



ACT
Government

Chief Minister, Treasury and
Economic Development

Freedom of Information Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI Reference: CMTEDDFOI 2018-0346

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents and schedule	Published
4. Additional information identified	No
5. Fees	Waived
6. Processing time (in working days)	22
7. Decision made by Ombudsman	N/A
8. Additional information identified by Ombudsman	N/A
9. Decision made by ACAT	N/A
10. Additional information identified by ACAT	N/A

From: [REDACTED]
To: [CMLEDD.FOI](#)
Cc: [REDACTED]
Subject: FOI Request - Final briefing packs Annual Reports - Ramsay
Date: Wednesday, 5 December 2018 12:50:59 PM

Good afternoon

I write to request under the *Freedom of Information Act 2016* final briefing packs prepared for Mr Gordon Ramsay MLA for the 2017-18 Annual Reports hearings in his capacity as:

- Minister for the Arts and Cultural Events; and
- Minister for Business and Regulatory Services.

Should you require any further information or clarification about my request, please contact [REDACTED]

Kind regards,

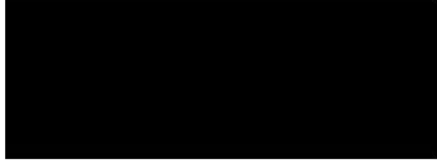
[REDACTED]




ACT
Government

Chief Minister, Treasury and
Economic Development

Our ref: CMTEDDFOI 2018-0346



via email: 

Dear 

FREEDOM OF INFORMATION REQUEST

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), received by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) on 5 December 2018, in which you sought access to:

- Final briefing packs prepared for Mr Gordon Ramsay MLA for the 2017-18 Annual Reports hearings in his capacity as:
 - Minister for Business and Regulatory Services; and
 - Minister for the Arts and Cultural Events Authority.

I am an Information Officer appointed by the Director-General of CMTEDD under section 18 of the Act to deal with access applications made under Part 5 of the Act.

Timeframes

In accordance of section 40 of the Act, CMTEDD was required to provide a decision on your access application by 7 January 2019.

On 6 December 2018 you agreed to a 10-working day extension bringing the due date to 21 January 2019.

Decision on access

Searches were completed for relevant documents and 2 documents were identified that fall within the scope of your request.

I have decided to grant full access to 1 document and partial access to 1 document. The information redacted in the document is information which I consider, on balance, to be contrary to the public interest to disclose under the test set out in section 17 of the Act.

I have included as Attachment A to this decision the schedule of relevant documents. This provides a description of each document that falls within the scope of your request and the access decision for each of those documents.

My access decision is detailed further in the following statement of reasons and the documents released to you are provided as Attachment B to this letter.

In accordance with section 54(2) of the Act a statement of reasons outlining my decision is below.

Statement of Reasons

In reaching my access decision, I have taken the following into account:

- the Act;
- the content of the documents that fall within the scope of your request;

Exemption claimed

My reasons for deciding not to grant access to components of the identified document are as follows:

Public Interest

The Act has a presumption in favour of disclosure. As a decision maker I am required to decide where, on balance, public interests lies. As part of this process I must consider factors favouring disclosure and non-disclosure.

In *Hogan v Hinch* (2011) 243 CLR 506, [31] French CJ stated that when ‘used in a statute, the term [public interest] derives its content from “the subject matter and the scope and purpose” of the enactment in which it appears’. Section 17(1) of the Act sets out the test, to be applied to determine whether disclosure of information would be contrary to the public interest. These factors are found in subsection 17(2) and Schedule 2 of the Act.

Taking into consideration the information contained in the documents found to be within the scope of your request, I have identified that the following public interest factors are relevant to determine if release of the information contained within these documents is within the ‘public interest’.

Factors favouring disclosure (Schedule 2.1)

- Sch 2.1(a)(i) - Promote open discussion of public affairs and enhance the government’s accountability

Factors favouring non-disclosure (Schedule 2.2)

- Sch 2.2(a)(iii) - Prejudice security, law enforcement or public safety.

Having considered the factors identified as relevant in this matter, I consider that release of information contained in these documents may promote open discussion of public affairs and enhance the government’s accountability by allowing you to have a complete record of the interactions between the Annual Reports Hearing Committee and the ACT Government and the steps taken to report on the portfolio responsibilities of Minister Ramsay.

However, when considering this finding against the factor favouring non-disclosure, I am satisfied that the protection of the public is a significant factor. The factor considered is in relation to the prejudice to public security that could occur as the information in page reference 87 reveals specifically some of the sites visited and certain areas for

improvement. I am satisfied that this factor favouring disclosure carries very significant weight and I have decided to withhold from disclosure this information.

I therefore weight the factor for non-disclosure more highly than the factor in favour of release in this instance. As a result, I have decided that release of this information (sites visited and improvements) could prejudice people's right to security under the *Human Rights Act 2004*.

Noting the pro-disclosure intent of the Act, I am satisfied that redacting only the information that I believe is not in the public interest to release will ensure the intent of the Act is met and will provide you with access to the majority of the information held by CMTEDD within the scope of your request.

Folio 87 of the identified documents contains information that I consider, on balance, to be contrary to the public interest to disclose under the test set out in section 17 of the Act.

Charges

Pursuant to *Freedom of Information (Fees) Determination 2017 (No 2)* processing charges are applicable for this request because the total number of pages to be released to you exceeds the charging threshold of 50 pages. However, the charges have been waived in accordance with section 107(2)(b) of the Act.

Online publishing – Disclosure Log

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents released to you in response to your access application will be published in the CMTEDD disclosure log after 20 December 2018. Your personal contact details will not be published.

You may view CMTEDD disclosure log at:

<https://www.cmtedd.act.gov.au/functions/foi/disclosure-log>.

Ombudsman Review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in CMTEDD disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman

GPO Box 442

CANBERRA ACT 2601

Via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) Review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore St
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request please contact me by telephone on 6207 7754 or email CMTEDDFOI@act.gov.au.

Yours sincerely,



Sarah McBurney
Information Officer
Information Access Team
Chief Minister, Treasury and Economic Development Directorate

9 January 2019



ACT
Government

Chief Minister, Treasury and
Economic Development

FREEDOM OF INFORMATION REQUEST SCHEDULE

NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
[REDACTED]	Final briefing packs prepared for Mr Gordon Ramsay MLA for the 2017-18 Annual Reports hearings in his capacity as: Minister for Business and Regulatory Services; and Minister for the Arts and Cultural Events.	2018-0346

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-21	2017-18 Annual Reports hearings in his capacity as Minister for Business and Regulatory Services	25-Oct-2018	Full release	N/A	Yes
2	22-98	the briefs prepared for Gordon Ramsay MLA by Economic Development & the Cultural Facilities Corporation (CFC) in his capacity as Minister for the Arts and Cultural Events	02-Nov-2018	Partial release	Sch 2 s2.2 (a)(iii)	Yes
Total No of Docs						
2						

ANNUAL REPORT HEARINGS 2017-2018
BRIEF INDEX - MINISTER FOR BUSINESS AND REGULATORY SERVICES
ACCESS CANBERRA
November 2018

Brief No.	Brief Title
1.	Access Canberra Accountability Indicators 2017-18
2.	Customer Service
3.	Parking and Traffic Safety
4.	Accountability Indicators – Gambling and Racing Commission
5.	Gaming and Racing – Harm Minimisation and Research

Portfolio/s: Business and Regulatory Services

ISSUE: ACCESS CANBERRA ACCOUNTABILITY INDICATORS 2017-18

Key information:

Measures discontinued from 2016-17

- Number of Interactions with Access Canberra
- Average cost per interaction
- Number of inspections conducted by Access Canberra
 - These measures were discontinued as they were outcomes not outputs.

Changed measures from 2016-17

- (c.) Percentage of services available online
 - This measure was changed from 'Percentage of services delivered online' to highlight the true breadth of online services.
- (f.) Average number of days to issue business authorisation or personal registration
 - This measure was renamed from 'Percentage of licence applications processed within service standard timeframe's and split to measure Business and Personal licences separately.
- (g.) Compliance rate during targeted campaign inspections
 - This measure was previously 'Compliance at time of inspection'. The calculation of this measure was changed to highlight the effect of Access Canberra interactions on compliance.

New measures for 2017-18

- (d.) Percentage of transactions completed online
 - This measure seeks to track the increase of online transactions in response to Access Canberra enabling more services to be completed digitally.
- (e.) Reduction of regulatory burden on business by undertaking risk-based coordinated inspection activities.
 - This measure was introduced to support businesses as businesses should not need to be visited on multiple occasions for activities regulated by Access Canberra.
- (h.) Compliance activities: Engage, Educate, Enforce

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Cleared by: Director Ext: 55275
Information Officer name: Alison Purvis
Contact Officer name: Margaret McKay Ext: 58695
Lead Directorate: Chief Minister, Treasury and Economic Development

- This measure was introduced to gauge the initial ratio of activities undertaken in the compliance space. This does not in any way dilute the requirement to always take the right regulatory approach for the particular circumstance.
- **Engagement** seeks to ensure that 70 per cent of activities undertaken through engagement strategies are targeted at providing advice and assistance to assist industries, businesses and individuals to understand their regulatory obligations and to encourage open dialogue between Access Canberra and stakeholders to achieve voluntary compliance.
- **Education** seeks to ensure that 20 per cent of activities result in an educative response, inspection activities are based on risk assessment and those industry, business or individuals that appear to have engaged in non-compliant conduct that has caused minimal harm or no harm will receive targeted educative compliance.
- **Enforcement** builds on engagement and education strategies and is applicable where there is demonstrable/significant harm or the potential for demonstrable/significant harm to eventuate if no action is taken. Less than 10 per cent of all activities should require enforcement actions to be undertaken as resources have previously been applied to assisting industry, businesses and individuals to understand their regulatory obligations.
- Conduct which contravenes legislation is considered on a case-by-case basis and with consideration given to the circumstances of the conduct. The Access Canberra Accountability Commitment and the sector-specific compliance frameworks outline the regulatory approach and the Principles that underpin Access Canberra's regulatory activities and decisions.
- This measure will be updated on occasion to reflect community needs.
- (i.) Average level of helpfulness after issuing a notice or before issuing a licence/authorisation
 - This measure was introduced to gauge the effectiveness of Access Canberra in assisting businesses to become compliant.
- All remaining measure were retained

Cleared as complete and accurate: 25/10/2018
Cleared by: Director Ext: 55275
Information Officer name: Alison Purvis
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Lead Directorate: Chief Minister, Treasury and Economic Development

STATEMENT OF PERFORMANCE FOR THE YEAR ENDING 30 JUNE 2018

ACCESS CANBERRA

Output Class 2:

Output 2.1:

Access Canberra¹

Description:

Access Canberra was established to provide the appropriate level of community protection while not unnecessarily hindering businesses from flourishing. Access Canberra shapes the delivery of services around businesses, community groups and individuals seeking to engage with the ACT Government to enable a 'no wrong door' approach. Access Canberra aims to set a new benchmark for integrated and seamless service; where staff work together with the community while still supporting the appropriate level of community protection.

	Original Target 2017-18	Actual Result 2017-18	% Variance from Original Target 2017-18	Explanation of Material Variances (+/- 5%)
TOTAL COST (\$'000)	\$91,296	\$	%	
CONTROLLED RECURRENT PAYMENTS (\$'000)	\$76,772	\$	%	
Accountability Indicator				
a. Efficient Service Delivery				
Percentage of Customers satisfied with Access Canberra	90%	90%	0%	
b. Doing Business in the ACT is easier				
Percentage of the Canberra community satisfied with the ease of interacting with Access Canberra	95%	89%	6%	The overall ease of dealing rating remained steady from 2016-17. The rating for ease of dealing was anticipated to increase with additional digital service offerings but this has not occurred.
c. Percentage of services available online	70%	68%	3%	
d. Percentage of services completed online	75%	82%	9%	There has been a greater than forecast take up of online services (including online Driver Licence renewals)

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	Original Target 2017-18	Actual Result 2017-18	% Variance from Original Target 2017-18	Explanation of Material Variances (+/- 5%)
e. Reduction of regulatory burden on business by undertaking risk-based coordinated inspection activities	80%	71%	11%	Due to a change in circumstances there was a need to delay the completion of two planned programs until 2018-19. This reduction in planned activity levels has contributed to the result.
f. Average number of days to issue business authorisation or personal registration				
- for business authorisation	10 working days or less	10 working days or less	0%	
- for personal registration	5 working days or less	5 working days or less	0%	
g. Compliance rate during targeted campaign inspections	90%	96%	6%	During targeted campaign inspections if an entity was found to be non-compliant a heavy emphasis was placed on education by the inspector, with escalating regulatory interventions in follow up visits.
h. Compliance activities: engage, educate, enforce	Ratio: 70:20:10	Ratio: 79:14:8	12%:32%:24%	Effectiveness in initial and on-going engagement has meant that there has been less requirement for education and/or enforcement activities.
i. Average level of helpfulness after issuing a notice or before issuing a licence/authorisation	4.2 out of 5	4.3 out of 5	2%	

¹ This Output was previously Output 3.1 Access Canberra.

The above Statement of Performance should be read in conjunction with the accompanying notes.

Notes

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 Lead Directorate: Chief Minister, Treasury and Economic Development

- a. The customer satisfaction result is determined by the responses to an independent annual survey of the Canberra Community. The survey is a measure of the awareness, attitudes, behaviour and customer satisfaction of/with Access Canberra's corporate identity, channels and services.
- b. The satisfaction with ease of interacting result is determined by the responses to an independent annual survey of the Canberra Community. The survey is a measure of the awareness, attitudes, behaviour and customer satisfaction of/with Access Canberra's corporate identity, channels and services. One of the initiatives undertaken by Access Canberra is conducting joint inspections which have resulted in the ACT community finding it easier than expected to interact with Access Canberra.
- c. Services available online are defined as interactions that can be conducted (at least in part) via the internet/portals.
- d. This accountability indicator measures the percentage of transactions completed online against the total number of transactions completed over the phone, in person and online.
- e. This accountability indicator is an annual measure of the number of inspection activities focusing on more than one regulatory obligation for the business. Coordinated inspection activities reduce the regulatory burden on businesses by making inspections simpler, faster and less frequent.
- f. This accountability indicator measures the average number of days it takes to issue business authorisations and personal registrations. For business registration the average number of working days was 8.65 and for personal registration the average number of working days was 2.78.
- g. Initial rates of compliance are assessed against a predetermined set of criteria set for targeted inspection campaigns. Following the completion of the campaign compliance rates are again assessed to determine the percentage shift in compliance.
- h. This indicator sets a ratio for the engagement and education functions that are separate from Access Canberra exercising its enforcement powers against an industry, business or individual. Increasing efforts to educate and inform individuals and business and industries about their responsibilities and legal requirements leads to increased compliance rates, a reduction in complaints and the need for enforcement responses.
- i. Feedback is collected from an on-going internal phone survey of randomly selected industry groups that have had a regulatory interface with Access Canberra. Results are collated using a helpfulness score: (1:5) 5 being greatest level of support and 1 the lowest.

The above Accountability Indicators were examined by the ACT Audit Office in accordance with the *Financial Management Act 1996*.

The Total Cost and Controlled Recurrent Payments measures were not examined by the ACT Audit Office in accordance with the *Financial Management (Statement of Performance Scrutiny) Guidelines 2018*.

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Portfolio/s: Business and Regulatory Services

ISSUE: CUSTOMER SERVICES

- Since Access Canberra was established we have come a long way in transforming our services digitally to meet the demands of our community. The move toward digital has meant around 120,000 people have not had to attend a service centre and has saved approximately \$9.4m in compliance cost for individuals.

Digital Offerings	2015/2016	2018	% increase
No of Digital Services	101 <i>(as at July 2015)</i>	346 <i>(as at Oct 2018)</i>	243%
No of digital services offered to business	111 <i>(as at June 2016)</i>	185 <i>(as at Oct 2018)</i>	66%
No of digital transactions undertaken	6,259,317 digital transactions from December 2014 to August 2018		

- We have been constantly improving our digital services channel and aim to have at least 80% of services offered by Access Canberra offered digitally.

Digital Services

- 346 digital transactional services are currently available on the Access Canberra website (as at October 2018). 56 were added in 2017-18.
- 185 of these digital transactions are enabled for Business transactions.
- There were over 1,940,000 digital transactions completed in 2017-18.
- The Access Canberra website continues to be one of the most visited ACT Government websites.

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 Cleared by: Director Ext: 53740
 Information Officer name: Josh Rynehart
 Contact Officer name: Nardia Layt Ext: 77889
 Lead Directorate: Chief Minister, Treasury and Economic Development

- The **Fix My Street** platform (FMS) was launched in 2010 as a single point for Canberrans to alert the Government to issues that affect the livability of the city.
- Since its launch the number of issues reported through the platform has significantly increased, particularly since the development of a mobile interface in 2013, which saw an increase from 8,000 reported submissions in 2013 to now reporting 24693 submissions in 2018.
- A new Fix My Street (FMS) service was launched in November 2017 showing customers what municipal activity is happening in their suburb as well as issues other customers have reported, and takes customers through a guided process for finding information and reporting issues.
- In early 2018, Access Canberra and TCCS began a joint project to deliver a second generation platform to incorporate best practice from municipal authorities across Australia and Internationally. This included:
 - i. Changing the ‘Look and Feel’ - The customer facing form to improve easibility. The form design will ensure that the system is easy to use for the customer and enable us to gather the information we need to get the job underway.
 - ii. Improving ‘Customer Communication’ – Introduction of automatic updates to customers on progress.
 - iii. Introduction of ‘Data and Analytics’ capability – Enhancing our ability to track individual issues as well as monitor the quality of the service overall.
 - iv. Improved ‘Business Processes’ – There is inconsistency in the data and process requirements for many business units due to the varying nature of their work. When combined with the challenges outlined above this can lead to delays in our ability to respond to customer issues.

The project has the following objectives:

- i. Greater usage on mobile devices
- ii. Reduction of duplicate reports
- iii. New report for each job type

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- iv. Better quality of job information to better support the business units
- v. Better reporting and transparency through enhanced data and analytics
- vi. Reduction of manual redirections of jobs

Contact Centre

	2016/17	2017/18	2018/19	% >/<
<i>Average Waiting Times</i>	<i>143 seconds (2 minutes, 23 seconds)</i>	<i>347 Seconds (5 minutes 47 seconds)</i>	<i>145 seconds (2 minutes, 25 seconds)</i>	<i>58% improvement so far this financial year</i>
<i>Average Call handle Times</i>	<i>167 seconds (2 minutes, 47 seconds)</i>	<i>188 seconds (3 minutes 8 seconds)</i>	<i>203 seconds (3 minutes, 23 seconds)</i>	<i>22% increase in call handling times</i>

**the increase in call handling times from 2016/17 to 2018/19 is due to the additional services being offered that are more complex in nature, including BDM, WWVP and business licensing.*

- The improvement to the waiting times has been supported by a number of implementation strategies including the call back system, webchat expansion, and the 2018/19 budget measures to engage five additional staff.
- *AC Contact Centre Call Back Service* - The Contact Centre trialed a call back service commencing March 2018 on limited lines of business (Vehicle inspections, Births, Deaths and Marriages, Complaints, working with Vulnerable People and CITL) After the success of the trial, the call back service was expanded to most lines of business effective July 2018. As at 31/10/18 5077 customers have opted in for a call back since the beginning of the trial, of these 5077, 4356 have been called back successfully the same day (86%).
- *Webchat Expansion* - The Webchat service has continued to evolve since introduction in November 2016, with the service now allowing customers to enquire about their individual accounts regarding rego.act. In the last

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year (01/11/17 – 31/10/18) 13075 customers have been serviced via webchat with an average of 251 per week.

- *After Hours Arrangements* - Outside of regular operating hours for the Contact Centre (7am – 8pm Monday to Friday, 8am – 5pm Saturday, 9am – 5pm Sundays and public holidays) our core line of business is diverted to One Contact, an Australian based company who have an office in Wellington, New Zealand, which fields our calls. A procurement process is underway for the afterhour's arrangements.

Service Centres (Shopfronts)

- For the 2017-18 financial year, the service centres saw more than 500,000 customers through its doors.
- Average Waiting times across the services centres for 2017-18 are as follows:

Transactions 2017/2018	Number of transactions	Average Service time	Average Wait Time
Belconnen	125480	8:16	15:38
Civic	29802	5:44	7:20
Gungahlin	114830	9:24	9:10
Tuggeranong	129758	5:10	6:30
Woden	132229	14:13	9:35

- Around 70,000 items of feedback were left at the Q-Flow pedestals in the 2017-18 financial year, with customers consistently scoring questions on customer service at 4.85 out of 5. This shows that regardless of the wait time, the 'overall satisfaction' level remains at approximately 4.84 out of 5, dropping only when a person doesn't think the process was simple.

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Complaints Management Team

- A centralised Complaints Management Team (CMT) commenced on 1 July 2017. As of 31 October 2018, the CMT has managed 12,437 complaints.
- Of these complaints, **11,606 (93%)** have been conciliated by CMT.
- The most common complaint types include:
 - 3099** – Total parking (2618 Illegal parking)
 - 499** Air pollution and **2799** noise (total EPA = **3525**)
 - 1979** – Fair Trading and Consumer Law
 - 1443** – Building (925) and Planning (518)

Customer Satisfaction Survey

- The annual Micromex Customer Satisfaction Survey was completed in February 2018. Here is a snapshot of the satisfaction levels for all service channels in comparison to the previous 2017 results.

	Service Centres		Contact Centre		Website	
	2017	2018	2017	2018	2017	2018
Satisfaction	97%	96%	91%	83%	83%	90%
Ease	98%	93%	88%	73%	83%	87%
Single visit	80%	81%	63%	65%	73%	86%

- There has been a slight decrease in the overall satisfaction (8%) through the contact centre; this is largely due to increased wait times. Wait times significantly increased with the introduction of the Interactive Voice Response (IVR) menu in July 2017. This was introduced to handle additional customer enquiries through the Contact Centre including births, deaths and marriages, working with vulnerable people and Community, Industry & Trader licensing. This required more comprehensive staff training and increased the average handle time.

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Budget Initiatives (additional staff funding)

- Access Canberra was provided with additional funding in the 2018-19 budget to ensure timely provision of essential services to our community.
- This funding has meant additional concierges at the service centres and 5 additional call takers at the contact centre. These additional people have already assisted in reducing wait times and increasing the already very high customer satisfaction levels.
- A contact centre call taker takes on average 350 calls per week. The increase in 5 additional call takers means that over 1,700 additional calls per week may be taken.

Customer Service and Culture Improvements

Customer service improvements

- With the introduction of the IVR, customer feedback was received about the complexity of navigating through the menu options. This was taken on board and continuous process improvements have been made to streamline options for customer to reach the call centre operator more quickly.

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Contact Officer name: Nardia Layt Ext: 77889
Lead Directorate: Chief Minister, Treasury and Economic Development

Portfolio/s: Business and Regulatory Services

ISSUE: PARKING AND TRAFFIC SAFETY

Key information:

- Licence Plate Recognition (LPR) cameras
- Woden Farmers Market Parking
- School Safety Program Initiation

Talking points:

Licence plate recognition (LPR) cameras

- The LPR camera systems are now fully integrated into the ACT's parking enforcement system.
- These cameras are vehicle mounted and are able to determine if a vehicle has remained in place for more than the permitted time, or has parked illegally in locations such as nature strips, no stopping zones and time limited parking zones.
- The LPR cameras are also typically used around sporting events, school zones, large construction sites and residential areas to enforce parking rules. There is a particular focus on reducing unsafe and illegal parking practices.
- The LPR vehicle has proven to be an efficient and effective way of regulating dangerous and illegal parking, whilst reducing work health and safety issues for parking operations staff.
- Infringements detected by LPR cameras are mailed to the registered owner of the vehicle so a driver will not see the normal yellow envelope on a car that has been detected parking illegally by the LPR cameras.

Woden Farmers Market

- Access Canberra Parking Operations has received complaints about vehicles causing 'line of sight' issues by illegally parking their vehicles on Launceston Street whilst the Woden Farmers Market is in operation.
- The ACT Government takes pedestrian safety seriously and inspectors have been tasked with attending the area around the Woden Farmers' Markets to check if there are any vehicles illegally parking on the median strip and cycle path which may be causing 'line of sight' issues.

Cleared as complete and accurate: 24/10/2018
Cleared by: Director Ext: 77387
Information Officer name: Ben Green
Contact Officer name: Christopher Ext: 77205
Seddon/Kassandra Keppell
Lead Directorate: Chief Minister, Treasury and
Economic Development

- Parking inspectors take into consideration the safety risk posed by the increased number of vehicles that are illegally parked in the area and take appropriate action as per the ACT Parking Compliance Framework.

Actions to date

- Access Canberra Parking Operations has issued in excess of 470 infringements this year to vehicles illegally parked on the bicycle lanes, nature strips and No Parking zones on each side of Launceston Street.
- There are five alternative carparks in close proximity to the markets that provide ample legal off-street parking options for members of the community who attend the Woden Farmers Market.
- The increased presence of parking inspectors and works undertaken by Transport Canberra and City Services recently to renew the road marking images in the cycle lane and install No Parking signs has resulted in a large increase in parking compliance around the Woden Farmers markets.
- The Licence Plate Recognition van has attended the location since the road markings were renewed and signage improved conducting three patrols on Sunday 7 October around the Woden Farmers Market. Only two vehicles were identified illegally parked in the No Parking zone and subsequently infringed.

School Safety Program

- The LPR car attended Palmerston Primary School during February and March 2018 and issued infringements to dangerously and illegally parked vehicles.
- Access Canberra had provided educational materials to Palmerston Primary School so that the school could advise parents of planned parking compliance activity by the LPR cameras at the school.
- Despite the education campaign, many parents and carers continued to park in an unsafe or illegal manner.
- Enforcement around the Palmerston Primary School started on a fortnightly basis, moved to weekly, then to a daily basis due to continued non-compliance. Compliance has now been achieved.
- Recent patrols around Palmerston Primary School have seen a significant improvement in parking compliance.
- This activity has initiated a collaboration with TCCS, School Safety Program and the Education Directorate and school principles to foster better road safety practices in Canberra.
- The LPR team is liaising with the above departments in an effort to improve pedestrian and child safety around Canberra schools. The LPR van has patrolled 32

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Information Officer name: Ben Green
Contact Officer name: Christopher Ext: 77205
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Lead Directorate: Chief Minister, Treasury and
Economic Development

schools to date and will continue to have a known presence in the school community over the next 12 months.

- LPR operators have identified increased parking compliance rates at schools that have been patrolled by LPR. This has increased public safety around these schools.
- One of the strategic objectives relating to parking operations is that of safety. Many instances of non-compliant parking activity pose significant safety risks to the community. Indeed, it is largely for safety reasons that parking is forbidden in certain areas under the Australian Road Rules. Unsafe parking can pose risks to pedestrians trying to cross roads and also to motorists who can face dangers such as impaired line of sight and unexpected hazards.
- Our LPR operations target those areas with high rates of vulnerable road users. This includes during peak school times and at community and sporting events.
- Parking Operations seeks to respond to every notification of illegal parking with reports assigned priority based on the assessed level of risk across three categories, safety, public and business amenity and government. These are outlined in Access Canberra's Compliance Framework for Parking Operations.

Cleared as complete and accurate:	24/10/2018	
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	Chief Minister, Treasury and	
	Economic Development	

Portfolio/s: Business and Regulatory Services

**ISSUE: ACCOUNTABILITY INDICATORS – GAMBLING AND RACING
COMMISSION**

Key information:

Issues

- The Gambling and Racing Commission achieved a 100 per cent rating relating to the satisfaction and ease of interacting with the Gambling and Racing Commission. This result is the outcome of a survey of 50 customers who had interacted with the Commission during the reporting period.
- An increased focus on engagement and education activities has had an impact on the level of compliance resulting in a reduction in the need to undertake enforcement action. During the reporting period, there were 511 interactions undertaken, which resulted in 378 engagement activities, 130 education activities and 3 enforcement activities.
- Compliance rate during targeted campaign inspections is measured by re-inspecting any areas of non-compliance identified during initial targeted campaign visits. The number of licensees now compliant is divided by the number of licensees originally found to be non-compliant and the result is expressed as a percentage.
- During the reporting period, the Gambling and Racing Commission undertook 6 targeted inspection campaigns; 3 relating to gaming machines and 3 relating to racing and wagering. Out of these targeted inspections, there were 12 incidents of non-compliance identified. Following completion of the campaign, compliance rates were reassessed and all 12 incidents identified at the completion of the initial campaign were found to have been rectified. As the 12 incidents of non-compliance were found to be compliant at the second assessment, this resulted in a 100% compliance rate.
- The average number of days to issue a personal registrations was 14.1 days, which exceeded the target by an average of 9.1 days. A personal registration includes any authorisations, permits, licenses issued to an individual. The main impact was due to an increase in processing times due to complexities in some assessments and untimely access to information and the required documentation in the area of casino employee licenses.

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	Targets 2017-18	Actual Result 2017-18	% Variance
a. Initiate or complete research projects; analyse significant research projects conducted elsewhere	5	5	-
b. Initiate or complete projects through the Problem Gambling Assistance Fund	4	4	-
c. Percentage of customers satisfied with the Gambling and Racing Commission	90%	100%	11.1
d. Percentage of the Canberra community satisfied with the ease of interacting with the Gambling and Racing Commission	95%	100%	5.3
e. Compliance rate during targeted campaign inspections	90%	100%	11.1
f. Compliance activities: engage, educate, enforce	Ratio:70:20:10	Ratio:74:25:1	5.7/20/(90)
Average number of days to issue business authorisation or personal registration	10 working days or less for business 5 working days or less for personal	8 working days 14.1 working days	0 (182)
g. Average level of helpfulness after issuing a notice or before issuing a license/authorisation	4.2 out of 5	4.5 out of 5	7.1

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 Lead Directorate: Chief Minister, Treasury and Economic Development

Portfolio/s: Business and Regulatory Services

ISSUE: GAMING AND RACING - HARM MINIMISATION

Key information:

COMMISSION INITIATIVES IN 2017-2018

Gambling Harm Awareness Week

- Gambling Harm Awareness Week is an annual event organised by the ACT Gambling and Racing Commission (the Commission) designed to raise awareness of the risk of harm associated with gambling.
- Gambling Harm Awareness Week 2017 was held between 30 October and 3 November 2017.
- Key initiatives rolled out from GHAW 2017:
 - Launched the Gambling In-Venue Support Kit which was provided to gambling venues.
 - Revamp and improvements of the Gambling Contact Officer Training including the addition of training sessions for club board members on the public health approach to gambling harm.
 - Continued to draw on the work and experience of New Zealand and Victoria on the way they are using a public health approach to gambling harm.
 - Continued to work with venues and stakeholders to educate, inform and support a connected response to the community issue of gambling harm, in particular through the formation of the Gambling and Racing Commission Advisory Committee Sub-Committee where representatives were from industry, community sector and government.
 - Held information sessions for ACT government agencies to open lines of communication on the public health approach and discuss the mechanisms for change that may lie in various agencies.
 - Development of the Draft Strategy for gambling harm prevention in the ACT – A public health approach which was released during GHAW 2018.

Gambling Self Exclusion Scheme and Exclusion Database

- The ACT Gambling Exclusion Scheme provides a means for people who recognise that they are experiencing significant gambling harm to take proactive steps to protect themselves by managing their access to gambling venues.
- People seeking to self-exclude can apply under the Scheme to exclude themselves from access to all ACT clubs or the ACT clubs that they specifically nominate for up to three years.

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- All self-exclusions, as well as exclusions initiated by gambling venues, are recorded on the Gamblers Exclusion Database.
- All gaming machine licensees as well as totalisator and casino licensees must use the database and can apply to the Commission for access.

A Public Health Approach to Gambling Harm

- The Commission is committed to reducing gambling harm in the ACT via a public health approach. This approach acknowledges that harms from gambling are not merely financial, and are not restricted to the gambler alone, but impact the health and wellbeing of family and friends, ultimately affecting the wellbeing of the greater community.
- Studies show that concentrating on treating only those already experiencing severe harm does not prevent or reduce the risk of others being harmed.
- The Commission has partnered with organisations such as Capital Health to provide education and training for doctors on treating clients presenting with signs of gambling harm.

Research

- The Commission has funded a large body of local research which has played an important role in informing the ACT's public health approach.
- In May 2018 the ANU Centre for Gambling Research released the *Informing Targeted Interventions for People Experiencing Gambling Harms in the ACT* report. The project was funded through the Problem Gambling Assistance Fund.
- The findings of this report informed the targeting and tailoring gambling harm reduction initiatives in the Commission's draft *Strategy for preventing Gambling Harm in the ACT*, which was recently released for consultation.

Support Services

- The Commission funds the provision of gambling counselling services through the ACT Gambling Counselling and Support Service. The Service is funded by the Problem Gambling Assistance Fund. The Service provides group support sessions, face to face counselling and telephone counselling with gambling clients and their family members.

Training

- Training sessions have been developed for gambling contact officers and club board members to help them to better recognise the signs of gambling harm and support their patrons.
- The Commission also funds free gambling harm workshops for community sector workers, to assist them in identifying the signs of gambling harm.

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GOING FORWARD in 2018-2019

Gambling Harm Awareness Week 2018

- The Commission has recently conducted Gambling Harm Awareness Week 2018, with the key event being the Gambling Harm Awareness Conference and the release for consultation of the Commission's *Draft Strategy for Gambling Harm Prevention in the ACT*.

The Conference

- Approximately 80 people attended the conference on 9 October 2018, comprising of representatives from gambling venues, help service providers and ACT Government.
- One of the Commission's aims in conducting Gambling Harm Awareness Week annually is to start conversations with a variety of stakeholders around gambling harm awareness in order to move the harm prevention agenda forward. Discussions emerging at the Conference were engaging and constructive.
- The diversity of opinions expressed by representatives from different sectors has provided the Commission with a valuable insight into the manner in which future educational strategies can be targeted.
- The Commission is reviewing the feedback received from the Gambling Harm Awareness Week Conference. This evaluation process will inform planning for gambling harm minimisation initiatives for the coming year, and for next year's Gambling Harm Awareness Week.

Draft Strategy for Gambling Harm Prevention in the ACT

- During Gambling Harm Awareness Week the Commission released for consultation its *Draft Strategy for Gambling Harm Prevention in the ACT: A Public Health Approach*. This draft is being circulated as part of the first phase of engagement with key stakeholders, namely the government, gambling industry and community service sectors.
- The Strategy provides the overarching framework that will guide the Commission's delivery of harm prevention activities over the next five years. It aims to promote collaboration, shared expectations and a co-ordinated, meaningful and practical approach between stakeholders to combat gambling harm.
- The Commission will continue to engage closely with stakeholders before the Strategy is finalised. It is envisaged that the final Strategy will frame the delivery of activities over a five year period, from 2019-20 to 2024-25.

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ISSUE: RESIDENTIAL TENANCIES COMMERCIAL GUARANTEES

Talking points:

Commercial Guarantees per 2017 legislation

- The Residential Tenancies Act allows a lessor to accept a guarantee or indemnity instead of a bond as a promise to pay the lessor for damages that occur during a tenancy. The guarantee is only enforceable to the maximum amount a bond would have been.
- The Residential Tenancies Act was amended in 2017 to improve consumer protections for tenants and lessors who enter into a commercial guarantee or indemnity contract.
- The provider of commercial guarantee must apply to the Commissioner for Fair Trading for registration for this arrangement. The registration process is prescribed by regulation. The regulation prescribing this process commenced on 7 May 2018.
- Commencement of the provisions relating to registration were delayed to allow the Government time to consider the implications of commercial guarantee products, including consumer protection issues.

The 2018 Amendment Act

- The Residential Tenancies Amendment Act 2018 introduced amendments to the commercial guarantee provisions:
- Extending the delay on the use of commercial guarantees to give the Government further opportunity to consider the legal policy implications and conduct further stakeholder consultation.
- Amending the Act to provide that a person may only apply to have the arrangement for a commercial guarantee on or after a day declared by the Minister, ending registrations at the application stage.
- Deeming any undecided applications for registration of a standard guarantee contract made before this time or those refused by the Commissioner not to have been made. Deeming contracts registered before this date to have ended. Allowing any guarantees entered into before the legislation commences to remain in force.

2017-18 ANNUAL REPORT HEARINGS
STANDING COMMITTEE ON ECONOMIC DEVELOPMENT AND TOURISM
MINISTER FOR THE ARTS AND CULTURAL EVENTS

Wednesday, 7 November 2018

11:30am – 12:30pm

Mr Jeremy Hanson MLA (Chair)

Ms Suzanne Orr MLA (Deputy Chair)

Mr Michael Petterson MLA

<u>No</u>	Title	Executive/Officer responding at Hearing
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Arts and Engagement

Output 3.5

1.	Arts Budget Initiatives and Arts Funding	Sam Tyler Ext: 54365
2.	Accountability Indicators	Sam Tyler Ext: 54365
3.	Belconnen Arts Centre Stage 2	Sam Tyler Ext: 54365
4.	Arts Facility Management	Sam Tyler Ext: 54365
5.	Public Art – Collection Management	Sam Tyler Ext: 54365
6.	Kingston Arts Precinct	Sam Tyler Ext: 54365
7.	ANU H Course and Community Outreach Program	Sam Tyler Ext: 54365
8.	ACT Arts Policy/Strategy	Sam Tyler Ext: 54365
9.	Minister’s Creative Council	Sam Tyler Ext: 54365
10.	Engagement with Aboriginal and Torres Strait Islander Arts and Cultures	Sam Tyler Ext: 54365
11.	Whole of Government Arts Engagement	Sam Tyler Ext: 54365
12.	New Canberra Theatre	Sam Tyler Ext: 54365

Events

Output 3.4

13.	Budget, Staffing and Accountability Indicators	Jo Verden Ext: 50554
14.	2017 Canberra Nara Candle Festival	Jo Verden Ext: 50554
15.	2017 Christmas in the City	Jo Verden Ext: 50554
16.	New Year's Eve 2017	Jo Verden Ext: 50554
17.	Australia Day 2018	Jo Verden Ext: 50554
18.	Symphony in the Park & Canberra Day 2018	Jo Verden Ext: 50554
19.	2018 Canberra Balloon Spectacular	Jo Verden Ext: 50554
20.	2018 Lights!Canberra!Action!	Jo Verden Ext: 50554
21.	Reconciliation Day 2018	Jo Verden Ext: 50554
22.	ACT Event Fund 2017	Jo Verden Ext: 50554

Cultural Facilities Corporations

Output: Cultural Facilities Corporation (CFC)

23.	CFC Financial Results for 2017-18	Harriet Elvin Ext: 73976 Ian Tidy Ext: 52195
24.	CFC Performance Results for 2017-18	Harriet Elvin Ext: 73976 Ian Tidy Ext: 52195
25.	CFC Capital Projects Undertaken in 2017-18	Harriet Elvin Ext: 73976 Ian Tidy Ext: 52195
26.	CFC Capital Upgrades Undertaken in 2017-18	Ian Tidy Ext: 52195
27.	Work Health Safety Notices Issued to CFC in 2017-18	Harriet Elvin Ext: 73976
28.	Security Planning for the CFC	Harriet Elvin Ext: 73976

29.	Theatre Reserve	Harriet Elvin Ext: 73976
30.	Canberra Theatre Centre – Ticketing Arrangements for Patrons Requiring Wheelchair Access Seating	Harriet Elvin Ext: 73976
31.	Canberra Museum and Gallery – Cladding in Signage	Harriet Elvin Ext: 73976
32.	Canberra Museum and Gallery- Acquisition of Social Media Posts	Harriet Elvin Ext: 73976
33.	Rural Leaseholder Concerns – Proposed Cuppacumbalong to Lanyon Homestead Walk	Harriet Elvin Ext: 73976
34.	Water Damage at Calthorpes’ House	Harriet Elvin Ext: 73976

ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 79-80

Vol: 3 Page 100-106

Portfolio/s: Arts and Cultural Events

ISSUE: ARTS BUDGET INITIATIVES AND ARTS FUNDING

Talking points:

- The Government was pleased to deliver on the 2017-18 ACT Budget Initiatives including for Art, Not Apart, Kulture Break, DESIGN Canberra, and the ANU Advanced Music Performance Program, and is on track to deliver on Pop Up arts events in Woden and Gungahlin in 2018-19.
- The Government was also very pleased to deliver on its commitment to ensure base line funding for one-off projects at a minimum of \$750,000, with 48 projects being funded at \$721,363 and 23 out of round applications were funded at \$37,252.
- Also pleasing is the significant progress the Government has made towards the new ACT Arts Funding Plan.
- The new Arts Activities Funding category of the Plan for 'Up to \$5,000' and for 'Up to \$50,000' commenced on 1 June 2018 and has been well received by the community as being more flexible and easier to access.
- Capacity building for the arts sector in the Plan has also commenced with funding for artists to develop their projects and funding applications, which commenced in October 2018.
- Capacity building for the live music sector through MusicACT commenced in September 2018, and the Government is on track to shortly announce capacity building for arts organisations.

Key Information

- The budget initiative funding for Aboriginal and Torres Strait Islander arts and cultural engagement is complex and has yet to be delivered. On the appointment of an Aboriginal and Torres Strait Islander officer to artsACT in late 2018, funding programs for Aboriginal and Torres Strait Islander arts and cultural engagement will be progressed.

Cleared as complete and accurate:	02/11/2018	
Cleared by:	Deputy Director-General	Ext: 75564
Information Officer name:	Sam Tyler	
Contact Officer name:	Sam Tyler	Ext: 54365
Lead Directorate:	Chief Minister, Treasury and Economic Development	

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- Consultation on a new funding model for arts organisations is being extended to allow appropriate time to consider the complexities involved in this category, and to enable sufficient time for organisations to prepare and adjust to the new model. It is proposed that a new model will commence from 2022 to allow this time.

Background Information

- Key Arts Organisations were funded at \$4,178,985 for 2017-18, with a proposed budget of \$4,196,000 for 2018-19. This funding is delivered through five year funding agreements across 17 Key Arts Organisations for core operational costs. Nine of these organisations manage an ACT arts facility. Funding agreements are proposed to be extended to 31 December 2021 while the new organisation funding model is developed. This work is ongoing.
- Program Organisations were funded at \$533,836 in 2017-18, with a proposed budget of \$556,000 for 2018-19. This funding is delivered through two year funding agreements to 31 December 2017 across seven arts organisations to support a specific program of activity. The funding agreements were re-newed for one year to 31 December 2018 and are proposed to be extended to 31 December 2019, while the new organisation funding model is developed. This work is ongoing.
- Project Funding was provided for self-determined one-off arts activities in 2017-18 where 48 applications were successful at \$721,363 as well as \$90,000 for eight film projects.
- Out of Round was provided for arts opportunities in 2017-18 where 23 applications were funded at \$37,252.
- Arts Activities Funding (which replaced Project funding and Out of Round) has a proposed budget of \$775,000 for 2018-19. This supports funding for the '\$500 up to \$5,000' category which is open all year with a budget of \$175,000, and funding for the 'Over \$5,000 and up to \$50,000' category for larger projects which is offered twice a year at a budget of \$300,000 per round. Applications for the 'Over \$5,000 and up to \$50,000' category closed on 31 July 2018. Sixteen applications have been approved at \$303,208 from 58 applications received requesting total funding of \$1,192,000. There have been 16 successful applications to date for the '\$500 up to \$5,000' category at a total of \$57,281.
- Screen/film projects for self-determined film/screen projects are funded by Screen Canberra at \$90,000 for eight projects in 2017-18 (included with project funding above) with a proposed budget of \$100,000 for 2018-19, yet to be opened.
- ACT Book of the Year Award has a budget of \$16,000 including \$10,000 for winner, \$2,000 for any highly commended book and \$1,500 for any shortlisted book, and is offered once a year. \$16,000 was provided in 2017-18, with the same proposed budget for 2018-19. Nominations for the 2018 award closed on 31 July 2018, with 27 nominations currently being judged.

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ANNUAL REPORT HEARING BRIEF

- Government and Budget Initiatives

Initiative	2017-18 Expended	2018/19 allocation
Aboriginal and Torres Strait Islander arts and culture	\$0	\$100,000
Advanced Music Performance Program	\$0	\$250,000
Art, Not Apart	\$130,000	\$130,000
Arts Law Centre	\$15,500	\$16,000
Arts Residencies	\$24,000	\$58,000
Belconnen Arts Centre(Stage 2 core)	\$0	\$300,000
DESIGN Canberra	\$100,000	\$100,000
Kulture Break	\$35,000	\$35,000
Visual Arts and Crafts Strategy	\$153,000	\$156,000
Pop-up	\$0	\$270,000

- Community Outreach Funding

Community Outreach Funding	2017-18 Expended	2018/19 allocation
ANU Community Outreach Program	\$572,935	\$679,000
Belconnen Arts Centre (CACD)	\$181,972	\$186,000
Belconnen Arts Centre (Stage 2 interim funding)	\$75,000	\$0
Canberra Symphony Orchestra (Outreach and Llewellyn Hall)	\$216,444	\$221,000
Community Arts Outreach Funding	\$0	\$325,000
Capacity building in the arts – general	\$0	\$100,000
Capacity building in the arts – MusicACT	\$108,000	\$110,000
Music for Canberra and other music organisations for Llewellyn Hall	\$42,000	\$30,000
Tuggeranong Community Arts Association (CACD)	\$181,972	\$186,000

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ANNUAL REPORT HEARING BRIEF

Vol:1 Page No: 79

Portfolio/s: Arts and Cultural Events

ISSUE: ACCOUNTABILITY INDICATORS

Talking points:

- artsACT has successfully achieved all five accountability targets set for the 2017-18 financial year.
- 26 funded arts organisations supported community participation, which exceeds the target of twenty five due to the addition of Kulture Break through budget funding.
- 89% of tenants were satisfied with service and assistance they received from the management of community arts facilities. This is an improvement on last years' results of 73%.
- 88% of art organisations and artists were satisfied with the service and assistance they received with the management of grants administered by artsACT.
- There were 459,000 attendees at programs delivered by artsACT funded organisations and artsACT undertook five (5) engagement activities with the community on arts and cultural matters.

Key Information

- The first indicator, number of art organisations supporting community participation measures the number of arts organisations supported by the ACT Arts Fund that will implement the objectives of ACT Arts Policy and is calculated by using the number of organisations that receive funding during the year. This measure aims to facilitate community participation in and access to the arts, whereby organisations through their programs provide opportunities for the community to engage in arts activities.
- An annual satisfaction survey is conducted for the tenants satisfaction with management of Community Arts Facilities accountability indicator. Respondents are asked a series of questions evaluating various aspects of service delivery and their satisfied levels. They are asked to provide an overall satisfaction rating for which the results are then calculated. The annual satisfaction survey measures the overall satisfaction with artsACT over the previous 12 months. The results are collated and reported as an overall percentage of satisfaction. artsACT is responsible for 12 arts facilities and due to this small sample size, results can vary from year to year.

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- An annual satisfaction survey is also conducted for the satisfaction with the management of grants administered by artsACT accountability indicator. Similar to the above, respondents are asked a series of questions evaluating various aspects of service delivery and how satisfied they are. They are asked to provide an overall satisfaction rating for which the results are then calculated.
- The indicator, number of attendees at programs delivered by artsACT funded organisations is calculated using the number of attendances at events which is provided by artsACT funded organisations through their acquittal process. Attendance numbers include paid and unpaid attendance and non-ticketed events. This indicator shows the level of community engagement at art events delivered by artsACT funded organisations and contributes to the ACT Government's priority of enhancing liveability and social inclusion.
- The last indicator, number of engagement activities with the community on arts and cultural matters is based on the number of engagement activities held each year by artsACT with the community on arts and cultural matters and is consistent with the implementation of the ACT Arts Policy.
- The calculation methodology for all accountability indicators are determined when indicators are set and this is consistent across the directorate and ACT Government. Accountability indicators are also reviewed as part of the annual audit process conducted by the ACT Audit Office.

Background Information

- Output 3.5 Art Engagement currently has 5 accountability indicators;
 - Number of art organisations supporting community participation. The 2017-18 Target to be achieved is 25 organisations supporting community participation. The result is measured through the grant acquittal process. The target has reduced for 2018-19 to 24 due to the non-continuation of funding for one organisation in 2018.
 - Tenants satisfaction with management of Community Arts Facilities. The 2017-18 Target to be achieved is 80%. This accountability indicator measures the standard of service and assistance the community arts facility managers receive from artsACT in relation to the management of ACT Government-owned arts facilities.
 - Satisfaction with the management of grants administered by artsACT. The 2017-18 Target to be achieved is 80%. This accountability indicator measures the standard of service and assistance that arts organisations and artists receive through delivery of the grants management process of the ACT Arts Fund.

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Lead Directorate: Chief Minister, Treasury and Economic Development

ANNUAL REPORT HEARING BRIEF

- Number of attendees at programs delivered by artsACT funded organisation. The 2017-18 Target to be achieved is 350,000 attendees. This accountability indicator measures the annual attendance numbers at programs delivered by artsACT funded organisations.
- Number of engagement activities with the community on arts and cultural matters. The 2017-18 Target to be achieved is 4 activities. This accountability indicator measured the number of times artsACT has engaged with the community on arts matters. Due to the changing nature of the engagement undertaken, the number of engagement activities is likely to vary. This indicator is to be discontinued in 2018-19.
- 2016-17 was the first year that the Satisfaction with the management of Grants administered by artsACT resulting in 72% satisfaction, not achieving target. This related to a longer than expected time taken to notify the outcome of the application from lodgement and concerns over the quality of feedback to applicants.
- 2012-13 was the first year that Tenants Satisfaction with management of Community Arts Facilities was below 50% at 43%; this was due to only fifty percent of facilities responding. As a result, the survey was refined to be more specific to achieve a better understanding of the positive and negative aspects of facility management by artsACT. While 2017-18 results are favourable, trends over years show that this can vary from year to year. 2016-17 was 73%, 2015-16 was 80%, 2014-15 was 67%, 2013-14 was 89%. In 2016-17 the target was revised from 85% to be more proportionate to the small sample size.
- The number of attendances at programs delivered by artsACT funded organisations is made up of a combination of attendance at ticketed and non-ticketed activities run by Key Art Organisations and Program Organisations supported by artsACT. Prior results were 403,000 attendances at programs delivered. There have been noticeable increases to attendances at non-ticketed activities (372,000) compared to last year (319,000) and this can be attributed to variations in programming across Key Art Organisations and Program Organisations. It is important to note that these variations to programming each year can impact attendance numbers and therefore the target should remain at 350,000.

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ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 30, 79, 80

Portfolio/s: Arts and Cultural Events

ISSUE: BELCONNEN ARTS CENTRE STAGE 2

Talking points:

- To meet high community demand for creative spaces in Belconnen, Stage 2 will provide a multiuse performance space and associated back of house areas, a new gallery space, a new dance/rehearsal studio and performance resident's office as well as expanded administration space.
- The building extension will continue the high standards of accessibility established in Stage 1, making the facility user friendly and open to all.
- The 2018-19 ACT budget allocated \$700,000 over two years to support expansion at the Belconnen Arts Centre. This funding will be provided in addition to the \$15m allocated over three years in the 2017-18 Budget for design and construction of Stage 2 of Belconnen Arts Centre.
- The two-phase design and construct contract will see design work and approval processes undertaken in Phase 1, and construction work undertaken in Phase 2.
- Following a two stage procurement process, PBS Building was announced as the successful tenderer on 13 July 2018.
- The project is progressing in accordance with the approved program. Design development is 100 per cent complete. Construction is expected to commence in November 2018 and be completed by late 2019.
- As the building occupier and operator, Belconnen Arts Centre Inc has been instrumental in project development. Public programs will continue under a reduced schedule during construction.

Key Information

- \$15 million was announced for Stage 2 of Belconnen Arts Centre over three years in the 2017-18 Budget (\$1.28 million in 2017-18, \$7.42 million in 2018-19 and \$6.30 million in 2019-2020).
- The \$15 million funding for Belconnen Arts Centre Stage 2 has been re-profiled over four years to \$282,000 in 2017-18, \$4 million in 2018-19, \$8.3 million in 2019-20 and

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\$2.4 million in 2020-21. This is to align funding more closely with scheduled expenditure given a revised delivery method whereby final design will be completed prior to construction start.

- This project was an election commitment in 2016. The \$17 million election commitment for Stage 2 does not include design and development of a foreshore path connection. artsACT is working with TCCS on the design of the foreshore path and exploring delivery options.
- The additional \$2m of the election commitment (beyond the \$15m for the construction of Stage 2) for programming, was considered as part of the 2018-19 Budget with \$700,000 allocated over two years to support innovative approaches to exhibitions and public programming during and immediately following the construction of Stage 2 of the Centre. Ongoing operational funding will be considered as part of future budget processes.
- The election commitment also proposed funding be made available for architectural projection equipment. Consideration is being given to integrating projection equipment as part of the building. Funds for any additional projection equipment will be subject to future Budget processes.

Background Information

- Nil.

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ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 79, 80, 130, 221

Vol: 3 Page No: 17

Portfolio/s: Arts and Cultural Events

ISSUE: ARTS FACILITY MANAGEMENT

Talking points:

- The ACT Government manages thirteen arts facilities, through artsACT, under licence agreements with a number of local not-for-profit arts organisations.
- As the owner of these buildings, the ACT Government funds minor upgrades and major new works as well as planned and reactive maintenance at each site.
- The highest priority projects at arts facilities this year are the start of the Belconnen Arts Centre Stage 2 project as well as capital upgrades across the portfolio as identified in the Strategic Asset Management Plan (September 2014) for arts facilities.
- \$250,000 has been allocated in the 2018-19 Budget towards better arts facilities. Of this \$50,000 has been set aside in 2018-19 for the development of a specialist asset replacement scheme as well as \$100,000 in 2019-20 to start its implementation. Furthermore \$100,000 is allocated in 2018-19 for a scoping study about improvements required to the Watson Arts Centre kiln shed.
- \$880,000 was allocated over four years in the 2017-18 Budget for priority upgrades, including improvements to fire and mechanical systems at Ainslie and Gorman House Arts Centres, Strathnairn, Tuggeranong Arts Centre and Watson Arts Centre. These works have commenced with replacement evacuation stairs at Gorman House Arts Centre being the first priority.
- Arts facility tenant satisfaction was 89% which was higher than the target of 80% in 2017-18. This indicates that most arts facility occupants were satisfied with the management of arts facilities.

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Key Information

- The ACT Government provides recurrent and capital funding. Recurrent funding for repairs and maintenance covers the cost of planned and reactive maintenance. Capital funding covers minor upgrades and major new works.
- Facility upgrades are guided by a Strategic Asset Management Plan (SAMP) and the focus for arts facilities is currently on safety improvements and the maintenance of existing assets.
- Additional funding, specifically for fire protection works at the Street Theatre, was allocated in the 2016-17 Budget for works in the 2017-18 financial year (\$180,000). The internal fire system improvements were completed during the facility shut down period in January 2018. Installation of a new fire hydrant was completed in April 2018.
- \$79,000 was allocated in the 2016-17 Budget Update for improved signage at the Gorman and Ainslie Arts Centres. Final design for the signage project has commenced and implementation will follow Heritage and planning approvals.
- Immediate concerns raised in April 2018 by electrical contractors about the safety of the electrical system at the Former Transport Depot have been addressed. Consulting engineers have reviewed the existing system and designed a new electrical supply system including design of new lighting fixtures and set out. The works will be implemented as funding is available.

Background Information

- ACT Government arts facilities are as follows:
 1. Ainslie Arts Centre (heritage-listed)
 2. Belconnen Arts Centre
 3. Canberra Glassworks (heritage-listed)
 4. The Chapel (artist residence at Canberra Glassworks)
 5. Canberra Contemporary Arts Space (Manuka)
 6. Gorman House Arts Centre (heritage-listed)
 7. Manuka Arts Centre (heritage-listed)
 8. Nissen Hut Storage
 9. Strathnairn
 10. The Street Theatre

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11. Tuggeranong Arts Centre

12. Watson Arts Centre

13. Former Transport Depot (heritage-listed) includes the Megalo studios

- Minor upgrades totalling \$325,000 were completed in 2016-17 at Tuggeranong Arts Centre, Watson Arts Centre, Strathnairn, Gorman House Arts Centre, the Canberra Glassworks and Manuka Arts Centre.
- \$375,000 was spent on improvements at arts facilities in the 2017-18 financial year.
- The valued heritage-listed buildings in the portfolio, notably Canberra Glassworks, Gorman House Arts Centre and Ainslie Arts Centre, require a higher level of expenditure on repairs and maintenance than newer arts facilities.

Arts Infrastructure Plan

- Preliminary project planning and stakeholder consultation was completed in 2017-18 to guide the development of an Arts Infrastructure Plan. The purpose of this plan is to provide a framework to guide decisions about the strategic management and development of arts facilities in the ACT. The completion of this project has been delayed due to coordination required with other strategic planning projects current in the ACT including whole of government infrastructure planning.
- The Arts Infrastructure Plan will consider the provision of arts facilities in locations where there are currently no arts facilities such as Woden, Weston Creek and Gungahlin. The pop-up arts festivals currently being developed for Woden and Gungahlin will help capture information from the community on the focus of arts practice in each region as well as the particular arts facility desired.

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Vol: 3 Page No: 17

Portfolio/s: Arts and Cultural Events

ISSUE: PUBLIC ART – COLLECTION MANAGEMENT

Talking points:

- Public art plays a central role in reflecting our community's values and inspires us with new stories and experiences. It also enhances our experiences of public spaces and the people that inhabit them.
- There are 113 public artworks owned by the ACT Government and these artworks have a total value of \$17.5m. The management of public art is the responsibility of a number of ACT Government agencies with artsACT as the lead agency managing 101 of artworks in the collection.
- The Auditor-General's Report on the management of public art in the ACT was tabled in the Legislative Assembly on 12 October 2017. The findings were primarily positive and were welcomed by the ACT Government. The Audit Report highlights strengths in the management of public art as well as areas for improvement.
- Public artworks in the collection were found to be in good condition and effective processes in place for their maintenance and repair. A key recommendation of the Audit Report was to develop a maintenance and repair plan for each artwork. A collection maintenance and repair plan was completed in October 2018.
- An artwork proposal by artists Suzy Bleach and Andy Townsend has been selected to replace the stolen artwork at Hughes Shopping Centre. The artists were appointed in September 2018 and the artwork will be installed in early 2019.
- The artwork *Crying Dinghy* by local artist Hanna Hoyne was installed at Henry Rolland Park in West Basin on 15 August 2018. The artwork was commissioned by the City Renewal Authority and will be managed by artsACT as part of the ACT Government's public art collection.

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- The artwork *Stopping to Smell the Flowers* by artist Jimmy Rix was launched at Joey Park in Throsby on 16 September 2018. The artwork depicting two kangaroos was commissioned for temporary exhibition at Floriade 2017 and is now permanently located in Throsby. The artwork has been very positively received by the community.

Key Information

- The current focus of artsACT work related to public art is on collection management rather than new commissions.
- artsACT is working across government on the implementation of the Audit Report on Public Art.
- The public art recurrent maintenance budget for 2017-18 was \$163,000 and covered reactive maintenance tasks, such as graffiti removal, scheduled maintenance activity (including cleaning and waxing) and artwork conservation.
- All artworks are cleaned annually by specialist conservators and works in high profile locations, such as in the city and town centres, are cleaned more frequently.
- A future direction of artsACT with regard to public art is to support and encourage more private sector development of artwork for public spaces. Some private developers have shown a strong interest in commissioning public artworks such as at Denman Prospect, Molonglo, where Capital Estate Developments have installed a number of significant artworks in public spaces.
- The community consultation report about the Hughes Shops public artwork is available on the artsACT website. The consultation report informed the artist brief for the replacement artwork.
- The *Crying Dinghy* public artwork was funded by the City Renewal Authority as part of the Henry Rolland Park development. The total cost of the artwork commission was \$110,000 excluding GST. The artwork will be maintained through the annual Repairs and Maintenance budget for public art as part of the ACT Government public art collection.
- *Stopping to Smell the Flowers* was originally exhibited at Floriade 2017. The work was funded from previous Budget allocations to public art and cost \$37,000 ex GST. The artwork will be maintained through the annual Repairs and Maintenance budget for public art as part of the ACT Government public art collection.
- A second permanent artwork commissioned for Floriade 2017, *Transflective Waterscapes*, is not yet installed in a new location as it requires an in-water site. The preferred location for this artwork is within a storm water pond in Kingston. Installation has been delayed due to additional consultation required and avoidance of overlap with current temporary sculpture exhibition (Contour 556).

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- Major conservation works to the value of \$39,150 ex GST were completed on *Ethos* (located in Civic Square) in 2017-18. The works comprised a full surface clean, corrosion treatment and stabilisation, wax coating application and remediation of cracking.
- Repairs were made to lighting and electrical components of 28 artworks in the public art collection during 2017-18. Works included new lighting for *Dancers on the Lakefront* (located on Emu Bank, Belconnen), for the *Owl* (located on intersection Benjamin and Belconnen Ways) and for *Running Lights* (located in Lake Ginninderra). The total cost of lighting improvements to works in the collection was \$22,500 ex GST.

Background Information

Public Art Audit

- The Government has completed a response to the Audit Report. The response was tabled in the ACT Assembly on 13 February 2018.
- The Auditor-General's report titled, 'Selected Government agencies' management of public art,' reviews the management of public art by three Directorates as well as by the Cultural Facilities Corporation.
- There are six key recommendations in the report that relate to: an ACT Public Art Strategic Plan; artsACT operational activities; ACT Health operational activities; asset management; public art asset acceptance; and TCCS operational activities.
- A key recommendation is the preparation of a Public Art Strategy that covers all ACT Government public art to be developed cooperatively by the ACT Government, Commonwealth and private sector investors. The Strategy is to include a management model for the delivery of public art that does not rely solely on public funding. Preliminary project planning and desktop research has been completed for the Strategy. The timing of the delivery of this project is being coordinated with other strategic planning exercises being run by the ACT Government including the City Renewal Authority's Urban Art Strategy.
- Acquisition and decommissioning processes were found to be appropriate and effective with only minor suggestions related to improved guidance on acquisitions in the ACT Public Art Guidelines.
- Public artworks in the collection were found to be in good condition and effective processes in place for their maintenance and repair. Opportunities were also identified to develop a maintenance and repair plan for each artwork and to prevent incidental damage.
- The Audit Report recommendations are being implemented by agencies within existing resources.

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Hughes Shops Public Artwork

- The bronze artwork, *Stepping Out* (1997), by artists Giovanna Ianniello and Gerard Murphy, was stolen from Hughes Shopping Centre on Sunday 29 May 2016. The artwork has not been recovered by police and an insurance claim has been processed.
- The community was invited to provide comments about the replacement Hughes Shops artwork on the Your Say website. Drop-in stalls were held at the Hughes Shops with the artist, Giovanna Ianniello, on Tuesday 22 August and Saturday 26 August 2017. Following commissioning and fabrication, it is anticipated a new artwork will be in place late 2018.
- The replacement artwork is being funded from an insurance claim and from recurrent funding for collection management. The insurance pay out did not reflect the full cost to replace with a similar artwork so some additional funding is being sourced from the recurrent allocation to public art.

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Portfolio/s: Arts and Cultural Events

ISSUE: KINGSTON ARTS PRECINCT

Talking points:

- The Kingston Arts Precinct is a land development project currently under consideration by the Suburban Land Agency (formerly the Land Development Agency).
- The site is Section 49 Kingston which is bounded by Wentworth Avenue, Giles Street and Eastlake Parade next to the Canberra Glassworks.
- The ACT Government is seeking to co-locate seven arts organisations to the Kingston Arts Precinct and create a visual arts hub.
- Visual arts organisations proposed to voluntarily relocate to the Kingston Arts Precinct are: Canberra Contemporary Art Space (CCAS); Craft ACT; Photo Access; Canberra Glassworks (expanded facilities); Megalo Print Studio and Gallery; and M16 Artspace. Artsound FM is also included in the proposed tenants list.
- Geocon Group Pty Limited is the preferred tenderer to deliver the Kingston Arts Precinct. The Government is awaiting final advice on the next stages of the project.

Key Information

- On 8 February 2017, the Land Development Agency (LDA) announced that the preferred tenderer for the Kingston Arts Precinct site as Geocon Group Pty Limited.
- The ACT Government is in negotiations with the preferred Tenderer, as part of the tender process. Public information regarding the development is currently limited due to ongoing negotiations and approvals processes.
- The site, on Section 49 Kingston, was released as a single parcel of land to be subdivided by the developer. The precinct will include arts facilities, an outdoor event space, car parking, and public, commercial and residential areas.
- The ACT Government is facilitating the co-location of arts organisations to the Kingston Arts Precinct. Detailed briefing information has been collected from the arts organisations that have a continuing commitment to moving into the Precinct. The

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ACT Government has regular contact with the organisations proposed to move to the Kingston Arts Precinct providing updates, where possible on the process.

- Whilst transition planning has not yet commenced, the current priority is finalising negotiations with the Preferred Tenderer to ensure that the facilities to be built will be fit for purpose and represent value for money. All organisations have been requested to provide updates to functional briefs and are aware that they will be involved in the design of their facilities.
- Inclusion of organisations in the development of the Kingston Arts Precinct is voluntary.

Background Information

- The first stage (Request for Proposal) of the process ran between October 2015 and December 2015. The three short listed proponents were announced in March 2016. The shortlisted proponents were Doma Group, Englobo Group and Geocon/Fender Katsalidis/Oculus.
- The second stage (Request for Tender) was released to the short listed proponents on 29 April 2016 and closed 14 July 2016. Tenders were received from the two remaining proponents.
- The LDA announced the Preferred Tenderer on 8 February 2017. Since 1 July 2017, the Suburban Land Agency has taken the lead role in negotiations with the preferred tenderer, following the discontinuation of the LDA.
- The development of the Kingston Arts Precinct is a strategic priority for the ACT Government as a key urban renewal project.
- The sale process did not include the sale of the heritage-listed Former Transport Depot (home to the Old Bus Depot Markets and Megalo Print Studio + Gallery), Fitters' Workshop (managed by ACT Property Group), or Powerhouse (home to the Canberra Glassworks).
- The Kingston Arts Precinct Strategy (2011) provides a framework to guide the development of an arts hub and focuses on the three major historic heritage buildings, the Former Transport Depot, Fitters' Workshop and Powerhouse.
- The Canberra Potters Society has withdrawn their interest in the Kingston Arts Precinct due to the need to manage the organisation's resources, undefined rental impact and direct competition across gallery and retail environments.
- artsACT has met with ArtSound FM twice (March and October) to discuss the Kingston Arts Precinct, they were informed that should they wish to remain in the current premises in Manuka Arts Centre, that this could be discussed. artsACT since received confirmation that the Board of ArtSound continues to be committed to moving to the Kingston Arts Precinct.

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- PhotoAccess continues to be a Key Arts Organisation funded through the Arts Fund and ArtSound is a Program funded organisation. ArtSound funding is current for the 2018 calendar year and it will be able to apply for Key Arts Organisation funding in future years. ArtSound and PhotoAccess continue to be consulted on the move to Kingston Arts Precinct and have been included in the functional brief which is part of the Request for Tender.
- The Suburban Land Agency and artsACT continue to liaise with arts organisations regarding the Kingston Arts Precinct. As the project progresses, this will include obtaining all relevant and necessary specialist advice.

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Portfolio/s: Arts and Cultural Events

ISSUE: ANU H COURSE AND COMMUNITY OUTREACH PROGRAM

Talking points:

- The ACT Government has a strong commitment to the ANU School of Music and School of Art and Design and recognises their important place in the Canberra arts landscape.
- This strong commitment is demonstrated through significant funding of over \$2 million in total to both schools across 2018, 2019 and 2020 for the new Community Outreach Program.
- The new Community Outreach Program, announced in February 2018, is a shift away from a focus on supporting students in the school environment, to supporting people across the whole community to access music programs and develop their artistic skills.
- This refocussing is in line with the aims of the 2015 ACT Arts Policy, where the priority of arts funding is to support and develop artists and arts organisations to develop, make and present their work.
- The ACT Government continues to contribute funding for other student extension courses provided by the ANU; however, decisions about the particular courses offered under current arrangements are made by the ANU. The courses are in sciences, engineering, mathematics and Asian languages.

Key Information

- The Music For Colleges program (also known as H course music) for Year 11 to 12 students, was not a priority for arts funding in the new 2018 to 2020 Community Outreach Program. To enable a reasonable transition period of funding, the Government agreed to fully fund the program in 2018 at \$275,595, and up to \$200,000 in 2019, so that current Year 11 and 12 students can complete the course, with no new students in 2019, and no further funding after 2019. There are 32 Year 11 and 26 Year 12 students undertaking the course (58 in total).

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- Canberra students can access the new Developing Musicians Program (non auditioned for Year 7 to 12 students for music tuition and ensemble performances). Students can access other government funded music programs including through Music For Canberra at the Ainslie Arts Centre, and music engagement activities by the Canberra Symphony Orchestra.
- Music forms an integral part of the Australian Curriculum Arts learning area and is taught in all ACT Kindergarten to Year 10 schools. School students also have access to a number of other opportunities to engage with music through the Government's Instrumental Music Program. There are also a number of community organisations that provide in-school music programs on a fee for service basis.

Background Information

- The ANU School of Music's new programs, at a total cost of \$511,248 per year, are:
 - Girls Rock (for young girls to learn rock music at \$83,782);
 - Girls Jazz (for women and girls to learn jazz at \$84,265);
 - Community School of Rock (for any member of the community to develop their playing skills at \$82,927);
 - My Song (mentorship program with Gugan Gulwan Aboriginal Youth at \$50,830); and
 - Developing Musicians (non-auditioned program Year 7 to Year 12 students for music tuition and ensemble performances at \$209,444).
- The ANU School of Art and Designs new programs, at a total cost of \$283,932 over 2018, to 2020, are:
 - Jacks and Punties (glassblowing for disadvantaged members of the community) \$56,434;
 - Bundian Way (a program that works with Aboriginal and Torres Strait Islanders) \$170,726;
 - College (for ACT students to gain access and gain experience at the School) \$26,160; and
 - Professional Development (for graduating ANU students to gain business skills) \$30,612.
- The Education Directorate has an MOU with the ANU for the 'ANU Extension Program' which provides for ACT college students to attend courses at the ANU in sciences, engineering, mathematics and Asian languages, at \$120,000 per year. The Music for Colleges program was considered to be part of the ANU Extension Program and was known as the H course music, but was funded by artsACT. It is a matter for the ANU to decide which extension courses it offers in the MOU.

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- The previous Music Engagement Program was not successful in funding as the program also had a focus on supporting students in school the environment.
- The previous Library, Open Access Art and Public Art Lecture Series are no longer funded as part of the Community Outreach Program. While these were included in the original proposal by the ANU School of Art and Design, they were not included in the revised agreement and therefore not considered for funding.
- The 2017-18 ACT Budget provides for \$250,000 per year for four years to the ANU School of Music for the Advanced Music Performance Program, which provides for School of Music students to undertake extension studies in performance. This was in response to an ANU recommendation from the review of the School of Music that such a course should be funded by the community including the ACT Government.

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Vol: 3 Page No: 16

Portfolio/s: Arts and Cultural Events

ISSUE: ACT ARTS POLICY/STRATEGY

Talking points:

- The 2015 ACT Arts Policy sets the vision for the arts to be a diverse and dynamic arts ecology valued locally, nationally and globally. It also sets out four principles which guide the work of the ACT Government: participation in, and access to, the arts; great art and great artists; vitality of the Canberra Region arts ecology; and, engagement with Aboriginal and Torres Strait Islander arts and cultures.
- The ACT Government is interested in the value of the arts and in funding good ideas, great artists and innovation. We are committed to supporting the success and sustainability of the arts industry, and in building capacity and capability.
- The ACT Government is committed to continuing the conversation with the arts community regarding the future of the arts in Canberra.

Key Information

Principle 1: Participation in and access to the arts

- The ACT Government continues to support individual artists, arts organisations and community groups to provide a range of activities and programs which enable the ACT community to have strong access to, and engagement with, the arts.
- Released in 2017, the *Social Inclusion in the Arts: 2017 Plan* (the Plan) outlines what is currently happening within a selection of ACT arts organisations to promote social inclusion and accessibility. The Plan provides details of what is currently happening and what we can do in the future to improve access and inclusion in arts events and programs.
- \$325,000 was recently made available for a one-off funding round to enhance community outreach. The aim of the Community Outreach Arts funding round was to increase participation in the arts and promote collaboration between organisations, artists and the community. The funding will have an emphasis on

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engaging sectors of the community that otherwise may experience barriers or disadvantage that inhibit their participation in the arts.

Principle 2: Great art and great artists

- The ACT Government is making it easier for artists to apply for funding with the new Arts Activities categories. Artists can now apply for funding up to \$5,000 at any time of the year, giving them access to support for their arts practice when they need it. Artists can also apply for funding of up to \$50,000, with two rounds each year.
- On 6 July 2016, the ACT Government signed a sister city agreement with Wellington. A number of activities are outlined in the Sister City Agreement including cultural exchanges that connect arts communities, events development and national institutions and programs that support opportunities for Indigenous people from both countries. artsACT and Wellington City Council will be piloting the Canberra Wellington Indigenous Artist Exchange in 2018-19.

Principle 3: Vitality of the Canberra Region arts ecology

- Work is underway on the final design and construction of stage two works for the Belconnen Arts Centre. The stage two works will include a multi-use town hall/performance space, improvements to workshop spaces, new dance studios and an expanded exhibition space.
- The Kingston Arts Precinct is a key strategic priority for the ACT Government and will become a key arts precinct. The ACT Government has been working closely with local arts organisations to relocate to the precinct and for new organisations to develop and flourish there.
- \$1.2 million has been allocated for a New Canberra Theatre Complex to allow the Government to commission the development of a full business case which will include a viability analysis for potential private sector partnership including market sounding.
- The ACT Government is supporting a number of arts events, including Art, Not Apart, DESIGN Canberra, the Canberra Writers Festival and new pop-up arts events in Woden and Gungahlin.

Principle 4: Engage with Aboriginal and Torres Strait Islander arts and cultures

- The ACT Government recognises that Aboriginal and Torres Strait Islander arts and cultures are critical to our national and local identity and strongly contribute to the vitality and uniqueness of the Canberra region.
- The Government is focused on engaging with Aboriginal and Torres Strait Islander communities to celebrate their unique culture and improve wellbeing and is in the

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process of employing a dedicated Aboriginal and Torres Strait Islander identified position (\$567,000 over four years ongoing) to continue to improve engagement.

- The position is a response to strong community feedback and a key deliverable of the ACT Aboriginal and Torres Strait Islander Arts Action Plan.
- The ACT Aboriginal and Torres Strait Islander Arts Consultation Report and Action Plan were released on 31 January 2018.
- artsACT has also established an ACT Aboriginal and Torres Strait Islander Arts Network.
- The Canberra Wellington Indigenous Artist Exchange pilot will provide the opportunity for a local Aboriginal and/or Torres Strait Islander artist to spend up to six weeks in Wellington to work in a new environment and to engage with Māori culture, Wellington-based artists, organisations and the wider community. A Māori artist from Wellington will also be given the same opportunity to come to Canberra in 2018-19.

Background Information

- The result of the Review of the ACT Arts Policy Framework was the development and release of the 2015 ACT Arts Policy.
- Released in conjunction with the 2015 ACT Arts Policy was the artsACT Strategic Plan 2015-16 and an Economic Overview of the Arts in the ACT. artsACT is currently finalising a new business plan.
- Over 300 stakeholders were involved in the review through a variety of methods. The review also included the appointment of an independent Reference Group.
- There are no immediate plans to update the policy.

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Portfolio/s: Arts and Cultural Events

ISSUE: MINISTER'S CREATIVE COUNCIL

Talking points:

- The establishment of a ministerial advisory mechanism on the arts, the Minister's Creative Council (MCC), was decided by Government on 3 July 2018 and announced by the Minister for the Arts and Community Events on Friday 3 August 2018.
- The MCC will be positioned as a positive, solutions focused, Ministerial advisory body for the arts in Canberra. It will provide a two-way conduit of information and provides strategic advice to the ACT Government on the arts and sector issues.
- The ACT Government recently engaged in a public Expression of Interest process for members; artsACT received 83 applications and interviews were held in late September 2018.
- A further process to attract additional applicants from Aboriginal and Torres Strait Islander backgrounds and people from culturally and linguistically diverse backgrounds closed on 15 October 2018. Four additional applications were received.
- Appointments to the MCC were approved by Cabinet on 22 October 2018.
- Eleven people have been appointed to the MCC, including a Chair and Deputy Chair.
- It is anticipated that the first meeting of the MCC will be held in November 2018.

Key Information

- Members and their terms are as follows:

Name	Position	Appointment commencement	Appointment end date
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Genevieve Jacobs	Chair	October 2018	30 June 2020
Jack Lloyd	Deputy Chair	October 2018	30 June 2021
Ben Fox	Member	October 2018	30 June 2020
Andrew Galan	Member	October 2018	30 June 2020
Megan Hinton	Member	October 2018	30 June 2021
Liz Lea	Member	October 2018	30 June 2021
Tamzin Nugent	Member	October 2018	30 June 2021
Adelaide Rief	Member	October 2018	30 June 2021
Michael Sollis	Member	October 2018	30 June 2020
Shoeb Ahmad	Member	October 2018	30 June 2021
Jilda Andrews	Member (Aboriginal and Torres Strait Islander Arts Network representative)	October 2018	30 June 2020

Background Information

- The establishment of the MCC is a direct response to community feedback to the ACT Government suggesting that a body to provide direct advice to the ACT Government is required. The establishment of the MCC follows a consultation with the arts sector in July 2017 about its role and purpose.
- The MCC will assist the Government to develop arts policies in order to promote and advance the arts across government and community, reflecting the importance of the arts to all.
- The MCC will aim to reflect the diversity of the ACT arts sector across all levels of practice and participation. Leveraging the divergent thinking capacity of the sector, the MCC will work as a creative and strategic think tank to generate brilliant ideas about the arts.
- Recommendations for appointments were made to Government by a panel comprising the Minister for the Arts and Cultural Events along with government officials based on application and interviews.
- Members were selected based on demonstrated expertise in one or more of the following art forms: visual arts and craft, curatorship, music, dance, Aboriginal and Torres Strait Islander arts and cultures, theatre, physical theatre and circus, literature, community arts and cultural development, screen arts, comedy, design, multi-media and arts events.
- Additional skills such as sector development, artist development, business, governance, risk management, legal, financial or social inclusion were also considered.
- Members will be well connected to the arts sector, may be engaged in independent practice and will be committed to the development of evidence based ideas.

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- An ACT Legislative Assembly e-petition about arts funding, sponsored by Ms Tara Cheyne MLA, closed on 21 April 2017 with 532 signatures.
- As part of its engagement on this issue, artsACT conducted a series of four roundtables, spread over a number of weeks, attended by a total of 57 people. The roundtables were facilitated by Helen Leayr, from the Communication Link, with attendees selected through an open expression of interest process.
- There were 85 expressions of interest to attend the roundtables. The expression of interest process was promoted both in media channels and through ACT Government social media and electronic newsletters.
- Following the engagement process, the Communication Link provided a consultation report to Government.
- With consideration of the consultation report, the ACT Government developed a Terms of Reference for the proposed advisory mechanism. This concept and draft terms of reference was received positively by a focus group from the arts sector on 14 June 2018.

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Portfolio/s: Arts and Cultural Events

**ISSUE: ENGAGEMENT WITH ABORIGINAL AND TORRES STRAIT
ISLANDER ARTS AND CULTURES**

Talking points:

- The 2015 ACT Policy has a key objective to engage with Aboriginal and Torres Strait Islander peoples and this Government has made significant advances in this area.
- The Government undertook a major consultation with the Aboriginal and Torres Strait Islander community and released the ACT Aboriginal and Torres Strait Islander Arts Consultation Report (Consultation Report) on 31 January 2018, after extensive engagement with, and feedback from, Aboriginal and Torres Strait Islander communities.
- In response to issues identified in the Consultation Report, this Government also released an Action Plan which identified a priority to establish an ACT Aboriginal and Torres Strait Islander Arts Network (Network). The Network is a working group for artsACT and is tasked with the co-design of new programs and improving communications with Aboriginal and Torres Strait Islander communities to support self-determination.
- For the first time, this Government has allocated funding for a dedicated Aboriginal and Torres Strait Islander Arts Officer to be located within artsACT. Establishment of this position is in direct response to strong community feedback and in fulfilment of priorities outlined within the Action Plan. This is a significant advancement for this community and been received with strong enthusiasm and appreciation.
- This position will provide culturally appropriate advice to Aboriginal and Torres Strait Islander stakeholders and will work with the Network and other Aboriginal and Torres Strait Islander members to continue to develop and deliver specific programs. The position will further strengthen ties with the ACT Aboriginal and Torres Strait Islander communities.

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- Funding of \$100,000 per year for four years was allocated in the 2017-18 ACT Budget for targeted programs for Aboriginal and Torres Strait Islander peoples practising art.
- Funding of \$25,000 was provided for a new Canberra/Wellington Indigenous Artist Exchange pilot. Local Aboriginal artist, Dean Cross, was the successful applicant and will travel Canberra's sister city Wellington in April 2019 to explore the shared history of Indigenous Anzacs using photo and video based practices.

Key Information

- Members of the Network are Jilda Andrews, Adrian Brown, Tina Brown, Samantha Faulkner, Dale Huddleston and Jenni Kemmare Martiniello. Three meetings of the Network have occurred in 2018 on country with support from Ngunnawal Elders at Tidbinbilla Nature Reserve, the Ngunnawal Bush Healing Farm and Googong (London Bridge), and observe cultural protocols and ways of working.
- The recruitment process for the new position of Aboriginal and Torres Strait Islander Arts Officer was advertised on 19 September 2018 and closed 5 October 2018, with 12 applications received and are being considered.
- artsACT is working closely with Wellington City Council to select a Māori artist from the Wellington to spend six weeks in Canberra during 2018-19. Tailored programs will be developed for each of the artists to maximise the opportunity and connections within the host community
- Representation for Aboriginal and Torres Strait Islander communities will be included in the new advisory mechanism for the arts, the Minister's Creative Council (MCC). Members to the MCC are currently being considered and are proposed to be announced shortly . A member of the Network will also sit on the MCC.
- Four of the 48 successful applications for the 2018 project round identified as being from Aboriginal and Torres Strait Islander communities for the 2017-2018 Project funding round, for a total of \$61,720.
- Belconnen and Tuggeranong Arts Centres provide arts programs for Aboriginal and Torres Strait Islander artists and communities through the Community Arts and Cultural Development program. In addition to programs and support provided by other Key Arts and Program funded organisations for access and engagement opportunities for Aboriginal and Torres Strait Islander artists.

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Background Information

- With input from the Network, artsACT recently offered an Under \$25,000 Request for Quote (RFQ) to three separate Aboriginal consultants to further investigate three interconnected program options. These are programs to encourage cultural reconnection for young people and children, an Arts and Cultural Accord for local organisations and institutions and a public outcome, such as a festival occurring on Ngunnawal country. The RFQ did not attract an expression of interest. Subsequently artsACT is drafting a project plan for program concepts and implementation based on Network advice.
- Following the completion of the recruitment process for the new ACT Aboriginal and Torres Strait Islander Arts Officer, artsACT will meet with the Network in late November to review and refine the project plan. The budget allocation for these programs is yet to be allocated from the funding outlined in the 2016-17 ACT Budget, the 2017-18 ACT Budget and the 2019-20 ACT Budget.
- Offsets for the funding of the Aboriginal and Torres Strait Islander Arts Officer allocate 45% of the total costs to the Chief Minister, Treasury and Economic Development Directorate, with a 25% contribution from Community Services Directorate, 10% each from Justice and Community Services, and Health Directorates and 5% each from Transport Canberra and City Services, and Environment Planning and Sustainable Development Directorates.

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Portfolio/s: Arts and Cultural Events

ISSUE: WHOLE OF GOVERNMENT ARTS ENGAGEMENT

Talking points:

- The 2015 ACT Arts Policy is implemented through the work of artsACT and by guiding the activities of the Cultural Facilities Corporation and other ACT Government agencies involved in the arts.
- It is important to recognise that the arts can play a vital role in the delivery of services to our community and that other areas of government can provide a role in supporting the arts.
- artsACT continues to work across the ACT Government to maximise the benefits of the arts to the ACT community.

Key Information

- Some examples of artsACT's work across government during 2017-18 are listed below.

Community Services Directorate

- artsACT has provided support in the establishment of networks between the Office of Aboriginal and Torres Strait Islander Affairs and Visit Canberra. Advice has also been provided to the Community Services Directorate on other arts matters as well as potential arts projects for Aboriginal and Torres Strait Islander children and families.
- artsACT liaises with the Community Services Directorate, when required, in relation to the implementation and reporting of the National Arts and Disability Strategy Working Group, of which artsACT is a member.

Cultural Facilities Corporation

- As the other arm of ACT Government support for the arts, artsACT works with the Cultural Facilities in terms of showcasing events and activities, and also on joint projects such as the proposed new Canberra Theatre.
- artsACT as lead agency is working productively with the Cultural Facilities Corporation to implement the recommendations from the Auditor-General's report into selected Government agencies' management of public art. artsACT will work

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with the Cultural Facilities Corporation, as one of a number of Government agencies, in the preparation of the ACT wide Public Art Strategy required by the audit report.

- artsACT assisted Canberra Museum and Gallery in the identification and subsequent acquisition of a painting by significant Ngambri artist Jimmy Boza Williams.

Education Directorate

- artsACT liaises regularly with the Education Directorate in regard to the MOU with the ANU School of Music and ANU School of Art and Design.

Environment, Planning and Sustainable Development Directorate

- Consideration of spaces for arts activity in urban planning policy has been promoted by artsACT to the Environment, Planning and Sustainable Development Directorate including as part of the strategic planning for the City and Gateway Corridor.
- artsACT has been working closely with the City Renewal Authority in regard to the proposed new Canberra Theatre.
- artsACT is also a key stakeholder in the development of the City Renewal Authority's Urban Art Strategy. artsACT will ensure coordination of findings from the Urban Art Strategy with the future Public Art Strategy that is a requirement of the Auditor-General's report into the management of public art. The Public Art Strategy will cover all ACT Government public art and is to be developed cooperatively by the ACT Government, Australian Government and private sector investors.
- A representative from artsACT provided specialist advice on project delivery and was included in the evaluation team for a public artwork commissioned by the Authority for Henry Rolland Park on Lake Burley Griffin.
- artsACT has strongly advocated for a number of visual arts organisations to be accommodated within the Kingston Arts Precinct development and is continuing this advocacy with the Suburban Land Agency as the project develops. Furthermore, artsACT has advocated for the consideration of arts spaces in the Woden Town Centre as part of Agency planning processes.
- artsACT cross-promotes events managed by Heritage ACT that are relevant to the Canberra arts sector, such as the Canberra and Region Heritage Festival.

Health Directorate

- artsACT works closely with the Health Directorate and is a member of the Arts and Health Committee, which is chaired by the Health Directorate. In 2015, ACT Health and artsACT jointly commissioned an independent evaluation of the arts program at the Canberra Hospital as a pilot project. The Report on Art at the Canberra Hospital is available on the artsACT website. artsACT also provided advice to the Arts and Health Curator in regard to artwork at the new University of Canberra Public Hospital

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and on the engagement of an artist for a public artwork commission for the Canberra Hospital. artsACT has also provided advice on engagement with Ngunnawal artists.

- Furthermore, artsACT as lead agency is working productively with the Health Directorate to implement the recommendations from the Auditor-General's report into selected Government agencies' management of public art. Relevant recommendations include the preparation of the ACT wide Public Art Strategy and the development of risk registers.

Justice and Community Safety Directorate

- artsACT has provided advice to the Justice and Community Safety Directorate regarding the inclusion of Ngunnawal Art and integrated public art in the new ACT Law Courts Precinct, the development of the Arts and Crafts Policy for the Alexander Maconochie Centre and advice about current programs and delivery of the annual exhibition.
- artsACT liaises with the Security and Emergency Management Branch in relation to security of the ACT Government public art collection, mainly through CCTV.

Transport Canberra and City Services Directorate

- artsACT regularly provides advice and support to Transport Canberra and City Services on the public artwork it manages. This includes advice on specialist suppliers to assist with artwork conservation.
- artsACT as lead agency is also working productively with the TCCS to implement the recommendations from the Auditor-General's report into selected Government agencies' management of public art. Relevant recommendations include the preparation of the ACT wide Public Art Strategy and asset ownership transfers.
- artsACT has advocated for the inclusion of public art in the light rail project and has provided advice to Transport Canberra in this regard.
- artsACT has also been working with Libraries ACT over a number of years in regard to the ACT Book of the Year Award and cross-promoting events relating to literacy and literature, such as the Canberra Writers Festival. artsACT and Libraries ACT also discuss national strategic policy priorities, such as the national edeposit scheme.

Chief Minister, Treasury and Economic Development Directorate

- In addition to the cross Directorate advice and support, within the Chief Minister, Treasury and Economic Development Directorate, artsACT has provided support for the inclusion of local artists in promotional material for Floriade and assistance regarding potential programs at the National Arboretum. Furthermore, direct support to Events ACT was provided by managing public art exhibitions at Floriade 2016 and Floriade 2017. Advice was also provided to Treasury's Civil Infrastructure and Capital Works team on the inclusion of public art as part of urban infrastructure at Molonglo.

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- artsACT works closely with VisitCanberra in relation to promoting the arts sector in Canberra and advocating for inclusion of local arts content alongside content from National Cultural Institutions. artsACT has been liaising with relevant arts organisations to ensure that their activities are promoted via the VisitCanberra website. artsACT also provided content for the 2018 Canberra Visitor Guide.
- artsACT has been working closely with the Commissioner for International Engagement to implement the arts components of the International Engagement Strategy, which makes a number of references to the ACT Arts Policy. As a result of the Sister City Agreement, artsACT consider Wellington to be a high priority for international arts engagement. The Canberra Wellington Indigenous Artist Exchange pilot which will take place in 2018-19, will provide the opportunity for a local Aboriginal and/or Torres Strait Islander artist to spend up to six weeks in Wellington to work in a new environment and to engage with Māori culture, Wellington-based artists, organisations and the wider community. A Māori artist from Wellington will also be given the same opportunity to come to Canberra.

Support for Aboriginal and Torres Strait Islander arts and cultures

- Investigations for cross directorate program opportunities for Aboriginal and Torres Strait Islanders engaged in the arts. These discussions have included the Justice and Community Safety Directorate through the Alexander Maconochie Centre, ACT Health through the Ngunnawal Bush Healing Farm, Visit Canberra and Events ACT. artsACT has also liaised with and raised awareness of the arts through the Aboriginal and Torres Strait Islander Consultation Process, including with the Environment, Planning And Sustainable Development Directorate through ACT Heritage, Natural Resource Management and the Murumbung Ranger Programs.

Queanbeyan-Palerang Regional Council

- artsACT has been building relationships with the Cultural Development, Placemaking and Economic and Tourism areas of Queanbeyan-Palerang Regional Council. To date this has involved cross-promoting events and activities, as well as sharing information.

Background Information

- Recommendation 33 of the Select Committee on Estimates 2016-2017 was for the ACT Government to ensure improved consultation between its agencies to maximise the benefits of the arts to the ACT Community.
- The Government subsequently decided to convene a whole of government Working Group on the Arts in order to support the implementation of the ACT Arts Policy, and consider key cross portfolio arts policy issues.
- The whole of government Working Group on the Arts has not proceeded at this time.

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- artsACT continues to work across the ACT Government to maximise the benefits of the arts to the ACT Community.

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Portfolio/s: Arts and Cultural Events

ISSUE: NEW THEATRE FOR CANBERRA REGION

Talking points:

- The 2018-19 ACT Budget includes new funding of \$1.2 million for early planning for a new Canberra Theatre complex. This will allow the commissioning of a full business case for a new theatre complex which can host a larger range of local, national and international events.
- The Government announced, in the 2017-18 ACT Budget, funding of \$100,000 to undertake engagement activities on the current performing arts capacity in the Territory, including the Canberra Theatre Centre, to help identify what infrastructure may be required into the future. This funding will be used in conjunction with Civic and Cultural precinct planning being undertaken by the City Renewal Authority and the business case for a new theatre.
- Chief Minister, Treasury and Economic Development Directorate, the Cultural Facilities Corporation and the City Renewal Authority are working together to ensure a consistent and coordinated approach to potential developments related to a new Canberra Theatre.
- artsACT hosted a workshop with interested parties from the performing arts sector including venue operators on 3 August 2018 to identify the strengths and weaknesses of performing arts venues and spaces in Canberra and the benefits of addressing them. The outcomes from the workshop will be fed into the business case process for a new Canberra Theatre complex as well as the Civic, Arts and Cultural Precinct Plan.

Key Information

- The funding for the business case for the a new Canberra theatre complex has been provisioned pending the Government agreeing to the scope for the new facility. The cost of the initiative is partially offset from savings on other capital projects.
- artsACT is working with the City Renewal Authority, the Cultural Facilities Corporation and other parts of CMTEDD on work related to the Business Case for a new Theatre and the Civic and Cultural Precinct Plan project. The community engagement project funded in the 2017-18 Budget has not yet commenced to

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ensure that the work is aligned with these other projects (Business Case for a new Theatre and the Civic and Cultural Precinct Plan).

- A stakeholder workshop held by artsACT on 3 August 2018 to discuss strengths and gaps of the current performing arts landscape had 26 attendees.

Background Information

- The project was expected to take place in the first half of 2018, however due to the development of the business case work and the Civic and Cultural Precinct Plan work, it has not yet commenced.
- In addition to the \$100,000 provided for community consultation in the 2017-18 ACT Budget, there is a further amount of \$100,000 remaining from a previous allocation for new theatre studies. This has been transferred to the Infrastructure, Finance and Capital Works area of ACT Treasury to undertake detailed work in the first half of 2018, on analysing demand side factors for the new theatre, especially the projected utilisation of such a venue.

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Portfolio/s: Arts and Cultural Events

ISSUE: Budget, Staffing and Accountability Indicators

Talking points:

- The 2017-18 Government Payment for Output (GPO) budget for Events ACT was \$10.874 million.
- This included \$1.935 million for reshaping Canberra's events calendar for events such as Enlighten, Canberra Day, SpringOut, the Canberra Writers Festival and the Queen's Baton Relay.
- The actual result for 2017-18 was \$12.593 million (a variance of 16 per cent). This variance is mainly due to higher than budgeted expenditure associated with Floriade 2017, which is partially funded by higher own source revenue.
- The internal budget issued for 2017-18 for Events ACT included a funding provision for 16 FTE.
- Events ACT met three out of four targets against this output. The target not met was linked to the economic contribution of Floriade in 2017.

Key Information

Accountability Indicators

1. Deliver key community events:

- Canberra Nara Candle Festival
- New Year's Eve
- Australia Day
- Canberra Day

Strong ongoing attendance levels and positive feedback across this portfolio of important community events points to high levels of community awareness, support and satisfaction.

- The *Canberra Nara Candle Festival* attracted more than 15,000 people to Canberra Nara Peace Park on Saturday 28 October.

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- *New Year's Eve* celebrations on Sunday 31 December featured two fireworks displays over City Hill, a family concert in Civic Square, and the *Bass in the Place* dance party in Garema Place generating a combined attendance of 35,000.
- Canberra's *Australia Day* celebrations, which included the Fireworks Spectacular, attracted 55,000 people to the shores of Lake Burley Griffin on Friday 26 January.
- *Canberra Day* celebrations on Monday 12 March were attended by 15,000 people at Stage 88 in Commonwealth Park.
- *Symphony in the Park* (Freddy Mercury tribute, Killer Queen concert) on Sunday 11 March was attended by an estimated 12,000 visitors.

2. Economic activity generated as a result of staging Floriade (target of \$40 million)

- In 2017, *Floriade* generated a total attendance of 434,414 over 30 days (includes multiple visits), an increase of 10.2 per cent on the previous year's attendance figure (394,046). The 2017 event saw 87,553 unique interstate and international visitors that came to Canberra specifically to attend *Floriade* or extended their stay due to the event. These visitors generated a total of 157,493 visitor nights in the ACT.
- In 2017, *Floriade* generated a \$37.4 million economic impact for the ACT.
- The accountability indicator for the staging of *Floriade* 2017 was \$40.0 million. The variance between the target and the actual result relates to the higher expenditure on *Floriade* 2017, the use of a new event evaluation supplier, subsequent enhancements to the sample size (larger than previous years) and slight changes to the methodology adopted by the new supplier.

3. Economic activity generated as a result of staging the Enlighten Festival (target of \$3 million)

- In 2018, the *Enlighten Festival* generated a total attendance of 319,622 across the event's 17 days (includes multiple visits), an 11.9 per cent increase on the previous year's attendance figure (285,714). The 2018 event saw 10,789 unique interstate and international visitors that came to Canberra specifically to attend the *Enlighten Festival* or extended their stay due to the event. These visitors generated a total of 29,277 visitor nights in the ACT.
- In 2018, the *Enlighten Festival* generated a \$4.8 million economic impact for the ACT.

4. Satisfaction with the management of Events grants in the ACT (target of 80 per cent)

- In order to assess the standard of service and assistance to event organisers through the grants management process of the *ACT Event Fund*, a satisfaction survey was completed. In 2017-18, a satisfaction figure of 91.4 per cent was achieved.

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Background Information

- There have been a range of changes to Events ACT staffing, including:
 - the establishment of a dedicated Senior Executive position to oversee events;
 - the employment of skilled and experienced event management staff;
 - staff training and development initiatives; and
 - a tightening of budget management and financial controls.
- The team successfully delivered the 2018 Enlighten Festival, including the Canberra Balloon Spectacular, Symphony in the Park, Canberra Day and Lights!Canberra!Action!, as well as other key events including the Canberra Nara Festival, New Year’s Eve celebrations, Australia Day 2018 and the first ever Reconciliation Day event.
- The Enlighten 2018 and Australia Day 2018 events were delivered on budget.
- There was a very small overspend of 3 per cent of the event budget (total \$9,045) for New Years in the City. This was due to added and unforeseen Crowded Places safety and security measures that were implemented.
- There was a minor overspend on Symphony in the Park and Canberra Day (combined budget) of 0.4 per cent (total \$1,145).

Economic contribution of Enlighten and Floriade (as at 26 October 2018)

Year	Enlighten	Floriade
2013	\$0.65m	\$39.5m
2014	\$2.3m	\$47.0m
2015	\$2.5m	\$47.0m
2016	\$2.88m	\$39.0m
2017	\$3.2m	\$37.4m
2018	\$4.8m	TBC

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Portfolio/s: Arts and Cultural Events

ISSUE: 2017 CANBERRA NARA CANDLE FESTIVAL

Talking points:

- The 15th Annual Canberra Nara Candle Festival was held on Saturday 26 October 2017 in Canberra Nara Peace Park from 4-9pm.
- Over 12,000 patrons visited the event.
- The 2017 event was delivered under an outsourced arrangement. The ACT Government, through Events ACT engaged the services of Out There Productions to deliver the event.
- A budget of \$118,000 was allocated to manage and deliver the event.

Key Information

Canberra Nara Candle Festival

- The *Canberra Nara Candle Festival* began in 2003 to recognise and honour the Canberra Nara Sister City relationship, which was established 22 years ago.
- The event has continued to expand since its inception in 2003 and is Canberra's only public celebration of Japanese culture. It features Japanese food, entertainment, martial arts and cultural activities.
- Set on Lake Burley Griffin in Peace Park and Lennox Gardens, the natural landscape lends itself perfectly to the requirements of this event, allowing distinct zones within the one precinct.

Background Information

- The *Canberra Nara Candle Festival* represents the meeting of Australian and Japanese culture through the event components of entertainment, cultural displays, activities and food. The main features of the 2017 festival include 2000 candles in the dry riverbed that runs between two large ornamental stone lanterns, and a lantern procession that journeyed through the event space.
- The Ceremonial aspects of the event in 2017 included a Welcome to Country, Smoking Ceremony, Hocho-Shiki Ceremony and official proceedings. The official ceremony featured ACT Government Representatives and the Ambassador of Japan, who delivered a speech before lighting the ceremonial candles, which are placed in the two stone lanterns in the dry river bed.

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Portfolio/s: Arts and Cultural Events

ISSUE: 2017 CHRISTMAS IN THE CITY

Talking points:

- The 2017 Christmas in the City event was staged from 8 to 24 December 2017.
- The ACT Government through Events ACT engaged the services of Damsel & Sprout, a local event management company, to deliver a new Christmas festival in Glebe Park in 2017.
- The City Renewal Authority (CRA), tasked with activating Canberra's city precinct, will be transitioned with responsibility for overseeing the delivery of city-based Christmas celebrations in the future. The CRA undertook community consultation at the 2017 event to further develop and enhance the event from 2018 onwards, in line with community expectations.
- A budget of \$125,000 was allocated to manage and deliver the event.

Key Information

- The 2017 event featured Christmas light displays, food, activities and entertainment.
- The Red Nose charity were able to raise \$45,000 from merchandise, gate takings, and Santa Photos. Their target was not met, but they did exceed what they expected to, given it was a new event.
- There was some public feedback suggestion that there was a lack of 'Christmas' feel in the city centre. This will be addressed in planning for the 2018, which will focus on the city precinct and Glebe Park.

Background Information

- Since 2001, the ACT Government has managed or funded a Christmas event based in the city centre. In its original event format, a Christmas Concert located in Civic Square was centred on the lighting of the 21 metre high Canberra Christmas Tree.
- A decision was made to not erect the Canberra Christmas Tree in 2017, presenting an opportunity to update the nature of Canberra's city-based Christmas celebrations.

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Portfolio/s: Arts and Cultural Events

ISSUE: NEW YEAR'S EVE 2017

Talking points:

- New Year's Eve in the City celebrations were successfully delivered on Sunday 31 December 2017.
- An estimated 35,000 revelers attended the events over the evening, featuring a family friendly concert, headlined by Art VS. Science and supported by local artists Harry Carman, Brass Knuckle Brass Band, Exposure, and two fireworks displays at Civic Square.
- Bass in the Place, an all-ages dance party in Garema Place, featured headline Ember and was supported by local DJs Soul Sistas', Clique, Peter Kiemann and Blanke.
- Fireworks were presented at 9pm and midnight.
- The 2017 event was delivered under an outsourced arrangement. The ACT Government, through Events ACT engaged Kicks Entertainment to deliver the event.
- A budget of \$265,000 was allocated to manage and deliver the event.

Key Information

- There was a very small overspend of 3 per cent of the event budget (total \$9,045) for New Years in the City. This was due to added and unforeseen Crowded Places safety and security measures that were implemented.
- These measures included additional barriers at access points to Garema Place and the use of buses to block access to London Circuit, adjacent to the entrance into Civic Square.

Background Information

- Events ACT have been liaising with the City Renewal Authority (CRA) about refreshing the 2018 event. Consultation will take place in late October / early November with local business and traders about proposing to consolidate the two stages into one main stage located at Civic Square.

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Portfolio/s: Arts and Cultural Events

ISSUE: AUSTRALIA DAY 2018 (including the Queen's Baton Relay)

Talking points:

- Australia Day celebrations were held on Friday 26 January 2018.
- The ActewAGL Great Aussie Day Breakfast commenced from 7.30am at Stage 88 in Commonwealth Park, including the Sing Australia Choir, Dora the Explorer and amusements.
- At 9am, Canberra welcomed our newest Australian citizens at the National Flag Raising and Citizenship Ceremony at Rond Terraces, featuring a traditional flyover and 21 gun salute.
- From 4pm, Regatta Point hosted a program of free music and entertainment, including a special appearance of the Queen's Baton Relay as it completed its final lap in Canberra around Lake Burley Griffin.
- Patrick White Lawns also featured children's picnic games, a giant slide, jumping castle, face painting and food and beverage vendors between 4-9pm.
- Popular pop group, Justice Crew, headlined the Australia Day concert from 8pm at Regatta Point. They were supported by pop duo Jess & Matt and local Canberra band Tuchasoul.
- Concluding the celebrations at 9pm was a fireworks display above Lake Burley Griffin, shooting from the Central Basin and from Commonwealth Avenue bridge.
- An estimated 55,000 visitors and Canberra locals attended the event.
- The 2017 event was delivered under an outsourced arrangement. The ACT Government, through Events ACT, engaged Out There Productions to manage and deliver the event.
- A budget of \$275,000 was allocated to manage and deliver Australia Day 2018.

Cleared as complete and accurate: 02/11/2018
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Lead Directorate: Chief Minister, Treasury and Economic Development

ANNUAL REPORT HEARING BRIEF

Key Information

- The ACT Government, represented by Events ACT is part of the National Australia Day Network.
- Through a funding agreement with the National Australia Day Council, the ACT Government received \$90,500 to contribute towards the celebration of Australia Day in the capital, promoting a socially inclusive society and the delivery of the ACT Australian of the Year Awards.
- The Australian of the Year Awards is delivered by the CMTEDD Communications and Engagement team.

Background Information

- On Thursday 25 January, the Queen's Baton Relay commenced its journey through the national capital at the Australian Institute of Sport.
- As the first city to host the Baton in the domestic phase, Canberra welcomed 70 local Baton Bearers to participate in the Relay, which will visit various attractions around the city, including the National Arboretum Canberra, Parliamentary Triangle and the Australian War Memorial.
- The Relay itself travelled for 388 days, and 230,000km around the world. After Canberra, the Relay moved to NSW as it made its way to the Gold Coast ahead of the Commonwealth Games in April 2018.
- \$100,000 was allocated in the 2017-18 Budget to contribute towards the Queen's Baton Relay.

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ANNUAL REPORT HEARING BRIEF

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Portfolio/s: Arts and Cultural Events

ISSUE: SYMPHONY IN THE PARK & CANBERRA DAY 2018

Talking points:

- Symphony in the Park was held on Sunday 11 March 2018 at Stage 88 Commonwealth Park.
- The entertainment included John Blunt and the Killer Queen (Freddy Mercury tribute).
- An estimated 12,000 visitors and Canberra locals attended the event.
- A budget of \$135,000 was allocated to manage and deliver Symphony in the Park.
- Canberra Day was on Monday 12 March 2018 at Stage 88 Commonwealth Park.
- The event featured free children's amusements and entertainment, a high energy musical line-up including Lah Lah's Big Live Band and local artist Lucy Sugerman, and was headlined by multi-platinum Brisbane sibling super-group, Sheppard. Nicole Millar of Peking Duk fame and former Triple J unearthed winner Ali Barter also featured.
- An estimated 15,000 visitors and Canberra locals attended event.
- A budget of \$145,000 was allocated to manage and deliver Canberra Day.
- The ACT Government, through Events ACT, outsourced the management and delivery of the Symphony in the Park and Canberra Day events to Kicks Entertainment.

Key Information

- The 2018 March community festivities, including Symphony in the Park, Canberra Day, Lights!Canberra!Action! and the Canberra Balloon Spectacular featured under the Enlighten Festival umbrella for the first time.

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Background Information

- The Canberra Symphony Orchestra has been engaged for the event in 2019 and they will pay tribute to The Bee Gee's (embargoed). The event is scheduled for Sunday, 10 March.

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ANNUAL REPORT HEARING BRIEF

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Portfolio/s: Arts and Cultural Events

ISSUE: 2018 CANBERRA BALLOON SPECTACULAR

Talking points:

- The Canberra Balloon Spectacular took place on the lawns of Old Parliament House from Saturday 10 to Sunday 18 March 2018.
- Over 40 balloons participated in the event including giant novelty shaped balloons.
- Two special shapes flew – Kermie the Frog (USA) and the Hummingbird (USA). The Hummingbird featured at the 2017 festival but only flew one day due to unfavourable conditions – it remained in Australia during the year.
- The event attracted over 40,000 across the ten days and delivered \$3.3 million in direct expenditure to the ACT.
- The event was managed and delivered by Events ACT.
- A budget of \$220,000 was allocated to deliver the event.

Key Information

- The 2018 March community festivities, including Symphony in the Park, Canberra Day, Lights!Canberra!Action! and the Canberra Balloon Spectacular, featured under the Enlighten Festival umbrella for the first time.
- The Lion's Club of Belconnen sold a breakfast and warm beverages each morning, with proceeds going to select local charities. Last year nearly \$30,000 was donated to local charities and community groups.
- Each weekend across the event, including the public holiday, live music will feature at the launch site.
- Ballooning is completely weather dependant.
- 97 per cent of event motivated visitors attended from interstate.

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Background Information

Skywhale

- Created by artist Patricia Piccinini at a cost of around \$300,000 for Canberra's 2013 centenary celebrations.
- The Skywhale did not fly at the 2018 Canberra Balloon Spectacular.
- An invitation to fly was sent to Global Ballooning (Skywhale operator) as per the standard Canberra Balloon Spectacular Expression of Interest procedures.
- Global Ballooning advised in November 2017 that they had recently been contacted by Canberra media regarding Skywhale.

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ANNUAL REPORT HEARING BRIEF

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Portfolio/s: Arts and Cultural Events

ISSUE: 2018 LIGHTS!CANBERRA!ACTION!

Talking points:

- Lights!Canberra!Action! was a free event held on Friday 9 March 2018, as part of the 2018 Enlighten Festival program.
- An estimated 2,500 visitors and Canberra locals attended the filmmaking competition where amateur and professional filmmakers produce short films that are Canberra focused with the theme of 'Strange, Beautiful and Unexpected'.
- A budget of \$40,000 was allocated to deliver *Lights!Canberra!Action!*.
- The ACT Government, through Events ACT, outsourced the delivery of the event to Showpony Events.

Key Information

- The 2018 March community festivities, including Symphony in the Park and Canberra Day, Lights!Canberra!Action! and the Canberra Balloon Spectacular featured under the Enlighten Festival umbrella for the first time.
- The event was held in the Senate Rose Gardens, from 7pm.

Background Information

- *Lights! Canberra! Action!* is a short film festival and represents a new wave of storytelling, introducing emerging filmmakers to the scene.
- Each film is made specifically for *Lights! Canberra! Action!* and must include and feature ten special items, which are provided to the filmmakers at the commencement of filming.
- The filmmakers then have only ten days to shoot, edit and produce a seven minute masterpiece with the Top 12 judged being shown on the big screen.

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Portfolio/s: Arts and Cultural Events

ISSUE: 2018 RECONCILIATION DAY EVENT

Talking points:

- In September 2017, the Assembly (with tri-partisan support) passed the *Holidays (Reconciliation Day) Amendment Bill 2017*, establishing Reconciliation Day as the first Monday on or after 27 May, which is the anniversary of the 1967 Referendum and the first day of Reconciliation Week.
- The first Reconciliation Day public holiday was held on Monday 28 May 2018, and the ACT was the first Australian jurisdiction to recognise Reconciliation Day as a public holiday.
- The aim of the event was to engage with as many members of the Canberra community as possible to promote understanding of the impact of historical events, as well as looking forward and promoting Aboriginal and Torres Strait Islander culture.
- An estimated 8,000 people attended the inaugural Reconciliation Day event.
- The budget for *Reconciliation in the Park* was \$150,000.

Key Information

- The inaugural Reconciliation Day event took place on 28 May 2018, and will continue to be held annually. Reconciliation Day replaces the Family and Community Day public holiday which has traditionally been held on the first Monday of the third term school holidays (ACT only). It does not represent an additional public holiday for the ACT.
- The event, named *Reconciliation in the Park*, attracted an estimated attendance of 8,000 throughout the day. *Busby Marou* was engaged as the headline performance, and was supported by a number of indigenous artists including *Michael Weir, Dale Huddleston, Johnny Huckle, Wiradjuri Echoes* and *Kara Buai*. The program featured a range of free children's activities, including the ACT Schools Reconciliation Challenge

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art workshops, and reconciliation conversation generated by indigenous and non-indigenous organisations and community groups.

- The 2019 event is scheduled for Monday 27 May.

Background Information

- The Reconciliation Day public holiday in the ACT is the result of community consultations undertaken in 2016 and a subsequent report tabled by the then Minister for Aboriginal and Torres Strait Islander Affairs, Dr Chris Bourke MLA.
- A community-led Reconciliation Day Council was appointed to oversee the program for the 2018 Reconciliation Day, and to promote the importance of Reconciliation across the community.
- An Inter-governmental Working Group was established, appointed by the Deputy Director-General of CSD and Deputy Director-General of Enterprise Canberra, to oversee the management and delivery of the Reconciliation Day in the Park event.
- An Event Manager from Events ACT was appointed and worked with the Office of Aboriginal and Torres Strait Islander Affairs (OATSIA) Coordination and Engagement Unit and the Reconciliation Day Council to deliver the 2018 Reconciliation Day event.
- Events ACT, CSD Communications and CMTEDD Communications worked together to develop the communications plan for Reconciliation Week, including the Reconciliation in the Park event.
- Budget Cabinet approved funding of \$200,000 (as part of the 2018-19 mid-year budget review process) to ensure that the first Reconciliation Day in 2018 was marked in a way that meets community expectations and engages with as many members of the Canberra community as possible. Of the funding provided,
- \$150,000 was allocated for the Reconciliation Day event.

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Vol: 1 Page No: 75

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Portfolio/s: Arts and Cultural Events

ISSUE: 2018 ACT Event Fund

Talking points:

- 59 applications were received under the *ACT Event Fund 2018* main round, with combined funding requests totalling \$1.26 million.
- A total of 20 events were recommended for funding support totalling \$361,901.
- A further \$48,000 was allocated to pre-existing multi-year agreements.
- \$35,000 was allocated to out-of-round or start up applications.
- Remaining funds were allocated to future sector development workshops.
- A satisfaction survey was completed to measure the standard of service and assistance to event organisers through the delivery of the grants management process for the ACT Event Fund.
- In 2017, a satisfaction figure 91.4 per cent was achieved, which exceeded the target of 80 per cent.
- The *2018 ACT Event Fund* had a allocation in of \$500,000 in 2017-18.

Key Information

- The *ACT Event Fund* was established as a key mechanism for stimulating and fostering a range of positive economic, social and community outcomes for the Canberra region through the festival and events sector.
- The *ACT Event Fund* assists eligible event organisers to develop, market and promote their events in a way that helps maximise these outcomes, while also helping to fill identified calendar gaps and support sustainable growth opportunities.
- The introduction of sector development initiatives in 2017 stemmed from consultation with the local events and festivals sector. An initial 'Best Practice

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Sponsorship' workshop was held over two days in June 2017 and received extremely positive industry feedback.

- Events ACT recently delivered a further two successful workshop sessions on Wednesday 20 and Thursday 21 June 2018. With the topic of 'Event Marketing Fundamentals and Principles', the workshops saw 190 local event organisers registered across the two days – with widespread praise received on the workshop presenter, the overall workshop content/format and subject relevance.
- Amounts allocated to pre-existing multi-year agreement funding commitments and other funding pre-commitments as outlined below:
 - \$20,000: Fairfax Events (Australian Running Festival)
 - \$28,000: Pro Musica (Canberra International Music Festival)
- The Event Start-Up Fund helps alleviate budget pressures that have been experienced previously as a result of out of round funding requests, while facilitating a more flexible and proactive framework for event support.
- The following 2018 event was supported via the start-up and the out of round funding mechanism:
 - \$10,000: BMX Australia (National Series Round held in Canberra, 15-16 September 2018).
 - \$25,000: Canberra FM Radio Pty Ltd (Skyfire 2018).

Background Information

- The main round of *ACT Event Fund* 2018 opened on Friday 4 August 2017 and closed on Monday 4 September 2017. It offered financial support for festivals and events that will occur between 1 January 2018 and 31 December 2018.
- Applicants were able to apply for Core Event Funding of up to \$20,000 or Significant Event Funding for amounts between \$20,000 and \$40,000. Those requesting support from the Significant Event Funding tier were required to provide a more detailed application, including a business plan and highlighted capacity to encourage tourism visitation and economic development opportunities.
- Applications to the *ACT Event Fund* are assessed by an independent panel, whose role is to assess each applicant's claims against the selection criteria, rank the full suite of applications and provide a set of funding recommendations.
- Note: Capital Football received funding from the 2015 Asian Cup Surplus funds for the for the 2017 and 2018 Kanga Cup events.

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ACT Event Fund 2018 main round – Ranked list of funded organisations/events

	Name of Event	Organisation	Amount Provided
1	2018 National Folk Festival	National Folk Festival Ltd.	Year 1 \$29,500 Year 2 \$22,730 Year 3 \$20,000
2	Canberra Comedy Festival	Canberra Comedy Festival Inc.	Year 1 \$35,250 Year 2 \$35,250 Year 3 \$35,250
3	Winter Glass Market 2018	Canberra Glassworks	\$19,913
4	Canberra Wine Week	Canberra District Wine Industry Assoc. Inc.	\$10,338
5	The ACT Permaculture Festival 2018	Southern Harvest Association	\$10,000
6	The Forage	Ms Belinda Neame	\$13,500
7	contour 556	Harris Hobbs Landscapes	\$30,000
8	Truffle Festival – Canberra Region	The Truffle Festival – Canberra Region	\$15,000
9	Canberra Triathlon Festival	Elite Energy Pty Ltd.	\$15,000
10	Canberra Highland Gathering	Canberra College of Piping & Drumming	\$12,000
11	The Big Canberra Bike Ride	Pedal Power ACT	\$15,000
12	Canberra Short Film Festival	Canberra Short Film Festival	\$15,000
13	GAMMA.CON 2018	The GAMMA.CON Society	\$15,000
14	East Hotel Canberra Challenger and ACT Clay Court International	Tennis ACT	1 year only: \$35,000
15	National Capital Rally	Brindabella Motor Sport Club Inc.	\$19,000
16	FASHFEST	FASHFEST Inc.	1 year only: \$20,000
17	Pialligo Estate – Farm Gate Tales	Pialligo Estate	\$10,000
18	Conflux 14	Conflux Incorporated	\$2,400
19	ActewAGL Royal Canberra Ladies Classic	Australian Ladies Professional Golf (ALPG)	\$30,000
20	Wanderlust 108 Canberra	Yoga Events Australia New Zealand Ltd	\$10,000
			\$361,901

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ACT Event Fund 2018: Funding pre-commitments and out of round applicants

Funding pre-commitments	Organisation	Amount Provided
Australian Running Festival	Fairfax Events (multi-year agreement)	\$20,000
Canberra International Music Festival	Pro Musica (multi-year agreement)	\$28,000
	Total	\$48,000
Out-of-round (or start-up) applications	Organisation	Amount Provided
Skyfire 2018	Canberra FM Radio Pty Ltd	\$25,000
BMX Australia National Round	BMX Australia	\$10,000
	Total	\$35,000
Total pre-commitments/out-of-round		\$83,000

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ANNUAL REPORT HEARING BRIEF

Page No: 16-17 and 115-171

Portfolio/s: Arts and Cultural Events

ISSUE: CFC FINANCIAL RESULTS FOR 2017-18

Talking points:

- The Cultural Facilities Corporation (or CFC) achieved a better than budget operating result for 2017-18.
- This was mainly due to lower than budgeted depreciation expenses.
- These lower than budgeted depreciation expenses resulted from two factors : firstly, most of the CFC's buildings were reassessed as having a longer useful life; and secondly, the value of the CFC's plant and equipment decreased as a result of revaluations. Both these factors contributed to reduced depreciation expenses.

Key Information

- The CFC's operating result for 2017-18 was a deficit of \$2.357 million, which was 12% better than the budgeted deficit of \$2.686 million.
- The operating deficit for 2017–18 was slightly lower than depreciation expenses for the year, meaning that the CFC achieved a small cash surplus.

Background Information

- Due to its large asset holding and consequent depreciation expenses, the CFC always expects to have operating deficits, since it is not funded for depreciation, but receives capital injections through the capital works program.
- Detailed information about the CFC's financial results for 2017-18 is included in the 2017-18 Financial Statements and the Management Discussion and Analysis at Attachment 1 to the Annual Report – refer to pages 115-171.

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ANNUAL REPORT HEARING BRIEF

Page No: 16 and 173-187

Portfolio/s: Arts and Cultural Events

ISSUE: CFC PERFORMANCE RESULTS FOR 2017-18

Talking points:

- The Cultural Facilities Corporation (or CFC) achieved good results against the majority of its 2017-18 accountability indicators.
- For six of its seven accountability indicators, the CFC either achieved, or exceeded, the target for 2017-18.

Key Information

- During the year the CFC :
 - achieved 405,690 visitors and patrons to its facilities and programs, a figure 6% above target and mainly relating to higher than expected visitors to the Canberra Theatre Centre, and to ACT Historic Places;
 - provided 596 education and community programs, a figure 15% above target and relating particularly to the provision of programs at the ACT Historic Places; and
 - achieved a higher than expected number of days of venue usage at the Canberra Theatre Centre with a total of 691 days of usage, 14% above target.
- The CFC's Cost to Government per estimated visitor or patron to CFC facilities and programs was \$21.48, a figure 6% better than target, mainly due to the higher than expected number of visitors and patrons to CFC facilities and programs.
- The CFC achieved own sourced revenue as a proportion of total revenue of 53.6%, a figure 17% above target and due primarily to increased revenue from the higher than expected volume of theatre business at the Canberra Theatre Centre.
- The CFC did not achieve its target for the number of exhibitions held at its facilities, with a result of 19, slightly below target of 20. It should be noted that the CMAG exhibition *Peace, Love and World War : The Denmans, Empire and Australia 1910-1917* toured to Kings College, London during the year but was not included in the exhibition numbers as it was not held at a facility managed by the CFC.

Background Information

- Detailed performance results and variance explanations are included in the 2017-18 Statement of Performance at Attachment 1 to the Annual Report on pages 173 - 187.

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ANNUAL REPORT HEARING BRIEF

Page No: 86-88

Portfolio/s: Arts and Cultural Events

ISSUE: CFC CAPITAL PROJECTS UNDERTAKEN IN 2017-18**Talking points**

- The Cultural Facilities Corporation (or CFC) undertook major capital projects at the Canberra Theatre Centre and Canberra Museum and Gallery during 2017-18.
- These projects were directed at ensuring that the Canberra Theatre Centre can continue to function as the region's premier performing arts centre, and allowing CMAG to install new LED lights, to achieve state-of-the-art standards of lighting in its gallery spaces.
- All the CFC's 2017-18 capital works projects were completed, and funds fully expended, by year-end.

Key Information

- The CFC received a total of \$1.372 million in capital funding in 2017-18 for the following projects:
 - \$0.792 million for Canberra Theatre Upgrade Works – Stage 3
 - The major work completed during the year included new Link walkway safety screen, Playhouse backstage access bathroom, and stage wiring looms.
 - \$0.300 million for Canberra Theatre Centre – Infinity wiring replacement
 - Funding was received for the replacement of Infinity branded wiring, an expense which was incurred (and works carried out) in 2016-17.
 - \$0.280 million for Canberra Museum and Gallery – Upgrading lighting
 - This project replaced the gallery lighting with new LED lighting.

Background Information

- Full details of 2017-18 capital projects are set out in the capital works tables at pages 86-88 of the Annual Report.

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ANNUAL REPORT HEARING BRIEF

Page No: 86-88

Portfolio/s: Arts and Cultural Events

ISSUE: CFC CAPITAL UPGRADES UNDERTAKEN IN 2017-18**Talking points:**

- The Cultural Facilities Corporation (or CFC) undertook a program of priority capital upgrade projects across all its sites during 2017-18.
- These projects were directed at ensuring the continued functionality of these sites, in terms of their ability to provide high quality cultural experiences for the community of the Canberra region, and visitors to our city.
- All the CFC's 2017-18 capital upgrade works were completed, and funds fully expended, by year-end.

Key Information

- The CFC received \$398,000 in Capital Upgrade funding in 2017-18 to undertake works in:
 - the Canberra Museum and Gallery (at a cost of \$140,000);
 - the ACT Historic Places (at a cost of \$140,000);
 - the Canberra Theatre Centre (at a cost of \$68,000); and
 - Corporate (at a cost of \$50,000).
- Works undertaken included :
 - Canberra Museum and Gallery work health and safety equipment;
 - Canberra Museum and Gallery additional CCTV;
 - Canberra Museum and Gallery foyer audio system;
 - Canberra Museum and Gallery gallery upgrades;
 - Lanyon Heritage Centre upgrades;
 - Lanyon Café refurbishment package;
 - Historic Places garden machinery and equipment upgrades;
 - Historic Places cottage improvements;
 - Canberra Theatre Centre audio busking desk;
 - Canberra Theatre Centre wireless communications system; and
 - Corporate Finance workforce management system.

Background Information

- Full details of 2017-18 capital upgrade projects are set out in the capital works tables at pages 86-88 of the Annual Report.

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ISSUE: CANBERRA THEATRE CENTRE – WORK HEALTH SAFETY NOTICES RE ROOF SAFETY**Talking points:**

- An Improvement Notice and a Prohibition Notice and were issued to the Canberra Theatre Centre by Worksafe ACT on 21 June 2018 in relation to roof safety issues.
- The Improvement Notice related to a roof access stairway, which had been omitted from a roof safety inspection conducted by specialised contractors in March 2018 and was therefore not certified at that time.
- The stairs were subsequently inspected by a qualified certifier, who found the handrail need to be raised slightly. The handrail was replaced and certified, and the Improvement Notice lifted on 3 August 2018. There was no prohibition on use of the stairs while this work was done.
- The Prohibition Notice prohibits use of fall arrest and fall restraint systems that use the Centre’s roof anchor points and access lines.
- These systems are used for work within two metres of an unprotected edge of the roof – for example, for cleaning gutters or making repairs.
- The Centre had already identified this as an issue and had imposed a voluntary ban on use of these systems, pending their replacement. The Prohibition Notice therefore formalised this ban.
- Action is underway to replace these systems with funding provided in the 2018-19 ACT Budget. The work will be completed this financial year.
- In the meantime, the roof can be accessed, and work can take place that does not require the use of the fall arrest and fall restraint systems.
- For example, access can be made to the roof to change fly tower banners, since this does not require work close to the roof edge.

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ANNUAL REPORT HEARING BRIEF

Key Information

- The issuing of the Improvement Notice and Prohibition Notice is identified in the Work Health and Safety section of the CFC's 2017-18 Annual Report.
- As certification of the access stairs was omitted in the inspection by specialised contractors in March 2018, the Centre now uses a different company for inspections and certification of roof safety.

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ISSUE: PHYSICAL SECURITY PERFORMANCE AUDIT: CFC COVERAGE**Talking points:**

- During 2017-18 the Auditor-General undertook a performance audit of physical security and reported on this on 31 May 2018.
- The audited agencies included the Cultural Facilities Corporation, or CFC.
- The audit concluded that the physical security requirements of the ACT Government Protective Security Policy Framework, or PSPF, are being effectively implemented by audited agencies, including the CFC.
- It also concluded that agencies, including the CFC, have assessed physical security risks as required by the PSPF, and have in place governance arrangements that are effective in supporting the implementation of operational activities to meet the requirements of the PSPF.
- The CFC is committed to ensuring a high level of security at its venues.
- The report identifies certain areas where the CFC's security planning and documentation can be further improved.
- During 2018-19, the CFC will be implementing a comprehensive new security policy, plan and procedures, based on updated risk assessments that have recently been undertaken at each of its sites, and further informed by the outcomes of the performance audit.
- These steps will ensure that the CFC continues to have effective security arrangements in place.

Key Information

- There are no recommendations in the audit report relating specifically to the CFC.
- The report recognises that the CFC was omitted from the initial implementation of the PSPF but that this has been corrected, the CFC has taken significant steps to be compliant with the PSPF, and now has in place protective security policy and

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governance arrangements for the ongoing management and monitoring of protective security.

- The report notes that the CFC Security Executive Group has only recently been established. While this is true, since May 2017 security has been a standing agenda item, and has been discussed, at each of the fortnightly meetings of the CFC's Senior Management Group. The membership of this group is the same as that of the newly established CFC Security Executive Group, which is now meeting each fortnight and to date has met on nine occasions.

Background Information

- Together with the published audit report, each audited agency received a confidential report on the outcomes of site visits made to a selection of its facilities. The identities of the selected facilities are not identified in the published report, nor is any site-specific information provided.

Sch 2.2(a)(iii)

Cleared as complete and accurate:	17/10/2018	
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ANNUAL REPORT HEARING BRIEF

Page No: 25, 44, 53, 54, 55, 141

Portfolio: Arts and Cultural Events

ISSUE: THEATRE RESERVE

Talking points:

- The creation of a Theatre Reserve is a key strategy that the Cultural Facilities Corporation, or CFC, has put in place in seeking to address the unpredictability of theatre income levels, and to assist it in managing fluctuations in the performing arts industry.
- The Theatre Reserve was established by the CFC at the end of the 2011-12 financial year.
- The Reserve helps offset the financial risk associated with major theatre programming ventures for the Canberra Theatre Centre, allowing the Centre to be more ambitious in bringing large-scale shows to Canberra.
- Since the Reserve was first created, better than budget theatre trading results in a number of financial years have allowed the CFC to make additions to the Reserve.
- Due to the extension of theatre programming into new areas of performance in 2017-18, such as contemporary music, no further increase was made to the Reserve in that financial year. No call was made on the Reserve during the year and it stands at \$1.1 million. This amount is included in the Reserves identified in the CFC's Balance Sheet.

Background Information

- The Theatre Reserve is identified at Note 17 to the CFC's 2017-18 Financial Statements, at page 141 of the Annual Report.

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ANNUAL REPORT HEARING BRIEF

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Portfolio: Arts and Cultural Events

ISSUE: CANBERRA THEATRE CENTRE TICKETING ARRANGEMENTS FOR PATRONS REQUIRING WHEELCHAIR ACCESS SEATING

Talking points:

- The Canberra Theatre Centre seeks to ensure that patrons with special needs have access to live theatre, for example by providing audio described performances and tactile tours for patrons with vision impairments; captioned performances for patrons with hearing impairments; and through the provision of designated spaces in the Centre's venues for wheelchair access.
- Patrons are requested to purchase wheelchair access seats in advance and are then provided with a letter of confirmation for their purchase.
- They are, however, asked to collect their tickets from the Box Office shortly before the performance.
- This allows the Centre to finalise seating placements once it knows how many wheelchair user seats will be required for any given performance.
- For example, depending on the final number of wheelchair user seats needed, the Centre can seat patrons who need wheelchair user seats with friends who do not need these.
- Access to live performances at the Centre for patrons who use wheelchairs will be further improved through a package of works funded in the 2018-19 ACT Budget.
- As part of this package, \$225,000 has been allocated for a lift and wheelchair accessible seating at the mid-point of the Canberra Theatre auditorium. This will increase seating options for patrons who use wheelchairs, by providing seating both at the front and mid-point of the auditorium.
- Other access improvements in the capital package include \$500,000 for upgrading public toilets at the Centre with ambulatory cubicles and \$25,000 for upgrading captioning equipment.

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ANNUAL REPORT HEARING BRIEF

Key Information

- The Centre has received a complaint from a person whose wife uses a wheelchair, who has expressed concern that the ticketing arrangements for patrons who use wheelchairs, as described above, are discriminatory as they require patrons to collect tickets shortly before a performance, rather than in advance.
- The Centre has sought advice on this matter from disability access adviser Eric Martin. Mr Martin has advised that he believes the arrangements are appropriate for managing a venue that was built prior to the current building code. He has forwarded the procedures to the Human Rights Commission for comment.

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ISSUE: CANBERRA MUSEUM AND GALLERY – CLADDING IN SIGNAGE**Talking points:**

- Residential building fires in the United Kingdom in 2017 were found to be accelerated by highly flammable materials contained in Aluminium Composite Material (ACM) - cladding panels fixed externally.
- All Cultural Facilities Corporation (CFC) arts facilities have been assessed for the presence of flammable ACM cladding.
- ACM cladding has been identified only in large external building-mounted signage at Canberra Museum and Gallery (CMAG) and freestanding signage beacons adjacent to the Canberra Theatre Centre (CTC).
- Expert advice has proposed a management of the building-mounted material at CMAG and no action in regard to freestanding signs at the CTC.
- The material at CMAG is being safely managed in accord with the recommendations received.

Key Information

- Advice from an independent fire safety expert recommends:
 - for CMAG's building-mounted signage : a number of management options, ranging from regular inspections and removal of leaf litter through to removal of the ACM cladding and replacement with non-flammable material; and
 - for the freestanding signage beacons near the CTC : no action needed.
- Risks are currently being effectively managed in relation to the building-mounted signage at CMAG.

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ANNUAL REPORT HEARING BRIEF

Background Information

- The Grenfell Tower external cladding panels were an ACM. This material comprises two metal skins bonded to a core of sheet material. Some of the core materials (intended to provide insulation) are highly flammable.
- The CFC has received advice from an independent fire services inspector, Ben Hughes-Brown of Ignis Solutions, in regard to ACM identified in building-mounted signage at CMAG and signage beacons adjacent to the CTC. These buildings themselves do not include ACM in their construction.
- The advice identified a number of management options in regard to the CMAG building-mounted signage, such as annual cleaning of leaf litter, and inspection. Removal and replacement of the ACM cladding would remove the risk of fire entirely.
- The CFC will continue with a management approach involving inspections and cleaning as necessary, prior to allocating capital upgrade funds towards replacement of the signage with non-flammable material.

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ISSUE: CANBERRA MUSEUM AND GALLERY – ACQUISITION OF SOCIAL MEDIA POSTS**Talking points:**

- Canberra Museum and Gallery (CMAG) is considering the acquisition of social media posts for the CMAG Collection.
- While it is not yet common practice for museums to acquire posts from social media accounts, it is an emerging trend. Over recent years, both the Museum of London and the National Museum of Australia have collected social media posts relating to significant community events.
- Our culture is increasingly reflected and being negotiated online in digital form. We know that digital media are even more ephemeral than the paper records of the past. It is important that we start collecting this material so that the artefacts of history and artistic expression created and disseminated online are not lost to future generations.
- CMAG's interest in acquiring social media posts is consistent with CMAG's Collection Policy and its Digital Strategy.
- The first proposed acquisitions, when they are identified, will be considered by the CMAG Advisory Committee and the Cultural Facilities Corporation Board.

Key Information

- If appropriate acquisitions are identified, and their acquisition is then successfully negotiated, the posts will be stored in multiple formats along with the hardware required to support their display in the future.
- Common to all negotiations of this nature, the identity of the individuals with whom CMAG may be in negotiation will remain confidential until agreement to acquire the objects is reached, and the author has agreed to their identity being made public.
- A potential acquisition of social media posts was under consideration in 2017-18 but did not eventuate as the author did not wish to proceed at that time.

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ANNUAL REPORT HEARING BRIEF

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Portfolio: Arts and Cultural Events

ISSUE: RURAL LEASEHOLDER CONCERNS - PROPOSED CUPPACUMBALONG TO LANYON HOMESTEAD WALK

Talking points:

- The holder of the rural lease adjacent to Lanyon Homestead has raised concerns regarding the potential impacts on his property of an interpretive trail between Cuppacumbalong Homestead and Lanyon Homestead. A project to undertake consultation and mark the trail has recently been funded with a 2018 ACT Heritage Grant.
- On 12 September 2018, Minister Gentleman announced that the owners of Cuppacumbalong Homestead had been awarded a 2018-19 ACT Heritage Grant to develop an interpretative walk along the Murrumbidgee River Corridor linking Cuppacumbalong with Lanyon Homestead. The grant amount is \$21,000 (ex GST).
- The majority of the proposed walk is located within the boundaries of the Murrumbidgee River Corridor which is managed by ACT Parks and Conservation Service (or PCS). The remaining sections of the walk are located within the Lanyon Historic Precinct managed by ACT Historic Places (or ACTHP) and within Cuppacumbalong, which is under private lease.
- The proposed walk is to be developed as a partnership between Cuppacumbalong, PCS and ACTHP. ACTHP will provide interpretative signage at Lanyon Homestead and links to the walk within the boundaries of the area it manages.
- Detailed planning for the trail will be subject to consultation with key stakeholders including Registered Aboriginal Organisations, the rural leaseholder, ACTHP and PCS.
- The owners of Cuppacumbalong, ACTHP and PCS will seek to meet with the rural leaseholder to discuss the proposal and his concerns in the near future.

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ANNUAL REPORT HEARING BRIEF

Key Information

- A range of stakeholders were consulted in the development of the grant application including ATSIA, Aboriginal organisations, the Tharwa Community Council, ACTHP, rural leaseholders and other relevant government agencies.
- The rural leaseholder at Lanyon expressed his objection to the concept of the trail in discussion with the Director ACTHP in March 2018. His concerns are associated with the potential for the trail to increase risk of fire, rubbish, trail bikes, dogs, camping and other illegal activities; and the subsequent potential impacts on the privacy and security of his lease.
- The Director of ACTHP communicated these concerns to the grant applicant (Cuppacumbalong) and PCS in March 2018. The concerns were then referenced in the grant application as part of the summary of consultation.
- The rural lease is fenced along its boundary with the Murrumbidgee River Corridor where the proposed walk is located. The walk is also a significant distance from any infrastructure owned by the rural leaseholder.

Background Information

- The majority of the walk is located within the boundaries of the Murrumbidgee River Corridor which is managed by PCS. The proposed walk is supported by PCS and is consistent with the Murrumbidgee River Corridor Plan of Management.
- The remaining sections of the walk are located within the Lanyon Historic Precinct managed by ACTHP and within Cuppacumbalong, which is under private ownership.
- The proposed walk is consistent with, and is identified in, the Tharwa Village Plan which was developed in consultation with the Tharwa community and released by the Minister for Planning on 9 September 2018. Visitors to the area have been informally undertaking the walk for some time.
- Community engagement on the Tharwa Draft Village Plan found strong support for the upgrade of the Tharwa Explorer Track (which forms part of the proposed walk) and the development of wider regional path connections (such as to the Namadgi Visitor's Centre, the Gigerline Nature Reserve and Lanyon Homestead).
- The final Tharwa Village Plan recommends the upgrade of the Tharwa Explorer Track, including the consideration of improved regional path connections.

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Portfolio: Arts and Cultural Events

ISSUE: WATER DAMAGE AT CALTHORPES' HOUSE

Talking points:

- In late May this year, Calthorpes' House sustained damage because of water leaking from a water tank in the ceiling above the corridor near the bathroom.
- The water damage was to walls and carpets in several parts of the house, and to a small section of ceiling. There was minimal damage to collection items.
- Following the water damage, Calthorpes' House was closed to the public while drying out took place. It was reopened shortly after, once it was deemed safe for members of the public to enter.
- The water tank from which the leak occurred has since been removed from the house, and the house has been isolated from all water connections. A new water connection has instead been installed to the rear of the garage, for use by staff.
- Specialist heritage advice has been provided on repairs needed to the walls and ceiling. Repairs will include cleaning, plastering and painting. The cost of the repairs will be covered by insurance.
- This work will be undertaken in early 2019. The house will be closed to visitors at this time for the work to occur together with other conservation work to minimise the period of closure to the public.

Key Information

- Water leaked from a water tank located above the bathroom at Calthorpes' House between 4 pm on Saturday 26 May 2018, when the house was closed for the day to visitors, and 12.30 pm on Sunday 27 May 2018, when it was reopened for visits, and staff discovered the damage.
- Heritage experts were employed to assist with the clean-up and assessment of damage to the house and its collection.

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ANNUAL REPORT HEARING BRIEF

- Extensive damage to wall plaster occurred. There was minimal damage to the collection.
- The tank has now been decommissioned and removed from the house. The risk of further water damage has been reduced as all water flowing to the house has been disconnected.
- Repairs have been programmed to occur early next year together with pre planned conservation works. Repairs will be covered by insurance.
- It is anticipated that Calthorpes' House will be closed for up to 12 weeks from February 2019 while repair and conservation works are undertaken.

Background Information

- Calthorpes' House was built for the Calthorpe family in 1927. Original furnishings, household appliances and photos reflect the fashionable ideal of style and taste in the middle class Australian home of the late 1920s.
- It is managed by ACT Historic Places and is preserved as a window into a family's life in our city's early years.
- Calthorpes House is open to the public every weekend from 1 – 4pm.

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