT Government examine an initial Expression of Interest process before requiring more detailed grant applications so projects out of scope are identified early, before extensive time is committed to developing them.	In progress Treasury will develop advice, after detailed consideration of related commercial experience in the procurement space, and its applicability to a grants administration environment. Any outcomes from this analysis will be incorporated into an updated Grants Administration Framework.
Standing Committee on Public Accounts - Report 17 - Inquiry into Grants Management Government response tabled 25 August 2024	Recommendation 7 – Agreed in principle To ensure transparency in the grant decision making process, the Committee recommends that the ACT Government: • ensure that selection criteria, outcomes and reporting requirements are co-designed in partnership with the community sector; and • provide open communication and feedback to all grant applicants.	In progress The Grants Administration Framework will be updated, including in respect of directorates' sector engagement and co-design options, where applicable. Treasury will also work with other Directorates with an interest in the Commissioning space, to attain insights that may be relevant to the grants space. These options will depend on the scope, scale and value of the grants program being planned. This guidance will also feature guidance on providing feedback to unsuccessful applicants similar to the approach taken in procurement processes.
Standing Committee on Public Accounts - Report 17 - Inquiry into Grants Management Government response tabled 25 August 2024	Recommendation 9 – Agreed The Committee recommends that the ACT Government make the following information publicly available prior to organisations applying for a grant: • grant process flowcharts for each funding opportunity; • grant decision making process; • decision maker; • selection criteria;	In progress Guidance will be provided by ACT Treasury to ACT Government Directorates on the appropriate information to be made available and how that information should be promulgated, to give effect to this recommendation. This guidance will be finalised, at the completion an updated Grants Administration Framework.

Report title	Recommendation number and summary	Status and action in reporting year
	• outcomes (including links to wellbeing indicators); • reporting requirements; • an explicit statement on how administrative overheads, staffing costs and Project Management for activities for the Grant shall be covered during the grant process; and • draft deed applicable to grant.	
Standing Committee on Public Accounts - Report 17 - Inquiry into Grants Management Government response tabled 25 August 2024	Recommendation 10 – Agreed The Committee recommends that the ACT Government update applicants' information resources and documents on the ACT Government Grants website.	In progress Material on the website will be reviewed for currency and to provide appropriate information and guidance to potential grants applicants. This guidance will be informed by the completion of an updated Grants Administration Framework.
Standing Committee on Public Accounts - Report 17 - Inquiry into Grants Management Government response tabled 25 August 2024	Recommendation 12 – Agreed The Committee recommends that the ACT Government establish a specific process for feedback on the quantum of money allocated to grant categories within budget consultation.	In progress The ACT Government will consider ways to provide opportunity for feedback specifically on grant spending as part of the budget consultation and development processes.
Standing Committee on Public Accounts - Report 17 - Inquiry into Grants Management Government response tabled 25 August 2024	Recommendation 13 – Agreed in principle The Committee recommends that the ACT Government review the administrative requirements and complexity of the application and reporting process of grants to ensure the application process is proportionate to the funding amount and outcomes. It is recommended a two-tier approach be adopted with lower levels of accountability for very small grants (<\$10,000) versus multiyear larger grants with more robust procedures.	In progress Any updates to reporting requirements, and simplification of administrative procedures on the part of grant recipients will be informed by broader Whole of Government processes to ensure compliance by Directorates with the legal obligations under the Financial Management Act.

Report title	Recommendation number and summary	Status and action in reporting year
Standing Committee on Public Accounts - Report 17 - Inquiry into Grants Management Government response tabled 25 August 2024	Recommendation 15 – Agreed in part The Committee recommends that The Administration of Government Grants in the ACT: A Framework and Best Practice Policy be amended as follows: • In Section 1.5 Governance – officials must provide reasons as to why an applicant is successful/unsuccessful; and • In Sections 3.1 Planning Design and 3.2 Selection and Decision Making – these sections be updated to include: - o consulting and co-designing grants with the community sector; and - o having community sector and/or community member with lived experience representation on grants selection committees/panels.	In progress The <i>Administration of Government Grants in the ACT: A Framework and Best Practice Policy</i> (the Grants Management Framework) will be revised and updated. This will include guidance on feedback for unsuccessful grants applicants along with sector engagement and co-design options.
Standing Committee on Public Accounts - Report 17 - Inquiry into Grants Management Government response tabled 25 August 2024	Recommendation 17 – Agreed The Committee recommends that the ACT Government conduct a review of language and accessibility in all ACT Government grant program materials.	In progress Advice in respect of accessibility standards for grants documentation will be promulgated, reflecting whole of ACT Government communication standards in this regard.
Standing Committee on Public Accounts - Report 17 - Inquiry into Grants Management Government response tabled 25 August 2024	Recommendation 18 – Agreed in principle The Committee recommends that the ACT Government require that information about grant applicant organisations be saved on SmartyGrants, regardless of the Grant Program Directorate, to reduce the administrative burden when applying for grants.	In progress Opportunities for the broader adoption of a centralised grants management system will be considered. The outcomes and recommendations of the Inquiry into Grants Management, do not pre-empt system design and provider selection, however.
Standing Committee on Economy and Gender and	Recommendation 2 – Agreed	Complete

Report title	Recommendation number and summary	Status and action in reporting year
Economic Equality – Report 10 - Inquiry into Annual and Financial Reports 2022-23 Government Response tabled 27 June 2024	The Committee recommends that the ACT Government update the Annual Reports Directions to ensure that annual reports address recommendations by the Auditor-General in specific, clear and consistent terms, including where there has been no progress.	The <i>Annual Reports (Government Agencies) Directions 2024</i> were published in April 2024 and provide the following directions: • Section 8 - Annual reports should include the following ... discuss results against expectations - provide sufficient information and analysis for the Legislative Assembly and community to make a fully informed judgment on the reporting entity's performance, inclusive of information if no progress occurs; and • Section B1 - a summary of the reporting entity's performance (inclusive of no progress data) in achieving its objectives and targets.

Risk Management

The Chief Minister, Treasury and Economic Development Directorate is committed to supporting the community through delivering quality services. The Directorate continuously upholds a robust risk management approach to enable quality service delivery and continuous improvement.

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

Risk framework and plan

The CMTEDD Risk Management Framework and Policy, and Risk Management Plan are reviewed every two years. The last update was completed during the financial year.

To enhance the overall risk maturity across CMTEDD, a newly developed CMTEDD-specific Risk Management Training has been available to all staff since May 2024. This training provides an overview of the updated CMTEDD Risk Management Framework and Risk Management Plan. The training also offers staff guidance on how to undertake a risk assessment and how to effectively embed risk management practices through all layers of the organisation, including at the strategic and operational levels.

Strategic and operational risk environment

CMTEDD's risk management structure is set out below:

- CMTEDD Strategic Risk Register - sets out the key organisational strategic risks that could significantly impact the achievement of strategic objectives and performance.
- Group-level risk registers - identify risks that may impact respective areas, in order to support the achievement of their objectives and improve their performance.
- Risk assessments - are completed for new initiatives, programs, projects, events, procurements, and there are also requirements for specific focus areas, including work health and safety, security and fraud related risks.

Risk management oversight

Oversight of risk, including ensuring the effective implementation and continuous improvement of risk management, is monitored through CMTEDD's Executive Management Group, and Audit and Risk Committee. This includes new and emerging, and major risks, which are identified and discussed to ensure appropriate management strategies are implemented.

Resilience management

To maintain effective operations and a sustainable work culture, CMTEDD is focussed on building resilience throughout its capability and resources to ensure minimal impact from disruption related risks.

CMTEDD's Business Continuity and Disaster Recovery Framework outlines the Directorate's commitment to undertaking the delivery of critical services following a business interruption event. This Framework is being broadened out and uplifted into a Resilience Management Framework and Policy, to support the Directorate's arrangements for:

- emergency management;
- crisis management;
- business continuity;
- IT disaster recovery / critical infrastructure recovery;
- bushfire management; and
- climate change/adaptation.

Business continuity arrangements

CMTEDD's Business Continuity Plan is undergoing a refresh into a suite of documents, to ensure it is fit for purpose, easy to use and maintain. The refresh will also ensure there is a clear distinction between crisis management and business continuity arrangements, and roles and responsibilities.

Contact

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Internal Audit

Internal Audit and the Audit and Risk Committee (Committee) are key components of CMTEDD's governance arrangements. They are in place to support the Director-General and Under Treasurer in fulfilling their responsibilities under the *Financial Management Act 1996*. The operations and expectations of Internal Audit and the Committee are set out in their respective Charters.

The Internal Audit function is responsible for the development and implementation of the CMTEDD Internal Audit Plan, recommendation tracking and secretariat support for the Audit and Risk Committee. CMTEDD engage service providers from the ACT Government Professional and Consulting Services Panel, or specialists, to complete audits.

Six audit reports were tabled at Committee meetings during the 2023-24 financial year:

- Economic Development Procurements Under \$25,000.
- Territory Actuals Reporting Systems (TARS).
- Records Management – Protection of Key Registry Records Access Canberra.
- Events Management, including risk, emergency and security management.
- Cyber Security Operations Centre.
- ACT Sustainable Household Scheme.

The Committee met five times during the year. Strategic risks were reviewed at each of the ordinary meetings, with the Strategic Risk Register and business area risk registers presented to the Committee on a rotational basis. New or emerging risks are reported to the Committee as identified, and major risks are monitored on an ongoing basis until they are managed to a reasonable level.

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 advisors from within CMTEDD. There were the following changes made to the Committee membership during 2023-24:

- The tenure for the independent Chair ended in December 2023, resulting in the appointment of a new Chair in April 2024.
- The Deputy Chair resigned in February 2024, resulting in the appointment of a new Deputy Chair in June 2024.
- The Director General approved an increase in the number of independent Committee members.
- An internal advisor moved to another directorate.

The independent Chair and Deputy Chair stand up the Financial Sub-Committee to review the Directorate's financial statements.

The Chair provides advice to the Director-General and Under Treasurer on audit outcomes, significant risks and implementation of mitigation strategies through quarterly outcomes meetings.

The independent Committee members are engaged under a service delivery contract and remunerated based on an agreed rate for each meeting.

Table 26 – Internal Audit Committee Membership and Attendance 2023-24

Name	Position	Duration	Meetings Attended
Greg Field	Independent Chair	1 July 2023 - 15 January 2024	4
Marcia Doheny	Independent Chair	15 April 2024 - 30 June 2024	1
Len Gainsford	Independent Deputy Chair	1 July 2023 - 20 February 2024	4
Diana Hamono	Independent Deputy Chair	3 June 2023 – 30 June 2024	0 ¹
Paul Ogden	Senior Executive Officer from other ACT Government directorate	1 July 2023 – 30 June 2024	5
David Pryce	Advisor	1 July 2023 – 30 May 2024	2
Penny Shields	Advisor	1 July 2023 – 30 June 2024	3
Kate Starick	Advisor	1 July 2023 – 30 June 2024	3

Note 1: There were no meetings during this period

Contact

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Fraud Prevention

Implementing an effective framework for preventing fraud and corruption demonstrates that CMTEDD is serious about professional and ethical practice. We have adopted a pro-active risk-based approach to ensure we have appropriate controls in place to support our operating environment.

CMTEDD delivered a range of fraud governance activities during 2023-24.

- The Fraud and Corruption Prevention Policy and Plan (Plan), a key part of our governance framework, was updated and endorsed in November 2023.
- The Plan is supported by a fraud risk register which was also reviewed and updated.
- CMTEDD's Audit and Risk Committee and Executive Management Group have oversight of the implementation of the Plan through regular updates, along with visibility of trends of fraud related matters.
- The SERBIR meets regularly with the Chair of the Audit and Risk Committee, Head of Internal Audit, Governance and Human Resources leads, and more broadly with CMTEDD's Senior Executive Group, to discuss the importance of integrity as public servants and the need to be open, honest and transparent in our work and in delivering services to the ACT Community.

Fraud awareness activities

Fraud and Ethical Behaviour eLearning.

- 1,142 CMTEDD staff completed the eLearning in 2023-24.
- Face-to-face training was also offered.

Communications from the SERBIR to staff included:

- Promotion of Procurement e-learning - providing an in-depth understanding of the ACT Government Procurement Framework.
- Risk Management in CMTEDD and Training opportunities – an all-staff email to inform of the refreshed Risk Management related artefacts.
- Conflict of Interest – to inform all staff of the launch of the new digital conflict of interest form for declaring any potential, perceived or actual conflicts of interest.
- Obligations for risk management in CMTEDD – targeted email to CMTEDD Senior Executive outlining their role and obligations.
- Compliance reminders were sent to SES in relation to notification requirements to the ACT Insurance Authority, notification of contracts and requirements in relation to engaging external legal advice.
- Annual reminder on gifts, events, alcohol and hospitality.

- A Loop (internal newsletter) article on the requirements to have approval to engage in secondary employment.

Corruption Awareness Week – 4 to 8 December 2023 – an all-staff email to remind staff of their obligations to act with integrity and report corrupt behaviour.

CMTEDD Risk Management Training – all staff email to advise of the launch of the face-to-face CMTEDD Risk Management Training Program.

Making Decisions with Integrity – an all-staff email advising that an important part of integrity is robust decision-making.

Executives engaged under a contract of employment are required to submit a Declaration of Public Interest (DPI). The purpose of the DPI is to place on record any interests they may have that conflict, or may be seen to conflict, with their public duty.

Integrity Commission

CMTEDD has continued to engage with the ACT Integrity Commission on a range of integrity matters, ensuring a collaborative approach to fraud and corruption prevention.

Incidents of fraud reported in 2023-24

From 1 July 2023 to 30 June 2024, the SERBIR received 15 allegations of fraud and corruption in relation to CMTEDD staff. Five related to fraud; and ten related to corruption.

- five were the subject of mandatory notifications to the ACT Integrity Commission, none were fraud related.
- eight matters did not reach the threshold of mandatory referral.
- two of the allegations received by the SERBIR were a referral from the ACT Integrity Commission and have been finalised following preliminary assessments being undertaken and appropriate actions taken.
- Four matters were transferred to another directorate.

The main themes were allegations of maladministration, failure to manage conflict of interest, fraudulent medical certificates, and third-party fraudulent financial transactions. Appropriate actions and reviews of controls have occurred in relation to the identified themes.

Three of the remaining 11 matters remain ongoing as at 30 June 2024:

- One matter concerning alleged inappropriate work practices is being assessed by the SERBIR.
- One matter is currently being assessed by the ACT Integrity Commission.
- One matter concerning alleged fraudulent medical certificates is awaiting employee response to the allegations.

The other eight matters have been closed as at 30 June 2024 with appropriate actions taken.

In relation to the ongoing cases internal cases reported in the previous annual report, one matter remains the subject of assessment by the ACT Integrity Commission.

Contact

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Freedom of information

Section 96 of the *Freedom of Information Act 2016* (the FOI Act) sets out the FOI reporting requirements for agencies and Ministers. We manage FOI applications on behalf of a number of public sector bodies aligned to CMTEDD and the reporting requirements for these entities are included in this section.

Making an access application

To apply for access to information under the FOI Act please visit the [Freedom of Information](#) page on the CMTEDD website, email CMTEDDFOI@act.gov.au or post to The FOI Information Officer, CMTEDD, GPO Box 158, CANBERRA ACT 2601.

We publish details of FOI requests we receive, including the access application, decision and any released documents, on the [CMTEDD Disclosure Log](#). We do not publish access applications for personal information.

Availability of open access information

Open access information is publicly available government-held information that can be freely used, reused and redistributed (noting any copyright and attribution requirements). Open access information includes agencies' functional information, policies, budgetary papers, information about government grants and other categories of government-held information listed under Section 23 of the FOI Act.

Table 27: Availability of open access information (Section 24 of the FOI Act)

	Number
Number of decisions to publish open access information	2,340 ¹
Number of decisions not to publish open access information	149 ²
Number of decisions not to publish a description of open access information withheld	0

Notes:

1 Includes 674 Cabinet decisions.

2 Includes 71 decisions to not publish open access information in full, and 78 decisions to not publish information in part.

Table 28: FOI applications received and decisions made

	Number
Number of access applications received	430 ¹
Number of applications where access to all information requested was given	44
Number of applications where access to only some of the information requested was given (partial release)	127
Number of applications where access to the information was refused.	30
Number of applications where CMTEDD did not hold information	42
Number of applications transferred, withdrawn, completed outside of the FOI Act or still pending a decision on 30 June 2024	167

Note 1: Twenty access applications will be carried over into 2024-25 for decision.

FOI processing timeframe

Section 40 (1) of the FOI Act states that an access application must be decided no later than 30 working days after receipt. Under section 40 (2) of the Act, if a relevant third party is consulted the period under subsection (1) is extended by 15 working days. The statutory timeframe is also met if an extension of time is negotiated/granted as provided for in sections 41 and 42 of the Act.

Table 29: Processing timeframes

	Number
Total applications decided within the statutory timeframe	447 ¹
Applications not decided within the statutory timeframe	0
Number of days exceeding statutory timeframe	0

Notes:

1 Thirty-seven access applications were carried over from 2022-23, and 410 access applications were decided in 2023-24.

Amendment to personal information

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

Applications for Ombudsman review

Table 30: Applications for Ombudsman review under section 74 of the FOI Act

Applications for Ombudsman review under section 74 of the FOI Act	Number
Affirmed	2
Varied	2
Set aside and substituted	0
Withdrawn	3
Other	3 ¹
Review not completed by end 2023-24	7
Total number	17

Notes:

1. Ombudsman elected not to continue with review as there was no reasonable prospect of changing the original decision.

Applications for ACT Civil and Administrative Tribunal (ACAT) review

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

Charges collected from access applications

In 2023-24, CMTEDD did not collect any charges to process access applications.

Contact

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Community Engagement and Support

Our policies, programs and services are enriched by input from stakeholders and the ACT community. CMTEDD is committed to creating opportunities for the community and stakeholders to have their say on what is important to them and to help shape the way we live.

In 2023-24, CMTEDD initiated a range of community and stakeholder engagement activities to respond to the needs of the community and of business and industry. A selection of engagement projects is detailed in the following section.

Community Engagement – Major community engagement activities

“My Little Big Idea” pilot (Fostering Neighbourhood Democracy)

From September to December 2023, we tested participatory approaches in two Canberra suburbs (Page and Richardson), where residents could submit ideas to foster connection and resilience in their community. After an assessment of ideas and community discussion, the community voted for projects they would like to see receive \$40,000 to progress to implementation.

We undertook YourSay Conversations, pop-up activities, face-to-face events, advertising, social media, posters, postcard letterbox drop, and community panels. The outcomes showed that different communities require different levels of engagement; the evaluation report of the pilot will inform future community engagement opportunities.

Night-time economy (consultation on noise in City Centre and Gungahlin entertainment precincts)

During December 2023 to February 2024, we engaged with residents, business owners, peak bodies, community groups and the broader community to help inform reforms to support a successful night-time and entertainment economy in the ACT. We used YourSay Conversations, flyers, email, and stakeholder engagement face-to-face workshops, as well as a survey (414 contributions to survey).

Community voiced their thoughts on noise settings and standards, and how complaints on noise should be managed. This input will be considered to refine options for regulatory reform for government consideration.

ACT 2024-25 Budget consultation

From December 2023, we utilised YourSay Conversations to seek input on the 2024-25 Budget, to help shape priorities for the 2024-25 Budget. 68 submissions were received.

Engagement with this page helped inform the development of the 2024-25 ACT Budget and decisions about how funding is allocated.

Molonglo Valley Engagement Hub

From March 2023 and ongoing, we provided a central location for Molonglo Valley residents who will be participating in a number of upcoming engagements, such as the Molonglo Library and the Community Needs Assessment. We promoted the Hub via YourSay Conversations, letterbox drop, and posters.

Participation in the engagements hosted in this Hub will inform developments, projects and programs in the ACT's fastest growing region.

Heritage survey

In July 2023 we facilitated a YourSay Panel survey to provide a baseline understanding of community attitudes, perceptions and understanding of heritage issues in the ACT. 1,233 YourSay panel member were involved.

The survey showed that there is a solid base understanding of what heritage is and the community has a healthy interest in a range of heritage topics. Results from this survey will inform ongoing communications with the public on heritage issues and events (including the annual Canberra and Region Heritage Festival).

ICRC Electricity survey

In August 2023, we facilitated a YourSay Panel survey to track community views on electricity use and pricing and also gauge the impact that electricity prices are currently having on households and what actions households are taking to manage this. 1,409 YourSay Panel members were involved.

One of the main things we heard is that cost of living and price impacts are impacting Canberrans. The results from this survey helped inform the ICRC as they looked to set regulated electricity prices for ActewAGL for the 2024-27 period.

Food Organics Garden Organics (FOGO) survey

In November and December 2023, we surveyed 1,341 households involved in the FOGO pilot program to gain feedback on the pilot FOGO program.

The survey identified that pilot participants appear to be adapting to and embracing FOGO as a normal part of life. The survey will help to inform any future rollout to other areas of the ACT.

2024-25 ACT Budget survey

In February and March 2024, we facilitated a YourSay Panel survey to better understand the perspectives of Canberrans towards the ACT Government's Budget, including the level of impact on their day-to-day life, and what areas they think should be prioritised for funding. 1,734 YourSay Panel members were involved.

The survey identified areas where Canberrans are experiencing cost-of-living pressures. The findings from the survey helped inform the development of the 2024-25 ACT Budget and decisions about how funding is allocated.

Age-Friendly City survey

In April and May 2024, we facilitated a YourSay Panel survey to inform the development of the Age-Friendly City Plan 2025 -2035. 1,597 YourSay Panel members were involved.

The survey found that many respondents view Canberra positively as a place for older people. Health care and general services could be improved. The results will help inform the development of the next Age-Friendly City Plan for the ACT.

Noise in Entertainment Precincts Consultation

Between December 2023 and February 2024, we undertook a consultation on current Noise Zone Standards where we engaged with residents, business owners, peak bodies, community groups and the broader community to seek views on possible future scenarios for entertainment precincts. Entertainment precincts are areas where nightlife character and activities, like live music, are prioritised and supported. We used YourSay Conversations, flyers, email, and stakeholder engagement face-to-face workshops, as well as a survey (414 contributions to survey). Our YourSay platform reached 1,497 people, we sent emails to over 100 stakeholders, delivered approximately 450 flyers, and advertised in the CBR Business Update email newsletter.

We heard views on noise settings and noise zone standard, the noise complaints process and thoughts on the establishment of a core and frame in the city. Feedback will be used to refine options for Government consideration.

Capital of Equality Strategy LGBTIQA+ community roundtables

From August to October 2023, we held two LGBTIQA+ communities roundtables as hybrid events, following the evaluation of the 2019-23 Capital of Equality Strategy and the LGBTIQA+ communities survey, to inform the development of the new 2024-29 Capital of Equality Strategy. One community roundtable engaged with LGBTIQA+ community organisations, community leaders, LGBTIQA+ Ministerial Advisory Council and other population focused Ministerial Advisory Councils. The other one was open to a broader LGBTIQA+ community members. In total up to 60 stakeholders attended the roundtables.

The feedback helped develop the priority areas for LGBTIQA+ policy, legislative and support work, and informed the development of the new 2024-29 Capital of Equality Strategy and its First Action Plan (2024-26).

University of Canberra Stromlo Forest Park Tracks and Trails Masterplan

In July 2023, we undertook a consultation to seek information from public and stakeholders to help inform the design of the Masterplan. We sought feedback public forums and face-to-face workshops, a YourSay survey, YourSay signage onsite, Email invitations to Stromlo Forest Park key sporting stakeholders and YourSay printed Postcards. 995 contributions were received.

The feedback received included that most people use the park for recreation and enjoyment, 60 per cent of respondents said new tracks and trails should be the Masterplan priority, and maintenance and upgrade of existing trails was supported. The results informed the draft Masterplan outcomes – the Masterplan is due to be released in 2024-25.

Event Sector Development Workshops

We held workshops in July 2023 and May 2024, to provide capacity building and networking opportunities for the local events sector by presenting workshops that cover key aspects of best-practice event planning. These workshops were delivered as part of a free workshop series presented by Events ACT, with the subject matter of workshops led by previous event sector feedback and post-workshop surveys. There were 140 registrations across all sessions.

The sessions received 94 per cent - 100 per cent ratings as very good or excellent. Attendee feedback has reinforced a desire for practical workshop content of this nature. These sessions support skill development and provide opportunities for attendees to meet, network and collaborate with other local event organisers. Behind-the-scenes site tours at Floriade and Enlighten were also tested during 2023-24 based on sector interest.

Canberra Space Hub Co-Design

In early 2024, we held a codesign process to shape the concept of a Canberra Space Hub. This co-design process was completed with Industry through a series of workshops, 1:1 interviews and targeted stakeholder sessions; approximately 30 people attended each co-design meeting. The audience was primarily made up of industry and government representatives. The co-design process was completed on 31 May 2024.

ACT Quantum Hub Co-Design

In early 2024, we held a co-design process to shape the concept of an ACT Quantum Hub. This co-design process was completed with Industry through a series of workshops, 1:1 interviews and targeted stakeholder sessions. Approximately 30 people attended each co-design meeting. The audience was primarily made up of industry and government representatives. The co-design process was completed on 14 June 2024.

CBR Small Business Expo 2024

The inaugural CBR Small Business Expo (Expo) was held on 9 May 2024 in the Budawang Pavilion at Exhibition Park in Canberra (EPIC). The Expo targeted Canberra's small to

medium enterprise (SME) owners, operators and intenders and offered networking opportunities to connect attending SMEs to exhibiting businesses and government programs, services and supports. The Expo was one of 50 key actions arising from the ACT Small Business Strategy 2023-26 (released in July 2023).

A campaign to promote the Expo and attract both exhibitors and attendees was run in the lead up to the Expo, with advertising on radio, social media, digital media, and local publications including *Riotact* and *HerCanberra*. The Expo was also heavily promoted via ACT Government channels including the *CBR Business Update* newsletter.

The Expo attracted a total of 117 exhibitors, with representation from the ACT Government, the Australian Government, local small business operators, business peak bodies and business support program providers. A range of workshops and panel session were available for attendees on the day with participation from ACT Government, Australian Government and private sector subject matter experts. The objective of the pilot CBR Small Business Expo was to help ACT businesses to connect, learn and network with other businesses and with government. In summary, it met these objectives as evidenced by strong exhibitor survey scores including:

- an average of 8.6/10 – where 10 is extremely likely – to recommend exhibiting at the Expo to other businesses;
- 92 per cent of exhibitors were satisfied with their Expo experience; and
- 92 per cent of exhibitors stating they would exhibit at future Expos if they were held.

The Expo also met objectives for its attendees, as evidenced by strong survey scores including:

- an average of 8.4 out of 10 - where 10 is extremely likely - was given for likelihood to recommend attending the Expo; and
- 88 per cent said they were satisfied with their experience at the Expo.

Community Engagement – stakeholder and business engagement/consultation

Night-time economy review

In August and September 2023, we convened a panel and held workshops to provide insights and feedback to Government on seven focus areas for the night-time economy (NTE).

The Night-Time Economy Business and Stakeholder Panel (the Panel) of 28 representatives was formed through an invitation-only Expression of Interest process. The Panel comprised key stakeholder and business representatives including the Australian National University (ANU), Casino Canberra, Canberra Centre, National Film and Sound Archive, as well as musicians and representatives from bars, eateries, and entertainment venues. To ensure diverse business perspectives, the Panel included representatives from non-core businesses,

whose main hours of operation are undertaken outside of the NTE, and core businesses, whose primary hours of trade fall within the NTE.

Recruitment for the community representative workshops was undertaken through a broad invitation process. To increase accessibility to these workshops, two were held: one in-person and one online. Invitations were extended to representative organisations and community networks. A total of 14 people attended the community representative workshops from key community organisations and representative bodies as well as community arts and culture organisations.

Feedback was received on the focus areas for potential reform of the NTE. These were: Governance, Liquor, Noise, Entertainment Precincts, Safety, Supporting Diversification of Business Opportunities and Urban Management. The results have been used to provide advice to government on NTE reform. A number of reforms to the regulatory framework for liquor licensing have already been put in place following this engagement.

ACT Business Survey

In October and November 2023, we conducted a survey to measure quantity and quality of business interactions with government over time, in order to obtain better data on businesses and their needs. The survey was hosted on the YourSay platform and was promoted through social media, webpages and Economic Development networks, and received 244 responses.

Businesses were surveyed on a range of issues including why they engage with government and with whom they engagement, communication with ACT Government and awareness of business support programs. The ACT Government is now considering the results and evaluating both the process and outcomes of the pilot. This is to inform the strategy for future rounds of the survey.

Regulatory Burden and Value

Between November 2023 and June 2024, a survey of businesses was undertaken to test a methodology to measure the value and burden of existing regulation for certain business types such as the hospitality sector, and the health and fitness sector. Businesses were contacted by the ANU through email, direct phone call, text message or in person visit; 32 survey responses were received and 17 interviews were conducted.

Businesses were surveyed and interviewed on a broad range of issues relating the burdens they experience through regulation and the value they obtain and perceive from regulation. The ANU is analysing the results of the surveys and interviews with a report expected to be provided later this year.

Access Canberra stakeholder engagement

Across the year, Access Canberra consults with the community to educate businesses and industry on legislative or government changes, and to engage industry on improved service delivery. This could include safety messages, license and fee changes, legislation requirements and regulatory messages.

We used direct emails to industry and peak bodies, attendance at relevant forums, meetings, expos and site visits. For example, a site visit at the 'Council of the Aging' Expo in September with information on Working With Vulnerable People, consumer, vehicle registration and regulation, reached 2,500 participants. Site visits and meetings included those with peak and industry bodies such as the ACT Council on Social Services, the Australian Institute of Refrigeration, Air Conditioning and Heating, Canberra Muslim Community, and participation in SCAM awareness education, and 'Always on' digital campaign. We issued 48 different emails to diverse stakeholder groups including the construction, liquor industry and real estate agents.

These engagements form an important part of Access Canberra's regulatory framework of engage, educate, and enforce. Compliance rates, industry awareness and engagement assist in refining activities.

ACT school engagement in road safety

From January to May 2024, we undertook our school road safety engagement to create greater awareness in ACT school communities about road safety. We targeted six schools with high local road speeding offences. We used VMS road boards, mobile speed van student educational site visits, social media, Our Canberra article, as well as emails and letters with road safety education information sent to schools for distribution.

We also support 'Walk Safely to School Day', and undertake other school education initiatives such as parking safely around sporting fields, as well as during school fete days and other community large events.

This program aims to engage, educate and enforce road safety rules supporting Australia's National Road Campaign of 'Vision Zero'. Data is reviewed to help refine future campaigns. Additional school road safety messaging is undertaken throughout the year targeting schools with higher levels of road related infringements.

Annual Contractor Central Supplier Forum

In September 2023, we held this forum (via Microsoft Teams) to advise suppliers of relevant information when providing services to the Territory (e.g. upcoming projects, responsibilities). Key stakeholders who attended the forum included NSW Procurement, ACT Government hiring areas, Contractor Central suppliers, and prospective supplies in industry.

Suppliers were advised of their requirements relating to labour hire licenses and work health and safety. They were also given updates on CIT and DDTS digital projects as well as an overview of ACT Government data on expenditure/utilisation of labour hire services.

Refurbishment of Fitzroy Pavilion – Exhibition Park in Canberra (EPIC)

Forums and on-site sessions to discuss timelines and processes, view conceptual designs and discuss event needs were held in July, September, and October 2023. Meetings were

held with members of the ACT Multicultural Advisory Council and the Multicultural Festival organisers; nine prospective hirers attended on-site sessions. The refurbishments are expected to provide greater amenity to host large scale community events including multicultural events.

Input was received regarding bathroom amenities, community kitchen and furniture and fixture requirements impacted the final design. This engagement has led to a greater awareness of the facilities at EPIC available for hire by community and multicultural groups. Works at Fitzroy Pavilion are expected to be completed by September 2024.

ACT Social Enterprise Grant Program

In October 2023, feedback was sought on the proposed draft guidelines for the ACT Social Enterprise Grant Guidelines. The Mill House Ventures conducted this consultation with 16 people from 15 organisations.

The feedback was used to inform the final design of the grant guidelines.

Canberra Arts Tourism Workshop

Between May and August 2023, we undertook three face-to-face workshops to provide guidance to local arts organisations, encouraging listings on the Australian Tourism Data Warehouse (ATDW) and opportunities for promotion via VisitCanberra channels. Approximately 60 people from 28 arts organisations attended over the three workshops.

These workshops supported collaboration between organisations and provided information to the arts sector on how to be visible at key information and tourism sites. VisitCanberra.com.au will continue to promote local arts experiences through articles and downloadable digital cultural guides to Canberra. Local arts experiences have been highlighted through destination campaign activity. Social media activity has featured local arts experiences and businesses. Visiting Journalist and Influencer Programs have also provided connections to local arts experiences and businesses.

THRIVE 2030 Phase 2 Industry Consultations

THRIVE 2030 is an integral part of national tourism objectives and directly assists to inform the ACT Government's Tourism 2030 strategy. In May 2024 we held a face-to-face workshop to support stakeholders with the why, what and how to influence and empower a sustainability mindset and drive change in the sector. Fifteen industry leaders, peak bodies, Government officials and membership bodies were involved.

Feedback provided from the workshop will inform the action plan for the Consolidation Phase starting in 2025.

ACT Sustainable Tourism training workshop

In April 2024, we held a face-to-face workshop to support stakeholders with the why, what and how to influence and empower a sustainability mindset and drive change in the sector.

Twenty five Industry leaders, peak bodies, government officials and membership bodies were involved.

This workshop prepared participants with the knowledge and actionable steps to promote higher engagement with sustainable practices with more confidence to industry and members. The outcomes of this workshop helped identify issues and opportunities with the progression and adoption of sustainability as a key consideration within the tourism sector.

Review of the Motor Accident Injuries Act

In August and September 2023, we sought community feedback on the operations of the Motor Accident Injuries (MAI) Scheme as part of the three-year review of the Motor Accident Injuries Act. Key stakeholders were contacted by letter and a consultation paper, and a Survey link sent to over 1,000 applicants to the MAI Scheme. 17 submissions were received from seven individuals; six professional associations, and a submission each from Victim Support ACT, CARE Inc, an insurer and a law firm. One hundred and fifty one completed survey responses were received. Feedback informed the review and the implementation of 15 action items by the MAI Commission.

Community support initiatives - grants and sponsorship

During 2023-24 CMTEDD provided grants, assistance and sponsorship to the following individuals and organisations. All amounts are rounded to the nearest whole number, and are GST exclusive unless otherwise indicated.

Aboriginal and Torres Strait Islander Cultural Arts Program

The Aboriginal and Torres Strait Islander Cultural Arts Program is designed to enhance outcomes that reflect Canberra's unique culture and identity, by funding self-determined activities that support and enhance arts and cultural outcomes for Aboriginal and Torres Strait Islander artists, as well as building cultural leadership.

Table 31: Aboriginal and Torres Strait Islander Cultural Arts Program recipients

Recipient	Project Purpose/Summary	Amount (\$)
Tjanara Goreng Goreng with co-partner Paul Collis	Facilitate two community cultural development sessions on poetry writing and produce a showcase of this poetry through performance at two venues	\$10,000
Aiden Hartshorn	Glass mentorship with Tom Rowney and Peter Nilsson, to develop works focused on Walgalu Country and cultural objects	\$15,000
Jenni Kemarre Martiniello with ACT Indigenous Textiles Artists Group	Maker sessions for First Nations participants to explore their culture and create jewellery and small-scale objects	\$14,630
Emma Laverty	Performance of Project Dust dance group, continuing exploration of cultural identity and collaboration	\$15,000

Recipient	Project Purpose/Summary	Amount (\$)
Violet Sheridan	Draft a manuscript for autobiographical work with support of a professional writer. Showcase at National Library of Australia	\$15,000
Rechelle Turner	Expand art practice in textiles, printing and dyeing techniques and gain exposure to fashion industry at Darwin Aboriginal Art Fair and Country to Couture	\$15,000
William Walker	Develop and present paintings in the artist's first solo exhibition	\$4,171
Yerrabi Yurwang Child and Family Aboriginal Corporation	Development of ceramics by Women's Circle and Strong Women's Group at Strathnairn Arts, followed by exhibition at Belconnen Arts Centre in 2025	\$11,650

ACT Adult Community Education (ACE) 2023-24 Grants Program

The ACT ACE Grants program provides funding for the delivery of quality foundation skills training in accessible and inclusive community settings, to support Canberrans experiencing barriers to learning, training and work.

Table 32: Adult Community Education Grants recipients

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
Rebus Theatre	<i>Expressive Pathways</i> - This project will take two cohorts of young adults with neurodivergence and/or intellectual disability through a year-long work-ready training program, using theatre as a teaching medium	06/12/2023 to 31/12/2025	\$99,925
Havelock Housing Limited	<i>Havelock Back to Education Support Program</i> - This project will assist Havelock's tenants with their first steps back into work related education	06/12/2023 to 31/12/2025	\$48,088
Woden Community Services Limited	<i>Skills for Life</i> - This project will provide culturally and linguistically diverse participants with foundational language, literacy, numeracy, and digital skills training in a supported learning environment	06/12/2023 to 31/12/2024	\$87,988

ACT Chief Ministers Export Award 2023 Winners Export Assistance Sponsorship

This pilot sponsorship program supported 2023 ACT Export Award winners to participate in the February 2024 Trade Mission to Singapore and India. The Trade Mission offered the opportunity for attendees to further explore new export prospects in these thriving markets alongside an ACT Government delegation led by the Chief Minister. The sponsorship was

used to cover expenses (up to AUD\$5,000 per participant) associated with participation in the Singapore India Trade Mission and was taken up by two winners.

Table 33: ACT Export Award recipients

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
2023 ACT Export Award Recipients	Supporting attendance at the 2023 Singapore India Trade Mission	February 2024	\$8,254 (incl GST)

ACT Event Fund

The ACT Event Fund is a key mechanism for generating a range of positive economic, social and community outcomes for the Canberra region through the events sector. Grant funding in 2023-24 was provided through a competitive Main Round and an Out-of-Round funding allocation. The funding outlined below was delivered in 2023-24 to support events in the 2024 calendar year.

Table 34: ACT Event Fund recipients

Recipient	Project Purpose/Summary	Amount (\$)
AFRICA2AUSTRALIA	Africa Festival in the Park	\$10,000
Arclight Event Co	Botanica: Spirits & Food Festival	\$10,000
Athletics Australia	2024 Chemist Warehouse Canberra Track Classic	\$15,000
Australia Nepal Friendship Society	Holi Mela in Canberra	\$10,000
Beerfest No 1 Pty Ltd	Canberra BeerFest	\$15,000
Boutzos Family Discretionary Trust	ICN World Natural Games	\$10,000
Brindabella Motor Sport Club	2024 Rally of Canberra	\$15,000
Burley Griffin Canoe Club (Canoe Polo)	2024 Paddle Australia Canoe Polo National Championships	\$5,000
B&T Creative Pty Ltd	The Forage	\$30,000
Canberra Art Biennial	Canberra Art Biennial	\$30,000
Canberra Comedy Festival Pty Ltd	Canberra Comedy Festival	\$20,000
Canberra International Music Festival Ltd	Canberra International Music Festival	\$15,000
Canberra Off-Road Cyclists	2024 WEMBO Asia Pacific 24 Hour Mountain Bike Championships	\$10,000
Canberra Potters Society Inc	Fired Up 2024	\$5,000
Canberra Skateboarding Association	Belco Bowl Jam 2024	\$10,000
Elizabeth Lea	BOLD Bites 24 (BB24)	\$5,000
GAMMA Pop Culture Industries Pty Ltd	GAMMA Expo	\$10,000
Interact Collaborations	Battle of the Bands	\$10,000
Kicks Entertainment Events Pty Limited	Spilt Milk	\$30,000
Lakespeare & Co.	Shakespeare by the Lakes V: Henry V	\$10,000

Recipient	Project Purpose/Summary	Amount (\$)
Lyneham Primary Parents and Citizens (P&C) Association	Light Up Lyneham 2024	\$5,000
National Folk Festival Ltd	The National Folk Festival	\$30,000
Rocky Trail Entertainment Pty Ltd	Rocky Trail Mountain Bike ACT Explorer Series 2024	\$10,000
Southern NSW Harvest Incorporated	Canberra Region Truffle Festival 2024	\$15,000
Tennis ACT	2024 Canberra International	\$15,000
Tenpin Bowling Australia	Australian Disabilities Tenpin Bowling National Championships	\$10,000
The National Sheep Dog Trial Association Inc	National Sheep Dog Trial Championships	\$20,000
The Trustee for Bingley Investment Trust	Stromlo Running Festival 2024	\$10,000
The Trustee for the Sole Motive Unit Trust	The Canberra Times Marathon Festival & The Canberra Times Fun Run	\$15,000
Triathlon ACT Inc	The Capital Duathlon	\$5,000
Tuggeranong Community Council	SouthFest 2024	\$10,000

ACT Food and Beverage Trade Mission to Fiji - Export Assistance Sponsorship

Following on from the Singapore India Trade Mission pilot, a second Trade Mission sponsorship program was delivered for Canberra and Canberra Region food and beverage businesses to attend a Trade Mission to Fiji in May 2024. This Trade Mission focused on maximising cargo usage of the new Fiji Airways Canberra-Nadi flight route by developing export opportunities for food and beverage products to be shipped directly to Fiji, and onward to other Pacific countries. The sponsorship was used to cover expenses (up to AUD\$1,000 per participant) associated with participation in the Fiji Trade Mission only and was taken up by ten Canberra and Canberra Region businesses.

Table 35: Export Assistance Sponsorship recipients

Recipient	Project Purpose/Summary	Amount (\$)
2024 Fiji Trade Mission business attendees	Supporting attendance at the 2024 Fiji Food and Beverage Trade Mission	\$10,000

Note: "Canberra and Canberra Region business" is defined as a business with a registered ABN or operations within the ACT, or a Canberra Region Joint Organisation member Council/Shire.

Arts Activities Funding Up to \$5,000

Arts Activities Funding of up to \$5,000 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. From 1 January 2023, screen and digital games activities are eligible through the Arts Activities categories, superseding the Screen Arts Fund previously administered by Screen Canberra.

Table 36: Arts Activities Funding recipients

Recipient	Project Purpose/Summary	Artform	Amount (\$)
A-Z Theatre	To support artist fees for a one-week creative development of a new play, 'Mud'	Theatre	\$5,000
Joel Arthur	To support travel to attend as a finalist at the Fremantle Print Award at Fremantle Arts Centre, Western Australia	Visual Arts	\$1,251
Bridget Baskerville	Development of visual arts body of work about the impact of extractive industries on waterways	Visual Arts	\$3,405
Jessica Beange	To support editing and colour grading for the short film, 'ANIMAL'	Screen	\$5,000
Jack Biilmann	To support the live promotional tour of a new album, 'Divided Mind'	Music	\$3,500
Sara Black	To support costs of a one-week creative development for 'sKIN', a new dance/music/theatre work	Dance	\$3,966
Karina Bontes	Multimedia performance to celebrate the life and music of Chilean singer Victor Jar	Music	\$4,950
John Brookes	For the promotion and exhibition costs of 'Dark Snow', a new photographic exhibition in Belconnen, ACT	Visual Arts	\$1,864
Max Burgess	To support participation in a new cross-disciplinary production at the Melbourne Fringe Festival	Dance	\$1,413
Christopher Carroll	To support professional development through attendance at the Australian Performing Arts Forum in Brisbane	Theatre	\$2,469
Patricia Church	To support a comedy performance at the Melbourne International Comedy Festival 2024	Theatre	\$5,000
Spiros Coutroubas	For materials and exhibition costs to stage a photographic exhibition, 'Scenes from the Mall' in Belconnen ACT	Visual Arts	\$4,831
Blayne Cuzner	To support accommodation costs for attendance and game exhibition at the Sydney SXSW Games Festival	Digital Games	\$1,464
Tanya Davis	To support costs of a six-month manuscript development for 'Killing Widows', a new novel	Literature	\$2,125
Michele England	To support a solo exhibition at ANCA Gallery	Visual Arts	\$2,856
Robyn Evans	To support the creation of new work for the group exhibition 'Grounded' to be held at the Belconnen Art Centre	Visual Arts	\$3,060
Everyone Needs a Liam	To support travel and attendance costs to promote the 'The Librarian Saga' trilogy and 'Shifting Dimensions' novel to the Adelaide Fringe Festival and Brisbane ComiCon in 2024	Literature	\$3,968

Recipient	Project Purpose/Summary	Artform	Amount (\$)
Thomas Fell	To support travel and participation costs for a two-day creative development workshop for an art-music quartet	Music	\$4,960
Sean Fenemore	To support the costs of further development of graphic design and artwork for 'Sanctuary', a new tabletop game	Visual Arts	\$4,500
The Food Cooperative	For the promotion and delivery of 'Acoustic Soup', a schedule of live music and performance	Music	\$4,950
Sally Golding	To create and develop a new interactive audiovisual performance through studio experimentation and collaboration – for presentation across three European festivals	Visual Arts	\$5,000
Ginger Gorman	To support interview costs with female Indigenous Elders for a non-fiction memoir, 'Flying Not Falling'	Literature	\$5,000
Gabrielle Hall-Lomax	To support participation in a 4-month creative residency at the Centre for Contemporary Photography in Melbourne, Victoria	Visual Arts	\$4,800
Xenia Hanusiak	To deliver a key presentation and participate in workshops and knowledge exchange at Classical: NEXT in Berlin, Germany	Music	\$4,890
Eleri Harris	To support travel to the USA for mentoring and the further development of a debut graphic novel.	Literature	\$3,538
Stephen Harrison	To support production of a limited-edition artist book commemorating his 40-year art practice and celebrating the influence of his late teacher Petr Herel	Visual Arts	\$3,917
Nicole Hasham	To support participation costs for the Mick Dark Flagship Fellowship at the Varuna Writer's House in Katoomba, NSW	Literature	\$1,750
Toni Hassan	To document and share the journey of a cancer diagnosis through the creation and exhibition of multidimensional artworks	Visual Arts	\$4,996
Sammy Hawker	For the design and production of a set of Chladni plates for use in the development and exhibition of new work	Visual Arts	\$4,600
Plucky Wombat	To develop sound design for a new virtual reality escape room game	Digital Games	\$3,200
Paul Hutchison	To support attendance at the 2024 Australian International Documentary Conference in Melbourne, Victoria	Screen	\$920
Anne-Marie Jean	To support research fieldtrip to Japan to develop paper and fabric-based collage and painting techniques	Visual Arts	\$4,639

Recipient	Project Purpose/Summary	Artform	Amount (\$)
Zora Kerr	To support script development a new LGBTQIA+ narrative adventure digital game, 'The Vessel of Argeus'	Digital Games	\$4,864
Nicola Knackstredt	For travel and accommodation costs to participate in a collaborative exhibition as part of Melbourne's Craft Contemporary	Visual Arts	\$2,133
Julian Laffan	To support participation in traditional woodcut workshops, collaborations, and mentoring opportunities in Japan	Visual Arts	\$5,000
Liz Lea	For travel costs to attend the inaugural DanceXR Lab in Singapore	Dance	\$2,315
Lucid Theatre Co.	To support artist fees and production costs for a new play, 'People You May Know'	Theatre	\$4,990
Jacqui Malins	To support next stage of development of 'Gert By History', a poetic and visual investigation of Gert Bradshaw	Literature	\$4,500
Emilie Morscheck	For research and development of 'All Kinds Of Fury', a fantasy Young Adult novel with autistic representation	Literature	\$5,000
Al Munro	To support a seven-week residency and solo exhibition at MATDOT Art Centre, Bangkok, Thailand	Visual Arts	\$1,916
Music Theatre Projects	To assist with actors' fees for a mini tour of short plays by Millicent Armstrong: 'At Dusk', 'Thomas', 'Penny Dreadful' and 'Drought'	Theatre	\$5,000
Tim Napper	To support travel to Osaka and Kyoto, Japan to conduct research for a new novel	Literature	\$4,975
Emeirely Nucifora-Ryan	Solo exhibition at CCAS Manuka	Visual Arts	\$5,000
Beau Palmer	To support artist, production, and curatorial fees for an upcoming collaborative queer exhibition in Tasmania	Visual Arts	\$4,650
Peter Papathanasiou	To support the development of pitching documents and a first draft script for a feature film	Visual Arts	\$5,000
Pod People	Recording, mixing and promotional tour of Pod People's new album	Music	\$5,000
Ruth Pieloor	To facilitate a writers' room collaborative process for the script development of a new TV series	Screen	\$4,215
Fran Romano	To attend a 5-week ceramics residency in Italy	Visual Arts	\$4,990
Julie Ryder	For travel and associated expenses to attend a five-week art residency on King Island	Visual Arts	\$5,000
Dionisia Salas	To support the production and documentation of a major solo exhibition in Mildura and group exhibition at Belconnen Arts	Visual Arts	\$3,850

Recipient	Project Purpose/Summary	Artform	Amount (\$)
Eliza Sanders	To support travel and presentation of new work at the Busan International Dance Festival (BIDF) in Korea	Dance	\$2,379
Shortis and Simpson Pty Ltd	Video, sound and photographic documentation of a cabaret show based on the musical influences of local singer/songwriter Mikelangelo (Michael Simic)	Music	\$5,000
Fred Smith	To support the creation of music videos to accompany the release of three new singles	Music	\$3,000
Melinda Smith	To support travel and accommodation costs for an invitational 8-day poetry tour of Japan, including bilingual readings, translation workshops and creative exchange	Literature	\$2,237
Daan Steffens	To support artist fees and documentation for 'Nervewreck', the first annual Gutwrench Records mini music festival	Music	\$5,000
Vaidehi Subramanyan	To support travel and participation costs for a Bharatanatyam dance mentorship in Chennai, India	Dance	\$4,959
Jackson Taylor	To support 'Concurrent Exhibition', a series of three multimodal art and music events	Visual Arts	\$5,000
Us Mob Writing Group	To support four members to attend the 2024 Blak and Bright Festival in Melbourne, Victoria	Literature	\$5,000
Masoud Varjavandi	To support attendance at the 2024 Screen Forever Conference in Gold Coast, Queensland	Screen	\$2,470
Isobel Waters	To support travel and participation costs for an eight-day intensive course at the Pilchuck Glass School in Washington, USA	Visual Arts	\$5,000
Rafe Yang	To support a mentorship on the premiere production of the play 'How I Let You Die?'	Theatre	\$2,141

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

Arts Activities Funding between \$5,000 and \$50,000 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. From 1 January 2023, screen and digital games activities are eligible through the Arts Activities categories superseding the Screen Arts Fund previously administered by Screen Canberra.

Table 37: Arts Activities Funding recipients

Recipient	Project Purpose/Summary	Artform	Amount (\$)
Arts Activities \$5,000 to \$50,000 2023 Round 2			
James Batchelor	Creative development of a new dance project that will experiment with new techniques of	Dance	\$11,800

Recipient	Project Purpose/Summary	Artform	Amount (\$)
	sculpting an immersive digital environment from the live body		
Leah Blankendaal	To support travel to Columbus, OH, for the premiere of 'Your Space Has Echoes', followed by a residency at Art Letters and Numbers in New York City	Music	\$11,714
Luke Chiswell	Research and development for a custom metal-moveable typeset applied in a new body of work for exhibit at Aptos Cruz in Adelaide	Visual Arts	\$9,544
Nick Craft	To record an album of original songs in collaboration with the Canberra Symphony Orchestra	Music	\$25,214
Tilly Davey	To support collaborative workshops to create an accessible garden cookbook	Visual Arts	\$16,709
Demos Journal	The development and print of Demos Journal #13 and improvement of web accessibility	Literature	\$46,634
Nigel Featherstone	To support the recording of vocals and the mixing and mastering of a new album, 'Hells Herons'	Music	\$6,750
Sally Greenaway	Creating a major collaborative work combining visual art, music, and animation (STAGE 3)	Screen	\$23,402
Eleri Harris	Completion of 'Drawn from The Margins', a book focusing specifically on the craft and ethics of nonfiction comics	Literature	\$34,603
Sammy Hawker	Assistance with a 3-month interstate art residency leading to a new body of work intended for exhibition	Visual Arts	\$12,167
Nicci Haynes	Support for materials, technical expertise, and fabrication to realise an ambitious, robust, and collectible major body of work	Visual Arts	\$20,000
Liz Lea	Research and Development for a new one woman show 'Diamond' with a focus on script, film and movement development	Dance	\$16,764
Julie Monroe-Allison	Complete and present 'Shadow Murmurs', a solo exhibition of drawings and sculpture at Wangaratta Art Gallery	Visual Arts	\$13,313
Eden Plenty	To support the creation, production, and promotion of a debut album, 'Limbo'	Music	\$42,254
Kaya Wilson	To support the writing of a new Own Voices novel called 'Romeo'	Literature	\$25,571
Clare Young	Development of original miniseries UNRULY GIRLS	Screen	\$43,100

Recipient	Project Purpose/Summary	Artform	Amount (\$)
Arts Activities \$5,000 to \$50,000 2024 Round 1			
Prajdnik Awasthi	To develop an animated short film, 'The Hidden Side of the Moon'	Screen	\$35,000
James Batchelor	Creative development of a new dance work inspired by the late choreographer, Tanja Liedtke	Dance	\$22,000
Max Burgess	Creative development for a new contemporary dance work, 'of dirt and love'	Dance	\$39,153
Nigel Featherstone	Pre-production creative development for 'THE STORY OF THE OARS', a new play with spoken-word songs	Theatre	\$29,086
Amala Groom	To support production costs of a new moving image work, 'The Lodge', for exhibition at Canberra Contemporary Art Space in 2025	Visual Arts	\$49,756
Sammy Hawker	To develop a new body of work for a 3-month exhibition at Tweed Regional Gallery in 2025	Visual Arts	\$15,196
Judith Nangala Crispin	Completion of a new illustrated verse novel, 'The Dingo's Noctuary'	Literature	\$17,100
Abra Pressler	To develop a new LGBTQI+ fiction manuscript, 'The Romance Scam'	Literature	\$16,478
SAFIA	For creation, development and promotion of a new studio album	Music	\$50,000
Sarah St Vincent Welch	To support Stage 3 creative non-fiction development, 'We don't have words - a meditation on suicide in Australia'	Literature	\$7,200
Teen Jesus and the Jean Teasers	To support travel costs for North American tour in 2024	Music	\$50,000
Nicholas Vevers	Production costs for 'Mustard Flats' podcast and documentary series	Screen	\$21,043

Arts Community Outreach

Arts Community Outreach Funding enables the Canberra community to access and participate in a range of arts programs, as well as capacity building initiatives for organisations and individual artists.

Table 38: Arts Community Outreach recipients

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
Australian National University School of Music	To deliver a range of music community access programs through the School of Music	3 years	\$559,714
Australian National University School of Art and Design	To deliver a range of visual arts community access programs through the School of Art and Design	3 years	\$119,006

Arts Organisation Investment Program

Funding under the Arts Organisation Investment Program commenced on 1 January 2023 and replaced the Key Arts Organisation Funding, Arts Program Funding and some programs funded under the Arts Special Initiative Funding. The Arts Organisation Investment Program supports the arts sector in Canberra to create, develop and promote the arts for the benefit of artists and their work, and for the ACT community to have strong access to and engagement in the arts. There are four streams in the ACT Arts Organisation Investment Program:

- Arts Centre Investment Funding.
- Arts Organisation Investment Funding.
- Emerging Arts Organisation Investment Funding.
- Opportunity Investment Funding.

Arts Centre Investment Funding

This funding stream provides multi-year funding for ACT arts organisations that manage an ACT Government arts centre/s, aligned with a five-year licence to occupy the centre/s.

Table 39: Arts Centre Investment Funding recipients

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
Arts Capital	To assist with annual program operating costs in managing the Ainslie and Gorman House Arts Centres, and includes 2022-23 Budget Initiative funding of \$125,000	5 years	\$845,000
Belconnen Arts Centre	To assist with annual program operating costs and to manage the Belconnen Arts Centre, and includes 2022-23 Budget Initiative funding of \$150,000	5 years	\$1,050,000
Canberra Potters Society	To assist with annual program operating costs for ceramics and to manage the Watson Arts Centre	5 years	\$200,000
Canberra Glassworks	To assist with annual program operating costs for glass art and to manage the Canberra Glassworks	5 years	\$850,000
PhotoAccess	To assist with annual program operating costs for photo media and to manage the Manuka Arts Centre	5 years	\$280,000
The Stagemaster	To assist with annual program operating costs in theatre and to manage The Street Theatre	5 years	\$950,000
Strathnairn Arts Association	To assist with annual program and operating costs for visual arts and to manage Strathnairn Arts Centre	5 years	\$200,000

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
Tuggeranong Community Arts Association	To assist with annual program operating costs for community arts programs and to manage the Tuggeranong Arts Centre	5 years	\$860,000

Arts Organisation Investment Funding

This funding stream provides multi-year funding for leading ACT arts organisations.

Table 40: Arts Organisation Investment Funding recipients

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
ACT Writers Centre (MARION)	Professional development programs for Canberra writers at all levels, and promoting their work	2+2 years	\$185,000
Australian Dance Council - Ausdance ACT	Support to independent professional dancers and deliver accessible dance programs across all genres	4 years	\$150,000
Australian Dance Party	Professional dance company creating new contemporary dance works for local artists	4 years	\$100,000
Canberra Contemporary Art Space	Opportunities for emerging and established artists to create and present contemporary visual arts and engage in audience programs	4 years	\$300,000
Canberra International Music Festival	Present an annual festival of classical and contemporary/fine art music	4 years	\$92,000
Canberra Symphony Orchestra	Program of classical music concerts and performances including community access programs	4 years	\$615,000
Canberra Youth Theatre	Creative opportunities for young people through theatre workshops, productions and creative pathways	4 years	\$300,000
Craft ACT: Craft and Design Centre	Contemporary craft and design programs and exhibitions for local artists	4 years	\$410,000
Girls Rock! Canberra	Participation opportunities in contemporary music for young people of marginalised gender identities	2+2 years	\$70,000
M16	Program of exhibitions for local visual artists	4 years	\$70,000
Music for Canberra	Support to independent professional dancers and deliver accessible dance programs across all genres	2 years	\$250,000
Megalo Access Arts	Access to print media equipment and professional development programs and exhibitions	4 years	\$370,000
Music ACT	Professional development programs and services for contemporary musicians and bands	4 years	\$125,000

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
Rebus Theatre	Inclusive and accessible theatre making and presentation opportunities for people of all abilities	4 years	\$100,000
QL2 Dance	Support to independent professional dancers and deliver high quality, accessible dance programs across all genres	4 years	\$360,000
Screen Canberra	Professional development programs and opportunities for local screen practitioners	4 years	\$150,000
Warehouse Circus	Development programs and services for circus/physical theatre emerging artists	4 years	\$150,000
You Are Here Canberra	Professional development and presentation opportunities for local contemporary artists and producers	2+2 years	\$80,000

Emerging Arts Organisation Investment Funding

This funding stream provides two plus two years funding for organisations that have not received artsACT multi-year funding previously.

Table 41: Emerging Arts Organisation Investment Funding recipients

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
Contour 556 (Canberra Art Biennial)	Biennial contemporary visual arts festival in public spaces	2+2 years	\$50,000
Luminescence Chamber Singers	Vocal/choral development programs and performances	2+2 years	\$40,000
Australian Talented Youth Project (The Stellar Company)	Develop and present inclusive dance activities for people of all ages, abilities and backgrounds	2+2 years	\$40,000

Opportunity Investment Funding

Organisations that are in receipt of one of the other three streams of funding under the Arts Organisation Investment Program may be eligible for Opportunity Investment funding, which provides up to \$30,000 for one-off unforeseen opportunities, focussing on collaborative or innovative activities to develop an artform and/or expand into new markets.

Table 42: Opportunity Investment Funding recipients

Recipient	Project Purpose/Summary	Amount (\$)
Luminescence Chamber Singers	To record and release a debut studio album under the auspices of the ABC Classic label	\$21,218

Arts Special Initiatives

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

Table 43: Arts Special Initiatives recipients

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
Arts Law Centre of Australia	To assist with costs of providing legal advice to artists and arts organisations	N/A	\$23,000
Belconnen Arts Centre	For delivering community projects as part of the Regional Arts Fund	1 year	\$20,000
Kulture Break	To assist with costs of delivering community arts programs that build the confidence and wellbeing of at-risk young people and to enhance the sustainability of the organisation into the future	3 years	\$85,000
Tuggeranong Community Arts Association	For delivering community projects as part of the Regional Arts Fund	1 year	\$20,000

BSides Canberra

BSides Canberra is the largest cyber security conference in Australia. The conference focuses on the latest trends and issues in information security, hacking, including cybersecurity, cybercrime, privacy, cryptography, and related topics.

Table 44: BSides Canberra recipients

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
BSides Canberra	BSides Canberra is the largest cyber security conference in Australia. The conference focuses on the latest trends and issues in information security, hacking, including cybersecurity, cybercrime, privacy, cryptography, and related topics	Sponsorship was for the 2023 conference	\$9,091

Business and Innovation Sponsorships

The directorate entered into the following agreements which serves to support the development of our innovation ecosystems and small businesses in priority sectors.

Table 45: Business and Innovation Sponsorship recipients

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
Australian National University - Bioengineering Team	Sponsorship for the ANU Bioengineering team to attend the 2023 iGEM Grand Jamboree		\$5,000

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
Space Services Australia Pty Ltd	ACT Space Games 2024	4 December 2023 – 31 June 2024	\$25,000
ACT Education Directorate	ACT Space Industry Work Exploration Program	20 March 2024 – 30 July 2024	\$20,000
Aviation Aerospace Australia	Women in Aviation Aerospace Australia Canberra Summit 2023	17 August– 17 August 2023	\$4,750
Canberra Cyber Hub	Funding to advance the cyber ecosystem in Canberra by: creating an environment in Canberra in which cyber security businesses have the best opportunity to thrive; maximising opportunities for meaningful engagement between cyber security business and potential customers; growing of skilled workforce (both quantity and quality); generating increased student demand for education and training programs; facilitating high-quality collaborative research by maximising opportunities for engagement among providers and consumers of research; and amplifying the external communications of Canberra's cyber ecosystem	1 July 2022 - 30 June 2024	\$1,870,000
The Mill House Ventures Limited	Social Enterprise Grant Program - Funding for the Social Enterprise Scale-up Support Program and grant funding for the ACT Social Enterprise Grant Program	31 October 2023 - 31 October 2025	\$850,000
Australian National University	Inspiring Australia network host for then ACT	17 June 2024 - 30 June 2025	\$148,750
Lions Club of Gungahlin	Provide the BBQ at the Chief Minister's Student Welcome 2024 event The Chief Minister's Student Welcome event drew approximately 500 students. The attendees also included high-level dignitaries from global missions present in Canberra and senior executives from the tertiary education sector. The Student Welcome was part of broader Enlighten Festival activities	One off payment	\$2,000

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
Canberra Innovation Network (CBRIN)	Funding for the refurbishment of CBRIN's accommodation at level 4, 1 Moore Street	22 November 2023 – 31 October 2025	\$2,900,000
	Funding to undertake services and programs to accelerate innovation and entrepreneurship in the ACT and in-kind support through the provision of level 4 and 5 of 1, Moore Street under a peppercorn lease arrangement	1 July 2023 - 31 August 2025	\$5,930,000
	Funding for the delivery of the Innovation Connect (ICON) grant program, targeting early-stage commercialisation and prototyping activity in the ACT	1 July 2023 – 30 June 2025	\$1,100,000
2023 Canberra Women in Business Awards	Sponsorship of CWB Businesswoman of the Year Award	One-off grant	\$10,000
2024 Canberra International Riesling Challenge	Territory sponsorship of Canberra International Riesling Challenge	1 July 2023 – 30 June 2024	\$27,500
2023 ACT Pearcey Award	Territory sponsorship of ACT Pearcey Award	1 July 2023 – 30 June 2024	\$5,000

Capital of Equality Grants Program, Stream 1 Connection Fund

The primary objective of the Capital of Equality Grants Program is to remove any barriers to equality for LGBTIQ+ communities in the ACT and surrounding region. The Connection Fund aims to support projects that create a sense of community, belonging and “togetherness” for LGBTIQ+ people. This stream fits with the Capital of Equality Strategy objective of raising awareness to remove all barriers to equality. Funding under this stream is competitive with individuals, and non-for-profit and for-profit entities being eligible to apply.

Table 46: Capital of Equality Grants Program recipients

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
CLUBSCORE	The Halftime Show - CLUBSCORE is a queer art and sport collective based on Ngannawal country. The project funds the development of a new event called Halftime Show, which will comprise experimental performance art, games, and dancing. Thoughtfully designed, interactive community building elements will encourage playful, joyful connection for the LGBTIQ+ community	1 year	\$14,996

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
Seahorse Playgroup	Seahorse Playgroup - Seahorse Playgroup is a peer-led social gathering for LGBTQIA+ parents, carers and their children aged 0-3. It is currently Canberra's only queer specific family support group. The name "Seahorse Playgroup" draws inspiration from the seahorse, a symbol representing transmasculine parenthood. Fortnightly gatherings provide evidence-based sensory play activities for children and a sense of belonging for parents and carers	1 year	\$13,751
Queer Food	Queer Food Employment Training Program - The project is a pilot Employment Training Program run by Queer Food. The goal is to hire 3 trans or queer people and provide ongoing on-the-job training over a 6-month period. Additionally, the project will offer 6 external training sessions focused on industry skills, inclusivity and confidence building within the hospitality industry	1 year	\$12,242
Out for Australia	Out for Bright Futures - Out for Australia (OFA) is expanding its outreach program to connect LGBTQIA+ university and TAFE students with OFA's working professionals. Six lived experience storytelling sessions will be held at universities and TAFE in the ACT in partnership with university and TAFE LGBTQIA+ groups in an effort to support LGBTQIA+ students in developing their career plan. Multiple LGBTQIA+ working professionals, with at least one from minority communities, will be invited to share their personal stories of navigating study, career and identity in schools and workplaces, and answer questions from participants	1 year	\$10,000
Joshua Wrest	Queer Mind Meditations - Queer Mind Meditations is a proposal for a pilot program offering meditation, group therapy, breathwork, embodiment, nature connection and social engagement exercises for Canberra's LGBTIQ+ community, families and allies. The program will provide free monthly gatherings for a period of 10 months. These gatherings will provide participants with an opportunity to connect with the LGBTIQ+ community, whilst simultaneously practicing various meditative,	1 year	\$5,000

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
	breathwork, embodiment, nature connection and therapeutic practices that support physical, mental and emotional health and wellbeing. Participants will be supported with holistic, rapport-based relating psychotherapy principles, offering valuable insights and education on mental health matters		
Joanne Falvey	Mystery and Thriller Queer Storytelling - The project funds the Mystery and Thrillers Queer Storytelling on-line course that aims to provide participants with the skills, knowledge, and understandings of key aspects of writing a mystery or thriller piece in a safe and Inclusive supportive space. The course will cover all the essential components of the mystery and thriller genres and provide a step-by-step guide for building your own story	1 year	\$3,025
A Gender Agenda	Intergenerational Connections - This project aims to identify ways to connect older trans, gender diverse and intersex people with AGA services, trial possible event options, and provide intergenerational connection experiences and events - including through story sharing, connection at existing events, and other services identified through consultation with community elders	1 year	\$15,000

Capital of Equality Grants Program, Stream 2 Partnerships and Capacity Building

The Partnership and Capacity Building Stream is designed to help build capacity and sustainability of community organisations in the ACT region to meet the needs of the LGBTIQ+ community. This stream will be in effect until 2024 in recognition of an increasing number of LGBTIQ+ -led work in the ACT and a lack of funding for the core capacity building work. The outcomes of this funding are aligned with the commitments to supporting community services expressed in the Second Action Plan of the Capital of Equality Strategy.

Table 47: Capital of Equality Grants Program recipients

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
Rebus theatre	LGBTQIA+ Officer, Programs and Capacity Building - The grant will support employing an LGBTQIA+ officer to create a new theatre	1 year	\$32,150

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
	program for LGBTIQ+ adults and develop Rebus's organisational capacity in supporting the LGBTIQ+ community. The LGBTIQ+ officer will build partnerships with LGBTIQ+ organisations and individuals, facilitate training for Rebus staff and community partners, develop a new theatre program for LGBTIQ+ adults, manage continuation and expansion of our existing LGBTIQ+ youth film program, and take part in fundraising and grant seeking activities to solidify Rebus' capacity to support the LGBTIQ+ community into the future		
Canberra Rape Crisis Center (Canberra Rape Crisis Centre)	CRCC Rainbow Tick Project - The project will enable CRCC to obtain a Rainbow Tick Accreditation across the entire organisation and programs. CRCC is committed to ensuring the services provided to people who identify as members of LGBTIQ+ communities, who have been sexually assaulted and are accessing CRCC services as a result of complex trauma, are provided with a welcoming, safe and understanding experience. By obtaining Rainbow Tick Accreditation additional confidence in accessing CRCC services by LGBTIQ+ communities will be achieved	1 year	\$40,000
Bosom Buddies ACT Inc	Support through Empowerment - The grant will support the development of a program aimed at empowering the LGBTIQ+ community to enhance breast/chest awareness and early detection of breast/chest cancer. The program will focus on educating the LGBTIQ+ community on the importance of regular breast/chest self-examinations and early intervention, ultimately leading to improved outcomes. It will be designed to be inclusive and accessible for trans and gender diverse individuals, complementing the existing BreastScreen two-yearly screening process. Through this initiative, LGBTIQ+ community will be empowered to take control of their health and well-being	2 years	\$15,000
Screen Canberra	Screen Diversity: Fostering Inclusivity through LGBTIQ+ Storytelling - This project aims to provide emerging and established screen practitioners in Canberra with research-	1 year	\$38,000

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
	informed training and support to better create and deliver LGBTIQ+ screen stories. This project will include the delivery of training and mentorship programs that engage the screen community in critical dialogue about how queer people, identities and stories are and can be included in screen media in Australia. By partnering with key research and industry institutions, Screen Canberra aims to enhance its capacity to support and promote LGBTIQ+ people living and working in screen media in the ACT		
Collective on Anti-Racism	COAR Pride - The grant will support a program focused on providing queer-focused events for all members of the community, particularly those who have experienced isolation due to intersectionality. The funding will facilitate the organisation of three LGBTIQ+ events dedicated to enhancing understanding, promoting well-being, and raising community awareness of queer members within our multicultural communities and their allies. The grant will contribute to the sustainability of the organisation through its incorporation process	1 year	\$17,786

Capital of Equality Grants Program, Stream 3 LGBTIQ+ Leadership

This stream is designed to support LGBTIQ+ (new, emerging and established) leaders to access leadership and professional development opportunities. This funding will be available to LGBTIQ+ leaders who do not have organisational support or financial capacity to access those opportunities. The funding is provided as a small grant and is intended to cover expenses such as travel, accommodation and registration fees. In some cases, the funding is only a contribution towards the total cost of an opportunity.

Table 48: Capital of Equality Grants Program recipients

Recipient	Project Purpose/Summary	Amount (\$)
14 LGBTIQ+ community leaders	The funding available is between \$650 up to \$1500, based on the location of opportunity. This funding supported the following professional development opportunities: • participation in sector and academic conferences; • mentorships; • participation in training and professional development sessions; and	\$18,214

Recipient	Project Purpose/Summary	Amount (\$)
	other opportunities that offer skills and capability building	

Note: For privacy reasons only a total number of successful recipients and a total amount of funding allocated is included.

Club Enhancement Program

This program provides assistance to ACT sport and active recreation clubs, district associations and State Sporting Organisations to further develop the services and programs they provide within the Canberra community. Funding can be used to purchase non-consumable equipment, increase the skills of coaches, officials, volunteers and management committees, or support improvements to club capability, capacity, and accessibility.

Table 49: Club Enhancement Program recipients

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
ACT Badminton Association	Training and resource development	1 year	\$18,000
ACT Fencing	Fencing equipment	1 year	\$3,000
ACT Men's and Mixed Netball	Planning workshop	1 year	\$1,000
ACT Netball	Constitution upgrade for member organisations	1 year	\$10,000
ACT Rogaining	Remote area first aid training	1 year	\$3,700
ACT Veterans Badminton	Badminton shuttle feeding machines	1 year	\$4,500
ACT Squash Racquets	Coaching course delivery	1 year	\$3,600
Bowls ACT	Glow in the dark social bowls equipment	1 year	\$19,000
Canberra City Gymnastic Club	Upgrade of permanent safety padding	1 year	\$20,000
Canberra White Eagles Football Club	Equipment to support junior players	1 year	\$4,000
Capital Petanque	First aid training and defibrillator	1 year	\$3,500
Dragons Water Polo Club	Replacement of water polo goals	1 year	\$12,000
Kambah Tennis Club	Court seating installation	1 year	\$4,300
Majura Junior Soccer Club	Replacement of mini roos goals	1 year	\$10,000
Orienteering ACT	Event timing devices	1 year	\$9,000
Royal Military College Golf Club	Club planning project	1 year	\$8,500
Serbian White Eagles Football Club	Training development	1 year	\$5,500
Sutherland Softball Club	Club Development project	1 year	\$4,500
Swimming ACT	Governance improvement project	1 year	\$8,750

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
Table Tennis ACT	Purchase of table tennis tables	1 year	\$5,000
The Scout Association of Australia ACT	Equipment to support "Camp in a Box" project	1 year	\$19,000
Tigers Football Club	Marquees and seating for players	1 year	\$14,000
Triathlon ACT	Canberra Kids TRYathlon event delivery	1 year	\$14,000
Tuggeranong Vikings Swim Club	Equipment and technology upgrades	1 year	\$10,000
Volleyball ACT	Complaints handling system development	1 year	\$12,000

Community Council Annual Deed of Grant

An annual grant was provided to each of the seven ACT community councils to enable them to communicate the views, expectations and concerns of community members to the ACT Government.

Table 50: Community Council Annual Deed of Grant recipients

Recipient	Project Purpose/Summary	Amount (\$)
Gungahlin Community Council Inc.	Annual grant to assist local community council	\$13,000
Inner South Canberra Community Council Inc.	Annual grant to assist local community council	\$13,000
North Canberra Community Council Inc.	Annual grant to assist local community council	\$13,000
Tuggeranong Community Council Inc.	Annual grant to assist local community council	\$13,000
Weston Creek Community Council Inc.	Annual grant to assist local community council	\$13,000
Woden Valley Community Council Inc.	Annual grant to assist local community council	\$13,000
Belconnen Community Council Inc.	Annual grant to assist local community council	\$13,000

Community Sport Facilities Program

This program provides assistance to not-for-profit sport, recreation and community organisations to develop fit for purpose, sustainable and accessible places and spaces for sport and active recreation. Funding can be used for the development of new, or the upgrade of current facilities which maintain or increase physical activity, through rational development of sustainable, good quality, well-designed and well-utilised facilities.

Table 51: Community Sport Facilities Program recipients

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
Abilities Unlimited Australia	Construction of learn to ride accessible bike track	1 year	\$425,000
ACT Netball	Removal and replacement of stadium roof	2 years	\$226,751
Canberra Dragon Boats	Installation of boat stackers	1 year	\$120,000
Canberra Rowing Club	Boathouse redevelopment	1 year	\$300,000
Fairbairn Golf Club	Driving range improvements	1 year	\$69,000
Flinders Tennis Club	Perimeter fencing improvements	1 year	\$45,000
Magpies Junior Football Club	Installation of goal netting	1 year	\$45,000
National Capital Motorsports Club	LED lighting upgrade	1 year	\$180,000
The ACT Motorcycle Club	Ablutions and canteen upgrade	1 year	\$87,500
Volleyball ACT	Grass court fit out	1 year	\$15,000
Water Polo ACT	Gungahlin Leisure Centre scoreboard	1 year	\$23,000
Weston Valley Archery Club	Installation of shade shelters	1 year	\$82,000
Weston Valley Archery Club	Disability compliant paths and concrete pads	1 year	\$35,000
Canberra Croquet Club	Facility optimisation study	1 year	\$20,000
The Scout Association of Australia ACT Branch	Camp Cottermouth detailed masterplan	1 year	\$150,000

Community Support Fund

The Community Support Fund is designed to meet emerging community needs, fund initiatives that do not meet any existing ACT Government grants program eligibility requirements, and make donations to charitable organisations on behalf of the ACT Government.

Table 52: Community Support Fund recipients

Recipient	Project Purpose/Summary	Amount (\$)
Lauren Logan	Sponsorship to represent Australia at HipHop International in Arizona	\$1,500
Order of Australia ACT Branch	Donation to assist with administrative costs of receptions and honouring of local recipients	\$2,300
APW Organising Committee	Sponsorship of Anti-Poverty week 2023	\$15,000

Recipient	Project Purpose/Summary	Amount (\$)
Federation of Indian Associations of the ACT	Donation to assist with costs of the 2023 AusIndia Fair	\$4,000
Bricks and Smiles: the Zac Minty Legacy Project	Donation to provide Lego sets to children undergoing oncology treatment	\$4,000
PainAustralia	Donation to the 2023 PainAustralia CEO Headshave	\$1,000
The Smith Family	Donation to the 2023 Smith Family Christmas Appeal	\$12,000
Ngunnawal Primary P&C	Donation to assist with costs of the 'Ngunnawal Community Day' event	\$1,000
Canberra Valley Lions Club	Donation to the Canberra Valley Lions Club 2023 Christmas Hamper appeal	\$1,500
Taryn Dickens	Donation to purchase equipment for low-vision athlete Taryn's bid to participate in the 2026 Winter Olympics	\$1,500
Communities at Work	Donation to the 2023 Communities at Work Christmas appeal	\$10,000
Uniting ACT/NSW	Donation to the 2023 Uniting ACT/NSW Christmas appeal	\$10,000
Canberra Yacht Club	Donation towards prizes at the 2024 Chief Minister's Australia Day Regatta	\$1,000
Weston Creek Community Council	Donation to assist with administrative costs of the 2024 Weston Creek Community Council Street Fair	\$5,000
Salvation Army	Donation towards the 2024 Salvation Army Red Shield appeal	\$15,000
Communities at Work	Donations towards the 2024 Communities at Work March Mingle food pantry drive	\$2,500
Roundabout Canberra	Donation to the 2024 Roundabout Canberra Winter appeal	\$25,000
Craft + Design Festival Canberra	Donation to support activities to encourage attendance and participation at the 2024 Craft + Design Festival Canberra	\$5,000
Canberra International Music Festival	Donation to support activities to encourage attendance and participation at the 2024 Canberra International Music Festival	\$5,000
Africa Australia Council ACT	Donation to assist with administrative costs of the ACT Africa Day 2024 event	\$4,000
Watson Community Association	Donation to assist with printing costs of the Watson Community Association 'Watson' Newsletter	\$4,000
Sher-A-Panjab Sports Club	Donation to assist with administrative costs of the 2024 'Canberra Kabaddi Cup' event	\$2,500
The Smith Family	Donation to The Smith Family 2024 Winter Appeal	\$12,000
The St Vincent de Paul Society	Donation to The St Vincent de Paul Society 2024 Winter Appeal	\$12,000
Anglicare	Donation to the Anglicare 2024 Winter Pantry Appeal	\$12,000
The Hospital Research Foundation Group	Donation to the 'Walk to Fight Parkinson's' event to support clinical services for those living with Parkinson's	\$10,000

Recipient	Project Purpose/Summary	Amount (\$)
ACT Pet Crisis Support	Donation to the ACT Pet Crisis Support 'Tiny Vet Clinic' to meet increased demand over winter	\$5,000
Canberra Christmas Party	Sponsorship of the 2024 Canberra Christmas party for children	\$2,700
Ministerial Advisory Council on Ageing	Donation to support administrative costs of the 2024-25 Ministerial Advisory Council on Ageing Housing Symposium	\$8,000
Mental Health Community Coalition	Donation to support the Mental Health Community Coalition 'Combatting Loneliness Together' event	\$10,000
Hawker Men's Shed	Donation to assist with construction and fit-out of a new shed for the Hawker Men's Shed	\$8,500

Floriade Community Grants

This Floriade Community Grant program is available to community groups participating in the Floriade Community planting program. The funding supports the creation of community events held during Floriade at various locations across the city to increase the occurrences of positive economic, social and community outcomes for the Canberra region.

Table 53: Floriade Community Grants recipients

Recipient	Project Purpose/Summary	Amount (\$)
Narrabundah College P&C Association	Community event	\$2,050
UCA - Tuggeranong Uniting Church	Community event	\$1,800
Communities@work	Community Event	\$1,250
Northside community service limited	Community Event	\$1,900
Oaks Estate Residents Association	Community Event	\$2,500
Perinatal Wellbeing Centre Inc	Community Event	\$2,210
Community Home Australia PTY LTD	Community Event	\$2,000
Meridian Incorporated	Community Event	\$2,500
Deakin Residents Association	Community Event	\$1,900
Kingston and Barton Residents Group Inc	Community Event	\$2,000
Hepatitis Act Inc	Community Event	\$1,200
Swinger Hill Gardening and Weeding Group	Community Event	\$1,940
Vietnam Veterans and Veterans Federation ACT Incorporated	Community Event	\$1,250
Southern ACT Catchment Group Incorporated	Community Event	\$500

GovHack

GovHack is an annual open government data competition held across Australia and New Zealand. The ACT Government was a premier sponsor for the 2023 ACT GovHack event which was held on the weekend of 18-20 August 2023. Our sponsorship helped provide ACT participants with an immersive experience and funded specific ACT Government data challenges and prizes, as well as supporting venue hire and event administration.

Table 54: GovHack recipients

Recipient	Project Purpose/Summary	Amount (\$)
GovHack (ACT)	GovHack is an annual open government data competition held across Australia and New Zealand. The ACT Government was a premier sponsor for the 2023 ACT GovHack event, which was held on the weekend of 18-20 August 2023. Our sponsorship helped provide ACT participants with an immersive experience and funded specific ACT Government data challenges, prizes as well as supporting venue hire and event administration	\$13,637

Industry Partnership Program

The program is designed to allow the ACT Government to invest in innovative, collaborative and co-investment projects with State Sporting Organisations who demonstrate high levels of capacity and capability to deliver identified projects which are assessed as scalable and sustainable.

Table 55: Industry Partnership Program recipients

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
ACT Basketball	Governance and Operating Model Project Plan	3 years	\$125,000
ACT Cricket	Operation Heart Beat – Volunteer Support Program	3 years	\$125,000
ACT Netball	Building a diverse and inclusive community	3 years	\$125,000
Capital Football	Game Development – Diversity and Inclusivity Program	3 years	\$125,000
Tennis ACT	Game on! For Kids and Teens – Comprehensive Participation Program	3 years	\$125,000
ACT Gymnastics	Diversified Participation Project – Parkour activation project	3 years	\$85,000
ACT & Southern NSW Rugby Union	ACT Brumbies Get into Rugby and Try Tag Program	3 years	\$70,000
AFL NSW/ACT	Women and Girls – ACT Accelerator – participation and training programs	3 years	\$60,110
Auscycling Limited	ACT Club Development Program	3 years	\$61,600
Capital Athletics	Access for all – participation program	3 years	\$85,000
Hockey ACT	Volunteer workforce improvement through governance reforms	3 years	\$85,000
Rowing ACT	Digital optimisation of the regattas	3 years	\$58,625
Canberra Raiders	The Coach Developer – Improving the coaching experience	3 years	\$85,000
Volleyball ACT	Grass sports project – introduction of grass volley sports	3 years	\$85,000

Major Event Fund

The Major Event Fund supports new major event opportunities that can drive substantial economic impact for Canberra through visitation, provide opportunities for marketing and promotion of Canberra, provide high-quality, enticing event experiences that support the Canberra brand, and engage Canberra's diverse communities.

Table 56: Major Event Fund recipients

Recipient	Project Purpose/Summary	Amount (\$)
National Gallery of Australia	Emily Kam Kngwarray exhibition	\$250,000
National Gallery of Australia	Gauguin's World: Tona Iho, Tona Ao exhibition	\$380,000
National Museum of Australia	Discovering Ancient Egypt exhibition	\$150,000
Summernats Pty Ltd	Summernats 2024	\$450,000
Capital Football	Kanga Cup 2024	\$50,000
Joco Productions Pty Ltd	Metaverse of Magic	\$40,000
amplifyCBR Pty Ltd	Skyfire 2024	\$80,000

Skilled to Succeed Innovation Grants program

The Skilled to Succeed Innovation Grants program, funds projects which support the development of a more responsive, flexible and future-focused skills system and workforce.

Table 57: Skilled to Succeed Innovation Grants recipients

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
Canberra Institute of Technology (CIT)	<i>Brewing to Success</i> - This project involves CIT partnering with local industry, to develop and trial an accredited, brewing specific statement of attainment	21/07/2023 to 30/06/2025	\$79,740
Canberra Institute of Technology (CIT)	<i>Degree Apprenticeship in Engineering</i> - This project involves collaboration between the engineering industry, the Australian National University, and key stakeholders to explore the codesign of a degree apprenticeship in engineering	21/07/2023 to 30/06/2024	\$86,517
Lendlease	<i>Women in Construction Initiative</i> - This project will assist women, and gender-diverse people to gain the necessary skills, personal protective equipment, tickets, and licenses for entry into the construction industry	24/08/2023 to 29/12/2024	\$62,541
University of Canberra	<i>Training and Upskilling for Women in Construction</i> - This project involves the development and trialing of five micro-credential units for female construction workers and school leavers interested in the construction industry	21/06/2023 to 29/12/2024	\$60,000

Special Purpose Funding

The Special Purpose Funding is provided outside of established programs where a community need was identified.

Table 58: Special Purpose Funding recipients

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
Hands Across Canberra	Canberra Day Appeal – Fun Run Donation	One off payment	\$5,000

Special Purpose Program

This program provides funding support to initiatives which sit outside the Sport and Recreation Investment Scheme.

Table 59: Special Purpose Program recipients

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
Abilities Unlimited Australia	Expansion of service capability	3 years	\$75,000
Every Chance	Financial assistance to low socioeconomic families to support junior sport participation	3 years	\$75,000
Heart Foundation	Skipping for heart	3 years	\$100,000
Physical Activity Foundation	Game on	3 years	\$200,000
Riding for the Disabled ACT	Capacity building for coach and volunteer development	3 years	\$75,000
ACT Cricket	Indoor cricket assistance	1 year	\$250
ACT Cricket	Ministers Award – Event Excellence	1 year	\$3,000
Athletics ACT	Ministers Award – Innovation	1 year	\$3,000
Hockey ACT	Ministers Award – Inclusion	1 year	\$3,000
AFL NSW/ACT	Transition Funding	1 year	\$9,890
ACT Baseball	Transition Funding	1 year	\$15,200
ACT Softball	Transition Funding	1 year	\$45,000
ACT Squash	Transition Funding	1 year	\$41,400
ACT Swimming	Transition Funding	1 year	\$17,250
ACT Triathlon	Transition Funding	1 year	\$21,000

Sport Loan Interest Subsidy Scheme

The Sports Loan Interest Subsidy Scheme assists sporting organisations in the ACT in paying interest on loans obtained for the purpose of developing and improving sporting facilities.

Table 60: Sports Loan Interest Subsidy Scheme recipients

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
Tennis ACT	Redevelopment of the National Sports Club	1 year	\$9,626

State Organisation Support Program

The State Organisation Support Program is designed to allow the ACT Government to form strategic partnerships with ACT State Sport and State Active Recreation organisations who demonstrate the potential to enhance the diversity of organised sport and active recreation opportunities available to the Canberra community. Funding can be used for improving organisational capacity and capability as determined by the organisation's prior submission to the State Sport Organisation Categorisation Matrix.

Table 61: State Organisation Support Program recipients

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
ACT Baseball	Governance and organisational operations enhancement	1 year	\$29,800
ACT Triathlon	Governance reformation project	1 year	\$35,000
Bowls ACT	Governance, policy and planning project	1 year	\$35,000
Orienteering ACT	Governance, policy and planning initiative	1 year	\$19,180
Table Tennis ACT	Constitution review and planning project	1 year	\$35,000
Water Polo ACT	Organisational improvement and Reconciliation Action Plan	1 year	\$28,500

Tourism Product Development Fund

The Tourism Product Development Fund (previously named the COVID-Safe Tourism Co-investment Program) supports the development of tourism experiences, products and infrastructure.

Table 62: Tourism Product Development Fund recipients

Recipient	Project Purpose/Summary	Amount (\$)
Eco Suites Australia Pty Ltd	Eco Suites Australia Project - the creation and installation of luxury glamping suites.	\$100,000
Mercure Canberra	Mountain Bike/Accommodation Package-Infrastructure Project	\$24,299
Margot Bar	Winter Wonderland by the Water	\$35,854
The Truffle Farm	The Truffle Farm Renewable Energy Cooking Pods	\$90,546
Capital Woodland and Wetlands Conservation Association Inc.	Treetops Adventure - Majura Pine	\$100,000
10 Minutes South	Stables @ 10 Minutes South Events Venue Project	\$20,000
National Capital Attractions Association Inc	Tour Groups – A Growing Market	\$50,000

Recipient	Project Purpose/Summary	Amount (\$)
Lunetta	Red Hill Lookout Restaurant Refurbishment	\$43,450
Problem Child Hospitality	Squeaky Clean Bar	\$43,450
Cockington Green Gardens	Miniature Steam-Train Duplication Project	\$42,301
The Lawns of the Lobby	The Lawns of the Lobby – National Triangle Tourist Kiosk and Events Kitchen	\$50,000
Woodlands & Wetlands Trust	Sanctuary Cycles	\$20,000
Canberra Guided Tours	Floriade Tour Program	\$41,000

University of Canberra Wellbeing Survey

The ACT is funding the 2024 wave of the University of Canberra's Living well in the ACT Region survey. The university has conducted the survey since 2019, providing key insights into the subjective wellbeing of Canberrans and residents of the immediate region. This has included through the period of the COVID-19 pandemic. The survey provides a valuable resource for the community and also supports measures of wellbeing outlined in the ACT Wellbeing Framework.

Table 63: University of Canberra Wellbeing Survey

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
University of Canberra	To provide insights into the subjective wellbeing of the Canberra community	15 months	\$165,000

Workplace Health and Safety and Conditions Liaison and Education Grant

Commencing on 18 December 2023, this multi-year grant is to support the recipient's delivery of work health and safety and workplace rights initiatives that provide advice, awareness raising, access to specialist workplace services and training for employers and workers in the ACT.

Table 64: Workplace Health and Safety and Conditions Liaison and Education Grant recipient

Recipient	Project Purpose/Summary	Term of Grant	Amount (\$)
Trades and Labour Council of ACT Inc. (UnionsACT) ¹	The purpose of this grant initiative is to improve information, awareness, and education of workplace rights, with a focus on vulnerable workers such as young workers, culturally and linguistically diverse workers and high-risk industry sectors	5 years, to 30 June 2028	\$2,154,961 ²

Note 1: the Deed of Grant with the Trades and Labour Council of ACT (known as UnionsACT) is publicly available at [Workplace Health and Safety and Conditions Liaison and Education Grant](#), previously known as the Work Health and Safety Liaison Grant

Note 2: the total value of \$2,154,961 (excluding GST payable) is payable over the five-year term of the grant as follows: year 1 (\$443,196); year 2 (\$521,485); year 3 (\$538,304); year 4 (\$319,596) and year 5 (\$332,380) and includes three-year funding in year 1 to year 3 for the 2023-24 budget initiative towards "supporting mental health in the workplace".

2025 Osaka Expo Australian Pavilion ACT Government Sponsorship

At the invitation of the Department of Foreign Affairs and Trade (DFAT), the ACT Government has signed on as a sponsor of the Australian Pavilion at the 2025 Osaka Expo from April-October 2025. This sponsorship payment supports this DFAT led 'Team Australia' initiative to promote Australia and the ACT on the world stage, highlighting our strengths across a range of priority sectors such as tourism, premium foods, education, space, health, sciences, the arts and clean energy production. The World Expo is one of the oldest and largest international events serving as a global platform for achievement, innovation, collaboration, and cooperation. This sponsorship allows the ACT Government to access meeting and event spaces at the Australian Pavilion, and participate and promote our key areas of strength to the world.

Table 65: 2025 Osaka Expo Australian Pavilion ACT Government Sponsorship recipient

Recipient	Project Purpose/Summary	Amount (\$)
Department of Foreign Affairs and Trade	ACT Government sponsorship of the 2025 Osaka Expo Australian Pavilion	\$100,000 (GST exempt)

Aboriginal and Torres Strait Islander reporting

For CMTEDD, reconciliation involves collaborating and building partnerships with the Aboriginal and Torres Strait Islander Peoples of the ACT and surrounding regions. Our Stretch Reconciliation Action Plan (RAP) centres on working with Aboriginal and Torres Strait Islander Peoples. Our RAP continues to inform and direct our reconciliation journey while actively supporting the objectives in the ACT Aboriginal and Torres Strait Islander Agreement 2019-2028.

CMTEDD's Stretch Reconciliation Action Plan 2020-2023

We completed our Stretch Reconciliation Action Plan (RAP) 2020-2023 in October 2023. This was the directorate's second RAP, building on the previous Innovate RAP to embed reconciliation throughout our work.

Some highlights of the Stretch Reconciliation Action Plan during 2023-24 included:

- Another successful Reconciliation Day public event, held at the Commonwealth Park Canberra. The event brought together members of the community and ACT Public Service staff to celebrate First Nations cultures and learn about reconciliation.
- Enhancing cultural capability through the CMTEDD Cultural Learning Strategy 2023-2026. The strategy, co-designed with CMTEDD's Aboriginal and Torres Strait Islander staff, progressively builds knowledge and skills and guides directorate staff from foundational learning through to explorative and immersive experiences.
- The recognition of staff who made a significant impact in the Reconciliation category of CMTEDD's annual Staff Awards, which included initiatives to support the wellbeing of Aboriginal and Torres Strait Islander staff throughout the 2023 referendum period.

CMTEDD is developing a new plan to follow on from the Stretch RAP, which focuses our efforts on the National Closing the Gap Agreement's four priority reforms and areas identified as priorities under the ACT Aboriginal and Torres Strait Islander Agreement 2019-2028. We conducted a development workshop in February 2024, facilitated by National Indigenous Training and Employment Solutions, during which senior leaders listened to the experiences of the directorate's Aboriginal and Torres Strait Islander staff and identified key themes. The Plan will be launched later in 2024.

Working with Aboriginal and Torres Strait Islander Peoples

Engagement with the Aboriginal and Torres Strait Islander Elected Body

The CMTEDD Senior Executive Group continued to meet with the Aboriginal and Torres Strait Islander Elected Body. These meetings ensure Aboriginal and Torres Strait Islander Peoples have a strong voice within government decision making and provide opportunities for the Elected Body to provide feedback, suggestions or raise issues of concern directly with senior officials. Representatives discussed progress on CMTEDD's initiatives under the ACT Aboriginal and Torres Strait Islander Agreement and the directorate's Stretch Reconciliation Action Plan, as well as activities underway to increase representation of Aboriginal and Torres Strait Islander people in our workforce.

ACT Aboriginal and Torres Strait Islander Elected Body Agreement 2019-2028, and National Agreement on Closing the Gap

In 2023-24 CMTEDD continued to work to improve outcomes for Aboriginal and Torres Strait Islander people through commitments under both the *ACT Aboriginal and Torres Strait Islander Agreement 2019–2028* (the ACT Agreement) and the *National Agreement on Closing the Gap* (the National Agreement).

CMTEDD has progressed a range of initiatives under the ACT Agreement to contribute to the Focus Areas of Lifelong Learning and Economic Participation through our involvement with Vocational Education and Training, business development and government procurement. As a central agency, CMTEDD also plays an important role in supporting transformation of the ACT Public Service, which contributes to Focus Areas under the ACT Agreement such as Cultural Integrity and Inclusive Community, as well as key objectives under the National Agreement, particularly Priority Reform 3, to transform government institutions and organisations and support systemic and cultural change across government.

Table 66: *Aboriginal and Torres Strait Islander Agreement action items*

Commitment	Status
Phase II Action Plan - Connecting the Community Develop an engagement plan to increase awareness of the Aboriginal and Torres Strait Islander Procurement Policy across government and the community, to increase the level of Aboriginal and Torres Strait Islander businesses obtaining ACT Government contracts.	Ongoing Procurement ACT is progressing a holistic streamlining of all procurement related policies and the Government Procurement (Charter of Procurement Values) Direction 2020. This will include a review of the Aboriginal and Torres Strait Islander Procurement Policy.

Commitment	Status
Phase II Action Plan - Connecting the Community Establish whole of government cultural standards and protocols, to build the cultural effectiveness of ACTPS staff to enable more impactful engagement with Aboriginal and Torres Strait Islander Community members.	Ongoing CMTEDD Communications & Engagement is working with artsACT on a project to help establish whole of government cultural standards and protocols, to build the cultural effectiveness of ACTPS staff to enable more impactful engagement with Aboriginal and Torres Strait Islander community members. This includes guidelines prepared by Communications and Engagement and a protocol handbook being developed by artsACT. Once complete, CMTEDD Communication and Engagement will make this document available to whole of government staff to support better awareness and understanding in this area.
Cultural Integrity - Social Inclusion and Equity The Office for LGBTIQA+ Affairs actively encouraging Aboriginal and Torres Strait Islander peoples to participate as members of the ACT LGBTIQA+ Ministerial Advisory Council, and to seek grant funding through the Capital of Equality grants program.	Ongoing The Capital of Equality Grants program operates three funding streams, each of which includes projects led by or for Aboriginal and Torres Strait Islander people as a priority. In 2023-24 two funded projects were led by LGBTIQA+ Aboriginal and Torres Strait Islander people. One project supported a production of the show called Daddies Can be Divas Too created by an LGBTIQA+ Aboriginal and Torres Strait Islander drag performer. The other project supported a dedicated Aboriginal and Torres Strait Islander position in the A Gender Agenda to improve community engagement. Since 2019, 21 per cent of all awarded projects through the Capital of Equality Grants Program have been led by or benefited LGBTIQA+ Aboriginal and Torres Strait Islander Peoples. In 2023 an identified position was created to support representation of LGBTIQA+ Aboriginal and Torres Strait Islander peoples on the LGBTIQS+ Ministerial Advisory Council. Currently, two members out of 13 are Aboriginal and Torres Strait Islander peoples.
Phase II Action Plan - Connecting the Community The ACT Government will seek to ensure decision-making processes, including through Budget and Cabinet, are informed by the impact of policies, projects, and programs on the wellbeing of Aboriginal and Torres Strait Islander Canberrans including through seeking input from partners and the community.	Ongoing The Wellbeing Team has implemented the Wellbeing Impact Assessment process which provides for the impact of budget proposals and Cabinet Submissions to indicate the impact of the initiative on Aboriginal and Torres Strait Islander wellbeing. While this mechanism addresses the impact of initiatives, either through Cabinet or through the Budget process, and provides the capacity to reflect input from partners and the community for these initiatives, it does not address the impact of existing policies, projects or programs, and is not a mechanism through which direct input from partners and the

Commitment	Status
	community for existing policies, projects or programs can be reflected. Cabinet templates have been updated to specifically prompt consideration of how each submission interacts with Government's commitments under the National Agreement on Closing the Gap. ATSIEB members participated in the face-to-face 2024-25 Budget Consultation Roundtables on 23 February 2024, with discussions recorded by CMTEDD staff to inform Ministers and broader budget planning. The 2024-25 Budget Process Rules along with the templates used for developing Business Cases and Wellbeing Impact Assessments have been enhanced and strengthened in respect of proposed policies, projects or programs to consider and address their impact on Aboriginal and Torres Strait Islander Canberrans, after working closely with the Aboriginal Service Development team and OATSIA within CSD. Recent Budget processes have included roundtable discussions with key groups in the community to understand issues and perspectives in relation to budget priorities. These have included engagement with the Aboriginal and Torres Strait Islander Elected Body.
Phase II Action Plan - Cultural Integrity ACTPS to develop general guidelines on identifying systemic racism in systems and processes, including expert input on barriers and governance to progress.	Ongoing Development of guidelines to identify and address systemic racism continues in line with broader development of a Cultural Integrity Framework for the ACTPS. Progress is being considered with outcomes from the Productivity Commission's 2024 Closing the Gap Review and consultation with the Elected Body. The newly established Cultural Transformation Branch is working in partnership with directorates and the Office of Aboriginal and Torres Strait Islander Affairs (OATSIA) to progress this commitment to ensure a focus on outcomes is maintained.
Phase II Action Plan - Inclusive Community Co-design Aboriginal and Torres Strait Islander data sovereignty principles with Aboriginal and Torres Strait Islander communities and develop implementation guidance for use across Directorates.	Ongoing This commitment will be delivered in partnership with the Cultural Transformation Branch and the Office of Aboriginal and Torres Strait Islander Affairs (OATSIA) who will act as liaison for community engagement. ACT Data Analytics Centre (ACTDAC) has met with Data Management Group members from TCCS and CIT to discuss their directorate's high value datasets including those relevant to Indigenous Data Sovereignty and Governance. ACTDAC has commenced implementation engagement with OATSIA and the Cultural Transformation Branch.

Commitment	Status
Phase II Action Plan - Inclusive Community Co-design an Aboriginal and Torres Strait Islander language data standard with Aboriginal and Torres Strait Islander communities. The language data standard should support the consistent collection of information about the use of Aboriginal and Torres Strait Islander languages in the Canberra region, support consistency with the Australian Standard Classification of Languages, and is supported with implementation guidance for use across Directorates.	Ongoing The Data Policy team in the ACT Data Analytics Centre will support the design of the standard in partnership with the Office of Aboriginal and Torres Strait Islander Affairs (OATSIA) and the Cultural Transformation Branch. This commitment will be delivered after the commitment related to Indigenous data sovereignty, and will be supported through the relevant tools.
Phase II Action Plan - Inclusive Community Develop an implementation-ready roadmap that will support an improved understanding of Aboriginal and Torres Strait Islander demographic information at different statistical geography levels. The roadmap should support the improved use of Aboriginal and Torres Strait Islander demographic information for service and policy design, and for wellbeing initiatives. The roadmap could consider data sharing or commissioning of survey collection activities.	Ongoing Work is underway to develop an implementation-ready roadmap that will support an improved understanding of Aboriginal and Torres Strait Islander demographic information at different statistical geography levels. The roadmap is intended to support the improved use of Aboriginal and Torres Strait Islander demographic information for service and policy design, and to support understanding in the Aboriginal and Torres Strait Islander community in the ACT of factors that drive wellbeing outcomes for children and young people. The roadmap is intended to provide a foundation for progressing Aboriginal and Torres Strait Islander data sovereignty in the ACT and is likely to consider data sharing or commissioning of survey collection activities. The roadmap will recognise the work already being done within ACT Government Directorates and will be advanced through consultation with the Aboriginal and Torres Strait Islander community in the ACT and their representatives, as well as within the ACT Government and with the Australian Government. It is anticipated that a draft roadmap will be developed by March 2025 following initial consultation with key stakeholders, with timing of a final roadmap to be determined once feedback on the draft has been received.
Phase II Action Plan – Lifelong Learning Review subsidy loadings for Aboriginal and Torres Strait Islander traineeships and apprenticeships.	Ongoing Registered training organisations are provided a student loading for training Aboriginal and Torres Strait Islander students to provide additional supports to assist in student retention and completion of training. A first stage evaluation has been undertaken. No changes to loadings have been identified.

Commitment	Status
Phase II Action Plan --Lifelong Learning Increase community awareness of post school pathways and lifelong learning opportunities available to Aboriginal and Torres Strait Islander Canberrans.	Ongoing The Skills Canberra Field Officer program worked with Education Directorate and ACT schools by supporting individual school careers expo and open nights. These events have provided the ACT Government with opportunities to promote vocational education and training (VET) and educate Aboriginal and Torres Strait Islander students on the benefits of the VET pathway and available support services. The ACT Government promoted the ACT Training Awards program to Aboriginal and Torres Strait Islander apprentices and other vocational students. This year, the program received twelve nominations of Aboriginal and Torres Strait Islander students compared to six nominations in 2023.
Phase II Action Plan - Lifelong Learning Develop, implement, and promote quality pathways to tertiary qualifications for Aboriginal and Torres Strait Islander students in the ACT.	Ongoing Aboriginal and Torres Strait Islander learners are a priority cohort under the extended ACT Fee Free TAFE (FFT), which includes a range of short courses and full qualifications and removes the tuition fee associated with the cost of training. Additional supports are also available for Aboriginal and Torres Strait Islander FFT students through CIT Yurauna. Through the National Skills Agreement, signed in October 2023, there is a special policy initiative on Closing the Gap. Under this initiative, the ACT will look to engage with First Nations partners to deliver well-structured and tailored programs to support Closing the Gap.
Phase II Action Plan – Economic Participation Review the Aboriginal and Torres Strait Islander Procurement Policy in consultation with the Aboriginal and Torres Strait Islander Community to ensure its cultural effectiveness and capacity to maximise opportunities for Aboriginal and Torres Strait Islander enterprises.	Ongoing Procurement ACT is progressing a holistic streamlining of all procurement related policies and the Government Procurement (Charter of Procurement Values Direction 2020), including the Aboriginal and Torres Strait Islander Procurement Policy. Procurement ACT will consult with the Aboriginal and Torres Strait Islander Elected Body among other interested parties, as part of the review process.
Phase II Action Plan – Economic Participation Provide information sessions, guidance and engagement opportunities to Aboriginal and Torres Strait Islander businesses that may wish to tender for Territory procurements such as workshops, supplier guides and supplier connect events.	Ongoing Procurement ACT's website provides training and support for suppliers wanting to work with the Territory. From time to time, Procurement ACT holds targeted sessions with Aboriginal and Torres Strait Islander providers and enables suppliers to meet with ACT Government buyers.

Commitment	Status
Phase II Action Plan – Economic Participation Business and Innovation branch to deliver the Aboriginal and Torres Strait Islander business support Program providing: Mentoring and Coaching advice; Concierge connections to business support providers; and access to Accelerator programs for businesses looking to grow.	Complete In April 2024, Economic Development and Procurement ACT led an open tender process for the continuation of the Badji Program from 1 June 2024 to 31 May 2026. The refreshed Badji Program will continue concierge-led servicing of ACT First Nations businesses with mentoring and coaching advice and providing access to accelerator programs. It also incorporates additional requirements for the provider to enhance trade and export capacity with local businesses and also to facilitate networking and engagement opportunities with ACT First Nations business networks. A program manager was engaged on 1 June 2024 and contracted to deliver the refreshed Badji Program until 31 May 2026. Since June 2022 Badji has supported 49 local Indigenous businesses across a range of industries including Healthcare, Arts and recreation, Administration and support, Consultancy, Construction, Facilities management, Hospitality, Food production, Education and training, and Cultural services (19 clients in Year 1 – June 2022 to May 2023; and 30 clients in Year 2 – June 2023 to May 2024).
Phase II Action Plan - Cultural Integrity Develop and implement an ACT Public Service Cultural Integrity Framework to support each Directorate to create their own Cultural Integrity Action Plan and Professional Learning Plan relevant to their own contexts.	Ongoing Development on the Cultural Integrity Framework continues in partnership with the Education directorate and Office of Aboriginal and Torres Strait Islander Affairs. Progress is being considered in conjunction with outcomes from the Productivity Commission's 2024 Closing the Gap Review, to ensure we are genuinely working towards achieving cultural safety. The Cultural Transformation Branch continues to provide advice and guidance to directorates on tailored approaches to building cultural awareness, cultural capability and cultural safety that is timely and relevant to their context.
Phase II Action Plan - Cultural Integrity Establish an ACTPS Cultural Integrity Professional Learning Database to guide the creation of Directorate specific Professional Learning Plans aimed at building ACTPS workforce cultural capability and workplace cultural safety.	Ongoing Development on this action continues in partnership with Education and OATSIA as part of the Cultural Integrity Framework. Progress is being considered in conjunction with outcomes from the Productivity Commission's 2024 Closing the Gap Review, to ensure we are genuinely working towards achieving cultural safety. The Cultural Transformation Branch continues to provide advice and guidance to directorates on learning opportunities to build cultural capability and cultural safety.

Commitment	Status
Phase II Action Plan Develop a Cultural Integrity 'best practice' guide including case studies that align with the ACT Public Service Cultural Integrity Framework to support all Directorates to develop their own Cultural Integrity Action Plans.	Ongoing Development on this action continues in partnership with Education and OATSIA as part of the Cultural Integrity Framework. Progress is being considered in conjunction with outcomes from the Productivity Commission's 2024 Closing the Gap Review The Cultural Transformation Branch continues to provide advice and guidance to directorates on learning opportunities to build cultural capability and cultural safety.
Phase I Action Plan - Children and Young People - Child Safe Standards CMTEDD will continue to help ensure that the ACT's institutions are culturally safe and appropriate for children by providing options to Government on the implementation of Child Safe Standards, a key recommendation made by the Royal Commission into Institutional Responses to Child Sexual Abuse. This advice will pay particular regard to upholding equity and the needs of Aboriginal and Torres Strait Islander Children. Implementation of the Child Safe Standards are intended to help repair institutional trust by ensuring institutions adhere to community expectations. These standards will also apply to kinship care, which is an out-of-home-care pathway most commonly utilised by Aboriginal and Torres Strait Islander family groups.	Ongoing Legislation has now been passed in the Legislative Assembly and will commence in August 2024. The ACT Child Safe Standards mirror the National Principles for Child Safe Organisations. The National Principles are designed to address the needs of diverse communities when creating organisational cultures and practices that promote child safety and wellbeing. They emphasise the importance of organisations providing culturally safe environments and practices for Aboriginal and Torres Strait Islander children and young people. The ACT Child Safe Standards encourage organisations to consider the diverse needs of children and young people, and to pay particular attention to the cultural safety of children and young people.
Phase I Action Plan - Cultural Integrity - Reconciliation action plan CMTEDD will implement reconciliation plans to guide it on a journey of meaningful reconciliation and convert good intentions into actions.	Ongoing CMTEDD's Stretch RAP concluded in October 2023. A new Reconciliation Plan is currently under development following collaboration with CMTEDD business areas and Aboriginal and Torres Strait Islander staff. It is anticipated that the new plan will be launched later in 2024.
Phase I Action Plan - Inclusive Community – Apprenticeships CMTEDD will continue to make available funding to support eligible traineeships, apprenticeships and Australian School-based Apprenticeships (ASBAs) for Aboriginal and Torres Strait Islander peoples employed under the Employment	Ongoing The VET Employment Program (previously the Employment Inclusion Program) is administered by the Office of Industrial Relations and Workforce Strategy and continues to support inclusion of Aboriginal and Torres Strait Islander students to engage in meaningful training. Skills Canberra continues to provide subsidies for eligible students,

Commitment	Status
Inclusion Program. This includes subsidising the cost of the training delivered by the Registered Training Organisation and funding additional learning support to ensure the successful completion of the training. (Supporting Directorate: CIT)	including Aboriginal and Torres Strait Islander students participating in funded VET training initiatives.
Phase I Action Plan - Inclusive Community - Education pathways CMTEDD will work with CIT to ensure that a range of pathways and options are available for young Aboriginal and Torres Strait Islander Canberrans move between schools and vocational and tertiary education. (Supporting Directorates: CIT, Education)	Ongoing Aboriginal and Torres Strait Islander school leavers and unemployed persons are prioritised for access to the extended ACT Fee Free TAFE (FFT). Additional supports are also available for Aboriginal and Torres Strait Islander FFT students through CIT Yurauna. Through the National Skills Agreement, signed in October 2023, there is a special policy initiative on Closing the Gap. Under this initiative, the ACT will look to engage with First Nations partners to deliver well-structured and tailored programs to support Closing the Gap.
Phase I Action Plan - Community Leadership - Budget consultation CMTEDD will investigate options to ensure the Aboriginal and Torres Strait Islander Community's voice is heard during the budget process.	Ongoing ATSIEB Members attended a 2024-25 Budget Consultation roundtable discussion on 23 February 2024. The meeting was minuted by CMTEDD staff, and discussions/content was distributed to inform the development of the 2024-25 Budget.
Phase I Action Plan - Community Leadership - Cabinet impacts Strengthen the requirements under the Cabinet process to consider impacts on Aboriginal and Torres Strait Islander community and to consider the submission's contribution towards meeting the outcomes of the Agreement.	Ongoing Wellbeing Impact Assessments (WIAs) are a requirement for Cabinet Submissions and Budget business cases. The use of WIAs ensures that proposals before Government consider the wellbeing impacts of each initiative on the community, including on Aboriginal and Torres Strait Islander people. The WIA includes questions derived from the Agreement. Cabinet templates were updated in 2023 to require that the alignment of proposals to the National Agreement on Closing the Gap's four Priority Reforms to be considered in Cabinet processes.
Phase I Action Plan - Life Long Learning - Vocational education and training CMTEDD will support the achievement of training and employment outcomes for indigenous people through apprenticeship, traineeship and other skills-based pathways, including working directly with CIT as the ACT's public provider of vocational education and training. (Supporting Directorate: CIT)	Ongoing Registered training organisations are provided a student loading for training Aboriginal and Torres Strait Islander students to provide additional supports to assist in student retention and completion of training. Places are expected to be made available under the Skilled Capital Program in August 2024.

Commitment	Status
Phase I Action Plan - Economic Participation - Indigenous enterprise CMTEDD will support Aboriginal and Torres Strait Islander business development and entrepreneurship through the provision of and linkage to programs and activities that support existing businesses and new business creation. This may include secondments where appropriate and participation with programs such as Jawun.	Ongoing A program manager was engaged on 1 June 2024 and contracted to deliver the refreshed Badji Program until 31 May 2026. The refreshed Badji Program will continue concierge-led servicing of ACT First Nations businesses with mentoring and coaching advice and providing access to accelerator programs. The refreshed Program will also incorporate additional requirements for a provider to enhance trade and export capacity with local businesses and also to facilitate networking and engagement opportunities with ACT First Nations business networks. Since June 2022 Badji has supported 49 local Indigenous businesses across a range of industries including Healthcare, Arts and Recreation, Administration and Support, Consultancy, Construction, Facilities Management, Hospitality, Food Production, Education and Training, and Cultural Services (19 clients in Year 1 – June 2022 to May 2023; and 30 clients in Year 2 – June 2023 to May 2024).
Phase II Action Plan – Economic Participation Facilitate business development workshops, for current business owners and prospective Aboriginal and Torres Strait Islander persons and businesses, to increase the number of cost-competitive Aboriginal and Torres Strait Islander businesses that meet the Territory’s requirements.	Complete The Badji Program delivers a range of culturally appropriate and tailored services including: • a concierge service to connect First Nations businesses with a range of service providers; • mentoring and coaching services; • a co-working office space; and • access to incubator and accelerator programs for businesses looking to grow. Badji also participated at the inaugural CBR Small Business Expo held at EPIC on 9 May 2024. Between June 2022 to May 2024, Badji has: • supported 49 local Indigenous businesses across a range of industries including Healthcare, Arts and recreation, Administration and support, Consultancy, Construction, Facilities management, Hospitality, Food production, Education and training, and Cultural services (19 clients in Year 1 – June 2022 to May 2023; and 30 clients in Year 2 – June 2023 to May 2024); • worked with stakeholders in the ecosystem to develop long term opportunities for Indigenous businesses including attendance to the February 2024 Space Hub Co-Design workshop, liaising with staff from the Canberra Theatre redevelopment project and hosting two workshops with Major Projects Canberra focusing on the Indigenous Procurement Policy;

Commitment	Status
	• provided support and assistance with marketing activity, administration, recruitment, funding opportunities and grants assistance; and • referred local Indigenous businesses to a range of eco-system support providers, including the Canberra Innovation Network, the Canberra Indigenous Business Network, Australian Securities and Investments Commission, Worksafe ACT, Access Canberra, Procurement ACT, ACT Government Health, Visit Canberra, the Australian National University, and Indigenous Business Australia.
Phase II Action Plan – Lifelong Learning Monitor the uptake and breadth of Australian School-based Apprenticeship opportunities for Aboriginal and Torres Strait Islander school students to inform future planning.	Ongoing Head Start is an ASbA initiative for ACT public school students administered by the ACT Education Directorate. It provides a tailored school-based apprenticeship and traineeship program that matches a students’ job interest with a local business in need of skilled workers. Head Start provides ASbA opportunities in ACT skills needs occupations and industry sectors targeted for future growth. The program also provides access to a dedicated student support officer, career coach and industry coordinator to ensure students and employers are well supported throughout the ASbA pathway. Aboriginal and Torres Strait Islander students are strongly encouraged to participate in this program. Since the Head Start pilot commenced in 2022, the program has provided 50 ASbA placements, with six Aboriginal and/or Torres Strait Island students supported into an ASbA pathway. To date, two of these students have transitioned into full-time apprenticeships with their employers.
Phase II Action Plan – Connecting the Community Identifying training to support Aboriginal and Torres Strait Islander board members to perform effectively on government boards and committees. If suitable and appropriate training is not available, CMTEDD will work with CIT to explore development of new options.	Complete Two Aboriginal and/or Torres Strait Islander staff members are enrolled and on track to complete the Australian Institute of Company Directors Company Directors’ Course in 2024.
Phase II Action Plan – Economic Participation Establish a whole of government Inclusion Key Performance Indicators to ensure the ACT Public Service is consistently building and maintaining inclusive workplace cultures. Progress	Complete The Key Performance Indicator (KPI) for workforce Inclusion was established in 2022. The KPI measures the proportion of staff who agree that their organisation is an inclusive place to work as measured by ACTPS Staff Surveys. The aim is that 80 per cent of respondents agree that their organisation is inclusive in the 2025 ACTPS Staff Survey. In 2021, 70 per cent of

Commitment	Status
against this target will be measured objectively through All Staff Surveys.	respondents agreed. In 2023, 74 per cent of respondents agreed.
Phase I Action Plan - Community Leadership 2- Staff engagement CMTEDD will continue to support and encourage Aboriginal and Torres Strait Islander employment within the Directorate, with focuses on both recruitment and retention.	Complete As part of CMTEDD's Stretch RAP, the CMTEDD Employment Action and Retention Plan 2021-24 was developed and implemented in September 2021. The plan sets out actions for how CMTEDD will attract, retain and develop Aboriginal and/or Torres Strait Islander employees.

NAIDOC Week 2023

CMTEDD commits to engaging with Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week annually. The theme for NAIDOC Week in July 2023 was 'For our Elders'. During the week, CMTEDD coordinated a series of activities to improve employees' cultural awareness and understanding of Aboriginal and Torres Strait Islander cultures. The 2023 activities included native plant use workshops and a series of Yarning Circle tutorials delivered by members of the CMTEDD Aboriginal and Torres Strait Islander Staff Network.

National Reconciliation Week 2024

CMTEDD recognises National Reconciliation Week annually and undertakes activities to foster relationships and promote reconciliation throughout our sphere of influence.

Events ACT assisted the Office of Aboriginal and Torres Strait Islander Affairs (OATSIA) and the ACT Reconciliation Council, in the planning and delivery of the seventh annual ACT Reconciliation Day event to mark the start of National Reconciliation Week 2024. For this first time, this event was held at Commonwealth Park.

Attended by many members of the public and ACT Public Service staff across the day, this event promotes a deeper understanding of reconciliation within the Canberra community, with a strong focus on inclusion and a family-friendly environment. The 2024 program featured a range of engaging and educational activities, including a Smoking Ceremony, panel discussions and cultural workshops.

Workshop attendees learnt about Ngunnawal language and Indigenous cultural practices such as basket weaving, painting, use of native plants for food and medicine and land management. The event also showcased traditional and contemporary performances by Aboriginal and Torres Strait Islander people as well as non-Indigenous performers, highlighting the spirit of unity and shared appreciation for Aboriginal and Torres Strait Islander cultures.

Within the directorate, staff participated in activities to inform and inspire their commitment to reconciliation, including a movie screening of the Indigenous film *Occupation: Native*. The screening was followed by a panel discussion, in which attendees heard senior Aboriginal staff members' reflections on the film and personal reconciliation reflections and stories.

Garma Festival 2023

CMTEDD coordinated participation in the Garma Festival of Traditional Cultures. Attendance at the festival contributed to the cultural capability of our workforce, supporting our efforts in *Closing the Gap*. By participating in the national conversation, the ACTPS ensured we remain connected and up to date with the national approach and can apply learnings in our local jurisdiction. Through improved cultural capability the ACTPS can build a culturally safe environment for our staff and the way in which we deliver important services to the community.



"Garma was an extraordinary experience. I came back feeling a profound shift in my perspective and thoughts around culture, relationships, and how we interact with each other. I set off with no expectations, intentionally. A blank canvas ready to learn and immerse". 2023 ACTPS Participant.

Paul Flynn (Justice and Community Safety Directorate), Jack Thompson, Mark Sanderson (Community Services Directorate)

Sharing culture

We demonstrated a commitment to integrating and acknowledging Indigenous culture, programming, and experiences as part of our major and community events. Some key highlights included:

- A Reconciliation themed garden bed at Floriade 2023 incorporating an artwork design by Ngunnawal artist Lynnice Church.
- A collaboration for the Enlighten Festival 2024 with the National Gallery of Australia and prominent APY Lands Artist Vincent Namatjira OAM to commission his *Indigenous All Stars* projected work.
- A Canberra Day 2024 performance on Stage 88 by the headline act Budjerah, a Coodjinburra man from the Bundjalung nation.

Cultural learning activities for staff

Cultural Awareness training is recommended for all CMTEDD staff and is required learning for Senior Officers A/B and Executive staff and supervisors of Aboriginal and/or Torres Strait Islander staff. The Cultural Awareness training helps staff to gain an appreciation of Aboriginal and Torres Strait Islander Peoples, customs, cultures and histories and an understanding of issues affecting them. The training also helps build engagement tools and a knowledge of how to increase opportunities for Aboriginal and Torres Strait Islander Peoples.

The CMTEDD Cultural Learning Strategy was launched in December 2023 outlining priorities and learning pathways for all staff to continue their cultural awareness, exploration and understanding. The strategy aims to promote foundational, explorative and immersive reconciliation pathways and encourages all CMTEDD staff to understand, value, and recognise Aboriginal and Torres Strait Islander cultures, history, knowledge, and rights through cultural learning.

In 2023-24 CMTEDD also promoted the ACTPS Aboriginal and Torres Strait Islander Cultural Awareness and other inclusion eLearning resources. Modules include unconscious bias awareness, Aboriginal and Torres Strait Islander cultural awareness, as well as inclusion of other diversity workforce groups.

Aboriginal and Torres Strait Islander Staff

Recruitment and retention

CMTEDD continued implementation of its CMTEDD Aboriginal and Torres Strait Islander Employment Action and Retention Plan 2021-24. This plan aims to increase employment opportunities by improving our approach to recruitment, retention, and professional development over a three-year term. Some key initiatives that have been implemented as part of the Employment Action and Retention Plan during 2023-24 include:

- promoting the use of Identified positions to create career progression pathways for new and current staff, and to bring Aboriginal and Torres Strait Islander perspectives and lived experience into our work;
- improving our approach to recruiting to Identified positions, utilising different advertising channels and job boards to advertise vacancies to better reach Aboriginal and Torres Strait Islander job seekers and providing greater support for new starters to connect into existing staff networks;
- continued promotion of the Professional Development Fund, enabling CMTEDD's Aboriginal and Torres Strait Islander employees to undertake relevant development activities in line with their career aspirations. In 2023-24 these included the Queensland University of Technology's Public Sector Management Program and the First Nations Women in Leadership Summit.

The CMTEDD Gender Action Plan 2024-28 focuses further attention on career progression for Aboriginal and Torres Strait Islander women to reduce the gender pay gap for this group.

Activities to be undertaken under this Plan include strengthening the pathways from entry level programs into mid-career programs, and facilitating further progression into senior leadership positions, as well as continuing lateral recruitment to senior level Identified positions. The Plan also commits CMTEDD to ensuring strong female Aboriginal and Torres Strait Islander representation on leadership programs.

The CMTEDD Employment Pathway Program continues to provide entry-level opportunities for Aboriginal and Torres Strait Islander students in their final two years of secondary school. Under the Australian School Based Apprenticeship (ASBA) model, participants complete a nationally recognised qualification at the Certificate II level and are offered ongoing employment upon successful completion of the 18-month program. During the 2023-24 financial year, two participants completed the program with one accepting permanent employment and the other choosing to pursue other opportunities. There are currently a further eight students undertaking this program.

Supporting CMTEDD Aboriginal and Torres Strait Islander employees

In 2023, CMTEDD appointed Mr Donald Hage, a senior manager and proud Kombumerri man, as the directorate's Cultural Adviser. Working closely with the Cultural Transformation Branch, this role promotes and advocates for the needs and aspirations of Aboriginal and Torres Strait Islander staff across the directorate.

CMTEDD's Aboriginal and Torres Strait Islander Staff Network continues to welcome members and serves as an important conduit with other networks and forums, as well as providing peer-to-peer mentoring and support. Under the leadership of the Cultural Adviser, the network played an important role in shaping strategic initiatives including the Cultural Learning Strategy.

Cultural Transformation Branch

CMTEDD's Cultural Transformation Branch (CTB) was operationalised in 2023-24. The CTB's vision is to empower the ACT Public Service to transform through inclusive workforce strategies and programs. We partner in systemic change and provide cultural leadership to build workforce capability where staff have an inclusive and safe experience, so they can thrive. The CTB has three key focus areas:

- Enhance systems – our systems, strategies, policies and processes are designed to support inclusive outcomes, by removing barriers to inclusion and ensuring safety for all users.
- Uplift capability – Our ACTPS workforce is proactively enabled to build knowledge and skills through tailored experiences that develops cultural and inclusive capabilities and strong allyship.
- Improve experience – Our ACTPS workforce reflects our diverse communities. Staff feel safe and included, are encouraged to bring their authentic lived experiences to work and are enabled to thrive in their careers.

Operationalising the CTB included establishing the new ACTPS Culture and Pathways Team. The team has a dedicated focus on *Closing the Gap: Priority Reform Three – Transforming Government Organisations* and improving the Aboriginal and Torres Strait Islander employee experience across the ACTPS. The team is staffed by Aboriginal and Torres Strait Islander staff to ensure that First Nations voices and experiences are at the centre of this transformational approach.

Aboriginal and Torres Strait Islander staff wellbeing

Yarning Circles

To proactively support Aboriginal and Torres Strait Islander staff during times of high cultural load, the CTB mobilised a series of yarning circles and 1:1 culturally safe support. Particularly during the 2023 Referendum, yarning circles were facilitated by a highly respected Aboriginal trauma-informed professional. The yarning circles provided staff with a culturally safe space to discuss their wellbeing, connect with others and reduce their cultural load.

These sessions were highly regarded and so well received that a second series was run in early 2024. The second series focussed on changes in the ACT government and ensuring that all Aboriginal and Torres Strait Islander staff could connect in a culturally safe way. The sessions were broken up into men's, women's, open yarning circles and one-on-one sessions to maintain cultural integrity and incorporate culturally safe elements into the ACTPS way of being.

CTB supports

Staff across the CTB provided a range of one-on-one supports to Aboriginal and Torres Strait Islander staff, and their supervisors to ensure a culturally safe and informed approach. Supervisors increasingly connected with the CTB to proactively upskill themselves to facilitate an environment free from racism and avoid unnecessary cultural load on their staff. These positive engagements are resulting in a range of transformational changes which includes directorate specific commitments, such as establishing directorate specific identified cultural advisor roles.

The CTB has published a culturally specific mental health resource to support all Aboriginal and Torres Strait Islander staff to access existing services and seek additional support from local and national services as required.

Aboriginal and Torres Strait Islander career and professional development

Through centralised funding the CTB delivered a career and professional development program of opportunities for Aboriginal and Torres Strait Islander staff across the ACTPS. Programs were targeted at different classifications to ensure we are supporting the ethos of leaders at all levels. This includes:

- Eight places for SOG C-A at the 2024 Indigenous Leadership Summit.
- Six places for SOG C-A on the Australian and New Zealand School of Government authentic leadership for the path ahead Program.
- Eight places for ASO4-6 staff on the Institute of Public Administration Australia First Nations emerging leaders Program.

In addition, the CTB facilitated:

- Four Aboriginal and Torres Strait Islander staff to complete the Queensland University of Technology Public Sector Management Program.
- Two Aboriginal and Torres Strait Islander staff to complete the Australian Institute of Company Directors Course.

Cultural advisor roles

The CTB supported some ACTPS directorates to establish a dedicated cultural advisor for their directorate. These roles play a critical part in building cultural capability and enhancing cultural safety across the ACTPS. The CTB contributed to the design of each role, specific to directorate business requirements, and participated in delivery of a culturally appropriate and engaging recruitment process.

The CTB will play a proactive role in connecting this network of cultural advisors to manage their cultural load and enable a joined-up approach, that particularly focuses on how the ACTPS implements *Closing the Gap: Priority Reform Three (Transforming Government Organisations)*.

Aboriginal and Torres Strait Islander cultural capability uplift to support cultural safety in the ACTPS

The CTB published a whole-of-government SharePoint site, accessible to all ACTPS staff, which included materials aimed at building cultural capability and competency. Key resources include:

- A 'Cultural load in the ACTPS' resource to educate the ACTPS workforce on what cultural load is, how to reduce it, and how to support Aboriginal and Torres Strait Islander colleagues who may be experiencing high cultural load.
- A 'Building Aboriginal and Torres Strait Islander Cultural Capability' site that centralises information on cultural protocols, language guides, professional development, systemic racism, cultural advisor contacts and more.
- Inclusive recruitment guidance to support effective hiring of people from diverse backgrounds.

During National Reconciliation week 2024, CMTEDD, in collaboration with the Office of Aboriginal and Torres Strait Islander Affairs, hosted a highly successful all-Senior Executive Service (SES) event on Allyship and Closing the Gap. This was followed by an engaging panel discussion which included two Aboriginal SES to answer questions from the SES cohort.

Aboriginal and Torres Strait Islander representation on CMTEDD boards

CMTEDD has been actively working over several years to improve the representation of Aboriginal and Torres Strait Islander Peoples on CMTEDD boards and committees. This is in line with the action from the Aboriginal and Torres Strait Islander Agreement 2019-2028 to increase the number of Aboriginal and Torres Strait Islander members of ACT Government boards and committees. Representation levels have remained steady, with five members in June 2023 (reduced from seven in 2023), across approximately 200 positions.

Supporting improved educational, social and economic outcomes

Business support - Badji Program

The directorate continued to support Canberra's Aboriginal and Torres Strait Islander businesses through the Badji Program - a package of business support and concierge services to help ACT Aboriginal and Torres Strait Islander businesses develop and grow. In 2023-24 the Badji program supported 30 local Indigenous businesses across a range of industries including Healthcare, Arts and recreation, Administration and support, Consultancy, Construction, Facilities management, Hospitality, Food production, Education and training, and Cultural services.

The Badji Program also referred local Indigenous businesses to a range of eco-system support providers, including the Canberra Innovation Network (CBRIN), the Canberra Indigenous Business Network, Australian Securities and Investments Commission, Worksafe ACT, Access Canberra, Procurement ACT, ACT Health, VisitCanberra, the Australian National University and Indigenous Business Australia.

The program was promoted to ACT First Nations businesses through the program manager's website, e-newsletter communications and social channel activities. Badji was also promoted via active involvement in Indigenous community events including the 2024 Multicultural Festival, 2023 NAIDOC Week, 2023 and 2024 Reconciliation Day events and activities. Badji was further promoted through ACT Government business communication channels and the ACT Government's Business Hub website.

In April 2024, the directorate undertook an open tender process for the continuation of the Badji Program from 1 June 2024 to 31 May 2026. The refreshed Badji Program will continue concierge-led servicing of ACT First Nations businesses and will also incorporate additional requirements for a provider to enhance trade and export capacity with local businesses, and also to facilitate networking and engagement opportunities with ACT First Nations business networks. A program manager was engaged on 1 June 2024 and contracted to deliver the refreshed Badji Program until 31 May 2026.

Procurement policies and support

Procurement ACT attended the Canberra Indigenous Business Showcase in October 2023 and delivered a presentation on recent procurement developments and initiatives relevant to Aboriginal and Torres Strait Islander Enterprises.

As part of the amendments to legislation, the ACT Government's commitment to supporting Aboriginal and Torres Strait Islander participation was enshrined in legislation. In accordance with Division 2.3 Section 10 under the *Government Procurement Regulation 2007* from 1 July 2024, Territory officers can seek an exemption from the limited tender procurement threshold to directly source from an Aboriginal and Torres Strait Islander Enterprises for goods and services procurements up to \$500,000, and for construction related procurements up to \$1 million.

CMTEDD supports the application of the Aboriginal and Torres Strait Islander Procurement Policy through the administration of the Canberra Region Aboriginal and Torres Strait Islander Enterprise list and dashboard reporting for each Territory entity, to measure their performance in accordance with the policy.

The Aboriginal and Torres Strait Islander Procurement Policy commenced in 2019. An initial review was built into the policy as well as a comprehensive review "after the Policy's three-year anniversary". This comprehensive review is scheduled to occur in the 2024-25 financial year in the context of the Procurement Reform Program, under the "streamlined" focus area.

Aboriginal Tourism programs

VisitCanberra progressed developing and delivering Aboriginal tourism products/tours to national and international tourists, with a total of 69 programs delivered in the first half of 2024.

We worked with CIT on delivery of a tourism program to Aboriginal and/or Torres Strait Islander youth (17-24 years of age). The program included delivery of cultural practices sessions and day trips facilitated at local cultural places designed to promote tourism as a career to First Nations Youth. The workshops attracted approximately 35 participants across both sessions.

We also continue to sell products created by local Aboriginal people at the Canberra and Regions Visitors Centre.

National Skills Agreement - Closing the Gap

In October 2023, the ACT Chief Minister signed a new five-year National Skills Agreement, which commenced on 1 January 2024. The National Skills Agreement sets out national priorities which includes a commitment to delivering on Closing the Gap. This will ensure the design and delivery of vocational education and training to First Nations Australians is in partnership with First Nations community.

Support for Aboriginal and Torres Strait Islander art and artists

The ACT Government has committed to establish an Aboriginal and Torres Strait Islander Arts Space at the Kingston Arts Precinct. In 2023-24, a Reference Group to steer the establishment of the Arts Space was established with majority Aboriginal and Torres Strait Islander membership. The Reference Group will commence work in 2024-25.

In 2023-24, a second round of targeted cultural arts funding program was delivered to Aboriginal and Torres Strait Islander artists. This year the program responded to need by providing for applications for smaller amounts, from \$3,000 to \$15,000. After assessment of applications by an all Aboriginal and Torres Strait Islander panel, eight arts activities were supported across a range of artforms and cultural practices totalling \$100,451.

Aboriginal and Torres Strait Islander students and employment pathways

In 2023-24 the ACT continued to provide opportunities for Aboriginal and Torres Strait learners through its User Choice (Australian Apprenticeships) and Skilled Capital training Initiatives. This included additional loadings for Registered Training Organisations who enrolled First Nations students to provide ongoing supports to aid retention and completion.

Making Proof of Identity/Age Cards easier

Access Canberra was pleased to partner with the Alexander Maconochie Centre and Yeddung Mura – Good Pathways to support the provision of Proof of Identity/Age cards for detainees prior to release, to support transition to the community.

Multiculturalism Act 2023 Reporting

The *Multiculturalism Act 2023* was introduced in 2023 and commits the ACT Government to a whole-of-government approach to reporting. This includes reporting on the Charter for Multiculturalism to ensure the ACT continues to grow as an inclusive jurisdiction which values and promotes cultural and linguistic diversity.

The table below outlines CMTEDD's key pieces of work from February to June 2024 (when reporting obligations began) that will make a positive difference to the lives of the ACT multicultural community.

Table 67: CMTEDD's actions to comply with section 15 of the Multiculturalism Act 2023

Requirements under section 15 of the <i>Multiculturalism Act 2023</i>	Actions to comply with the requirements (for the period 1 February to 30 June 2024)
Exercised functions in a way that promoted multiculturalism	Examples include: • We supported the 2024 National Multicultural Festival across whole-of-Government channels, including social media, Our Canberra Print, electronic direct mail and website. • In 2024, 10 Public Sector Management Program (PSMP) placements were funded through combined CMTEDD budget (five positions), and scholarships offered by Queensland University of Technology (five positions). – Four of the 10 participants in the 2024 PSMP course are employees from Culturally and Linguistically Diverse backgrounds. – Participants will complete a range of study units both online and in person and be awarded a Graduate Certificate in Business (Public Sector Management) on successful completion. • We continued to implement the targeted Vocational Employment Program (VEP), a 12–18-month non-standard entry-level employment pathway supporting recruitment into the ACTPS for people from underrepresented workforce groups, including people from CALD backgrounds. – This program aims to increase workforce diversity; remove systemic barriers to employment for under-represented diversity groups; offer permanent employment on successful completion of the program; and provide professional training relevant to the position. – Five of 16 participants in the 2023-24 cohort were people from CALD backgrounds. – VEP participants are initially engaged as permanent officers on probation at an entry classification of ASO1 to ASO3 in

**Requirements under
section 15 of the
*Multiculturalism Act 2023***

**Actions to comply with the requirements (for the period 1 February to
30 June 2024)**

ACTPS directorates, and on successful completion, are promoted to the subsequent classification.

- Internally in the ACT Public Service, we updated a number of eLearning modules and created new modules on key procurement topics to facilitate greater access for users with different language levels. These are initially available in PowerPoint format, with instructions embedded to utilise text to voice options. We will work towards building these eLearning modules as interactive HRIMS modules.

Took into account the charter for multiculturalism in exercising functions

Examples include:

- In line with the requirements of the Boards and Committees handbook, vacancies for appointments to CMTEDD boards and committees were advertised on the ACT Diversity Register. Increasing CALD representation will contribute to fostering positive outcomes and better reflecting the diverse communities of Canberra.
- We continued to manage the ACT Nominated Migration Program, which allows the ACT Government to nominate migrants who work in areas of skills need. Through the Canberra Matrix, the program is designed to prioritise migrants who have contributed to the ACT community.
 - Since February 2024, the ACT has nominated approximately 300 migrants from over 40 different nationalities.
- We demonstrated that diversity is valued and supported through service delivery in the Access Canberra service centres, the Contact Centre and digital services.
 - Eleven different languages were spoken by customer service officers working in the Access Canberra service centres (Hindi, Punjabi, French, Japanese, Vietnamese, Thai, Greek, Gujarati, Croatian, Tibetan and Indian), and 8 different languages were spoken within the call team in the Contact Centre (Tagalog, Bangla, Hindi, Urdu, Nrpali, Portuguese, Fijian and Tongan).
 - In Access Canberra service centres, staff who speak another language other than English wear 'badge talkers' which is an attachment to their name badge which advises what language/s they speak, written in that language.
 - Key visual transaction information on service centre screens is also displayed in multiple languages.
 - The newly updated Access Canberra website uses Google Translate to support accessibility of information, in languages other than English, and all service channels use the Translating and Interpreting Service.
- We developed the Capital of Equality Strategy 2024-29, released in 2024, which adopts an intersectional lens to meeting the needs of

**Requirements under
section 15 of the
*Multiculturalism Act 2023***

Actions to comply with the requirements (for the period 1 February to 30 June 2024)

LGBTIQA+ people in the ACT, including acknowledging LGBTIQA+ people who come from CALD backgrounds.

- We funded several projects that benefit LGBTIQA+ people from CALD backgrounds. Funded projects took actions aimed at addressing experiences of racism for LGBTIQA+ people from CALD backgrounds and building social cohesion between communities.
- We managed the Capital of Equality Grants program, which supported a range of projects that are improving the wellbeing outcomes for LGBTIQA+ people. Projects that are led by or support LGBTIQA+ people from CALD backgrounds including migrants and refugees were addressed as a priority group.
- We delivered the easy English newsletter, which supports those with low English literacy to access ACT Government news.
- We facilitated ACT Government events such as the Canberra Nara Candle Festival, Windows to the World, and the Multicultural Festival. Out of these connections, CMTEDD intends to drive deeper and sustained social, cross-border and intra-community cultural linkages, which provide a key source of wellbeing and cultural pride in these communities, while community members continue to build their connectedness to the Canberra community.
- CMTEDD worked with the Canberra Diplomatic Community, peak bodies, community leaders and foreign organisations to build cultural connections through trade missions.
- CMTEDD also supports cultural connections through its delivery of activities through formal sister-city agreements Canberra has with Nara, Japan; Beijing, China; and Wellington, New Zealand.

Developed, applied and reviewed its policies, programs and services in a way that promoted multiculturalism

Examples include:

- We continued to support Territory entities to promote multiculturalism through adhering to the Government Procurement (Charter of Procurement Values) Direction 2020 (the Direction). The Direction requires Territory entities to consider the Charter of Procurement Values in all procurement activities. The values include Diversity, Equality and Inclusion. By emphasising these values, the Direction has encouraged a broader range of suppliers to participate in procurement opportunities. It has also achieved innovative and inclusive procurement outcomes.
 - In 2023-24, a total of 528 ACT Government procurements incorporated the Diversity, Equality and Inclusion values.
- We developed and released the *ACT Government Guide to Addressing Modern Slavery in the Public Sector* in response to the commencement of the Government Procurement (Ethical Treatment of Workers Evaluation) Direction 2023 (No. 2) on 1 January 2024. The guide was designed to ensure workers of suppliers that have ACT Government contracts, have a fair and safe work environment and reduce barriers that might affect workers from diverse cultural backgrounds.
- Through the *One Government One Voice* program, we worked to simplify CMTEDD's websites for all Canberrans. This included major improvements to website accessibility, content readability and

**Requirements under
section 15 of the
*Multiculturalism Act 2023***

Actions to comply with the requirements (for the period 1 February to 30 June 2024)

implementing translation functionality on the new Access Canberra and act.gov.au websites.

- We designed and implemented resources to support the increased recruitment and retention of people from CALD backgrounds into the ACTPS.
 - The resources are succinct and practical factsheets titled Inclusive recruitment Guiding Principles, Pro-Diversity Statements, Key Capabilities, and Onboarding. These resources were user-tested and are now available to all ACTPS staff via the Diversity, Inclusion and Belonging SharePoint site.
- We identified a gap in leadership development support specifically for people from CALD backgrounds in the ACTPS. Consequently, we designed a pilot mentorship program for people from CALD backgrounds who wish to advance their career into the Senior Executive Service. The pilot will commence in 2024-25.
- Training on unconscious bias and workplace inclusion of people from CALD backgrounds was made available to all ACTPS staff through an e-learning module. Further promotion will be undertaken to encourage more staff to complete the training, and to consider the training specifically prior to conducting recruitment exercises.
- The ability to substitute established public holidays with another day of significance, was introduced for all ACTPS staff. This allows an employee from a CALD background to celebrate a day of significance for them, rather than an established public holiday.

Consulted with the Ministerial Advisory Council on multiculturalism, and the ACT community about how CMTEDD can promote multiculturalism

Examples include:

- An invitation was extended to the Ministerial Advisory Council on multiculturalism during consultation on the new Capital of Equality Strategy. A number of other groups representing the perspectives and interests of people from CALD backgrounds were also invited and participated in community consultations regarding development of the Strategy and Action Plan.
- We engaged the Multicultural Advisory Council and Multicultural Festival organisers to discuss the timeline and process regarding the refurbishment of the Fitzroy Pavilion at Exhibition Park in Canberra.

Worked with the Ministerial Advisory Council on multiculturalism, other administrative units and territory agencies to promote multiculturalism

Examples include:

- We promoted nominations for ACT Government award programs, including Canberra Citizen of the Year and the ACT Australian of the Year Awards, through the Office for Multicultural Affairs, to ensure diverse representation of nominees.
- We provided secretariat services for the Joint Advisory Council Chairs (JACC) forum, of which the Ministerial Advisory Council on multiculturalism is a member. The JACC is a forum for advisory councils to discuss intersecting work or shared issues, including how other advisory councils can consider and promote multiculturalism in their work, and vice versa.

**Requirements under
section 15 of the
*Multiculturalism Act 2023***

**Actions to comply with the requirements (for the period 1 February to
30 June 2024)**

Ensured that people in the ACT community, regardless of their diversity, have effective and equitable access to information, programs and services provided by CMTEDD

Examples include:

- We provided support for Access Canberra customers speaking languages other than English.
 - Access Canberra Service Centre team members who also speak a language other than English are now wearing badges, in that language, to advise customers.
 - In 2023-24 this included customer service officers who speak Hindi, Punjabi, French, Japanese, Vietnamese, French, Thai, Greek, Gujarati, Croatian and Tibetan in addition to English.
 - Key messages on Service Centre digital screens are also displayed in multiple languages.
 - Google Translate has been introduced on the new Access Canberra website, further supporting access to information in language.
- We continued to deliver the ACT Government's first-ever 'easy English newsletter', supporting those with low English literacy to access important ACT Government news. The newsletter is distributed to community partners, libraries, peak bodies and organisations each month.
- We adhered to the internationally recognised benchmark Web Content Accessibility Guidelines (WCAG 2.0) across all communication including, but not limited to:
 - text and image contrast ratios;
 - audio descriptions on prerecorded video;
 - synchronised captions on live media, and
 - consideration was given to readable and functional pages.
- We applied the plain English requirement of writing at a grade 7 reading level, and the Easy English principles were considered when appropriate.
- We delivered a new, streamlined suite of procurement templates for use by all Territory entities. The suite is drafted in plain English, to allow greater access to those from diverse backgrounds, particularly for whom English may not be a first language. For these users, the suite reduces language as a barrier to conducting procurement processes, including by providing guidance and examples where relevant.
- We held onsite sessions at Fitzroy Pavilion with multicultural community representatives to view the proposed design and discuss event needs. This input was used to finalise the design, which led to further engagement about other opportunities for venue hire across the suite of Exhibition Park in Canberra facilities.

Requirements under
section 15 of the
Multiculturalism Act 2023

Actions to comply with the requirements (for the period 1 February to
30 June 2024)

- We delivered the ACT Adult Community Education (ACE) Grants program. This program provides funding for the delivery of quality foundation skills training in accessible and inclusive community settings, to support Canberrans experiencing barriers to learning, training and work. CALD Canberrans are among the priority cohort groups supported through the ACT ACE Grants program.
- The 2023-24 ACT ACE Grants program provided \$87,988 (GST exclusive) in funding to Woden Community Services for the delivery of the Skills for Life project. This project provides CALD participants with foundational language, literacy, numeracy and digital skills training in a supported learning environment.
- We delivered the ACT Social Enterprise Grant Program. This program provides matched funding grants to support social enterprises to start up and help existing social enterprises to take the next step in their business journey. The Mill House Ventures delivers this program on behalf of the Government. In the first round of the ACT Social Enterprise Grant Program, three of the 14 grant recipients were identified as having a CALD component. These recipients received a total of \$70,000.
 - Her Kitchen Table received \$30,000. Her Kitchen Table empowers women from CALD backgrounds who are facing barriers to accessing meaningful economic opportunities to overcome these barriers, by turning their passion for cooking into a profession and strengthening connection to the ACT community.
 - See Me Please received \$30,000. See Me Please's purpose is to improve accessibility in digital experiences and improve the overall digital accessibility landscape, through user testing digital services with people who have disabilities, people who do not speak English proficiently or at all, and people over 70.
 - The Easy Read Toolbox received \$10,000. The Easy Read Toolbox provides tools to make communication easier to understand for people with disabilities, low English literacy or people for whom English is not their first language.

Work health and safety

Work health and safety (WHS) is managed in accordance with the statutory provisions of the *Work Health and Safety Act 2011* (the WHS Act), the directorate's Work Health and Safety Management System - PeopleSafety, and relevant whole of government policies.

CMTEDD promotes a culture where health, safety and wellbeing are a part of everyday business. In support of this we implemented a range of safety promotion, health and wellbeing, and early intervention and injury management initiatives, some of which are detailed below.

Highlights

- Developed and implemented the CMTEDD 2023-2024 PeopleSafety WHS Strategic Plan and supporting Action Schedule, outlining areas of strategic focus to support ongoing improvement and maturity of WHS management across CMTEDD.
- Completed and closed out the CMTEDD Mental Health Action Plan 2021-2023. The plan was launched in November 2021, and the development and implementation of the plan has been shaped by the CMTEDD Mental Health Champions Network under the direction and leadership of the CMTEDD Mental Health Champion.
- Access Canberra was recognised as a finalist in the 2023 Comcare National Work Health and Safety Awards, receiving a high commendation under Category 1.B Preventing physical harm for *Putting People First. Reducing and Managing Occupational Violence in the Workplace*.
- PeopleSafety, CMTEDD's WHS Management System, was reviewed and updated to align with the ACT Code of Practice for managing psychosocial hazards at work. Promotion of the new and updated resources across the directorate continues to be a focus to support the ongoing identification and management of psychosocial hazards.
- CMTEDD's annual Safety and Wellbeing Awards Ceremony was held in November, where the Director-General and Under Treasurer recognised 13 outstanding individuals and teams and their exceptional efforts and contributions to improve health, safety and wellbeing. We received 51 nominations under the five award categories: Manage, Communicate, Prevent, Mitigate and Promote, recognising initiatives to embed and deliver safety outcomes as part of the services we provide, initiatives to eliminate work health and safety risks through good job design, and initiatives to promote and prioritise mental health and wellbeing.
- Promoting National Safe Work Month and Mental Health Month with activities held to assist in the promotion of safety, health, and wellbeing at work, including:
 - Holding a Mock Court WHS Due Diligence session, targeted at new Executives.

- Hosting a Mental Health Priori-tea, which included formal presentation and informal “stalls” promoting mental health and wellbeing initiatives and supports, in recognition of recognising World Mental Health Day.
- Launch of the latest series of Virtual Guided Mindfulness series.
- The launch of a range of SafetyHub videos, providing introductory/overview and general awareness of essential workplace safety topics, via HRIMS Learning for CMTEDD workers.
- Participation in STEPtember, promoting the positive impact physical health has on mental health, with 351 CMTEDD staff recording 95,910,427 steps and raising \$29,195.85 for cerebral palsy.
- CMTEDD’s WHS management arrangements were audited as part of the whole of government 2021-2024 WHS Audit and Assurance Program. Audit findings and recommendations for actions are monitored to completion by the Tier 1 WHS Committee, the Executive Management Group, and CMTEDD’s Audit and Risk Committee.

Wellbeing, early intervention and injury management

CMTEDD has continued to promote initiatives to support early intervention and injury management to support workers who become ill or injured. This includes include virtual physiotherapy, early intervention physiotherapy, workstation assessments for home and office-based work, and facilitated discussions. Initiatives include:

- Delivery of the CMTEDD Workplace influenza vaccination program, which vaccinated a total of 1,759 workers via a combination of onsite vaccination clinics and vouchers to attend an offsite location.
- Promoting the Reasonable Adjustment service to help people who are at risk of an injury or illness, or who have a medical condition, to stay healthy and well at work by engaging a Workplace Rehabilitation Provider to help identify and implement reasonable adjustments for employees.
- Promoting and offering professional counselling and support for employees through CMTEDD’s Employee Assistance Program, which is also available to employee’s immediate family members. The program also provides specialised services including manager assist and critical incident response.
- Delivered a suite of wellbeing webinars, which covered topics to build employee mental health and wellbeing.

Health and safety consultation arrangements

Table 68: 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 Tier 1 WHS Committee supported effective consultation and engagement on Work Health and Safety arrangements to support workers and clients in the workplace. Our committees also monitored the effectiveness of our Work Health and Safety Management System, monitored and managed safety issues and promoted the achievement of improved health and safety outcomes.

The tiered CMTEDD WHS Committees and Network met quarterly throughout the reporting period and comprised Executives, Senior Managers, Health and Safety Representatives (HSRs), officers in safety and compliance roles and union representatives.

The directorate has an extensive and engaged network of 66 HSRs, the Safety and Wellbeing Team (six), as well as local Work Health and Safety Coordinators (ten) and other safety and compliance roles, who contribute to developing and maintaining work health and safety standards.

Incident reporting and notices under the WHS Act

During 2023-24:

- There were 683 reported incidents across CMTEDD and of those 11 were reported to WorkSafe in accordance with Part 3 Section 38 of the WHS Act.
- CMTEDD was issued (under Part 10 of the Act) with two improvement notices in relation to the one incident.
- CMTEDD was not issued (under Part 10 of the Act) with any prohibition or non-disturbance notices during the reporting period, nor did the directorate fail to comply with any enforceable undertakings under Part 11 or Part 2 (Divisions 2.2, 2.3 and 2.4) of the Act.

Performance against targets

In 2023-24 CMTEDD had four claims resulting in one or more weeks off work, of which three claims related to musculoskeletal disorders.

CMTEDD was set the following targets for 2023-24:

- Incidence rate of 2.54 claims/1,000 workers resulting in one or more weeks off work.
- Incidence rate of 1.85 claims/1,000 workers for musculoskeletal disorders resulting in one or more weeks off work.

CMTEDD achieved both targets.

Table 69: Target 1: reduce the incidence rate of claims resulting in one or more weeks off work by at least 30 per cent by 2024.

Financial year	New 5-day claims	Rate per 1,000 employees	CMTEDD Target	ACTPS new 5-day claims	Rate per 1,000 employees	ACTPS Target
2012-13	14	6.84	3.68	274	13.42	12.08

Financial year	New 5-day claims	Rate per 1,000 employees	CMTEDD Target	ACTPS new 5-day claims	Rate per 1,000 employees	ACTPS Target
2013-14	8	3.85	3.56	257	12.20	11.70
2014-15	18	7.95	3.45	228	10.49	11.33
2015-16	7	3.05	3.34	205	9.36	10.96
2016-17	13	5.59	3.22	243	10.91	10.58
2017-18	2	0.97	3.11	202	8.93	10.21
2018-19	7	3.21	3.00	201	8.50	9.84
2019-20	12	5.16	2.88	231	9.32	9.46
2020-21	5	2.00	2.77	325	12.48	9.09
2021-22	5	1.96	2.65	255	9.37	8.72
2022-23	11	3.99	2.65	255	8.98	8.72
2023-24	4	1.45	2.54	252	8.62	8.34

Table 70: Target 2: Reduce the incidence rate of claims for musculoskeletal disorders (MSD) resulting in one or more weeks off work by at least 30 per cent by 2024.

Financial year	New 5-day MSD claims	Rate per 1,000 employees	CMTEDD Target	ACTPS new 5-day MSD claims	Rate per 1,000 employees	ACTPS Target
2012-13	8	3.91	2.68	183	8.96	8.29
2013-14	2	0.96	2.59	175	8.31	8.03
2014-15	12	5.30	2.51	144	6.63	7.78
2015-16	6	2.61	2.43	146	6.67	7.52
2016-17	7	3.01	2.34	150	6.73	7.26
2017-18	2	0.97	2.26	128	5.66	7.01
2018-19	4	1.83	2.18	102	4.31	6.75
2019-20	7	3.01	2.10	126	5.09	6.49
2020-21	2	0.80	2.01	194	7.45	6.24
2021-22	1	0.39	1.93	118	4.33	5.98
2022-23	4	1.45	1.93	106	3.73	5.98
2023-24	3	1.09	1.85	116	3.97	5.73

Notes (for both tables and figures):

1 Dates are based on those claims received by the Insurer in each financial year.

2 The report includes accepted claims which result in one or more weeks off work.

3 Data includes claims up to 30 June 2024.

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Human resources management

In 2023-24 CMTEDD's human resources priorities were guided by opportunities to best support the delivery of the government's priorities and to recognise our desire to be a progressive, sustainable and innovative city and workforce. The continuing move to hybrid work and to create an environment for all CMTEDD employees to thrive were key focus areas.

Culture, attraction and retention

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

- Celebrating employee excellence at the 2024 Staff Awards which received a record 209 nominations. Twenty-one individuals and teams were acknowledged across six categories that reinforce our commitment to reconciliation, leadership and the ACT Public Service values of respect, integrity, collaboration and innovation.
- Promotion of resources (training, webinars, staff networks, health and wellbeing reimbursement, messaging from the CMTEDD Mental Health Champion) and events (significant days, guest speakers, staff awards) that support positive mental health and wellbeing under the CMTEDD Mental Health Action Plan 2021-2023. CMTEDD is now working to develop the next CMTEDD Mental Health and Wellbeing Action Plan.
- Introduction of the New Leaders Development Program for senior leaders who are new to the role, and the Advanced People Managers Program for experienced people managers to support development of CMTEDD leaders.
- In May 2024, CMTEDD launched the new Diversity and Inclusion Strategy, adopting a best-practice organisational change model recommended by the Diversity Council of Australia.
- Support for flexible work arrangements through the introduction of flexi spaces and a Flexible Working Team Charter to promote and support the ongoing use of flexible work arrangements within teams.
- Advancing reconciliation through the completion of the directorate's Stretch Reconciliation Action Plan (RAP) 2020-2023. Planning is underway for the next reconciliation plan to be launched in 2024.

Workforce planning and employment strategies

We continued to embed our suite of entry level programs that support workforce diversity and grow future talent pipelines. While the number of participants engaged through our CMTEDD Employment Pathway Program for Aboriginal and Torres Strait Islander students

and our Vocational and Employment Program remained steady, business area participation across the organisation increased.

Table 71 CMTEDD participants in targeted employment programs

Program name	Participants
ACTPS Graduate Program	10
CMTEDD Employment Pathway Program for Aboriginal and Torres Strait Islander People	8 ¹
ACTPS Vocational Employment Program	7

Note:

1. During the 2023-24 financial year, two participants completed the program, and one was appointed to a permanent position and one left to pursue work in the private sector.

Capability

The focus of our capability-building in 2023-24 was to:

- Embed the Required Learning Framework which designates training requirements for staff based on classification, supervisory status and work area. Courses are categorised as required, recommended or optional and continue to be delivered face to face, virtually and via eLearning.
- Expand Leadership Programs through the launch of two new programs; the New Leaders Development Program for senior leaders who are new to the role, and the Advanced People Managers Program for experienced people managers.
- Enhance reporting dashboards driving performance of required learning completion rates, including launching a new Work Health and Safety dashboard and a Team and Individual Learning dashboard, where managers can also view their teams.

Learning and development programs and activities

In 2023-24 there were 13,443 eLearning completions across 26 CMTEDD eLearning modules and 1,596 attendees at instructor-led training across 9 courses organised by CMTEDD. Business areas may also organise their own bespoke training focussing on their operational requirements. The overall completion rate for Required Learning during 2023-24 was 82 per cent.

Areas of learning included new starter induction, work health and safety, respectful behaviours, diversity and inclusion, mental health, domestic family and sexual violence awareness, governance and compliance topics. Webinars were also made available to assist staff in understanding wellbeing, superannuation and flexible working arrangements.

This year saw the introduction of a new eLearning course on respectful behaviours as a flexible alternative to the instructor-led offering, providing more accessibility for staff to complete this required learning in a timely manner. The Respectful Behaviours course includes respectful behaviour in the workplace, the ACTPS Values and Signature Behaviours, RED Framework (Respect, Equity and Diversity) and ACTPS Code of Conduct.

A series of work safety training videos were also released, providing introductory and general awareness of essential workplace safety matters. This includes over 70 individual videos covering a wide variety of topics including personal protective equipment, hazardous substances, psychosocial hazards and manual handling. A range of leadership development programs were offered in 2023-24, with 154 participants across three programs, building the capability of new supervisors, new senior leaders and experienced people managers respectively. In addition, 32 senior staff accessed one-to-one leadership coaching, and 70 participants joined the 2024 mentoring program. Executive staff also participated in Senior Executive Staff Induction and executive leadership programs and initiatives.

There were 3,258 completions across 125 whole of government training courses (88 eLearning modules and 37 instructor-led classes). These courses included Communications, Working in Government, Computer Skills, Governance, Project Management, Inclusion, Leadership, Self-Development and Work Safety topics.

CMTEDD continued to provide studies assistance to support staff learning and development. We supported 39 employees to undertake approved formal courses of study, with a total of \$82,548.67 provided in financial assistance towards course costs.

Note: Learning completion records are sourced from the HRIMS reporting system, they may vary due to staff movements within the ACTPS as the HRIMS system reflects the current staff profile. Staff can also access and complete an eLearning module multiple times.

Future Learning and Development

CMTEDD established the Required Learning Framework in 2022 and Cultural Learning Strategy in 2023, both providing staff with continuous learning opportunities and pathways to ensure they have the skills, knowledge, and awareness of core values, behaviours and capabilities to undertake their roles.

These will continue to be a focus in 2024-25 along with capabilities in work health and safety, diversity and inclusion, respectful behaviours, mental health and wellbeing and leadership programs which create an environment to thrive through building respectful, inclusive, purposeful and psychologically safe teams.

Gender Action Plan and Gender Impact Assessment Reporting

The ACTPS Gender Equity Strategy was released in 2024. The Strategy provided a foundation for directorates to develop Gender Impact Assessments and following staff consultation the CMTEDD Gender Action Plan 2024-28 was launched. The Plan identifies a range of practical steps to improve our workforce gender demographics and address inequities experienced by some of our diversity cohorts.

These actions will lay the foundations for continuing improvements toward gender-safe workplace cultures, increased diversity in gendered work types, and encourage balanced

working and personal lives for people of all genders. CMTEDD will monitor and report on implementation and outcomes of the Gender Action Plan throughout the life of the Plan.

CMTEDD currently supports gender equality in a variety of ways, including:

- educating employees on respectful behaviours in the workplace through mandatory training;
- promoting awareness of the reporting options available to staff who may experience gender-based harassment or discrimination;
- access to a range of leave types, including parental, carers, bonding, family violence, adoption, surrogacy, gender affirmation and assisted reproduction;
- access to flexible working conditions including part-time work, job-sharing and hybrid or remote work, allowing employees to work in a way that suits their individual needs and circumstances;
- providing eligible CMTEDD employees access to an additional 6-weeks of birth leave, making the ACT Government one of the most beneficial birth leave entitlement providers; and
- maintaining the directorate's accreditation with the Australian Breastfeeding Association as a Best Practice Workplace.

CMTEDD is improving employees' education and awareness on gender equity issues by:

- celebrating International Women's Day 2024 by promoting resources, webinars and hosting Aware Super 'Women and Superannuation' sessions;
- promoting the 2024 International Day Against Homophobia, Biphobia and Transphobia and participating in the ACT Government flag raising event; and
- celebrating 'Wear it Purple Day' annually. In 2023 this event centred around the theme 'Write your story' and included a guest speaker and panel discussion. The event educated staff about the nation-leading ACT legislation to protect the rights and choices of intersex people in medical settings. Members of the CMTEDD Pride Network formed the employee panel, sharing their personal narratives and lived experiences, and emphasising the importance of allyship.

Staffing profile

The staff numbers in the tables below represent CMTEDD employees who received a payment on the last payday of 2023-24. The figures exclude board members and staff on leave without pay. They also exclude ACT Insurance Authority and Cultural Facilities Corporation.

Recruitment and separation rates are defined as commencing or departing the ACTPS respectively for permanent employees, and Executive Officers with long-term contracts. Internal transfers are not included.

Diversity data which may identify individuals has been removed from some tables.

Table 72: FTE (full-time equivalent) and headcount by business area

Business Unit	FTE	Headcount
Employment Programs	11.8	16
Access Canberra	728.6	753
Budget, Procurement, Investment and Finance	235.41	239
Communications and Engagement	52.7	55
Corporate	86.6	91
Digital, Data and Technology Solutions	545.2	564
Economic Development	272.9	297
Economic, Revenue and Insurance	212.7	218
Office of Industrial Relations and Workforce Strategy	419.8	429
Policy and Cabinet	122.6	127
Strategic Finance	30.3	32
Offices of the Head of Service, Under Treasurer and International Engagement	19.7	20
Total	2,738.4	2,841

Table 73 FTE and headcount by gender

	Female	Male	Non-Binary	Total
FTE by Gender	1,485.9	1,246.6	5.8	2,738.4
Headcount by Gender	1,560	1,274	7	2,841
Percentage (%) of Workforce	54.9%	44.8%	0.2%	100.0%

Table 74 Headcount by classification group and gender

Classification Group	Female	Male	Total
Administrative Officers	897	482	1,379
Executive Officers	52	47	99
General Service Officers and Equivalent	0	56	56
Health Professional Officers	4	0	4
Information Technology Officers	36	131	167
Legal Officers	1	1	2
Professional Officers	2	10	12
Senior Officers	560	524	1,084
Statutory Office Holders	0	2	2
Technical Officers	4	20	24
Trainees and Apprentices	4	1	5
Total	1,560	1,274	2,834

Table 75 Headcount by employment category and gender

Employment Category	Female	Male	Non-Binary	Total
Casual	11	12	1	24
Permanent Full-time	1,187	1,072	3	2,262
Permanent Part-time	164	36	0	200
Temporary Full-time	186	140	2	328
Temporary Part-time	12	14	1	27
Total	1,560	1,274	7	2,841

Table 76 Headcount by diversity group

Diversity group	Headcount	Percentage (%) of Agency Workforce
Aboriginal and/or Torres Strait Islander	56	2.0%
Culturally and Linguistically Diverse	837	29.5%
People with a disability	140	4.9%

Table 77 Headcount by age group and gender

Age Group	Female	Male	Non-Binary	Total
Under 25	71	34	2	107
25-34	439	352	2	793
35-44	487	369	3	859
45-54	341	296	0	637
55 and over	222	223	0	445
Total	1,560	1,274	7	2,841

Table 78 Average length of service by gender

	Female	Male	Non-Binary	Total
Average years of service	7.7	8.4	2.0	8.0

Table 79 Permanent recruitment and separation rates

	Recruitment rate (%)	Separation rate (%)
CMTEDD	12.0%	7.9%

Table 80 Gender pay gap

Classification group	Female	Male	Pay gap (%)
Administrative Officers	\$93,175	\$91,820	-1.5%
Executive Officers	\$246,277	\$239,584	-2.8%
General Service Officers and Equivalent	-	\$112,198	N/A
Health Professional Officers	\$116,445	-	N/A
Information Technology Officers	\$98,286	\$98,573	0.3%

Classification group	Female	Male	Pay gap (%)
Legal Officers	\$172,081	\$172,081	0.0%
Professional Officers	\$108,814	\$96,081	-13.3%
Senior Officers	\$144,487	\$146,889	1.6%
Statutory Office Holders	-	\$241,253	N/A
Technical Officers	\$94,937	\$100,971	6.0%
Trainees and Apprentices	\$59,993	\$59,993	0.0%

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Ecological sustainability reporting

Support to the Commissioner for Sustainability and Environment

In 2023-24, the directorate supported the Commissioner for Sustainability and the Environment as follows:

- CMTEDD provided information to the Commissioner in relation to environmental governance arrangements for the ACT, specifically about the Environment Protection Authority (EPA) in terms of their independence, management of conflicts of interest, expertise, accountability and reporting, and funding.
- We provided comments on the draft 2024 ACT State of the Environment Report.

We continued to take action to implement agreed recommendations from the below reports. Further information in relation to actions against reports of the Commissioner for Sustainability and Environment can be found in the Commissioner's Annual Report.

- State of the Environment Report (2024):
 - The EPA led work on the Environment Protection Bill 2024 (the Bill) which was tabled in April 2024, and commenced in July 2024.
 - The Bill reinforced the independence of the EPA, which was noted as an area of concern in the 2024 State of the Environment Report. This was through an amendment to expand the list of matters which the Minister may not give a direction to the EPA so that it includes the issuance of enforceable undertakings. This is in addition to the existing enforcement matters including powers of authorised officers and analysts, taking enforcement action, and the notification and review of decisions.
- Can Canberra 'Burn Right Tonight' or is there 'no safe level of air pollution'?
An Investigation into wood heater policy in the ACT (2023):
 - With regard to wood heater policy, the Bill introduced a new offence for installing a wood heater that does not comply with current emissions standards for sale of a wood heater. This complements the existing offence of selling a non-compliant wood heater and will prevent existing homes and new builds from installing non-compliant wood heaters that have been gifted or reinstalled from a previous location. Over time this will further reduce the use of non-compliant wood heaters which contribute proportionately more to poor air quality.
- State of the Lakes and Waterways in the ACT (2022):
 - To help support improvements to the state of lakes and waterways 2023-24 the EPA obtained a new Multiparameter Digital Water Quality Meter. This has been trialled during the year to test its capacity to enhance regulatory outcomes related to:
 - Real-time analytical results with high accuracy across multiple parameters;

- Accuracy of in-field decision making around the presence or absence of certain contaminants; and
- Timeliness of public notifications around lake opening and closing, due to the absence or presence of blue-green algae.
- The EPA also worked to prevent sedimentation of waterways from building sites by:
 - Reviewing and endorsing 105 erosion and sediment control plans;
 - Undertaking inspections 1,030 development sites; and
 - Issuing 41 infringement notices to building sites with a risk of causing sedimentation risks to waters.
- Scope 3 Greenhouse Gas Emissions in the ACT (2021).
- State of the Environment Report (2019).

Business area activities

Improving energy efficiency in buildings across the ACT community

During 2023-24, through the Sustainable Household Scheme (SHS) we approved over \$45 million in loans to over 4,400 households, bringing the total number approved to over \$200 million in loans. These loans have supported households to electrify their homes and transport. Swapping from gas to electric appliances and investing in energy efficiency will deliver significant bill savings to Canberrans. As of end June 2024, the 18,700 households that had taken up loans under the SHS had already saved an estimated \$43 million on their energy bills.

The ACT Government also entered into an agreement with the Australian Government and Evoenergy to install three neighbourhood-scale batteries in the suburbs of Casey, Dickson, and Fadden. These batteries will increase solar capacity in the electricity network and allow more households to connect to rooftop solar. The grant funding is part of the Australian Government's Community Batteries for Household Solar program.

Improving energy efficiency in government buildings

In 2023-24 the National Arboretum Canberra (NAC) and Stromlo Forest Park continued to implement environmentally sustainable facility upgrades, including:

- The ongoing replacement of aging equipment in the commercial kitchen at NAC with equipment designed to reduce energy and water requirements.
- The ongoing upgrades of commercial grounds maintenance equipment with battery powered options to replace the use of petrol driven engines.
- Implementing plans and establishing funding to undertake a full review and upgrade of lighting within the National Arboretum's Visitor Centre, to reduce energy consumption and enhance visitor experience.

We also continued implementation of ecologically sustainable work practices at Venues Canberra's major sporting and entertainment venues. This includes the ongoing installation of LED lighting at EPIC, GIO Stadium and Manuka Oval as older-style lights require replacement.

Improving water efficiency

In 2023-24 the Environment Protection Agency introduced a new Non-urban Water Metering Policy, to meet the requirements of the National Framework for non-urban water metering, the Metrological Assurance Framework 2 (MAF2) and Australian Standard 4747: Meters for non-urban water supply (AS4747). It has replaced the existing Water Meter Installation, Maintenance and Replacement Guideline. The new policy requires that any new or replacement water meter must comply with the MAF2 and AS4747 requirements for water meter selection, installation, validation and maintenance. This initiative will improve water efficiency by ensuring an acceptable level of confidence in meter performance and accuracy, to uphold community confidence in water resource management and accounting.

At CMTEDD's Venues we:

- Continued to source non-potable water from rainwater collection and bores to support our Living collection at the National Arboretum Canberra, and sporting facilities at University of Canberra Stromlo Forest Park.
- Established plans and funding to upgrade metering systems on both sites, ensuring compliance with new EPA regulations on non-urban and non-potable water metering requirements (as set out in Non-Urban Water Metering Policy), and to enhance the efficiency of existing systems.
- Progressed the extension of the National Arboretum's Smart Sensor soil moisture meter network, ensuring best practice irrigation management and water saving capability.

Improving waste, reuse and recycling

CMTEDD continues to promote a culture of accessibility and sustainability and adopt eco-friendly practices wherever possible, including purchasing recycled paper, minimising printed material, adopting a digital first policy where appropriate and leveraging online platforms to disseminate messages and engage with stakeholders.

We recycle our ICT assets. When ICT assets reach the end of their useful life, refresh, disposal and recycling is facilitated through offerings to the market as arranged by our disposal broker. The return to government this year was \$654,692.35.

At our Venues we:

- Processed green waste generated by pruning activities at the National Arboretum Canberra and University of Canberra Stromlo Forest Park, to provide mulch for trees and gardens within the sites.
- Coordinated the direct delivery of mulch generated by TCCS in street tree management programs to the National Arboretum for use in living collection management.

- Continued the mulching program at the National Arboretum Canberra: in 2023-24, 1,400m³ of mulch was installed in forests and garden areas.
- Continued the single-use strategy at the Territory's major venues of GIO Stadium, Manuka Oval and Exhibition Park in Canberra. This year saw the elimination of soft drink and water bottles by introducing cans. Straws, sauce and condiment packets, plastic sleeves, plastic cutlery, stirrers and sandwich containers have previously been eliminated.
- Continued recycling across all major sporting and entertainment venues. The container deposit scheme has been implemented at GIO Stadium which invests in projects that improve waste streams.

At our major events we:

- Increased compostable waste collection at Floriade and Floriade NightFest.
- Reduced the use of non-compostable packaging at the Enlighten Festival.
- Increased total organics waste stream by almost double from the 2022 Floriade event of 2.3t to 4.451t.

Promoting sustainable transport

In 2023-24 we completed a full audit and comprehensive maintenance program on the National Arboretum Canberra's trail network. The upgraded facility continues to present a valuable route for commuters cycling to work and supports other recreational activities reducing the impact of cars on the environment.

During Floriade 2023 we operated free buses from Woden, Belconnen, Tuggeranong and Queanbeyan on the weekends and during Floriade NightFest to encourage attendees to take public transport to the event. We also offered a ferry service from Kingston and the National Triangle to Floriade to provide additional mass transport options for event attendees. Further, we invested in additional way-finding signage in and around Lake Burley Griffin to encourage active travel to Floriade.

Sustainability in procurement

In 2023-24 we continued to implement and promote compliance with the Government Procurement (Charter of Procurement Values) Direction 2020, which includes the Value 'Environmental Responsibility'. We value environmental responsibility and seek to ensure our procurements has a positive impact on our physical environment and local and global ecosystems.

The ACT Government is committed to reducing the draw on natural resources, consumption and greenhouse gas emissions in procurement. In the 2023-24 financial year Territory entities incorporated the value of Environmental Responsibility to a total of 342 procurements.

Further, we will deliver a Circular Economy in Procurement Strategy in alignment with the broader ACT's Circular Economy Strategy.

As part of our commitment to sustainability, Events ACT has continued measures to ensure environmentally responsible practices among our food and beverage procurement. These measures ensure that our events not only celebrate community and culture but also promote environmental sustainability.

- **Sustainable Practices Assessment:** Vendors are required to demonstrate their sustainability efforts, particularly in their packaging and product choices.
- **Eco-Friendly Packaging:** All packaging and serving materials provided to the public must be made from compostable, organic, and biodegradable materials, such as cardboard and paper.
- **Packaging Approval Process:** Vendors must submit details of all packaging intended for public use at least one month prior to the event and provide samples if requested.
- **Compliance Enforcement:** Vendors found using non-compliant packaging will not be permitted to trade until suitable items are provided.

Supporting sustainable infrastructure

In 2023-24 the Environment Protection Authority (EPA) supported independent auditor's advice to agree on an approach to reducing part of the landfill Environmental Clearance Zone around the closed West Belconnen Resource Management Centre. The agreed approach will involve installation and testing of a proposed landfill gas Pathway Break to prevent contamination of areas outside of the closed landfill site, facilitating capping of the landfill site and support housing and other development.

The EPA also supported independent audit reports confirming odour reduction by Lower Molonglo Water Quality Control Centre to approve a reduced Environmental Clearance Zone, allowing for approval of the proposed Strathnairn Public School and additional housing development.



The sustainably designed forest shelter installed this year in the National Arboretum's Forest 43. The facility, providing shelter, educational resource and magnificent views for visitors, is designed to require minimal maintenance and is built using renewable and sustainable resources.

We completed the 'Green Square' project at University of Canberra Stromlo Forest Park. The 6,000m² Green Square is designed to support major event staging and uses carefully selected waterwise turf with the ability to support events year-round.

We continued to install LED lighting in our arts facilities as older style lights require replacement and continued the replacement of gas-powered equipment with electric

equivalents in our arts facilities, including removal of wall mounted gas heaters from Belconnen Arts Centre workshops.

We also prioritised sustainability measures in the design for the Gorman House Arts Centre centenary upgrade, including the installation of double-glazed windows, insulation and reduction in gas-powered equipment across the site.

We re-established volunteer programs to assist with the management of sustainably designed tracks and trails at University of Canberra Stromlo Forest Park.

Supporting innovation and investment in ecologically sustainable development

CBRIN funding

Through our funding agreement with the Canberra Innovation Network (CBRIN) for the delivery of the Innovation Connect grant program, CMTEDD provided funding for following early-stage start-ups:

- \$28,000 to Waste Check Systems – an IoT bulk bin weighing system for the commercial and industrial property sector, providing real-time waste weight data to enhance sustainability tracking and reduce excess waste charges.
- \$30,000 to Endless Australia – the creation of premium, eco-friendly skateboard decks using 100 per cent recycled and recyclable plastic bottle lids.
- \$30,000 to Ohna – to develop their software platform that builds climate-resilient food supply chains connecting local farmers with consumers.
- \$30,000 to Sprout Materials – to develop a prototype and undertake customer testing for a patented chemistry developing a circular and compostable plastic alternative.

Sustainable Canberra Expo

CMTEDD supported the Environment, Planning and Sustainable Development Directorate's Sustainable Canberra Expo 2023 (Expo), held in October 2023 at Thoroughbred Park.

- The Expo focussed on environmental sustainability and energy efficiency, and participating stallholders and attendees included a number of small to medium enterprise (SME) businesses working in local environment and energy sectors.
- Economic Development participated in the Expo through hosting an ACT Government Business Support Hub (Hub) on 13 October 2023 day of the Expo, which was targeted at the local SME business sector.

The Hub brought together the range of ACT Government and affiliate programs and initiatives that support the growth and development of local SME businesses. The Hub's role was to engage with exhibitors and attendees of the Expo and provide information and advice to those interested in learning about ACT Government and affiliate business support programs and services.

Future Energy Skills Hub

In 2024, the ACT Government provided \$500,000 to scope and design a Future Energy Skills Hub at the Canberra Institute of Technology in Fyshwick. The Future Energy Skills Hub will build on existing infrastructure and industry partnership and support the ACT Government's aim for electrification.

The Future Energy Skills Hub will focus on electrical trades to address local and national skills shortages and the exploration of new skills pathways to support those in the gas industry.

Centre of Excellence

On 6 May 2024, Minister Steel, together with the Federal Minister the Hon Brendan O'Connor, announced Australia's first National Centre of Excellence for electric vehicles to support the electrification of the economy.

The Centre of Excellence will:

- develop higher apprenticeship pathways targeting the electric vehicle technology sector in line with the ACT's net zero transition;
- form part of the Future Energy Skills Hub to address skills shortages and skills gaps in broader net zero industries;
- be the national's leading centre of information sharing, industry demonstration and resource development, to be used by organisations and educators across the sector; and
- work with the Australian National University, TAFEs, Jobs and Skills and industry to equip Australians with skills to support increased electric vehicle uptake and the transition to net zero.

Integrated Energy Plan

In June 2024, the ACT Government announced an increase in subsidies for the Certificate III in Electrotechnology Technician to support the workforce objectives of the Integrated Energy Plan.

Priority Investment Program

We continued support through the Priority Investment Program for EcoKDDart, a project led by Canberra company Diversity Arrays Technology in partnership with The Australian National University and University of Canberra. The five-year, \$1.2 million project runs until 2025 and will establish a cloud-based biodiversity and biosecurity analysis hub; a DNA analysis platform to enable wider research and commercial applications; and develop an integrated storage capability for large ecological and biological data sets.

Table 81: Sustainable Development performance

Indicator as at 30 June	Unit	Current FY	Previous FY	Percentage change
Stationary energy usage				
Electricity use	Kilowatt hours	10,103,516	13,563,825	-25.5
Fossil fuel gas use (non-transport)	Megajoules	45,510,482	110,336,878	-58.8
Diesel use (non-transport)	Kilolitres	0	0	-
Liquid Petroleum Gas	Kilolitres	0	0	-
Transport fuel usage				
Zero Emissions Vehicles (ZEV)	Number	29	21	38.1
Plug-in Hybrid Electric Vehicles (PHEV)	Number	5	5	0.0
Hybrid Electric Vehicles (HEV)	Number	2	12	-83.3
Internal Combustion Engine (ICE) vehicles	Number	107	149	-28.2
Total number of vehicles	Number	143	187	-23.5
Fuel use – Petrol	Kilolitres	10	23	-56.6
Fuel use – Diesel	Kilolitres	209	227	-8.2
Fuel use – Liquid Petroleum Gas (LPG)	Kilolitres	0	0	-
Fuel use – Compressed Natural Gas (CNG)	Gigajoules	0	0	-
Water usage				
Water use	Kilolitres	137,161	174,074	-21.2
Resource efficiency and waste				
Waste to landfill	Litres	1,984,728	2,643,235	-24.9
Co-mingled material recycled	Litres	1,249,020	1,339,315	-6.7
Paper & cardboard recycled (incl. secure paper)	Litres	427,397	1,209,239	-64.7
Organic material recycled	Litres	140,953	161,309	-12.6
Waste to landfill (Events ACT Actsmart Public Events)	Litres	466,458	778,413	-40.1
Material recycled (incl. comingle recycling, paper and cardboard recycling, and organic recycling) (Events ACT Actsmart Public Events)	Litres	1,061,068	1,316,167	-19.4
Greenhouse gas emissions				
Emissions from fossil fuel gas use (non-transport)	Tonnes CO ₂ -e	2,345	5,686	-58.8
Emissions from diesel use (non-transport)	Tonnes CO ₂ -e	-	-	-
Emissions from transport fuel use	Tonnes CO ₂ -e	591	672	-12.1

Indicator as at 30 June	Unit	Current FY	Previous FY	Percentage change
Emissions from refrigerants	Tonnes CO2-e	15	15	0.0
Total emissions	Tonnes CO2-e	2,951	6,373	-53.7

Notes:

- Note that some data reported for 2022-23 in the table above/below may differ slightly from figures reported in the 2022-23 Annual Report. These are due to retrospective updates to agency occupancy and historical consumption data.
- Note that the figures above/below may include accrued data. Where actual data is not available, the system provides estimates using an accrual function. Accruals are calculated from the average annual daily consumption of the most current 12-month period applied for the number of days of missing data. There may be some residual data gaps that will be addressed retrospectively in next year's reporting period.
- Emissions reported for stationary energy and transport fuels include Scope 1 and Scope 2 emissions only. Scope 1 are direct emissions from sources owned and operated by the government, including emissions from transport fuel and natural gas use. Scope 2 are indirect emissions from mains electricity which is consider zero in the ACT.
- Under Administrative arrangements that came into effect on 12 December 2023, ACT Property Group, including its function supporting the ACT Government Pools (Gungahlin Leisure Centre, Tuggeranong Leisure Centre, Dickson Aquatic Centre, Civic Pool and Manuka Pool) were transferred from CMTEDD to Major Projects Canberra (MPC). The ACT Government Pools were CMTEDD's largest utility consumers, so this transfer has significantly affected the utility consumption figures (and associated greenhouse gas emissions) for both CMTEDD and MPC.
- The significant reduction in electricity consumption relates to the transfer of the ACT Government Pools to MPC part way through the year (note 4).
- The significant reduction in gas consumption relates to the transfer of the ACT Government Pools to MPC part way through the year (note 4).
- The increase in zero emission vehicles relates to CMTEDD continuing to implement the requirements of the Zero Emissions Vehicles policy, where all passenger vehicles must be replaced with ZEV vehicles at end of lease (where fit for purpose).
- The reduction in hybrid electric vehicles relates to CMTEDD continuing to implement the requirements of the Zero Emissions Vehicles policy, where all passenger vehicles must be replaced with ZEV vehicles at end of lease (where fit for purpose).
- The reduction in ICE vehicles relates to both the transfer of ACT Property Group to MPC (note 4), and CMTEDD continuing to implement the requirements of the Zero Emissions Vehicles policy, where all passenger vehicles must be replaced with ZEV vehicles at end of lease (where fit for purpose).
- The significant reduction in petrol is in line with the reduction in ICE and hybrid vehicles.
- The reduction in diesel use relates to the transfer of ACT Property Group vehicles to MPC part way through the year.
- The reduction in water use in in line with the transfer of the ACT Government Pools to MPC.
- The reduction in waste reported for all categories is expected to mainly relate to higher quality data provided for reporting. A number of locations reported their waste on the basis of weight (as measured by the waste company) rather than volume (as measure by size of bins multiplied by number of collections), allowing a significantly more precise measure. Agreed conversion factors are used to convert weight measure to volume (litres) for general waste, comingled recycling, paper and cardboard, and organics.
- The reduction in greenhouse gas emissions is in line with the reduced gas and petrol consumption.

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; and
- Statement of Performance.

Covert surveillance authorisations issued to ACT employers

The *Workplace Privacy Act 2011* (Workplace Privacy Act) requires employers to apply to the Magistrates Court for authority to conduct any workplace covert surveillance.

In the financial year ending 30 June 2024 the Magistrates Court issued nil covert surveillance authorities under the Workplace Privacy Act.

Annexed annual reports

Public sector bodies required to have their annual report annexed to CMTEDD's report are listed below. Their reports are included in alphabetical order in the following annex.

- ACT Architects Board
- ACT Construction Occupations
- ACT Executive
- ACT Government Procurement Board
- Default Insurance Fund
- Director of Territory Records
- Environment Protection Authority
- Lifetime Care and Support Fund
- Motor Accident Injuries Commission
- Office of the Nominal Defendant of the ACT
- Public Sectors Workers Compensation Fund

Annexed reports

ACT Architects Board

Transmittal certificate



Ms Rebecca Vassarotti MLA
Minister for Sustainable Building and Construction
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2023-24 Architects Board Annual Report

This report has been prepared in accordance with section 7(2) of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements under the Annual Report Directions.

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

We certify that information in the attached annual report, and information provided for whole of government reporting, is an honest and accurate account and that all material information on the operations of Architects Board has been included for the period 1 July 2023 to 30 June 2024.

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

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

Yours sincerely

A stylized, handwritten signature in black ink, appearing to be "EH".

Dr Erin Hinton
Chairperson, ACT Architects Board

19 August 2024

A handwritten signature in black ink, appearing to be "W. J. R. Lhuede".

Mr Nick Lhuede
Registrar of Architects

16 August 2024

Compliance statement

The 2023-24 ACT Architects Board (the Board) Annual Report must comply with the Annual Reports (Government Agencies) Directions 2024 (the Directions), made under section 8 of the *Annual Reports (Government Agencies) Act 2004*. The Directions can be found in the [ACT Legislation Register](#).

The compliance statement indicates the subsections – under parts 1 to 5 of the Directions – that are applicable to the Board. It also indicates the location of the information that satisfies these requirements.

Part 1: Directions overview

The requirements under Part 1 of the Directions relate to the purpose, timing and distribution, and record-keeping of annual reports. The 2023–24 ACT Architects Board Annual Report complies with all subsections of Part 1 under the Directions.

To meet section 15 Feedback (under Part 1 of the Directions), contact details for the Board have been included in the 2023–24 ACT Architects Board Annual Report so readers have 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 of the Directions is included in the following sections of the ACT Architects Board Annual Report:

- a) Transmittal certificate (see page 1).
- b) Organisational overview and performance analysis (see page 3). All other subsections are contained in the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) Annual Report.
- c) Financial management reporting (see Volume 2 of the CMTEDD Annual Report).

Part 3: Reporting by exception

The Board has no information to report by exception, under Part 3 of the Directions, for the 2023–24 reporting year.

Part 4: Directorate and public sector body specific annual report requirements

The Board has additional reporting requirements under section 67 of the *Architects Act 2004* (the Act) 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 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 annexed report within the 2023–24 CMTEDD Annual Report).

ACT Public Service directorate annual reports can be found at:

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

Organisational overview and performance

Registrar functions

The role of the Architects Registrar (the Registrar) is to manage the administration of the Board and maintain the register of architects, as outlined under section 13 of the Act. The Registrar is also delegated to approve the renewal of architect registrations on behalf of the Board.

ACT Architects Board

The Board is established under the Act. The Board ensures that 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 made to the Board about current and former registered architects;
- consider whether it is necessary to take disciplinary action against current and former registered architects and, if it is, to take 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 cooperating with local jurisdictions;
- accredit courses of study in architectural regulation; and
- provide general advice to consumers about the professional conduct and standards of competence expected of registered architects.

The Board is also part of a national network of boards that administers the state and territory legislation pertaining to architectural education and registration of architects. The 8 state and territory architect registration boards are nominated bodies of the Architects Accreditation Council of Australia (AACA). The AACA was established by the boards to ensure national consistency in the pathway that leads to registration as an architect in Australia. The Board 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 applicants with overseas qualifications in architecture, 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 practising.

During 2023–24, the Board received 5 registration and advertising-related complaints, comprised of 2 individuals and 3 organisations. The Board reviewed each complaint and found that 4 were in breach of the Act. The Board wrote to the parties, requesting action be taken to rectify the breaches of legislation. As a result of the Board's actions the conduct was corrected in all 4 matters and no further action was needed.

National engagement

In November 2023, the Board Chair attended the AACA annual forum and Annual General Meeting in Sydney. These meetings were attended by registrars, board chairs and members from all Australian jurisdictions. The meetings provided an opportunity for registrars and board chairs to share information about emerging issues in each jurisdiction and look at ways to work together for the progression of architectural regulation across Australia.

Recognition of Interstate Architect Registrations

The ACT recognises interstate registration of architects through either automatic mutual recognition (AMR) or mutual recognition. AMR allows professionals with an occupational registration or licence in one Australian state or territory to work in another without paying additional fees or applying for another registration. Mutual recognition allows professionals who hold a registration or licence in another state or territory of Australia or in New Zealand to apply for an equivalent registration in the ACT after paying a fee.

As part of the AMR scheme, between 1 July 2023 and 30 June 2024, the Board received notifications from 52 architects about their intention to work in the ACT under the scheme.

Architects' registrations

Table 1: Registrations from 1 July 2023 to 30 June 2024

Type of registration	Number of registrations
New architects	27
New architects – mutual recognition ¹	8
Re-issued registrations	52
Renewed registrations	317
Registered architects as at 30 June 2024	423
Registered architects as at 30 June 2023	434

¹Note: Architects working in the ACT under AMR are not included, as the registration is issued by another jurisdiction.

Internal accountability

Membership of the Board

Section 70 of the Act stipulates that the Board must include:

- one member nominated by a representative body;
- one member who is, or recently has been, an academic architect;
- one member who is a registered architect;
- one member who is a commercial lawyer; and
- one unregistered member, to represent community interests.

The Minister appoints the members of the Board, and appointments are for a term no longer than 3 years.

Table 2: Membership of the ACT Architects Board and attendance for the 2023–24 financial year

Member	Name	Meetings attended
Peak body representative (continuing)	Melinda Dodson	9
Academic architect representative (continuing)	Erin Hinton	12

Member	Name	Meetings attended
Registered architect representative (continuing)	Scott Hodgson	13
Legal representative (new, August 2023 onwards)	Amy Ward	6
Community interest representative (new, August 2023 onwards)	Jane Seaborn	11
Legal representative (until August 2023)	Maurice Falcetta	2
Community interest representative (until August 2023)	Toss Gascoigne	2

Note: In August 2023, a new Board was appointed. Three previous members were re-appointed to the new Board.

Board meetings

The Board is required to meet at least 4 times a year. In accordance with section 75 (4) of the Act, the Board Chairperson may decide to hold meetings either in person or online (virtual). During 2023–24 the Board met 13 times on the dates specified in Table 3.

Table 3: 2023–24 ACT Architects Board meeting dates

Dates
17 July 2023 (in person)
21 August 2023 (virtual)
28 September 2023 (in person)
9 October 2023 (virtual)
6 November 2023 (in person)
18 December 2023 (in person)
12 February 2024 (in person)
4 March 2024 (virtual)
22 March 2024 (virtual)
8 April 2024 (in person)
13 May 2024 (virtual)
17 June 2024 (in person)
27 June 2024 (virtual)

Remuneration

In accordance with the *Remuneration Tribunal Act 1995*, the current remuneration rate for the Chair of the Board is \$615 (per diem) and for a Member of the Board is \$525 (per diem). The Registrar is not considered part of the Board and does not receive additional remuneration.

Contact

For further information, please contact

Nick Lhuede

Registrar, ACT Architects Board

(02) 6207 8686 architectsboard@act.gov.au

ACT Construction Occupations

Transmittal certificate



Ms Tara Cheyne MLA
Minister for Government Services and Regulatory Reform
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2023-24 Construction Occupations Annual Report

This report has been prepared in accordance with section 7(2) of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements under the Annual Report Directions.

It has been prepared in conformity with other legislation applicable to the preparation of the Annual Report by the ACT Construction Occupations Registrar.

I certify that information in the attached annual report, 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 Construction Occupations Registrar has been included for the period 1 July 2023 to 30 June 2024.

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

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

Yours sincerely

A handwritten signature in cursive script, reading "W. J. R. Lhuede".

Mr Nick Lhuede
Construction Occupations Registrar

16 August 2024

Compliance statement

The 2023-24 ACT Construction Occupations Registrar Annual Report must comply with the *Annual Reports (Government Agencies) Directions 2024* (the Directions) made under section 8 of the *Annual Reports (Government Agencies) Act 2004*. The Directions are found at the [ACT Legislation Register](#).

The compliance statement indicates the subsections, under Parts 1 to 5 of the Directions, that are applicable to the ACT Construction Occupations Registrar 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 2023-24 ACT Construction Occupations Registrar 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 Construction Occupations Registrar are provided within the 2023-24 ACT Construction Occupations Registrar 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 Registrar Annual Report complies with all subsections. The information that satisfies the requirements of Part 2 is found in the ACT Construction Occupations Registrar Annual Report as follows:

- Transmittal Certificate, see the previous page.
- Organisational Overview and Performance Analysis, see the Organisational Overview and Performance section below. All other subsections are contained within the CMTEDD Annual Report.
- Financial Management Reporting: All financial management reporting is included in Volume 2 of the CMTEDD Annual Report.

Part 3 Reporting by exception

The ACT Construction Occupations Registrar has no information to report by exception under Part 3 of the Directions for the 2023-24 reporting year.

Part 4 Directorate and public sector body specific annual report requirements

Part 4 of the Directions is not applicable to the ACT Construction Occupations Registrar.

Part 5 Whole of government annual reporting

All subsections of Part 5 of the Directions apply to the ACT Construction Occupations Registrar. Consistent with the Directions, the information satisfying these requirements is reported in 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 annexed report within this 2023-24 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

This annual report has been prepared according to the *Construction Occupations (Licensing) Act 2004* (section 112 Annual Report by Registrar) and the *Construction Occupations (Licensing) Regulation 2004* (regulation 44 Information in report to Minister).

Role and functions

The *Construction Occupations (Licensing) Act 2004* (COLA) is the principal legislation governing the responsibilities of construction occupation licensees including builders, plumbers, electricians, and building surveyors in the ACT. It also includes disciplinary and complaints processes for construction practitioners (including in relation to work undertaken under 'operational Acts' such as the *Building Act 2004*, the *Electricity Safety Act 1971*, and the *Gas Safety Act 2000*).

The Construction Occupations Registrar (the Registrar) is appointed under section 103 of the COLA with their functions articulated under section 104.

The Registrar sits within Access Canberra, part of the Chief Minister, Treasury and Economic Development Directorate.

Table 1: Registrar's roles and functions

WHAT WE DO		
Decide applications for licences	Keep registers of construction occupations licensees	Monitor compliance

WHAT WE DO		
Respond to complaints	Take consistent regulatory action	Empower community and hold industry to account
Issue Certificates of Occupancy and Use	Register building approvals issued by private certifiers	

Strategic priorities of the Registrar 2023-24

The Registrar's strategic priorities for 2023-24 were citizen protection through effective regulatory response and industry engagement. These priorities reflect the key role Access Canberra plays in supporting a safe and liveable city. Consistent with Access Canberra's Accountability Commitment and compliance frameworks, the Registrar applies a risk-based compliance approach to ensure resources are targeted to where the risks of harm, unsafe practices or misconduct are the greatest.

In 2022, the Minister for Business and Better Regulation made a [Statement of Expectations](https://www.legislation.act.gov.au/ni/2022-571/) for the Registrar (<https://www.legislation.act.gov.au/ni/2022-571/>). This statement sets out the Minister's key priority areas of focus for the Registrar, and a report about action taken to respond to the Statement of Expectations was provided to the Minister in accordance with the legislation.

Functional areas

The work of the Registrar was undertaken for part of the reporting year by the functional areas in the Construction, Utilities and Environment Protection Branch of Access Canberra. During 2023-24, the functional areas were restructured to become the Construction and Planning Regulation Branch as identified below.

Table 3: Functional areas in 2023-24

Construction Occupations Registrar Executive Branch Manager – Construction and Planning Regulation Branch				
Compliance Assessment Medium to High Rise Buildings	Compliance Assessment Low Rise Buildings and Energy Efficiency	Rapid Regulatory Response	Compliance Monitoring and Inspections	Construction and Planning Investigations
Construction Licensing	Licence Compliance and Lease Compliance	Strategic Business and Coordination	Plumbing and Gas Inspectorate	Electrical Inspectorate

Building activity in the ACT – An overview

Table 4: Building activity overview.

Activity type	2023-24	2022-23
Building approval registrations processed	3,846	4,302
Certificates of Occupancy and Use issued	4,545	4,696

Activity type	2023-24	2022-23
Certificates of Electrical Safety received	48,155	53,027
Plumbing, Drainage, and Gas Certificates/Plans/Backflows processed	25,339	27,489

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 2023-24, there were 3,846 building approvals issued.

Certificates of Occupancy and Use

For most new building work, including new buildings or additions to existing buildings, a Certificate of Occupancy and Use (COU) is required before the building, or new part of the building can be lawfully occupied. The COU specifies the class of building, which indicates the type of occupancy and uses that apply to the building.

In 2023-24, there were 4,545 COUs issued.

Certificates of Electrical Safety

Electricians must submit a Certificate of Electrical Safety to the Registrar and the landowner within fourteen (14) days of completing electrical wiring work. The Electrical Inspectorate is responsible for inspecting all new electrical installations in the ACT.

In 2023-24, there were 48,155 Certificates of Electrical Safety submitted to the Registrar.

Plumbing, Drainage, and Gas Certificates approvals and certificates

Table 5 provides details of plumbing and gas approval and certificates issued in 2023-24 for the following activities.

Table 5: Plumbing, Drainage and Gas Certificates, Plans and Backflows

Type	2023-24	2022-23
Work as Executed plans	5,117	5,832
Commercial Plans Registered	2,849	2,575
Interim Plans Registered	1,432	1,818
Plumbing/Drainage Permits	3,595	3,898
Gas Permits/ Gas Compliance Certificates	662	1,211
Minor Works	4,164	4,652
Backflow Prevention devices entered	7,493	7,503
Type B Gas Appliance Validations	27	N/A

Work As Executed Plans

Plumbers and drainers must notify the Registrar when work is ready for inspection by submitting a Work as Executed plan. Work as Executed plans show the final configuration of a plumbing and drainage system and replace the relevant interim drainage plan.

Commercial Works

Commercial plans certified by a plumbing plan certifier are required to be submitted to Access Canberra for all commercial plumbing and drainage work, and pipes linked to a water service of 50mm or greater in diameter. Commercial, industrial, and public buildings and all housing (except single residential buildings) are considered to be commercial work.

Interim Drainage Plans

Plumbers and Drainers are required to submit an Interim Plan when intending to do plumbing/drainage work in relation to a new single residential building. These plans assist Access Canberra Plumbing Inspectors when conducting early-stage inspections and are replaced by Work as Executed Plans once the work is complete.

Gasfitting Compliance Certificates

Gasfitters are required to notify the Registrar before commencing work and must submit compliance certificates to the Registrar on completion of all gasfitting work. Gasfitters and gas appliance workers must also inspect and test appliances immediately after completing appliance work, to ensure they operate as per the manufacturer's instructions and specifications.

Minor Works

The plan approval system does not apply to minor plumbing or drainage work (replacement and repairs up to a value of \$1,000).

Minor works must be carried out by a licensed plumber and drainer and only a hydraulic certificate of compliance is required.

Backflow Prevention devices

Where a testable backflow prevention device is installed, the specific testing and reporting requirements have to be met before booking a final inspection. These devices need to be tested annually to ensure they continue to operate as required.

Type B Gas Appliance Validations

To ensure the safety and compliance of Type B Gas Appliances, a rigorous process is in place. Type B Gas Appliance Workers must submit to Access Canberra a full Type B Technical Submission for validation of any unapproved gas appliance with a gas consumption of over 10 MJ/hr, such as (but not limited to) industrial boilers, incinerators, pottery kilns, and pizza ovens. Trained Type B inspectors validate the submission against Australian Standards AS3814 and AS1375, as there is no certification scheme for these appliances. An Appliance

Approval Number is then issued for the connection and commissioning of the Type B appliance. A Gas Compliance Certificate is lodged once the appliance is in operation, and the inspectorate may require an audit inspection of the installation.

Performance – proactive programs

Overview

In 2023-24, the Registrar built upon a strong foundation of proactive industry engagement programs, audits, and inspections, to maintain the timeliness and effectiveness of regulatory actions.

Proactive programs and engagement enhance the industry's understanding of regulatory requirements and operational policy. They also help prevent issues from arising and reduce the number of incidents of non-compliance. The Registrar continued to apply a risk-based approach to regulatory compliance in accordance with Access Canberra's Accountability Commitment. This approach recognises that voluntary compliance across the industry achieves better regulatory and quality outcomes for the community.

Industry and stakeholder engagement

Newsletters, construction notes, letters and education campaigns.

Throughout 2023-24, the Registrar published and disseminated newsletters, construction notes, letters, and educational and communication materials, to assist licensees to better understand and meet their responsibilities. This proactive approach aims to improve building quality in the ACT, and increase community confidence in the sector.

The Registrar's construction notes, targeted at licensed construction occupations, continued to update the industry about critical issues, and to raise awareness about common issues identified on construction sites by building inspectors. These included changes to the National Construction Code, compliance and safety standards, and construction audit activity annual summaries. In 2023-24, the Registrar issued five construction notes. Copies of the Registrar's Construction notes can be found [here](#).

<https://www.accesscanberra.act.gov.au/s/article/construction-industry-information-tab-construction-note>

Three construction newsletters were issued, in [Spring 2023](#), [Summer 2024](#) and [Autumn 2024](#) to licensed construction occupations, informing them of industry updates, critical issues related to compliance and safety, and messages to industry stakeholders.

Stakeholder meetings

The Registrar actively engages with the industry through a range of channels to promote positive outcomes and enhance the industry's compliance with legislation. In 2023-24, this

engagement included targeted and direct communications with key building and construction industry stakeholders, including:

- Master Builders Australia;
- Housing Industry Association;
- National Electrical Contractors Association;
- Master Plumbers Association; and
- Plumbing Industry Leadership Alliance.

The Registrar and their delegates are members of the following bodies:

- Standards Australia Committees;
- Gas Technical Regulator Committee;
- Electrical Regulatory Authorities Council; and
- Australian Building Codes Board committees.

Working closely with policy directorates

The Registrar has worked closely with the Environment, Planning and Sustainable Development Directorate (EPSDD) to support policy development and reform and, where necessary, address opportunities for legislative amendments. This included regular engagement at senior executive levels within Access Canberra to ensure policy and legislative reforms are prioritised and progressed.

Engagement with Building Certifiers and surveyors

In 2023-24, the Registrar delivered 4 quarterly information workshops for the Territory's building certifiers. As key partners in regulation, the workshops were established to discuss emerging issues and areas of focus for the industry. These workshops will continue in 2024-25.

The Registrar's Construction and Planning Regulation teams participated in two workshops run by the Office of the Surveyor-General and Land Information with registered surveyors in 2023-24. The teams gave presentations and actively participated in the workshops.

Engagement – Electrical, Plumbing and Gas Inspectorate

Representatives of the Plumbing and Gas Inspectorate attended the Australian Building Codes Board's Plumbing Code Committee (PCC) meetings in July 2023 and October 2023. Matters such as:

- the applicable methods for verifying cold water service velocity;
- the draft of the proposed amendments in the Cross-Connection Control section of the Plumbing Code of Australia; and
- emerging research in sanitary pipework sizing.

As a technical advisory committee and valuable national forum, the PCC helps regulatory authorities and industry to collaboratively consider technical matters relevant to plumbing regulation reform. The Committee assists the Australian Building Codes Board to achieve sound technical plumbing specification outcomes.

In April 2024, the Electrical Inspectorate participated in a three-day Australian Standards Committee meeting in Sydney and worked on a revised edition of the Australian Wiring Rules to further improve electrical safety.

The Trade Inspectorates worked with industry groups and those conducting training and awareness programs to assist in implementing the Australian Standard.

Community engagement

The Registrar and members of the Construction and Planning Regulation Branch attended a drop-in session in Whitlam on 18 May 2024 to raise awareness of the Registrar's role and how complaints are addressed. This included providing information about the Registrar's role in overseeing licensing and compliance in the construction industry and ensuring adherence to ACT building and planning laws. They also explained how the Registrar's teams address complaints related to non-compliance with ACT building and planning laws, such as building defects, unlicensed work, and unauthorised building activities.

Members of the Construction and Planning Regulation Branch represented the Registrar also at the 'ShowRoom' home and lifestyle event at Exhibition Park in March 2024. The team provided advice to community members undertaking renovation, landscaping, and building projects.

Training and development

The Registrar maintains relationships with registered training organisations (RTOs) and industry bodies to enhance the training and development of plumbing, gas, and electrical apprentices. The Plumbing and Gas Inspectorate and the Electrical Inspectorate continue to assist industry groups and training programs in assessing and validating their courses to ensure they are compliant and relevant to the industry.

The Plumbing and Gas Inspectorate presented at the Certificate III training industry forums organised by the Master Plumbers Association in October 2023, which offered a chance for the Inspectorate to connect with first year apprentice plumbers and educate them about the Inspectorate's role in the industry.

The Construction Licencing team developed a procedure which prioritises applicants who have recently completed their apprenticeship. This aims to process these applications within 21 days, provided they apply within 14 days of receiving their qualification.

The Electrical Inspectorate worked with the 3 RTOs that deliver Electrotechnology training to apprentice electricians to merge individual apprentice review processes (Capstone Panels). A Capstone Panel assesses the training history of an apprentice prior to the apprentice sitting their final exam to gain their Certificate III in Electrotechnology. The

Inspectorate facilitated several Capstone Panel meetings in 2023-24 and the new process enabled consistency in decisions regarding the training provided to the apprentices and improved the Registrar's confidence in licensing them as electricians upon completion of their training.

The Plumbing and Gas Inspectorate attended the Master Plumbers Association's 1st Apprentice Industry Forum at the Canberra Institute of Technology in May 2024. The Forum introduced approximately 50 first-year plumbing apprentices to various regulatory and industry bodies (including Access Canberra, WorkSafe, and Icon Water) and provided opportunities to learn about these bodies' functions and operations.

The Electrical Inspectorate hosted fourth-year electrical apprentices in 2023-24 as part of its Apprentice Awareness Familiarisation Program, which aims to familiarise apprentices with electrical safety requirements under the *Electricity Safety Act 1971*. The program offers 4th-year apprentices up to four days of experience with the Electrical Inspectorate.

Collaboration and technical advice

Advice and safety – Electrical Inspectorate

Community safety is of paramount importance, in homes, government buildings or out and about. In addition to inspecting over 36,000 new electrical installations, the electrical inspectorate provided expert advice around the Territory to ensure that electrical installations and events are safe and compliant before they're switched on. For example:

Floriade – In September 2023, the Electrical Inspectorate assisted Floriade and its main electrical contractors to understand their legislative responsibilities, including electrical testing and submission of Certificates of Electrical Safety.

Canberra Hospital expansion – Since 2021, the Electrical Inspectorate has assisted the project's contractors, engineers, and builders, to ensure compliance and safety, allowing the project to progress smoothly. In 2023-24, inspectors worked with the project's electrical contractors, clarifying Australian/New Zealand Standards on hospital-specific electrical installations and energisation procedures. Inspectors also clarified the energisation of main switchboards and distribution boards, testing, commissioning, and the Territory's inspection requirements and procedures to minimise risk during energisation and certification of Canberra Hospital's cardiac areas. The Inspectorate recently finalised the electrical inspections for the project.

North Canberra Hospital project – The Inspectorate has provided expert advice at a briefing to electrical engineers regarding the complex solutions required to make the project compliant. The Inspectorate briefing involved early identification of some electrical compliance problems and options to solve these problems. The briefing provided both parties with a framework to work through issues in the future.

Australian War Memorial - The Electrical Inspectorate has provided ongoing assistance to this project including guiding the main electrical contractor on ensuring compliance while adding services to the existing main switchboard. Each site has received tailored advice about electrical compliance relevant to each site.

Zero Emissions Vehicle (ZEV) Strategy - In 2023-24, the Electrical Inspectorate worked with the Environment, Planning and Sustainable Development Directorate's ZEV Strategy Group with the 'EV Ready Grants for Residential Strata Program.' The program aims to retrofit existing developments to become EV-ready by providing the necessary electrical infrastructure for EV uptake in the ACT.

Tidbinbilla Tracking Station - For four months during 2023-24, the Electrical Inspectorate team collaborated with the Tidbinbilla Tracking Station's 990Kw solar farm's contractor and facilities, discussed technical matters, and ensured the installation is safe and compliant.

Throughout 2023-24, the Electrical Inspectorate has provided advice to major developments including the new supermarket and multi-storey car park in Dickson, Marist College, Fraser Primary School, and the National Convention Centre.

The Electrical Inspectorate also ensures that Canberra's events are safe for the community, including through safety audits for the Canberra Show, the Flight Drone Show, and Night Markets.

Proactive inspections and audits

A core function of the Registrar is to monitor and determine levels of compliance with the requirements of legislation, licences, and other statutory instruments, to minimise incidents of non-compliance and reduce their impacts. The Registrar, through appointed Inspectors, undertakes targeted compliance audits of a proportion of building works in the Territory.

Inspections and audits undertaken during 2023-24, compared with 2022-23, are detailed in Table 6, and the results, including variations are discussed below.

Table 6: Inspections/audits conducted in 2023-24 and 2022-23

Inspection/audit	2023-24	2022-23
Construction	874	1,121
Electrical	36,200	35,541
Plumbing	20,621	20,195
Gas	1,676	1,922

Construction inspections

The purpose of auditing building construction and related occupational licences is to identify and address non-compliance before a Certificate of Occupancy (COU) is issued.

To ensure that buildings have been built in accordance with the legislative requirements, the team conducted proactive compliance audits and inspections of building work across the Territory.

The focus of the audit program is to:

- identify systemic errors or departures from administrative and legislative or Building Code of Australia (BCA) requirements;
- provide feedback and education to industry members on areas of non-compliance; and
- recommend areas for improvement.

The program ensures that a continuing presence and engagement with industry is visible and maintained.

In 2023-24, the Compliance Assessment Medium to High Rise Buildings Team and the Compliance Assessment Low Rise Buildings and Energy Efficiency Team performed 874 audits compared with 1,121 in 2022-23.

The areas of focus are identified in Table 7.

Table 7: Areas of focus, Construction Audit in 2023-24

Type of audit	2023-24	2022-23
Onsite audits TOTAL	498	639
Onsite Construction Audits	498	639
Administrative audits TOTAL	376	482
Single Dwelling Housing Code, General Audit, & General BCA Audit	48	54
BCA Energy audits	126	176
Sale of Premises Energy	2	1
Cost of Work Application		3
Class 2 – 9 Min doc assessments	119	130
Class 2 COU checks	66	86
Other audits (other specific audits, licence audit etc.)	15	32
Audits TOTAL (onsite and administrative)	874	1,121

Plumbing and gas inspections

The Plumbing and Gas Inspectorate inspects mandatory installations to ensure compliance with the *Water and Sewerage Act 2000*, the *Gas Safety Act 2000*, their associated Regulations and Instruments, and the Australian Standards.

Inspections include assessing the compliance of drainage systems, stacks, ties, and sanitary and water systems.

In 2023-24, the Plumbing and Gas Inspectorate conducted 22,297 inspections, compared with 22,117 in 2022-23.

Both inspectorates undertook educational activities to support the industry and the community to better understand the ACT's regulatory requirements and ensure installations are undertaken in accordance with the relevant legislation and industry standards.

Electrical inspections

The Electrical Inspectorate is responsible for the regulation of licensed electricians and the auditing of their work. The Inspectorate's responsibilities include inspecting new electrical installations, auditing certificates of electrical safety for compliance, electrical product safety, providing advice and assistance to other directorates, and investigating electric shock incidents.

In 2023-24, the Electrical Inspectorate conducted 36,200 audits of certificates of electrical safety, compared with 35,541 in 2022-23. The increase in electrical inspections between 2023-24 and 2022-23 is partly reflective of an increase in the number of solar installations in the period.

The electrical Inspectorate also responded to 54 reports of electrical shocks and tingles, with no electrocutions reported.

Proactive Licence Compliance

In the first half of 2023-24, the Licence Compliance team proactively engaged with 459 corporations and partnerships which held a Class A builder license, to ensure they had policies and procedures in place for adequate supervision of building works, as required under section 28 of COLA.

More than 382 licensees provided their policies and procedures to the Registrar. Those who did not provide their policies and procedures and are low risk entities that are based interstate and have not performed building work in the Territory, will be required to provide the relevant documentation at the time of licence renewal.

Licensing

Licensing plays a crucial role in proactive and reactive construction regulation in the ACT. Occupational discipline against licensees is part of the regulatory toolkit, with occupational disciplinary action being published on a public disciplinary register (<https://services.accesscanberra.act.gov.au/s/public-registers/construction-licences?registerid=disciplinary-register>). The proactive and reactive licencing action is part of delivering on the Construction Occupation Registrar's Strategic Priorities of an empowered community and an accountable industry.

Licences are required for the following occupations:

- Builders, including owner-builders;
- Electricians;
- Plumbers, drainers, and gasfitters;
- Building surveyors (private certifiers);
- Building assessors;
- Gas appliance workers;

- Works assessors; and
- Plumbing plan certifiers.

Tables 8 and 9 contain the number of current and new licences issued in 2023-24, and the total number of active licences for the identified occupations.

On 16 March 2023, the ACT Auditor-General published its Performance Audit Report into construction occupations licensing (https://www.audit.act.gov.au/data/assets/pdf_file/0010/2192257/Report-No-1-of-2023-Construction-occupations-licensing.pdf). The ACT Government agreed with 7 of the recommendations and agreed-in-principle with 6 recommendations. The Registrar and the Construction Licensing team have actively worked to implement the recommendations throughout 2023-24.

During 2023-24, the Construction Licensing team implemented three new licensing schemes, being the professional engineers' registration, distributed energy resource (DER) endorsements for electricians, and authorised persons for regulated swimming pools. Since the introduction of the DER endorsements the team has issued 47 endorsements to electrical licences, allowing these licensees to install DER systems such as rooftop solar systems.

In 2023-24, the Construction Licensing team also introduced a range of measures to support construction practitioners to obtain their licences in a timely manner, while maintaining the rigour of the assessment processes. For example, the application process for builders has been streamlined by the introduction of an in-depth online questionnaire in addition to the mandated interview. All builder licence applicants must undertake one or both to be eligible for a licence. The team also introduced better triaging of licence applications, including the prioritisation of licence applications for local apprentices at the completion of their apprenticeship.

Table 8: New Builder licences issued, and total licences by Class under COLA in 2023-24 and 2022-23

Class	New builder licences in 2023-24	New builder licences in 2022-23	Total active licences in 2023-24	Total active licences in 2022-23
Class A	202	173	1,438	1,334
Class B	38	33	841	888
Class C	279	174	1,732	1,584
Class D	23	18	271	262
Owner-Builder	154	189	511	574
Total	696	587	4,793	4,642

Table 9: New licences, and total licences for other occupations under COLA in 2023-24 and 2022-23

Construction Occupation	New licences in 2023-24	New licences in 2022-23	Total active licences in 2023-24	Total active licences in 2022-23
Electrician	502	462	5,136	5,085
Gas Appliance Worker	17	18	170	169
Gasfitter	211	208	1,780	1,732
Plumber	298	245	2,385	2,258
Drainer	182	154	1,408	1,347
Plumbing Plan Certifier	1	0	16	16
Building Assessor	10	7	64	61
Building Surveyor	17	12	116	103
Works Assessor	0	0	4	4
Total	1,238	1,106	11,119	10,775

Five applications were refused in 2023-24 as the applicants could not demonstrate license eligibility. The applications included one Interval Metering endorsement, three Builder Licenses, and one Owner-Builder.

Performance – reactive compliance and regulatory actions

Response to complaints

The Registrar acts on complaints made about construction occupations licensees, including former licensees.

Access Canberra records ‘incidents’ when a member of the public makes contact about a matter - this may be an inquiry or a complaint. Where a complaint is made, a case will be opened. However, there may be multiple complaints relating to a single case, for example, where several complaints are received about a single site or building.

In 2023-24, the Registrar received 342 building complaints relating to 221 new or ongoing unique investigations, compared with 283 complaints relating to 192 new and ongoing investigations in 2022-23. While this reflects an increase in complaints, it cannot be attributed to specific factors and reflects an acceptable level of variation from year to year.

The Registrar aims to make regulatory decisions promptly and complete investigations in a timely manner. However, the time it takes to investigate a complaint can vary considerably due to a range of factors. Investigation times depend on matters such as the:

- complexity of the investigation;
- discovery of new lines of inquiry;
- number of investigated parties or investigated breaches; and

- need to obtain or access evidence and information.

Regulatory actions

The Registrar takes regulatory action against construction practitioners in accordance with the Access Canberra [Accountability Commitment](#) framework, the principles of natural justice, and in line with customer service principles.

Enforcement actions 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 disciplinary action when a licensee incurs 15 or more demerit points within a 3-year period;
- Occupational disciplinary action if a licensee contravenes COLA or an operational Act;
- Licence suspensions on public safety grounds due to significant risks, harm or damage;
- Directing the licensee to undertake building work;
- Issuing a stop notice prohibiting the carrying out of work;
- Issuing an infringement notice for failing to comply with an order or direction; and
- Automatically suspending a licence.

Table 10: Regulatory enforcement in 2023-24

Type of action	2023-24	2022-23
Notice of Intention to issue a Rectification Order	8	16
Rectification Order	8	11
Emergency Rectification Order	2	1
Demerit Points ¹	441	449
Direction to undertake building work	4	4
Stop work notices	49	192 ²
Infringement Notices	4	3
Automatic Suspensions	12	12
Occupational disciplinary action	11	12
Public Safety Suspensions	2	
Interim suspension pending ACAT occupational disciplinary action	1	

Note 1: 44 demerit actions were taken against 84 separate licensees totalling 441 demerit points.

Note 2: 115 Stop Notices were issued after a large construction company entered administration.

Registers

In accordance with Part 9 of COLA, specific information is made public when certain disciplinary action has been taken against a construction occupation licensee under the Act.

The Disciplinary Register lists licensed professionals in the building industry who have incurred suspensions, cancellations, or had occupational disciplinary action taken against them in the last ten years.

The disciplinary register (<https://services.accesscanberra.act.gov.au/s/public-registers/construction-licences?registerid=disciplinary-register>) is accessible to the public and is updated routinely to ensure stakeholders are aware of disciplinary actions that have been taken against licensees.

A full list of public registers and open data can be found at <https://services.accesscanberra.act.gov.au/s/public-registers>. These registers list construction occupations licensees and other professionals in various sectors.

Contact

For further information, please contact

Nick Lhuede

ACT Constructions Occupations Registrar

(02) 6207 8606 strategicbusinesscoordination@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 2023-24 CMTEDD Annual Report.

Table 1: Barr Ministry (as at 30 June 2024)

Minister	Portfolios
Andrew Barr	Chief Minister Treasurer Minister for Climate Action Minister for Trade, Investment and Economic Development Minister for Tourism
Yvette Berry	Deputy Chief Minister Minister for Early Childhood Development Minister for Education and Youth Affairs Minister for Housing and Suburban Development Minister for Women Minister for the Prevention of Domestic Violence and Family Violence Minister for Sport and Recreation
Tara Cheyne	Minister for the Arts, Culture and the Creative Economy Minister for City Services Minister for Government Services and Regulatory Reform Minister for Human Rights
Emma Davidson	Minister for Community Services, Seniors and Veterans Minister for Corrections and Justice Health Minister for Mental Health Minister for Population Health
Mick Gentleman	Manager of Government Business Minister for Business Minister for Fire and Emergency Services Minister for Industrial Relations and Workplace Safety Minister for Multicultural Affairs Minister for Police and Crime Prevention
Shane Rattenbury	Leader of the ACT Greens Attorney-General Minister for Consumer Affairs Minister for Water, Energy and Emissions Reduction

Minister	Portfolios
	Minister for Gaming
Chris Steel	Minister for Planning Minister for Transport Minister for Skills and Training Special Minister of State
Rachel Stephen-Smith	Minister for Health Minister for Children, Youth and Family Services Minister for Disability Minister for Aboriginal and Torres Strait Islander Affairs
Rebecca Vassarotti	Deputy Leader of the ACT Greens Minister for the Environment, Parks and Land Management Minister for Heritage Minister for Homelessness and Housing Services Minister for Sustainable Building and Construction

Staff

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

Table 2: Staff employed (as at 30 June 2024)

Classification	Staff FTE	Staff headcount	Female FTE	Male FTE	Female Headcount	Male Headcount
Executive Chief of Staff	0.89	1	0	0.89	0	1
Principal Adviser	3	3	0	3	0	3
Senior Adviser L2	11.5	12	4	7.5	4	8
Senior Adviser L1	20.2	21	13.2	7	14	7
Adviser L2	12	12	5	7	5	7
Adviser L1	18.62	22	13.41	5.21	16	6
Total	66.21	71	35.61	30.6	39	32

Table 3: Gender Breakdown at 30 June 2024

LAMS – ACT Executive	Female	Male
FTE by Gender	35.61	30.6
Percentage (%) of Workforce	53.8	46.2
Headcount by Gender	39	32
Percentage (%) of Workforce	55	45

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 2023-24 Office of the Legislative Assembly Annual Report. OLA managed emergency management and shared management of business continuity arrangements with CMTEDD.

CMTEDD provided the ACT Executive with corporate, administrative, and financial support, including protocol matters, awards, functions, and events.

The ACT Government Solicitor's Office provided the ACT Executive's legal services and reviewed any issues to ensure compliance with the Model Litigant Guidelines.

Freedom of Information

During the reporting period the ACT Executive received one Freedom of Information access request. This request was decided within the FOI processing timeframe, with partial access provided within the scope of the request. There were no applications for Ombudsman review and no requests to amend personal information.

Availability of open access information

During 2023-24 the ACT Executive published 55 open access information documents on ministerial diaries, FOI, and ministerial staff travel and hospitality expenses. Ministers' open access information is published at <https://www.act.gov.au/open-access/ministers-information>.

Contact

For further information, please contact

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

ACT Government Procurement Board

Transmittal certificate



Mr Chris Steel MLA
Special Minister of State
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2023-24 Government Procurement Board Annual Report

This report has been prepared in accordance with section 7(2) of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements under the Annual Report Directions.

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

I certify that information in the attached annual report, and information provided for whole of government reporting, is an honest and accurate account and that all material information on the operations of ACT Government Procurement Board has been included for the period 1 July 2023 to 30 June 2024.

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

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

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Coretta Bessi'.

Coretta Bessi
Chair
ACT Government Procurement Board
8 August 2024

Compliance statement

The 2023-24 ACT Government Procurement Board Annual Report must comply with the *Annual Reports (Government Agencies) Directions 2024* (the Directions) made under section 8 of the *Annual Reports (Government Agencies) Act 2004*. The Directions are found at the [ACT Legislation Register](#).

The compliance statement indicates the subsections, under Parts 1 to 5 of the Directions, that are applicable to the ACT 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 2023-24 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 2023-24 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 2023-24 ACT Government Procurement Board Annual Report complies with all subsections. The information that satisfies the requirements of Part 2 is found in the 2023-24 ACT Government Procurement Board Annual Report as follows:

- Transmittal Certificate, see the previous page.
- Organisational Overview and Performance Analysis, see the Organisational Overview and Performance section below.
- Financial Management Reporting: The ACT Government Procurement Board has no information to report under this section.

Part 3 Reporting by exception

The ACT Government Procurement Board has no information to report by exception under Part 3 of the Directions for the 2023-24 reporting year.

Part 4 Directorate and public sector body specific annual report requirements

Part 4 of the Directions is not applicable to 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 annexed report within this 2023-24 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 ACT Government Procurement Board (the Board) is established by the *Government Procurement Act 2001* (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.

In 2023-24, the ACT Auditor-General released the *Performance Audit Report No. 5/2023 on Activities of the Government Procurement Board* (the Report). The Report focussed on the activities of the Board which forms a part of the Territory's overall procurement framework and considers the processes for the referral of procurement proposals to the Board by Territory entities, and the Board's review of procurement proposals and their advice.

The Report made 16 recommendations in relation to the activities of the Board, all of which the government agreed. See the Scrutiny report within this 2023-24 CMTEDD Annual Report for the implementation progress of these recommendations.

Following the audit and in response to the Report, the Special Minister of State as the responsible Minister under the Act, made a Direction to the Government Procurement Board in relation to the Board's Terms of Reference. The direction instructed the Board to implement the following elements:

- introduce enhanced ethics and probity processes for members;
- implement and adhere to an advice schema;
- operate as the Governance Body for the Goods and Services Accreditation Program (the Program).

The Program is supported by the Tiered Services Delivery Model which is aligned to the scale, scope and risk of the procurement to ensure Territory entities are provided the targeted fit-for-purpose supports for their procurements. The Board reviews and makes determinations of levels of accreditation for Territory entities or business units within a Territory entity.

In 2024-25, the Board will deliver its role in accordance with its purpose and function as described in the amended *Government Procurement Act 2001* and Government Procurement Regulation 2007 commencing from 1 July 2024.

Internal accountability

Membership of the Board

In 2023-24, section 11 of the Act stipulated 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 position of Chair, like all Board memberships, is part-time. The Chair reports directly to the Special Minister of State, the responsible Minister under the Act, in relation to their role on the Board. Until 11 May 2024, the Chair of the Board was Ms Bettina Konti, Deputy Director-General and Chief Digital Officer, CMTEDD. From 12 May 2024 to 30 June 2024, the Interim Chair of the Board was Ms Sally Druhan, Executive Group Manager and Chief Finance Officer, CMTEDD, pending the appointment of a Non-Public Employee as Chair of the Board consistent with changes to the Act. Ms Druhan was appointed by the Special Minister of State under the Act with an exemption in accordance with the Governance Principles – Appointments, Boards and Committees in the ACT.

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.

Table 1: Membership and attendance of the Board for the 2023-24 financial year

Name	Role	Meetings attended	Notes
Ms Bettina Konti Chair Public Employee Member	Chief Digital Officer Chief Minister, Treasury and Economic Development Directorate	25/35	Ms Konti's appointment ended on 11 May 2024; her last meeting was 30 April 2024.
Mr Geoffrey Rutledge Deputy Chair Public Employee Member	Deputy Director-General, Environment, Water and Emissions Reduction Environment Planning and Sustainable Development Directorate	26/42	Mr Rutledge took a leave of absence during the year, which included appointment to a different statutory role.
Ms Sally Druhan Public Employee Member	Executive Group Manager / Chief Finance Officer – Strategic Finance Chief Minister, Treasury and Economic Development Directorate	25/26	While recruitment for a Chair was underway, Ms Druhan was Interim Chair of the Board between 12 May 2024 to 30 June 2024.
Mr Dave Gilbert Public Employee Member	Senior Director, Project Delivery – Infrastructure and Health Support Services Canberra Health Services	28/29	Mr Gilbert became a Public Employee Member on 26 September 2023; his first meeting was on 10 October 2023.
Mr Ian Turnbull Public Employee Member	Executive Branch Manager – Strategic Finance and Procurement / Chief Finance Officer Education Directorate	23/26	Mr Turnbull became a Public Employee Member on 26 October 2023; his first meeting was on 31 October 2023.
Ms Anne Maree Sabellico Public Employee Member	Executive Group Manager, Children, Youth and Families Community Services Directorate	14/16	Ms Sabellico's appointment ended on 25 October 2023; her last meeting was on 24 October 2023.
Ms Meghan Oldfield Public Employee Member	Executive Director, Corporate Services Canberra Institute of Technology	12/16	Ms Oldfield's appointment ended on 25 October 2023; her last meeting was on 24 October 2023.
Ms Coretta Bessi Non-Public Employee Member		19/23	Ms Bessi became a Non-Public Employee Member on 17 November 2023; her first meeting was on 5 December 2023.
Mr Mathew Baldwin		42/42	

Name	Role	Meetings attended	Notes
Non-Public Employee Member			
Ms Katherine McDermott	Non-Public Employee Member	19/23	Ms McDermott became a Non-Public Employee Member on 17 November 2023; her first meeting was on 5 December 2023.
Ms Sommer Roles			
Non-Public Employee Member			
Ms Madeleine Taylor	Non-Public Employee Member	7/7	Ms Taylor resigned from the Board; her last meeting was 15 August 2023.
Ms Suzy Nethercott-Watson			
Non-Public Employee Member			
Ms Nethercott-Watson appointment ended on 10 September 2023; her last meeting was on 5 September 2023.			

Conflict of Interest

The Board has instituted arrangements to manage declarations of conflicts of interest to recognise 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 required to identify and document any standing conflicts of interest.
- 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 33 declarations of a potential conflict of interest recorded during the 2023-24 financial year, of which 26 disclosures were made by Public Employee Members and seven were made by Non-Public Employee Members. For openness and transparency, Public Employee Members may declare a potential conflict of interest when a procurement

proposal relates to their directorate even though they may not have a direct involvement with the proposal.

In 2024-25, the Board will expand the scope of conflicts of interest to include all activities of an employing entity for Public Employees and undertake more rigour of recusing Board members from discussion and decisions in respect of any conflict(s).

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 \$28,965 per annum. The latest determination can be viewed at:

https://www.remunerationtribunal.act.gov.au/data/assets/pdf_file/0007/2336245/Determination-18-of-2023-PTPOH.pdf

Support staffing and financial resources

The Board is supported by a Secretariat, resourced by Procurement ACT.

Consideration of proposals

The Board considered 91 procurement proposals, and 4 presentation and updates in the 2023-24 financial year. Of the 91 proposals presented for endorsement by the Board:

- 47: single pass proposals (procurement review, includes variations);
- 40: two pass proposals (strategic review and procurement review); and
- 4: strategic procurement plans.

Table 2: Board deliberations in comparison with previous years

	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Total board meetings	28	35	33	41	44	33	46
Business meetings	1	1	1	1	1	1	2
Proposal meetings	28	34	32	40	44	33	46
Proposals considered	68	73	69	97	90	65	91
Presentations					13	14	4
Estimated value of proposals (\$ million)	1,848	1,790	3,313	2,138	2,566	2,354	1,907

All Board meetings in the 2023-24 financial year were held virtually.

When comparing 2023-24 to 2022-23, there has been a decrease in the estimated value of proposals by approximately \$447 million. This is due to program of work and the higher number of proposals cancelled / deferred by proponents ahead of their scheduled meeting in the 2023-24 financial year compared to 2022-23. Whilst the number of proposals was higher, the total value of these was significantly lower.

Table 3: Summary of proposals considered by the Board in the 2023-24 financial year

Procurement method	Number	Percentage (%) of number	Estimated value (\$M)	Percentage (%) of value
Public tender	71	75	1,658	87
Variations	9	9	78	4
Single select tender	11	12	63	3
Select tender	0	0	0	0
Presentation and updates	4	4	108	6

Table 4: Breakdown of procurement proposals and presentations/updates by Territory entities in the 2023-24 financial year

Territory Entity	Number	Percentage (%) of number	Estimated value (\$M)	Percentage (%) of value
ACT Health Directorate	4	4	78	4.1
ACT Integrity Commission	1	1	0	0
Canberra Health Services	10	11	186	9.7
Canberra Institute of Technology	1	1	2	0.1
Chief Minister, Treasury and Economic Development Directorate	22	23	92	4.9
City Renewal Authority	4	4	6	0.3
Community Services Directorate	2	2	500	26.2
Education Directorate	1	1	9	0.5
Environmental Planning and Sustainable Development Directorate	12	13	138	7.2
Justice and Community Safety Directorate	2	2	73	3.8
Major Projects Canberra*	14	15	81	4.2
Office of the Legislative Assembly	1	1	3	0.2
Suburban Land Agency	8	8	140	7.3
Transport Canberra and City Services Directorate	13	14	601	31.5

*Note: Under the *Administrative Arrangements 2023 (No 1)*, 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.

Contact

For further information, please contact

Coretti Bessi

Chair, Government Procurement Board

Coretta.Bessi@act.gov.au

Secretariat, Government Procurement Board

(02) 6207 9000 GovernmentProcurementBoard@act.gov.au

Default Insurance Fund

Transmittal certificate



Default Insurance Fund

Chris Steel MLA
Special Minister of State
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2023-24 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 2024*.

It has been prepared in conformity with other legislation applicable to the preparation of the Annual Report by the Default Insurance Fund (DIF).

I certify that information in the attached annual report, and information provided for whole of government reporting, is an honest and accurate account and that all material information on the operations of DIF has been included for the period 1 July 2023 to 30 June 2024.

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

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the report to the Legislative Assembly within 15 weeks after the end of the reporting year. This report will be annexed to the 2023-24 Chief Minister, Treasury and Economic Development Annual Report.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Stuart Hocking'.

Stuart Hocking
Under Treasurer
Chief Minister, Treasury and Economic Development Directorate
30 September 2024

Compliance statement

The 2023-24 Default Insurance Fund Annual Report must comply with the *Annual Reports (Government Agencies) Directions 2024* (the Directions) made under section 8 of the *Annual Reports (Government Agencies) Act 2004*. The Directions are found at the [ACT Legislation Register](#).

The compliance statement indicates the subsections, under Parts 1 to 5 of the Directions, that are applicable to the Default Insurance Fund and the location of information that satisfies these requirements.

Part 1 Directions overview

The requirements under Part 1 of the Directions relate to the purpose, timing and distribution, and records keeping of annual reports. The 2023-24 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 2023-24 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 Default Insurance Fund Annual Report complies with all subsections. The information that satisfies the requirements of Part 2 is found in the Default Insurance 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 below. The following subsections, contained within the 2023-24 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
 - Multiculturalism Act 2023 Reporting
 - Work Health and Safety
 - Human Resource Management
 - Ecologically Sustainability Reporting
- C. Financial Management Reporting, see the Financial Management Reporting section.

For the remaining subsections see Volume 2.2 of the 2023-24 CMTEDD Annual Report.

Part 3 Reporting by exception

The Default Insurance Fund has no information to report by exception under Part 3 of the Directions for the 2023-24 reporting year.

Part 4 Directorate and public sector body specific annual report requirements

Part 4 of the 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 annexed report within this 2023-24 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 *Workers Compensation Act 1951* (the Workers Compensation Act) was established to provide compensation to workers employed in the private sector for injuries arising out of or in the course of their employment.

The Default Insurance Fund (the Fund) was established under the Workers Compensation Act effective from 1 July 2006. It provides a safety net to meet the cost of workers' compensation claims made by workers in circumstances where:

- An employer does not have a workers' compensation insurance policy and cannot meet the claim costs payable under the Workers Compensation Act;
- An employer's insurance company is wound up under the *Corporations Act 2001* (Cth) or cannot provide the indemnity required to be provided under a compulsory workers' compensation policy; or

- A worker is suffering from an imminently fatal asbestos-related disease as a result of exposure to asbestos fibres whilst employed as a worker in the Australian Capital Territory.

Funds are held in trust under the *Financial Management Act 1996* in two separate accounts:

- the Uninsured Employer Fund (UEF); and
- the Collapsed Insurer Fund (CIF).

The General Manager for the ACT Insurance Authority (the Authority) is the appointed Fund Manager.

The Fund meets the cost of workers' compensation settlements and any common law judgments including the payment of weekly compensation, medical expenses and rehabilitation costs. Funds required to satisfy the cost of claims and other relevant expenses are not guaranteed by the ACT Government. Part 8.2 of the Workers Compensation Act allows the Fund Manager to impose contributions and supplementary contributions on approved insurers and self-insurers to meet the cost of claims.

The Fund's administrative operations are subject to the same governance controls in relation to risk management, fraud prevention and records management as the Authority. The reporting on these operations is included in the relevant sections of the Authority's Annual Report.

The Authority also has oversight for workplace health and safety and associated risk management, accommodation, facilities management and workplace environmental management for the Fund. Reporting for these issues is contained in the Authority's Annual Report.

Internal accountability

The Default Insurance Fund Advisory Committee is established under Schedule 3 of the Workers Compensation Act. Its role is to monitor the operations of the Fund and, if requested by the Minister or the Fund Manager, advise on matters relating to the operation of the Fund.

The Committee consists of the Executive Group Manager, Workplace Safety Group (Chair), the Fund Manager and three members appointed by the Minister.

Table 1: Fund Advisory Committee membership 2023-24

Name	Member details
Michael Young	Executive Group Manager, Workplace Safety Group (Chair)
Belinda Farrelly	The Australian National University (Employer Representative)
Augustus Modelo	QBE Insurance (Insurer Representative)
Rosalind Read	Construction, Forestry, Maritime, Mining and Energy Union (CFMEU) (Employee Representative)
Penny Shields	Fund Manager

The Committee met on four occasions during 2023-24. At each meeting, a report on the status of the Fund was provided and a schedule detailing the status of open claims was considered.

Performance analysis

The Fund engaged Taylor Fry Consulting Actuaries to estimate the provision for claims payable (liability) and related claims expenses for the 2023-24 reporting period. Actuarial assumptions are based on past claims experience, risk exposure and projections of economic variables.

Uninsured Employer Fund (UEF)

This component of the Fund currently administers claims that have arisen when a worker has been injured and the employer did not hold an ACT workers' compensation policy. Where the employer does not or cannot meet the cost of claims, the UEF responds on behalf of the employer as the default insurer.

Claims

When a claim is received, the Fund 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	17
Total claims closed during the reporting period	18
Total claims re-opened during the reporting period	1
Current open claims	76

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 2023-24, 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 2.3 per cent of the gross written premiums resulting in \$7.217 million in levy revenue.

Expenses

The expenses for UEF during the year were \$5.818 million, which includes \$5.343 million in claims expense and \$0.476 million in supplies and services. The claims expense consisted of \$4.170 million in settlements, compensation payments and other claims costs, along with an increase in the provision for claims payable of \$1.173 million as a result of the 2023-24 actuarial valuation.

Balance Sheet

As at 30 June 2024, the UEF held total assets of \$45.502 million consisting of \$42.688 million in cash and cash equivalents and receivables of \$2.813 million comprising current receivables of \$1.406 million and non-current receivables of \$1.407 million. The UEF's liabilities total \$37.939 million, which includes \$0.061 million in payables, along with \$5.768 million of current provision of claims payable and \$32.110 million of non-current provision of claims payable.

Collapsed Insurer Fund (CIF)

This component of the Fund currently administers claims that have arisen from a previously approved workers' compensation insurer that has been wound up or is in liquidation. Currently the Fund administers claims for two collapsed insurers, National Employers' Mutual Association Ltd in 1990 (NEM) and HIH Insurance in 2001 (HIH).

Claims

When satisfied that an insurer is unable to pay, the Fund acts as the default insurer for the injured worker. The Fund arranges and facilitates appropriate rehabilitation and medical treatment for injured workers with the aim of returning an injured worker back to their pre-injury condition where possible. Claims are managed pursuant to the Workers Compensation Act, and the Fund meets the cost of all legislated entitlements for injured workers including medical expenses, rehabilitation costs, weekly compensation, and lump sum settlements.

As at 30 June 2024 there was one open claim against NEM and three open claims against HIH. The Fund Manager represented the Fund on the Committee of inspection for the HIH liquidation.

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	4

Revenue

The CIF is not levying insurers or self-insurers for the CIF Fund at present. The fund can appropriately and responsibly manage the impact of any future insurance collapses within the workers' compensation industry through the retention of its current reserve and the imposition of a tailored levy on employers in the event of a collapse. The CIF collected \$0.454 million in interest from its investments during the reporting period.

Expenses

The total expenses incurred by the CIF during the year was \$0.128 million, consisting of \$0.026 million in supplies and services and \$0.102 million in claims expense. The claims expense consisted of \$0.024 million in compensation and an increase of \$0.078 million in the provision for claims payable as the result of the 2023-24 actuarial valuation.

Balance Sheet

As at 30 June 2024, the CIF had cash and cash equivalents totalling \$9.674 million with an estimated outstanding claims provision of \$1.212 million. The CIF Fund's total equity as at 30 June 2024 is \$8.451 million.

Scrutiny

There were no inquiries or reviews from the ACT Audit Office, the ACT Ombudsman, ACT Integrity Commission or any Legislative Assembly Committees in 2023-24. The only scrutiny from the Audit Office during the reporting year was for the audit of the 2022-23 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. CMTEDD manage FOI applications on behalf of the Fund and reporting requirements are detailed in Volume 1 of the CMTEDD 2023-24 Annual Report.

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.

Aboriginal and Torres Strait Islander reporting

The Fund does not undertake any Aboriginal and Torres Strait Islander programs, projects and/or initiatives other than those delivered by CMTEDD.

Ecological Sustainability Reporting

Information on the Fund's operational consumption data that are captured at a directorate level can be found in the Ecological Sustainability Reporting section with the CMTEDD Annual Report 2023-24.

Multiculturalism Act 2023 Reporting

The Fund does not undertake any Multicultural programs, projects and/or initiatives other than those delivered by 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.

The ACT Government Contracts Register records contracts with suppliers of goods, services and works, with a value of \$25,000 or more and is available online.

A full search of Default Insurance Fund contracts notified with an execution date from 1 July 2023 to 30 June 2024 can be made at <https://www.tenders.act.gov.au/contract/search>.

Contact

For further information, please contact

Penny Shields

General Manager, ACT Insurance Authority

(02) 6207 0268

ACTInsuranceAuthority@act.gov.au

Director of Territory Records

Transmittal certificate



Our ref: CM2024/2291
Your ref:

Chris Steel MLA
Special Minister of State
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2023-24 Director of Territory Records Annual Report

This report has been prepared in accordance with section 7(2) of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements under the Annual Report Directions.

It has been prepared in conformity with other legislation applicable to the preparation of the Annual Report by the Director of Territory Records.

I certify that information in the attached annual report, and information provided for whole of government reporting, is an honest and accurate account and that all material information on the operations of [name of reporting entity] has been included for the period 1 July 2023 to 30 June 2024.

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

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

Yours sincerely

Danielle Wickman
Executive Branch Manager and Director of Territory Records

8 August 2024

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

Compliance statement

The 2023-24 Director of Territory Records Annual Report must comply with the Annual Reports (Government Agencies) Directions 2024 (the Directions) made under section 8 of the Annual Reports (Government Agencies) Act 2004. The Directions are found at the ACT Legislation Register.

The compliance statement indicates the subsections, under Parts 1 to 5 of the Directions, that are applicable to the Director of Territory Records and the location of information that satisfies these requirements.

Part 1 Directions overview

The requirements under Part 1 of the Directions relate to the purpose, timing and distribution, and records keeping of annual reports. The 2023-24 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 2023-24 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 Director of Territory Records Annual Report as follows:

- a) Transmittal Certificate, see the previous page.
- b) Organisational Overview and Performance Analysis, see the [Organisational Overview and Performance](#) section below. All other subsections are contained within the CMTEDD Annual Report.
- c) Financial Management Reporting: All financial management reporting is included in Volume 2 of the CMTEDD Annual Report.

Part 3 Reporting by exception

The Director of Territory Records has no information to report by exception under Part 3 of the Directions for the 2023-24 reporting year.

Part 4 Directorate and public sector body specific annual report requirements

Part 4 of the Directions is not applicable to 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 annexed report within this 2023-24 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 Director of Territory Records, supported by the Territory Records Office, leads the ACT Public Service (ACTPS) on records management policy, strategy and practice. The *Territory Records Act 2002* provides for the Director to develop recordkeeping standards and tools for ACT Government agencies, give assistance, advice and training to agencies on records management, and assist members of the public to access ACT Government archives.

The purposes of the Territory Records Act are to:

- Encourage open and accountable government by ensuring that Territory records are made, managed and, if appropriate, preserved in accessible form.
- Support the management and operation of Territory agencies.
- Preserve Territory records for the benefit of present and future generations.
- Ensure that public access to records is consistent with the principles of the *Freedom of Information Act 2016*.

The Territory Records Act enables the Director of Territory Records to:

- Develop and approve standards and codes for records management by agencies.
- Examine the operation of agency records management programs.
- Monitor the disposal of records by agencies.
- Encourage consistency in the preparation of tools to assist in the awareness of and access to records.

In July 2024 the Office took responsibility for the ACT Government's hard copy records storage facility at Mitchell, along with the management of whole of government contracts for secondary storage of records with commercial providers.

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 35.4 full time equivalent staff, including the Director.

The current Director of Territory Records is Ms Danielle Wickman. The Director is a senior executive appointed under both the *Public Sector Management Act 1994* and the Territory Records Act. Ms Wickman was reappointed to the statutory role under the Territory Records Act for five years commencing 24 May 2023. The Director's remuneration is as determined for all ACT Senior Executives under the Remuneration Tribunal's *Determination 1 of 2024 – 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. Following the machinery of government changes in July 2023, the Director now also oversees the storage and preservation of hard copy ACT Government archives.

The Office is now structured around three streams of work:

- Information Governance and Capability, focussed on supporting ACT Government agencies to meet their responsibilities under the Territory Records Act, and on communicating our work to a broad range of stakeholders.
- Physical Records Operations, responsible for the safety and management of hard copy ACT Government records in our custody, as well as those stored with commercial providers on behalf of agencies.
- ArchivesACT, our public access service, which provides avenues for the community to engage with the ACT Government's archival collection.

Territory Records Advisory Council

The Territory Records Act establishes the Territory Records Advisory Council to advise the Director, particularly in relation to the development of standards and guidelines, access to and disposal of records, and on the protection of records about Aboriginal and Torres Strait Islander heritage.

Members of the Council are appointed on a part-time basis by the Minister. Appointments must be made from the range of categories set out in section 44 of the Territory Records Act. The Director of Territory Records is also a member of the Council. Members, apart from the Director, are appointed for a term of three years and may be reappointed. Members are

paid a sitting fee in accordance with the ACT Remuneration Tribunal's *Determination 18 of 2023 – Part Time Public Office Holders*.

The activities of the Council are funded from within the Territory Records Office's budget. Financial oversight, including risk management, audit and fraud control arrangements, are managed within CMTEDD's control systems. The ACT Public Service code of conduct applies to Territory Records Advisory Council members. The Council has also established Terms of Reference that derive from its responsibilities under the Act, and members are required to sign a conflict-of-interest declaration as part of the appointment process. The Council has not established any sub committees.

The Territory Records Advisory Council met four times during 2023-24 as follows:

- Meeting 1 of 2023-24, 17 August 2023 220 London Circuit and online.
- Meeting 2 of 2023-24, 19 November 2023, 220 London Circuit and online.
- Meeting 3 of 2022-23, 8 February 2024, 9 Sandford St Mitchell and online.
- Meeting 4 of 2023-24, 9 May 2023, 220 London Circuit and online.

Membership

In 2023-24 Council farewelled Ms Narelle Rivers and Mr Keith Young, whose terms of appointment expired in September 2023. In their place the Council welcomed Dr Wayne Applebee and Mr David Fricker as members. In addition, Ms Julia Burns was appointed to a position on Council which became vacant in 2022-23.

Dr Applebee represents interests in Aboriginal and Torres Strait Islander heritage. He is a Kamilaroi man whose work has focussed on embedding Indigenous knowledge into workplaces, most recently at the University of Canberra. He is also a founder of the Circuit Breaker Program, which supports the rehabilitation of Indigenous prisoners and diverts offenders away from crime.

Ms Julia Burns represents ACT Government agencies. Ms Burns has been an ACT public servant for over a decade, working on government policy and legislation development. She has qualifications in law and communication, and is an advocate for people with a disability.

Mr David Fricker represents interests in public administration, governance and public accountability. Mr Fricker has extensive experience as a senior executive, including as Director-General of the National Archives of Australia, and has been an advocate for archives as a key tool of public sector governance. His career also encompasses his time as an IT professional and senior executive with the Australian Security Intelligence Organisation.

In September Ms Liesl Centenera was also reappointed as a member representing public administration, governance, and public accountability issues, and as Chair. Mr Adrian Cunningham was reappointed to represent the records management and archives professions, and as Deputy Chair. In addition, Dr Terhi Nurmikko-Fuller commenced a

second term as a member representing organisations interested in historical or heritage issues.

Membership of the Council and attendance during the 2023-24 financial year is detailed in the following table.

Table 1 Membership and attendance of the Territory Records Advisory Council 2023-24

Name	Role	Meetings attended
Ms Liesl Centenera	Chair, Member representing public administration, governance, public accountability	4/4
Mr Adrian Cunningham	Deputy Chair, Member representing records management and archives	3/4
Dr Wayne Applebee	Member representing Aboriginal and Torres Strait Islander heritage	2/3
Ms Julia Burns	Member representing ACT Government agencies	2/3
Mr David Fricker	Member representing public administration, governance, public accountability	3/3
Ms Arden Jones	Member representing history and heritage	4/4
Ms Lorien Mader	Member representing records management and archives	4/4
Dr Terhi Nurmikko-Fuller	Member representing history and heritage	3/4
Ms Narelle Rivers	Member representing Aboriginal and Torres Strait Islander heritage	1/1
Mr Keith Young	Member representing public administration, governance, public accountability	1/1
Ms Danielle Wickman	Director of Territory Records	4/4

Advice and reporting

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 2023-24 the Council considered and advised on matters such as the Office's new responsibilities for physical archives storage and preservation, digitisation projects, and the relocation of the ArchivesACT Reading Room. On 7 December 2023 the Council Chair met with Special Minister of State, Chris Steel. The meeting discussed opportunities for an increased focus on public access to archives, the successful rollout of digital records software across the ACTPS, and concepts of 'records by design' for business systems.

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 Council did not receive any new section 28 declarations during 2023-24. The Director made two new declarations in May 2024, which were reported to the Council following the end of the 2023-24 reporting year.

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 2023-24 Council considered one revised schedule. This is consistent with the number of schedules considered in previous years, and reflects the good existing range of schedules already in place, as well as the Office's ongoing focus on building records management capability in agencies, which has taken precedence over proactive review of existing disposal authorisations.

Council members maintained their interest in the Chief Minister's Governance Lecture as the Office's flagship event for promoting ACT Government archives, and the continuing success of the online publication, Find of the Month. Members also discussed the merger of the physical records storage function with the Office's existing operations, and had a briefing from senior staff on the range of business activities and current priorities within the Physical Records Operations team. Council members were also strongly interested in the potential improvements to public access arrangements that the expanded remit of the Office makes possible.

Performance assessment

Council members participate each year in a self-assessment survey of the Council's performance and its satisfaction with the support provided by the Territory Records Office. Since the survey's inception, results have consistently shown that members are satisfied with the performance of both the Council and the secretariat. Members most strongly agreed that the Council has clear goals and actions and a focus on strategy and governance resulting from relevant and realistic strategic planning; papers prepared for the Council support performance monitoring and evaluation of progress toward strategic goals; and debates are thoughtful and respectful. Members noted that they valued opportunities to meet with Office staff from time to time. They also indicated that the Office should continue to increase the diversity of membership on the Council.

Performance overview and highlights 2023–24

At the Territory Records Office, our purpose is to inspire trust in government through transparent and accessible records that tell the story of Canberra.

Archives record decisions, actions and memories. They are authoritative sources of information underpinning accountable and transparent administrative actions. They play an essential role in the development of our community, by safeguarding and contributing to individual and collective memory.

At the Territory Records Office we create the environment in which the actions of the ACT Government can be captured to record the story of Canberra. We do this by:

- Setting standards and providing guidelines that support ACT Government agencies to meet their recordkeeping needs and obligations.

- Working with agencies to address their recordkeeping requirements by providing advice, assessing performance and setting targets for action.
- Promoting the value and importance of records management, and advocating for 'records by design' approaches.
- Providing the environment and systems that properly manage the ACT's archives and make the most important of them safe and accessible for the long term.
- Increasing the opportunities for the community to access ACT Government archives.

The year in snapshot

This year has been a momentous one for the Territory Records Office, as we have joined with our colleagues from the former Shared Services Group who manage the storage and protection of most of the ACT Government's hard copy records. This change allows us to pursue a single strategic vision for an environment that supports the creation, capture, preservation and use of records for the benefit of the community.

2 Section 28 declarations



226 Magnetic media records digitised

4 TRAC meetings

42,000 Human Resources files prepared for digitisation

9 Advices released



35 TRO staff



23,000 Records reviewed

11 Finds of the month

153 Public research requests

195 Agency questions



115* Attendees at public events
*estimate only

112,000 Items described in ACT Memory

The Office has quickly taken advantage of opportunities to simplify arrangements that were previously managed separately across the two business areas. We have revised our processes for overseeing the disposal of agency records, joining up previously separate activities to give agencies greater confidence in applying decisions to retain or dispose of records in our custody. We have also made arrangements to move our ArchivesACT Reading

Room to be located on site alongside our records storage repository. While this means ending our longstanding relationship with the ACT Heritage Library at Fyshwick, the move provides ArchivesACT staff with greater opportunities to get to know our collection and share it with others. We will also be able to provide much faster access for researchers to the records we hold on site. To support these changes we have discussed access approval processes with the ACT Government directorates that store records with us so that we can ensure that we make responsible decisions about releasing records to the public. Our new Reading Room operates from Building 6, 9 Sandford Street, Mitchell, starting on 9 July 2024.

A key area of focus continues to be supporting agencies' transition to digital records management. We work closely with our colleagues in Digital, Data and Technology Strategy to support the governance of whole of government digital records management systems, including by advising the Digital Records Governance Committee. As part of our 2024 records management maturity assessment process we have asked ACT Government Directorates to focus on the development of their Information Asset Registers. These registers are an important tool in understanding the systems agencies use to carry out their business and to make decisions about the best ways of managing the records that arise from those processes.

We also finalised our Statement of Purpose, a clarifying statement that helps us to communicate the value of our work to our stakeholders. Our shorthand purpose statement—Inspiring trust in government through transparent and accessible records that tell the story of Canberra—captures the dual aspects of our role, both as an enabler of government accountability and a protector of community heritage.

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:

- Improve recordkeeping capability to influence and embed good archives, records and information management principles and practices into ACT Government business.
- Develop and protect the ACT Government's archives collection.
- Increase opportunities for the community to access records and information.

Improving government recordkeeping capability

Our most important tool for guiding continuous improvement in government recordkeeping capability remains our annual maturity assessment process. Directorates completed their self-assessment against our maturity checklist in February 2024. While our analysis is still in progress, our preliminary assessments indicate that Directorates met the targets set for them in 2023, and are on track to meet the 2024 targets. Directorates are also generally tracking well on their maturity development.

One of the 2024 targets is the development of Information Asset Registers that identify the business systems that hold ACT Government records, supporting good decision-making about their management. This kind of information is important in encouraging a 'records by design' approach to business systems. In 2023-24 we have added to the tools and guidance

we have available to help agencies to design business systems with recordkeeping in mind, by revising and updating our metadata standard. The standard distinguishes between the metadata needed to manage records in business systems, and the more comprehensive metadata we expect to be applied in the dedicated electronic document and records management systems (EDRMS) that are used across government. This distinction echoes the position in our kindred institutions such as the National Archives of Australia, and is consistent with international standards for recordkeeping. It allows for a simpler metadata set to be applied in many circumstances, making it easier for business system design to be consistent with good recordkeeping practice.

We continue to build our library of advice products for agencies. This year we largely concentrated our efforts on advice that can help agencies to consider their management of records created through social media and websites. We also published advice on how to preserve digital records, and how to assess the value of records in different contexts, such as for business continuity purposes. In addition, we responded to common questions about recordings of online meetings with advice on how long such records should be retained.

Following the development of our own Purpose Statement, we commenced discussions with directorate records management units to encourage them to develop their own statements of purpose. Our goal is to help records management staff to see their work in the context of their organisations, and to explain their value in terms that are meaningful for the organisation as a whole. Our first discussions about this work have been very positive, and we look forward to working with more agencies on this initiative in 2024-25.

Building on last year's work, we have identified the range of training currently available on the topics that agency records managers tell us are important to them, and we have commenced work to turn our induction material into an e-learning package for use across government. As part of Information Awareness Week (formerly Information Awareness Month) we held a professional development day for ACTPS records managers, covering topics such as how to create a data journey map for a business system design, and lessons learned from the ACT Auditor-General's performance audits.

A core part of our business is to maintain the framework in which agencies can accountably dispose of records that do not have significant ongoing value to government or the community. Carefully considered arrangements for the disposal of government records are important for supporting both the preservation of archival records and the efficient functioning of government. We do this work primarily through the authorisation of records disposal schedules, which set out the minimum retention requirements for the records that arise from all areas of government business. The Territory Records Advisory Council has an important role in advising on community expectations for records retention and disposal. During 2023-24 we continued work in conjunction with agencies to review and update schedules, however none of these reviews were finalised during this year.

Improving information access

The most significant body of work in ArchivesACT in 2023-24 has been the preparations to move our Reading Room from Fyshwick to Mitchell. As well as the physical arrangements,

the move has allowed us to relook at our processes for identifying records in response to public requests, and for making decisions about the need for exemptions from public access. We look forward to welcoming researchers to our new location in July 2024.

While the move has been progressing in the background, we have been continuing with business as usual, holding our regular events, responding to research requests, uploading material to ACT Memory and publishing our ever-popular Find of the Month.

We held our 8th Chief Minister's Governance Lecture on 21 November 2023. Our speaker, Annika Reynolds, gave us an insightful and at times amusing glimpse of the community's hopes and fears for the human rights legislation that was being developed in the ACT in 2002. Mx Reynolds is a Climate Policy Advisor at the international energy think tank Ember, and a Visiting Fellow at the ANU College of Law, pursuing research into rights of nature and environmental decision-making. They are an inaugural Member of the ANU Fenner School Research Hub on Gender, Human Rights and Climate Change, convened by the UN Special Rapporteur on Human Rights and Climate Change. We are grateful to them for their time in interrogating the archives of the ACT's 2002 inquiry into a bill of rights, and helping so eloquently to bring them to our audience.

Another important event for us each year is the Canberra and Region Heritage Festival. This year we joined with our colleagues at the ACT Heritage Library, the Canberra Museum and Gallery and ACT Historic Places to present *Memory, Identity and the Past – Connecting Canberrans to Territory Collections*. This panel discussion explored the various ACT Government heritage collections and the stories they can tell. At the event, Territory Records Office Assistant Director Jennifer Coombes highlighted the stories great and small that can be found in official records such as the Territory Lease files and the Canberra Community Hospital Board minutes.



Our 2024 Canberra and Region Heritage Festival event, Memory, Identity and the Past – Connecting Canberrans to Territory Collections. Photo courtesy of Canberra Museum and Gallery

We believe that this event was the first time our four institutions have worked together in this way on a public event. Our relationship with the ACT Heritage Library is well established, and the event provided us with an opportunity to further build our links with our colleagues at the Canberra Museum and Gallery in particular, who are frequent users of our archival records for their research and exhibitions. We look forward to continuing to work with all of our cultural heritage peers across the ACT Government in the future.

Our public events help us to share ACT Government archives with the wider community. We also continue to develop our ACT Memory database as a tool to allow members of the public to identify records that are of interest to them. ACT Memory is also the platform for providing access to Cabinet records that have been released under the Executive Documents release provisions. These records have formed a large portion of the additional records we have made available through ACT Memory this year. We have also concentrated on adding some of the images from the ACT Surveyor-General's Office photographic collection. These vibrant images capture many moments and places in Canberra, both mundane and special. The images we have shared through our Find of the Month have touched a chord with many nostalgic Canberrans.

Find of the Month continues to be an important way of sharing the riches of ACT Government archives with a wider audience. Over 2023-24 our Finds have told stories of environmental concerns, the Yarralumla brickworks, post-World War II migration to Canberra, and the regulating the scourge of pinball machines in the 1970s and 80s.

During the year we also finalised our strategy for better promoting our advice and other communication products, both to the public and within the ACTPS. We have identified a range of channels available to us to spread the message of good recordkeeping practice that

enhances the availability of information for the community. We also continue to help agencies to apply Creative Commons licensing to their publications, and we 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.



Bringing the 1980s nostalgia with our Surveyor General's photo collection. Clockwise from top left, Canberra Festival Parade March 1989; Concert at the Food and Wine Frolic March 1986; Swimming at Pine Island circa 1985; Picnic at Weston Park circa 1985.

Preserving the ACT Government's archives

On 8 July 2023 the ACT Government's whole of government hard copy records storage service transferred from the former Shared Services Group to the Territory Records Office. The Physical Records Operations team, made up of approximately 27 staff, is now an integral part of the Territory Records Office (TRO). This change has quickly provided opportunities for the two teams to work more closely on shared priorities, and to share skills and expertise.

The most tangible evidence of our new joined-up operations is the move of the ArchivesACT Reading Room, to be located alongside our records storage facilities at Mitchell. As well as supporting easier access to the records for staff and researchers, the move allows staff from

ArchivesACT and Physical Records Operations to work more closely together. We have also combined our arrangements for seeking agency agreement to destroy records that no longer have value to government or the community. This important work helps us to concentrate resources on the most valuable ACT Government records and make those that are more than 20 years old available to the public.

Prior to joining the TRO, the Physical Records Operations team had in place a number of priorities and projects that continue to be important to the mission of making government records safe and accessible. Our legacy records team has been reviewing records to determine their importance and value, in a process known to archivists and records managers as sentencing. Sentencing allows us to make sure that the value of a record is properly understood and managed in an accountable way. Of the more than 23,000 records the team has reviewed in 2023-24, approximately 20 per cent were identified as having archival value, with the remainder being eligible for disposal. The process feeds into our destruction authorisation work, freeing up space in our repository so that only the most valuable records are stored in our climate-controlled conditions.

The Office has in place two key projects to digitise records. The first of these is our HR digitisation project, which has seen 42,000 personnel files for ACT public servants sent to a commercial provider for digitisation. The work has many benefits, including making the files much more easily accessed, so that records that are needed to support the ACT's human resources management are available immediately in digital format. Once quality assurance processes are complete, the original hard copy records will be securely destroyed, reducing the cost to government of storing this large volume of physical records.

In the 2023-24 budget the TRO received \$200,000 in funding over two years for our *Deadline 2025* digitisation project. *Deadline 2025* refers to the consensus among audio-visual archivists that materials on magnetic media will be irrecoverable after 2025, due to a range of factors including decay of the media (audio cassettes, VHS and Betamax tapes, reel to reel tapes, floppy disks and the like), as well as the decreasing ability to access the hardware and skills to recover these materials. Through our commercial providers we have so far digitised 226 audio tapes and VHS video tapes. Some of the materials include demo tapes by Canberra bands, submitted as part of their arts grants applications, as well as promotional material for Canberra tourism initiatives. We will continue this work into 2024 - 25, and will look for opportunities to share the digitised material with the community.

As part of our Physical Records Operations, the Office oversees mail services on behalf of the ACT Government. At the end of 2023-24 we are in the final stage of preparations to deliver this service internally, following the expiry of our commercial contract in August 2024. Significant planning has gone into preparing for this transition so that the changeover from our external provider is as seamless as possible. We expect in the future that the new arrangements will provide some efficiencies in services for the government, as well as a reduced environmental impact.

Outlook

With most ACT public servants now creating their records using digital systems, we are increasingly able to consider our management of the hard copy collection at Mitchell in terms of public access, rather than the primarily agency-focussed service the team has historically provided. Closer links between the teams preserving the records and making them accessible to the public will provide us with new opportunities into the future.

Reflecting this change in emphasis, the 2024 - 25 Budget includes a change in funding arrangements for some of the services provided by Physical Records Operations. From 2024 - 25 we will receive direct funding for the management of records on site at our Mitchell repository, rather than recovering the cost of this work from ACT Government agencies. This change acknowledges that the preservation of significant hard copy records is done primarily for the benefit of the community, rather than as a service to agencies. The direct funding will allow us to modernise our preservation and access services, growing our digitisation work, and increasing our focus on projects that make records more accessible to the community.

With digital recordkeeping now business as usual for ACT public servants, records management capability across the service also needs to keep pace with the digital transition. In the coming year we will continue to support our colleagues in Digital, Data and Technology Solutions to maintain and develop our important whole of government recordkeeping platforms. We also continue to work with agencies to identify, through our annual maturity assessment, where we can provide additional support to lift records management performance.

This year we met our goals of clarifying our use of our available communication channels, identifying training opportunities for records managers, and commencing our *Deadline 2025* project. In 2024-25 we will:

- Turn our successful induction material into an online learning resource.
- Complete the transition of the whole of government mail operations to an internal service.
- Complete our HR and magnetic media digitisation projects.
- Work with directorates to understand and define their records management purpose.

The past year has provided the Office with opportunities to think in new ways about how we achieve our purpose of inspiring trust in government through records that tell Canberra's story. In 2024-25 we will build on our successes, creating and sustaining the environment where the ACT Government can account for its actions in a digital world, and increasingly bring our physical archival heritage into that digital future.

Whole of government reporting on territory records

The ACT Government's Annual Report Directions require information about reporting entities' records management arrangements to be consolidated in the Director of Territory Records' Annual Report. The reporting requirements and reporting entities' responses are set out below.

Reporting entities must provide a statement that:

- Provides the date at which the most recent Records Management Program was approved by the reporting entity's Principal Officer and submitted to the Director of Territory Records.
- Provides details of how the public can inspect the Records Management Program as required by section 21(1) of the Territory Records Act.
- Outlines the arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.
- Outlines the areas on which the reporting entity intends to focus in the coming reporting period to improve its records management capabilities and makes comment on progress committed to in the previous reporting period.
- For directorates—indicates whether a recordkeeping maturity assessment has been completed in conjunction with the Territory Records Office during the reporting period.

Records management maturity assessments

Each year the Territory Records Office asks directorates to complete a self-assessment of their current records management arrangements using our maturity assessment model. Directorates' completion of their self-assessments is set out in Table 2.

Records management programs

The Territory Records Act requires agencies to have in place a Records Management Program that sets out its policies, processes and resources for managing its records. Agencies can elect to adopt the records management program of a relevant directorate if they are satisfied that the program meets their recordkeeping needs. Section 21 of the Act requires agencies to make their records management programs publicly available. Table 3 shows details of agency Records Management Programs how the public can access them.

Table 2 Directorate recordkeeping maturity assessments completed at 30 June 2024

Directorate	Completion date
ACT Health	February 2024
Canberra Health Services	January 2024
Chief Minister, Treasury and Economic Development Directorate	February 2024
Community Services Directorate	February 2024

Directorate	Completion date
Education Directorate	January 2024
Environment, Planning and Sustainable Development Directorate	February 2024
Justice and Community Safety Directorate	February 2024
Major Projects Canberra	January 2024
Transport Canberra and City Services Directorate	February 2024

Table 3: Details of records management program by reporting entity

Entity	RMP Status	Date	Access
ACT Health	Approved	May 2022	https://www.act.gov.au/directorates-and-agencies/act-health/policies-and-codes-of-practice/policies
Canberra Health Services (CHS)	Approved	Mar 2023	Search for 'records management on the CHS policies page at https://www.canberrahealthservices.act.gov.au/about-us/policies-and-guidelines
Chief Minister, Treasury and Economic Development Directorate	Approved	Dec 2022	ACT Government Open Access webpage at www.act.gov.au/open-access
ACT Insurance Authority	Adopted – see CMTEDD		
Building and Construction Industry Fund Training Authority	Adopted – see CMTEDD		
Cultural Facilities Corporation (CFC)	Approved	Aug 2022	ACT Government Open Access website at https://www.act.gov.au/open-access or CFC website http://www.culturalfacilities.act.gov.au
Gambling and Racing Commission	Adopted – see CMTEDD		
Independent Competition and Regulatory Commission	Approved	Jul 2018	www.icrc.act.gov.au .
Long Service Leave Authority	Approved In Development	Jul 2016 2024-25	The public can inspect the Records Management Program by requesting a copy of the Program from the Long Service Leave Authority.
Community Services Directorate	Approved	Jun 2018	https://www.act.gov.au/open/community-services-directorate-records-management
Education Directorate	Approved	Nov 2020	https://www.education.act.gov.au/_data/assets/pdf_file/0008/1757420/ACT-Education-Records-Management-Program-RMP-DG-Signed.PDF
Environment, Planning and Sustainable Development Directorate	Approved In Development	2021 2024-25	https://www.planning.act.gov.au/professionals/resources/publications or contact EPSD.InfoGovernance@act.gov.au
City Renewal Authority	Adopted – see EPSDD		

Entity	RMP Status	Date	Access
Commissioner for Sustainability and the Environment	Adopted – see EPSDD		
Suburban Land Agency	Adopted – see EPSDD		
Justice and Community Safety	Approved	Dec 2022	https://www.justice.act.gov.au/publications/jacs-records-and-information-management-program
Director of Public Prosecutions	Approved	Aug 2019	Contact 6207 5399 or email dppcorporate@act.gov.au
Human Rights Commission	Adopted – see JACS		
Inspector of Correctional Services	Adopted – see JACS		
Legal Aid Commission	Adopted – see JACS		https://legalaidact.org.au/node/236
Public Trustee and Guardian	Adopted – see JACS		
Transport Canberra and City Services	Approved	Jun 2022	https://www.cityservices.act.gov.au/about-us/freedom-of-information/records-management-program
Major Projects Canberra	Approved	Apr 2022	Contact the Records/Information Manager
WorkSafe ACT	Approved	Jan 2021	https://www.worksafe.act.gov.au/contact-us

Aboriginal and Torres Strait Islander Heritage

ACT Government agencies report that records management programs, policies and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage. Some reporting entities also provide additional information, set out below, about arrangements to protect records relevant to Aboriginal and Torres Strait Islander identity and heritage.

ACT Health

The Directorate creates administrative records for targeted Health initiatives and programs for Aboriginal and Torres Strait Islander people. Records are reviewed as part of the disposal process to ensure information pertaining to Aboriginal and Torres Strait Islander people is identified and preserved.

Canberra Health Services

Aboriginal or Torres Strait Islander status is a mandatory data element recorded for all patients registered in the previous ACT Patient Administration System and new Digital Health Record (DHR).

Chief Minister, Treasury and Economic Development Directorate

CMTEDD understands the impact of identifying records and information that may allow people to establish links with their Aboriginal and/or Torres Strait Islander heritage while ensuring appropriate care and sensitivity is taken.

CMTEDD is dedicated to preserving these records and has made this commitment within the Records and Information Governance Program. CMTEDD's Records Management practices are outlined within this Program. CMTEDD also refers to policies, standards and factsheets as developed by the Territory Records Office for additional guidance.

As records are identified, the Directorate's Records Manager ensures that established links are captured via disposal action metadata within CMTEDD's dedicated recordkeeping systems (Content Manager and Objective) that are in line with the records disposal actions from *Territory Records Disposal Schedule - For preserving records containing information that may allow people to establish links with their Aboriginal and Torres Strait Islander heritage*.

Other disposal actions regarding Aboriginal and/or Torres Strait Islander records are applied from:

- Records Disposal Schedule – Environmental Management Records
- Records Disposal Schedule – Land Development Records
- Records Disposal Schedule – Land, Planning and Building Records

- Records Disposal Schedule – Parks, Reserves and Public Places Records
- Records Disposal Schedule – Registrar-General’s Office Records

Cultural Facilities Corporation (CFC)

CFC staff members understand the sensitivities relating to records about Aboriginal and Torres Strait Islander peoples and the need for these records to be preserved for possible future access and reference. The Canberra Museum and Gallery owns a number of works of art by Indigenous artists. Records of these works of art are kept both on Territory Records files and on a database.

Questions regarding access to CFC records should be directed to:

The FOI Information Officer
Cultural Facilities Corporation
GPO Box 782
Canberra City 2601

Independent Competition and Regulatory Commission

Due to the nature of our work, the Commission does not hold any records relating to Aboriginal or Torres Strait Islander heritage. If this were to change in the future, the Commission would modify its policy and procedures to include specific arrangements for preserving any records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

Community Services Directorate

Records that could be used to establish links are identified and noted in the Directorate’s recordkeeping system and are preserved in secure but readily accessible facilities.

Education Directorate

Detailed guidance, instructions, and training has been developed as part of the Education Directorate Records Management Program relating to arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

Environment, Planning and Sustainable Development Directorate (EPSDD)

When managing requests for access from individuals seeking connection to their Aboriginal or Torres Strait Islander heritage, appropriate care is taken to identify those records that could be considered sensitive in nature. Directorate staff are advised to contact the EPSDD Information Governance team to discuss any records requiring special consideration or protection to ensure appropriate arrangements are put in place.

Justice and Community Safety Directorate

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 continues to work on establishing processes and procedures for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage via our internal case management system (CASES).

Human Rights Commission

The Commission's Cultural Safety Charter Ngattai yeddung (Ngunnawal for listen good) guides the way the Commission serves Aboriginal and Torres Strait Islander clients. The Cultural Safety Charter was developed under the guidance of strong leaders and service users from the Aboriginal and Torres Strait Islander communities as part of a reference group, with the Commission continuing to meet with this group to guide the ongoing implementation of the charter. The charter 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 continuous improvement in this area, recognising that the charter is one step in a journey of continually learning from and acknowledging the experiences of Aboriginal and Torres Strait Islander peoples. Importantly, the charter recognises that the cultural safety of its services is defined by those who receive or use the services.

The charter can be used as a guide for staff if Aboriginal or Torres Strait Islander clients or family members raise concerns or want to discuss the way the Commission stores or categorises relevant client records.

The Charter is available at:

https://www.hrc.act.gov.au/data/assets/pdf_file/0005/2290091/Cultural-Safety-Charter.pdf

Legal Aid Commission

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 (PTG)

PTG follows the JACS policy and procedures to the extent possible. The agency does not maintain additional policies unless required. PTG maintain procedures that relate to records management. The combination of the policies and procedures will include arrangements

enabling preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

Transport Canberra and City Services (TCCS)

TCCS consults with the Territory Records Office on matters relating to preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage as and when appropriate. The Records Management Program Policy and Procedure provides information to support the identification and preservation of, and access to, Aboriginal or Torres Strait Islander heritage records (refer to sections 3.1.3 and 3.3.6 of the Policy and Procedure).

Major Projects Canberra (MPC)

MPC as a directorate contributes to a wide variety of projects across the ACT, all of which fall under many different legislative acts and records disposal schedules, such as the *Environment Protection Act 1997*, Land Development, and Land, Planning and Building. MPC acknowledge the impact for Aboriginal and Torres Strait Islander people being able to hold decision-making powers over the use of Aboriginal Land due to legislation such as this. As a result, the importance of identifying and protecting these types of records is understood and strongly supported.

Currently, MPC staff are required to inform the Records Manager if a record establishes links with Aboriginal or Torres Strait Islander heritage and ensure the links are noted in Objective. MPC recognise the importance of having a documented process and so as part of MPC's Maturity Assessment for 2024, the MPC Records team are developing a documented process to identify and protect its records, information and data that may help Aboriginal people and Torres Strait Islanders to establish their heritage. MPC are in the process of recruiting a Cultural and Pathways Advisor, a great resource that will be consulted to provide advice and guidance regarding this process and any other links to cultural heritage. This role will also engage appropriately with the Aboriginal and Torres Strait Islander community to increase cultural integrity appreciation, capability and capacity across the Directorate, including Records Management. Once this process is documented and approved, further awareness training and instruction will be provided as part of MPC's training program.

Records management capabilities

ACT Health

The Health Directorate have finalised implementation of digital recordkeeping utilising the whole of government Objective ECM EDRMS solution, with ongoing refresher and new starter training provided on a regular basis.

An audit of records management has been completed during this reporting period. As a result, planning has begun for a program of work to strengthen records management practices across the Directorate. This includes development and implementation of training

for staff in records management policies and procedures and, a review of digital file creation and record management practices to ensure consistency across the Directorate.

Canberra Health Services (CHS)

The CHS digitisation program utilises the InfoMedix Clinical Patient Folder application for the management of CHS clinical records in conjunction with the DHR.

Chief Minister, Treasury and Economic Development Directorate

CMTEDD has a central Records Management Team, including a Records Manager, Senior Records Officer, Digital Information Manager, Digital Information Officer, and Helpdesk Officer. A full time Senior Records Officer is engaged by Access Canberra to maintain Access Canberra's internal records management processes.

All CMTEDD staff are responsible for undertaking a range of recordkeeping activities and are supported by the newly introduced helpdesk function which serviced over 2,000 inquiries this financial year. Staff are also assisted by refreshed intranet content, and training.

Records management training continues to be popular, especially training focussing on Content Manager. The Records Management team trained over 700 CMTEDD staff and hosted more than 75 face to face training sessions.

During the reporting period, the Records Management Team continued the sentencing and disposal of physical records located at Winyu House as part of the Winyu Flexible Working Program. This project was completed at the end of June 2024. The Records Management Team is also working closely with Physical Records Operations to review the current disposal nominations of CMTEDD records considered ready for destruction.

The Records Management team also continue the ongoing transition of business units into controlled structures within dedicated recordkeeping systems. This transition closely resembles how business areas operate in a traditional network environment, ensuring staff are comfortable with using recordkeeping systems.

The Information Asset Register, detailing business systems used for managing records and information in CMTEDD, was developed in 2023-24. Due to the size and complexity of the Register, work will continue throughout 2024-25 to better understand the registered systems and how to best handle the information and records generated from these systems. This Register will continuously be maintained and is an integral part of CMTEDD's overall Records and Information Governance program.

ACT Building and Construction Industry Training Fund Authority

The Authority complies with all conditions of the following relevant ACT Government legislation:

- Public Sector Management Act 1994

- Territory Records Act 2002
- Freedom of Information Act 2016

The Authority is reviewing the business processes across the board, for creating efficiencies and ensuring compliance with all requirements.

Two of the three staff have recently attended a cyber-security workshop, and training for all staff will be scheduled in the second half of 2024 in cyber security and fraud prevention. The Compliance Manager is currently completing a Certificate IV in Government Investigations (Regulatory Compliance).

Two staff retired (CEO in December 2023 and Industry Liaison Officer in April 2024) and have been replaced and those staff have been inducted into the business, including processes relating to records management.

As of 1 July 2024, the business will be moving to Xero as a financial management system from MYOB. Our current system involves mostly hard copy records which are kept on-site at our office in Deakin, and older records being sent off-site to archive storage.

Our applications for training rebates are submitted and stored in a custom-built AMS (Applications Management System) database. The application data is accessed via an online form at our website.

ACT Insurance Authority

Records management training continues to be actively promoted and delivered, via a mix of face-to-face and digital delivery consistent with business needs and flexible working arrangements. In April 2023, all Authority staff received in house training from Digital Records Support on the use of Content Manager. This training was recorded and is available to all Authority staff on a Teams/SharePoint site that is accessible to Authority staff.

Training is provided to all new staff via the ACT Insurance Authority induction process and through e-learning available via the Chief Minister, Treasury and Economic Development Directorate training portal, with refresher training available as required. Additional training is provided whenever the Records Management Program changes.

The activity of arranging for records to be archived is conducted by trained staff, as necessary.

Cultural Facilities Corporation (CFC)

Records management procedures have been created and are available to all staff in the CFC via the internal shared drive, CFC Intranet and website. During 2023-24, the CFC continued a digital plan to improve its overall records management by prioritising the digitisation of records and migrating these records to Content Manager/WIRE platforms. Implementation of this plan leads to improved recordkeeping practices and greater accessibility to records. The CFC continues to seek and receive practical advice from the Territory Records Office and ACT Record Services in their undertaking this work.

Specific records management work undertaken includes:

- The Canberra Theatre Centre progressed with the migration of past show records to Content Manager/WIRE platforms.
- Galleries Museums and Heritage continued accessioning and cataloguing of the Calthorpes House collection and in addition newly acquired material was documented into the Calthorpes House Research and Exhibition Collection. A large number of Mugga-Mugga collection documents were digitised throughout the year.
- The Collaboration and Engagement Team continued to digitalise Finance, Human Resources, and Galleries, Museums and Heritage data.
- The CFC finalised its Open Access Compliance Strategy.

Digital records management is included in the CFC's Business and Strategic Plans to ensure implementation across the CFC. The CFC's Induction Training incorporates a General Awareness Record Keeping and Freedom of Information component.

Independent Competition and Regulatory Commission

Records management procedures have been created and are available to all staff in the Independent Competition and Regulatory Commission via accessing the Authority's SharePoint.

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 outlined in the Commission's Office and Induction manual that is provided to all staff and are embedded into the business continuity plan, risk management plan, internet policy and administrative procedures.

The Commission's Objective Administrator, who is also the Commission's Records Manager, provides ongoing training and support to staff. New employees receive initial training through the Commission's induction process. All staff receive ongoing training through online e-learning, staff meetings, and on-the-job training.

All staff are aware of their legislative responsibilities for record keeping. The Objective Administrator oversees the creation of all new files to ensure they have been named appropriately and have the correct disposal schedule applied. The Objective Administrator has reviewed and updated the disposal settings for all migrated files and performs regular audits on the file structure to ensure documents are saved in the correct place and with the required security settings.

The Commission has developed a guideline outlining the Commission's naming conventions and information on applying the correct disposal schedule. All staff receive ongoing training.

The Commission's office and induction manual describe the key elements of record keeping. The manual is part of our records management program.

Long Service Leave Authority

Over the past 18 months, ACT Leave has been working with the Territory Records Office to progress a process for amending the *Territory Records (Records Disposal Schedule – Industry Long Service Leave Records)* Notifiable Instrument, and better understand the requirements of the organisation in managing contemporary, and compliant records management practices.

ACT Leave continues to:

- Backup data and records on a daily basis, with an off-site backup stored on a weekly basis.
- Store records in a secure location in accordance with ACT Leave's Business Continuity Plan.

ACT Leave has also been working with Digital, Data, and Technology Solutions over 2023-24 to develop a Conceptual Solution Design for the organisation's migration to the ACT Government Network. This migration is particularly important for ACT Leave in not only acquiring systems and cyber security support from DDTS, but to also provide the organisation with access to information (including policies, procedures, guidelines, standards, templates etc.) currently stored in ACT Government SharePoint sites which ACT Leave is unable to access directly. ACT Leave expects that this migration will establish the foundation for the implementation of an Electronic Document and Records Management System (EDRMS), which will form the centrepiece of the work ACT Leave will progress in relation to records management.

Community Services Directorate

CSD has continued to build on its records management and digital recordkeeping capabilities throughout 2023-24. Projects and initiatives currently underway to improve the overall efficiency of business processes and compliance with the *Territory Records Act 2002* include (among others):

- Review of the Annual Records Management Maturity Assessment outcomes.
- Development of a CSD Data Governance Framework and Digital Transformation Strategy.
- Review of Records Management Program and associated policies and procedures.
- Digitisation project for Housing Assistance Division physical records.
- On-demand digitisation of Directorate legacy physical records.
- Preparation of records for migration to Whole of Government Electronic Document and Records Management System (EDRMS).
- EDRMS integration with business-specific IT systems, including HomeNet.
- Establishment of Objective Connect as a tool for the secure sharing of records between the Directorate and external agencies.

- Professional development opportunities for records staff – i.e. EDRMS Administrator training, and on-site digitisation training (software and hardware).

A pilot project to digitise 6,000 Housing property and citizen files was completed in 2023-24. The digitisation of Housing records will continue during 2024-25 to effectively support timely and effective use of vital information across CSD. This project has included the progressive rollout of the EDRMS supported by training and published user guidance. Staff have also built capability to perform on-site digitisation of records at the point of application.

Directorate staff are aware of their records management responsibilities and obligations to comply with records management policy and procedures. The training below is available to all staff:

- General Awareness Recordkeeping and Freedom of Information e-Learn.
- General Awareness Information Privacy e-Learn.
- HPE Content Manager (TRIM) e-Learning.

Records management advice and support services are also available via the Intranet, or through the Records Management Unit group mailbox and Housing RMU Service Request form (SharePoint).

Education Directorate

The Education Directorate continues to strengthen digital recordkeeping to support collaboration in line with whole of government practices to support an activity-based workplace. The Directorate actively investigates the ability to enable digital recordkeeping in ACT public schools.

Business process improvements and training continues to be conducted by the Directorate's Records Management team leveraging the Territory Records Office expertise. Training sessions are available for all staff to participate by registering via the Directorate's Learning system, HRIMS. Available training sessions have been increased and have been targeted to topics identified that staff require further training on.

Environment, Planning and Sustainable Development Directorate

EPSDD holds many significant historical records of the ACT, including those relating to the development, protection and ongoing management of Territory land for the Canberra community and its future generations.

The Directorate follows the policies, standards and factsheets developed by the Territory Records Office, ensuring the principles of open and accountable government are upheld, and the way in which its Territory records are managed, preserved, and accessed meets compliance requirements and community expectations.

All EPSDD staff are responsible for undertaking records management activities and are supported and encouraged to undertake recordkeeping in a way that is consistent and accountable. All new staff are required to complete 'essentials' online records management training. The EPSDD Information Governance team advises on and ensures the proper management and preservation of Directorate records and information, processes information access requests and provides helpdesk support for Objective ECM, the Directorate's Electronic Document and Records Management System (EDRMS). The team offers further tailored records management training to Directorate staff on request. Records management procedures are available to all staff via the EPSDD Intranet and Objective.

Audits of EDRMS system metadata are conducted on a regular basis to ensure all the relevant metadata, including the keywords and disposal schedule, has been captured.

The establishment in 2023 of the Executive Data Governance Steering Committee and Data Governance Working Group has seen an increase in collaboration across staff with responsibilities for records, information and data. This has led to more discussions on the metadata of business systems and how those systems align to records management requirements, ensuring that required metadata is being considered and built into new business systems.

In 2024, EPSDD in collaboration with Transport Canberra and City Services Directorate implemented a workflow to automate the process of converting and combining PDF documents directly within Objective. This will remove the human intervention in the conversion and size management of documents subject to Freedom of Information access applications, cutting down processing time and aiding EPSDD in meeting its statutory timelines. This initiative increases EPSDD's records management maturity against the 'Access principle' under the *Territory Records (Records and Information Governance) Standard 2022* and supports EPSDD's strategic objective to build trust and confidence with all our Canberra community.

EPSDD continues to review its records management framework, with a stronger focusing on integrity in recordkeeping. A new records management program, policy and procedure will be released during the 2024-25 reporting period, ensuring staff have access to contemporary better practice guidance to fulfill their recordkeeping obligations.

City Renewal Authority

The Authority demonstrates commitment to best practice records management through the adoption of Objective, an Electronic Document and Records Management System that is compliant under the *Territory Records Act 2002* (the Act), and through the provision of general and tailored instruction on recordkeeping requirements.

Under a service level agreement, EPSDD provides support and advice to Authority staff aiming for continuous business improvement for information governance compliance under the Act. The Authority regularly communicates to staff the importance of good recordkeeping practices and encourages staff to complete records management training via the Whole of Government MyLearning platform.

EPSDD continues to review its records management framework. A new records management program, policy and standard operating procedures will be released during the 2024-25 reporting period and subject to due consultation, will be adopted by the Authority.

Commissioner for Sustainability and the Environment

The Office of the Commissioner for Sustainability and the Environment demonstrates commitment to best practice records management through the adoption of Objective ECM, an Electronic Document and Records Management System that has been identified as compliant under the *Territory Records Act 2002* and through the provision of general and tailored instruction on recordkeeping requirements.

The Office of the Commissioner for Sustainability and the Environment regularly communicate to staff the importance of good recordkeeping practices. Staff are also encouraged to complete records management training via the Whole of Government MyLearning platform.

A new records management program, policy and standard operating procedures are currently being developed by EPSDD and will be adopted by the Office of the Commissioner for Sustainability and the Environment.

Suburban Land Agency (SLA)

SLA demonstrates commitment to best practice records management through its continued use of Objective ECM, an Electronic Document and Records Management System that has been identified as compliant under the *Territory Records Act 2002* (the Act), and through the provision of general and tailored staff instruction on recordkeeping requirements.

SLA 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. Under a service level agreement, EPSDD provides support and advice to SLA staff aiming for continuous business improvement for records and information governance compliance under the Act. The Corporate Services team attend regular meetings with the EPSDD Information Governance team to instigate business improvement in recordkeeping and compliance under the Act.

EPSDD continues to review its records management framework. A new records management program, policy and standard operating procedures will be released during the 2024-25 reporting period and will be adopted by SLA.

Justice and Community Safety Directorate

The Justice and Community Safety Directorate continued to build on, and mature, its digital recordkeeping capabilities throughout 2023-24. This included several projects to transition business areas from legacy systems to endorsed recordkeeping platforms. These business areas were supported with access to training and user guides to facilitate a timely and effective transition to the new recordkeeping environment.

The Directorate also commenced a review of its information asset register during 2023-24, providing an opportunity to promote greater understanding and awareness of information management governance requirements with respect to business systems. This process will assist the Directorate to effectively manage information across its lifecycle.

A communications plan has been developed to promote awareness of good recordkeeping practices. Records management articles are regularly posted through various communication platforms, with positive feedback received from staff.

Electronic Document and Records Management System (EDRMS) new starter training is delivered on a weekly basis, along with tailored group and one-on-one sessions.

Director of Public Prosecutions

The Office of the Director of Public Prosecutions (ODPP) continues to work on improving its records management structure and capabilities.

The Office has continued to improve integration with the ACT Courts and Tribunal Integrated Case Management System (ICMS), and our internal case management system, CASES. Further, continued integration with the AFP case management system, PROMIS, has allowed quick and accurate exchange of information relevant to the administration of justice within the ACT, further enhancing efficiencies within the Office.

The ODPP is continuing to embrace a more paperless work environment for its employees. Improvements to the shared platform between external organisations, including the AFP, ACT Courts and Victims of Crime Commissioner, has created efficiencies in time, cost, and reductions in the use of paper practices.

The Office continued progressing conversion of offsite stored records from paper to electronic records to integrate with the Office's internal case management system.

Training of staff in use of digitised software and hardware continues to be a priority for record management.

Human Rights Commission

The Human Rights Commission (the Commission) uses its Resolve Enterprise database to store and manage client, stakeholder, and community engagement records.

In 2024, the Commission has been working to update our Resolve Enterprise Security Plan, which covers vital issues such as our firewall, risk management and training of new users, ensuring that our records are managed in a compliance with the *Territory Records Act 2002* and current best practice.

In this reporting period, the Commission has continued work to review and update relevant records disposal schedules. When completed, these schedules will authorise the disposal of the Commission's business information, assisting and guiding decisions about what information must be kept, for how long, and whether it can be disposed of or must be retained permanently as a Territory archive.

Records management training is actively managed in the Commission, with record keeping addressed as a part of the induction program, which is provided for all new staff. To ensure ongoing integrity in our record keeping practices, training was delivered including in house training from the Justice and Community Safety Directorate on the use of the HPE Content Manager.

Within the Commission regular training is also provided on the use of the Resolve Enterprise database to maintain the integrity of record keeping practices.

Legal Aid Commission

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 staff are provided with Induction and training, through a variety of methods:

- Operational training
- Operational manuals
- 'How to' guides

The Commission provides training and support to staff to undertake appropriate record keeping.

The Commission 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 continues to progress implementation of the use of Electronic Records Management Systems for our functions. Consideration of capabilities and activities across JACS will inform efforts in 2024-25 and beyond.

Transport Canberra and City Services Directorate

The Transport Canberra and City Services Records Management Policy and Procedure sets out the records management practices that have been adopted by the Directorate. This includes practices for capturing, storing and managing records, as well as practices related to use of the Directorate's electronic document and records management system, Objective.

Transport Canberra and City Service (TCCS) has embedded the Records Management Program and Records Management Policy and Procedure, and it has been adopted by the Directorate. This aims to significantly contribute to records management capability across TCCS. Records management training aligned with the new Program and Policy has been rolled out. An eLearning module for the Directorate's Electronic Document Records Management System, Objective, has been developed, as well as an overarching Records Management eLearning. This training is available for all staff to access via the TCCS Learning

Management System. TCCS has made the Records Management eLearning mandatory for all relevant staff within TCCS, including a customised PowerPoint presentation that can be delivered to field based and depot staff and General Service Officers within the Directorate.

TCCS Electronic Document Records Management System

TCCS uses Objective as its approved Electronic Document Records Management System (EDRMS). Since adopting the EDRMS in late 2018-19, TCCS has successfully migrated 95 per cent of its business units onto the system and has 1,032 system users. The remaining migrations will be undertaken during 2024-25.

EDRMS user training is currently undertaken on an as-needs basis, and for all new users. Training is provided either face to face or virtually to suit staff requirements. TCCS has now implemented eLearning for Objective. The TCCS Records Management Policy and Procedure reinforce the requirement for EDRMS user training.

Recordkeeping Maturity Assessment

TCCS completed a Recordkeeping Maturity Assessment, in conjunction with the Territory Records Office. The Directorate has made significant strides in 2023-24 through the development of the TCCS Information Privacy and the Open Access Information policies. These initiatives represent key milestones in enhancing compliance with records management requirements and to further the Directorate's commitment to effective information governance.

Further, the senior management of the Governance team and the Executive Branch Manager, Governance and Ministerial Services, proactively promote records management and are regularly involved in decision-making to improve information governance.

Significant improvements in the Directorate's records management maturity are expected for the next assessment period, with further implementation of specific deliverables under the RMP. Key deliverables will include:

- Rollout of Records Management, Objective Navigator, IQ, Ministerial Module eLearning packages
- Objective structure uplift project increasing user experience including compliance with the Territory Records ACT 2002 and ACTPS Protective Security Framework (PSF)
- Development of Records and Information Architecture Register including audit of existing ICT systems
- Audit of location of physical records and continuous archiving projects throughout the depots and satellite offices

Major Projects Canberra

Major Projects Canberra (MPC) will continue to improve its Records Management capabilities across the organisation and within the current projects currently underway. Initiatives include:

- Rollout of Objective IQ (browser version) is complete to all MPC staff, with all new staff required to complete mandatory training for Objective IQ (browser version) and Records Management as part of the onboarding process.
- ACT Property Group moved to MPC in January 2024 and a project plan to migrate them from TRIM to Objective has been developed. This a high priority project, estimated to take 9 – 12 months for project completion.
- Regular in-house training sessions are in development for new staff and refresher training for current users.
- Professional development opportunities for records staff.
- Maturity Assessment Targets 2024 – human and financial resourcing, communications strategies, disposal schedules, information asset register and archival records.

WorkSafe ACT

The Office of the Work Health and Safety Commissioner (WorkSafe ACT) Records Management Policy provides the basis for how the agency and its staff propose to adhere to legislation and better practice requirements for records, information and data. The Records Management Policy and Records Management Program are accessible by all WorkSafe ACT staff.

WorkSafe ACT has continued actioning items identified in the Records Management Framework, which acknowledged the seven principles to assist with open and accountable governance to ensure records are managed and preserved to meet business requirements and community expectations.

All WorkSafe ACT staff have undertaken General Awareness Record Keeping, Freedom of Information and General Awareness Information Privacy eLearning. All new staff will now complete these eLearning modules as part of their induction process.

WorkSafe ACT has an electronic document and records management system (EDRMS) Administrator and Records Officer to assist in meeting its obligations under the *Territory Records Act 2002* and will provide opportunities to further expand skills in this area.

A training program has been developed and implemented to ensure all staff receive initial and ongoing training in the use of the endorsed EDRMS called Objective. There are now two specific training modules in our induction that cover both general use and specific activities related to our regulatory work. We have also approved a WorkSafe ACT specific Objective manual to assist with this training.

A review of Objective and the records within it has been conducted to ensure all the relevant metadata, including the keywords and disposal schedule, has been captured. Workflows and enhancements have been developed and implemented to provide greater consistency around the information and data captured, and to ensure records are easily located when required.

WorkSafe ACT remains committed to ensuring best practice records management and will continue to strengthen records management practices and procedures through the implementation of the Records Management Framework.

Contact

For further information, please contact

Danielle Wickman

Executive Branch Manager and Director of Territory Records

(02) 6207 0194 tro@act.gov.au

Environment Protection Authority

Transmittal certificate



Ms Tara Cheyne MLA
Minister for Government Services and Regulatory Reform
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2023-24 Environment Protection Authority Annual Report

This report has been prepared in accordance with section 7(2) of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements under the Annual Report Directions.

It has been prepared in conformity with other legislation applicable to the preparation of the Annual Report by the Environment Protection Authority.

I certify that information in the attached annual report, and information provided for whole of government reporting, is an honest and accurate account and that all material information on the operations of the Environment Protection Authority has been included for the period 1 July 2023 to 30 June 2024.

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

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

Yours sincerely

Matthew Kamarul
Environment Protection Authority
Environment, Land and Technical Regulation Branch
Access Canberra

15 August 2024

Compliance statement

The 2023-24 Environment Protection Authority Annual Report must comply with the *Annual Reports (Government Agencies) Directions 2024* (the Directions) made under section 8 of the *Annual Reports (Government Agencies) Act 2004*. The Directions are found at the [ACT Legislation Register](#).

The compliance statement indicates the subsections, under Parts 1 to 5 of the Directions, that are applicable to the Environment Protection Authority and the location of information that satisfies these requirements.

Part 1 Directions overview

The requirements under Part 1 of the Directions relate to the purpose, timing and distribution, and records keeping of annual reports. The 2023-24 Environment Protection Authority Annual Report complies with all subsections of Part 1 under the Directions.

To meet Section 15 Feedback, Part 1 of the Directions, contact details are provided within the 2023-24 Environment Protection Authority Annual Report to provide readers with the opportunity to provide feedback.

Part 2 Reporting entity annual report requirements

The requirements within Part 2 of the Directions are mandatory for all reporting entities and the 2023-24 Environment Protection Authority Annual Report complies with all subsections. The information that satisfies the requirements of Part 2 is found in the 2023-24 Environment Protection Authority Annual Report as follows:

- Transmittal Certificate, see previous page.
- Organisational Overview and Performance Analysis subsections, see Organisational Overview and Performance on the next page. As the Office of the Environment Protection Authority sits within Access Canberra in CMTEDD, all other subsections in Section B, Part 2 of the Directions are contained within the CMTEDD Annual Report.
- Financial Management Reporting, inclusive of all subsections, see Volume 2 of the CMTEDD Annual Report.

Part 3 Reporting by exception

The Environment Protection Authority has no information to report by exception under Part 3 of the Directions for the 2023-24 reporting year.

Part 4 Directorate and public sector body specific annual report requirements

There are no specific annual report requirements for the Environment Protection Authority.

Part 5 Whole of government annual reporting

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

- Bushfire Risk Management, see the annual report of the Justice and Community Safety Directorate.
- Human Rights, see the annual report of the Justice and Community Safety Directorate.
- Legal Services Directions, see the annual report of the Justice and Community Safety Directorate.
- Public Sector Standards and Workforce Profile, see the annual State of the Service Report.
- Territory Records, see the CMTEDD Annual Report.

ACT Public Service directorate annual reports are found at the following web address:
http://www.cmd.act.gov.au/open_government/report/annual_reports

Organisational overview and performance

Organisational overview

The Environment Protection Authority ('the Authority') is a statutory public servant position established by the *Environment Protection Act 1997*. The Office of the Environment Protection Authority ('the EPA') sits within Access Canberra to support its regulatory functions.

Legislative framework and functions

The Authority administers the following legislation:

- *Environment Protection Act 1997* and Environment Protection Regulation 2005;
- *Water Resources Act 2007*.
- Water Resource Regulation 2007.
- *Lakes Act 1976* And Lakes Regulation 2019.
- Clinical Waste Act 1990.

The EPA is the primary environmental regulator for the ACT.

Our mission is to protect the health and well-being of the
environment and our community.

Overview of functions

Environment Protection Act 1997

The *Environment Protection Act 1997* and the *Environment Protection Regulation 2005* provide for the protection of the environment, prevention of harm to human health and for related purposes.

The objects of the *Environment Protection Act 1997* are to:

- Protect and enhance the quality of the environment.
- Prevent environmental degradation and risk of harm to human health.
- Achieve effective integration of environmental, economic, and social consideration in decision-making processes.
- Establish a single and integrated regulatory framework for environmental protection and provide for monitoring and reporting of environmental quality on a regular basis.
- Facilitate the implementation of national environment protection measures and laws.
- Ensure contaminated land is managed having regard to human health and the environment.
- Encourage responsibility by the whole community for their actions to protect the environment and human health – general environmental duty of care.

Water Resources Act 2007

The *Water Resources Act 2007* and the *Water Resources Regulation 2007* provides for sustainable management of the water resources of the Territory, and for other purposes.

The objects of the *Water Resources Act 2007* are to:

- Ensure that management and use of the water resources of the Territory sustain the physical, economic, and social wellbeing of the people of the ACT while protecting the ecosystems that depend on those resources.
- Protect aquatic ecosystems and aquifers from damage and, where practicable, to reverse damage that has already happened.
- Ensure that the water resources are able to meet the reasonably foreseeable needs of future generations.

The Lakes Act 1976

The *Lakes Act 1976* provides for the administration of activities on lakes and lake areas in the Territory outside of those areas governed by the Commonwealth. This includes the erection of signs, approval of buoys, wharves and jetties, boat mooring locations, prohibition and use of designated lake areas and the opening and closing of lakes.

The Clinical Waste Act 1990

The *Clinical Waste Act 1990* provides for administration of the transport and handling of clinical wastes within the Territory.

Compliance framework

The EPA carries out a range of proactive and reactive compliance activities, with resources allocated based on the level of risk and harm posed to the environment and/or human health. Compliance activities are conducted in accordance with the Environmental Protection Compliance Framework. This forms part of the Access Canberra Accountability Framework, which can be accessed via www.accesscanberra.act.gov.au.

Proactive compliance is undertaken in a number of ways including the development and provision of education material for potential polluters, engagement with industry to improve practice, and through targeted inspection activities. Where an issue is identified, the EPA seeks to resolve the matter before it leads to an adverse impact on human health and/or the environment.

Reactive monitoring relies on the community, business or industry reporting environmental concerns or events, such as pollution of our environment or illegal water use.

Information and guidelines for industry and the public in relation to EPA legislation is available via the Access Canberra website. Information is also routinely shared through social media, radio and print platforms informing the community of their environmental obligations, while also providing important updates which may influence better environmental decision making by persons.

This annual report summarises the activities and performance of the EPA in 2023-24.

Statement of Expectations

In October 2023, a Statement of Expectations 2023-24 was agreed to between the EPA and Head of Access Canberra. The Statement articulated the following six key strategic directions to be progressed during 2023-24:

- Protecting the community and environment from new and emerging pollutants.
- Strengthening regulatory controls by identifying and resolving gaps in regulatory controls which result in impacts from unregulated pollution sources.
- Improving the licensing and compliance framework to better address risks of environmental harm.
- Modernising environmental standards to ensure they protect vulnerable people and environmental features.
- Meeting community expectations in applying the EP Act's statutory objects and principles.
- Meeting new and emerging environmental challenges associated with a growing population and city.

The Environment Protection Authority Report on the [2023-24 Statement of Expectations](#) is available on the Access Canberra Website.

Performance Analysis

Environmental Authorisations

An Environmental Authorisation (Authorisation) is a form of licence granted under section 49 of the *Environment Protection Act 1997*. An Authorisation sets out the conditions under which activities with a significant potential to cause environmental harm may be conducted. Authorisations granted for an unlimited period are reviewed regularly on a risk-based assessment of the activity and the authorisation holder.

In 2023-24, a total of 26 new Authorisations were granted, 32 Authorisations were terminated (of which 16 were ceased, 11 were expired, and 5 were cancelled), bringing the total number of Authorisations administered to 299 (refer to Table 1). During this period, 157 existing authorisations were reviewed and 16 varied.

Note that references to ‘current’ authorisations, agreements and other products are accurate at the time of reporting. Where an authorisation has ceased during 2023-34, it is not included in the current total.

Table 1: Number of Environmental Authorisations (EAs) issued per activity.

Activity (Schedule 1 Class A)	EAs issued in 2021-22	EAs issued in 2022-23	EAs issued in 2023-2024	Total current activities administered through EAs
Controlled burns	0	0	0	2
Commercial incineration	0	0	0	1
Composting	0	0	0	2
Material crushing, grinding, or separating	0	0	0	7
Commercial production of alcoholic beverages	0	0	0	2
Crematorium	0	0	0	2
Extraction of material from a waterway	0	0	3	4
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	0
Motor sports	0	0	0	5
Concert Venue	0	0	0	2
Outdoor concerts	5	10	4	5

Activity (Schedule 1 Class A)	EAs issued in 2021-22	EAs issued in 2022-23	EAs issued in 2023-2024	Total current activities administered through EAs
Commercial use of agricultural and veterinary chemicals	10	14	11	142
Petroleum storage	0	1	1	72
Road building material production	0	0	0	3
Production of concrete	0	0	0	10
Sewage treatment	0	0	0	4
Placement of soil on land	7	4	5	10
Operation of waste transfer	0	1	0	2
Transportation within the ACT of regulated waste	0	0	1	16
Transport of Controlled Waste	0	0	0	2
Sterilisation of clinical waste	0	0	0	1
Timber milling	0	0	0	1
Operation of a Firearm Shooting Range	0	0	0	5
Generation of electricity by a generator	0	1	1	2
Total	22	31	26	307*

*Note: There are 299 Environmental Authorisations, some of which are for multiple activities, so the total by activity type is 307.

Environmental Protection Agreements

Section 38 of the *Environment Protection Act 1997* provides for the EPA to enter into Environmental Protection Agreements (Agreements) Agreements are formal written agreements between the EPA and the activity manager, for an unlimited or a specified period. This section also allows Agreements to be used instead of an Authorisation where people are conducting certain activities that cause a moderately significant risk of environmental harm (listed in Schedule 1 Class B of the *Environment Protection Act 1997* – see also subsection 42(2) of the Act). Agreements are designed to assist businesses to manage their environmental performance. Most environmental protection agreements relate to major development or construction activities.

In 2023-24, the EPA entered into nine Agreements, bringing the number of Agreements administered to 148 (refer to Table 2).

Table 2: Number of Environmental Protection Agreements issued per activity.

Activity (Schedule 1 Class B)	2021-22	2022-23	2023-24	Total current Agreements
Land development/ construction	30	27	9	131
Landfill gas management	0	0	0	1
Municipal services	0	0	0	1
E-Waste Dismantling and Storage	0	0	0	1
Wastewater reuse	0	0	0	0
Contaminated sites	0	0	0	14
Total	30	27	9	148

Erosion and sediment control plans

A condition of an Agreement is often the endorsement of an erosion and sediment control plan by the EPA prior to works commencing. During 2023-24 (refer to Table 3) the EPA:

- Received and endorsed 105 erosion and sediment control plans.
- Conducted 1,030 inspections of development sites.

The 105 erosion and sediment control plans received and endorsed in 2023-24 was a small increase compared with the 99 that were received in 2022-23. This increase reflects a higher number of development approvals for sites which triggered the requirement for plans to be submitted. The EPA considered the control plans and other site-based factors in applying a risk-based framework to identify, and focused regulatory attention on sites with higher sedimentation risks and builders with previous compliance issues.

The result of 1,030 inspections undertaken in 2023-24 was reduction from 1,509 completed in 2022-23. During 2023-24 the EPA undertook upskilling of staff to improve regulatory capability within the Branch which resulted in less inspections of this type. During the period the EPA has continued to apply a risk-based compliance approach consistent with Access Canberra's Accountability Commitment and compliance frameworks to ensure resources have been targeted to where the risks of harm, unsafe practices or misconduct are the greatest. This resulted in continued level of enforcement actions above earlier years, as detailed in Tables 12 and 13 below.

Table 3: Erosion and sediment control plans

Activity	2021-22	2022-23	2023-24
No. of plans endorsed	114	99	105
Inspections of development sites	891	1,509	1,030

Inspections to strengthen regulatory controls.

In 2022-23 the EPA piloted a Business Environmental Outreach Program. The program was continued into 2023-24 and targeted businesses in the Hume and Mitchell Industrial Estates which were not required to hold Environmental Authorisations, but which have a risk of

environmental harm due to their use of hazardous chemicals, noisy equipment or other potential contaminants. Refer to Table 4.

Where environmental risks were identified, the businesses were required to take rectification action. In 2023-24 the number of businesses inspected was 11, down from 57 the previous year. The high result from 2022-23 was due to the targeted Business Environmental Outreach Program which involved proactive efforts to provide environmental management information and education to potentially polluting businesses which are not listed in Schedules 1 or 2 of the *Environment Protection Act*. The program and its results were outlined in the 2022-23 Annual Report. It is anticipated that similar programs may be implemented in future years.

Table 4: Business Inspections

Activity	2022–23	2023–24
Inspection of business sites	57	11
Verbal directions to rectify	11	4
Written warnings	0	0

Contamination

Contaminated land notifications

During 2023-24, the EPA received three contaminated land notifications under section 23A of the *Environment Protection Act 1997*. The notifications related to chlorinated hydrocarbon, asbestos, and hydrocarbon impacts to soil and groundwater at the notified sites. There have been a total 137 contaminated land notifications since the contaminated land provisions were enacted in 1999.

Contaminated sites

During 2023-24 the EPA (refer to Table 5) conducted an increased number of activities in relation to contaminated sites:

- Reviewed and endorsed thirteen independent contaminated land audits conducted by EPA approved auditors. These primarily related to the development of greenfield and brownfield developments. These sites were potentially impacted by contamination from former contaminating activities such as landfilling, hydrocarbon storage, and industrial land use.
- Reviewed and endorsed 46 contaminated land environmental assessment reports into the suitability of sites for their proposed uses.
- Carried out 118 inspections of known, or potentially contaminated sites to review whether activities had the appropriate approval and whether re-development activities were underway or complete. The annual number of potentially contaminated site inspections had been reduced as a result of the Covid lockdowns in 2020, and generally replaced with desktop reviews. The site inspection regime was uplifted again in 2023-24 to confirm the appropriateness of the determinations being made under the recently

amended processes. No issues were identified with the desktop review protocols, but the enhanced familiarity with on-site issues was confirmed as beneficial. Hence the current approach is to undertake physical inspections of contaminated sites where feasible.

Table 5: Contaminated sites

Activity	2021-22	2022-23	2023-24
Audits reviewed and endorsed	9	9	13
Environmental assessment reports reviewed and endorsed	43	23	46
Inspections of contaminated sites	54	9	118

Register of contaminated sites

As of 30 June 2024, there are 258 contaminated sites recorded on the Register. This is a cumulative total, which increased from the 256 that were on the Register in the previous year. The register does not include all contaminated sites recorded by the EPA. It only records those sites subject to an audit by an Environment Protection Authority (EPA) approved auditor. These sites have been determined to have the greatest potential to cause harm to human health or the environment. The information on the Register is publicly available on the Access Canberra website and can also be obtained by contacting the EPA.

Contaminated land searches and data

The EPA maintains records of known, potentially contaminated and remediated land in the ACT. This information is made available through the Lease Conveyancing Enquiry through the ACT Planning and Land Authority and Contaminated Land Search through Access Canberra. It ensures persons with an interest in the land have access to records held by the EPA. The information is also provided under licence agreement to utility providers, their contractors, and other areas of the ACT Government for their operational requirements for installation and maintenance of infrastructure.

During 2023-24, the EPA received and responded to 366 Contaminated Land Search enquiries (refer to Table 6).

Table 6: Contaminated Land Searches and data

Activity	2021-22	2022-23	2023-24
Licence Agreements	0	0	1
Contaminated Land Searches	511	338	366

Reuse approvals

Reuse involves the re-application of soil which has a level of contamination that does not pose (subject to appropriate management) a risk to human health or the environment for a particular land use. Applications for reuse are undertaken by suitably qualified environmental consultants and are subject to rigorous assessment in accordance with EPA adopted guidance and criteria.

During 2023-24, the EPA received, assessed and approved 20 applications for the reuse of approximately 70,475 cubic metres of low-level contaminated soil (refer to Table 7). This was a reduction from the 27 applications approved in 2022-23, which was less than the 34 applications in 2021-22. The long-term reduction in the number of soil reuse approvals is due to the commencement of operations at Mugga2 Quarry (M2Q) in mid-2020. Soil disposed at M2Q does not need a reuse approval and is assessed separately against the criteria contained in its environmental authorisation. Although the number of approvals decreased over the past two years, the amount of soil re-used has been increasing. The increase in re-used soil per application over the past 2 years may be a feature of large scale excavation on individual development projects, resulting from the increasingly high density developments in the Territory.

Table 7: Reuse Approvals

Activity	2021-22	2022-23	2023-24
Applications for reuse approved	34	27	20
Cubic metres of soil reused	71,385	89,080	70,475

Controlled waste movements

In 2023-24, a total of 29 Consignment Authorisations were issued for the movement of a controlled waste into the ACT. Consignment Authorisations were issued primarily for the transport of clinical waste, asbestos, oily water, and polychlorinated biphenyl free oil from other jurisdictions, which resulted in 697 controlled waste movements into the ACT (refer to Table 8). These results are down on 2022-23, which saw 906 movements into the ACT.

During the same period, 697 controlled waste movements out of the ACT were notified and monitored by the EPA, which were considerably less than the 1,198 movements in 2022-23 (refer to Table 8).

Table 8: Controlled waste movements

Activity	2021-22	2022-23	2023-24
Consignment authorisations	36	40	29
Controlled waste movements into the ACT	626	906*	697
Controlled waste movements out of the ACT	1,303	1,198	674

*Note: Number is reflective of total waste transport certificates received at the time of this report.

Planning and development

During 2023-24, the EPA received and reviewed 454 referrals from the Planning and Land Authority. This is a decrease on the 548 received in 2022-23 and may reflect an initial decrease in the number of applications received after the new Territory Plan and new Planning Act commenced in late November 2023.

Additionally, the EPA received and reviewed 159 referrals from the National Capital Authority and 683 other referrals. The other referrals include 532 Local Area Access Notifications, 21 Land Requests Advisory Committee referrals, 19 Land Management

Agreement referrals and 111 Liquor Licencing referrals. In responding to these referrals, the EPA aims to prevent pollution by ensuring that activities that could cause environmental harm are identified and managed as early in the process as possible.

Table 9: Development application referrals

Activity	2020-21	2021-22	2022-23	2023-24
Development Applications Referred	457	421	548	454

Complaint handling

During 2023-24, the Complaints Management Team (CMT) within Access Canberra received 3,307 complaints related to EPA matters, of which 2,597 (or 79 per cent) related to noise.

During 2023-24, 177 complaints were related to waterway pollution, in line with 2022-23 but considerably higher than 2021-22. This appears to have been largely a result of unusually wet weather conditions leading to increased numbers and loads of sediment making their way into waterways from building sites and other sources. Complaints about air pollution were up, from 323 the previous year to 378. Complaints about land contamination were down, from 95 last year to 82 this year.

Table 10 provides a percentage breakdown of categories of EPA complaints received by the CMT for the past four financial years.

Table 10: Categories of EPA complaints received by CMT

Category	2020-21	%	2021-22	%	2022-23	%	2023-24	%
Noise pollution	2,028	82	2,708	79	2,846	81	2,597	79
Air pollution	307	12	446	13	323	9	378	11
Waterways pollution	49	2	83	2	166	5	177	5
Land contamination	56	2	83	2	95	3	82	2
Light pollution	34	1	39	1	40	1	52	2
Authorised activity	0	0	0	0	0	0	0	0
Tree protection	0	0	0	0	0	0	0	0
No value	15	1	52	2	38	1	21	1
Total	2,511	100	3,411	100	3,518	100	3,307	100

Table 11 shows noise complaints by category over the past four years. Increases were experienced in complaints about noise from amplified equipment, mechanical plants and alarms, while complaints about vehicles, people and gyms were reduced.

Table 11: Noise complaints by category

Category	2020-21	%	2021-22	%	2022-23	%	2023-24	%
Amplified	973	47	1,275	47	1,518	53	1,382	53%
Construction	455	22	619	23	532	19	522	20%

Category	2020-21	%	2021-22	%	2022-23	%	2023-24	%
Mechanical plants and equipment	232	11	341	13	452	16	456	18%
Vehicles*	108	5	150	6	91	3	62	2%
People*	132	6	145	5	86	3	47	2%
Gym equipment	66	3	19	1	18	1	7	0%
Alarms	29	1	63	2	36	1	56	2%
Garden work	35	2	43	2	43	2	25	1%
Waste collection	14	1	26	1	32	1	19	1%
PA system	3	0	4	0	3	0	4	0%
No value	3	0	23	1	3	0	3	0%
Enquiry					32	1	14	1%
Total noise pollution	2,050	100	2,708	100	2,846	100	2,597	100

*Note (Table 11): noise categories are not regulated under the EP Act.

* New subcategory in 2022-23

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 2023-24, the EPA undertook 50 enforcement actions (refer to Table 12 and Table 13). The EPA continues to take regulatory action to protect the environment and our community where appropriate. Increased compliance activities help to reinforce legislative obligations and provides a strong general and specific deterrent. The increased enforcement actions reported over the last two years result from streamlined administrative procedures, coupled with the additional capacity provided the engagement of two extra Environment Protection Officers in 2022-23. The EPA aims to continue to strengthen awareness of its role, identified environmental issues and its compliance activities in 2024-25.

Table 12: Enforcement actions under the *Environment Protection Act 1997*

Enforcement action	2021-22	2022-23	2023-24
Infringement notices	10	51	42
Environment Protection Orders	6	5	8
Prosecution	0	0	0

Table 13: Overview of enforcement actions under the Environment Protection Act 1997 in 2023-24

Offence	Number	Total combined Penalty (\$)
Infringement notices	42	32,925
39(2) - Offence to make noise louder than noise standard	1	200
44(1) - Pollution of waterways	1	175
45(1)(a) - Development waste not to enter stormwater system or waterways	2	1,000
46(1) - Areas near development to be kept clear	3	1,500
50(1) - Discharge of stormwater into receiving waters	1	1,000
66C - Development sites less than 0.3ha	34	29,050
Orders	8	
Make noise louder than noise zone standard	3	Remedial actions
Undertake Class A activity without environmental authorisation	2	Cease accepting soil/provide acceptance records; undertake sampling/dispose of soil
General environmental duty	2	Cease accepting waste/odour management plan; cease accepting soil unless approved by EPA, screen/remove waste
Pollutant cause environmental harm	1	Remove and dispose of contamination and provide disposal records
Prosecutions		

Note: that no enforcement actions from the previous financial year led to prosecutions during 2023-24.

Australian Government commitments

Air Quality Monitoring Report

The EPA produces an annual Air Quality Monitoring Report as part of its compliance with the Ambient Air Quality National Environment Protection Measure (NEPM). Canberra's air quality in 2023 was very good with only one minor exceedance of PM2.5 at the Monash station. As with previous years particulate matter from wood heater emissions continues to be the pollutant of concern. The Government will continue to implement its programs to minimise emissions from wood heaters and programs to transition to renewable energy.

The Report can be accessed via the Access Canberra [website](#).

National Pollutant Inventory

The National Pollutant Inventory (NPI) is a joint program between the Australian Government and all participating States and Territories. The legislative framework underpinning this is the NPI National Environment Protection Measure, which was originally made in 1998 and varied in November 2008. Section 159A of the Environment Protection Act establishes reporting requirements for industrial facilities in the ACT. During 2023-24, the EPA received 20 and validated 17 NPI facility reports. Associated training, compliance audit and intergovernmental liaison was also undertaken during this reporting period.

Per and poly-fluoroalkyl substances

In February 2018, all jurisdictions in Australia adopted the framework for per- and poly-fluoroalkyl substances (PFAS) management through the Intergovernmental Agreement on a National Framework for Responding to PFAS Contamination (February 2018) (IGA). The IGA is underpinned by the PFAS National Environment Management Plan (NEMP), first developed in February 2018, and updated on 3 March 2020 with the NEMP version 2.

The National Chemical Working Group has drafted the NEMP version 3 and has received extensive feedback from a national public consultation process with a face-to-face public consultation session hosted in Canberra. The draft is being finalised and will include new guidance based on various international approaches to managing PFAS, new or updated investigation levels and new guidance on sediment quality and nationally consistent criteria and guidance for the beneficial reuse of biosolids.

The EPA continues to deliver on its 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. This year saw further assessment of sites already identified in the inventory of PFAS contaminated sites and routine regulation of former fire training sites and landfills.

Controlled waste

Controlled waste is the most hazardous category of waste and includes wastes that exhibit toxicity, chemical or biological reactivity, environmental persistence, or the ability to bio-accumulate or enter the food chain. These wastes need to be carefully managed and are closely regulated because of their potential to adversely impact human health and the environment. Some controlled wastes, such as tyres, are not strictly hazardous but they may also need special management.

The EPA has a statutory duty to protect the environment from the effects of controlled waste. Its powers range from requiring organisations to submit controlled waste data reports to enforcing the relevant provisions of the Environment Protection Act and other relevant legislation.

The National Environment Protection (Movement of Controlled Waste between States and Territories) Measure 1998 is an intergovernmental agreement made on 1 May 1992 to assist in achieving desired environmental outcomes. It provides a basis for ensuring that

controlled wastes which are moved between States and Territories are properly identified, transported, and otherwise handled in ways which are consistent with environmentally sound practices for the management of these wastes.

This NEPM provides a national framework for developing and integrating State and Territory systems for the management of the movement of controlled wastes between States and Territories originating from commercial, trade industrial or business activities. The desired environmental outcomes of this NEPM are to minimise the potential for adverse impacts associated with the movement of controlled waste on the environment and human health.

Water Resources Act

The *Water Resources Act 2007* aims to ensure the use and management of the Territory's water resources are sustainable while protecting the ecosystems that depend on the waterways. It is also designed to protect waterways and aquifers from damage.

Under the *Water Resources Act 2007*, licences are issued for regulating potential harmful activities ranging from water abstraction, bore drilling and construction of dams or modification of waterways (rivers creeks and large stormwater drains).

Water Access Entitlements and Licences

At the end of the reporting period there were 202 licences, comprising of 181 to Take Water, 1 Recharge Licence, 2 Exemptions, 11 Drillers Licences, 2 Bore Work Licences and 5 Waterway Works Licences. The EPA also administers 326 Water Access Entitlements. These are comprised of 185 Ground Water Entitlements, 28 Surviving Allocation (for both Ground Water and Surface Water) as well as 113 for Surface Water.

During 2023-24 8 new licences were issued and 7 licenses cancelled. Table 14 indicates licensing activity by number of new licences and entitlements issued compared to the previous two financial years.

Table 14: Number of licences per type issued in 2023-24 under the Water Resources Act 2007

Licence type	2021-22	2022-23	2023-24
Bore Works	5	1	2
Drillers	0	7	2
Waterways Works	1	0	3
Take Water (new)	9	0	8
Water Access Entitlements	2	2	2

Assessment of water use, protection of environmental flows and compliance

Water use by licence holders is assessed to ensure that extraction does not reach a level that negatively impacts upon our aquatic ecosystems. Water use by licence holders (including Icon Water) was below the volume of water held in entitlements during 2023-24

and there were no detections of non-compliance with licence conditions. The increased volume and frequency of rainfall during this reporting period may account for this general decrease in water use.

Metering of water use

All licenced water use in the ACT is metered. This ensures that water take can be accurately measured, which enables the government to charge a fair price for the use of the resource. The EPA also conducts an inspection regime which aims to have each meter inspected at least once every three years, or at more frequent intervals, as required. Table 14 lists the number of meter inspections performed and the type of meter inspected.

To enhance accuracy, transparency and to assist in compliance, the ACT identifies meters using a unique serial number, mostly 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. This information is publicly available upon request by contacting the EPA by emailing environment.protection@act.gov.au.

The ACT's strict metering requirements also enable the ACT to meet the Murray Darling Basin Compliance Compact (which was introduced in 2018).

ACT licences also 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. This Guideline is currently being updated to reflect the new National Framework for Non-Urban Water Metering.

In 2023-24, there were 308 meters in use which is comparative to previous years.

Table 15: Details of ACT non-utility network water meter fleet and inspections.

Activity type	2021-22			2022-23			2023-24		
	Total	Ground water	Surface water	Total	Ground water	Surface water	Total	Ground water	Surface water
Licences	189	n/a	n/a	180	n/a	n/a	181	n/a	n/a
Meters	316	185	131	307	176	131	308	176	132
Meter inspections	10	6	4	47	16	31	14	9	5

Memorandum of Understanding - Water Compliance Collaboration in the Murray Darling Basin

In December 2022, the EPA signed a new Memorandum of Understanding (MoU) with the Commonwealth Inspector General of Water Compliance. The MoU has been signed by other states within the Murray Darling Basin (the Basin), and support collaboration on compliance matters across the Basin. The MoU aims to develop a working relationship between regulators to deliver a cooperative and collaborative approach, support robust,

comprehensive and complementary water compliance arrangements and improve clarity around the respective roles and responsibilities of Commonwealth, state and territory governments in the Basin.

Lakes Act

A total of 262 inspections were completed at ACT lakes by the EPA, including 102 at Lake Ginninderra, 96 at Lake Tuggeranong, 63 at the Molonglo Reach Water Skiing area and 1 at other locations. The National Capital Authority is responsible for inspecting and testing water in the areas of Lake Burley Griffin for which they have statutory responsibilities, and its results are not included here.

One of the key issues is water quality of which blue-green algae is an indicator. Samples were taken for formal testing during 37 of the site inspections. The water was tested for turbidity during 204 inspections. The EPA works with other agencies to close the lakes as a result if the turbidity and algae measurements confirm that primary or secondary contact is not recommended due to poor water quality.

Contact

For further information, please contact

Matthew Kamarul

Environment Protection Authority

(02) 13 22 81 EnvironmentProtection@act.gov.au www.accesscanberra.act.gov.au

Lifetime Care and Support Fund

Transmittal certificate



ACT
Government

**Lifetime Care and
Support Scheme**

220 London Circuit,
Canberra City ACT 2601
Ph: 13 22 81
email: ltcss@act.gov.au

Mr Chris Steel MLA
Special Minister of State
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2023-24 Lifetime Care and Support Fund Annual Report

This report has been prepared in accordance with section 7(2) of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements under the Annual Report Directions.

It has been prepared in conformity with other legislation applicable to the preparation of the Annual Report by the Lifetime Care and Support Fund.

I certify that information in the attached annual report, and information provided for whole of government reporting, is an honest and accurate account and that all material information on the operations of Lifetime Care and Support Fund has been included for the period 1 July 2023 to 30 June 2024.

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

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

Yours sincerely

A handwritten signature in black ink, appearing to read 'L. Holmes', written over a horizontal line.

Lisa Holmes
Lifetime Care and Support Commissioner of the ACT

21 August 2024

Compliance statement

The 2023-24 Lifetime Care and Support Fund (LTCS Fund) Annual Report must comply with the *Annual Reports (Government Agencies) Directions 2024* (the Directions) made under section 8 of the *Annual Reports (Government Agencies) Act 2004*. The Directions are found at the [ACT Legislation Register](#).

The compliance statement indicates the subsections, under Parts 1 to 5 of the Directions, that are applicable to the LTCS Fund and the location of information that satisfies these requirements.

Part 1 Directions overview

The requirements under Part 1 of the Directions relate to the purpose, timing and distribution, and records keeping of annual reports. The 2023-24 LTCS Fund Annual Report complies with all subsections of Part 1 under the Directions.

- To meet Section 15 Feedback, Part 1 of the Directions, contact details for the LTCS Fund are provided within the 2023-24 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 the Organisational Overview and Performance section below. All other subsections are contained within the CMTEDD Annual Report.
- C. Financial Management Reporting: All financial management reporting is included in Volume 2 of the CMTEDD Annual Report.

Part 3 Reporting by exception

The LTCS Fund has no information to report by exception under Part 3 of the Directions for the 2023-24 reporting year.

Part 4 Directorate and public sector body specific annual report requirements

Part 4 of the Directions is not applicable to the LTCS Fund except Care and Carer Support Agencies. This is reported under Organisational Overview and Performance.

Part 5 Whole of government annual reporting

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 annexed report within this 2023-24 CMTEDD Annual Report.

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

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

Organisational overview and performance

Organisational overview

The Lifetime Care and Support Scheme (LTCS Scheme) is established under the Lifetime Care and Support (Catastrophic Injuries) Act 2014 (LTCS Act) and provides reasonable and necessary ongoing treatment and care to people who have been catastrophically injured as a result of a motor accident or private sector work accident in the Australian Capital Territory (ACT). The types of injuries covered by the Scheme are injuries that involve a spinal cord injury, traumatic brain injury, amputation, burns, permanent blindness or any other injury mentioned in the LTCS guidelines (more information can be found at <http://www.treasury.act.gov.au/lcscs>).

The LTCS Scheme covers pedestrians, cyclists, and people travelling on, or in motor bikes and motor vehicles as long as there is at least one registrable motor vehicle involved in a motor accident that occurred on or after 1 July 2014, regardless of who is at fault for the accident. The Scheme also applies to catastrophic private sector work injuries that occurred from 1 July 2016.

As the LTCS Scheme is designed specifically for catastrophically injured people, participants will receive all their treatment and care needs under this scheme and not any other personal injury scheme under which they might have a claim / application (i.e. Motor Accident Injuries Scheme or private sector workers' compensation scheme). As a no-fault scheme, the LTCS Scheme reduces stress on those injured and their families associated with litigating claims to meet ongoing treatment costs. It ensures early access to medical and rehabilitation care. Further, as treatment and care are ongoing, those injured do not have to worry about whether a lump sum payment will meet their needs for the rest of their life and whether they will receive the ongoing treatment and care they require.

Examples of treatment and care provided to participants in the Scheme include:

- Medical treatment
- Rehabilitation
- Attendant care services
- Home and transport modification.

For motor accident injuries the LTCS Scheme is funded by a levy on Motor Accident Injuries insurance policies. Private sector work injuries are funded through a separate levy collected from workers' compensation insurers and self-insurers. The financial operations of the LTCS Scheme are reflected in the LTCS Fund which is a separate financial reporting entity.

The LTCS Act is administered by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD). Under section 10 of the LTCS Act, the Minister must appoint a public servant as the LTCS Commissioner of the ACT. The position of the Executive Branch Manager, Insurance Branch, Economic and Financial Group (EFG), CMTEDD was appointed by the Minister as the LTCS Commissioner for a period of three years commencing 16 September 2022. The position of the Executive Group Manager of EFG was appointed by the Minister as the Acting LTCS Commissioner when the LTCS Commissioner is unavailable. During the reporting period, the acting arrangements were not activated for any period of time between July 2023 to June 2024. In addition, the acting Executive Branch Manager performed the functions of the LTCS Commissioner for some of the period.

The functions of the LTCS Commissioner are supported by the Insurance Branch of EFG within CMTEDD.

The NSW Government provides operational support for the ACT Scheme. The NSW LTCS Authority (LTCSA) provides coordinated lifetime care and support services on behalf of the LTCS Commissioner to participants in the ACT Scheme. This arrangement commenced on 1 September 2015 and gives effect to the Intergovernmental Agreement signed by the ACT Government with NSW in February 2015.

LTCS Commissioner Responsibilities

Under the provisions of the LTCS Act, some 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 2023-24 financial year were to:

- Administer the LTCS Scheme in accordance with the requirements of the LTCS Act and Guidelines.
- Assess future funding requirements and levy setting.
- Collect feedback from participants on their expectations and experience with the LTCS Scheme.
- Undertake investments in accordance with the Fund's investment strategy.

Against these priorities, the LTCS Commissioner:

- Determined, having regard to independent actuarial advice, the LTCS levy for both motor vehicle and work injuries for 2024-25 (see Performance analysis, indicator (a) for further information on the levies).
- Commissioned and received the ninth 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 \$29 million of funds not required in the short-term in accordance with the approved LTCS Fund investment strategy. In 2023-24 investments recorded a return of 9.7 per cent (2022-23: return of 9.3 per cent) due to an increase in the market valuation of the investment portfolio mainly due to underlying gains on share investments.

Our participants

Applications to the Scheme

The LTCS Commissioner accepted four motor accident injury applicants and one work injury applicant as interim participants in the Scheme since 1 July 2023. The associated expenses for all five new interim participants are reflected in the LTCS Fund's financial statements for 2023-24. As at 30 June 2024, the Scheme had been advised of two new applications and one new notification of severe injuries. These cases may result in further participants being accepted into the Scheme in 2024-25.

Applying to the Scheme

All participants commence as 'interim participants' for up to two years. During this time, the Scheme will pay for any reasonable and necessary treatment, rehabilitation and care related to the motor accident or work injury.

After two years, an interim participant may be eligible to become a 'lifetime participant'. Children cannot apply for lifetime eligibility until they are at least five years old.

Decisions about whether an interim participant is accepted as a lifetime participant are made before the end of the interim participation period. Around six months prior to the end of the interim participation period, a participant's eligibility to remain in the scheme is assessed to determine whether the person may have sufficiently recovered to the extent that they no longer meet the eligibility criteria after the two-year period.

If it is assessed that the injured person is likely to meet the eligibility criteria beyond two years, the person is accepted into the scheme for life.

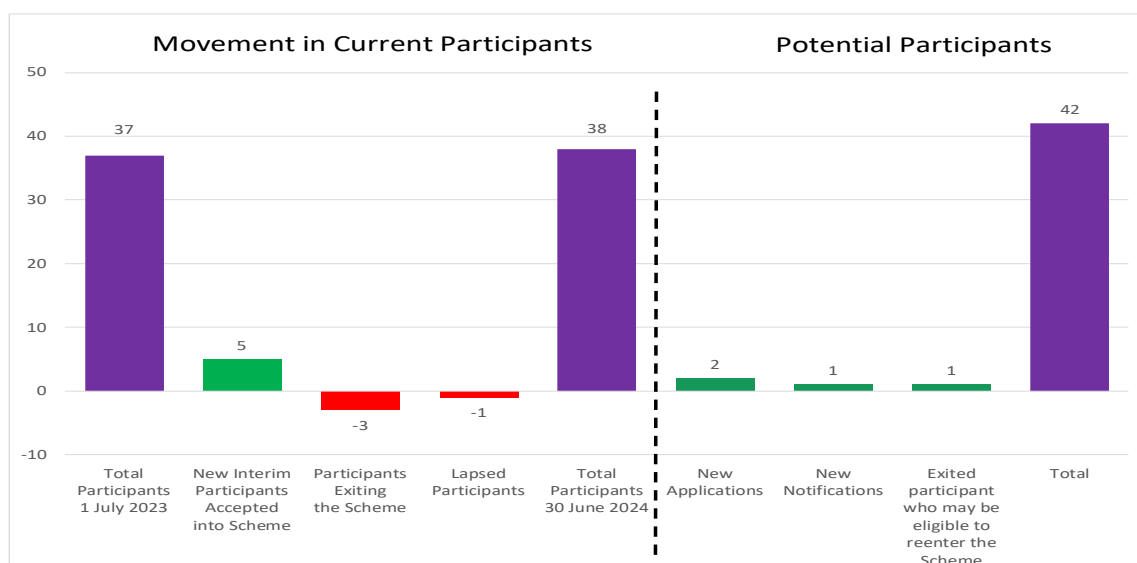
Since the LTCS Scheme commenced in July 2014 up until the end of June 2024, in aggregate terms (the count of participants that have been accepted into the LTCS Scheme as an interim or lifetime participant at some point in time) 42 participants have been accepted into the Scheme. ¹

As at 30 June 2024, in net terms (after adjusting for those entering, exiting and lapsing from the Scheme) there are currently 38 participants accessing and receiving treatment and care benefits from the Scheme. Participant movements occurring during 2023-24 leading to the current participant number of 38 are shown in Figure 1, and include the entry of five new interim participants; a net loss of 3 interim participants; ² and the removal of a lapsed participant who is not currently receiving treatment and care services. In addition, the Scheme is currently aware of several other potential participants relating to accidents that occurred prior to 30 June 2024.

¹ This represents the total count of participants that have been accepted into the LTCS Scheme as an interim or lifetime participant at some point in time, including those interim participants who have then exited the Scheme as they were assessed to be ineligible for lifetime participation or whose interim participation lapsed.

² Six current interim participants in the Scheme were assessed for lifetime participation, with three accepted for lifetime participation (their numbers are already counted in the total); and three ineligible for lifetime participation and exiting the LTCS Scheme after their interim participation expired.

Figure 1: Movement in current LTCS Scheme participants receiving benefits in 2023-24 (and known potential participants)



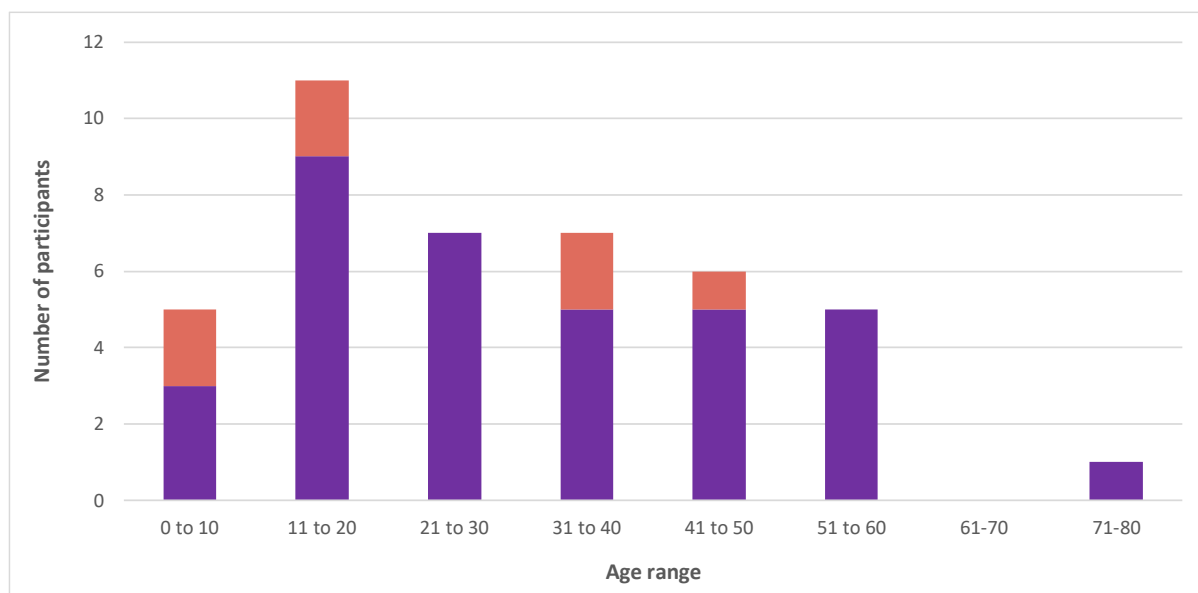
Of the 38 participants who are currently receiving coordinated treatment and care benefits through the Scheme, 32 are motor accident injury participants and six are work injury participants. In relation to their participation status:

- 27 are lifetime participants (comprising 23 motor vehicle injury participants and four work injury participants); and
- 11 are interim participants (9 motor injury participants and two work injury participants).

The LTCS Scheme continues to have a relatively young profile with the average age of participants accepted into the Scheme (on an aggregate basis) at the date of their accident being 30 years. 35 participants or 83 per cent are males.

Figure 2 provides the age ranges for the 42 participants in aggregate, as at the date of their accident. This shows that there are 16, or 38 per cent of participants in the younger age groups (0-10 and 11-20 age bands). Given the younger age profile of the ACT's Scheme, and noting the anticipated longevity of these individuals, the Scheme will face significant treatment and care costs over many years to come.

Figure 2: Participant demographics

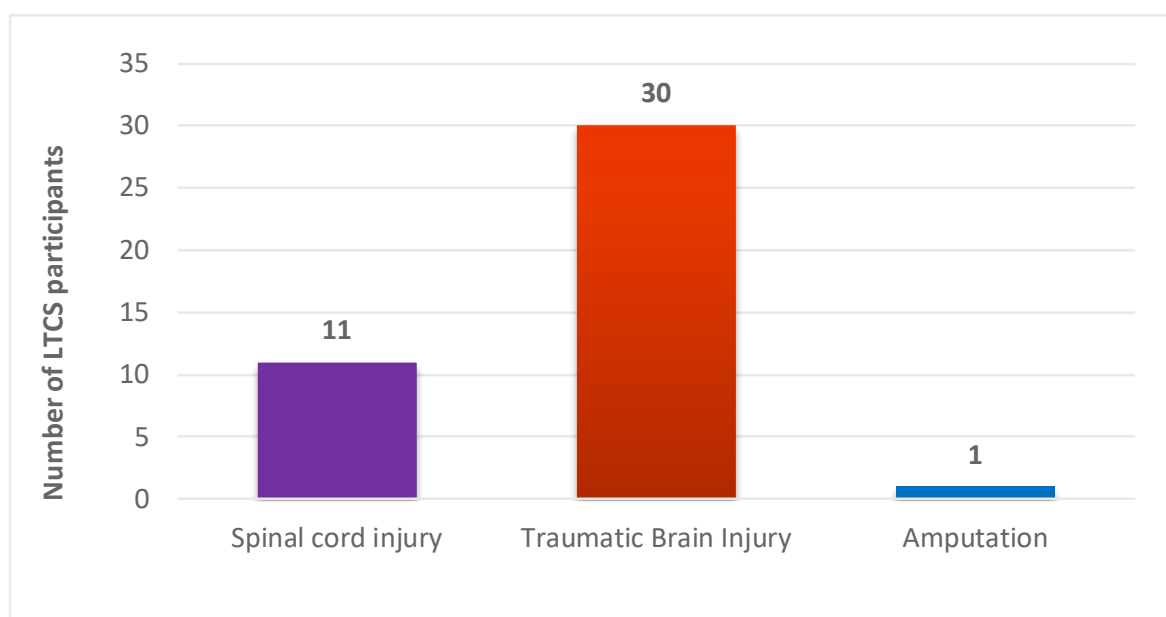


* Note: The above graph shows the 42 Scheme participants in aggregate which represents the total count of participants that have been accepted into the LTCSS Scheme as an interim or lifetime participant at some point in time, including those interim participants who have then exited the Scheme as they were assessed to be ineligible for lifetime participation or whose interim participation lapsed.

The scheme covers five types of catastrophic injuries – traumatic brain injury, spinal cord injury, amputations, burns and vision loss. For the participants accepted into the Scheme since 1 July 2023, four of the injuries were traumatic brain injuries and one was a spinal cord injury.

For the 42 participants in aggregate, 30 participants (71 per cent) have been accepted into the Scheme because of a traumatic brain injury; 11 participants due to spinal cord injury; and one participant for an amputation. Two participants who were accepted into the Scheme for a spinal cord injury also sustained a traumatic brain injury. One participant who was accepted into the Scheme for a traumatic brain injury also sustained a spinal cord injury.

Figure 3: Participant injury type



* Note: The above graph shows the 42 Scheme participants in aggregate which represents the total count of participants that have been accepted into the LTCS Scheme as an interim or lifetime participant at some point in time, including those interim participants who have then exited the Scheme as they were assessed to be ineligible for lifetime participation or whose interim participation lapsed.

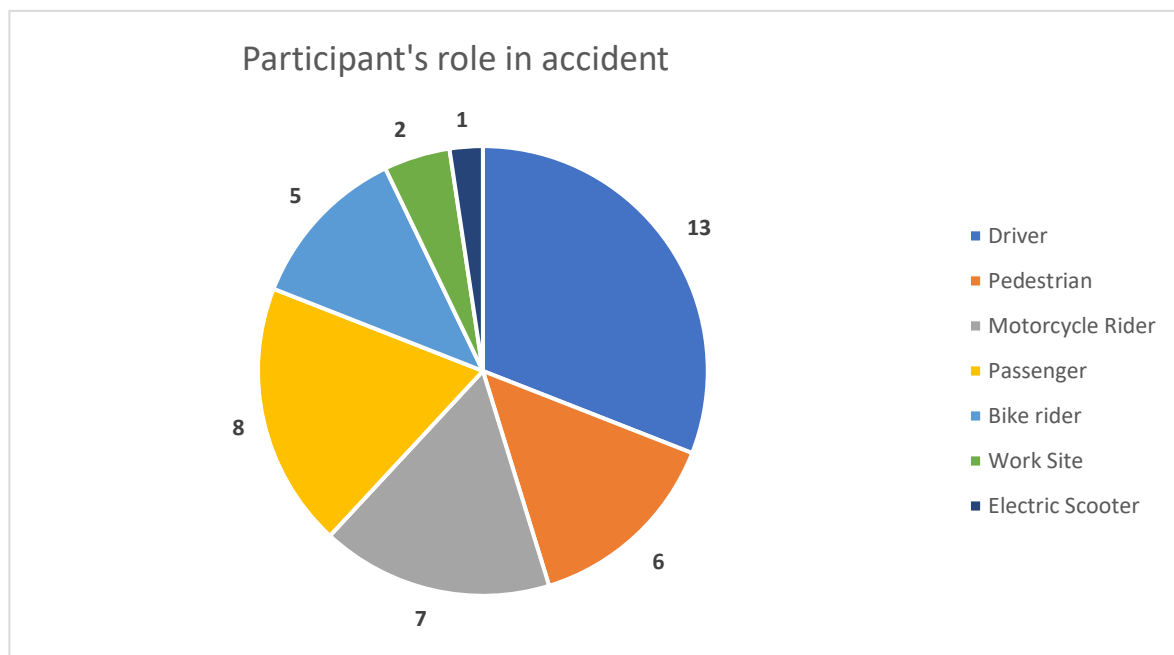
Circumstances of accident

In terms of each participant's role in the accident leading to their catastrophic injury, for the 42 aggregate participant numbers up until the end of June 2024:

- Of the 40 Scheme participants who have been injured in a motor vehicle accident (including 4 from the work injury category):
 - Eight were passengers (19 per cent); ³
 - Six were pedestrians (14 per cent);
 - Five were riding bicycles (12 per cent);
 - One was riding an electric scooter (2 cent); and
 - 20 were drivers (48 per cent), including seven motorcycle riders (17 per cent).
- For the six work injury participants, two were injured as a result of an injury at a work site, and the other four are included in the above motor accident numbers). Three of these four accidents resulted from journey claims.

³ All of these percentages refer to the number for each type of role as a proportion a total of 42 participants.

Figure 4: Participant's role in accident



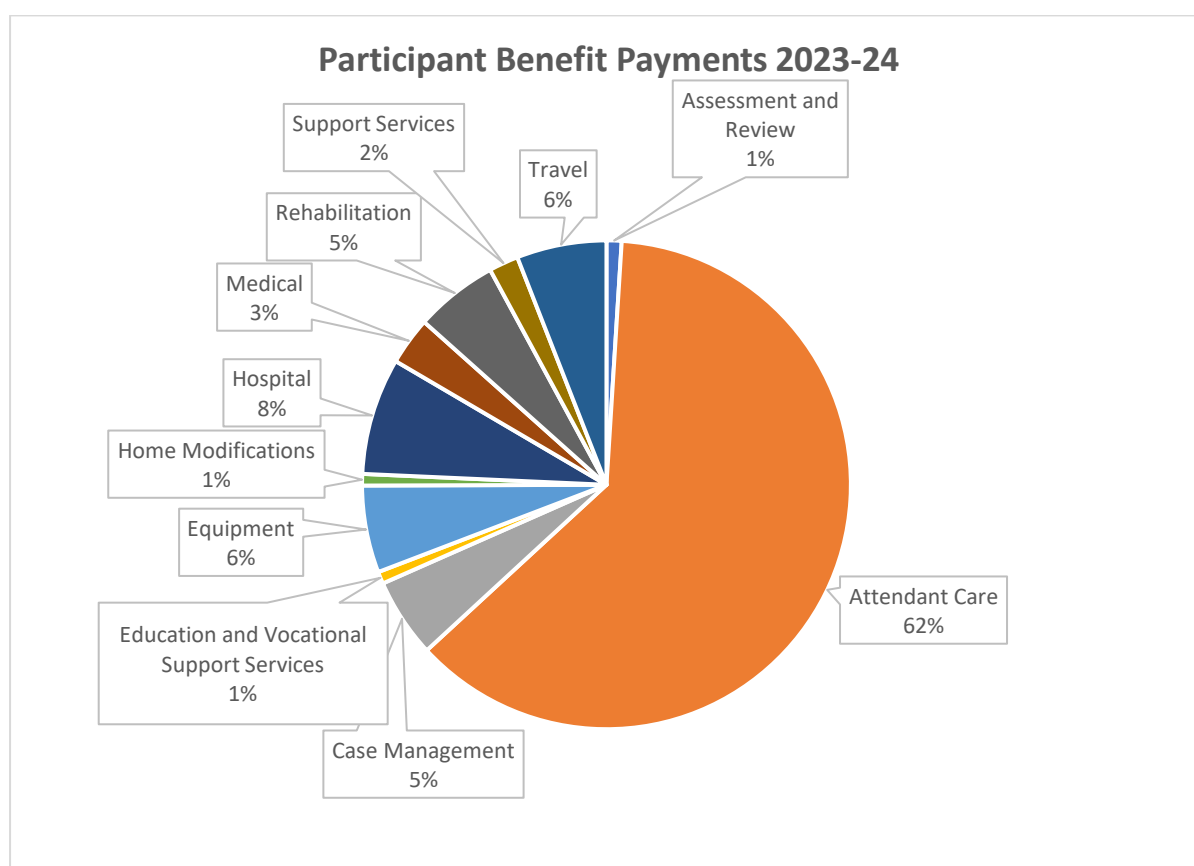
* Note: The above graph shows the 42 Scheme participants in aggregate which represents the total count of participants that have been accepted into the LTCS Scheme as an interim or lifetime participant at some point in time, including those interim participants who have then exited the Scheme as they were assessed to be ineligible for lifetime participation or whose interim participation lapsed.

Provided Treatment, Rehabilitation and Care

In 2023-24, the LTCS Scheme spent a total of \$8.782 million on services for participants (up by 39 per cent compared with the previous year). Attendant care services (62 per cent) was the largest category of participant expenses reflecting the severity and the ongoing complex high care needs of many of the Scheme's participants. This is consistent with the increased care requirements for some of the existing participants and a number of the newer participants with complex and severe injury levels.

The second highest expense category related to hospital services (8 per cent), mainly hospital stays and surgical and treatment services for participants. Equipment (6 per cent), travel (6 per cent), rehabilitation (5 per cent) and case management (5 per cent) were the next largest expense categories.

Figure 5: Participant benefit payments 2023-24



Accessing Services – How the scheme works with participants

The LTCS Scheme provides reasonable and necessary treatment, rehabilitation and care as it is required throughout the person's life and assists them to plan their rehabilitation and care services.

Participants are supported as needed by a LTCS Scheme coordinator. The participant is also supported by a case manager to help plan and source services as required by the participant.

The case manager will work with the participant and their service providers to request approval for services. Services are organised as required and the participant and their families are closely involved in each of these requests. Usually, payment of approved treatment and care needs is made by the LTCS Scheme directly to the supplier of the services.

Care and Carer Support

The *Carers Recognition Act 2021* provides for the recognition of carers and created an obligation on a public sector entity to promote the care relationship principles from 10 December 2021. The LTCS Scheme recognises the valuable social and economic contribution that carers make to the community and acknowledges the important role and support carers provide to Scheme participants in their journey through their recovery,

rehabilitation and return to full community living. Importantly, the Scheme provides paid carers where needed throughout the participant's journey. This supports family relationships.

Carers are formally recognised under the Scheme as 'nominated representatives' and are routinely consulted in the development of care needs assessment plans for Scheme participants. Carers are also invited to participate in annual research surveys on their experience of the Scheme and different aspects of the support delivered by the LTCS Scheme.

Participants' experiences of the LTCS Scheme support for recovery and rehabilitation

Participant research surveys each year offer feedback on different aspects of treatment and care support delivered by the LTCS Scheme based on data collected for various indicators. This year's survey again builds on those of previous years and seeks feedback from respondents (participants and their nominated representatives) on three key outcome areas:

- how participants viewed the effectiveness and efficiency with the way that Scheme benefits are delivered and whether the Scheme is meeting their recovery goals;
- how Scheme participants perceived their progress in terms of the stage of their recovery or rehabilitation and if the Scheme is responsive to their needs; and
- how participants and their carers are supported by the allied health team i.e. case manager and single point of contact (SPOCs) ⁴ who coordinate and deliver Scheme services to them.

Some 63 per cent of respondents invited to participate in the 2024 survey agreed to be interviewed. Face to face, telephone and online interviews were conducted to comply with respondents' preferences. The survey found a high level of overall satisfaction, with all the interviewed participants indicating they are satisfied to some extent with how the Scheme meets their needs. In this context participants offered a range of responses on how they were progressing with their rehabilitation or longer-term supports and well-being:

"Good. The support has been very helpful for us and especially for him. We appreciate it. They supported me while he was in hospital so I could stay nearby. They have been very supportive, even through Covid."
(Nominated Person)

"I feel pretty good about my longer term supports; I still have access to them." (Participant)

"The support network from icare and icare providing all the services. It's not just one or the other that has been important, they all play a part."
(Participant)

⁴ SPOCs are allied health professionals employed by NSW LTCS to support participants and their case managers in coordinating and approving the treatment and care services required by a participant to meet their recovery and rehabilitation goals.

“They know everything they need to know to give me adequate and necessary supports.” (Participant)

Respondents indicated that goal development and service planning had been performed well and covered the things most important to them for their recovery. Most felt their progress was good with all participants having goals set as part of the My Plan ⁵ arrangements. Participants largely attributed the progress with their recovery to the provision of LTCS funded services and equipment, including case management, but also to their own determination and the support of family. Overall, all participants were satisfied with their equipment, physiotherapy, occupational therapy, clinical psychology or psychiatry, attendant care, and exercise programs or gym membership.

Taken together, these results confirm that the Scheme is largely effective in meeting the needs of participants. However, as with any Scheme there is some opportunity for improvement. Issues and challenges will occur from time to time in the Scheme given the complex needs of participants, the sometimes unpredictable aspects of recovery, and people’s different circumstances.

Participants who received services which included equipment and home modifications indicated that the most common problem was delays, usually related to repairs or an approval decision being made on an item. This also included delays in sourcing service providers or finding replacement providers, with the lack of specialist services in the ACT noted as potentially limiting choice in services and participant recovery progress.

The survey identified ways in which potential new service providers might be supported to minimise service provision delays, such as by implementing a help-line or providing targeted information on the Scheme to new service providers. It is important to understand whether the Scheme’s systems and communications, in place to identify and rectify issues where they occur, are working in a timely manner and satisfactory to participants. Reassuringly, the survey noted that most participants either had their problems remedied or had expectations that they would be resolved.

Respondents continue to indicate a high level of satisfaction with their case management services and the frequency of contact with their case manager. Case managers and coordinators were seen as necessary for the efficient and effective implementation of the Scheme. In particular, very positive comments were made about their expertise navigating the health system; knowledge of relevant specialists; and their ability to source allied health professionals, and number of which can be difficult to procure. Overall, all of the participants who have case managers indicated they were satisfied with them. The evidence suggests case management relationships are supporting participants in line with the Scheme’s objectives.

Health literacy is an important factor in negotiating and navigating control and choice regarding a participant’s treatment, rehabilitation and care. The 2024 Survey asked

⁵ My Plan is a collaborative planning approach to assist and plan for services and to support participants’ needs at different stages of their injury journey.

participants their views on health issues and found that overwhelmingly there is evidence of strong confidence in health literacy with most respondents:

- indicating that they knew how to look after themselves to minimise the impact of their injury;
- indicating that they knew how to get the right help when they required assistance with their health or injury management; and
- agreeing they have enough control of the types of services and equipment provided and how supports are provided.

However, while over half of the respondents agreed that they can accurately remember health advice, this was at a lower level of confidence compared to the other Survey questions. This may reflect the circumstances facing various participants.

In the 2024 survey, new questions explored participants' experience and opinions of the application process for the Scheme and the 2 year interim to lifetime participant review process:

- one interim participant together with their nominated person noted the process was straightforward; and
- three participants who had lifetime status for up to 2 years advised that the process was straightforward given they all had confidence that the review was a formality, as they understood from their injuries that they would meet the eligibility criteria for lifetime status. This confidence and knowledge about their injuries was reinforced by engagement with their case managers.

The survey reflected gratitude from participants and their nominated persons for the provision of Scheme-funded services, equipment and supports. Their comments noted the significant progress in the participants' recovery and wellbeing to which Scheme benefits and supports significantly contributed that would otherwise not have been made through the public health system. Most respondents felt no improvements nor a greater understanding was required.

"I would be buggered without all the input from the care team. I'm really thankful for them." (Participant)

"Well, I'm thinking about our future, icare are good and we have no concerns or worries about their support." (Nominated Person)

"The services are good, I am very happy. Every time we need something, they provide it." (Participant)

"Very grateful for the service. I think about what it's like compared to twenty years ago when I would have been put out to pasture. The Scheme has been a huge part of my recovery, and it has saved my marriage and my family." (Participant)

When asked what advice or information respondents would offer to someone who had just joined the Scheme, responses centred on the following common themes: speaking up as a

participant or nominated person; the importance of a good case manager and/or coordinator relationship; and patience and engagement with goals.

*“Trusting in the Scheme and providers, particularly the case manager role.”
(Participant)*

“Trust the program. [Insurer] was less trustworthy than Lifetime Care, but Lifetime Care is set up to really help people.” (Participant)

“Trust and listen to your case manager and develop that relationship because the therapy is incredibly helpful.” (Participant)

*“They [LTCS-funded health professionals] tell you what you need, and they don't leave anything out. If you need it, you'll get it. It's all good.”
(Participant)*

“Not to hold back any information from your case manager. Shoot them an email, and then they know if something you don't like is happening and you'd like it changed.” (Participant)

*“Stick in there and try to make a go of it. At the start there is a lot of fatigue and I know I used to get angry, but one day it will all make sense.”
(Participant)*

*“Do as much rehab as you can. I don't really know much about the Scheme but take advantage of as many services as you can. They all help.”
(Participant)*

Performance analysis

The LTCS Scheme's 2023-24 performance indicators are included in the Budget Portfolio Statements for the LTCS Fund and are reported as part of the LTCS Fund's Statement of Performance.

Explanation of performance indicators

a. LTCS Levies determined during the fourth quarter

The LTCS levies are the key funding source for the Scheme, with a levy applying to all Motor Accident Injuries insurance policies payable at the time of vehicle registration and a levy applying to private sector workers' compensation insurers and self-insurers. As required by the LTCS Act, the levies are set by the LTCS Commissioner based on independent actuarial advice. The level at which the levies are set in any given year is intended to provide sufficient funds to meet the costs of all estimated present and future liabilities of new participants of the LTCS Scheme in that year. The LTCS levies are for a financial year and are set in May before the commencement of a financial year on 1 July.

In accordance with section 83 of the LTCS Act, before the beginning of the contribution period the LTCS Commission obtained a report from an independent actuary in relation to the amounts needed to be contributed to the LTCS fund for the contribution period.

Two actuarial reports for the 2024-25 contribution period were provided by the Scheme Actuary, Finity Consulting Pty Ltd, for the purposes of setting the 2024-25 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 insurance policy would increase to \$105.40 in 2024-25 for all motor vehicles except those that are part of the ACT's Veteran, Vintage and Historic Registration Scheme (VVHR). The LTCS levy determined for the VVHR Scheme was set at \$21.10 in 2024-25 for a twelve-month motor accident insurance policy.

The LTCS Commissioner determined the total LTCS levy payable by private sector workers' compensation insurers and self-insurers to be \$7.7 million.

The Levy determinations for the 2024-25 contribution period for motor vehicles and private sector workers' compensation insurers and self-insurers, were notified on the Legislation Register on 23 May 2024 and 27 June 2024 respectively.

The LTCS Commissioner determined these LTCS levies based on the best available data. As the Scheme will only be in its tenth year of operation for motor vehicle accidents and in its eighth 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, based on 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 April and May 2024 with a survey report received in June 2024.

The overall purpose of this year's survey was to gain feedback to understand participant perceptions of, and experience with, the Scheme and associated services and supports, and to understand the effectiveness and efficiency of the Scheme in meeting participants' recovery and rehabilitation needs. Qualitative feedback was sought on these key outcome areas for the Scheme.

The survey results indicate high overall satisfaction with how the Scheme meets participant needs this year. Where participants' progress with their recovery was noted, it was largely attributed to the provision of LTCS-funded services and equipment, including case management services. Respondents expressed a high level of satisfaction with each of the nine tested services or equipment. Taken together, the survey results confirm that the Scheme is largely effective in meeting participants' needs, with some opportunity for improvement. The main area for improvement was around delays in the provision of services, such as repairs and home modifications. There was also some difficulty sourcing certain specialist medical and support services in the ACT, however, this is also the case for numerous other LTCS Schemes around Australia.

As the survey recommendations covered aspects of the service delivery processes of the NSW LTCSA, a copy of the report has been provided to the NSW LTCSA and the key learnings

discussed with them. The LTCS Commissioner thanks the participants for contributing to the survey and notes the findings of the report will inform consideration of improvements to the ACT LTCS Scheme and the service delivery and administration of Scheme benefits to participants.

Outlook

Strategic priorities for the LTCS Commissioner in 2024-25 include:

- administering the LTCS Scheme in accordance with the requirements of the LTCS Act and Guidelines;
- issuing / amending guidelines and determinations under the LTCS Act when required;
- collecting annual feedback from participants on their expectations and experience with the LTCS Scheme and in consultation with our service partner, the NSW LTCSA, implementing improvements when required to the way LTCS Scheme benefits are delivered to ACT participants;
- assessing future funding requirements of the Fund and levy setting;
- undertaking investments in accordance with the Fund's investment strategy; and
- progressing the Memorandum of Understanding between the LTCS Commissioner and the National Disability Insurance Agency for the exchange of Information regarding mutual participants of both the LTCS and the National Disability Insurance Schemes.

Contact

For further information, please contact

Lisa Holmes

Executive Branch Manager, Insurance, Economic and Financial Group

Lifetime Care and Support Commissioner of the ACT

(02) 6207 0207 lisa.holmes@act.gov.au

Motor Accident Injuries Commission

Transmittal Certificate



Mr Chris Steel MLA
Special Minister of State
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2023-24 Motor Accident Injuries Commission Annual Report

This report has been prepared in accordance with section 7(2) of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements under the Annual Report Directions.

It has been prepared in conformity with other legislation applicable to the preparation of the Annual Report by the Motor Accident Injuries Commission.

I certify that information in the attached annual report, and information provided for whole of government reporting, is an honest and accurate account and that all material information on the operations of Motor Accident Injuries Commission has been included for the period 1 July 2023 to 30 June 2024.

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

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

Yours sincerely

A handwritten signature in black ink, appearing to read 'Lisa Holmes'.

Lisa Holmes
Motor Accident Injuries Commissioner

26 August 2024

Compliance statement

The 2023-24 Motor Accident Injuries Commission (MAI Commission) Annual Report must comply with the *Annual Reports (Government Agencies) Directions 2024* (the Directions) made under section 8 of the *Annual Reports (Government Agencies) Act 2004*. The Directions are found at the [ACT Legislation Register](#).

The compliance statement indicates the subsections, under Parts 1 to 5 of the Directions, that are applicable to the MAI Commission and the location of information that satisfies these requirements.

Part 1 Directions overview

The requirements under Part 1 of the Directions relate to the purpose, timing and distribution, and records keeping of annual reports. The 2023-24 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 MAI Commission are provided within the 2023-24 MAI Commission Annual Report to provide readers with the opportunity to provide feedback.

Part 2 Reporting entity annual report requirements

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

- Transmittal Certificate, see the previous page.
- Organisational Overview and Performance Analysis, see the Organisational Overview and Performance section below. All other subsections are contained within the CMTEDD Annual Report.
- Financial Management Reporting: All financial management reporting is included in Volume 2 of the CMTEDD Annual Report.

Part 3 Reporting by exception

The MAI Commission has no information to report by exception under Part 3 of the Directions for the 2023-24 reporting year.

Part 4 Directorate and public sector body specific annual report requirements

Part 4 of the 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 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.
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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 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 also appointed by the Minister in 2019 as the Acting MAI Commissioner when the MAI Commissioner is unavailable. An acting Executive Branch Manager performed the functions of the MAI Commissioner for some of the reporting period. The functions of the MAI Commission are supported by the Insurance Branch, Economic and Financial Group, CMTEDD.

Principal objectives

The objectives of the MAI Act are specified in section 6 of the Act. The objectives include:

- Ensuring benefits are available to support all people injured in motor accidents on a no-fault basis, subject to some exclusions and limitations.
- Encouraging early and appropriate treatment and care of people injured in motor accidents to achieve optimum recovery and return to pre-accident levels of activity and work.
- Supporting people injured in motor accidents to access defined benefits.
- Promoting and encouraging the early, quick, cost-effective and just resolution of disputes.
- Keeping the costs of motor accident injury insurance at an affordable level, including through the prevention of accidents by contributing to campaigns.

- Providing for the licensing and supervision of insurers providing motor accident injury insurance, including keeping a register of applications and claims.

Functions

The MAI Commission's functions are extensive, and include providing information and assistance on the MAI Scheme. The MAI Commission has a strong monitoring and regulatory role in relation to the provision of defined benefits by insurers. The MAI Commission's functions are detailed in section 25 of the MAI Act. Its responsibilities include:

- Regulating the licensing of insurers under the MAI Scheme.
- Reviewing premiums to ensure they fully fund the present and likely future costs of the Scheme but are not excessive.
- Monitoring insurers' compliance with their obligations under the Act.
- Providing information to the public about the MAI Scheme.
- Managing complaints about the market practices of licensed insurers and the handling practices of insurers under the MAI Scheme.
- Issuing, monitoring and reviewing the MAI guidelines and other statutory instruments under the Act.
- Monitoring and advising the Minister about the administration, efficiency and effectiveness of the MAI Scheme.

The MAI Commission is a self-funded statutory authority. The annual Motor Accident Levy (MA Levy) was \$14 for 2023-24, a reduction of \$2 or 12.5 per cent on the 2022-23 MA Levy of \$16. The annual MA Levy of \$14 is payable in relation to MAI policies issued with effect from 1 July 2023, except for veteran, vintage and historic (VVH) registration scheme vehicles and modified VVH vehicles. These VVH vehicles have an annual MAI levy of \$3.50 in 2023-24 (2022-23: \$4) per MAI policy. The annual levy applies for a full year policy and is pro-rated for shorter registration periods, which can be purchased for 3 month or 6 month periods. This levy has been estimated to fully fund the MAI Commission, noting the funding collected varies based on the number of vehicles registered in the ACT each year, to which the levy is applied.

Highlights

Operation of the MAI Scheme

The MAI Scheme has now been in effect for over four years. During the reporting year the Commission implemented the changes made by the *Motor Accident Injuries Amendment Act 2023*. In addition, new and updated guidelines were made to ensure operations of the scheme remain optimal.

The legislation requires the Minister to review the operation of the MAI Act every three years. During the reporting period the Minister approved terms of reference and tasked the Insurance Branch of CMTEDD with undertaking the review. The MAI Commission assisted the Insurance Branch with the review by providing MAI Scheme data and information about

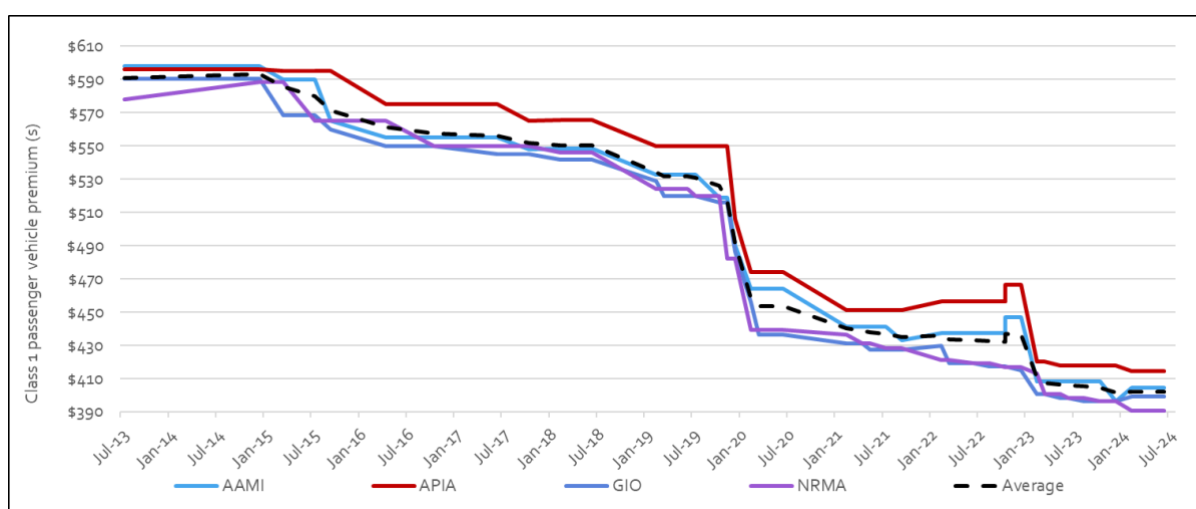
its activities. The Commission also arranged the MAI Scheme Actuary to provide a financial report on the MAI Scheme.

While the MAI Scheme was found to be operating as intended, the review report did identify opportunities for improvement in the Scheme's operation, with 15 action items identified. The Commission is committed to improving how the MAI Scheme operates within the bounds of the Scheme's legislation, policy objectives and policy framework. The Commission, in its response to the Government's review which was tabled in the Legislative Assembly with the review report in May 2024, agreed to implement each of the action items. The Commission's response, including its intended implementation of the action items, is available on the Commission's website www.treasury.act.gov.au/maic. The submissions and feedback to the review provide valuable insight on how the Scheme is currently operating and will be carefully considered as the Commission works through implementation of the action items, which it has already commenced.

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. There is evidence that competition continues to drive down the level of premiums. As shown in Figure 1, premiums reduced further over the course of 2023-24. From 1 July 2023 to 30 June 2024, the average private passenger vehicle premium fell by \$3.63 (0.9 per cent). Since competition commenced in the ACT market in July 2013 until 30 June 2024, the average private passenger vehicle premium has fallen by over \$188.65 or 31.9 per cent. Between 2013 and the months immediately preceding the commencement of the MAI Scheme on 1 February 2020, premiums reflected the CTP Scheme design (common law, no caps on compensation). Premiums since 1 February 2020 reflect the MAI Scheme, a hybrid defined benefits common law scheme. 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



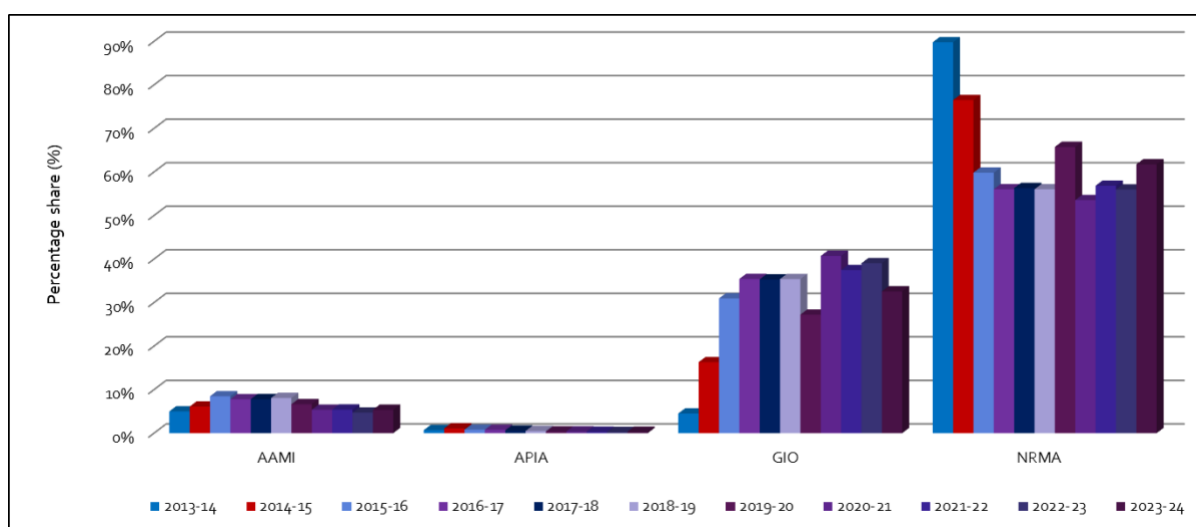
Insurer Market Share

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 2023-24. Market share is based on premiums collected by insurers.

Over 2023-24, NRMA and the Suncorp Group held 61.7 per cent and 38.3 per cent of the market respectively.

- Relative to the 2022-23 market share: NRMA's market share increased to 61.7 per cent over 2023-24 (an increase of 5.7 percentage points (pp) compared to 56.0 per cent over 2022-23).
- GIO's market share decreased to 32.6 per cent over 2023-24 (a decrease of 6.4 pp compared to 39.0 per cent over 2022-23).
- AAMI and APIA continue to hold relatively small market shares at 5.4 per cent and 0.3 per cent over 2023-24 respectively.

Figure 2: Movement in insurers' average market share since the introduction of competition

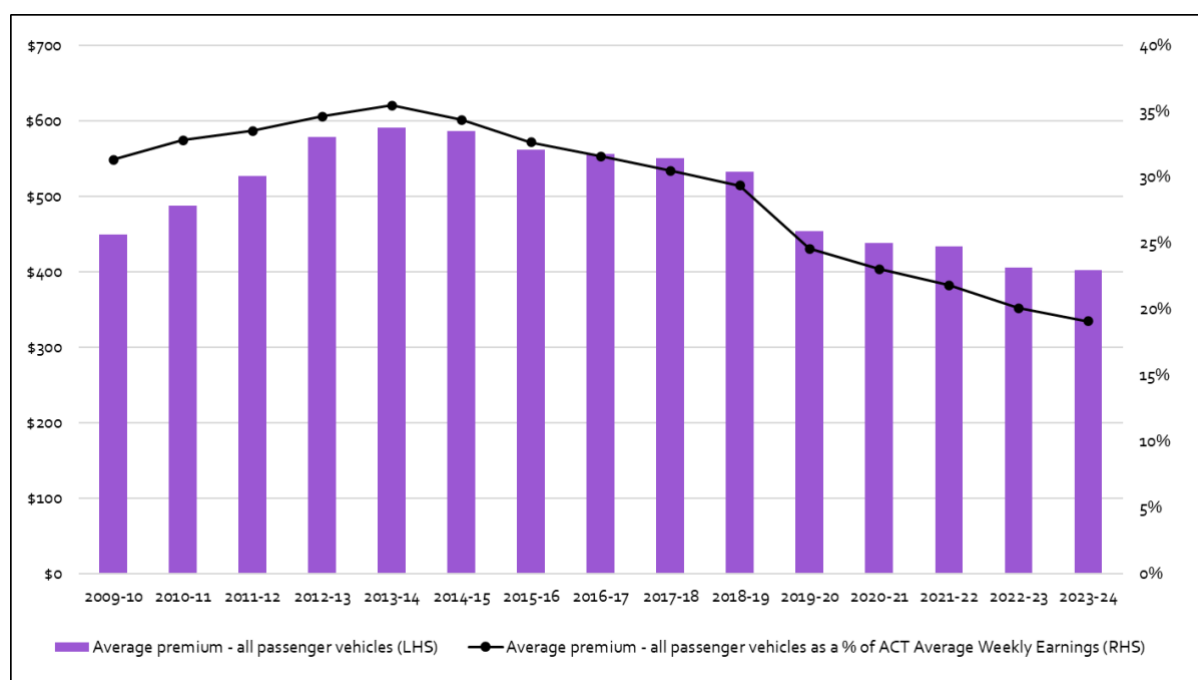


Premiums and scheme affordability

One of the objectives of the MAI Act is to keep the costs of insurance at an affordable level. The premiums charged by insurers reflect the benefit structure underlying the ACT's insurance scheme. The MAI Scheme design provides fairer, faster and more comprehensive support for Canberrans if they are injured in a motor accident, regardless of whether they were at-fault in an accident or not. Everyone who is injured in a motor vehicle accident is entitled to receive treatment, care, and lost income benefits, for up to five years. People who are more seriously injured and were not at-fault in the accident are able to make a claim for further compensation through common law. Insurers reduced their premiums because of the scheme design compared to premiums under the previous CTP Scheme.

As shown in Figure 3, affordability, measured by premiums as a proportion of ACT average weekly earnings (AWE) improved between 2022-23 and 2023-24. Average premiums have fallen as a proportion of AWE by 16.3 percentage points over the period 2013-14 to 2023-24.

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.

Maintaining claims statistics for the MAI Scheme

The MAI Commission maintains an ICT system known as the MAI Register to assist the Commission in monitoring compliance as well as analysing how the MAI Scheme is performing against its objectives. It allows for an enhanced and systematic data capture and reporting, assisting Commission staff and the Scheme's actuary in its functions.

Data are collected from licensed insurers and the ACT Nominal Defendant at regular intervals. The MAI Commission also has an arrangement with the ACT Civil and Administrative Tribunal Registry staff to provide information to the Commission on external reviews of insurers' reviewable decisions and applications for the payment of death benefits. Deidentified information is reported on the Commission's website through the MAI Scheme Quarterly reports.

In addition, the MAI Commission collects information about legal fees and related costs from lawyers providing legal representation to injured parties under the Scheme in certain circumstances.

MAI Scheme monitoring and insurer compliance

To monitor the operation of the MAI Scheme, the MAI Commission held regular meetings with MAI insurers and the ACT Nominal Defendant. These meetings focused on:

- operational aspects of the MAI Scheme including any significant matters arising from applications under the Scheme; and
- insurer compliance and updates on any remediation activities.

The Insurance Council of Australia provided comments on matters raised with the insurers in relation to consultations on guidelines. Further feedback on the operation of the Scheme was also gathered through periodic discussions with the authorised providers for the Defined Benefit Information Service and independent medical examinations, any complaints and from direct community enquiries regarding the Scheme through the Commission's website, telephone calls and correspondence.

The MAI Commission's Compliance Monitoring Framework is available on the Commission's website. Over this reporting period, new compliance tools became available to the Commission, and the Commission developed associated regulations and procedures for the reportable conduct and financial penalty provisions. As part of the compliance framework, the Commission has continued to review data in the MAI Register for quality and consistency with the MAI Act, regulations and guidelines. Data from the register is also used to identify trends and potential risks in each insurer's systems and processes for administering the Scheme.

During the reporting year seven written requests were made to MAI insurers to provide further information about compliance risks identified through the MAI Commission's monitoring activities. The MAI Commission also reviews for matters disclosed in the decisions of the ACT Civil and Administrative Tribunal. The MAI Commission actively worked with insurers so all non-compliance identified was appropriately addressed, including through the development of improvement plans.

In July 2023 the insurers were issued the annual self-assessment tool with the questions having a focus on income replacement benefit processing. The questionnaire resulted in a licensed insurer making improvements to their internal processes and compliance monitoring systems to reflect risks they identified through using the tool. The next annual questionnaire will focus on the handling of sensitive applications and early handling of common law claims.

The Commission's compliance activities included an assurance audit into treatment and care decisions of the insurers. This audit was undertaken in the second half of the reporting period with the report finalised in June 2024. The audit's purpose was to assess insurer compliance in relation to the approval of treatment and care for motorists, cyclists, and pedestrians injured in ACT accidents that involved at least one motor vehicle. The auditors sampled a cross section of accident files from April 2022 to December 2023 that met one or more of four selection criteria. The audit concluded that the files sampled demonstrated generally a high level of compliance with the guidelines when approving treatment and care. The report is available on the Commission's website under the Scheme Knowledge Centre tab.

Road safety initiatives

The MAI Commission provided Transport Canberra and City Services Directorate (TCCS) with funding of \$350,000 (excl GST) in 2023-24 to deliver road safety strategies with initiatives directed at supporting and promoting the prevention of motor accidents and the safe use of motor vehicles. In 2023-24, the MAI Commission provided the following funding:

- \$80,000 to develop a ‘Stop it or Cop it’ drink and drug driving campaign that focused on changing attitudes and drivers’ behaviours towards driving under the influence of illegal drugs and alcohol;
- \$30,000 for an extension to undertake further broadcasting of the – ‘Every K Counts’ casual speeding campaign, directed at changing motorists’ attitudes towards low level speeding; and
- \$240,000 for a Dangerous Driving initiative to tackle road activity that puts the safety of all road users at risk and includes illegal behaviours such as excessive speeding, burnouts, street races and failing to obey road rules and signs. This is made up of two Dangerous Driving intervention pilots: \$110,000 for 10 week programs for referred participants aimed at encouraging a safe driving culture and positive behavioural shifts; and \$130,000 to focus on education, awareness and compliance via in school visits, community information and materials.

In November 2023, a Road Safety Manual (Manual) for the ACT Taxi industry was completed by an expert transport consultant and released by the MAI Commission to stakeholders. The Manual was developed in response to the concerns expressed by the ACT Taxi industry regarding both the high premiums and number of motor accidents involving taxis relative to other vehicle classes, including rideshare vehicles.

The Manual is based on consultation with the taxi industry, including taxi drivers, and provides a standardised taxi road safety framework for the ACT. It outlines key hazards and risks, and how they may be mitigated or addressed. The Manual is designed to assist the taxi industry reduce the frequency and average cost (severity) of motor accidents resulting in personal injuries. The holistic implementation of the framework by the taxi industry is expected to lead to safer driving arrangements and reduced personal injuries, and an improved likelihood of reducing taxi premiums in the medium term.

MAI Scheme Statistics

The MAI Commission publishes scheme statistics quarterly, commencing with the period ending 30 June 2020. The quarterly reports up to and including the 30 June 2024 quarterly report are available at www.treasury.act.gov.au/maic/scheme-knowledge-centre.

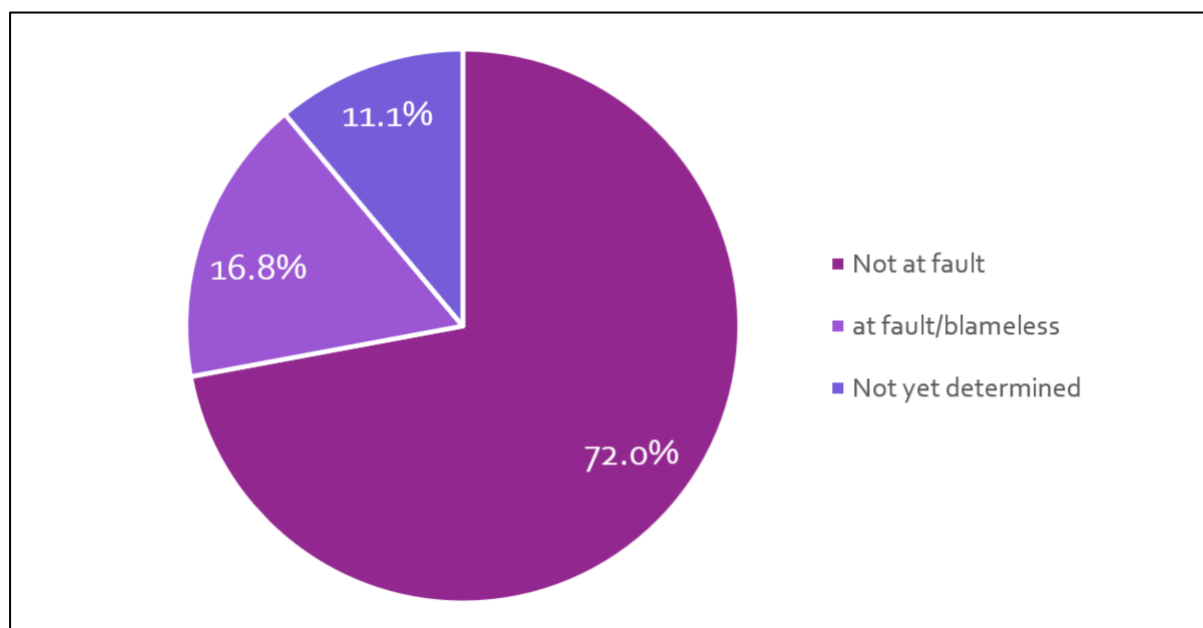
Below are some of the key statistics for the period 1 July 2023 to 30 June 2024.

- **440 applications were received** for ACT accidents, 386 of which were complete applications and 54 are in progress.
 - A complete application is where the insurer has all the information it needs to assess liability.
 - Further applications will be received for accidents that occurred prior to 30 June 2024 given the time injured people have to make an application to the Scheme. It is expected to take some time for application numbers to reach maturity and for the community to fully engage with the new scheme.
 - In addition to the 440 applications for ACT accidents, there are 38 applications for interstate accidents for which an ACT insurer might be liable.

Figures 4 to 8 below provide profile information about scheme applicants (with a complete application) from 1 July 2023 to 30 June 2024.

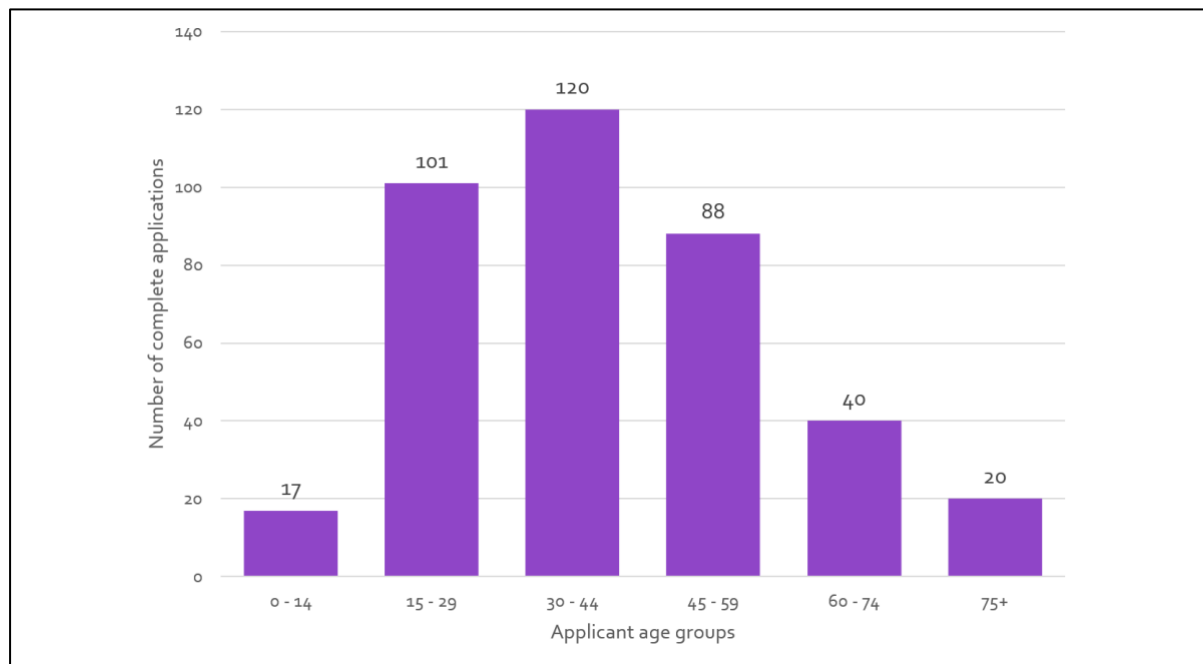
- 97.1 per cent of complete applications were accepted by insurers in 2023-24.
- 16.8 per cent of applicants were either at fault in the accident or it was a blameless accident, higher than 2022-23 which was 10.4 per cent. This indicates an increasing awareness of injured people in this circumstance that they can apply to the Scheme for assistance.
 - A benefit of the MAI Scheme being a no-fault scheme is that everyone injured in a motor vehicle accident can receive defined benefits. There is no longer a need to show that someone else was at fault for the accident.

Figure 4: MAI Applicant fault status from 1 July 2023 to 30 June 2024



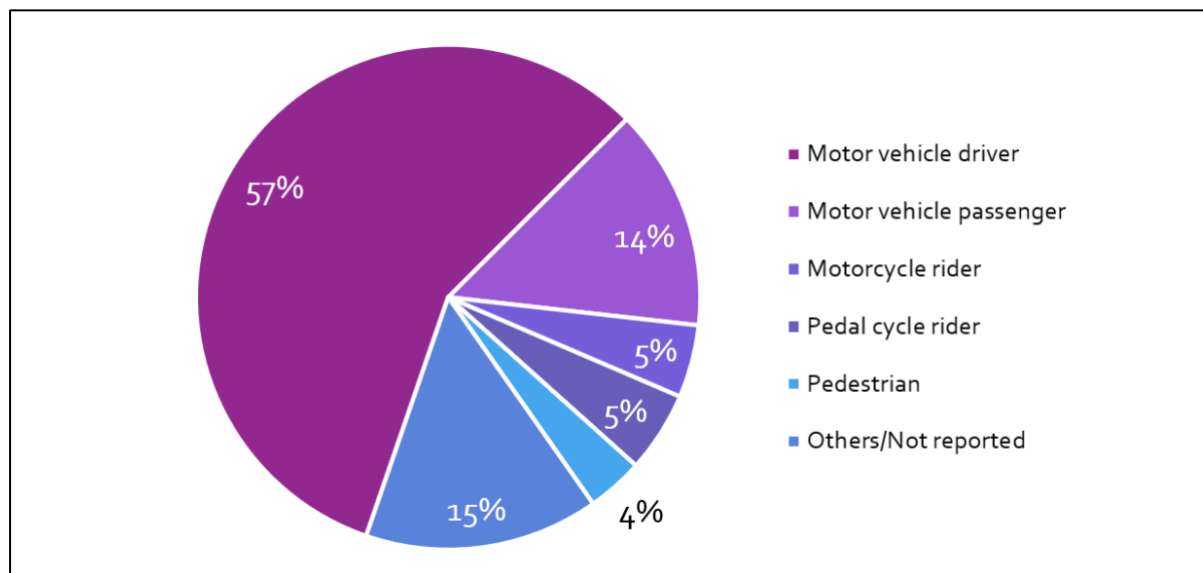
- Applicants aged 30 to 44 made the highest number of applications to the Scheme.

Figure 5: Age groups of MAI applicants from 1 July 2023 to 30 June 2024



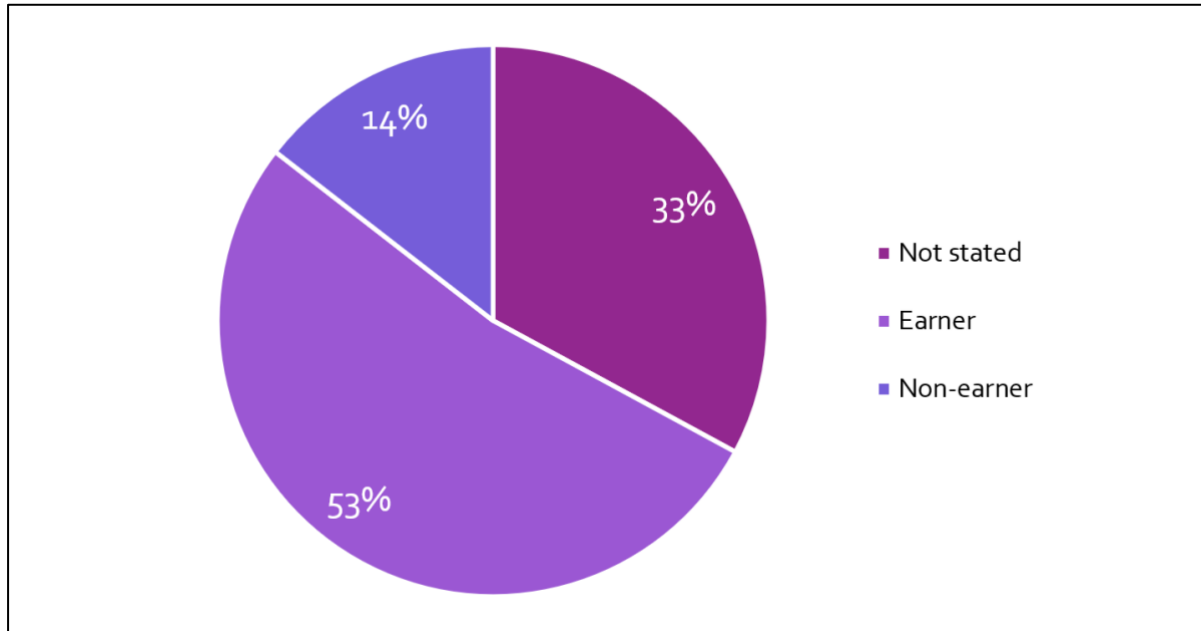
- Most applicants (57 per cent) were driving a motor vehicle at the time of the accident.

Figure 6: Applicants' role in the accident, for MAI applications from 1 July 2023 to 30 June 2024



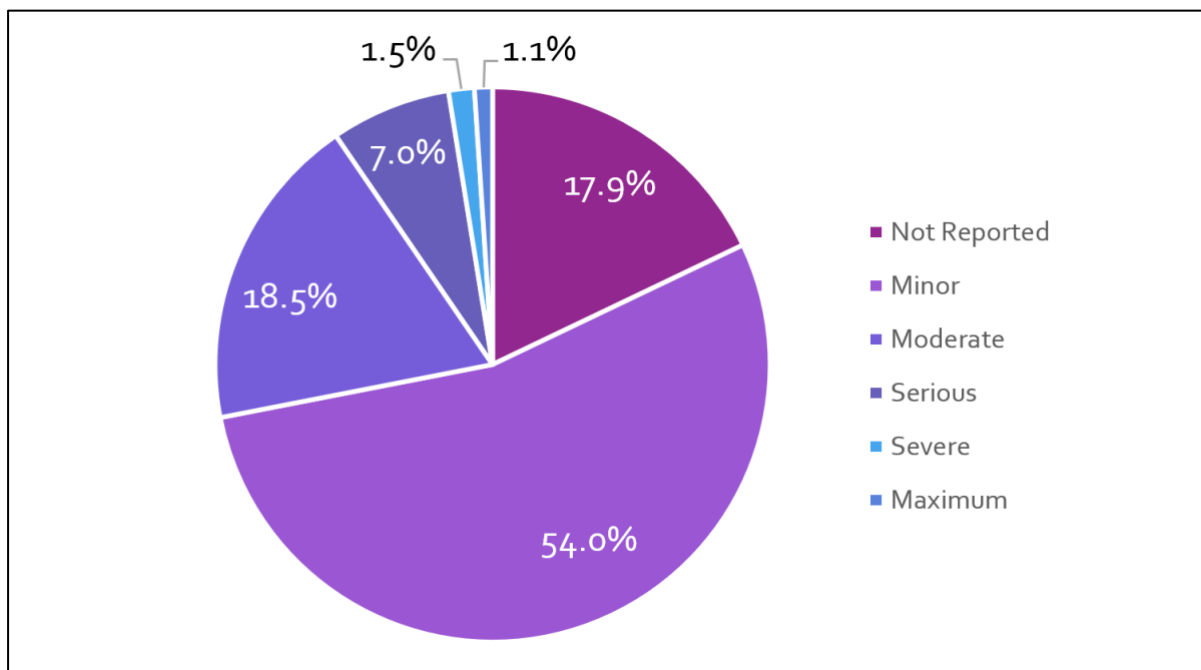
- Of those applicants who declared their work status, the majority were earning an income prior to their accident.

Figure 7: Applicants' pre-accident work status, for MAI applications from 1 July 2023 to 30 June 2024



- The highest level of injury severity for over half of the applicants was minor.

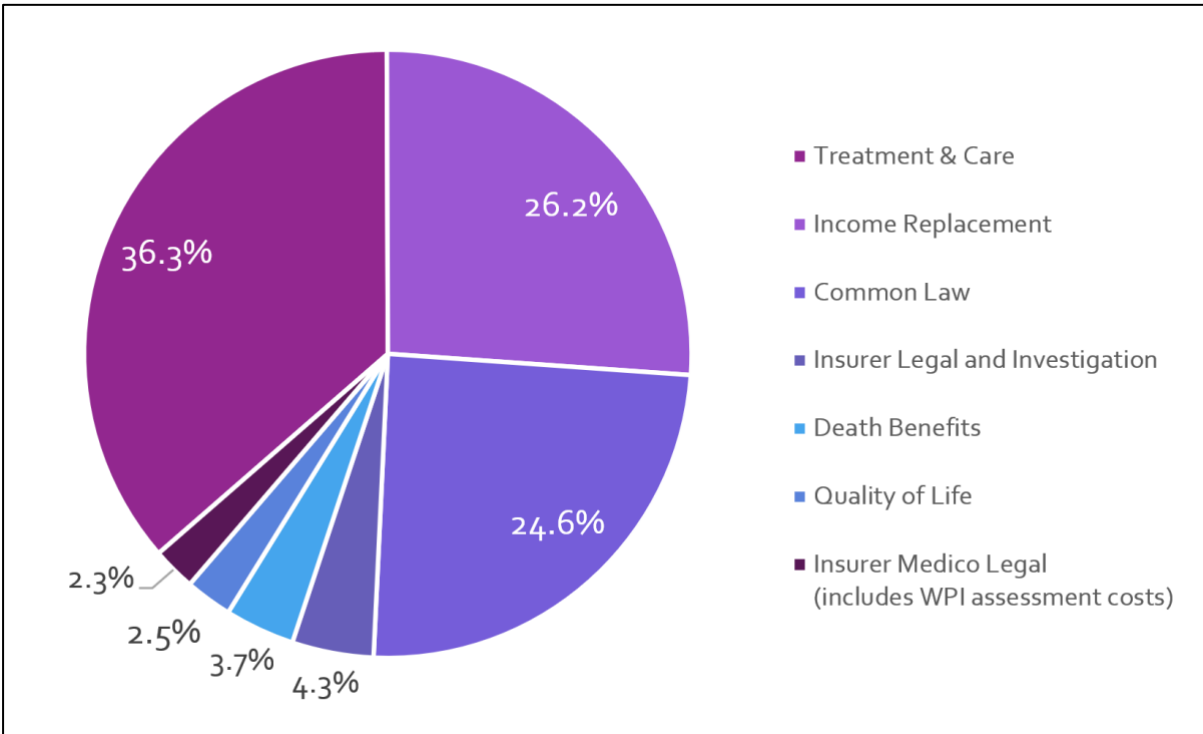
Figure 8: Distribution of MAI applicants by Highest Injury Severity from 1 July 2023 to 30 June 2024



Figures 9 to 14 below provide operational and payment information about the MAI scheme from 1 July 2023 to 30 June 2024.

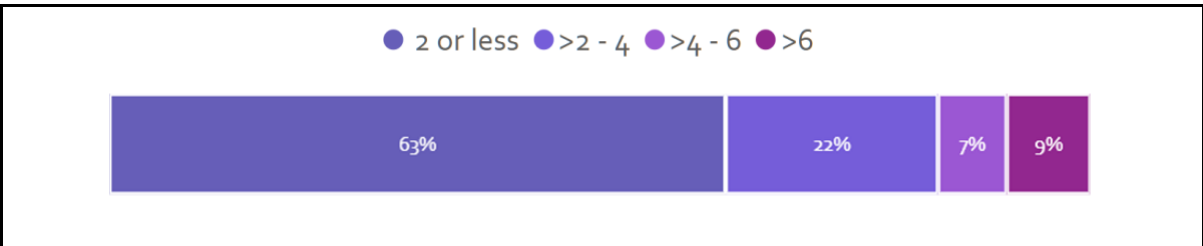
- In 2023-24, the Scheme paid out more than \$26,673,000, which was an increase of 75.9 per cent compared to 2022-23 payments. The number of applications with payments made was 24.9 per cent higher than in 2022-23. 62.5 per cent of the payments related to payments for treatment and care benefits, and income replacement benefits.

Figure 9: Distribution of payments by type from 1 July 2023 to 30 June 2024 (includes payments related to interstate accidents)



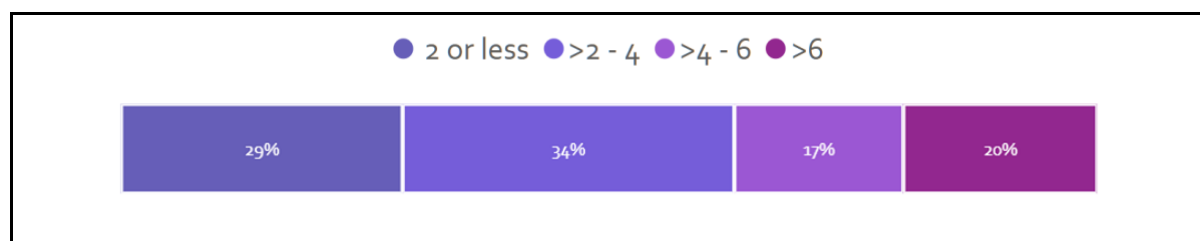
- 763 applicants received treatment and care payments in 2023-24. **The first treatment and care payment was made in 11 days on average (median)** after an insurer received a complete application. 63 per cent of first payments were made within two weeks. This reflects a key benefit of the Scheme, that injured people can receive timely treatment and care and income replacement assistance.

Figure 10: Weeks until first treatment & care payment from 1 July 2023 to 30 June 2024



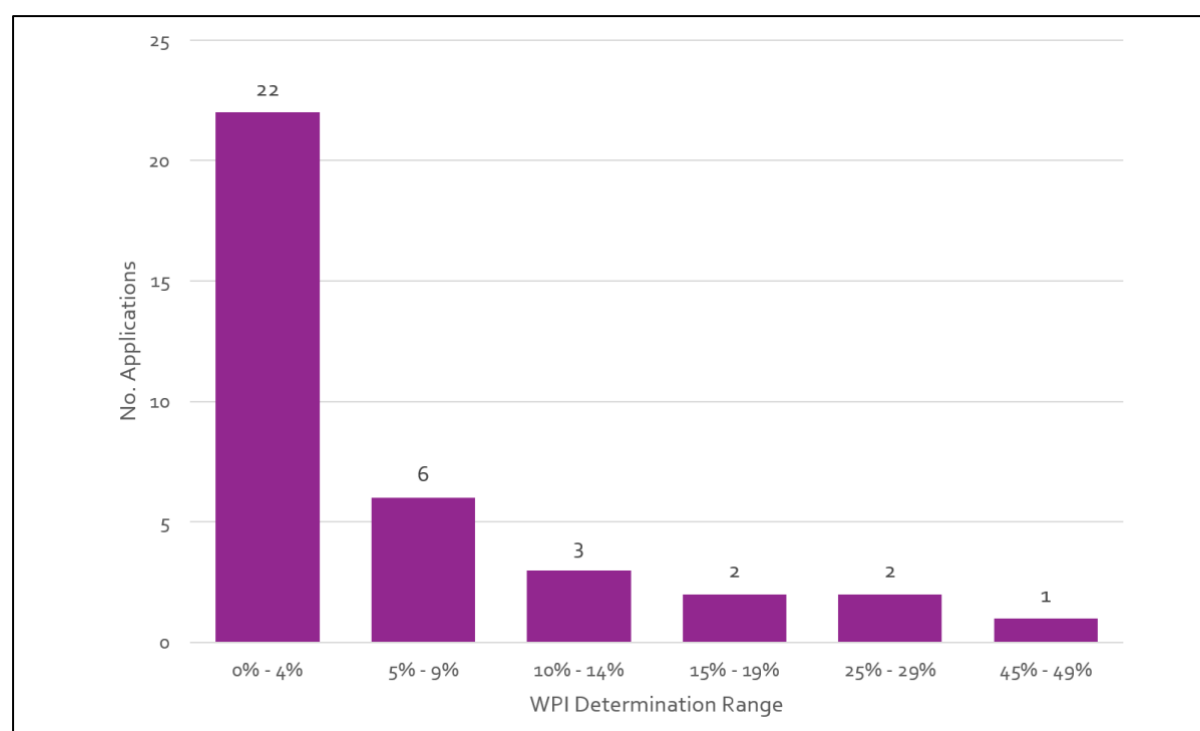
- 323 applicants received income replacement payments in 2023-24. The first income replacement payment was made in 22 days on average (median) after an insurer received a complete application. 63 per cent of first payments were made within four weeks. Income replacement payments can be made only after liability has been accepted by the insurer.

Figure 11: Weeks until first income replacement payment from 1 July 2023 to 30 June 2024



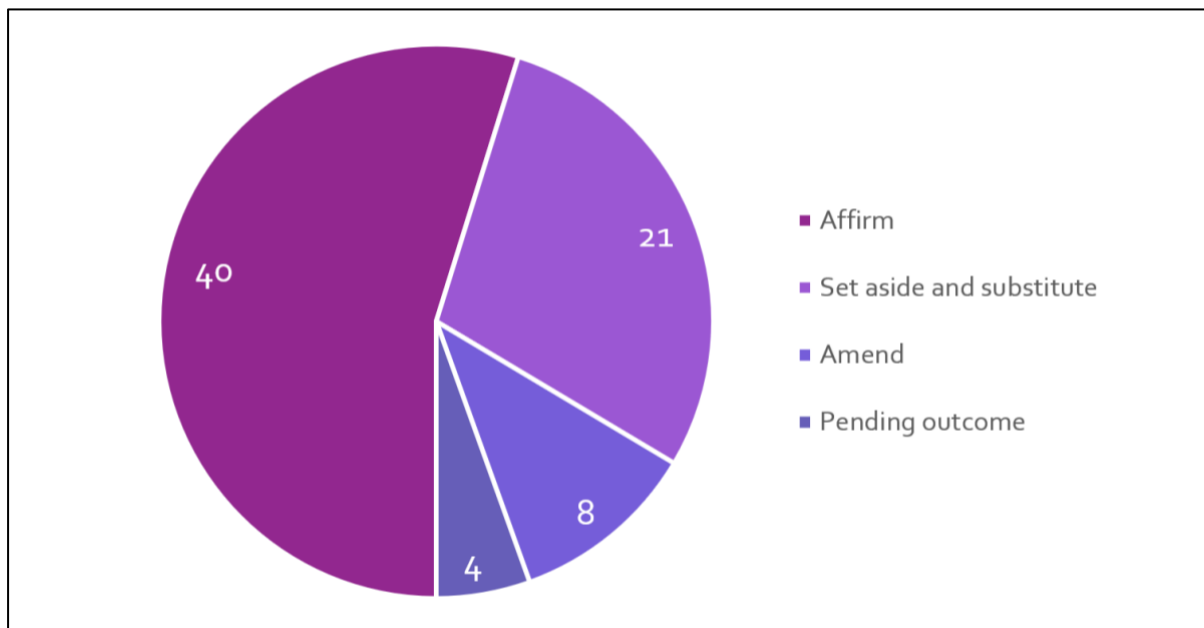
- There were 56 whole person impairment (WPI) assessments (generally for each body system that is referred) associated with 36 applications in 2023-24. Where multiple body system assessments occur, a process is undertaken to calculate the total degree of permanent impairment of the injured person. Of the 36 WPI determinations made, 38.9 per cent of applications had a WPI determination of 5 per cent or greater.

Figure 12: WPI Determinations from 1 July 2023 to 30 June 2024



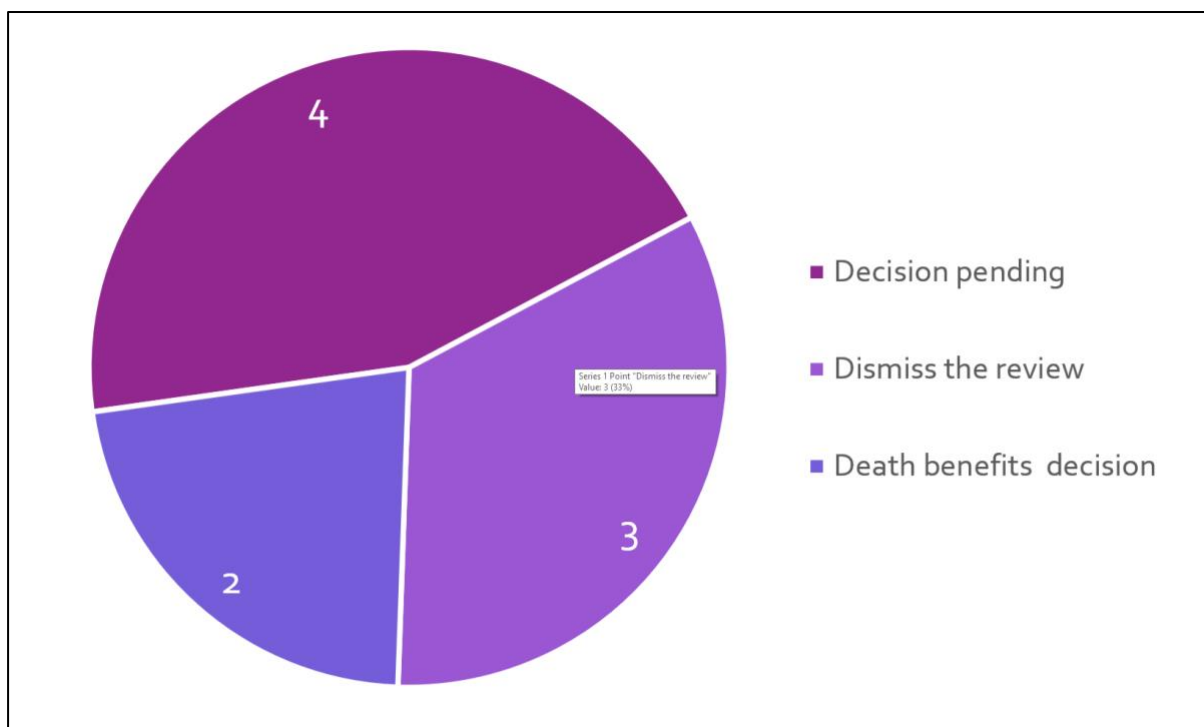
- 73 internal reviews were requested by 50 applicants in 2023-24. Over 94 per cent of the internal reviews have concluded.

Figure 13: Internal Reviews by outcome from 1 July 2023 to 30 June 2024



- Applicants requested 9 External Reviews or Death Benefits decisions in 2023-24.

Figure 14: External Reviews by outcome from 1 July 2023 to 30 June 2024



Premium determinations, loadings and levies

Under section 315 of the MAI Act insurers are only permitted to charge a premium approved by the MAI Commission. The MAI Commission will normally receive a premium filing from each licensed insurer at least annually. The Commission assesses each premium filing, based on expert independent actuarial advice, and may approve a premium if it is assessed that it will fully fund the insurer's liabilities and is not considered to be excessive. If a premium filing is not received within a year, the Commission will review and assess the existing premium in accordance with the same criteria.

A premium filing assessment includes consideration of estimated claims frequency, claim size, investment returns, administrative expenses and insurer profit – generally elements that make up the overall cost of service for an insurer participating in the MAI Scheme insurance market.

The role of the Scheme Actuary is to provide expert actuarial advice to the MAI Commission. This role is currently performed under contract by Finity Consulting Pty Limited.

Motorcycle premium support and loading

For motorcyclists, who are expected to have more claims against their vehicle class and higher cost claims under the MAI Scheme, premium affordability has been maintained through a subsidy from other vehicle classes that is reflected in premiums.

The most recent Motorcycle Premium Support and Premium Loading amounts for premiums commencing from 1 February 2024 were communicated to insurers and published in a notifiable instrument on the ACT Legislation Register.

The premium support is the amount that each motorcycle MAI premium is subsidised, while the premium loading is the amount that is included in premiums for most other vehicle classes to fund the motorcycle subsidies.

Nominal Defendant

The Nominal Defendant is a statutory office which exists to enable persons to be supported for injuries caused by uninsured, unidentified motor vehicles for which a MAI or CTP insurer cannot be identified and vehicles with an unregistered vehicle permit. Under section 16 of the MAI Act the Australian Capital Territory Insurance Authority (ACTIA) is the Nominal Defendant.

The Nominal Defendant is largely funded by a Nominal Defendant Loading that is part of the premiums paid by motorists. The MAI Scheme's assessed Nominal Defendant Loading is published in a notifiable instrument on the ACT Legislation Register.

Lost investment income loading

The insurer's lost investment income loading applies to premiums on policies with a duration of less than 12 months ('Short Term Premiums'). The MAI Scheme's lost

investment income loading is published in a notifiable instrument on the ACT Legislation Register.

Performance analysis

Explanation of performance indicators

The MAI Commission's 2023-24 performance indicators were included in its Statement of Intent and reported as part of the Commission's Statement of Performance. For the 2023-24 financial year, the MAI Commission's performance against the indicators was as follows.

a) MAI Premium filings are reviewed by the Scheme actuary and are approved in accordance with the MAI Act, including fully funding the scheme

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). All premium filings by licensed MAI insurers were reviewed by the Scheme Actuary to ensure they met the fully funded test. This ensures that the Scheme is able to pay out all present and future liabilities. The Scheme Actuary considered that all insurers' premiums met the fully funded and not excessive test.

Consistent with premium streamlining arrangements, the MAI Commissioner approved premium partial filings if the change in premiums was within the permitted set bands and above the agreed minimum amount.

Premium filings for the MAI Scheme that were assessed and approved in accordance with the Act, were received from:

- GIO partial filing (received June 2023) and approved in June 2023 for MAI premiums commencing 22 August 2023;
- NRMA partial filing (received July 2023) and approved in August 2023 for MAI premiums commencing 13 October 2023;
- AAMI partial filing (received September 2023) and approved in September 2023 for MAI premiums commencing 5 December 2023;
- AAMI, APIA, GIO and NRMA full de novo filings (received October 2023) and approved in November 2023 for MAI premiums commencing 1 February 2024;
- GIO and APIA partial filing (received December 2023) and approved in December 2023 for MAI premiums commencing 19 March 2024; and
- NRMA partial filing (received February 2024) and approved in April 2024 for MAI premiums commencing 18 June 2024.

b) Insurer MAI premiums for all vehicle classes are published on the MAI Commission's website

The MAI Commission publishes the applicable MAI premiums for all vehicle classes on the MAI Commission's website at www.treasury.act.gov.au/maic. The aim is to publish this information six weeks before the effective date and this indicator was met.

c) Promote public awareness of the causes of motor accidents through funding measures directed at reducing causes of motor vehicle accidents

The MAI Commission contributed \$350,000 (Excl GST) in 2023-24 towards road safety strategies with initiatives directed at supporting and promoting the prevention of motor accidents and the safe use of motor vehicles. The initiatives aimed to reduce the number and/or severity of injuries arising from motor accidents (consistent with the relevant MAI Commission's objective under the MAI Act). See the earlier Road Safety Initiatives section of this report for details of the funding provided.

d) Reporting on the Scheme's statistics

Reports on the MAI Scheme for each quarter during 2023-24 were published on the MAI Commission website within target timeframes.

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 twenty working days of receipt of the required information.

For 2023-24 the Commission received a total of six complaints. Four of the six complaints met the KPI of 20 working days.

Two complaints did not meet the KPI. This was because of the number and complexity of the issues raised in each of the complaints and the need to liaise and seek further information from the complainant and / or insurers on several occasions. As a result, the target of 85 per cent was not met.

g) Three-yearly review of the operation of the MAI Act in accordance with legislative timeframes (s493)

The review report was tabled in the Legislative Assembly on 16 May 2024 by the Government. The MAI Commission formally responded to the review report, which was also tabled in the Assembly on 16 May 2024. See the Operation of the MAI Scheme section for further information.

Outlook

Priorities for the MAI Commission in 2024-25 include:

- Working towards implementing the 15 actions to improve the operation of the MAI Scheme identified in the three yearly review report for the scheme including:
 - developing a mechanism to allow the Commission to assess the actual net profit achieved by an insurer and specify the action to be taken if the actual net profit differs from the reasonable industry net profit.
- Issuing additional guidelines and regulations under the MAI Act, as required.
- Promoting and distributing information about the MAI Scheme, including via the MAI Commission website.
- Assessing MAI premium filings and monitoring premium processes.
- Maintaining an ICT system for the scheme's data requirements and reporting on the scheme's statistics.
- Monitoring the scheme's performance and undertaking compliance activities.
- Contributing to the Government's road safety initiatives that assist in reducing motor accidents and personal injuries and mitigating their impact.

Risk Management

The MAI Commission has a risk management plan. The MAI Commission has overall responsibility for risk management, and for ensuring compliance with the risk management plan.

The risk management plan identifies the key risk areas as operational, financial, legal and reputational risk. The risk management plan has identified the following potential risks:

- The Commission not meeting stakeholder expectations.
- Insufficient staff and/or resources available to achieve outcomes.
- Failure to meet legislative requirements.
- Failure of the ICT System for the MAI Scheme.

These risks are mitigated through the use of appropriate governance structures, application of risk-based management strategies and financial reporting processes.

Contact

For further information, please contact

Lisa Holmes

Executive Branch Manager, Insurance, Economic and Financial Group

MAI Commissioner

(02) 6207 0207 lisa.holmes@act.gov.au

Office of the Nominal Defendant of the ACT

Transmittal certificate



Chris Steel MLA
Special Minister of State
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2023-24 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 2024*.

It has been prepared in conformity with other legislation applicable to the preparation of the Annual Report by the Office of the Nominal Defendant (NOD).

I certify that information in the attached annual report, and information provided for whole of government reporting, is an honest and accurate account and that all material information on the operations of NOD has been included for the period 1 July 2023 to 30 June 2024.

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

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the report to the Legislative Assembly within 15 weeks after the end of the reporting year. This report will be annexed to the 2023-24 Chief Minister, Treasury and Economic Development Annual Report.

Yours sincerely

Stuart Hocking
Under Treasurer
Chief Minister, Treasury and Economic Development Directorate
30 September 2024

Compliance statement

The 2023-24 Office of the Nominal Defendant of the ACT Annual Report must comply with the *Annual Reports (Government Agencies) Directions 2024* (the Directions) made under section 8 of the *Annual Reports (Government Agencies) Act 2004*. The Directions are found at the [ACT Legislation Register](#).

The compliance statement indicates the subsections, under Parts 1 to 5 of the Directions, that are applicable to the Office of the Nominal Defendant of the ACT and the location of information that satisfies these requirements.

Part 1 Directions overview

The requirements under Part 1 of the Directions relate to the purpose, timing and distribution, and records keeping of annual reports. The 2023-24 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 2023-24 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 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 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 below. The following subsections, contained within the 2023-24 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
- Multiculturalism Act 2023 Reporting
- Work Health and Safety
- Human Resource Management
- Ecologically Sustainability Reporting

C. Financial Management Reporting, see the Financial Management Reporting section.
For the remaining subsections see Volume 2.2 of the 2023-24 CMTEDD Annual Report.

Part 3 Reporting by exception

The Office of the Nominal Defendant of the ACT has no information to report by exception under Part 3 of the Directions for the 2023-24 reporting year.

Part 4 Directorate and public sector body specific annual report requirements

Part 4 of the 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 annexed report within this 2023-24 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 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). Prior to the commencement of the Motor Accident Injuries (MAI) Scheme on 1 February 2020, the Fund was established under the Compulsory Third-party (CTP) Insurance Scheme.

The purpose of the Fund is to:

- Provide a safety net mechanism to pay defined benefits and motor accident injury claims made by injured parties where:
 - the vehicle involved does not have a motor accident insurance policy; or
 - the injured person is unable to identify the driver and/or vehicle.

- Ensure that persons, who are injured in the circumstances listed above, receive the same entitlements as an injured person would receive where the vehicle did have motor accident insurance;
- Collect recoveries from uninsured drivers at fault to the sum paid out by the Fund; and
- Receipt levies collected from licensed insurers in the Territory as well as the Australian and ACT Governments.

Funds required to satisfy the cost of claims and other relevant expenses for the Fund are not guaranteed by the ACT Government; however, Part 6.9 of the Act requires the Commission to collect amounts from licensed insurers and recognised self-insurers to meet the cost of nominal defendant claims.

Functions

The Fund exists to enable anyone who is injured in a motor vehicle accident and where there is no motor accident insurance to be compensated. The Fund meets the costs for individuals for treatment, care and lost income benefits for up to five years. Where possible, the Fund also recovers costs of claims from the at-fault driver of an unregistered vehicle.

The Fund's administrative operations are subject to the same governance controls in relation to risk management, fraud prevention and records management as the ACT Insurance Authority. The reporting on these operations is included in the relevant sections of the 2023-24 ACT Insurance Authority Annual Report.

The ACT Insurance Authority also has oversight for 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 2023-24 ACT Insurance Authority Annual Report.

Internal accountability

As a small reporting entity, the Fund does not have any complex internal accountability structures and processes. As stated above, all administration operations and governance controls of the Fund are overseen by the ACT Insurance Authority.

Performance analysis

Revenue

Total income recognised by the Fund during the year was \$7.595 million.

The Commission imposes a levy on licensed insurers and recognised self-insurers to meet the cost of nominal defendant claims in accordance with the Act.

The funds required to meet the cost of nominal defendant claims are apportioned among the insurers having regard to the amount of motor accident premium income they receive. Funds are transferred from the Commission to the Fund on a quarterly basis.

In addition, revenue is received by the Fund from the following sources:

- any penalties or penalty interest imposed under the Act;
- amounts recovered by the Fund;
- unregistered vehicle permits liability contributions;
- unregistered vehicle fines liability contributions; and
- interest accruing from investments.

The following table details funds received as other revenue during the period.

Table 1: Other revenue

Source	Amount (\$m)
Unregistered Vehicle Permits	\$0.280
Unregistered vehicle fines	\$0.264
Insured recoveries	\$0.164
Uninsured owners and drivers	\$0.014
Interstate MAIS Recoveries	\$0.532
Claims Management Fee – Interstate MAI Scheme	\$0.028
Total	\$1.282

There are currently 107 ‘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 2023-24 CMTEDD Annual Report.

Claims

During the reporting period the Fund received 49 applications for defined benefits under the MAI Scheme and no claims under the previous Compulsory Third-Party scheme. 17 of the applications for defined benefits are being managed by the Nominal Defendant on behalf of interstate insurers. There are 40 open claims from received applications for the

reporting period remaining as at 30 June 2024 with a combined total provision for all outstanding claims of \$21.000 million.

Table 2: Claims types

	Number	Percentage %
Unregistered and/or uninsured vehicles	10	25
Unidentified vehicles	11	27
Referred to other insurer	2	5
Vehicles with unregistered vehicle permits	-	-
Interstate insured vehicles	17	43
Total	40	100

An estimate of the provision for claims payable is completed annually by an independent actuary. The Fund engaged KPMG Actuarial Pty Limited to provide a full assessment of the provision for claims payable at 30 June 2024. The movement in the provision for claims payable can either reduce claims expense in the case of a reduction in liability or increase claims expense in the case of an increase in liability.

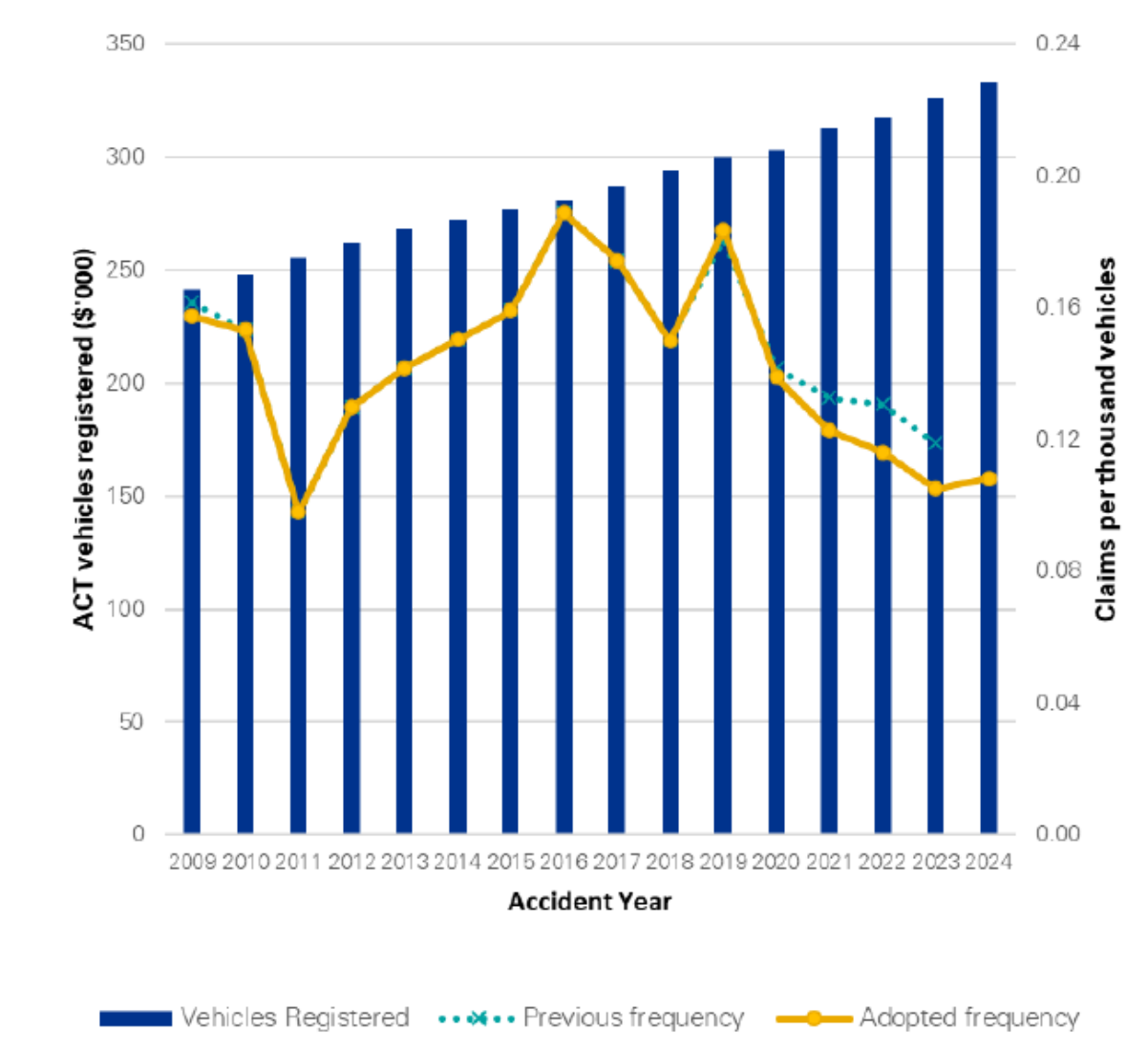
Claims frequency and vehicle registrations

As at 30 June 2024, the Australian Capital Territory has 373,111 registered vehicles.

For the financial year ending 30 June 2024, the ultimate claim frequency is estimated at approximately 0.11 claims per 1,000 vehicles registered.

A comparison between the number of vehicles registered and the number of ultimate claims estimated to be made to the Fund for each accident year is shown in the following chart:

Figure 1: Claim frequency and vehicle registrations



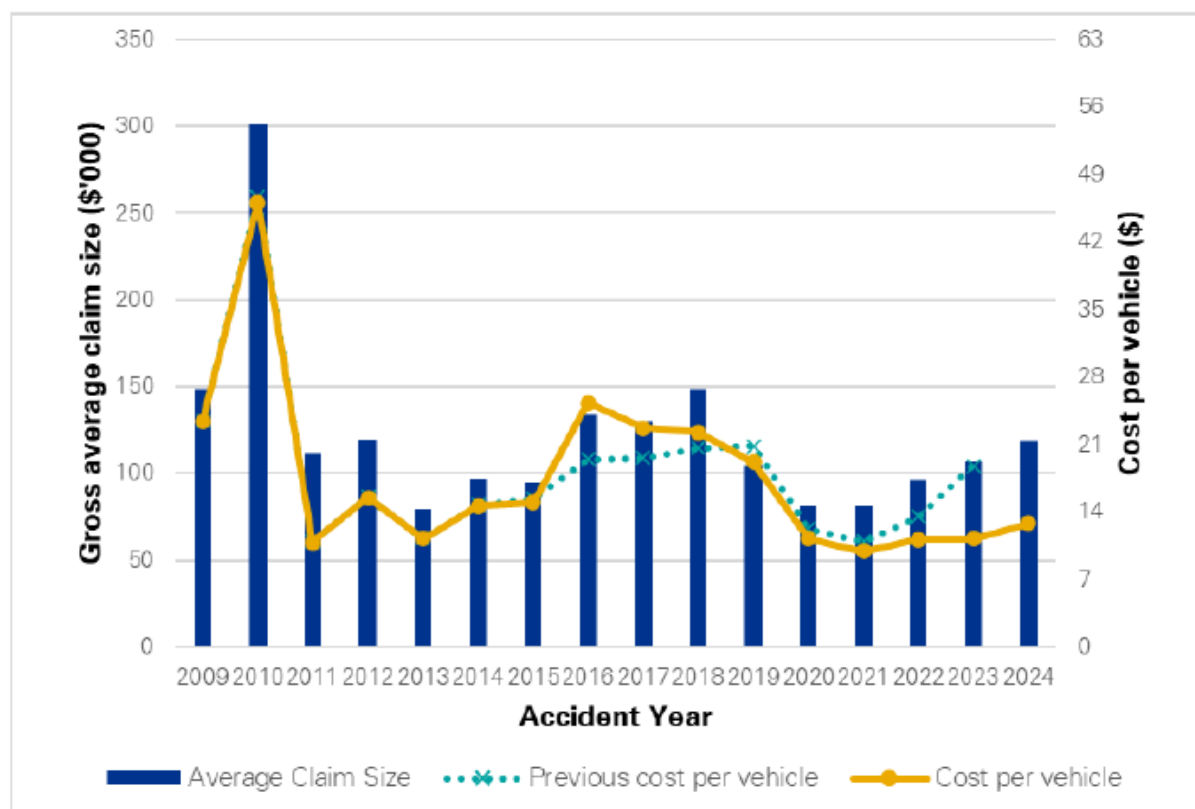
Notes:

1. **Source:** Nominal Defendant Liability Valuation Report as at 30 June 2024 produced by KPMG Actuarial Pty Limited.
2. The vehicle registrations for 2024 are sourced from Road User Services ACT, and other years from previous actuarial reports.
3. Claim frequency refers to number of road incidents giving rise to a claim, whether one or more claimants. The measure is expressed per thousand vehicles registered.

Average claims size and cost per policy

A comparison between the estimated ultimate average size of a claim and the estimated ultimate cost of a motor accident policy is shown in the following chart for each accident year. For the most recent financial year ending 30 June 2024, the ultimate average claim size is estimated to be \$0.119 million while the ultimate average motor accident claim per policy cost is estimated to be \$12.82.

Figure 2: Average claim size and cost per policy by accident year (inflated and undiscounted)



Notes:

1. **Source:** Nominal Defendant Liability Valuation Report as at 30 June 2024 produced by KPMG Actuarial Pty Limited.
2. 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.
3. The historical data component is sourced from previous actuarial reports.

Total expenses

The total expenses incurred by the Fund during the year was \$4.104 million, which includes a total claims expense of \$3.247 million and \$0.857 million for Supplies and Services.

Balance sheet

The Fund had total assets of \$46.161 million and liabilities of \$21.089 million as at 30 June 2024, with total equity of the Fund of \$25.072 million.

Scrutiny

There were no inquiries or reviews from the ACT Audit Office, the ACT Ombudsman, or any Legislative Assembly Committees in 2023-24. The only scrutiny from the ACT Audit Office during the reporting year was for the audit of the 2022-23 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.

CMTEDD manage FOI applications on behalf of the Fund and reporting requirements are detailed in Volume 1 of the CMTEDD 2023-24 Annual Report.

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.

Aboriginal and Torres Strait Islander reporting

The Fund does not undertake any Aboriginal and Torres Strait Islander programs, projects and/or initiatives other than those delivered by CMTEDD.

Ecological Sustainability Reporting

Information on the Fund's operational consumption data that are captured at a directorate level can be found in the Ecological Sustainability Reporting section with the CMTEDD Annual Report 2023-24.

Multiculturalism Act 2023 Reporting

The Fund does not undertake any Multicultural programs, projects and/or initiatives other than those delivered by 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.

The Fund did not execute any new procurement activities during the reporting period.

The ACT Government Contracts Register records contracts with suppliers of goods, services and works, with a value of \$25,000 or more and is available online.

A full search of Default Insurance Fund contracts notified with an execution date from 1 July 2023 to 30 June 2024 can be made at <https://www.tenders.act.gov.au/contract/search>.

Contact

For further information, please contact

Penny Shields

General Manager, ACT Insurance Authority

(02) 6207 0268

ACTInsuranceAuthority@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

2023-24 Public Sector Workers Compensation Fund Annual Report

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

It has been prepared in conformity with other legislation applicable to the preparation of the Annual Report by the Public Sector Workers Compensation Fund.

I certify that information in the attached annual report, and information provided for whole of government reporting, is an honest and accurate account and that all material information on the operations of Public Sector Workers Compensation Fund has been included for the period 1 July 2023 to 30 June 2024.

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

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the report to the Legislative Assembly within 15 weeks after the end of the reporting year. This report will be annexed to the 2023-24 Chief Minister, Treasury and Economic Development Annual Report.

Yours sincerely

Michael Young
Public Sector Workers Compensation Commissioner
Public Sector Workers Compensation Fund

3 October 2024

Compliance statement

The 2023-24 Public Sector Workers Compensation (PSWC Fund) Annual Report must comply with the *Annual Reports (Government Agencies) Directions 2024* (the Directions) made under section 8 of the *Annual Reports (Government Agencies) Act 2004*. The Directions are found at the [ACT Legislation Register](#).

The compliance statement indicates the subsections, under Parts 1 to 5 of the Directions, that are applicable to the PSWC Fund and the location of information that satisfies these requirements.

Part 1 Directions overview

The requirements under Part 1 of the Directions relate to the purpose, timing and distribution, and records keeping of annual reports. The 2023-24 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 2023-24 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, see the Financial Management Reporting section.

Part 3 Reporting by exception

The PSWC Fund has no information to report by exception under Part 3 of the Directions for the 2023-24 reporting year.

Part 4 Directorate and public sector body specific annual report requirements

Part 4 of the Directions is not applicable to the PSWC Fund.

Part 5 Whole of government annual reporting

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

- Bushfire Risk Management, see the annual report of the Justice and Community Safety Directorate.
- Human Rights, see the annual report of the Justice and Community Safety Directorate.
- Legal Services Directions, see the annual report of the Justice and Community Safety Directorate.
- Public Sector Standards and Workforce Profile, see the annual State of the Service Report.
- Territory Records, see the annexed report within this 2023-24 CMTEDD Annual Report.

ACT Public Service directorate annual reports are found at the following web address:
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Organisational overview and performance

Organisational overview

The PSWC Fund is established under the *Public Sector Workers Compensation Fund Act 2018* (the PSWCF Act) and commenced operations on 1 March 2019.

The PSWCF Act provides a financial and prudential governance framework to support the Territory's workers' compensation self-insurance arrangements for public sector employees, which are delivered under a licence issued by the Safety Rehabilitation and Compensation Commission in accordance with the *Safety Rehabilitation and Compensation Act 1988 (Cwlth)* (SRC Act).

The PSWCF Act is administered by CMTEDD. The functions of the PSWC Fund are supported by the Work Safety Group, CMTEDD.

Functions

The PSWC Fund was designed to ensure the effective management of the Territory's workers' compensation assets and features governance and management arrangements in relation to those assets. The PSWC Fund is integral to the Territory's compliance with its self-insurance licence.

The PSWC Fund is administered by the Public Sector Workers Compensation Commissioner (PSWC Commissioner) who is responsible for:

- managing the PSWC Fund;
- advising the Minister about the administration, efficiency and effectiveness of the PSWC Fund.
- in relation to a licence granted to the Territory under section 103 of the SRC Act:
 - managing the Territory's liability under the SRC Act; and
 - managing claims under the SRC Act.

The PSWC fund is funded by the Territory, including from annual contributions apportioned by the PSWC Commissioner amongst Territory directorates and agencies. Assets are invested, with earnings retained to help meet workers' compensation costs.

Internal accountability

The person occupying position number E00727 is appointed to the role of the PSWC Commissioner for a period of three years to 28 February 2025. As at 30 June 2024 the position is occupied by Mr Michael Young, Executive Group Manager, Work Safety Group, Office of Industrial Relations and Workforce Strategy, CMTEDD.

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 PSWC Fund; and
- to assist in meeting the Territory's liabilities under the SRC Act by providing advice about claims management in relation to injured employees of the Territory.

Section 26 of the PSWCF Act stipulates the advisory committee consists of:

- the PSWC Commissioner;
- three members appointed by the Minister to represent the interests of workers; and
- two members appointed by the Minister to represent the interests of public sector bodies and territory instrumentalities.

The Chair of the advisory committee as at 30 June 2024 was Mr Michael Young, PSWC Commissioner. The PSWC Fund Advisory Committee met four times during 2023-24. Membership of the PSWC Fund Advisory Committee during the year and the number of meetings each member attended is included in the table below.

Table ##: Membership and attendance of the PSWC Fund Advisory Committee 2023-24

Name	Role	Meetings attended
Michael Young, PSWC Commissioner	Chair	4
Penny Shields	Member	3
Susie Walford	Member	4
Melissa Payne	Member	4
Patrick Judge	Member	3
Matthew Harrison	Member	2
Kasey Tompkins	Member	2

Notes:

1. All meetings of the committee occurred in accordance with s27 of the PSWCF Act and the committee's terms of reference.
2. Ms Penny Shields and Mr Patrick Judge were each unable to attend one meeting of the Committee.
3. Mr Matthew Harrison resigned from his position on 30 November 2022.
4. Ms Kasey Tompkins was appointed to the Committee on 5 April 2023.

Performance analysis

The PSWC Fund's 2023-23 performance indicators are included in the 2022-23 Budget Portfolio Statements for the PSWC Fund and are reported on as part of the PSWC Fund's Statement of Performance in Volume 2.2 of the CMTEDD Annual Report.

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 national and ACT Public Sector work health and safety strategies. A serious workplace injury 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 maintains a rehabilitation management system that complies with Australian Government guidelines and that conformance is audited annually. The 2023-24 audit was conducted by Ernst and Young in February 2024.

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 PSWC Fund holds sufficient assets to meet the expected lifetime cost of public sector workers' compensation claims.

D. Achieve a conformance rating of 85 per cent or higher in the annual audit of the ACT workers' compensation self-insurance claims management system

It is a requirement of the SRC Act that the Territory maintains a claim management system that complies with Australian Government guidelines and that conformance is audited annually. The 2023-24 audit was conducted by Ernst and Young in February 2024.

Highlights

The key priorities for the PSWC Fund during the 2023-24 financial year were to:

- developing and deploying best practice health, wellbeing and return to work strategies, policies and interventions for the ACT public sector;
- ensuring the effective and efficient management of new and existing ACT public sector workers' compensation claims;

- ensuring the effective and efficient management of the PSWC Fund assets in accordance with the PSWC Fund investment guidelines; and
- continuously improving injured worker and directorate satisfaction with workers' compensation insurance and rehabilitation services.

In its fifth year the PSWC Fund:

- finalised 735 claims;
- received 678 new claims; and
- made all payments to third parties within ten days, and most within five.

Table 1: ACT public sector workers' compensation claims in 2023-24

	Number
Total claims opened during the reporting period	678
Total claims closed during the reporting period	735
Total reopened claims during the reporting period	180
Current open claims (as at 30 June 2024)	1,259

Outlook

In 2023-24 the PSWC Fund will continue to progress the strategic and operational priorities from 2022-23. Key focus areas of the PSWC Fund in undertaking its functions in 2023-24 include ensuring the effective and efficient funding of the in-house workplace rehabilitation service being established within the Work Safety Group, CMTEDD.

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.

There were no Ombudsman reports in 2023-24 in relation to the Fund.

Financial management reporting

Government contracting

The Territory and the PSWC Fund have engaged, pursuant to Sections 23 and 30 of the PSWCF Act, a claims manager responsible under Section 23 for the following:

- investigating claims;
- assessing the Territory's liability in relation to claims under the SRC Act, including initial liability and ongoing liability;
- calculating benefits and authorising payments under the SRC Act;

- paying amounts in relation to provisional liability medical costs;
- paying amounts in relation to workers' compensation claims;
- managing claim data;
- managing disputes in relation to claims made against the Territory under the SRC Act; and
- anything else prescribed by regulation under the PSWCF Act.

Employers Mutual Limited (EML) continued to be engaged as the claims manager in the 2023-24 financial year and their contract has been extended to 28 February 2025.

Further information

Michael Young Public Sector Workers Compensation Commissioner

(02) 6207 0268 Michael.Young@act.gov.au