



**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 2018-0342

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	N/A
6. Processing time (in working days)	28
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:** [CMIEDD.FOJ](mailto:CMIEDD.FOJ)  
**Cc:** [REDACTED]  
**Subject:** FOI Request - Final briefing packs Annual Reports - Barr  
**Date:** Wednesday, 5 December 2018 12:50:24 PM

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Good afternoon

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

- Chief Minister;
- Treasurer;
- Minister for Social Inclusion and Equality;
- Minister for Tourism and Special Events; and
- Minister for Trade, Industry and Investment.

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

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

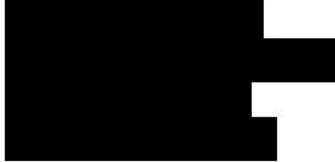
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[REDACTED]



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

Our ref: CMTEDDFOI 2018-0342



via email: [REDACTED]

Dear [REDACTED]

### **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.

Specifically, you are seeking:

- final briefing packs prepared for Mr Andrew Barr MLA for the 2017-18 Annual Reports hearings in his capacity as Chief Minister; Treasurer; Minister for Social Inclusion and Equality; Minister for Tourism and Special Events; and Minister for Trade, Industry and Investment.

### **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 is 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 several documents were identified that fall within the scope of your request.

I have decided to grant partial access to those documents. The information redacted in the documents is, I consider, information that would, on balance, 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 each document that falls within the scope of your request and the access decision for each document.

The documents released to you are provided as Attachment B to this letter.

My decision concerning access to the documents is detailed, in accordance with section 54(2) of the Act, in a statement of reasons 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 reason for deciding to not grant full access to some of the documents is 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 the following public interest factors as relevant to determine if release of the information contained within the documents is within the ‘public interest’.

#### Factor favouring disclosure (Schedule 2.1)

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

#### Factor favouring non-disclosure (Schedule 2.2)

- Sch 2.2(a)(xi) - Prejudice trade secrets, business affairs or research of an agency or person.

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 Barr in his capacity as Chief Minister; Treasurer; Minister for Social Inclusion and Equality; Minister for Tourism and Special Events; and Minister for Trade, Industry and Investment.

I have considered the business affairs of the facilitated leads contained within the Investment Attraction and Facilitation brief (refer to page 41) and I consider it unreasonable to disclose the details of those leads as this information could be expected

to prejudice the business affairs of those leads by disclosing the names of the businesses proactively approached.

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 could prejudice their business affairs.

Page 41 of the identified document 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.

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.

### **Additional Information**

Commercial Services and Infrastructure would like it noted that in relation to the *ACT Law Courts (2) Annual Report Hearing Brief* there are two sections that relate to an anticipated completion of Stage 2 in July 2019. This was correct at the time – and based upon provided programmes – but is not correct now. The last programme from Laing O'Rourke indicated substantive completion in August 2019, however current advice is that the stage 2 dates are no longer accurate.

### **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)(e) 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 23 January 2019. 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 the 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](mailto: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](mailto:CMTEDDFOI@act.gov.au).

Yours sincerely,



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

17 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 Andrew Barr MLA for the 2017-18 Annual Reports hearings in his capacity as Chief Minister; Treasurer; Minister for Social Inclusion and Equality; Minister for Tourism and Special Events; and Minister for Trade, Industry and Investment.	2018-0342

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-350	Annual Report briefing pack	5-Nov-2018	Partial release	Sch 2 s2.2 (a)(xi)	Yes
<b>Total No of Docs</b>						
1						

**2017-18 ANNUAL REPORT HEARING**  
**STANDING COMMITTEE ON ECONOMIC DEVELOPMENT AND TOURISM**  
**MINISTER FOR TRADE, INDUSTRY AND INVESTMENT**  
**MINISTER FOR TOURISM AND SPECIAL EVENTS**

*Monday, 5 November 2018*

*11:15am – 12:15pm*

*1:45pm – 2:45pm*

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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Innovation, Trade and Investment

**Output 3.1**

1.	Statement of Performance (Output 3.1 2017-18)	Glen Hassett /Geoff Keogh Ext: 55346 / 78841
2.	CBR Innovation Network	Glen Hassett Ext: 55346
3.	Innovation Connect program	Glen Hassett Ext: 55346
4.	CBRfree WiFi	Glen Hassett Ext: 55346
5.	Data61	Glen Hassett Ext: 55346
6.	Small Business Innovation Partnerships program	Glen Hassett Ext: 55346
7.	Aboriginal and Torres Strait Islander Business Development and Entrepreneurship Program	Glen Hassett Ext: 55346
8.	ScreenACT / Screen Production Fund	Glen Hassett Ext: 55346
9.	Automated Vehicle Trial	Glen Hassett Ext: 55346
10.	Commissioner for International Engagement	Glen Hassett Ext: 55346



11.	Trade Missions	Glen Hassett Ext: 55346
12.	Trade Connect Program	Glen Hassett Ext: 55346
13.	Export Development Programs	Glen Hassett Ext: 55346
14.	Investment Facilitation	Glen Hassett Ext: 55346
15.	Priority Investment Program	Glen Hassett /Geoff Keogh Ext: 55346 / 78841
16.	Key Sector Capability Areas	Glen Hassett /Geoff Keogh Ext: 55346 / 78841
17.	Defence Sector	Geoff Keogh Ext: 78841
18.	Space Sector	Geoff Keogh Ext: 78841
19.	Cyber Sector	Geoff Keogh Ext: 78841
20.	Agri-tech Sector	Geoff Keogh Ext: 78841
21.	Study Canberra	Geoff Keogh Ext: 78841
22.	ACT Vice Chancellors' Forum	Geoff Keogh Ext: 78841
23.	Skilled Migration Program	David Miller Ext: 74791
24.	Aquis Entertainment	Jenny Priest Ext: 72070
25.	Academy of Interactive Entertainment	Jenny Priest Ext: 72070
26.	UNSW Proposed City Campus	Jenny Priest Ext: 72070
27.	Strategic Projects Unit	Jenny Priest Ext: 72070

## Visit Canberra

### **Output 3.2**

1.	Aviation	Jonathan Kobus Ext: 53185
2.	Value of Tourism	Jonathan Kobus Ext: 53185
3.	Major Event Fund	Jonathan Kobus Ext: 53185

4.	Destination Marketing	Jonathan Kobus Ext: 53185
5.	Brand CBR	Jonathan Kobus Ext: 53185
6.	Budget, Staffing and Accountability Indicators	Jonathan Kobus Ext: 53185

Events ACT

**Output 3.4**

1.	Budget, Staffing and Accountability Indicators	Jo Verden Ext: 50554
2.	Floriade 2017	Jo Verden Ext: 50554
3.	Floriade Fringe 2017	Jo Verden Ext: 50554
4.	Enlighten 2018	Jo Verden Ext: 50554
5.	Floriade 2018	Jo Verden Ext: 50554
6.	Rugby League World Cup 2017	Jo Verden Ext: 50554
7.	Community Events Summary	Jo Verden Ext: 50554

Vol: 1 Page No: 64-67

Vol: 2.1 Page No: 186-189

**Portfolio:** Trade, Industry and Investment

**ISSUE: OUTPUT 3.1 STATEMENT OF PERFORMANCE 2017-18**

**Talking points:**

- 2017-18 Accountability Indicators for Output 3.1 track the mix of programs delivered by Output 3.1 to support the Government's economic diversification agenda.
- This includes key sector capability building, trade and investment activities, supporting the growth of the local innovation eco-system, and private sector investment facilitation.
- A number of measures within Output 3.1's 2017-18 Accountability Indicators have been discontinued, but have been revised and captured in Outputs 3.1 and 3.6 2018-19 Accountability Indicators (refer pages 33-35 and 37-39 of *2018-19 Budget Statements B*).

**Key Information**

**Indicator (a) *Support for innovation start-ups and entrepreneurs***

	2017-18 Targets	Actual Result 2017-18	% Variance
<b>a. Support for innovation start-ups and entrepreneurs</b>			
(i) Innovation Connect (ICon) new client connections	50	61	+22%
(ii) Innovation Connect (ICon) successful grant applications	15	12	-20%
(iii) Deliver targeted programs to support innovative start-ups	3	3	0%
(iv) Satisfaction on the effectiveness of ACT Government programs and initiatives to support innovative start-ups through surveys of the CBR Innovation Network Board and the Innovation Community Forum	>75%	100%	n/a

- Indicator (a) *Support for innovation start-ups and entrepreneurs* has been discontinued at the end of the 2017-18 reporting period as part of the revision of accountability indicators across Output 3.1 and the inclusion of a significantly greater focus on sector capability building. Nonetheless, the scope of work relating to support for innovation start-ups and entrepreneurs remains in focus through establishment of a new 2018-19 Accountability Indicator, Output 3.1 (e) *Support for innovation eco-system building* (refer pages 34 *2018-19 Budget Statements B*).

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 Information Officer name: Glen Hassett  
 Contact Officer name: Ellis Maher Ext: 57289  
 Lead Directorate: Chief Minister, Treasury and Economic Development

(i) *Innovation Connect (ICon) new client connections* - 61 new client connections were received during the expression of interest phase of the Innovation Connect grant program, against the annual target of 50. This strong result reflects the high level of awareness and interest in the Government's support for innovation programs.

(ii) *Innovation Connect (ICon) successful grant applications* -The 2017-18 target of 15 was not achieved – the year end result is 12. The full quantum of Innovation Connect budget allocation has been allocated to the 12 strongest applications rather than stretching the funding out to meet the target of 15.

(iii) *Deliver targeted programs to support innovative start-ups* - Target of 3 refers to delivery of CBR Innovation Network, Innovation Connect grant program, and the Small Business Innovation Partnership (SBIP) program.

(iv) *Satisfaction on the effectiveness of ACT Government programs and initiatives to support innovative start-ups* – This is measured by a survey of stakeholders at the end of the reporting period seeking comment on the effectiveness of ACT Government programs. Stakeholders surveyed are CBR Innovation Network Board and Innovation Community Forum.

## Indicator (b) *Support development of key industry capability in the ACT innovation ecosystem*

	2017-18 Targets	Actual Result 2017-18	% Variance
<b>b. Support development of key industry capability in the ACT innovation ecosystem</b>			
(i) Deliver targeted programs to support development of key industry capability in the ACT Innovation ecosystem	4	4	n/a
(ii) Satisfaction on the effectiveness of ACT Government programs and initiatives to support development of key industry capability in the ACT Innovation ecosystem through surveys of the CBR Innovation Network Board and Community Forum	>75%	87.33%	n/a

- Indicator (b) *Support development of key industry capability in the ACT innovation ecosystem* has been discontinued, however the scope of work relating to development of key industry capability in the ACT innovation ecosystem remains in focus through establishment of new 2018-19 Accountability Indicators, Output 3.1 Measure (d) *Sector capability building* and Measure (e) *Support for innovation eco-system building* (refer pages 33-34 2018-19 Budget Statements B).

- (i) *Deliver targeted programs to support development of key industry capability* - Target of 4 refers to delivery of CBR Innovation Network, Data61, CollabIT and Screen Industry Support programs.

(ii) *Satisfaction on the effectiveness of ACT Government programs and initiatives to support development of key industry capability* - This is measured by a survey of stakeholders at the end of the reporting period seeking comment on the

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effectiveness of ACT Government programs and initiatives to build capacity in key capability areas within the ACT economy. Stakeholders surveyed are CBR Innovation Network Board and Innovation Community Forum. The outcome of 87.33% reflects overall positive feedback, achieving the target of >75%.

## Indicator (c) Invest Canberra

	2017-18 Targets	Actual Result 2017-18	% Variance
<b>c. Invest Canberra</b>			
(i) Trade Connect grants delivered	30	3	-90%
(ii) Number of international trade and investment campaigns and delegations	3	4	+25%
(iii) Number of lead responses generated from Invest Canberra program activity	30	30	0%
(iv) Number of investment facilitation projects supported	2	3	+33.33%

- Indicator (c) *Invest Canberra* has been discontinued.

(i) *Trade Connect grants delivered* has been discontinued to reflect that funding previously provided towards individual exporter grants has been realigned to support company participation in international delegation activity. Three Trade Connect grants were awarded prior to the closure of the program. Output 3.1 still contains an indicator which tracks delivery of international trade and investment campaigns and delegations (refer page 33 *2018-19 Budget Statement B*), and support for participation by Canberra businesses will be channelled through third party organisations with involvement in trade mission activity (e.g., CBR Innovation Network, Screen Canberra, Canberra Business Chamber).

(ii) *Number of international trade and investment campaigns and delegations* reported a year-end total of 4 against a target of 3. This is a reflection of the Government's increased focus on international engagement activity enhanced by the introduction of direct flights, increased sister-city activity, and the appointment of the Commissioner for International Engagement over the past 12-18 months. The four delegations reported within this period are China in August 2017, the United States of America in October 2017, New Zealand in November 2017, and to the United States of America again in February 2018.

(iii) *Number of lead responses generated from Invest Canberra program activity* tracks the provision of support and information to attract and retain entities (external to government) which have expressed interest in operating in the ACT. The target of 30 reflects the scope of enquires received, both via Austrade and direct to the ACT Government.

(iv) *Number of investment facilitation projects supported* is discontinued to reflect the cessation of Output 3.1's carriage of unsolicited bids which are now administered by Treasury. However, Output 3.1 retains a direct investment facilitation role for the

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ACT Government. Where an investment lead develops into the potential for further interest in investment in Canberra, Output 3.1 provides support, guidance and connections to relevant stakeholders with the ACT and region. This is an investment facilitation function that is provided by all jurisdictions looking to attract and retain local investment opportunities.

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Vol: 1 Page No: 64-67

Vol: 2.1 Page No: 186-189

**Portfolio:** Trade, Industry and Investment

## **ISSUE: CBR INNOVATION NETWORK**

### **Talking points:**

- The CBR Innovation Network (CBRIN) is an initiative of the ACT Government that brings together CBRIN Foundation Members including the ANU, University of Canberra, UNSW Canberra, CSIRO, Data61 and CIT.
- CBRIN has been successful in connecting key institutions and businesses in the economy to work together to support and enable entrepreneurs, high growth businesses and key sectors.
- Highlights include:
  - Over 33,000 people have visited the CBRIN space for events and workshops since 2014;
  - 228 events including workshops, Collab Labs, First Wednesday Connect networking and innovation showcases have been held at CBRIN or Foundation Member sites since July 2017;
  - 2017 GRIFFIN Accelerator participants (four) collectively raised over \$1 million in capital;
  - CBRIN has 13,250 followers across its social platforms; and
  - The Entry29 co-working space currently has 176 active financial members, and provides emerging entrepreneurs access to rentable desk space and a supporting network of mentors.
- Key programs include the GRIFFIN Accelerator, the GRIFFIN Launchpad, the KILN Incubator, CBRIN Lean Start-up workshops, the Collaborative Innovation Lab, Mill House Social Enterprise Accelerator, Inspiring Australia (ACT) and Entry29 co-working spaces.
- From 1 July 2018 to 30 June 2021 CBRIN will deliver Innovation Connect in partnership with the ACT Government.

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Lead Directorate:	Chief Minister, Treasury and Economic Development	

## Key Information

- CBRIN delivers and facilitates a range of programs and services aimed at supporting and enabling entrepreneurs and high growth potential businesses in Canberra.
- The Government provided base funding of \$950,000 in 2017-18 from an operating budget of \$3.75 million. The Government also provided CBRIN with accommodation at Level 5, 1 Moore Street at peppercorn rental to 30 June 2019. The rental value is approximately \$627,000 in 2017-18.
- CBRIN Foundation Members contribute \$50,000 per annum to CBRIN.
- CBRIN is also supported by a range of other private sector organisations known as 'Gold' and 'Silver' partners.
- CBRIN Gold Partners include King & Wood Mallesons, PricewaterhouseCoopers, Origin Energy and Optus. Gold Partners support CBRIN's goals through the provision of in-kind services. Silver Partners include Nexia Australia, Google, Green Inspiration and Ricoh.
- CBRIN is a major plank in the ACT's ambition to be a knowledge economy and is a unique collaboration model in Australia in that education and research institutions contribute to the cost of CBRIN and are responsible through its Board for its success.

## Background Information

- CBRIN was formally launched in November 2014 to play a key role in accelerating innovation and diversifying the Territory's economy, and is a key initiative of the Government's economic diversification strategy *Confident & Business Ready: Building on Our Strengths*.
- On 19 April 2017 the CBRIN Board appointed Mr Petr Adamek as Chief Executive Officer following the resignation of original CEO Dr Sarah Pearson.
- CBRIN is working with the partner higher education institutions to build entrepreneurship into their approach to teaching, research and commercialisation.

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Vol: 1 Page No: 64-67

Vol: 2.1 Page No: 185-189

Vol: 3 Page No: 108-112

**Portfolio:** Trade, Industry and Investment

**ISSUE: INNOVATION CONNECT PROGRAM**

**Talking points:**

- Innovation Connect is a matched funding pre-commercialisation grant program that provides grants of up to \$30,000 to assist early-stage entrepreneurs and start-ups to develop innovative products and services.
- Innovation Connect is considered to be a vital funding facility within Canberra's innovation ecosystem which generates a pipeline of investment ready companies to business growth finance facilities including the GRIFFIN Accelerator, KILN Incubator, Capital Angels, ANU Connect Ventures and Significant Capital Ventures.
- A program survey of grant recipients initiated in August 2017 identified that the \$5.07 million of Innovation Connect grants awarded since 2008 has leveraged a further \$9.97 million in Australian Government grant support and \$42.9 million in private investment. Proponents had also created 175 extra jobs in the ACT.
- The 2017-18 Budget committed \$1.25 million to support innovation co-investment grant funding. Innovation Connect was funded from this appropriation in 2017-18.
- From 2018-19 to 2020-21 Innovation Connect will be delivered under a partnership arrangement between the ACT Government and the CBR Innovation Network.

**Key Information**

- In 2017-18 a total of \$259,992 was spent on new and existing commitments. The Innovation Connect funding allocation is administered across financial years to manage the deeds of grant and their milestone commitments.
- The 2017-18 Innovation Connect funding round closed on 15 January 2018 receiving 60 expressions of interest seeking funding support of \$1.5 million. This included four

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applications from the renewable energy stream (\$120,000 sourced from the Renewable Energy Innovation Fund).

- 12 applications were successful in receiving a total of \$292,000 in funding support against the accountability indicator target of 15. The recipients were:
  - Flex-G (\$30,000) – nanofluid coolant for electrified systems;
  - Cingulan (\$30,000) – satellite tracking solution;
  - Mr Dennis Levy (\$30,000) – early detection of bush fires and electrical power line faults;
  - Emudent Technologies (\$30,000) – dental automation;
  - GC Precision Development (\$30,000) – development of an innovative firearm suppressor;
  - This is Plumbing (\$5,000) – water saving toilet siphon;
  - Safrican (\$20,000) – VR ADHD therapy;
  - Fillearth (\$10,000) – solar cooker (renewable energy);
  - Serious Futures (\$30,000) – CO2peration climate science game (renewable energy);
  - Energy Storate Rights (\$30,000) – One Lake Pumped Hydro (renewable energy);
  - Re: Start (\$27,000) – on demand electric vehicle charging service (renewable energy); and
  - Smart Blox (\$20,000) – development of Solar Blox - portable, deployable and scalable solar energy product.
- The full quantum of Innovation Connect budget allocation was allocated to the 12 strongest applications, rather than stretching the funding out to meet the accountability indicator target of 15. Note that unsuccessful applicants, including applicants that do not proceed to panel assessment stage, are usually connected to other forms of support and development across the innovation system.

## Background Information

- The program is available to Canberra-based businesses with an annual turn-over of less than \$2 million.
- Shortlisted projects progress to a formal application and presentation to an independent assessment panel that makes recommendations to Government.
- Since the program commenced in 2008, 588 applications have been received describing innovative and disruptive projects seeking a total of more than \$17.6 million in funding. Of these, 193 have been awarded funding totaling \$5.07 million.
- In 2016-17 the Innovation Connect program included a 'Renewables Stream' funded from the Renewable Energy Innovation Fund from the Environment, Planning and Sustainable Development Directorate. This is a dedicated funding stream designed to

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support commercial opportunities within the renewable energy and cleantech sectors. Funding under this stream ceases at the conclusion of 2019.

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**ISSUE:            CBRFREE WIFI**

**Talking points:**

- CBRfree WiFi (CBRfree) is supplied to the ACT Government under the WiFi Services Agreement with iiNet.
- CBRfree is one of the largest public free WiFi networks in Australia, and the only rollout among the capital cities to have a significant coverage beyond an Australian city's Central Business District. With 375 operating Access Points, it is similar in size to the AdelaideFree WiFi network that Internode/iiNet has built in Adelaide CBD and North Adelaide, and VicFreeWiFi built by TPG in the Melbourne CBD.
- CBRfree is used by around 45,000 Canberrans and visitors per month, and is also an important source of broadband services for many Canberrans and visitors who do not have access to reliable fast broadband.
- CBRfree has a wide spectrum of users: students; tourists; business people; and disadvantaged community members as a means to communicate, live and learn.
- The Government will continue to support CBRfree through its service agreement with iiNet to deliver and maintain free public Wi-Fi in town centres and key public places.
- The \$120,000 allocated in the 2018-19 Budget funds an annual 'network services fee' paid to iiNet to enable continuation of the CBRfree service.
- iiNet has now largely delivered the agreed rollout of CBRfree to the town centres specified in the WiFi Services Agreement, with minor works pending completion of Light Rail-related infrastructure in Gungahlin.
- There is a further 20 per cent of funds remaining in the contract to cover unspecified work to address coverage gaps in the original design or to deploy to a limited number of new areas. Cost engineering design work is being undertaken to optimise the value of the remaining rollout.

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Lead Directorate:	Chief Minister, Treasury and Economic Development	

## Key Information

### What has been completed?

- CBRfree is now live around the town centres in Belconnen, Woden, Tuggeranong and Gungahlin, and group centres at Dickson, Kingston, Manuka and Weston Creek. In the CBD it is live in Civic East – from Garema Place to the Convention Centre, around to Gorman House and up to Girrahween Street in Braddon, and Civic West – Northbourne Avenue to Barry Drive across to the ANU and around to New Acton. It is also available at the Australian Botanic Gardens.
- As at June 2018 there were 375 Wireless Access Points (WAPs) installed, including 277 outdoor WAPs.
- CBRfree is also available via 98 indoor WiFi hotspots installed at many business and community locations, including at Canberra Theatre, Belconnen Arts Centre, EPIC, Tuggeranong Basketball Stadium and the Criterion Cycling Stadium at Stromlo Forest Park.
- The CBRfree WiFi network is also capable of supporting a range of smart city initiatives which will benefit the ACT community. For example, the CBRfree WiFi network provides a communications network for the ACT Government's Smart Parking trial in Manuka, and a trial of using CBRfree infrastructure to expand the reach of the city's CCTV network is being undertaken.
- Canberra's public schools are leading users of digital technologies with all students using a digital backpack to access timetables, assignments, textbooks and collaborative workspaces. By providing internet access in many locations out of school grounds, CBRfree complements the schools' investment in digital technologies.

### When will the rollout be finished?

- The remaining work under the WiFi Services Agreement will be undertaken as part of a 'bank' of around 70 Wireless Access Points (WAPs). The final selection of 'bank' locations will depend on a value-for-money assessment within the constraints of the remaining CBRfree budget. \$683,000 has been re-profiled to 2018-19 to cover this expected expenditure under the agreement.
- It is difficult to provide a precise timeframe for when the additional rollout of CBRfree can be undertaken, as WAP deployments are co-ordinated with the work program for the upgrading of ACT streetlights to more energy efficient lighting. The supply of power is an ACT Government responsibility under the WiFi Services Agreement.
- In September 2018, Roads ACT, iiNet and Economic Development conducted a site survey of a number of group shopping centres across Canberra to scope out the engineering cost design for the provision of CBRfree around these group centres.

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Lead Directorate: Chief Minister, Treasury and Economic Development

**ISSUE: DATA61**

**Talking points:**

- The ACT Government has been a long term supporter of Data61 and its predecessor NICTA, and since 2002 has invested \$43 million in the organisation.
- Data61 became a CSIRO entity in 2016, with the former NICTA member-based model being discontinued at that time.
- The most recent \$2.5 million per year, two year agreement with Data61 concluded at the end of June 2018. As part of that Agreement Data61 committed to undertaking at least \$19 million per year for two years on activities based in Canberra, including specifically \$1.25 million per year for two years on cybersecurity activities and projects.
- Data61 delivered on these commitments, most substantially in relation to expenditure in Canberra where over the reporting period of the contract (12 September 2016 to 30 April 2018), a total of \$43,354,653 in expenditure was reported, exceeding the target of \$38 million. Also achieved was a growth in Data61's ACT-based workforce to 200 researchers (a 50 per cent increase since the beginning of the Agreement), the establishment of the Canberra Node of Austcyber (the Australian Cyber Security Growth Centre) and a move to a new \$100 million research facility, the Synergy Building at Black Mountain.
- The Government has chosen not to progress a further direct funding arrangement with Data61. Data61 is in discussion with Innovation, Industry and Investment about making an application under the Government's new competitive Priority Investment Program (PIP). Applications for funding via this program close 12 December 2018.
- Data61, and NICTA before it, has made a substantial contribution to Canberra's Information Technology innovation ecosystem, one of the most dynamic in Australia.

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- Currently, there are around 200 full time Data61 researchers in the ACT, that is, approximately 20 per cent of the total Data61 researchers across the country, and the highest number of staff at Data61 outside of its Sydney laboratory.
- Data61 has a close working relationship with the ANU and supervises over 60 PhD students in Canberra, and provides scholarships to the value of around \$1 million per year for postgraduate ICT study in Canberra, primarily for students at the ANU, but other Canberra universities also benefit.
- Data61 engaged in a number of joint projects to a value of \$500,000 in 2017-18 with ACT Government Directorates including:
  - smart parking; geospatial data visualisation of vulnerabilities in the Canberra community to improve service outcomes; diabetes consumer information; analytics of education outcomes from public schools; and analysing patient Emergency Department journeys to improve performance (National Emergency Access Target analytics).
- We anticipate Data61 will continue to have a large operational footprint in the ACT and will remain an active player in the local innovation system and local collaborative initiatives such as the CBR Innovation Network.

## Key Information

- Direct funding by the ACT Government to Data61 ceased at the end June 2018. In the 2018-19 ACT Budget the ACT Government committed \$9.75 million base funding over three years to bring together sector development focused programs into a single program stream, the Priority Investment Program (PIP).
- Funding through PIP will be the appropriation avenue for any future funding agreement with Data61.
- Data61 will be able to participate in the PIP on a competitive basis in subsequent out-years.
- The intent of the PIP is to seed collaborative sector building projects with partner organisations – projects that are aligned to the identified priority sectors. It is anticipated that Canberra’s universities and major research organisations will be the principal project proponents.

## Background Information

- Canberra’s Data61 team leads Australia in:-

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- Data Analytics –creating world class technologies including health data analytics and ethical machine learning.
- Engineering and Design –building cutting edge software platforms and geospatial analytics.
- Cyber Physical Systems – Computer Vision and Bionic Eye Research.

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**ISSUE: SMALL BUSINESS INNOVATION PARTNERSHIPS PROGRAM**

**Talking points:**

- The Small Business Innovation Partnerships (SBIP) program is a local small to medium enterprise (SME) procurement approach which helps ACT Government directorates tap into new ideas that would likely not be discoverable under a traditional procurement process.
- The SBIP program aims to:
  - catalyse the uptake of innovative solutions by government;
  - promote regional economic diversification; and
  - support the creation of new intellectual property by ACT businesses.
- Since inception in April 2016 the SBIP program has engaged with 24 projects with a conservative estimate of potential investment of \$2.1 million.

**Key Information**

- Six of the original SBIP projects were built on Digital Canberra Challenge (DCC) prototypes that were progressed to an operational stage with additional directorate funding. The other projects have emerged through engagement between directorates, SMEs and the SBIP team. CMTEDD and EPSDD have been the most active directorates so far.
- Highlight projects that have emerged to date include:
  - Fire Management Unit modular workforce management system (Cimara) – Canberra-based multimedia agency 372 Digital worked with ACT Parks and Conservation Service’s Fire Management Unit to develop a modular workforce management system called Cimara. The system went live in September 2018 at the start of the fire season. The Cimara system has attracted the interest of other jurisdictions creating the potential for 372 Digital to leverage the created intellectual property.
  - Sportsground booking system – Canberra-based software developer Rollercoaster Digital worked with the former Active Canberra in 2016-17 to develop a citizen centric sportsground booking system. This has continued under TCCS following its carriage of sportsground booking responsibility. The booking system is in its final stages of development and consideration is being given to implementation by Libraries ACT, TCCS for public land use applications, and Education Directorate for booking school halls.

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- Ecospectral Sensor Installation – Canberra-based systems developer Ecospectral is working with Access Canberra to install sensor systems in the Cosmopolitan Building in Woden. The technology allows for prediction and cost optimisation of temperature, lighting and energy through motion monitoring. Ecospectral is also working with other directorates for a broader role out of its technology in the Woden precinct after receiving Australian Government funding under the Smart Cities and Suburbs program.

## Background Information

- The SBIP Program was officially launched on 29 April 2016. It is administered by Innovation, Industry and Investment in partnership with Procurement and Capital Works, Shared Services ICT and the Office of the Chief Digital Officer, and operates under the *Government Procurement Act 2001*.
- The SBIP program has three pathways:
  - Light-touch facilitation: A business offers a unique solution to the project owner. The SBIP team assists the development of a business case for a single select procurement, and also with any subsequent contractual arrangements.
  - Prototype Challenge: Businesses are invited to submit a bid to provide a solution against a problem statement and an indicative budget. This differs from a traditional tender in that the project owner does not attempt to define the solution through a statement of requirements, but rather defines the problem, leaving the solution open to innovation.
  - Market Sounding Brief: The SBIP team organises an engagement session with business and industry stakeholders in which the project owner describes the problem to be solved and a discussion on potential approaches or solutions follows. Businesses are invited to follow-up with one-on-one discussions with the project owner, particularly around potentially commercially sensitive solutions.
- The SBIP program does not contribute funding to projects - directorates bring funded project ideas into the program. This ensures directorates maintain ownership and responsibility for projects within their organisation, and ensures projects are supported through to completion.
- An internal evaluation of the SBIP program was conducted between March and June 2018 to assess the extent and effectiveness of the SBIP program in meeting its objectives.
- The evaluation makes ten recommendations on how the SBIP program can be remodelled to better achieve its policy objectives. Innovation, Industry and Investment is currently in the process of implementing the recommendations where they are achievable.

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**ISSUE: ABORIGINAL AND TORRES STRAIT ISLANDER BUSINESS  
DEVELOPMENT AND ENTREPRENEURSHIP PROGRAM**

**Talking points:**

- The Aboriginal and Torres Strait Islander Business Development and Entrepreneurship Program (the Program) has allocated \$200,000 over two years (2018 and 2019) to deliver:
  - targeted business, product and finance workshops;
  - an Aboriginal and Torres Strait Islander Business Trade Show (in the second year);
  - individual business mentoring;
  - specialist business advice sessions;
  - employability training sessions;
  - internship opportunities; and
  - referrals to existing vocational training courses.
- The Program is delivered under a Service Funding Agreement with local indigenous business, Yerra Pty Ltd, which is owned by Mr Dion Devow.
- Mr Devow is a Canberra-based Indigenous entrepreneur who was named 2018 ACT Australian of the Year. Mr Devow has also been awarded ACT NAIDOC Business and Person of the Year in previous years.
- As at October 2018 highlights from the program include:
  - the first Yarning Circle was held in February 2018 and had 35 attendees from the established Canberra Indigenous Business Community, new business owners, entrepreneurs and intending business people;
  - 13 businesses have received individual business mentoring and strategy development support;
  - 12 specialist business advice sessions have been held on areas such as graphic and website design, accounting and book keeping,

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Lead Directorate: Chief Minister, Treasury and  
Economic Development

technical platform design, prototyping, angel investment, crowdfunding and contracts and licensing; and

- five internship opportunities have been created for Aboriginal and Torres Strait Islander students in local Indigenous and non-Indigenous businesses.

## Key Information

- Yerra Pty Ltd approached the ACT Government with a proposal to deliver a new approach to program delivery, based on the program it had delivered previously in partnership with the CBR Innovation Network (CBRIN).
- Economic Development provided the Yerra proposal to the Aboriginal and Torres Strait Islander Elected Body (ATSIEB) for comment and appraisal. ATSIEB expressed support for the proposal.
- Following the advice of ATSIEB the ACT Government entered into an Agreement with Yerra Pty Ltd In December 2017 for the delivery of the Program for one year with the option of a further year at a cost of \$100,000 per annum.
- The intent of the Program is to:
  - build on the momentum generated by previous programs to support and develop local Aboriginal and Torres Strait Islander business and entrepreneurship;
  - trial a new, more sustainable model for delivery of the Program, building on the successes of the 2016 program delivered by CBRIN; and
  - integrate formal training and education from the Canberra Institute of Technology into the Program, introducing local Aboriginal and Torres Strait Islander businesses to existing business support programs.
- An independent evaluation of the Program will be conducted after the first year to inform future program design and funding.

## Background Information – may not be suitable for public disclosure

- During 2015-16 the ACT Government contracted CBR Innovation Network to deliver a one-year Indigenous Business Development Program. Components of that program were subcontracted to Mr Dion Devow as Yerra Pty Ltd. The initial ACT Aboriginal and Torres Strait Islander Business Development and Entrepreneurship Support Model (the Support Model) concluded at the end of June 2016.

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Vol: 1 Page No: 64-67

Vol: 2 Page No: 185-189

Vol: 3 Page No: 108-112

**Portfolios:** Trade, Industry and Investment

**ISSUE: SCREEN CANBERRA / SCREEN PRODUCTION FUND**

**Talking points:**

- Screen ACT was allocated \$1.077 million over three years in the 2017-18 Budget. In July 2017 Screen ACT rebranded to Screen Canberra in order to facilitate easier recognition of the ACT screen industry at both national and international levels.
- In 2017-18 the Screen Production Fund supported one project, the television series *Secret City Series 2*, with a \$150,000 contribution towards the production's budget of \$8.69 million.
- From 2018-19 the Screen Production Fund has been replaced by the new \$5 million CBR Screen Fund, delivered by Screen Canberra under a formal funding agreement.
- The CBR Screen Fund, alongside other financial partners, will contribute funding to eligible commercial screen productions that are undertaken partly or wholly in Canberra.

**Key Information**

- The ACT Government partners with Screen Canberra to support the development and growth of the screen industry in the ACT.
- Screen Canberra delivers commercially-focused screen industry development services and activities including location marketing, promotion and facilitation, professional development and industry development.
- The Screen Production Fund was aimed at encouraging the undertaking of significant screen projects in the ACT, the growth our creative skills base and to stimulate cultural and economic development. The Screen Production Fund's primary focus was to develop and grow the screen industry in the ACT through co-funding commercial screen productions that are undertaken in Canberra.
- Since the establishment of the Screen Production Fund in 2010-11, it supported a total of 21 screen projects from the total funding allocation of \$2.4 million.

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- Placing the new CBR Screen Fund under the management of Screen Canberra allows for greater flexibility and responsiveness to potential market opportunities.
- The CBR Screen Fund also provides greater certainty to the market and clearer points of engagement for potential investors.

## Background Information

- Screen Canberra has a proven track record of building local screen industry capability and supporting the ACT Government's Screen Production Fund to attract and support high profile screen productions in Canberra. In 2017 it supported the production of *Secret City Series 2*.
- It also plays an effective role in positioning Canberra as a preferred location for low-budget feature films through its Screen Accelerator, which develops the pipeline of screen projects developed for the Film Distillery.
- Screen Canberra supported the 2017 Canberra Week in Wellington by hosting the screening of two Canberra film productions, *Rip Tide* and *Blue World Order*, to stakeholders in Wellington. The screenings are also a part of the strategy to broaden collaboration between the Wellington and Canberra screen industries.
- Screen Canberra works with industry stakeholders to implement the Screen Accelerator and Film Distillery to develop and produce commercial low-budget feature films in Canberra. The first production from the pipeline of low-budget commercial screen projects, *The Furies*, went into production during 2018 and is now in post-production. A preview of the film was taken to Cannes in 2018 where it received significant initial market interest. The Film Distillery plans to produce at least four screen projects per year.
- The new CBR Screen Fund will be governed by an Assessment Subcommittee of the Screen Canberra Board, and will be made up of all sitting Board members plus one government appointed member.
- Eligible applicants for the CBR Screen Fund must be:
  - > ACT practitioners or non-ACT practitioners that will undertake their work in the ACT, or are in a genuine partnership with an ACT based practitioner; and
  - > Australian citizens or permanent residents and be 18 years of age or older, or for international projects, in partnership with an Australian citizen or permanent resident.
- So far the CBR Screen Fund has supported three productions which consist of a good mix of genres and formats, and a strong representation of Canberra talent – two local projects, one incoming project; one feature film, one feature documentary and one TV drama series.
- The success of the CBR Screen Fund will be determined by its contributions to the growth and sustainability of Canberra's screen industry, its ability to raise the profile of Canberra nationally and internationally, its local economic impact with every \$1

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provided expected to trigger at least \$7 in ACT expenditure, as well as the eventual return of capital to the Fund.

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**ISSUE: AUTOMATED VEHICLE TRIAL – CAN DRIVE**

**Talking points:**

- In December 2017 the ACT Government entered a two-year research partnership with internationally recognised Canberra company Seeing Machines to deliver the CANDrive initiative.
- \$1.2 million in funding through a Deed of Grant with Seeing Machines underpins the research partnership.
- The key goals of the CANDrive trial are to:
  - drive improvements in vehicle technology and road safety strategy;
  - drive community interest and acceptance of new vehicle technologies;
  - assess the potential for automated vehicle technologies to address social mobility challenges; and
  - build Canberra’s reputation as Australia’s technology testbed.
- Minister Rachel Stephen-Smith launched CANDrive Phase 1 in April 2018 at the Sutton Road Driving Training Centre. It involves testing driver engagement and preparedness for transitions from automated to manual driving in semi-automated vehicles. The Canberra community also responded very enthusiastically, with more than 500 Canberrans applying to be test drivers in the CANDrive project.
- The ACT Government has established the Automated Vehicle Trial Committee, co-chaired by Kate Lundy and Glenn Keys, to provide governance for the trial and to ensure focus on the Government’s objectives and delivery of outcomes. Transport Canberra and City Services and Environment, Planning and Sustainable Development Directorates are also represented on the Committee.
- The CANDrive project and the information sharing via the ACT Automated Vehicle Trial Committee is helping the ACT prepare for the introduction of various levels of automated vehicles to our roads, and to better understand how these technologies can help improve transport outcomes for Canberra.

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## Key Information

- Seeing Machines is a global company based in Canberra, leading the world in driver monitoring technologies. It employs over 200 people and has won numerous ACT Chief Minister's Export Awards, and is an outstanding example of an innovative company taking full advantage of the opportunities on offer in our city.
- The ACT Government support for CANDrive has also supported the growth of Seeing Machines through:
  - embedding its headquarters in Canberra and the doubling of staff to around 200 people;
  - conducting a research project at the Sutton Road Driver Training Track which helped validate its algorithms related to driver engagement, demonstrating the importance of monitoring driver awareness for the safe operation of semi-automated vehicles;
  - successfully marketing and selling its driver monitoring technology to four major motor vehicle companies including General Motors (note: the other three companies are commercial-in-confidence); and
  - doubling its share price.
- A key policy issue being addressed through the trial is the value of driver monitoring systems (Seeing Machines technology) within semi-automated vehicles, and whether they should be recognised in safety rating systems, insurance premiums and regulation.
- Already the information gathered in the CANDrive trial has helped Seeing Machines market a new 'driver awareness' product to vehicle manufacturers, directly resulting in increased employment in Canberra.
- Phase 2 of CANDrive will involve on-road testing. Seeing Machines met with the Australian Federal Police in May 2018 to discuss driving behaviour for any on-road data collection. At the time of writing discussions in this regard are ongoing.

## Background Information

- The University of Canberra has submitted a proposal to the Automated Vehicle Trial Committee which has been approved. The research work involves monitoring passenger behaviour and reactions to an automated shuttle bus operating on the University of Canberra campus. Shuttle bus supplier Easymile has put a proposal to the University of Canberra which provides a subsidy and support for running the trial. Further sponsorship is necessary and confirmation in writing of a verbal agreement by a potential major sponsor is needed for the trial to progress.
- The ANU submitted a proposal to the Automated Vehicle Trial Committee which was approved, but following the departure of its lead researcher the ANU proposed that the project be undertaken with University of Newcastle. The research work involves use of the University of Newcastle's automated vehicle simulator equipped with Seeing Machines' technology. A technology agreement between the University of Newcastle and Seeing Machines needs to be finalised before this research work can commence.

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**ISSUE: COMMISSIONER FOR INTERNATIONAL ENGAGEMENT**

**Talking points:**

- The Commissioner for International Engagement plays an important role in advising, coordinating, and adding value to the ACT Government's existing international development and engagement activities across the spectrum of government.
- In particular, the Commissioner will focus on underpinning the success of direct air route links, Canberra's sister city relationships, emerging export markets and inward investment opportunities.
- The ACT Government's 2016 International Engagement Strategy demonstrates a clear commitment to building enduring international relationships for the economic, cultural and social benefit of the ACT.
- The Commissioner provides a central point within Government to manage the International Engagement Strategy, and provides a clear access point for external stakeholders such as the business community and our regional partner organisations.
- The Commissioner's major achievements since appointment include:-
  - Establishing the Office of International Engagement.
  - Developing and releasing Canberra's International Engagement Strategy.
  - Working to deliver on the ground activities on our Sister City Agreements, in particular Wellington.
  - Developing relationships between the ACT Government and the Diplomatic Community.
  - Working closely with local governments across the wider ACT region to support regional freight development.
  - Developing and leading trade missions to the strategic markets identified in the International Engagement Strategy.

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## Key Information

- The Commissioner, working alongside other ACT Government line areas and initiatives (Innovation, Industry and Investment, Visit Canberra, Brand CBR, Study Canberra), is building new and deeper linkages with priority offshore markets and cities.
- The Commissioner's high level objectives are to:-
  - Provide a targeted program of activities to grow Canberra's international reputation and prestige.
  - Provide strategic leadership to Canberra's international engagement, in areas related to tourism, trade and investment attraction.
  - Support a targeted program of ACT Government, Ministerial and industry trade and tourism missions to priority markets.
  - Creating an inbound mission facilitation program.
  - Build deeper relationships with Canberra's diplomatic community.
  - Work with local business organisations to connect with organisations in key markets and to utilise their networks and market knowledge.
  - Work with the Canberra region partners to enhance export capability and capacity.
  - Reinvigorate the ACT's formal government-to-government relationships with a view to raising awareness of the opportunities within the Key Capability Areas.
  - Make recommendations for ACT representation (either at an official level or through the Canberra business and research community) at international conferences and trade shows relevant to Canberra's key capability areas.
  - Add value to the ACT Government's policy agenda in aligned areas such as trade, investment, tourism, international education, sports diplomacy and skilled migration.
  - Ensure future city-to-city relationships align with ACT Government priorities, share a common economic vision and be proactively resourced and managed to realise economic and cultural benefits for the city.
- The Commissioner for International Engagement is delivered from within existing appropriation within Economic Development Division.
- Funding for all international delegations and activity is contained within the appropriation of Output Class 3.1 which the Commissioner draws upon as agreed.

## Background Information

- The Commissioner for International Engagement was appointed in August 2016.
- The work program for the Commissioner for International Engagement is supported by resources and program funding from across the Economic Development Division.

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<b>International trips made by the Commissioner for International Engagement during 2017-18</b>			
<b>Members of Delegation</b>	<b>Location</b>	<b>Date</b>	<b>Costs Commissioner's costs only</b>
Chief Minister Two members of staff  Commissioner for International Engagement  Five officers of ACT Public Service.  Four businesses (Singapore)	Singapore-Hong Kong-China(CIE only)-Japan	18 June- 2 July 2017	\$19,748
This mission included a range of activities supporting Canberra business to develop capacity in the Asian markets. Amongst the activities were an Innovation show case, and promotion of Canberra investment opportunities post 2017-18 Budget and furthering the Canberra-Nara Sister City relationship.			
Commissioner for International Engagement	India	27 August – 2 September 2017	\$8,512
The India trip was primarily to represent the ACT at the Australia Business Week in India. India is identified in Canberra's International Engagement Strategy as one of the ACT's key markets.			
Chief Minister Two members of Staff  Commissioner for International Engagement  Two officers of the ACT Public Service.  One member of the Defence Industry Advisory Board	USA	7-13 October 2017	\$19,878

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<p>The US mission focused on raising Canberra's profile as an investment destination for defence, cyber security and space sectors. Extensive engagement was undertaken with prime companies in the defence, space and technology industries.</p>			
<p>Chief Minister Two members of staff</p> <p>Commissioner for International Engagement</p> <p>Two officers of the ACT Public Service.</p> <p>Ten businesses</p>	Wellington	19-22 November 2017	\$1,892
<p>The mission aimed to expand on commitments made under the Sister City agreement signed in July 2016, and to establish new projects and collaboration opportunities. Actions included: MOU signing between Screen Canberra and Screen Wellington; MOU activation workshop between the CBR Innovation Network and Wellington Regional Economic Development Agency; and meeting with Air New Zealand in Auckland.</p>			
Commissioner for International Engagement	Wellington	4-7 March 2018	\$1,922
<p>The trip focused on ongoing negotiations and arrangements for MOUs between zoos and botanic gardens, transport/flights, and other activities with the Wellington City Council.</p> <p><b><i>(note the following three trips (Singapore, Hong Kong and Seoul, Jakarta and Japan), are outside the Annual Report period)</i></b></p>			
<p>Chief Minister One member of staff</p> <p>Commissioner for International Engagement</p> <p>Officers of the ACT Public Service – Five in Singapore, One in Hong Kong.</p>	Singapore, Hong Kong and Seoul, South Korea	4 July - 15 July 2018	The final costs for this mission are not yet available.
<p>The focus of this mission was to promote debt investment in the ACT post the 2018-19 Budget. The Chief Minister and members of the delegation attended the World Cities Summit on sustainable cities. Other activities included a tourism sales mission in Singapore; an investment showcase of Canberra growth-stage companies to venture capital firms; a series of property investment presentations; and high-level discussions with airline and freight companies.</p>			
Commissioner for International Engagement	Jakarta	2 September – 5 September 2018	The final costs for this mission are not yet available.

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<p>One staff member from the Office of the Chief Minister.</p>			
<p>The Jakarta trip was aimed at exploring opportunities in the Indonesian market in preparation for a possible future trade mission. Indonesia is Australia's twelfth largest export market for services and eighth largest foreign supplier of service. The International Engagement Strategy has identified opportunities in this market for several of the ACT's key capability areas including education, ICT and healthcare.</p>			
<p>Chief Minister One member of staff  Commissioner for International Engagement  One officer of the ACT Public Service.</p>	<p>Japan</p>	<p>6 October – 14 October 2018</p>	<p>The final costs for this mission are not yet available.</p>
<p>This mission focused on raising Canberra's profile as an investment destination for the technology and space sectors. Engagement was undertaken with companies in the space and technology sector, property investment and tourism. The mission included a visit to Nara to acknowledge the 25<sup>th</sup> anniversary of the Canberra-Nara Sister City relationship. The Chief Minister also attended the opening of the Questacon Science Circus Japan tour in Osaka.</p>			

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**ISSUE: TRADE MISSIONS**

**Talking points:**

- From July 2017 to date the ACT Government delivered six trade delegations, covering most of the International Engagement Strategy's priority international markets and enabling targeted engagement.
- The trade missions are:
  - China, Beijing – August 2017;
  - United States – October 2017;
  - New Zealand – November 2017;
  - United States – February 2018;
  - Singapore, Hong Kong and Seoul – July 2018; and
  - Japan – October 2018. *(note these last two missions (Singapore July 2018 & Japan October 2018), are outside the Annual Report period and are in addition to the 4 identified in the 2017-18 Statement of Performance outcome)*
- Trade delegations support the ACT Government's commitment to foster international trade and investment links. Delegation activity encourages business, trade, tourism, sporting and cultural links with key markets.

**Key Information**

- China, Beijing – August 2017: The visit to Beijing was primarily to attend the Australian Tourism Ministers' Meeting hosted by the Hon Steven Ciobo, Minister for Trade, Tourism and Investment.
- United States – October 2017: The US mission focused on raising Canberra's profile as an investment destination for defence, cyber security and space sectors. Extensive engagement was undertaken with prime companies in the defence, space and technology industries.
- New Zealand – November 2017: The mission aimed to expand on commitments made under the Sister City agreement signed in July 2016, and to establish new projects and collaboration opportunities. Actions included: MOU signing between Screen Canberra and Screen Wellington; MOU activation workshop between the CBR Innovation Network and Wellington Regional Economic Development Agency; and meeting with Air New Zealand in Auckland.

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- United States – February 2018: The mission focused on the Chief Minister’s attendance at the National Governors’ Association Winter Session. Bilateral meetings were conducted in the Washington D.C. area in line with the ACT’s Key Capability Areas, and a government-to-government relationship discussion between the District of Columbia and the Australian Capital Territory was also held.
- Singapore, Hong Kong and Seoul - July 2018: The focus of this mission was to promote debt investment in the ACT post the 2018-19 Budget. The Chief Minister and members of the delegation attended the World Cities Summit on sustainable cities. Other activities included a tourism sales mission in Singapore; an investment showcase of Canberra growth-stage companies to venture capital firms; a series of property investment presentations; and high-level discussions with airline and freight companies.
- Japan – October 2018: This mission focused on raising Canberra’s profile as an investment destination for the technology and space sectors. Engagement was undertaken with companies in the space and technology sector, property investment and tourism. The mission included a visit to Nara to acknowledge the 25<sup>th</sup> anniversary of the Canberra-Nara Sister City relationship. The Chief Minister also attended the opening of the Questacon Science Circus Japan tour in Osaka.

## Background Information

- Trade delegations have direct and indirect economic benefits that accrue in both short and long term time frames. The establishment of these international links, and economic benefit accrual, are goals of Canberra’s International Engagement Strategy, which identifies six priority international markets: Singapore, New Zealand, China, the United States, Japan and Greater Asia.
- Launched in September 2016, the International Engagement Strategy delivers a framework for coordinated international engagement, maximising the strategic opportunity of the ACT’s resources to deliver an internationally recognised and prestigious city.
- The International Engagement Strategy promote activities across the Key Capability Areas of: Education & Research, Tourism, Defence & Cyber Security, Renewable Energy, ICT & e-Government, Space & Spatial Science and Health & Sports Science, in our priority markets of: Singapore, New Zealand, China, the United States of America, Japan and the broader Asian region.
- The Office of International Engagement, led by the Commissioner for International Engagement, is primarily responsible for the implementation of International Engagement Strategy.

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<b>ACT Trade Delegations 2017-18</b> <i>This information is detailed in response to</i> <b>Select Committee on Estimates 2018-19 Question on Notice E18-13 dated 25 July 2018</b>			
<b>Members of Delegation (i)</b>	<b>Location (ii)</b>	<b>Date (iii)</b>	<b>Costs (iv)</b>
Chief Minister One member of Staff  Two officers of ACT Public Service.	China- Hong Kong	26 – 31 August 2017	\$31,414
Chief Minister Two members of Staff  Commissioner for International Engagement  Two officers of the ACT Public Service.  One member of the Defence Industry Advisory Board	USA	7-13 October 2017	\$130,914
Chief Minister Two members of staff  Commissioner for International Engagement  Two officers of the ACT Public Service.  Ten businesses	Wellington	19-22 November 2017	\$25,127 (note: Question on Notice 1115 dated 23 March 2018 previously reported this delegation total cost at \$21,549. Subsequent to responding to QON 1115 further invoices were received totalling \$3,578, and the full reportable amount is now \$25,127.)
Chief Minister Two members of staff  Two officers of the ACT Public Service.	USA	22 February – 2 March 2018	\$50,301
<i>(Note the two missions listed below (Singapore July 2018 and Japan October 2018 ) are outside the Annual Report period and are in addition to the 4 identified in the 2017-18 Statement of Performance outcome)</i>			
Chief Minister One member of staff	Singapore, Hong Kong and Seoul, South Korea	4 July - 15 July 2018	The final cost for this mission are not yet available.

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Commissioner for International Engagement  Officers of the ACT Public Service – Five in Singapore, One in Hong Kong.			
Chief Minister One member of staff  Commissioner for International Engagement  One officer of the ACT Public Service.	Japan	6 October – 14 October 2018	The final cost for this mission are not yet available.

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Vol: 1 Page No: 64-67

Vol: 2 Page No: 185-189

Vol: 3 Page No: 108-112

**Portfolio:** Trade, Industry and Investment

**ISSUE: TRADE CONNECT PROGRAM**

**Talking points:**

- The Trade Connect Program was discontinued during 2017-18. Access to individual exporter grants has been realigned to companies participating in Government-led international delegation activity.
- Delegations are a more effective way of developing exporter capability, with companies receiving specialist support provided by participating partner organisations such as the Canberra Business Chamber, Austrade and the CBR Innovation Network.
- An increase in the number of international trade and investment activities reflects the Government's focus on international engagement.

**Key Information**

- In 2017-18 the following companies received Trade Connect funding support prior to the closure of the program:
  - Cogito Group – funding assisted the company to enter the New Zealand Government market with their cyber security technology.
  - SignOnSite Pty Ltd – funding assisted them to travel to New Zealand as part of a trade mission which introduced them to New Zealand construction companies.
  - Stir – funding assisted them to travel to New Zealand as part of the a trade mission and meet with the government and industry representatives in the creative sector.

**Background Information**

- The Trade Connect program was a long-standing micro-grant program for individual exporters and was discontinued to realign the access of individual exporter grants to company participation in Government-led international delegation activity.
- Targeted support for ACT businesses seeking to enhance their export capabilities are still well supported by ACT Government initiatives such as the suite of services facilitated under the International Engagement Program in partnership with the Canberra Business Chamber.

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The Canberra Business Chamber, working in partnership with the ACT Government, coordinated and delivered two industry-led trade missions to priority markets:

- Wellington, New Zealand in November 2017 supporting the ACT Government's Wellington Week activities; and
- Singapore in June 2018 supporting ACT Government and industry commitments to developing business links with Singapore.

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**Portfolio:** Trade, Industry and Investment

**ISSUE: EXPORT DEVELOPMENT PROGRAMS**

**Talking points:**

- Export Development programs in 2017-18 focused on building the capacity of ACT exporting businesses through increased funding and support for trade mission activities, and recognition of outstanding achievement of ACT exporting companies.
- \$200,000 was provided to the Canberra Business Chamber to deliver the International Engagement Program, which provided exporting assistance, training and mentoring events for ACT exporting businesses.
- In addition, the Canberra Business Chamber was awarded \$135,000 to deliver the 2018 ACT Chief Minister's Export Awards.

**Key Information**

- The International Engagement Program delivered eight events which involved 230 participants. These events included:
  - Australian Free Trade Agreement information and training workshops;
  - Export mentoring presentations and workshop sessions;
  - Export finance and documentation education workshops.
- The International Engagement Program delivered two trade missions during 2017-18 – to New Zealand in November 2017 and Singapore in June 2018 (refer over page for details).
- The ACT Chief Minister's Export Awards were delivered under a contract arrangement by the Canberra Business Chamber in 2018. 32 applications were received for the 2018 Awards, representing a 40 per cent increase over 2017 entries.

**Background Information**

- The ACT continues to grow its export base which is part of the Government's strategy to diversify the ACT economy.
- The International Engagement Programs provide excellent opportunities for ACT businesses to build their international presence, highlight their achievements, strategically review their business operations and export strategies, and access new markets.

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## Trade Missions

- The Canberra Business Chamber worked in partnership with the ACT Government to coordinate two industry-led trade missions to priority markets:
  - Wellington, New Zealand in November 2017 supporting the ACT Government’s Wellington Week activities; and
  - Singapore in June/July 2018 supporting ACT Government and industry commitments to developing business links with Singapore.
- Further information on the full 2017-18 Trade Mission program, including those not delivered in partnership with the Canberra Business Chamber, is outlined in the separate *Trade Missions* annual report brief.

## 2018 ACT Chief Minister’s Export Awards

- The 2018 ACT Chief Minister’s Export Awards were held on 26 September 2018.
- **2018 ACT Exporter of the Year was EOS Defence Systems.**
- The national category winners were:

Business Services: <b>ThinkPlace Australia</b>	Emerging Exporter: <b>Instaclustr</b>
Creative Industries: <b>Thylacine Exhibition</b>	Small Business: <b>Biometix</b>
Education & Training: <b>iSimulate</b>	Regional Exporter: <b>Telsoft</b>
Environmental Solutions: <b>Sentinel</b>	E-Commerce: <b>GymAware</b>
Health & Biotechnology: <b>Aspen Medical</b>	Minerals & Energy: <b>IT Power</b>
Digital Technologies: <b>Seeing Machines</b>	Manufacturing: <b>EOS Defence Systems</b>

## 2017 ACT Chief Minister’s Export Awards

- The 2017 Export Awards ceremony was held on 27 September 2017.
- **2017 ACT Exporter of the Year was Aspen Medical.**
- The national category winners were:

Business Services: <b>Cogito Group</b>	Agribusiness: <b>Automed</b>
Creative Industries: <b>Full Point Films</b>	Small Business: <b>IE Asia Pacific Pty Ltd</b>
Education & Training: <b>iSimulate</b>	Regional Exporter: <b>Telsoft</b>
Environmental Solutions: <b>IPT Renewables</b>	E-Commerce: <b>Today’s Plan</b>
Health & Biotechnology: <b>Aspen Medical</b>	Digital Technologies: <b>Seeing Machines</b>

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**Portfolio:** Trade, Industry and Investment

**ISSUE: INVESTMENT ATTRACTION AND FACILITATION**

**Talking points:**

- Investment attraction and facilitation support the commitment to diversify the economy by attracting and retaining external investment and talent and by growing our key capability strengths.
- To achieve this, the ACT draws on Austrade’s global expertise, intelligence and insight, while focusing efforts on targeted activities to support identified priority sectors. Trade missions promote the Territory’s key capabilities and opportunities in particular geographic locations and facilitate industry development to attract foreign investment.
- This is in line with commitments made in Canberra’s International Engagement Strategy to market and promote opportunities for foreign investment.

**Key Information**

- The accountability indicator for investment facilitation tracks investment leads and supported projects. A supported project is an investment lead that progresses to ongoing facilitation for investment opportunity with the interested entity.
- The 2017-18 outcome was 30 investment leads against a target of 30. The majority of these leads were in renewable energy, ICT (including cybersecurity), food and agritech, transportation, health sciences and space industries.
- The 2017-18 target for supported investment projects was two. Innovation, Industry and Investment is currently engaged with three investment projects which span the retail, renewable energy and ICT sectors.

**Background Information**

- *Confident and Business Ready: Building on Our Strengths; Canberra’s International Engagement Strategy; and Canberra: A statement of ambition* assert the importance of attracting private sector investment and talent to diversify the ACT economy.

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Cleared by:	Director	Ext:55346
Information Officer name:	Glen Hassett	
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Lead Directorate:	Chief Minister, Treasury and Economic Development	

- Innovation, Industry and Investment promotes Canberra’s investment ready opportunities, facilitates investor enquiries, delivers targeted initiatives and highlights Canberra’s key industry sector capabilities and economic strengths.
- Key industry sectors are: Defence; Cyber Security; Space and Spatial Sciences; Higher Education; Health and Sports Science; Renewable Energy; Tourism Infrastructure; and Agri-Technology.
- Facilitated investment leads require development time, resources and due diligence. In addition, business decision processes by an investor may take several years.
- Not all investment leads progress to a hard investment outcome. Even throughout the facilitation and due diligence process, an investment lead may close down.

### Unsolicited bids

- Unsolicited Investment Proposals are administered by the Infrastructure Finance Branch in Treasury. This arrangement took effect from 1 July 2016.

### Facilitated leads

- Innovation, Industry and Investment facilitates leads through proactive approaches to companies, responses to investor requests, and responding to Austrade-vetted leads.
- An example of a supported lead arising from Austrade is the 2.2(a)(xi)

2.2(a)(xi)

- During 2017-18, Innovation, Industry and Investment worked with 2.2(a)(xi)

2.2(a)(xi)

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**ISSUE: PRIORITY INVESTMENT PROGRAM**

**Talking points:**

- The 2018-19 Budget committed \$9.75 million to establish the Priority Investment Program (PIP).
- This PIP supports the ACT Government's commitment to focused sector development by co-investing in industry/stakeholder led projects across identified key sectors with the goal of attracting new investment and skills to Canberra.
- In particular, the higher education and research sector, and the sector specialisations and growth building assets within it, are seen as the primary driver of long term wealth creation and jobs in Canberra.
- We anticipate that the substantial funding commitment for the PIP will provide an incentive to attract innovative and catalytic projects that will contribute significantly to the ACT Government's economic growth and diversification agenda.

**Key Information**

- The majority of the funding through this Priority Investment Program will be provided on a competitive basis to projects or initiatives that make a major contribution to the development of identified priority sectors.
- The Government will consider and allow multi-year funding allocations for those projects whose design offers significant return on multi-year investment. In addition to the competitive merit-based assessment process, the ACT Government may allocate funding on a discretionary basis to respond to other emerging investment priorities as they arise.
- The PIP opened for the first round of applications on 10 October 2018 and will close on 7 December 2018. A phased assessment process will follow thereafter with the funding outcomes to be finalised by the end of February 2019.

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## Data61 funding (within PIP)

- The PIP was designed to be the main mechanism for Government to collaborate with industry and the tertiary and research sectors to grow the priority sectors of the Territory's economy and respond to emerging investment opportunities that demonstrate potential.
- It is anticipated that Canberra's universities and major research organisations, including Data61, will be the principal project proponents.
- Direct funding to Data61 ceased in June 2018.

## Projects examples

- The PIP will operate on similar principals to the former Key Capability Area (KCA) funding program, which it replaces. The four KCA projects funded were:

### 2016-17 (Key Capability Areas funding announced November 2016)

- *UNSW Canberra's Space Mission Design Facility* was awarded \$375,000. Now known as the Australian National Concurrent Design Facility (ANCDF), the ACT Government's Key Capability Areas funding helped to establish the facility which houses a specialised suite of design software tools and IT infrastructure to bring together industry, agencies and the research sector to rapidly determine the technical and economic viability of proposed space missions. The facility is the first of its kind in Australia. Combined with the Advanced Instrumentation Technology Centre at Mount Stromlo, the ACT now has the capability for the design, assembly and testing of spacecraft and components for future space missions. In May 2018 UNSW Canberra signed an agreement with the French Space Agency (CNES) to conduct a breakthrough study on satellite design at the Australian National Concurrent Design Facility.
- *UNSW Canberra/ANU Space-Based Quantum Communications Project* was awarded \$375,000. The project is run by a consortium comprising QuintessenceLabs, Liquid Instruments, ANU and UNSW Canberra. The funding brings together Canberra research teams with industry partners to deliver secure satellite communication technologies for use by government and industry. The project has already established the ACT as a lead region in the rapidly growing field of global secure space communications, and has generated interest from US Air Force Research Laboratories.

### 2017-18 (funding announced May 2018)

- *ANU – Enabling Industry Access to Australian National Space Test Facilities* was awarded \$250,000 in funding support. The ANU sought co-funding from the ACT Government for a project to provide industry access to the National Space Test Facility, which comprises state of the art infrastructure to serve national needs and currently operates as a pay per use facility. Start-ups, SMEs and university research groups have expressed strong interest in using the facility only to find the cost

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Lead Directorate:	Chief Minister, Treasury and Economic Development	

prohibitive. This support will showcase the potential of this ACT based facility to grow the nation's space industry and solidify a case for federal funding as a national facility for industry and the research communities from 2019-20 onwards.

- *ANU & CSIRO – Centre for Entrepreneurial Agri-technology* was awarded \$500,000 funding support. The anticipated benefit to Canberra is the creation of a unique Agri-tech and Environmental Sciences hub that is one of a kind in the Asia-Pacific region. The Centre is set to transform the way agri-tech is done in Australia. It will be a one-stop shop for agri-tech providing: entrepreneurs and farmers with access to the latest discoveries; academics with potential to translate their research; and students with opportunities for industry placements.

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Vol 1 Page 64

Vol 2 Page 198

Vol: 3 Page 110

**Portfolio/s:** Higher Education  
Trade, Industry and Investment

**ISSUE: KEY CAPABILITY AREA PROGRAM**

**Talking points:**

- The Key Capability Area program provided funding of \$750,000 for opportunities to diversify Canberra's economy in the following key sectors:
  - Cyber Security;
  - Renewable Energy;
  - Space and Spatial Information;
  - Plant and Agricultural Sciences;
  - Healthy and Active Living (Preventive Health); and
  - Further Education Partnerships.
- The KCA program is part of a broader sector development effort led by the ACT Government.
- In 2017-18 there were two recipients of Key Capability Area funding:
  - ANU - *Enabling Industry Access to the Australian National Space Test Facilities*. Funding of \$250,000 was provided for a project to enable greater industry access to the National Space Test Facilities at Mt Stromlo. This facility comprises state of the art infrastructure to serve national needs and currently operates as a pay per use facility.
  - ANU & CSIRO – *Centre for Entrepreneurial Agri-technology*. Funding of \$500,000 was awarded as co-funding towards the establishment of the \$1.2 million Centre. The Centre will be a one-stop shop for agri-tech providing: entrepreneurs and farmers with access to the latest discoveries; academics with potential to translate their research; and students with opportunities for

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industry placements.

## Key Information

The KCA Program is part of a broader range of ACT Government led activities to develop key sectors. Highlights from this work program in 2017-18 include:

### Space and Spatial Technologies

- During 2017-18 the ACT Government worked to bring a national focus to the space economy debate, including formal representations to the COAG Industry and Skills Council, direct advocacy to the Prime Minister and portfolio Ministers, and the development of a state-based MOU to advocate for a national approach to sector development.
- In May 2018 the ACT Government, in partnership with Geoscience Australia, hosted a post-Federal Budget briefing for 80 local space sector representatives from businesses, industry associations and the higher education and research sectors. The event provided a timely opportunity for the Canberra Region space industry to learn more about the business opportunities arising from the \$300 million space sector initiatives announced in the 2018-19 Federal Budget, including the Australian Space Agency, Digital Earth Australia, National Positioning Infrastructure Capability, and Satellite Based Augmentation System initiatives.
- The International Astronautical Congress, held in Adelaide in September 2017, was an ideal forum to showcase Canberra's space industry capabilities. The ACT Government coordinated a 'Team Canberra' stand at the international conference, raising the region's profile and promoting investment opportunities.
- Building on the Australian Government's Expert Review Group Inquiry into the space industry, the ACT Government convened a National Conversation at Mount Stromlo on 28 November 2017. The event brought together more than 90 key stakeholders to discuss collaboration opportunities and a shared vision for the sector.
- During the year the Australian Government announced the establishment of the Australian Space Agency, temporarily based in Canberra pending the final decision on a permanent home for the Agency later in 2018. Following this announcement, the ACT Government together with key local space sector stakeholders (ANU, UNSW Canberra, the ACT Defence Industry Advocate and the ACT Defence Industry Advisory Board) developed and launched the Canberra Space Prospectus, *Canberra: the national home for the Australian Space Agency*. The space prospectus is a part of a broader strategy to keep the Australian Space Agency in Canberra, highlighting Canberra's credentials and the advantages to the whole nation if the agency was based in the national capital.

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## Cyber Security

- Working with the Canberra Node of AustCyber (the Australian Cyber Security Growth Network) the ACT Government delivered a 'Team Canberra' stand at the Australian Cyber Security Centre's 2018 conference held in Canberra.
- Featuring key sector exhibitors, conference stakeholders commented that the stand was highly successful and showcased the collaboration opportunities in the Canberra sector.
- In April 2018 the ACT was represented at the RSA Conference, the world's leading cyber security conference and exhibition in San Francisco. Participation in this international conference is part of the broader efforts to raise the profile of Canberra's cyber security industry at the international level and engage with lead cyber security and technology firms and multinational companies to advocate for investment in Canberra.

## Preventive Health

- From 2017-18, the ACT Government committed \$4 million for four years to develop a comprehensive approach to support healthy and active living and prioritise prevention.
- This builds on work to date through the health sector to address the major risk factors for chronic disease and focus on supporting all Canberrans to make healthy and active living their way of life.
- The new approach targets research and innovation with \$150,000 allocated to the University of Canberra to develop a concept for a centre of excellence in preventive health.
- Work has begun with the CBR Innovation Network to develop projects that promote innovation and build a strong industry around healthy and active living in Canberra.

## **Background Information**

### **Australian Government Defence White Paper**

- The Australian Government's Defence White Paper commits to increase Defence expenditure to 2 per cent of GDP over the next ten years –from \$32.4 billion in 2016-17 to \$58.7 billion in 2025-26.
- This includes \$195 billion in capital expenditure over the period of which approximately \$17 billion is earmarked for intelligence, surveillance and reconnaissance, space, electronic warfare and cyber security - areas in which Canberra has significant advantages.

### **Australia's Space Agency**

- In the 2018-19 Federal Budget the Australian Government announced it will provide \$41 million over the next four years towards the establishment of an Australian Space Agency.

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- That announcement also identified Dr Megan Clark AC, former CSIRO Chief Executive, as the interim Head of the Australian Space Agency, and Canberra as the interim location for the Agency, housed within the Commonwealth Department of Industry, Innovation and Science while waiting for a final decision on the permanent home for the Australian Space Agency later in 2018.

## **Healthy and Active Living and Preventive Health**

- Chronic disease is responsible for over two-thirds of the disease burden in Australia and the ACT, impacting heavily on health system usage and cost. Many chronic diseases arise from known risk factors (smoking, risky alcohol consumption, high body mass, physical inactivity and high blood pressure). An estimated 31 per cent of total burden of disease is preventable.
- On 6 November 2017 at the Preventive Health Launch the Government announced the CBR Innovation Network collaborative innovation session and funding to the University of Canberra for the living lab.
- The status of initiatives under the Healthy Weight Initiative will be considered as development of the Healthy and Active Living strategy progresses. Important programs such as It's Your Move, Fresh Tastes and Ride and Walk to School that promote healthy eating and physical activity for our school children as well as Healthier Choices (aimed at improving availability of healthy food in retail settings) are continuing to be delivered.

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**ISSUE: DEFENCE SECTOR**

**Talking points:**

- A 2017 KPMG report commissioned by the ACT Government found that defence expenditure contributed approximately \$3.5 billion a year to the Canberra region economy and directly created 15,000 jobs.
- When indirect benefits are taken into account, KPMG estimated that the total economic contribution of the defence sector to the Canberra region economy is \$4.3 billion in additional Gross State Product and 25,300 jobs.
- Canberra’s defence industry strengths are in areas of intelligence, surveillance and reconnaissance, cyber security, professional services, ICT integrated systems, space and spatial sciences, and simulation and training.
- Defence industry expenditure stimulates employment across many sectors in the Canberra region including transport, retail trade, construction, and the professional services sectors.
- Some of the recent successes of Canberra companies in this sector include:
  - EOS Defence Systems securing a \$600 million export contract in addition to a significant domestic defence deal providing a remote weapon system, supporting the Land 400 phase 2 project. The Land 400 project has sometimes been described as “the Army’s F-35”, giving Australia’s land forces networked armoured vehicles.
  - Additionally, the recently released Land 400 Phase 3 tender mandates the integration of EOS’ remote weapon system (RWS). These two events represent a significant step forward for the company as the primary remote weapon system provider to the Australian Army.
  - CEA Technologies - an internationally recognised, world-leading radar and communications systems supplier, recently had its CEA FAR active phased array radar capability mandated for use in the Future Frigates program.
- EOS Defence Systems, CEA Technologies and Aspen Medical are three of the largest Australian-owned defence companies in Australia and all grew out of the defence environment in Canberra.

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- The ACT Government's approach to defence industry development is managed and prioritised through the ACT Defence Industry Advisory Board and the Defence Industry Advocate.

## Key Information

- The ACT Defence Industry Strategy *Established, Capable, Skilled: Growing the Defence Industry in the Canberra Region* was launched by the Chief Minister in June 2017.
- Through a partnership approach with industry and the education and research sector, the five key priority areas that were addressed in 2017-18 are:
  - i. advocating and promoting Canberra Region defence industry capabilities;
  - ii. collaborating with other states and territories;
  - iii. attracting investment to grow the defence industry in the Canberra Region;
  - iv. continuing to build high performance human capital and a skilled, innovative and connected workforce; and
  - v. fostering new ideas and growing research and industry partnerships.
- The ACT Defence Industry Advocate (DIA) and DIAB Defence Ambassadors (DA) established a stakeholder engagement program involving regular meetings and other activities with local companies, key decision makers, industry associations, and primes.
- The DIA has worked with interstate counterparts to identify possible collaboration opportunities including the signing of the space MoU between the governments of the ACT, the Northern Territory and South Australia. The ACT and NSW Defence Industry Advocates continue to collaborate to promote the capital region as an important contributor to Defence.
- In addition to a number of promotional events and activities, such as facilitating Team Canberra exhibition booths to promote Canberra's defence, space and cyber capabilities at the International Astronautical Congress, Australian Cyber Security Conference and Land Forces, the ACT Government's Innovation, Industry and Investment branch has also updated the ACT Government's defence industry website, delivered a searchable online defence, space and cyber capability portal, refreshed marketing collateral for Canberra Region's defence and space sectors and delivered the Space prospectus- the case for Canberra to be the national headquarters for the Space Agency.
- Canberra has the largest concentration of defence and national security agencies, assets, organisations, diplomatic networks and industry bodies in Australia. It also has a significant number of small-medium enterprises, national and multinational companies, and education and research institutes with strong linkages to the defence industry.

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Lead Directorate: Chief Minister, Treasury and Economic Development

- There are 14 defence and national security agencies located in Canberra including the Department of Defence, ASIO, the Australian Signals Directorate (ASD). There are also many defence-related education and research centres including Australian Defence Force Academy at UNSW Canberra, the Australian Centre for Cyber Security at UNSW Canberra, the Australian National University Military and Defence Studies Program, the Australian National University National Security College, the Australian National University Cybercrime Observatory, and ANU space-testing facilities.
- Canberra is headquarters to 11 of the top 40 defence contractors, including two locally grown companies, CEA Technologies and Aspen Medical. Collectively these 11 companies generated over \$2.6 billion in revenue in 2016. Other companies include Raytheon, Lockheed Martin Australia, Northrop Grumman, Qantas Defence Services, EOS Defence Systems (Australia's largest defence exporter), Quintessence Labs, Seeing Machines, Penten/Deception.ai, Datapod, Skykraft, Cogito Group, Nucoria, Codarra Advanced Systems, Kord Defence and Liquid Instruments.
- Issues constraining sector growth:
  - Insufficient supply of specifically skilled and security cleared workforce; and
  - Shortage of suitable industrial land for scale for security sensitive company expansion or prospective investors.

## Background Information

- The ACT Government has released a Defence Industry Strategy and has provided \$400,000 for advocacy arrangements and to support industry participation in major supply chain related activities.
- This funding supports the Defence Industry Advisory Board (DIAB), facilitates participation in selected defence industry events and exhibitions, and the appointment of ACT Defence Industry Advocate (Ms Kate Lundy). DIAB and the Defence Industry Advocate work to identify new business opportunities across the ACT's priority defence, cybersecurity and space sectors and advocate for the Canberra's defence sector to both the Australian and ACT Governments.
- There has also been extensive ACT Government-to-company interaction on various issues with a focus on facilitating the growth and expansion of these companies in the Territory. ACT Government support has been in the form of technology and commercialisation funding for early stage companies, payroll tax waiver support linked to significant new employment for larger SMEs, and trade development program support.
- While policy towards the sector had been somewhat ad hoc for many years, the recent sector development focus of policy and the formation of DIAB has greatly improved the quality and breadth of interaction between ACT Government agencies and the defence industry.

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Lead Directorate: Chief Minister, Treasury and Economic Development

- Team Canberra exhibitions are facilitated at key industry trade shows and provide an opportunity to promote and showcase Canberra's diverse and talented defence capabilities. For example, in September 2018 the ACT Government hosted a Team Canberra exhibition stand for 10 Canberra small-medium businesses at Land Forces, the largest defence land show in Australia, that attracted 16,000 attendees. These companies were well positioned at the trade show, enabling Canberra to showcase a diverse range of products and services to both Defence key decision makers and international Defence delegates. ACT's Defence Industry Advisory Board members and the Advocate were present at the stand to make introductions to Canberra companies with senior officials.

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**ISSUE: SPACE SECTOR****Talking points:**

- The ACT Government welcomes the establishment of the Australian Space Agency and Dr Megan Clark's appointment as Head of the Australian Space Agency. Dr Clark was the former CSIRO Chief Executive.
- The ACT Government is committed to working collaboratively with the Agency and State and Territory governments to support the development of the Australian space industry.
- The Australian Space Agency commenced on 1 July 2018, and is located within the Department of Industry, Innovation and Science in Canberra for its first 12 months. Dr Clark is required to provide a recommendation on the permanent location of the Agency by the end of 2018. Dr Clark has met with all state and territory governments to assist in the recommendation to the Commonwealth on the permanent location of the agency.
- Given that the key responsibilities of the agency include setting national space policy and strategy, leading Australia's international space engagement and being responsible for space regulatory activities, the only logical home for the agency is Canberra. In addition, Canberra has a high concentration of Australia's space industry expertise, skills, research and infrastructure, with about one in four people in the national space industry working in Canberra.
- In July 2018 the Chief Minister launched our campaign to retain the agency in Canberra. *Canberra: The National Home for the Australian Space Agency*, highlights that all the key agencies that the space agency will need to deal with are in Canberra, and we already have significant space capabilities in Canberra.
- The Chief Minister met with Dr Clark in July to put the case for Canberra and we are encouraged by the hearing that we received. We will continue to work with Dr Clark to put the case for Canberra.

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Economic Development

- Over the next few months in the lead up to the Australian Government's final decision, we will be engaging with key decision makers and influencers and we hope that we will have bipartisan support for retaining the agency in Canberra.

## Key Information

- *Canberra: The National Home for the Australian Space Agency* is available both in hard copy and at the ACT Government's space web site at [www.act.gov.au/space](http://www.act.gov.au/space).
- Globally, the space industry is now worth A\$420 billion per annum and is expected to grow at around 10 per cent per annum over coming years. Not only is the space industry important in its own right but, like ICT over the last 30 years, it has the potential to provide significant benefits to other sectors.
- UNSW Canberra and ANU have significant and complementary space assets, including the Space Mission Concurrent Design Facility at UNSW Canberra and the ANU National Space Test Facilities. In addition, there are local companies such as EOS Space Systems, Geoplex and Geospatial Intelligence, along with significant space research organisations such as GeoScience Australia, CSIRO, the Space Environment Research Centre and the Deep Space Communications Complex.
- On 27 July 2018 the Chief Minister announced funding of \$250,000 for the ANU National Space Test Facilities at Mount Stromlo to provide opportunities for space sector SMEs to access the facilities there.
- On 23 October 2018 ANU launched its Space Institute, which has substantial co-investment funding to support joint projects with its industry and government partners. The Institute expects a yearly turnover of \$30 million/year in space-related activities with the ability to provide a financial stimulus at the level of \$10 million/year.
- Canberra also hosts multinational companies with major space capabilities such as Lockheed Martin, Northrop Grumman and Airbus Defence and Space.
- In December 2017, in conjunction with the Governments of South Australian (SA) and the Northern Territory (NT), the ACT Government hosted over 90 space industry representatives to discuss future directions for the space agency. Following this meeting, and in conjunction with the then SA Premier Jay Weatherill, and Acting NT Chief Minister Nicole Manison, the Chief Minister wrote to the Prime Minister setting out six priority issues that needed to be addressed to ensure the establishment of a successful space agency. The final report of the Expert Reference Group and the Commonwealth's response covered these priority areas.
- Prior to this, the ACT Government led the development of a tripartite MoU comprising the ACT, South Australian and Northern Territory governments to cooperate on space industry development advocacy.

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- In 2016, the ACT Government invested in two key space projects, including granting \$375,000 to UNSW Canberra's 'Space Mission Design Facility', which the Chief Minister opened in December 2017, and \$375,000 towards a project on space-based quantum communications jointly lead by the ANU and UNSW Canberra and involving local SMEs QuintessenceLabs and Liquid Instruments.

## Background Information

- The Canberra Region provides space industry expertise and capabilities in:
  - communication technologies and services;
  - satellite ground stations;
  - space situational awareness and debris monitoring;
  - earth observation satellites and services;
  - positional navigation and timing infrastructure;
  - spatial technology and support services;
  - research and development; and
  - education and training.

Canberra hosts one of only three of the world's NASA Deep Space Network Stations and Australia's Space Environment Research Centre. Combined with EOS Space Systems, this makes Canberra the leader in space situational awareness and debris monitoring. In addition, between the Australian National University and UNSW Canberra, Canberra provides Australia's only end-to-end design, manufacture, and testing capability for Australia's next generation of micro and small-scale satellites.

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**ISSUE: CYBER SECTOR**

**Talking points:**

- Canberra's credentials as 'Australia's Cyber Security Capital' are demonstrated by the strategic connections between key national security and government agencies; established multinationals and defence primes; renowned higher education and research institutions and innovative SMEs; all operating in a dynamic innovation ecosystem.
- Canberra is home to approximately 65 start-ups, SMEs and multinational corporations engaged in cyber activities employing over 4,000 people. Australia's national security agencies, all located in Canberra, are significant players in Australia's cyber industry and a major drawcard for an expanding cyber security industry in Canberra. Due to the sensitive nature of the national security agencies there is no data on the number of people employed on cyber activities.
- Canberra's research institutions also have significant cyber capability including ANU, with its newly established Cyber Institute, which brings together cyber and national security capabilities across the university; UNSW Canberra – whose Defence Research Institute acts as an entry point for defence and other agencies to UNSW's cyber and defence capabilities; and Data61.

**Key Information**

- Cyber security is identified as one of the priority sectors in the ACT Government's economic development strategy *Confident and Business Ready: Building on Our Strengths*, and over the past three years the ACT Government has played an active role in facilitating the sector's growth through the:
  - establishment of the Canberra Node of AustCyber (the Australian Cyber Security Industry Growth Network) to ensure that the Canberra cyber industry benefits from the Australian Government's commitment to grow the sector;
  - establishment of an industry advisory group to oversee the work of the Canberra Node;

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- adoption of the Team Canberra approach when participating in key national and international industry events and markets such as the Australian Cyber Security Centre Conference and the world leading RSA Conference in the United States; and
- fostering of activities focused on increasing collaboration, addressing skills shortages and investment attraction.
- Recently four Canberra-based enterprises received a total of \$1.78 million through the AustCyber Project Funding round. The recipients and their respective amounts were:
  - Fifth Domain – (\$545,114) to work with Canberra Institute of Technology and the Australian National University to produce a learning management system that enables education organisations, students and employers to collaborate in developing the cyber security workforce of the future.
  - Deception.AI – (\$180,000) to complete an export commercialisation of its cyber security product and document this in a playbook to assist other Australian startups seeking to sell their products overseas.
  - Cybermerc – (\$605,000) to collaborate with La Trobe University, Optus and Deception.AI to build a next-generation Intrusion Detection System that will significantly reduce the time to expose sophisticated cyber actors inside networks.
  - Vault Systems – (\$448,000) to collaborate with QuintessenceLabs, to build the world’s first secure and scalable package for enterprise file synchronisation and sharing systems.
- The dominance of ACT-based enterprises in AustCyber funding outcomes demonstrates the capability, maturity and innovation that exists within Canberra’s cyber sector and the key role Canberra plays in growing the sector nationally.

## Background Information

### National Data Context

- Cyber Security in Australia is a dispersed and mid-sized sector but is fast-growing. It employs approximately 19,000 people, either as part of an organisation’s internal cyber security workforce or through external cyber security providers. Total expenditure on cyber security amounts to approximately AU\$4.3 billion, equivalent to around five per cent of the entire Australian information technology sector.
- Australian demand and employment is dominated by outsourced cyber security services, and more than three-quarters of this market is controlled by foreign firms – mostly operations from local bases and employing Australians.

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- Over the next decade the Australian cyber security industry has the potential to almost triple in size, with revenues increasing to AU\$6 billion by 2026, from just over AU\$2 billion today.

## International Industry Data Context

- The global cyber security market is currently worth around US\$126 billion and is projected to roughly double to US\$251 billion over the next decade. Roughly three-quarters of the global expenditure on cyber security comes from cyber security 'users' (organisations and individuals seeking to defend themselves against malicious cyber activity) who purchase the products and services of external cyber security 'providers' (both specialist cyber security firms and IT or telecommunications firms with cyber security offerings). The remaining quarter is the internal expenditure of cyber security users on their in-house capabilities, principally wages of their IT staff who specialise in cyber security.
- Analysis based on available market data and expert interviews suggests that this trend will accelerate in the future. While money spent on in-house or internal cyber security functions is expected to grow by around five per cent per cent each year over the decade until 2026, global spending on external cyber security products and services is set to increase by nearly eight per cent per cent annually over the same period.
- Unfortunately, due to the sensitive nature of the industry, there is little data on national governments' cyber expenditure.

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**ISSUE: AGRI-TECH SECTOR**

**Talking points:**

- The agri-tech sector in the ACT is predominately based around research and public policy advocacy.
- Research and technology expertise sits inside the ACT, within CSIRO and ANU in particular, and both organisations are recognised globally as centres of excellence for plant sciences and agriculture.
- The CSIRO ranked 18<sup>th</sup> globally in Reuter's 2017 ranking of the top 25 publicly funded institutions doing the most to advance science and technology.
- The ANU is ranked in the top 25 universities according to the QS World University rankings in the subjects of agriculture and environmental sciences.
- Agriculture-focused public policy and rural advocacy have a major presence in Canberra.
- The ACT is home to organisations such as the Grain Research and Development Board (GRDC), the National Farmers Federation, Animal Health Australia, Plant Health Australia, the Department of Agriculture and the Australian Bureau of Agricultural Economics.
- Globally, the agricultural sector is undergoing transformation and disruption, increases in global demand, and opportunities are being created in the move away from a commodity to a global value chain focus. Transformation is occurring through the wide application of digital and genetic technologies, start-up businesses, global venture investment, and changing business models.
- The ACT is well placed to be a player in the transformation of the sector.

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## Key Information

- Plant and Agricultural Sciences is identified as one of the priority sectors in the ACT Government's business development strategy *Confident and Business Ready: Building on our Strengths*.
- The ACT Government has provided funding to support various initiatives to build research and commercialisation expertise in Canberra for the sector:
  - In 2008, the ACT Government provided \$1.1 million towards the establishment of the National Plant Phenomics facility at CSIRO (Black Mountain) in partnership with with a second node established in South Australia. The ACT funding was used as a contribution under the National Collaborative Research Infrastructure Scheme.
  - In 2014 funding was provided towards a scoping study for an ANU-CSIRO joint precinct known as the National Agricultural and Environmental Sciences Precinct (NAESP).
- In the 2017-18 Key Capability funding initiative, the ANU/CSIRO Centre for Entrepreneurial Agri Technology (CEAT) received \$500,000 funding, matched by ANU for a \$1.2 million total investment. CEAT was opened on 24 August 2018 by the Chief Minister and Professor Brian Schmidt.

## Background Information

- The industry development relationship with the sector focuses on research and technology expertise which sits inside the ACT, in CSIRO and ANU in particular, and increasingly in big data management and interrogation. For example, plant genetics and plant phenomics are important new technology frontiers in agricultural research and significant expertise has built up in these fields in the ACT.
- ANU and CSIRO's agriculture technology expertise is largely co-located in the Black Mountain precinct and both organisations are working closely to develop the precinct into a world-class agri-technology hub. The precinct is branded, and governed under, the National Agricultural and Environmental Sciences Precinct (NAESP) name, a joint ANU and CSIRO initiative.
- There is neither a financial measure nor a reliable estimate of capital inflow to the ACT through agriculture related R&D. However, as a proportion of its GSP, levels of government and higher education expenditure on R&D in general are higher in the ACT than any other state or territory.

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Vol: 1 Page No: 64-67

Vol: 2 Page No: 185-189

Vol: 3 Page No: 108

**Portfolio/s:** Higher Education  
Trade, Industry and Investment

**ISSUE: STUDY CANBERRA**

## Talking points:

- The Government committed \$3 million over four years from 1 July 2017 for Study Canberra and its core role in implementing *Canberra: Australia's Education Capital* – the ACT international education strategy.
- Study Canberra works in partnership with universities, CIT and the Education Directorate to support the growth and development of the tertiary education sector.
- Its two core functions are to promote Canberra as Australia's study destination of choice for international, interstate and local students, and to help drive continuous improvement in Canberra's student experience.
- A range of initiatives and activities have also been developed in international engagement, partnerships and collaboration, and supporting reforms - overseen by the Vice-Chancellors' Forum.

## Key Information

- Education is Canberra's largest export (\$879 million in 2017). International enrolments have grown over 36 per cent from 2014 to number around 17,000 in 2017 (around 11 per cent growth per annum).
- In 2014 the economic contribution of the higher education and research sector to the ACT was over \$2.7 billion and 16,000 jobs (Deloitte, 2015).
- Deloitte's estimates for 2017 are considerably larger at over \$3.3 billion value added and over 20,000 FTE jobs, marking more than 20 per cent in growth over three years.
- The ACT International Education Strategy seeks to build on our reputation for quality, world class research, innovation, employment outcomes, liveability and a great student experience to further increase the sector's economic contribution.

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- Initiatives developed to date include web and social channels, scholarships, welcome activities, guides, public events, a student ambassadors program, tertiary open day information stands, supporting overseas visits and market research.
- Initiatives planned for the remainder of 2018-19 include social media campaign collaboration, video content, employability support, hosting visiting agents and influencers, accommodation planning/support, a welcome event for new students, a safety awareness campaign and updated marketing collateral and research.

## Background Information

### Student Ambassadors (a HETR accountability indicator Output 3.6 - a)

- The 2018 Study Canberra Student Ambassador program employed 18 students from 12 countries, from diverse backgrounds, fields of study, and all major institutions in the ACT.
- The Student Ambassadors tell their Canberra story and promote the many great aspects of living and studying in the ACT, and assist newly arrived students with information, referrals and advice at events such as O-Weeks, a welcome desk at Canberra Airport, Tertiary Open Day, and Canberra Careers Xpo.
- The students are employed on Administrative Service Officer Class 2 contracts – currently (2017) \$27.23 per hour plus 25 per cent casual loading.
- The cost of the Student Ambassador program is around \$20,000 per year in wages.
- This initiative has been a success story with support from institutions, the wider community and students, and has featured in *The Canberra Times*.
- Recruitment for the 2019 cohort closed on Wednesday 17 October 2018.

### Scholarships Programs (referenced in Vol 3 p109)

- Study Canberra has developed joint scholarships programs with ANU and UC.
- Scholarship programs for 2018 are being run with ANU (for students from India and Indonesia), and University of Canberra (UC) for international ICT students.
- The scholarships provide \$10,000 for up to 10 students per year, to assist with living costs.
- The cost to Study Canberra for each program is \$50,000 per financial year.
- Institutions provide matching funding, so the total pool in each case is \$100,000.
- Discussions are underway with institutions on continuing these programs in 2019.
- A scholarships program for international students undertaking higher degree research has been run with UNSW Canberra in previous years.

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## Other projects

- A high profile Chief/Minister's Student Welcome event, held annually in March.
- Conducting research on perceptions, drivers, study experience, and alumni outcomes.
- A presence at events such as Orientation Weeks, Careers Xpo and Tertiary Open Day.
- A welcome desk at Canberra Airport for new students at the start of Semesters.
- A web site and presence on social media channels (Facebook, Instagram).
- Marketing collateral such as the 'Top 8 Reasons to Study in Canberra' in 15 languages, and the annual publication *Insider Guide to Canberra*.
- A fee waiver in Government Schools for the dependents of international research students.
- Engagement at national events such as the Council for International Students Australia conference, and the Australian International Education Conference.
- Collaboration with Brand Canberra, Visit Canberra and supporting inbound/outbound missions, the Vice Chancellors' Forum and Commonwealth-State Territories collaboration.
- Promoting and celebrating success in local media, and a quarterly stakeholder newsletter.

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Vol: 1 Page No: 64-67

Vol: 2 Page No: 185-189

**Portfolio/s:** Higher Education  
Trade, Industry and Investment

**ISSUE: VICE CHANCELLORS' FORUM**

**Talking points:**

- The Vice Chancellors' Forum is the key strategic advisory and coordination body between the ACT Government and the major tertiary education sector institutions.
- It works to support the growth and diversification of Canberra's economy and to build Canberra's reputation as a centre for high quality education, research, innovation and in other areas.
- It also plays an important role in overseeing implementation of the ACT International Education Strategy *Canberra, Australia's Education Capital*, and the annual work plan of the Study Canberra program.
- It is co-chaired by the Chief Minister and Minister for Higher Education. Membership is drawn from Canberra's major tertiary education institutions (ANU, University of Canberra, UNSW Canberra, CIT, Australian Catholic University and Charles Sturt University), and is also attended by the ACT Education Directorate.
- The Vice Chancellors' Forum aims to meet twice annually. It last met in May 2018, and prior to that in December 2017.
- A Working Group of the Forum, comprising senior officials of each of the member organisations, also meets to support the work of the Forum.

**Key Information**

- There are no direct costs associated with the Vice Chancellors' Forum or Working Group – secretariat support is provided by the Economic Development Division of the Chief Minister, Treasury and Economic Development Directorate.

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## Background Information

- At its meeting on 29 May 2018 issues discussed included:
  - measuring the economic contribution of tertiary education to the ACT;
  - scenario and risk planning approaches;
  - a coordinated approach to supporting and promoting student safety;
  - major national policy issues impacting on the sector and local effects;
  - the creation of a Tertiary Education, Training and Research function in the ACT Economic Development Division;
  - agreement to updated Terms of Reference;
  - the Study Canberra 2018-19 Work Plan; and,
  - shared international activities to support student recruitment.
- The Vice Chancellors' Forum will next meet on 22 November 2018.

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Vol: 1 Page No: 84-85

Vol: 2.1 Page No: 199-200

**Portfolio/s:** Trade, Industry and Investment

Vocational Education and Skills

**ISSUE: SKILLED MIGRATION PROGRAM**

**Talking points:**

- The ACT Skilled Migration Program operates within the policy/visa program framework set by the Australian Government. It has function in two primary visa streams:
  - Skilled Independent (Nominated) Stream; and
  - Employer Sponsored Stream.
- The Territory Migration Agreement (between CMTEDD and the Department of Home Affairs) provides the ACT with a channel to address skills shortages through the **Skilled Independent (Nominated) Stream** of the Australian Migration Program.
- This stream targets independent skilled migrants who respond through an Occupation in Demand List that is defined by local labour market analysis and demand forecasting.
- Over the last year, the demand for the program exceeded the 2017-18 allocation and is expected to continue to increase in 2018-19. The increased demand is largely due to changes made by the Australian Department of Home Affairs and program adjustments made in other jurisdictions.
- The ACT nomination program was restricted on 29 June 2018.
- A fast tracked, stakeholder consultation driven review is being conducted in order to reset the program into the future. The Government is on track to make program reform announcements towards the end of November.

Cleared as complete and accurate:	24/10/2018	
Cleared by:	Director	Ext: 74791
Information Officer name:	David Miller	
Contact Officer name:	Chris Bayer	Ext: 59134
Lead Directorate:	Chief Minister, Treasury and Economic Development	

## Key Information

- Under the terms of the Territory Migration Agreement, the 2017-18 ACT target for Skilled Nominated subclass 190 nominations is set at 900. However during the 2017-18 period the demand increased sharply with over 1,250 applications either approved or pending in the system.
- The Regional Sponsored Migration Scheme is a demand driven program by employers. Nominations also increased in 2017-18 with over 650 applications received, versus a 2017-18 accountability indicator target of 350.
- One of the reasons for the increased demand is recent policy changes by the Department of Home Affairs restricting eligibility criteria for permanent visa pathways for temporary residents and international students. The reduction in access to permanent visa pathways is placing increasing pressure on the ACT Skilled Migration program, and the ACT Government is currently reviewing the management of the Skilled Nominated program stream.
- The levy costs associated with the Skilling Australians Fund are also expected to reduce demand for employer nominated permanent visas. For example, ACT Health was facing a \$5,000 levy per nomination, however has implemented a policy to cease nominating staff and direct them to apply under the Skilled Nominated 190 stream.

## Background Information

- More than 1,250 applications for Skilled Nominated 190 migration were received in the 2017-18 period. On request, the 2017-18 allocation by the Department of Home Affairs was increased to 900, however there remained approximately 350 applications in the system which were carried over into the 2018-19 program year.
- In addition, applications against the Skilled Nominated 190 stream is expected to increase in 2018-19.
- Options are currently being developed for the Skilled Nominated program stream that will more effectively manage the number of applications lodged and the associated processing times, and allow the ACT to select and invite the most qualified, skilled applicants who are most aligned to our skills needs.

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**ISSUE: AQUIS ENTERTAINMENT UNSOLICITED BID****Talking points:**

- On 13 April 2018, Head of Service (HOS) Kathy Leigh wrote to Aquis Entertainment Chairman Tony Fung and provided the company 30 days to provide key financial information to progress the proposal. This information was first requested from Aquis in writing in June 2017.
- On 26 April 2018, the ACT Government received interim correspondence from Aquis requesting an extension and clarification on certain matters related to its proposal. An extension was granted, which also allowed Government to consider its position on the issues raised by Aquis.
- In August 2018, Cabinet considered the Government's position on the matters raised by Aquis. The details of these deliberations remain confidential until a final position is reached on the unsolicited bid.
- The ACT Government continues to await financial information from Aquis which will inform the final position on the unsolicited bid. There is ongoing dialogue with Aquis on this matter.
- Timeframes for resolution of these matters are yet to be finalised.
- Until such time as a final decision is made, the process remains Cabinet and Commercial in Confidence.

**Key Information**

- In addition to economic benefits such as additional jobs, tax revenue, investment and visitation, if the project proceeds it will support international flights, urban renewal, City to the Lake and future light rail extension.
- The Government has not made a final decision nor formally committed to any aspect of the proposed development.

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Cleared by: Director Ext: 72070  
Information Officer Name: Jenny Priest  
Contact Officer Name: Ash BalaretnaRaja Ext: 75282  
Lead Directorate: Chief Minister, Treasury and  
Economic Development

## Background Information

- Aquis Entertainment proposed a \$307 million redevelopment of Casino Canberra, involving overhauling and up-scaling the casino, new high-end restaurants, bars, retail boutiques and entertainment options, and two new luxury hotels.
- Consideration of the proposal is being facilitated under the Investment Proposal Guidelines process for unsolicited bids from private sector proponents.
- Aquis submitted its Phase 2 detailed business case on 17 June 2016. Aquis sought approximately 500 gaming machines be allowed at the casino.
- The Government has now legislated a cap of 200 EGM and 60 FATG authorisations to a casino license, with authorisations needing to be purchased from clubs and hotels under the trading scheme.
- The proposed redevelopment offers the potential to contribute positively to city rejuvenation and social outcomes, including:
  - the capacity to augment inbound demand to support direct international flight services;
  - a foundation project to support the City to the Lake project;
  - the development of international standard 6-Star and 5-Star hotels, currently a perceived gap in the Canberra accommodation market;
  - flow on benefits to other hotels, tourism and hospitality-related businesses in the ACT resulting from the development of demand driving infrastructure;
  - assisting the Government in its aim to reduce the total number of electronic gaming machines (EGMs) operating in the Territory by forfeiting one in every three authorisations traded under the Government's EGM trading scheme; and providing a strong signal to foreign investors about Canberra's potential as a place to invest and do business.

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Lead Directorate: Chief Minister, Treasury and  
Economic Development

**ISSUE: ACADEMY OF INTERACTIVE ENTERTAINMENT**

**Talking points:**

- In 2014, the Government received an Investment Proposal Guidelines (IPG) submission (unsolicited bid) from the Academy of Interactive Entertainment (AIE), to develop an education precinct at the site of Canberra Technology Park (the former Watson High School).
- AIE's investment proposal seeks to invest approximately \$100 million over 10 years in redeveloping the site to create:
  - an education and employment hub that will position the ACT at the centre of the growing interactive games and film industry;
  - a state of the art centre of learning and employment for the interactive games and film industry; and
  - a new affordable student accommodation facility catering for around 400 students by 2029.
- The AIE's unsolicited proposal has progressed through the first two phases of the IPG process. In late 2017, Government decided to defer a decision about whether the proposal would progress to the final phase 3, pending the outcome of public consultation.
- Community Consultation occurred from 5 February to 16 March 2018 to gauge whether the community support future use of the Canberra Technology Park site for a higher education and community precinct, including student accommodation, and preserving public green space.
- A snapshot of the feedback received by the community is on the ACT Government's YourSay website ([www.yoursay.act.gov.au/future-site-use-old-watson-high-school](http://www.yoursay.act.gov.au/future-site-use-old-watson-high-school)). Overall, this showed support at a level of 85 per cent for the proposed use.

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- The Directorate acknowledges the time taken to progress this unsolicited bid. Nonetheless, there have been a significant range of matters associated with the proposal, including the need to undertake community consultation, and the outcome of due diligence processes for the site, that have required careful consideration.
- The ACT Government is currently in the final stages of considering findings and recommendations before making a decision on next steps for the AIE proposal and future use of the site. This involves confidential Cabinet processes.
- A final report will be made available on YourSay, outlining the Government's decision once it is made, and responding to matters raised during consultation.

## Key Information

- AIE's unsolicited proposal included a request for the direct sale of Block 1 Section 13 Watson from the ACT Government.
- The proposal is aligned with the ACT Government's economic diversification agenda. As a leading educator in the game development industry, AIE has potential to promote higher education and talent attraction in the Territory.
- Block 1 Section 13 Watson is 5.7 hectares and is subject to the current Territory Plan zoning ('Community Facility Zone') for the site.
- 'Educational Facility' is a permitted use of the site under the current Community Facility zoning, with student accommodation permissible only as an ancillary use.
- A final decision on the future use and sale of the site will give consideration to feedback received during community consultation between 5 February and 16 March 2018, and will be managed through the Cabinet process. This will include consideration of whether the AIE's proposal should progress to Stage 3 of the IPG process.

## Background Information

- In February 2018, the community consultation process commenced to ascertain whether the community supports redevelopment of the land as proposed and under the specific parameters; and should the community agree, how it would prefer to see the existing and adjacent open space treated within a redeveloped site.

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- AIE currently operates from Canberra Technology Park delivering world-class training and qualifications in 3D animation, video game creation, visual effects creation, CGI animation and games programming.
- AIE campuses are located in Canberra, Sydney, Melbourne, Adelaide, Seattle (Washington) and Lafayette (Louisiana). AIE leases the former Watson High School site from the ACT Government.
- AIE was created to support the skills needs of the creative digital sector. It is a specialist 3D animation, game design and visual FX educator. AIE pioneered the development of specialist game qualifications and continues to innovate through industry partnerships and dynamic teaching.
- AIE has stated the development will provide the following benefits to the ACT:
  - create between 245 jobs by 2035;
  - contribute between \$276 million to the local Gross State Product over the same period; and
  - generate between \$8 million and \$16 million in payroll tax and educate thousands of new industry workers.

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**ISSUE: UNSW PROPOSED CITY CAMPUS**

**Talking points**

- The ACT Government and UNSW have been working together to investigate and better understand the concept of a potential UNSW Canberra City campus. This includes the use of the land, likely opportunities and constraints for the overall design of the new campus and the nature of the services and academic offerings that would be provided.
- On 15 August 2018 UNSW announced that its Council had approved submitting a formal proposal to the Territory for consideration.
- UNSW submitted a formal proposal to the Territory on 11 October 2018.
- The ACT Government will now give careful consideration to the merits of the proposal and the benefits it would bring to the Territory before deciding whether it should be supported.
- Community engagement will be an important part of any formal process moving forward, and will be informed by an engagement plan. As the UNSW proposal is being considered, so will the nature and extent of this engagement.
- The construction of a major new campus has the potential to serve many of our ambitions as a city: urban renewal, diversifying our economy, attracting and retaining talented people and making the ACT an even better place to live, study and invest.
- The proposed education precinct would be home to teaching facilities, research facilities, collaborative industry activities and facilities to support the campus population, such as parking, student accommodation, and retail.
- The Canberra Institute of Technology was involved in the project working group during the investigative stage of the MoU (signed in late 2017).

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- If the UNSW proposal is supported, CIT will remain a separate entity within a broader academic precinct, with CIT's campus priorities and operational requirements being properly considered in any re-development of the area.

## Key Information

- Higher education and research is already among Canberra's economic strengths. In 2014 the economic contribution of the higher education and research sector to the ACT was over \$2.7 billion and 16,000 jobs (Deloitte, 2015). Deloitte is currently updating the 2015 study, and its preliminary estimates as at December 2017 are considerably larger at over \$3.3 billion value added and over 20,000 FTE jobs.
- International education is the ACT's largest export, with 17,000 international students currently studying here. Per capita, Canberra is Australia's largest exporter of international education.

## Background Information

- The CIT Campus Modernisation program provides opportunities to redevelop parts of the existing site as CIT consolidates and improves its facilities.
- The ACT Government is focussed on helping to grow the education sector given these institutions play such a pivotal role in our economy and in city building.
- A new UNSW campus would bring another leading Group of Eight Australian university to the city centre.

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**ISSUE: PROJECT FACILITATION UNIT (STRATEGIC PROJECTS)**

**Talking points:**

- The ACT Government has committed \$800,000 per annum over two years from 2018-19 to expand the Territory's capacity to pursue the delivery of identified projects and investment proposals that support local jobs, economic growth and industry diversification.
- Emphasis is on the facilitation of well-considered and timely outcomes, supported by a small team with skill sets in critical analysis, project governance and whole-of-government coordination.
- Initial areas of focus include work to support and facilitate the:
  - investigation of a proposal by the University of New South Wales (UNSW) to expand its operations in the Territory through the establishment of a major new campus in the City's East; and
  - conclusion of a number of key projects that were considered under the Investment Proposal Guidelines prior to the establishment of the Unsolicited Proposal Guidelines in Treasury's Infrastructure Finance and Capital Works. This includes the future use and potential sale of the Canberra Technology Park in Watson.
- Other new projects may come into scope over the two years.

**If Asked:**

- The proposal by Aquis Entertainment for redevelopment of Canberra Casino is among key projects receiving attention.

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## Key Information

### Proposed UNSW city campus

- Higher education and research is already among Canberra's economic strengths. In 2014 the economic contribution of the higher education and research sector to the ACT was over \$2.7 billion and 16,000 jobs (Deloitte, 2015). Deloitte is currently updating the 2015 study, and its preliminary estimates as at December 2017 are considerably larger at over \$3.3 billion value added and over 20,000 FTE jobs.
- International education is the ACT's largest export, with approximately 17,000 international students currently studying here. Per capita, we're Australia's largest exporter of international education.

### Future use of Canberra Technology Park site (Block 1 Section 13 Watson)

- Community consultation on the future use of the Canberra Technology Park site took place between 5 February and 16 March 2018.
- Among other things, the feedback received shows overall support of 85 per cent for the use of Canberra Technology Park as a higher education and community precinct, including student accommodation. This sentiment was reinforced by a separate phone survey of over 500 respondents (85 per cent).
- An interim report was uploaded to the ACT Government's YourSay website in June, providing a snapshot of feedback received. Once a decision has been made on the future of the site, a final report will be made available on YourSay that outlines the Government's decision and responds to matters raised during consultation.

### Aquis Unsolicited Bid

- Aquis Entertainment proposed a \$307 million redevelopment of Casino Canberra, involving overhauling and up-scaling the casino, new high-end restaurants, bars, retail boutiques and entertainment options, and two new luxury hotels.

### Background Information

- The ACT Government is focussed on helping to grow the education sector, given these institutions play such a pivotal role in our economy and in city building.

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**ISSUE: AVIATION**

**Talking points:**

- The Government's airline strategy is to open access and make it easier for visitors to travel to Canberra from around Australia and internationally.
- Canberra is now a globally connected city. We currently have 14 international flights per week landing at Canberra Airport. Two years ago, there were none.
- The new Singapore Airlines daily service provides both Canberrans and visitors alike with a greater choice of cabin class and better connections with Asia and Europe.
- It is disappointing that Singapore Airlines delinked its service to Wellington, however it will remain a priority of the Government to pursue connections with New Zealand.
- The cancellation of the Wellington service was not a reflection of the viability of the route. The upgrade of aircraft and move to daily services did not allow for Singapore Airlines to continue the onward connection to Wellington.
- On 12 February 2018, Canberra welcomed the arrival of the second international airline to service the capital. Qatar Airways commenced daily flights from Doha to Canberra, via Sydney. This service represents an opportunity to grow awareness of Canberra and the region to a number of connecting destinations throughout Europe and the United Kingdom.
- In all, Qatar Airways connects Canberra to 150 destinations around the world.
- Access to Canberra has been further enhanced with low cost carrier Tigerair Australia's entry into the market. On 14 September 2017 Tigerair commenced an eight service per week Melbourne and Canberra

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operation and initiated three services between Brisbane and Canberra per week.

- Tigerair provides approximately 4000 seats weekly through Canberra and over 200,000 seats annually. This provides unprecedented access for domestic leisure visitors to Canberra.
- Off the back of Tigerair's successful entry into the Canberra market, the ACT Government is looking to continue to grow low cost carriers servicing the Capital.

## Key Information

### Election Commitment – Aviation development

- Under ECLAB 038a, \$770,000 was committed to attract new airlines, including marketing support to establish new routes.
- Investment has already been made to support the successful entry of Tigerair Australia services that commenced in December 2016 with 7 services per week between Canberra and Melbourne.
- Investment has also been made to develop new business cases for domestic and international routes. This includes commissioning research and the services of a specialist aviation consultant.

### Singapore Airlines operations

- On 24 January 2018, Singapore Airlines announced a number of changes to its Australian operations, effective from 1 May 2018:
  - the de-linking of its Canberra and Wellington service;
  - the increase of daily flights into Canberra;
  - the deployment of a new Boeing 777-300ER aircraft on its Canberra route which includes first class, business class and premium economy offerings; and
  - the addition of a 1 hour Sydney stop on its inbound Canberra service.
- The increase in frequency to Singapore provides an additional 40,768 additional seats annually.

### Qatar Airlines operations

- Qatar Airways commenced daily services connecting Canberra to Doha on 12 February 2018:
  - Qatar Airways operates a 358 seater Boeing 777-300;

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- The service will stop in Sydney in both directions operating Doha-Sydney-Canberra and Canberra-Sydney-Doha;
- The transit time in Sydney in both directions is approximately 1 hour.

## Background Information

# Sch 2.2(a)(xiii)

- Following Singapore Airlines' announcement on 24 January 2018, the Government is developing a business case to present to airlines outlining the opportunity associated with a Canberra-Auckland service (with potential for onward connections to the west coast of the USA) and a Canberra-Wellington service. The services of an aviation consultant have been secured to support development of the business cases.
- The Chief Minister met with Air New Zealand on 21 November 2017 to discuss potential for direct flights between Canberra and Auckland, with possible connections to the west coast of the USA. As a follow up, Jonathan Kobus of VisitCanberra and Canberra Airport representatives attended meetings with Auckland Airport and Wellington Airport on 21 and 22 May 2018 to progress the business case for Trans-Tasman services.
- The Chief Minister met with Jetstar Australia and New Zealand on 24 May to discuss potential for new domestic services, as well international services to New Zealand.
- The Chief Minister met with Mr Rob Sharp, Group Executive, Virgin Australia on 27 June 2018 to discuss potential for new domestic services, growth of Tigerair services and international services to New Zealand.
- VisitCanberra supported the Qatar Airways service through the provision of image and video assets for marketing campaigns, and hosted a familiarisation visit for 8 international media on the inaugural flight. In addition, VisitCanberra is engaging with trade through the Aussie Specialist Program and attendance at key onshore and offshore travel events such as ATEC Meeting Place (November 2017) and ATE (April 2018).

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Lead Directorate:	Chief Minister, Treasury and Economic Development	

**ISSUE: VALUE OF TOURISM**

**Talking points:**

- The State Tourism Satellite Accounts (State TSA) were released by Tourism Research Australia (TRA) on Wednesday 4 April 2018. Results show tourism's total contribution to the ACT's Gross State Product (GSP) for 2016-2017 was estimated to be \$2.26 billion, and supported an estimated 16,800 jobs.
- Tourism's contribution to the ACT's GSP grew 9.5 per cent between 2015-16 and 2016-17, the second highest nationally behind Tasmania and ahead of the national average of 5.6 per cent.
- Of the total 217,000 jobs in the ACT for the 2016-17 financial year, tourism generated 16,800 jobs - an estimated 1,100 more than the previous financial year. This represents a 7.1 per cent increase for tourism growth when compared to the 3.1 per cent general ACT employment growth.
- National Visitor Survey (NVS) results for the year ending June 2018 were the ACT's third highest for domestic overnight visitation - i.e. the number of people visiting the ACT domestically. A total of 2.70 million domestic visitors travelled to the ACT for the year ending June 2018, an increase of 2.0 per cent on the previous year. The result was below the national average growth of 7.0 per cent.
- The increase in visitors was led by record amounts of Australians coming here for Visiting Friends and Relatives (VFR) purposes (up 20.4 per cent to 1,010,000).
- Domestic overnight visitors spent \$1,610 billion while in the ACT - down 0.7 per cent on the same period last year.
- International visitor survey (IVS) results for the year ending June 2018 show the ACT recorded its highest number of international visitors, visitor nights and expenditure.

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- International visitors to Canberra jumped by 12.4 per cent in the year ending June 2018 to 248,914 and contributed an additional \$112 million to the ACT economy.
- The money spent by our international visitors increased by 20.9 per cent up to a new record level of \$647.4 million, well ahead of the national average of 4.8 per cent.

## Key Information

- Latest results from the 2016-2017 State TSA show:
  - Tourism's GSP contribution recorded a growth of 9.5 per cent over the previous year, and was the second highest GSP growth nationally, behind Tasmania. National GSP growth was 5.6 per cent.
  - GSP for the Australian Capital Territory as a whole grew to an estimated \$38.19 billion, representing a growth of 6.4 per cent over the previous year. With a higher rate of GSP growth, Tourism is driving the positive performance of the wider ACT economy. In 2016-2017, tourism generated an estimated total of 16,800 jobs in the ACT economy - an estimated 1,100 new jobs since the previous year. This represents a growth of 7.1 per cent and the third highest growth in tourism employment nationally.
  - Nationally, tourism generates around 924,600 jobs, a figure which grew 3.9 per cent since the 2015-2016 TSA report.
- Record domestic visitor nights (i.e. the number of nights domestic visitors stayed) were experienced for the period year ending June 2018, with visitors staying 7.15 million nights. Visitor night growth for the period was 6.6 per cent and equated to an additional 444,000 nights for the period. Visitor night growth for the ACT was just behind the national average of 7.1 per cent.
- International visitors stayed for a record total of 5.69 million nights, up 24.1 per cent on year ending June 2017 compared to 1.4 per cent nationally.
- With an 19.0 per cent share of international overnight visitation to the ACT, China continues to be the ACT's largest international visitor source market. China is followed by the United States of America (9.5 per cent share), the United Kingdom (8.2 per cent), New Zealand (7.3 per cent), India (5.7 per cent) and Germany (4.6 per cent).

## Background Information

- The 2017-2018 State TSA results are anticipated to be released by TRA in July 2019.
- IVS results for the year ending June 2018 are currently under embargo (as of 22 October 2018 – the annual report preparation date) and are anticipated to be released by TRA on 31

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Economic Development



October 2018, however an official release date is yet to be communicated. As such, data presented in this annual report should be treated with confidentiality until the embargo date is communicated and reached.

- Data concerns with passenger card information supplied by the Department of Home Affairs are ongoing. IVS data will continue to be released without purpose of visit information until investigations are completed.
- IVS interviewing commenced at Canberra International Airport in early November 2017. The inclusion of samples taken from Canberra International Airport has had a small (minimal) positive impact on results.
- Overnight expenditure is measured using the NVS and IVS conducted by TRA. Survey results, including expenditure, are released each March, June, September and December and report 'year ending' results.

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**ISSUE: MAJOR EVENT FUND**

**Talking points:**

- Since the Major Event Fund (MEF) opened in 2011, \$8.140 million in funding has been approved to support events being held in Canberra. The 24 completed and acquitted exhibitions and events have attracted over 3.58 million attendees, delivering approximately \$717 million in economic return to the ACT.
- There is strong demand for the Major Event Fund. The 2017-18 budget of \$1 million was fully expended and supported 6 events. At this time it is fully subscribed for 2018-19, and 2019-20 has \$750,000 of the \$1.0 million annual budget already allocated.
- The recent Cartier exhibition attracted more than 200,000 visitors and provided a significant boost to the city during the traditionally quieter winter months.
- The Major Event Fund provides dedicated funding of \$100,000 per annum to support theatre productions. *Mamma Mia!* the musical at the Canberra Theatre is an example of a major theatre event which enabled strong marketing reach and delivered a sell-out season with more than 20 per cent of the audience travelling from interstate.
- With around 55 per cent of attendees to funded events coming from interstate or overseas, the Major Event Fund is a critical component of the ACT Government's tourism strategy.
- The Major Event Fund delivers against the ACT Government's Strategic Priority to grow the visitor economy. It does this by supporting the attraction, acquisition, development and promotion of major events that demonstrate the capacity to drive overnight visitation from interstate and/or international audiences, consumers and event participants.

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## Key Information

- The 2017-18 budget committed \$1 million per annum over 3 years for the Major Event Fund.
- Funding requests totalling \$4.15 million of have been received for the current 3 year program budget of \$3 million, of which \$2.755 million worth have been approved.
- Exhibitions at the National Gallery of Australia (NGA) have been the major contributor to this success. The ACT Government has committed \$5.05 million in funding to bring major exhibitions to the NGA. Completed major exhibitions at the NGA have generated \$376.9 million in economic return to the Territory.

## Background Information

- The ACT Government and the National Gallery of Australia (NGA) have entered year two of a three-year MOU. The MOU enables the parties to collaborate effectively to host several major events and exhibitions to enhance the Territory's event calendar and to position the Territory as a progressive, modern, dynamic, globally relevant and internationally connected region.
- The NGA aims to deliver:
  - Five major blockbuster exhibitions (at least one per financial year)
  - Contribute content to Territory run events such as Floriade and the Enlighten Festival.
- The Major Event Fund is a contestable, co-operative fund aimed at major attractions, cultural institutions, event organisations, event promoters, businesses, companies or associations who seek to proactively acquire, create or develop tourism events that have the capacity to drive significant interstate and/or international visitation to the ACT.
- The cooperative nature of the Major Event Fund requires supplementary financial investment from event partners to fund the necessary acquisition, creation, development and operational delivery of proposed events. Funding is not to be available to underwrite events.

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**Table 1. Summary of results for completed exhibitions and events since the MEF (formerly SEF) opened in 2011**

Exhibition	Proponent	Investment	Attendance	Interstate	Economic Benefit
<i>Masterpieces *</i>	NGA	\$500,000	476,000	80 per cent	\$94 million
<i>Renaissance</i>	NGA	\$525,000	212,920	80 per cent	\$75 million
<i>Toulouse-Lautrec</i>	NGA	\$525,000	170,201	80 per cent	\$37 million
<i>Gold and the Incas</i>	NGA	\$300,000	160,647	68 per cent	\$34 million
<i>Turner from the Tate</i>	NGA	\$500,000	153,627	70 per cent	\$34 million
<i>Mapping our World</i>	NLA	\$150,000	118,264	48 per cent	\$24 million
<i>Handwritten</i>	NLA	\$200,000	73,000	49 per cent	\$19 million
<i>Elvis @21</i>	NPG	\$140,000	20,422	55 per cent	\$3.9 million
<i>James Turrell</i>	NGA	\$500,000	74,412	70 per cent	\$10 million
<i>Night Noodle Markets 2015</i>	Fairfax Events	\$200,000	156,510	7 per cent	\$1.1 million
<i>ICC Cricket World Cup</i>	ACT Gov	\$100,000	25,347	75 per cent	\$25 million
<i>AFC Asian Cup</i>	ACT Gov	\$100,000	82,452	19 per cent	\$14.4 million
<i>Encounters</i>	NMA	\$200,000	98,392	64 per cent	\$19.5 million
<i>Tom Roberts</i>	NGA	\$200,000	131,878	54 per cent	\$22 million
<i>Centenary of ANZAC</i>	AWM	\$450,000	335,775	23 per cent	\$133 million
<i>Celestial Empire</i>	NLA	\$200,000	80,000	43 per cent	\$26.4 million
<i>World Cup Masters</i>	Hockey Australia	\$50,000	1,396	Unknown	\$1.9 million
<i>Night Noodle Markets 2016</i>	Fairfax Events	\$200,000	109,699	40 per cent	\$6.1 million
<i>Versailles: Treasures from the Palace</i>	NGA	\$500,000	176,270	50 per cent	\$29.4 million
<i>A History of the World in 100 Objects</i>	NMA	\$200,000	178,220	63 per cent	\$19.4 million
<i>Night Noodle Markets 2017</i>	Fairfax Events	\$150,000	121,296	14 per cent	\$7.2 million
<i>Songlines</i>	NMA	\$100,000	98,855	64 per cent	\$13.7 million
<i>Summernats 2018</i>	Out There Productions	\$200,000	105,247	N/A	\$23 million
<i>Hyper Real</i>	NGA	\$500,000 **	83,473	27 per cent	\$5.5 million
<i>Night Noodle Markets 2018</i>	Fairfax Events	\$100,000	136,296	13.7 per cent	\$1.7 million
<i>Cartier</i>	NGA	\$500,000**	200,700	53 per cent	\$36.8 million
<b>TOTALS</b>		<b>\$6.790 million</b>	<b>3,581,299</b>		<b>\$717 million</b>

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\* Supported prior to formal establishment of the Major Event Fund

\*\* This investment covers both the Hyper Real and Cartier exhibitions

**Table 2. Summary of exhibition and event applications received, approved or pending under the 2017-18; 2018-19 and 2019-20 Major Event Fund**

Exhibition/Event	Proponent	Date	Investment	Status
<b>2017-18</b>				
<i>Hyper Real</i>	NGA (MOU)	20 Oct 2017 – 18 Feb 2018	*\$500,000	Approved
<i>Cartier</i>	NGA (MOU)	30 Mar 2018 – 22 July 2018		Approved
<i>Songlines: Tracking the Seven Sisters</i>	NMA	15 Sept 2017 – 28 Jan 2018	\$100,000	Approved
<i>Summernats 2018</i>	Summernats	4 Jan – 7 Jan 2018	\$200,000	Approved
<i>Rome: Empire and City</i>	NMA	20 Sept 2018 – 3 Feb 2019	\$100,000	Approved
<i>Enlighten Night Noodle Markets 2018</i>	Fairfax	2 Mar – 11 Mar 2018	\$100,000	Approved
		<b>TOTAL</b>	<b>\$1,000,000</b>	
<b>2018-19</b>				
<i>Centenary of Armistice</i>	AWM	5 Oct – 11 Nov 2018	\$150,000	Approved
<i>Rome: City and Empire</i>	NMA	20 Sept 2018 – 3 Feb 2019	\$100,000	Approved
<i>Pacific Stories: James Cook</i>	NLA	19 Sept 2018 – 10 Feb 2019	\$100,000	Not approved
<i>Exhibition – Love and Desire – Pre Raphaelite Masterpieces from the Tate</i>	NGA (MOU)	-	\$500,000	Approved
<i>Summernats 2019</i>	Summernats	-	\$200,000	Approved
<i>Major Theatre Fund</i>	Jersey Boys		\$100,000	Approved
		<b>TOTAL</b>	<b>\$1,150,000</b>	
<b>2019-20</b>				
<i>Exhibition (TBC)</i>	NGA (MOU)	-	\$500,000	Approved under MOU pending application
<i>Summernats 2020</i>	Summernats	-	\$200,000	Approved
		<b>TOTAL</b>	<b>\$700,000</b>	

\* This investment covers both the Hyper Real and Cartier exhibitions

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**ISSUE: DESTINATION MARKETING**

**Talking points:**

- Destination marketing activities delivered by VisitCanberra were sustained throughout the 2017-18 financial year via owned, paid and earned marketing channels.
- Paid advertising activity appeared within target geographic markets. Activity was delivered both independently and in partnership. Key activity included:
  - *Canberra in a Can campaign* – a brand-led activation, where vending machines dispensed Canberra vouchers. Delivered in partnership with 40 industry partners, the activation was designed to boost visitation from metro markets of Sydney and Melbourne.
  - *Canberra Can'tberra campaign* – a brand-led digital campaign including a competition to collect user data, that asked viewers to 'see what the Lonely Planet judges saw' and guess the experiences that can be enjoyed in Canberra.
  - *Tripadvisor and VisitCanberra campaign* – a digital advertising campaign delivered across the Tripadvisor network, directing audiences to refreshed Canberra travel content, supported by eight industry partners.
  - *Tigerair and VisitCanberra campaign* – targeting the Brisbane market, in alignment with the airlines' announcement of direct flights between Canberra and Brisbane.
  - *Singapore Airlines and VisitCanberra campaigns* – targeting key international markets of Singapore, Malaysia, India, UK and Hong Kong building awareness of Canberra as a tourism destination and promoting bookings via Singapore Airlines.

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- *TimeOut and Junkee content partnerships* – two content partnerships that saw new Canberra content produced and promoted across the highly trafficked publishers.
- Public relations activity is essential to promoting the destination and ensures an ongoing stream of Canberra travel and destination news. Key PR moments in 2017-18 include:
  - leveraging Lonely Planet’s announcement of Canberra as the 3<sup>rd</sup> top cities to visit in 2018 which secured more than 436 total pieces of coverage.
  - hosting 25 media familiarisation visits to Canberra that delivered trusted content across magazines, newspapers, websites, TV and social media.
- VisitCanberra’s digital entry points including the [visitcanberra.com.au](http://visitcanberra.com.au) web site, e-newsletter and social media channels are key owned marketing tools. Content on these channels is updated regularly. Social media channels specifically saw significant growth during 2017-18:
  - VisitCanberra Facebook grew by 229 per cent to reach 259,300 followers.
  - Twitter grew by 17 per cent to reach 23,400 followers, and
  - Instagram grew by 24 per cent to reach 47,500 followers.
- VisitCanberra works closely with the Canberra local tourism and sport industry to ensure tourism driving events encourage visitors to travel to Canberra and to see and do more while in Canberra:
  - The Major Event Fund invested \$1 million in 2017-18 in 6 major exhibitions and events.
  - VisitCanberra worked with major sporting codes including the Canberra Raiders, Giants AFL, Giants Netball and Canberra Brumbies to ensure shared content and destination messaging was included in their promotional efforts around significant fixtures.

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## Key Information

- The 2016-17 budget committed \$7.3 million over four years to support aviation partnerships and for the expansion of the One Good Thing After Another destination marketing platform.
- Of this commitment, \$5.3 million was invested in 2016-17 and 2017-18. \$1.0 million per annum is available in 2018-19 and 2019-20.
- The VisitCanberra Destination Marketing Strategy 2015-20 provides a framework that informs and supports VisitCanberra's integrated marketing approach.
- The One Good Thing After Another (OGTAA) marketing platform underpins VisitCanberra's ongoing approach to market the destination both domestically and internationally.
- This marketing platform is utilised to promote the destination to leisure visitors, and the strategy is based on a simple premise: no other destination offers the diversity of tourism experiences so close together.

## Background Information

### Lonely Planet accolade October 2017 – December 2018

- VisitCanberra led a campaign to celebrate Canberra's ranking in the Lonely Planet best in travel listing for 2018.
- On 25 October 2017, Lonely Planet announced that Canberra was ranked 3rd in their top cities to visit in 2018. VisitCanberra led a PR campaign to amplify the associated media coverage ensuring:
  - Global mentions of 'Canberra' doubled on 25 October.
  - Traffic to **visitcanberra.com.au** doubled on announcement day and social media sentiment was over 55 per cent positive.
  - 436 total pieces of coverage were generated that delivered over 47 million 'Opportunities to See' across broadcast, national news, radio and online.
- In addition to the PR effort, paid activity to amplify the news included:
  - a content partnership across lonelyplanet.com globally saw 4.2 million page views to the "Australia" pages during the two months following the announcement where Canberra advertising had sole coverage.
  - Delivery of a game-style quiz *Canberra Can'tberra* that launched in March 2018, a few months after the announcement. It asked viewers to 'see what the judges saw' by guessing the experiences that can be enjoyed in Canberra. More than 3 million impressions were delivered and a total of 6,434 entries were received of which 3,361 were unique.

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- A final element of work will be delivered just prior to the year ending in which Canberra holds the title, approximately October and November 2018.

### Canberra in a Can

- Canberra in a Can was the major domestic campaign initiative of 2017-18. The initiative encouraged Sydney and Melbourne locals to take a short break to Canberra.
- Vending machines dispensing Canberra vouchers were set up in four activation sites in high foot traffic areas of Sydney and Melbourne.
- Approximately 1,500 vouchers were given away. The prize pool was provided by more than 40 industry partners and valued at more than \$76,000.

### Tripadvisor campaign 27 February – July 2018

- A digital advertising campaign was delivered across the Tripadvisor network, directing audiences to refreshed content on the VisitCanberra website and working alongside eight industry stakeholders.
- Approximately 1,000,000 impressions were delivered from audiences in Sydney, regional NSW, Melbourne and Brisbane.

### Singapore Airlines cooperative campaign investment

- \$500,000 invested in cooperative marketing activity with Singapore Airlines was matched with \$250,000 cash and value in-kind to develop and run campaigns in India, Malaysia, Hong Kong, UK, Ireland and Singapore.
- Campaign activity in India was particularly successful resulting in a total of 328 bookings, exceeding the target of 290.

### Visiting Journalists and Influencer Program (VJIP)

- In 2017-18 VisitCanberra hosted and supported a number of media familiarisation visits to Canberra to create an ongoing stream of Canberra travel and destination news.
- Hosted 10 domestic media/influencer visits costing \$4977 (average of \$497pp).
- Hosted 15 international visits costing \$14,103 (average of \$940 per visit).
- Industry contributed an additional \$14,478 in hosting costs.
- Outcomes include content about Canberra tourism experiences and products being featured in magazines, newspapers, websites, television programs and across social media to audiences in key target markets who are interested in travel.

### Aviation partnerships

- Aviation partnerships are key to reaching international markets.

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Cleared by: Director Ext: 53185  
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- International co-operative marketing campaigns have been delivered in partnership with Singapore Airlines in Malaysia, India, Hong Kong and UK. We currently have a campaign in market in Singapore.
- Campaign activity in India, in February and June 2018, was particularly successful resulting in a total of 328 bookings, exceeding the target of 290.
- Campaign activity in Malaysia, undertaken in March and April 2018, was also very successful resulting in a total of 350 bookings, exceeding the target 150.
- International co-operative marketing campaigns for this financial year have started, with a campaign in market in India aligning with Tourism Australia's UnDiscover Campaign.

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Economic Development

**ISSUE: BRAND CBR**

**Talking points:**

- Brand Canberra (CBR) is the whole of city branding program that was launched in 2013.
- The 2018 Budget committed a further \$2.1 million over three years to support ongoing development of Brand Canberra.
- The CBR brand provides a consistent, cohesive and creative approach to marketing the ACT both nationally and internationally as an inviting city, a connected community and a great place to live, work, play, study and do business.
- The Brand CBR program aims to enhance brand development and awareness within Canberra, the Canberra Region, and within national and international markets to maximise economic and community benefits through a range of strategies to establish marketing, investments and partnerships for the Brand.
- The program was delivered under a partnership agreement with the Canberra Business Chamber in 2017-2018.
- In 2017-18 the program has delivered an integrated digital marketing strategy, a range of branded products for promotional purposes, sponsorship of events such as Canberra Day, signage for key sporting venues, and development of the “WE ARE CBR” sub-brand for the Canberra community.

**Key Information**

- \$1.4 million was allocated to the Brand in the 2015-16 Budget over two years. \$1 million was allocated to the Canberra Business Chamber and \$400,000 remained

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Cleared by: Director Ext: 53185  
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Lead Directorate: Chief Minister, Treasury and Economic Development

within ACT Government for aligned initiative support. The 2017-18 Budget committed an additional \$700,000 over one year to the Brand Canberra project to extend the arrangement with the Canberra Business Chamber.

- The advantage of this investment was to allow areas outside of ACT Government remit a new opportunity to engage with the whole of city brand and use it. By inclusion of business, the tertiary sector, community, individuals and other city endeavours, the brand has gained broader and stronger buy-in.
- In 2017-18 the program has delivered the following:

### Digital

- Integrated digital strategy showcasing the ‘best of’ Canberra through blogs, curated content, facts and stats, user-generated content and video.
- Daily content management on social media engagement across Facebook, Instagram and Twitter.
- Online community engagement including partnering with social influences and promotion of the hashtag #WeAreCBR.

### Brand assets and products

- Development of a CBR facts and stats booklet, trade mission delegate packs and an event display kit.
- Merchandise production including pins, t-shirts, hooded jumpers, caps, stickers, luggage tags.
- Specific ‘Pride’ (rainbow) collateral suite.
- City and event dressing investment including city flags, crowd fencing and stand flags

### Event alignment and leverage:

- Canberra Day official partner that enabled onsite activation, distribution of promo product, venue signage and flags.
- Sydney Mardi Gras campaign including light installation and brand support for CBR float and participants.
- Signage at key venues – Manuka Oval, GIO Stadium, Canberra Tennis, CBR Brave and other sporting teams.

### WE ARE CBR sub-brand campaign

- Reinvigoration and expansion of the WE ARE CBR brand elements/look/feel.
- One business profile per week launched on digital channels, including both imagery and video execution.
- ‘Street poster’ installations in city centre.
- Supported any person, business or organisation wanting to use the city brand to support their endeavours.

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Cleared by:	Director	Ext: 53185
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Lead Directorate:	Chief Minister, Treasury and Economic Development	

## Background Information

- The agreement with the Canberra Business Chamber concluded on 30 June 2018. As a result, program delivery of Brand CBR has returned to the ACT Government, after consideration was given to the following:
  - Governance model;
  - Most effective and efficient use of government resources;
  - Future development needs of the Brand;
  - Needs of local community and business vs national and international promotion; and
  - Role of the Brand Strategic Advisory Board.
- The Brand Strategic Advisory Board comprises:

Ms Tania Parkes (Chair), Tania Parkes Consulting;	Ms Nipuni Wijewickrema, Manager GG's Florist and 2014 Young Canberra Citizen of the Year;
Mr Nikos Kalogeropoulos, Chief Financial Officer, Molonglo Group;	Mr Anton Pemmer, Director and Export Development, Bottles of Australia;
Mr Eoghan O'Byrne, General Manager, Canberra FM;	Ms Dee Madigan, Executive Creative Director, Campaign Edge (Sydney based); and
Ms Amanda Whitley, Editor, Her Canberra;	Ms Kareena Arthy, Deputy Director General, Economic Development Directorate.
Mr Kevin Keith, State Manager, Consult Australia;	

- The current Board appointments have expired. The process for appointing a new Brand Strategic Advisory Board has commenced and requires endorsement by Cabinet. It is anticipated the appointment of new members will be completed by the end of the calendar year.
- The next phase of the brand program will aim to:
  - Develop the Brand to ensure it becomes a comprehensive whole-of-city brand, representing all economic growth sectors as well as effectively capturing the personality and character of a rapidly growing city. This includes evolving the tourism marketing identity to align with the CBR Brand.
  - Ensure the Brand is embraced centrally as a platform for the ACT Government

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 Cleared by: Director Ext: 53185  
 Information Officer name: Jonathan Kobus  
 Contact Officer name: Jonathan Kobus Ext: 53185  
 Lead Directorate: Chief Minister, Treasury and Economic Development

to project its effort to promote Canberra as a place to visit, invest, live, study and do business.

- Develop coherent and consistent messaging to simplify and strengthen Canberra's value proposition in key domestic and international markets. This includes ensuring the Brand effectively supports the ACT Government's international engagement efforts.
- Ensure maintenance and delivery of a program that effectively engages with local business and the community more broadly through the Canberra Business Chamber. This will focus on enhancing opportunities for community engagement to build local advocacy and pride in the Brand.

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Cleared by:	Director	Ext: 53185
Information Officer name:	Jonathan Kobus	
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Lead Directorate:	Chief Minister, Treasury and Economic Development	

**ISSUE: BUDGET, STAFFING AND ACCOUNTABILILTY INDICATORS**

**Talking points:**

- The 2016-17 Budget provided \$7.3 million over four years to promote Canberra as a leisure destination. This investment supports domestic and international campaign activity.
- \$5.3 million of this commitment was invested across 2016-17 and 2017-18. \$1.0 million per annum will be invested in 2018-19 and the final \$1.0m in 2019-20.
- The 2018-19 budget committed an additional \$2 million over two years to the Major Event Fund from 2020-21.
- The 2018-19 Budget committed \$2.1 million over 3 years to extend the Brand Canberra program.

**Key Information**

- Total VisitCanberra Government Payment for Output (GPO) for 2017-18 was \$14.868 million (increased by \$1.513 million from 2016-17).
- The VisitCanberra Government Payment for Output (GPO) for 2018-19 is \$13.599 million. The decrease reflects the phasing of the 2016-17 budget commitment of \$7.3 million over 4 years.

**Accountability Indicators (full year results)**

- a. ACT Accommodation – Room Occupancy Rate.
  - 2017-18 Target: greater than national average. For the 12 months ending May 2018, the STR Global estimated National average for room occupancy is 76.8 per cent, compared with 77.3 per cent for the ACT.
- b. Canberra and Region Visitors Centre – Overall visitor satisfaction with customer service levels.
  - 2017-18 Target: greater than 85 per cent. Surveys are collected daily and for the period 1 July 2017 – 30 June 2018 overall satisfaction is currently 97.6 per cent.
- c. Number of visits to the ‘visitcanberra.com.au’ website.

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Cleared by: Director Ext: 53185  
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Economic Development

- 2017-18 Target: 1,600,000. As at 30 June 2018 the visitcanberra.com website had received 1,621,154 visits for the 2017-18 year. This equates to 135,096 per month.

## Background Information

- The current VisitCanberra organisational structure contains 28.33 full time equivalent staff, and of this 27.48 are full time permanent staff.
- The Canberra and Region Visitors Centre (CRVC) has a pool of 6 on-call casuals to assist with peak periods such as during Floriade. Approximately 27 volunteers are registered at the CRVC.

## Budget

Main line area budgets for 2017-18 (excludes salaries):

### 1. Marketing - \$3.370 million

Includes:

- Growing the Visitor Economy (including Singapore Airlines) \$1.5 million
- Destination Marketing Activity \$1.145 million
- Annual Media Plan, Publications and Public Relations \$535,000
- Website and Digital Management \$190,000

### 2. International - \$1.939 million

Includes:

- International Programs - \$364,500
- Aviation Development - \$75,000
- Aviation (Singapore Airlines) - \$1.5 million

### 3. Industry Development - \$2.349 million

Includes:

- Major Event Fund - \$1 million
- Tourism Demand Drive Infrastructure (Commonwealth Funding) - \$947,875 (including \$172,875 rollover from 2016-17)
- Tourism Awards management and delivery - \$164,000
- Industry Development programs - \$146,000

### 4. Canberra and Region Visitors Centre - \$384,067.00

Includes:

- Operations budget - \$174,780

### 5. Research - \$295,000.00

Includes:

- Tourism Research Australia - \$213,000
- Consumer Research - \$47,000

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Information Officer name: Jonathan Kobus  
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- Strategic Research - \$34,000

**6. Payments to third parties - \$1.5 million**

Includes:

- National Capital Educational Tourism Project - \$300,000
- Canberra Convention Bureau - \$1.2 million

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Cleared by:	Director	Ext: 53185
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**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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**ISSUE: FLORIADE 2017**

**Talking points:**

- *Floriade 2017* was held from 16 September to 15 October 2017, and *Floriade NightFest* was staged over six nights from 22-24 September 2017 and from 29 September to 1 October 2017.
- *Floriade 2017* attracted 434,414 visitors over 30 days, including the Opening Night Concert presented by Singapore Airlines and attendance at *Floriade NightFest*.
- The event contributed direct visitor expenditure of \$37.4 million to 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.
- The allocation for *Floriade* and *Floriade NightFest* was \$4.45 million with a revenue target of \$1.405 million.
- A review of expenditure was commissioned. The report, conducted by Protiviti, was received on 13 July 2018 and estimated an overspend for *Floriade 2017* of \$1,254,971.
- Revenue collected was greater than targeted at \$1.581 million.
- The Protiviti report identified a range of factors that contributed to the overspend of *Floriade 2017*. Significant changes have now been made to financial management controls to address these factors.
- All recommendations proposed by Protiviti are accepted and work has commenced on their implementation. As noted by Protiviti, a number of measures had already been put in place to address known concerns.

Cleared as complete and accurate:	26/10/2018	
Cleared by:	Deputy Director-General	Ext: 75564
Contact Officer Name:	Jo Verden	Ext: 50554
Lead Directorate:	Chief Minister, Treasury and Economic Development	

- Protiviti noted that it found no indicators for fraudulent activity. Protiviti has been engaged to undertake a check on the progress CMTEDD has been achieved in addressing the matters raised in the report presented on 13 July 2018.

## Key Information

- Protiviti identified six main findings in the *Review of Internal Financial Management of Floriade 2017*:
  1. Financial delegations were not adhered to.
  2. Lack of appropriate procurement activities and controls.
  3. Lack of adequate contract management controls.
  4. Weaknesses in budget development, documentation and approval processes.
  5. Lack of event specific financial reporting and re-forecasting.
  6. Lack of reconciliation and review of revenue sources.
- Protiviti made five recommendations for improvement:
  1. Further review of transactional information, addressing poor comparability of expense treatment between the years.
  2. Conduct of specific review of procurement processes and controls given the serious deficiencies identified in this review.
  3. Conduct a specific review of establishment and application of financial delegations in Events ACT given the serious deficiencies identified in the review.
  4. Assessment of value for money of major contracts and components of the operations of Floriade, with a focus on long standing arrangements.
  5. Establishment of a suite of budget and financial reports for *Floriade*.

## Background Information regarding the overspend

### What did the Protiviti Report say?

- The recommendations proposed by Protiviti in the *Review of Internal Financial Management of Floriade 2017* are accepted and work has commenced on their implementation. As noted by Protiviti, a number of measures had already been put in place to address known concerns. The actions will now be updated to specifically address the review recommendations.
- The actions taken to date include:
  1. Establishing a dedicated SES position to oversee events plus a complete refresh of the events team;
  2. All staff have undergone training in contract management and procurement;
  3. Delegations have been reviewed and tightened; and
  4. Processes are in place for more detailed monthly monitoring of expenses.
  5. Engagement of an experienced Event Executive Producer for Floriade 2018.

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Cleared by: Deputy Director-General Ext: 75564  
Contact Officer Name: Jo Verden Ext: 50554  
Lead Directorate: Chief Minister, Treasury and  
Economic Development

## When was it discovered that there was an overspend on Floriade 2017?

- The overspend on *Floriade 2017* was first detected in October 2017 once invoices relating to the event were processed and comparisons were made against the expected budget allocated to the event. At that point, the event had been delivered and expenditure was already committed.

## Where did the extra funding into Floriade to deal with overspends come from?

- Additional revenue achieved from *Floriade 2017* and *Enlighten 2018* has partially offset the overspend on *Floriade 2017*.
- The balance of the overspend was funded through general underspends across Economic Development (previously Enterprise Canberra) and any additional revenue.

## When was it discovered previous years' budgets were also overspent?

- Due to the change in senior personnel at Events ACT, the current management became aware earlier this year of the financial situation of previous Floriade events.

Floriade and NightFest Event	Overspend/(underspend) (\$)
2013-14 (2013 event)	(156,481)
2014-15 (2014 event)	234,839
2015-16 (2015 event)	(207,831)
2016-17 (2016 event)	939,180
2017-18 (2017 event)	1,254,971

## What missed out as a result?

- Other events managed by Events ACT were not impacted as a result of the Floriade 2017 overspend.
- As an illustration of the tighter measures, *Enlighten 2018*, *Australia Day 2018* and *Reconciliation Day* were delivered on budget.
- There was a very small overspend (3 per cent) for *New Years in the City* due to unforeseen security measures relating to crowded places. *Symphony in the Park* and *Canberra Day* were over budget by 0.4 per cent.

## Of the staff who have left Events ACT, were any of these staff asked to leave?

- 12 staff have left Events ACT since Floriade 2017, in addition to other staff taking periods of extended leave and maternity leave, resulting in a significant loss of corporate knowledge.

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- Of all the staff who have left Events ACT since *Floriade 2017*, they've done so as a personal choice.

## Have any staff been formally counselled or disciplined?

- The majority of staff involved with the delivery of the Floriade 2017 event who left the organisation did so prior to the extent of the issue becoming known.

## What did this mean for Floriade 2018? Was it smaller?

- This year's event involved:
  - More local food offerings
  - A revitalised trader experience along the main vista of Floriade
  - A nightly theme approach to NightFest to provide a different experience each night
  - A continued strong focus on flowers, with over one million bulbs and annuals planted for this year's event, which is consistent with previous years.
  - Based on feedback provided through consumer research we are changing our opening hours to accommodate the times people say they want to visit Floriade, including 9.30am to 5.30pm for the daytime event and 6.30pm to 10.30pm for Floriade NightFest.
- The square meterage of garden beds for Floriade 2018 was 8700. With the exception of 2017, where the garden beds were larger due to the 30th anniversary, 2018 was consistent with other years:

2013	9,000
2014	8,000
2015	8,000
2016	8,380
2017*	12,900
2018	8,730

\*30<sup>th</sup> anniversary

## Did NCA costs impact on Floriade event?

- Costs associated with the use of Commonwealth Park are charged by the National Capital Authority. These costs vary year-on-year depending on the footprint of Floriade.
- Changes to the permitted areas for planting garden beds has impacted on the delivery of Floriade and how the footprint of the site is configured.

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 Contact Officer Name: Jo Verden Ext: 50554  
 Lead Directorate: Chief Minister, Treasury and Economic Development



- The costs paid to the NCA for Floriade 2017 included:
  - Venue approval and hire fees - \$29,916
  - \$50,000 bond
  - Repair fees - \$4,713
  - The NCA waived \$587,035 in return for sponsorship benefits.
- The costs paid to the NCA for Floriade 2016 included:
  - Car park access - \$89,804
  - Venue approval and hire fees - \$30,075

## How can the community have confidence that Events ACT can manage future events and manage taxpayer's money appropriately?

- 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 New Year's Eve celebrations, Australia Day 2018 and the first ever Reconciliation Day event.

## Budget for Floriade and Nightfest for the last five financial years

Floriade and Nightfest Event	Expenses Budget (\$)
2013-14 (2013 event)	4,157,377
2014-15 (2014 event)	4,250,940
2015-16 (2015 event)	4,317,000
2016-17 (2016 event)	4,273,179
2017-18 (2017 event)	4,450,102

## Cost recouped through private sector partners and ticket sales over the same period

Floriade and Nightfest Event	Revenue Actual (\$)
2013-14 (2013 event)	1,414,285
2014-15 (2014 event)	1,391,266
2015-16 (2015 event)	1,666,475
2016-17 (2016 event)	1,154,928
2017-18 (2017 event)	1,581,150

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 Cleared by: Deputy Director-General Ext: 75564  
 Contact Officer Name: Jo Verden Ext: 50554  
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## Further Background Information

- Floriade celebrated its 30th anniversary in 2017, and incorporated a range of changes aimed at enhancing the implementation and presentation of both Floriade and Floriade NightFest.
- These changes were informed by research undertaken during and after Floriade 2016, and included the introduction of an evening opening concert, extension of opening hours, expansion of NightFest across two weekends, integrated shopping and trader areas, a sculpture garden and increased floral displays.
- In total, 434,414 people attended Floriade 2017 over 30 days, including the Opening Night Concert presented by Singapore Airlines and attendance at Floriade NightFest.
- A total of 29,743 tickets were sold for Floriade NightFest in 2017 compared with 16,904 in 2016 – noting that two nights were cancelled in 2016 due to inclement weather.

## Key Research Highlights

- Event research agency IER Pty Ltd conducted visitor experience and economic outcome research on the Floriade 2017 event.
- The visitor origin profile of Floriade 2017 showed attendees were more likely to be local or from the immediate Canberra surrounds. For Floriade 2017, 51.7 per cent of attendees were individuals from Canberra and its immediate surrounds, alongside 66.2 per cent local attendees for NightFest 2017.
- Interstate and/or overseas visitors to Canberra made up 205,587 (or 47.3 per cent) of all Festival attendees, with 87,553 of these motivated to come to Canberra specifically to attend Floriade 2017/NightFest 2017 (i.e. event motivated attendees).
- These visitors contributed a direct visitor expenditure of \$37.4 million to the ACT:
  - \$34.4 million derived from Floriade 2017
  - \$3.0 million derived from NightFest 2017
- Overall event satisfaction was a moderate to high 3.8 (out of 5.0), with Floriade 2017 rating slightly higher than NightFest 2017; 3.9 as opposed to 3.5 respectively.
- The research suggests that the Festival yielded a positive legacy impact, with more than 77.0 per cent of visitors who came to Canberra specifically to attend Floriade 2017/NightFest 2017 stating they would return to see more of Canberra. Furthermore, 43 per cent of these visitors stated that their perception of Canberra had changed for the better after their Floriade 2017/NightFest 2017 experience.

Cleared as complete and accurate: 26/10/2018  
Cleared by: Deputy Director-General Ext: 75564  
Contact Officer Name: Jo Verden Ext: 50554  
Lead Directorate: Chief Minister, Treasury and  
Economic Development

- Overall, attendees held a positive sentiment toward major events and their impact on Canberra. Of those surveyed, 94.3 per cent considered the running of events like Floriade 2017/NightFest 2017 each year to be either very important or important, and 74 per cent felt using taxpayer money to stage the event was reasonable.
- The contracted cost to procure the services of IER Pty Ltd from August 2017 to April 2019 is \$163,982.50 (inclusive of GST) to cover the evaluation of six major events. The proportion allocated to Floriade 2017/NightFest 2017 is \$27,333.
- In 2016 Repucom provided a total of 366 completes to their post event survey (attendee experience and EI inputs). In 2017 IER provided a total of 1,653 completes to their post event survey (attendee experience and EI inputs).

Cleared as complete and accurate: 26/10/2018  
Cleared by: Deputy Director-General Ext: 75564  
Contact Officer Name: Jo Verden Ext: 50554  
Lead Directorate: Chief Minister, Treasury and  
Economic Development

**ISSUE: FLORIADE FRINGE 2017**

**Talking points:**

- The *Floriade Fringe* (a 2016 election commitment) was held from 19 to 21 October 2017 in Haig Park, Braddon, and was introduced specifically for 2017 as a means of helping mark Floriade's 30th anniversary.
- The event generated an attendance of 7,600 over its three days.
- The one-off event was presented by The Village Festival of New Performance (The Village), a travelling arts festival consisting of multi-venues to create an alternative carnival-like atmosphere.
- As described by The Village, the *Floriade Fringe* delivered a cutting edge, eclectic, experimental and accessible festival showcasing Canberra's arts community.
- The program for *Floriade Fringe* was co-curated by local producers Chenoeh Miller and Gavin Findlay.
- The *Floriade Fringe* featured a combination of creative talent from Canberra and around Australia. The program offered music, theatre, dance, film, circus, sculpture, story-telling, puppetry, live art and installations.
- The budget to deliver the *Floriade Fringe* was \$250,000 and the event was delivered within budget.
- The *Floriade Fringe* did not return in 2018.

**Key Information**

- The *Floriade Fringe* was a celebration of Canberra's arts community, with 70 per cent of the artists involved either living or practicing in the ACT.
- The establishment of the *Floriade Fringe* intended to build on Floriade's long standing success by creating a distinct and edgy event offering that appealed to a

Cleared as complete and accurate: 22/10/2018  
Cleared by: Deputy Director-General Ext: 75564  
Contact Officer Name: Jo Verden Ext: 50554  
Lead Directorate: Chief Minister, Treasury and Economic Development

new (younger) audience, and coinciding with the 30<sup>th</sup> anniversary of Floriade.

- A debrief on the *Floriade Fringe* that involved Events ACT and VisitCanberra staff, the contracted event managers (The Village) and the City Renewal Authority was conducted on Friday 2 February 2018.
- The debrief generated positive and productive discussions around key issues, challenges and achievements from the 2017 event, with key take-outs including:
  - High attendee satisfaction with the Haig Park venue;
  - A strong level of local content (70%) on the Fringe program, which was received positively and suitably reflected the local arts scene;
  - Solid attendance levels despite poor early weather conditions;
  - There were some challenges and regulatory issues around noise restrictions and liquor licencing which affected efforts to generate night time vibrancy;
  - A condensed timeframe for event delivery created some challenges around sponsorship, marketing and sourcing quality food vendors; and
  - The need for investment in venue infrastructure (e.g. water and power) to support the long term use of Haig Park as an event space.

## Background Information

- Floriade Fringe was delivered under an outsourced model.
- In June 2017, proposals were sought from experienced event managers and event management groups. Proposals included suggestions on the theming/curation, size and scope of the event, resourcing and logistics, desired program content (including ticketed and non-ticketed performances), marketing and communications.
- Seven proposals were received and assessed, with The Village Festival of New Performance (The Village) being appointed as the successful event provider based on their understanding and appreciation of the task, the strength of the creative proposal, operational capacity and commitment to environment and sustainability.
- The Village featured in Canberra's Centenary program in 2013, which was staged in Glebe Park. The Village is also a regular feature at the annual Falls Festival.
- It was initially intended that the Floriade Fringe would be staged in the West Basin on Lake Burley Griffin in the first stage parks and boardwalk, however as this site was still under construction, the event was held in Haig Park, Braddon.

Cleared as complete and accurate: 22/10/2018  
Cleared by: Deputy Director-General Ext: 75564  
Contact Officer Name: Jo Verden Ext: 50554  
Lead Directorate: Chief Minister, Treasury and  
Economic Development

Vol: 1 Page No: 75

Vol: 2.1 Page No: 193

**Portfolio/s:** Tourism and Special Events

**ISSUE: ENLIGHTEN 2018 AND ENLIGHTEN 2019 PLANNING**

**Talking points:**

- In 2018 the month of March came alive once again for *Enlighten*.
- The event took place from 2-18 March, including a broader footprint that took the event beyond the Parliamentary Triangle to include new event precincts including the Australian National University (ANU) and City Renewal Authority (CRA).
- In its eighth year *Enlighten* was expanded to feature some of Canberra's signature community events including Lights! Canberra! Action!, Symphony in the Park, Canberra Day, the Canberra Balloon Spectacular and Hit 104.7 Skyfire event under the umbrella of the *2018 Enlighten Festival*.
- 13 attractions participated in the *2018 Enlighten Festival* curated program, along with a number of local industry participants in the broader program offering.
- *Enlighten 2018* attracted 319,622 visitors (the largest on record), which included attendances at ticketed events and crowd numbers at *Enlighten's* free outdoor entertainment precincts.
- The event contributed direct visitor expenditure of \$4.8 million to the ACT, and increase of 50 per cent on 2017 (which generated \$3.2 million).
- The budget for the *2018 Enlighten Festival* was \$1.22 million.
- Planning for the *2019 Enlighten Festival* has commenced with discussions taking place with the City Renewal Authority, the Australian National University and The Electric Canvas.

Cleared as complete and accurate: 22/10/2018  
Cleared by: Deputy Director-General Ext: 75564  
Contact Officer Name: Jo Verden Ext: 50554  
Lead Directorate: Chief Minister, Treasury and  
Economic Development

## Key Information

- Proudly presented by Singapore Airlines, this year's *Enlighten Festival* was held over 16 days in March.
- The expanded and enhanced program had lots more to "EAT, SEE & EXPLORE".
- Canberra transformed into a hive of activity with an extended program of free and ticketed events and activities, plus two new and exciting event precincts – Canberra city and the Australian National University (ANU).

## Background

### Key Research Highlights

- Event research agency IER Pty Ltd conducted visitor experience and economic outcome research on the Enlighten 2018 event.
- Enlighten 2018 attracted **319,622** visitors who attended around 1.8 components of the festival each;
  - 179,773 visitors attended the Architectural light projections
  - 136,296 visitors attended the Night Noodle Markets
  - 3,553 visitors attended a Ticketed event
- The visitor origin profile of Enlighten 2018 was made up mostly by individuals from Canberra and immediate surrounds (86.3 per cent), with Ticketed events drawing the highest proportion of local residents.
- Interstate and/or overseas visitors to Canberra made up 43,657 (or 13.7 per cent) of all festival attendees, with 10,789 of these motivated to come to Canberra specifically to attend Enlighten 2018 (i.e. event motivated attendees).
- These visitors contributed a direct visitor expenditure of \$4.8 million to the ACT;
  - \$2.9 million derived from the Architectural light projection component
  - \$1.7 million derived from the Night Noodle Markets
  - \$0.3 million derived from Ticketed events
- The overall satisfaction of the event was a moderate to high 3.9 (out of 5.0), with just under a third of the sample rating the event a 5.0.
- The research suggests that the Festival yielded a positive legacy impact, with more than 77.0 per cent of visitors who came to Canberra specifically to attend Enlighten 2018 stating they would return to see more of Canberra. Furthermore, 43.0 per cent of these visitors stated that their perception of Canberra had changed for the better after their Enlighten 2018 experience.
- Overall attendees held positive sentiment toward major events and their impact on Canberra. Of those surveyed 93.0 per cent considered running events like the

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Cleared by: Deputy Director-General Ext: 75564  
Contact Officer Name: Jo Verden Ext: 50554  
Lead Directorate: Chief Minister, Treasury and  
Economic Development

Enlighten 2018 each year as either very important or important, and 78.0 per cent felt using taxpayer money to stage the event was reasonable.

- The contracted cost to procure the services of IER Pty Ltd from August 2017 to April 2019 is \$163,982.50 inclusive of GST to cover the evaluation of six major events. The proportion allocated to Enlighten 2018 is \$27,333.

Cleared as complete and accurate: 22/10/2018  
Cleared by: Deputy Director-General Ext: 75564  
Contact Officer Name: Jo Verden Ext: 50554  
Lead Directorate: Chief Minister, Treasury and  
Economic Development



**Portfolio/s:** Tourism and Special Events Tourism and Special Events**ISSUE: FLORIADE 2018 AND NIGHTFEST 2018****Talking points:**

- *Floriade 2018* was held from 15 September to 14 October 2018, and *Floriade NightFest* was staged over five nights from 26-30 September 2018.
- Consumer and stakeholder feedback from *Floriade 2017* was considered as part of the event planning process for *Floriade 2018*.
- Events ACT reviewed the management and administration of traders during the 2017 events and a plan was developed for improvements in how the trade element was delivered for *Floriade* in 2018.
- The operational expenditure allocation for *Floriade 2018* was \$4.2 million. This includes a provision of \$250,000 as a contingency budget and \$60,000 bond payment to the National Capital Authority.
- The *NightFest 2018* operational expenditure allocation was \$600,000. This includes pre-existing contractual arrangements as well as estimates for procurements. A provision of \$10,500 as a contingency allocation was included in this figure.
- At time of writing this brief, it is forecast that both *Floriade 2018* and *NightFest 2018* will be delivered within the allocations provided for each event. The final outcome will be confirmed following post event remediation works of Commonwealth Park (due to be completed on Friday 9 November 2018), and when the financial reconciliation has been completed for both events.

**Key Information**

- In 2018, *Floriade* celebrated the best of pop culture with a new and exciting spring program featuring an array of retro inspired flowerbeds, installations and entertainment showcasing some of the 20th-century's most iconic figures in music, film, literature and the rise of social media. Planning for *Floriade* and *Floriade*

Cleared as complete and accurate: 31/10/2018  
Cleared by: Deputy Director-General Ext: 75564  
Contact Officer Name: Jo Verden Ext: 50554  
Lead Directorate: Chief Minister, Treasury and  
Economic Development

*NightFest* in 2018 took into consideration feedback from the 2017 event to ensure the ongoing development and evolution of the visitor experience at these key Canberra events.

- A large focus was placed on ensuring *Floriade 2018* delivered a good visitor experience, while costs are managed to ensure the event comes in on budget. The plans provided for:
  - Over one million bulbs and annuals to be planted, consistent with previous years;
  - More local food offerings, including a partnership with Pialligo Estate, Capital Brewing, Contentious Character and Underground Spirits;
  - A revitalized trader experience along the main vista of *Floriade*;
  - A nightly theme approach to *NightFest* to provide a different experience each night; and
  - Changing the opening hours, based on consumer research, to 9:30am to 5:30pm for the daytime event and 6:30pm to 10:30pm for *NightFest*.
- The square meterage of garden beds for *Floriade 2018* was 8700. With the exception of 2017, where the garden beds were larger due to the 30th anniversary, 2018 was consistent with other years:

2013	9,000
2014	8,000
2015	8,000
2016	8,380
2017*	12,900
2018	8,730

\*30<sup>th</sup> anniversary

- Final attendance figures for *Floriade 2018* are still being calculated, including visitors through the turnstiles and non-turnstile visitors (i.e. nursing home groups who came through on buses, performers and other event attendees who entered through a non-turnstile entry).
- The visitors through the turnstiles only, including *NightFest*, were 466,130 compared to 414,576 in 2017. This is the largest attendance of visitors through the turnstiles since the introduction of turnstiles in 1999.
- There were 19,569 tickets sold to *NightFest 2018*, compared to 22,093 in 2017.
- Final results for *Floriade 2018* and *NightFest 2018* will be made available following the conduct of the events and upon completion of the event evaluation process.

## Floriade Traders

- The Trader Program is an integral part of *Floriade* and adds to the onsite visitor experience.

Cleared as complete and accurate: 31/10/2018  
 Cleared by: Deputy Director-General Ext: 75564  
 Contact Officer Name: Jo Verden Ext: 50554  
 Lead Directorate: Chief Minister, Treasury and Economic Development

- Each year the event footprint is determined with consideration to a number of factors including previous event evaluation and visitor feedback, trader feedback and specific requirements and constraints of the National Capital Authority (NCA) as the venues hirer of Commonwealth Park.
- Events ACT manage and administer the Trader Program, which welcomes traders through an Expression of Interest (EOI) process to apply to trade at the event each year.
- Successful EOI applications are offered a site to trade and in accepting this site, are required to enter into an agreement with the Territory.
- In some instances, where parties do not agree to the Trader terms and conditions agreements are not entered into.
- Floriade is an outdoor event, which by its very nature is exposed to elements and at times inclement weather, which is beyond the control of Events ACT.
- As part of the EOI documentation it is clearly stated that Floriade is an outdoor event and has limited trading space and that Events ACT reserves the right to make changes to the layout to suit demand and event requirements.
- There is no guarantee that all Trader applications will be accepted.
- Traders who are offered a site are given the opportunity to accept or reject the site. If the site is rejected by the Trader, this does not mean that an alternate site will be automatically offered. Nor does it mean that the Trader can select a new site of their preference.
- Despite the extensive marketing program that supports Floriade, there is no guarantee provided regarding event attendances and sales at the event.
- The design of the Traders Program in 2018 took into consideration the feedback following Floriade 2017, which included changing the operating hours to 9:30am to 5:30pm for the daytime event and 6:30pm to 10:30pm for NightFest.
- There were 42 Traders and 15 independent food vendors at Floriade 2018.

## Background Information

- Events ACT has been allocated a budget for 2018-19 for all of its events and programs. Work has been done to allocate that budget across the broad calendar of events that are run by the unit.
- There are a small number of significant multi-year contracts that Events ACT is managing, which will influence the final budget figure for Floriade 2018.

Cleared as complete and accurate: 31/10/2018  
Cleared by: Deputy Director-General Ext: 75564  
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Lead Directorate: Chief Minister, Treasury and  
Economic Development

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Cleared by: Deputy Director-General Ext: 75564  
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Economic Development

## Past attendance and economic contribution

Year	Attendance (including NightFest)	Economic Impact
2013	448,987	\$39.5m
2014	481,854	\$47.0m
2015	480,451	\$47.0m
2016	394,046	\$39.0m
2017	434,414	\$37.4m
2018	TBC	TBC

Cleared as complete and accurate: 31/10/2018  
Cleared by: Deputy Director-General Ext: 75564  
Contact Officer Name: Jo Verden Ext: 50554  
Lead Directorate: Chief Minister, Treasury and  
Economic Development

**ISSUE: RUGBY LEAGUE 2017**

**Talking points:**

- Canberra's three Rugby League World Cup (RLWC) 2017 matches were successfully staged at Canberra Stadium. Total attendance across the three fixtures was 24,455 – broken down as follows:
  - France v Lebanon: 5,429
  - Australia v France: 12,293
  - Fiji v Italy: 6,733
- These attendance figures are comparable to those achieved during Canberra's three matches at the ICC Cricket World Cup in 2015, which attracted 25,347 people to Manuka Oval.
- RLWC Chief Executive Officer Andrew Hill praised Canberra Stadium for its outstanding playing surface, which he said 'was the best he had seen in the tournament'. All five teams that played in Canberra also praised the quality of the venue.
- TV broadcast figures and social media reach for Canberra's RLWC matches were strong. Canberra's second match between Australia and France on Friday 3 November was the most watched non-news program on that night, with a national television audience of two million on Channel Seven.
- Matches were broadcast on television in 150 countries across the globe.
- Community and fan engagement activities undertaken in the lead up to and during the tournament, including those involving visiting teams, were well received and generated widespread positive media coverage.
- The ACT Government's cash investment in the tournament was capped at \$1.0 million.

Cleared as complete and accurate: 22/10/2018  
Cleared by: Deputy Director-General Ext: 75564  
Contact Officer Name: Jo Verden Ext: 50554  
Lead Directorate: Chief Minister, Treasury and  
Economic Development

## Key Information

- The RLWC 2017 comprised 28 matches, held over a period of five weeks from October to December 2017.
- Fourteen international teams competed in matches staged in Australia, New Zealand and Papua New Guinea.
- The ACT Government's cash investment was provided to the Organising Committee to manage operating costs in the Territory. The investment was supplemented by in-kind assistance to successfully deliver matches and leverage Canberra's involvement in the tournament.
- An ACT Rugby League World Cup 2017 Steering Committee was established, with committee membership including ACT Government representatives, the Canberra Raiders and the Rugby League World Cup Organising Committee (Chair).
- A final event evaluation report was prepared for the Organising Committee by Nielsen Sports. This report indicated that the tournament generated \$3.65 million in economic impact for the ACT and attracted over 8,500 interstate visitors to the nation's capital. The total tournament media value for the ACT was also estimated at \$1.05 million – which includes value delivered through dedicated TV broadcasts, news and magazine coverage, select print publications and select websites.

## Background Information

- After an Expression of Interest (30 October 2015) and a Host City Submission (29 February 2016), the ACT was successful and Canberra Stadium was announced as a host venue.
- Provisions of the *Major Events Act 2014* were implemented for the tournament in consultation with ACT Policing, the Security and Emergency Management Branch (SEMB) and the Legislation, Policy and Programs team in the Justice and Community Safety (JACS) Directorate.

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Cleared by: Deputy Director-General Ext: 75564  
Contact Officer Name: Jo Verden Ext: 50554  
Lead Directorate: Chief Minister, Treasury and  
Economic Development

**ISSUE: COMMUNITY EVENTS SUMMARY**

**Talking points:**

- Community events make an important contribution to creating a vibrant and liveable city. They are generally driven and supported by local organisations, have strong community support and primarily deliver social and cultural outcomes.
- The ACT Government supports a number of events each year through the ACT Event Fund and the Arts Fund. These include arts and cultural events, sporting and special interest events and community celebrations.
- The ACT Government, through Events ACT (within Economic Development Division, CMTEDD), delivers a number of events including:
  - Canberra Nara Candle Festival;
  - Christmas in the City;
  - New Year’s Eve in the City;
  - Australia Day Celebrations;
  - Lights! Canberra! Action!;
  - Symphony in the Park;
  - Canberra Day Activities;
  - Canberra Balloon Spectacular; and
  - Reconciliation in the Park.
- Events ACT is collaborating with the City Renewal Authority to plan the format and delivery of both the Christmas in the City and New Years’ events with a view to achieving an enhanced and refreshed approach for the 2018 Festive Season.

Cleared as complete and accurate:	22/10/2018	
Cleared by:	Deputy Director-General	Ext: 75564
Contact Officer Name:	Jo Verden	Ext: 50554
Lead Directorate:	Chief Minister, Treasury and Economic Development	



## Key Information

### Canberra Nara Candle Festival

- The *Canberra Nara Candle Festival* began in 2003 to 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.
- The 15th Annual Canberra Nara Candle Festival was held on Saturday 26 October 2017 in Canberra Nara Peace Park from 4pm – 9pm. Over 12,000 patrons visited the event.
- The 2017 event was delivered under an outsourced arrangement.
- A budget of \$118,000 was allocated to deliver the event.

### Christmas in Glebe Park (formerly Christmas in the City)

- 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.
- 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, featuring Christmas light displays, food, activities and entertainment.
- 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, which was staged from 8 to 24 December 2017.

### New Years Eve

- 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 and Exposure, and two fireworks displays at Civic Square. Bass in the Place, an all-ages dance party in

Cleared as complete and accurate: 22/10/2018  
Cleared by: Deputy Director-General Ext: 75564  
Contact Officer Name: Jo Verden Ext: 50554  
Lead Directorate: Chief Minister, Treasury and Economic Development

Garema Place, featured headline Ember and was supported by local DJs Soul Sistas, Clique, Peter Kiemann and Blanke.

- The 2017 event was delivered under an outsourced arrangement.
- A budget of \$265,000 was allocated to deliver the event.

## Australia Day

- An estimated 55,000 visitors and Canberra locals attended the successful Australia Day celebrations on Friday 26 January 2018. The event featured free children's amusements and entertainment, a high energy musical line-up at Regatta Point including local bands and headlined by Matt and Jess and Justice Crew, followed by a spectacular fireworks finale over Lake Burley Griffin.
- The 2017 event was delivered under an outsourced arrangement.
- A budget of \$275,000 was allocated to deliver Australia Day.

## Lights! Canberra! Action!, Symphony in the Park, Canberra Day and the Canberra Balloon Spectacular

- The 2018 March community festivities featured under the *Enlighten Festival* umbrella for the first time. The 2019 dates have been confirmed after the review and assessment of the 2018 research was completed. The 2018 festivities included:
  - *Lights!Canberra!Action!* – Friday 9 March 2018 - 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!*
  - *Symphony in the Park* (Freddy Mercury tribute) – Sunday 11 March 2018 – an estimated 12,000 visitors and Canberra locals attended the successful celebrations along with John Blunt and the Killer Queen Experience on Sunday 11 March 2018. The Canberra Symphony Orchestra has been engaged for the event in 2019 and they will pay tribute to The Bee Gees (embargoed). The event is scheduled for Sunday, 10 March.
    - A budget of \$135,000 was allocated to deliver *Symphony in the Park*.
  - *Canberra Day* – Monday 12 March 2018 - An estimated 15,000 visitors and Canberra locals attended the successful Canberra Day celebrations on Monday 12 March 2018. 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 on stage.
    - A budget of \$145,000 was allocated to deliver *Canberra Day*.

Cleared as complete and accurate: 22/10/2018  
Cleared by: Deputy Director-General Ext: 75564  
Contact Officer Name: Jo Verden Ext: 50554  
Lead Directorate: Chief Minister, Treasury and Economic Development

- *Canberra Balloon Spectacular* – Saturday 10 to Sunday 18 March 2018
- The *Canberra Balloon Spectacular* took place on the lawns of Old Parliament House. Over 40 balloons participated in the event including giant novelty shaped balloons.
  - o The event attracted over 40,000 across the ten days.
  - o A budget of \$220,000 was allocated to deliver the event.

## **Reconciliation in the Park**

- The inaugural *Reconciliation in the Park* was delivered on Monday 28 May 2018 and 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 art workshops, and reconciliation conversation generated by indigenous and non-indigenous organisations and community groups. The 2019 event is scheduled for Monday, 27 May and it is expected a program coordinator will be engaged to work with Events ACT to deliver the event.
- The budget for *Reconciliation in the Park* was \$150,000.

## **ACT Events Policy and 2025 Community Events Strategy**

- In support of a planned *ACT Events Policy* and the *2025 Major Events Strategy* for the ACT, a *2025 Community Events Strategy* for the ACT is also in final development, which will provide a framework to refresh, reinvent and grow Canberra’s portfolio of engaging and inclusive community events.

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## CONTENTS PAGE

<b>TAB 1</b>	<b>1.1: Government Policy and Reform</b> <ol style="list-style-type: none"><li>1. <i>Freedom of Information Act 2016</i> Open Access Scheme</li><li>2. Support for Cabinet and Cabinet Subcommittees</li><li>3. Election Commitments and Parliamentary Agreement Reporting</li><li>4. Budget Initiative – Digital Records for Digital Government</li><li>5. Territory Records Office and ArchivesACT</li><li>6. ACT – NSW Mou Regional Collaboration</li><li>7. Canberra Region Joint Organisation (CBRJO)</li><li>8. Jervis Bay and Other Territories</li><li>9. Council of Capital City Lord Mayors (CCCLM)</li><li>10. Office for LGBTIQ Affairs</li><li>11. Reportable Conduct</li><li>12. Royal Commission</li><li>13. Controlled Sports (Combat sports)</li><li>14. On-Demand Transport Industry</li><li>15. Smart Parking Trial in Manuka</li><li>16. Red Tape Reduction Legislation</li><li>17. Greyhound Racing Ban and Industry Transition</li><li>18. Behavioural insights assessment</li><li>19. Government Evaluation Program</li><li>20. COAG and CAF Meetings 2017-18</li><li>21. Chief Minister’s Charitable Fund</li><li>22. Costings of Questions on Notice</li></ol>
<b>TAB 2</b>	<b>1.3: Coordinated Communications and Community Engagement</b> <ol style="list-style-type: none"><li>1. Community Engagement Reform</li><li>2. YourSay</li><li>3. Community Engagement and Support Annual Reporting</li><li>4. Whole of Government Emergency Communications</li><li>5. Our Canberra print and digital</li><li>6. Whole of Government social media</li><li>7. Whole of Government Omnibus Research &amp; Online Insight Community</li><li>8. Independent reviewer of Campaign Advertising</li><li>9. 2017-18 Community Support Fund</li><li>10. Honours and awards</li><li>11. Questions on Notice - Communications staff and costs</li><li>12. Community Councils</li><li>13. Purchase of Creative Services and Advertising</li><li>14. Whole of Government Communications and Engagement Strategy and Accountability</li><li>15. Whole of Government Media monitoring service</li></ol>

	16. Protocol and Ceremonial Events 17. How Well Canberrans are Informed 18. Consolidation of Websites and Social Media Accounts 19. Territory Rights Campaign 20. Whole of Government Editing Service, 'Shootsta'
<b>TAB 3</b>	<p style="text-align: center;"><b>Digital Strategy</b></p> 1. Digital Transformation Initiatives 2. iConnect 3. ACT Government Centre of Data Excellence
<b>TAB 4</b>	<p style="text-align: center;"><b>ACT Executive</b></p> 1. ACT Executive Travel 2. ACT Executive Hospitality 3. ACT Executive Operating Result
<b>TAB 5</b>	<p style="text-align: center;"><b>Corporate Management</b></p> 1. CMTEDD Risk Management 2. CMTEDD Staff Profile 3. Ecologically Sustainable Development
<b>TAB 6</b>	<p style="text-align: center;"><b>Strategic Finance</b></p> 1. CMTEDD Controlled: Controlled Recurrent Payments (CRP) 2. CMTEDD Controlled: Administrative Arrangements 3. CMTEDD Controlled: Capital Injections 4. CMTEDD Controlled: Consultants, Contractors and Professional Fees 5. CMTEDD Controlled: Invoicing 6. CMTEDD Territorial: Payments for Expenses on Behalf of the Territory

**TAB 1****Output Class 1.1: Government Policy and Reform**

<b>Brief Number</b>	<b>Brief Title</b>	<b>Volume</b>	<b>Page No.</b>
1.	<i>Freedom of Information Act 2016</i> Open Access Scheme	1	318,320
2.	Support for Cabinet and Cabinet Subcommittees	1	36
3.	Election Commitments and Parliamentary Agreement Reporting	1	36, 38, 39, 40
4.	Budget Initiative – Digital Records for Digital Government	1	320, 322
5.	Territory Records Office and ArchivesACT	1	319-322
6.	ACT – NSW Mou Regional Collaboration	1	36, 38, 39, 40
7.	Canberra Region Joint Organisation (CBRJO)	1	36, 39
8.	Jervis Bay and Other Territories	1	36, 38
9.	Council of Capital City Lord Mayors (CCCLM)	1	36, 38, 39, 40
10.	Office for LGBTIQ Affairs	1	36, 37, 38
11.	Reportable Conduct	1	36, 38, 40
12.	Royal Commission	1	36, 38, 39, 40
13.	Controlled Sports (Combat sports)	1	36, 38, 39, 40
14.	On-Demand Transport Industry	1	36, 38, 39, 40
15.	Smart Parking Trial in Manuka	1	36, 38, 39, 40
16.	Red Tape Reduction Legislation	1	36, 38, 39, 40
17.	Greyhound Racing Ban and Industry Transition	1	39, 40, 55
18.	Behavioural insights assessment	1	36, 38, 39, 40
19.	Government Evaluation Program	1	36, 38, 39, 40
20.	COAG and CAF Meetings 2017-18	1	36, 38, 39, 40
21.	Chief Minister's Charitable Fund	1	36, 38, 39, 40
22.	Costings of Questions on Notice	N/A	N/A

# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 318,320

**Portfolio:** Chief Minister

## **ISSUE: FREEDOM OF INFORMATION ACT OPEN ACCESS SCHEME**

### **Talking points:**

- The *Freedom of Information Act 2016* (FOI Act) requires a range of government information to be released to the public as a matter of course.
- These requirements include publishing, where it would not be contrary to the public interest to do so, of policy documents, information about grants, Ministers' diaries, and Cabinet decisions, including the dates decisions were made and triple bottom line assessment for each decision.
- A single website provides members of the public and other stakeholders with access to material published under the scheme: [www.act.gov.au/open-access](http://www.act.gov.au/open-access).
- Section 23 of the FOI Act does not stipulate a timeframe for the publication of information under the Open Access Information Scheme. However, as a guide:
  - Ministerial diaries are published quarterly, by the end of the month following the end of the quarter; and
  - Where Ministers have travel and hospitality expenses to report, this information is published quarterly, by the end of the following quarter.
- Under the 2018 Open Access Information Scheme, the Chief Minister approves the release of Cabinet decision summaries. These are noted by Cabinet before publication.
  - Summary of Cabinet Outcomes are generally published within four weeks of the Cabinet Decisions being made,

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- As at the end of October, Cabinet Decision summaries to mid-September 2018 are available on the website at [https://www.cmtedd.act.gov.au/open\\_government/inform/cabinet-decisions](https://www.cmtedd.act.gov.au/open_government/inform/cabinet-decisions).
- All Ministerial diaries for the first and second quarters of 2018 have been published, as have more than 3,500 agency policy and related documents. Ministerial travel and hospitality expenses, where these have been incurred, have also been published for the first quarter of 2018.

## Key Information

- The commencement of the *Freedom of Information Act 2016* (FOI Act) on 1 January 2018 legislates the online release of Cabinet decisions and decision summaries.
- For the purposes of the Open Access Information Scheme agreement to the appropriation bill is the Cabinet Decision related to budget matters, and is released as part of the public release of the ACT Budget.

## Background Information

- The Government has publically released a Summary of Cabinet Outcomes (SOCO) since July 2011 under the open government policy. The release of the SOCO was at the discretion of Government and not a legislative requirement.
- The Open Access Information website was established to provide centralised access to information published under the Freedom of Information Act. However, ACT Government agencies routinely publish in a variety of locations policy information that may meet the requirements of the Act. The Open Access Information website provides links to key sources of government information, including the existing Open Government website (for Cabinet Decision Summaries), the Legislation website, the Budget website, and open data, archives and health records information.

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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 36

**Portfolio:** Chief Minister**ISSUE: SUPPORT FOR CABINET AND CABINET SUBCOMMITTEES****Talking points:**

- Cabinet generally meets on a weekly basis, with committee and subcommittee meetings scheduled on an 'as needed' basis.
  - There are currently two committees: Budget Committee of Cabinet; and Security and Emergency Management Committee of Cabinet.
  - There are currently four subcommittees: Economic Development; Human Services and Social Inclusion; Government Business (formerly known as Legislation Subcommittee); and Enterprise Bargaining Agreement Negotiations.
- All ministers are members of Cabinet including a minister from the ACT Greens.

**Key Information**How many Cabinet meetings were held in 2017-18?

- There were 37 Cabinet meetings held in 2017-18. Cabinet considered a range of matters relating to Government priorities, including human services and social inclusion, and economic development and budgetary issues. Cabinet's consideration of these priorities was supported by the corresponding committee and subcommittee meetings, which were used to consider and develop the information available to Cabinet for decision-making purposes.

*Statistics on Executive meetings held in 2017-18*

<b>Cabinet meetings</b>	<b>37</b>
<b>Committee meetings</b>	<b>29</b>
<b>Subcommittee meetings</b>	<b>39</b>
<b>Total</b>	<b>105</b>

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## How many Cabinet Committee and Subcommittees were held in 2017-18?

- The Cabinet Office supports the government's deliberations through its committee and subcommittee meetings. In 2017-18, 68 meetings were convened across the six committees and subcommittees. Statistics for each meeting are detailed below:

### *Statistics on Cabinet Committee and Subcommittees held in 2017-18*

<b>Committee</b>	<b>2017-18</b>
Budget	26
SEMC	3
<b>Subcommittee</b>	
Human Services and Social Inclusion	9
Economic Development	10
Enterprise Bargaining Agreement Negotiations	8
Government Business (formerly Legislation Subcommittee)	12
<b>Total subcommittee meetings</b>	<b>68</b>

## **Background Information**

- Nil.

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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 36,38,39,40

**Portfolio:** Chief Minister

**ISSUE: ELECTION COMMITMENT AND PARLIAMENTARY AGREEMENT REPORTING**

**Talking points:**

- Fulfilling our Election Commitments and initiatives under the Parliamentary Agreement is a key priority for this government. The Government is working hard to deliver all Election Commitments by the end of this term.
- The next Parliamentary Agreement Status Report has will be released shortly. Each year we report to the public on the progress in delivering the initiatives under the Parliamentary Agreement.
- In November last year we released the first annual report on the progress towards achieving our Parliamentary Agreement initiatives.
- The government also receive regular reports on the progress of meeting Election Commitments and initiatives under the Parliamentary Agreement

**Key Information**

Election Commitment and Parliamentary Agreement Statistics – as of 30 June 2018:

- 60% of initiatives were active and on track;
- 21% of initiatives were completed;
- 9% of initiatives were not yet commenced;
- 9% of initiatives were delayed or had minor issues;
- 1% of initiatives were awaiting input; and
- No initiatives were significantly delayed.

As at 30 June 2018 there were 324 initiatives the ACT Government is monitoring.

**Background Information**

- On 30 October 2016 ACT Labor and the ACT Greens signed the ALP Greens Parliamentary Agreement for the 9<sup>th</sup> ACT Legislative Assembly.

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- Appendix 1, Section X “Review of this Agreement” of the Parliamentary Agreement notes “the parties will review the implementation of this Agreement every six months, and make a public statement on progress every year.” The Parliamentary Agreement Status Update is publicly released each year of this term of government on the anniversary of the agreement’s signing.

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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 320, 322

**Portfolio:** Chief Minister

**ISSUE: BUDGET INITIATIVE — DIGITAL RECORDS FOR DIGITAL GOVERNMENT**

**Talking points:**

- The 2018-19 Budget includes funding to increase the rate of the ACT Public Service's transition to digital recordkeeping.
- Increased use of digital recordkeeping systems will deliver a range of benefits including:
  - More efficient use of office space, allowing the ACTPS to receive the full benefit of the advantages offered through Activity Based Working (ABW) in its new office accommodation
  - An increased ability to share reliable and authoritative records, information and data across government, supporting efficient customer service, informed decision-making and improved data analysis capabilities
  - Greater environmental sustainability, through the reduced use of paper.
- This initiative will also help public servants to transition to a 'paper-lite' office environment by providing advice on approaches to managing existing paper documents.
- Funding is also provided to allow Community Services Directorate to digitise its paper files, allowing for improved client services through improved access to information.

**Key Information**

- Total funding for the initiative is \$26.2m over four years.
- Of this, \$22.1m will be offset by expected savings in agencies and by centralising existing agency funding in Shared Services.
- New funding of \$4.1m over four years consists of:

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# ANNUAL REPORT HEARING BRIEF

- \$0.9m for Shared Services to increase the rate of the rollout of digital recordkeeping, including enhanced support for business areas transitioning to the new system
- \$0.2m for the Territory Records Office to develop a long-term strategy for integrated digital recordkeeping across government
- \$0.9m for the Territory Records Office to assist agencies to address legacy paper records issues
- \$2.1m for Community Services Directorate to digitise existing Community Services files.

## Background Information

- The ACTPS currently uses two electronic document and records management systems (EDRMS): MicroFocus Content Manager (often known as TRIM); and Objective.
- This project builds on the investments made in both systems. It also includes funding for the development of a future strategy that would consolidate ACTPS recordkeeping capability by determining the most effective and economical way of achieving full interoperability between the two EDRMS and other business systems used by government.

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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 319-322

**Portfolio:** Chief Minister

**ISSUE: TERRITORY RECORDS OFFICE AND ARCHIVES ACT**

**Talking points:**

- To assist ACT Government agencies to meet their recordkeeping responsibilities, the Territory Records Office has established its Better Records Advice and Support Service, which works with agencies to examine in detail an aspect of their records management practice and to make recommendations for improvement.
- The Office has also commenced an initiative working with agencies to help them complete a self-assessment of their records management maturity.
  - Together, these processes will help the Territory Records Office to better understand the needs of agencies and to inform its development of recordkeeping advice products and tools.
- In addition, the TRO helps agencies to fulfil their responsibilities to the community by providing a public access service for government archives.
- Through its ArchivesACT service, the TRO also promotes the treasures of the archives to the broader community. A key initiative is the ArchivesACT Find of the Month, which uses government archives to tell stories of the Canberra community and its history to a broad audience.
  - The Find of the Month initiative recently received a prestigious national award from the Australian Society of Archivists. The Award recognises the success of Find of the Month in bringing the ACT's archives to new and diverse audiences.

**Key Information**

- The Territory Records Office is also the lead agency for 2018-19 Budget initiative which will help to speed up agency transition to digital recordkeeping systems.

**Background Information**

- The Territory Records Office's role is to support a framework in which ACT Government agencies are able to create and keep records to provide evidence of government activity for the benefit of current and future generations.

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- The Office fulfils this role by setting standards for agency records management, providing advice and tools to support compliance with the standards, and by assisting members of the public to have access to ACT Government archives.

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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 36, 38, 39, 40

**Portfolio:** Chief Minister

**ISSUE:** ACT-NSW MOU FOR REGIONAL COLLABORATION

## Talking points:

- The *ACT-NSW Memorandum of Understanding on Regional Collaboration* (the MoU) is the primary means of engagement between the NSW and ACT Governments, reflecting the desire to pursue a borderless regional approach on a range of areas. It recognises the mutual benefits and increased opportunities that emerge through such collaboration.
- The MoU provides a framework to facilitate the ACT and NSW Governments in developing and implementing shared proposals for policy change, planning and service delivery initiatives.
- MoU priority areas relate to economic development, the built and natural environment, and integrated service planning in the Canberra Region.
- Underpinning the MoU is an annual work plan, and a progress report is released each financial year tracking the progress of joint initiatives.
- On 3 November 2017, I joined NSW Deputy Premier Barilaro MP to celebrate the release of 2016-17 progress report and the ongoing progress of the 2017-18 work plan.
- In 2017-18, significant progress on MoU initiatives has been made on:
  - Regional export and freight
    - The ACT Government and Canberra Business Chamber's Air Freight Forum in October 2017 brought together freight and export industry representatives, regional businesses and local government representatives to better understand the short and long term opportunities associated with using Canberra Airport as a freight hub. This work will inform future ACT-NSW initiatives.

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- On 8 June 2018, Canberra Airport announced an agreement with Pak Fresh, a freight handling company specialising in fresh produce exports. The availability of Pak Fresh's services at the Canberra Airport will increase the Canberra Region's export capability and opportunities and strengthen the ACT's position as a regional freight hub and international gateway.
- Alignment of ACT and NSW Container Deposit Schemes
  - Containers can be redeemed for refund on either side on the NSW-ACT border with very similar requirements. Work continues in the 2018-19 Work Plan to ensure the credit system between Schemes allows for smooth cross-border flows of beverage company contributions to respective schemes.
- Coordination of emergency services, and response and recovery plans
  - Inter-agency engagement is strong and the development and updating of frameworks and protocols to guide cross border emergency response activities is well underway.
- There are 75 initiatives in the MoU's 2018-19 work plan, reflecting work already commenced and some new initiatives. Key activities include:
  - Finalising a joint ACT/NSW/Canberra Region Joint Organisation (CRJO) governance framework to support CBR Region brand development.
  - Developing an ACT/NSW sub-regional water strategy to achieve optimal water management for the ACT and Yass Valley and Queanbeyan-Palerang local government areas.
  - Developing an agreed list of ACT-NSW regional and cross-border infrastructure priorities, which supports economic development and social outcomes in NSW and the ACT and informs co-investment decisions and opportunities for the NSW Cross-Border Commissioner's Infrastructure Fund.

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# ANNUAL REPORT HEARING BRIEF

- Collaborating on a joint ACT-NSW Emergency Services cross-border exercise in 2018-19, pending available funding.

## Key Information

- The Progress Report on 2017-18 implementation showed that of the 65 initiatives listed in the plan, 8 are complete, 37 are on track, 17 are subject to minor delays and three are experiencing significant delays or barriers.
  - The three items experiencing significant delays reflect barriers at the Australian Government level impeding progress, or have been delayed due to competing internal government priorities.

## Background Information

- In operation since 2011, the ACT-NSW MoU was recommitted to in December 2016.
- Cross-border initiatives under the ACT-NSW MoU are complemented by the ACT Government's engagement with Queanbeyan-Palerang Regional Council (QPRC) through the ACT-QPRC Statement of Intent and annual work plan, and ACT Government participation in the Canberra Region Joint Organisation (CBRJO) as an associate member.

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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 36, 39

**Portfolio:** Chief Minister

**ISSUE: CANBERRA REGION JOINT ORGANISATION (CBRJO)**

**Talking points:**

- As a city-state surrounded by another jurisdiction, and as the regional centre for South-East NSW, the ACT Government has proactively established productive cross border regional engagement frameworks to progress ACT and Canberra Region priorities.
- One of our key relationships is with the Canberra Region Joint Organisation (CBRJO), a grouping of NSW councils comprising Queanbeyan-Palerang, Yass Valley, Goulburn-Mulwaree, Upper Lachlan, Hilltops, Snowy-Monaro, Wingecarribee, Eurobodalla and Bega Valley.
- The ACT is a non-voting member of this strategically focussed regional governance group.
- The ACT's associate membership of the CBRJO provides a valuable platform for:
  - Facilitating engagement with our surrounding region;
  - Supporting a forum for regional cooperation and resource sharing;
  - Providing opportunities and partnerships to create vibrant communities; and
  - Cultivating investment and infrastructure development opportunities.
- The CBRJO-ACT Memorandum of Understanding (the MoU) agrees to support the CRJO's activities, and is underpinned by an annual priority list. The MoU Priority List has particular focus on progressing economic development opportunities in the Canberra Region, including:
  - Developing a Canberra Region Economic Development Strategy;
  - Activating the CBR Region identity and brand;
  - Enhancing regional freight, export and investment capacity and capability;

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- Examining CBRJO-ACT joint procurement opportunities;
  - Collaboration, planning, and advocacy to support the development of key regional or cross-border infrastructure; and
  - Examining cross-border collaboration for resource recovery and waste management.
- The Chief Minister recently met with Mayors of the CRJO Councils to re-sign the CBRJO-ACT MoU, reaffirming our commitment to work together to achieve the best outcomes for our communities across the Canberra Region.

## Key Information

- The ACT Government's CBRJO associate membership fee for 2017-18 is \$25,198.80.
- The ACT Government also contributes to a range of regional initiatives, including:
  - The development, maintenance and launch of the Canberra Region website, a joint project between the ACT Government, NSW Government and CBRJO, each contributing \$15,000. The website profiles the Canberra Region's four sub-regions covering CITY, COAST, ALPINE, TABLELANDS sub brands as a great place to live, visit and invest;
  - Contributing \$15,000 to purchase content for five 'ACT City Champions' alongside the CRJO's \$110,000 NSW Regional Growth Marketing and Promotion Fund grant to develop profiles of 'regional champions' through a series of videos, photographic and written content;
  - Advocating with the CBRJO to the NSW Regional Infrastructure Coordinator regarding the importance of connecting the ACT's key infrastructure assets to those in the surrounding Canberra Region;
  - Implementation of the NSW South East & Tablelands Regional Plan, especially on initiatives to support infrastructure investment, joint planning and the growth of tourism in the region; and
  - Commissioning a Canberra Region demographics profile to facilitate economic development activities and cross-border service and infrastructure planning. The first stage of this project, an overview of the Canberra Region including population data, economic structure and key investment and development attributes, is complete. A second stage of work will continue in 2018-19.

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## Background Information

- Amongst the CBRJO members, there is a strong willingness and recognition of the benefits of functioning as a group of regional councils, strengthened with the inclusion of the ACT.
- Policy and Cabinet regional engagement activities are funded through monies previously used to fund the Regional Development Australia ACT Committee.
- On 1 July 2017, the NSW Government enacted the *Local Government Amendment (Regional Joint Organisations) Bill 2017*, which provided for the constitution, functions and operations of NSW Joint Organisations (JOs) to be formally established.
  - The CBRJO had previously bid to be a pilot JO. It was unsuccessful but continued to adopt the JO framework outside of the pilot arrangements with no supporting funding from the NSW Government.
- On 9 May 2018 the CBRJO was formally proclaimed as a Joint Organisation under the NSW regulatory *Local Government (Regional Joint Organisations) Proclamation 2018*.
  - The CBRJO received \$300,000 in funding from the NSW Government to support establishment activities.

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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 36, 38

**Portfolio:** Chief Minister**ISSUE: JERVIS BAY AND OTHER TERRITORIES****Talking points:****Jervis Bay**

- The Jervis Bay Territory (JBT) is a separate Commonwealth Territory, located on the coast of NSW. Under Commonwealth law, ACT legislation is applied in JBT. The ACT Government is engaged by the Australian Government to provide a broad range of state-type services in Jervis Bay Territory. These services fall into the following categories:
  - Primary Education
  - Early Childhood Regulation
  - Care and Protection
  - Health Protection Services
  - Environmental Monitoring
  - Vehicle Registration and Drivers Licenses
  - Access Canberra Services – government services and compliance activities
  - Court and Justice Services
- The Memorandum of Understanding between the ACT and Australian Governments is currently being reviewed with the objective of developing a new agreement to provide for state-type services to Jervis Bay Territory. As a part of this process, the ACT and Australian Governments are working closely with the Jervis Bay Territory community to identify opportunities to improve service outcomes.
- To support this process, the ACT has partnered with the Australian Government in a program of community engagement to better understand service priorities and any gaps that should be addressed.

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Lead Directorate:	Chief Minister, Treasury and Economic Development	

# ANNUAL REPORT HEARING BRIEF

- In 2017-18 officers from across ACT Government participated in a series of intensive workshops with the Wreck Bay Community Board to identify where better outcomes can be achieved for the Wreck Bay community.
- This engagement work is being led by DIRDC and planning is currently underway to engage more broadly with the JBT community before the end of 2018.

## Key Information

- The total value of funding provided by the Australian Government to the ACT Government for services in Jervis Bay Territory for the last three years is as follows:
  - 2016-17: \$3,415,770
  - 2017-18: \$3,482,773
  - 2018-19: \$3,986,774 (note that this is the current year agreed amount and is subject to change dependent on service needs).

## PFAS

- The Department of Defence has undertaken a national program of investigation and response to PFAS contamination from Defence sites. One such site is the Jervis Bay Range Facility in the JBT.
- Defence is leading the response to PFAS contamination in JBT, including conducting water testing. The ACT Government is a member of Defence's Project Control Group and provides advice and support where required.
- Defence testing regime is still ongoing in JBT and the Department of Infrastructure, Regional Development and Cities (DRDC), and the ACT, are consulted by Defence as results become available.
- ACT Health recently assisted DIRDC with the development of Australian Government precautionary advice relating to waterways and marine life in JBT. DIRDC has now issued Community Bulletin providing precautionary advice to the JBT community that while Defence's investigation is ongoing consumption of fish and shellfish from a number of marine locations should be avoided.

## PFAS & Jervis Bay School

- As part of a comprehensive testing program on the presence of PFAS in the Jervis Bay Area, Defence sampled the fruit of several Lilly Pilly trees at Jervis Bay School.

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Lead Directorate: Chief Minister, Treasury and Economic Development



# ANNUAL REPORT HEARING BRIEF

- Low levels of PFAS were found in a small number of samples.
- The only way people can be exposed to PFAS from the trees is to eat the fruit.
- In line with the school's wishes to take a zero-risk approach, the trees were removed from the school grounds in early October.
- The Education Directorate worked with the school to ensure the community were provided accurate and timely information.

## Norfolk Island

- The former Prime Minister Malcolm Turnbull contacted the Chief Minister to discuss the possibility of the ACT Government providing some services to Norfolk Island.
- The Chief Minister noted that the ACT would only consider an Australian Government proposal provided all costs to the Territory were met by the Australian Government.
- Further issues such as aviation links between Canberra and Norfolk Island would also need consideration.
- ACT Government officials have had a preliminary discussion with Australian Government officials to better understand the nature of their request, but little detail has been provided as yet. No commitments have been made by the ACT, and it is unclear if Prime Minister Turnbull's personal commitments around funding and logistics will be honoured by the new government.

## **Background Information**

- Following a 2014 review of services in Jervis Bay Territory (JBT), the Australian, ACT and NSW governments worked together until February 2017 on options for future service delivery arrangements to the Jervis Bay Territory.
- On 20 April 2017 the NSW Government decided not to continue work on options for future service delivery arrangements. This decision has no impact on the current delivery of government services to the Jervis Bay Territory community.
- ACT continues to hold the position that the ACT is not best placed to deliver services in JBT and that better outcomes would be achieved if the services were delivered by NSW. However, for as long as the ACT continues to provide services the Government is committed to working with the Commonwealth to achieve the best possible outcomes for the community of JBT.

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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 36, 38, 39, 40

**Portfolio:** Chief Minister

**ISSUE: COUNCIL OF CAPITAL CITY LORD MAYORS (CCCLM)**

## Talking points:

- Membership of the CCCLM provides an opportunity to engage with capital cities, to exchange information on shared issues and to provide a platform to advocate on the importance of Australia's capital cities.
- The CCCLM meets several times per year to support cross-city network building and information sharing at both the Mayoral (and Chief Minister) and senior officer levels.
- The CCCLM also supports aligned engagement with the Australian Government to promote the importance of cities to Australia's prosperity. Cities are the engine room of Australia's economy, and the CCCLM provides an effective forum within which to call for strong federal cities policy to meet the needs of Australia's increasingly urbanised population.
- At the August 2017 meeting of the CCCLM, the Council:
  - Met with the CEO of Infrastructure Australia to discuss the infrastructure challenges facing cities and how the CCCLM could better support integrated infrastructure planning in our cities.
  - Discussed the profound risks posed by the reality of climate change to not only Australia's cities but our national security, and to share climate change adaptation activities being undertaken across Australia's cities to better inform planning, preparedness and advocacy to the Australian Government.
  - Discussed opportunities for federal, state and city governments to work together to incentivise the uptake of electric vehicles in Australia. Australia is notably behind other nations and there is much that city leaders The ACT Government's trial of electric buses demonstrates our capability to lead the nation in this policy area.

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Lead Directorate:	Chief Minister, Treasury and Economic Development	

## ANNUAL REPORT HEARING BRIEF

- Met with the Hon Angus Taylor MP, former federal Assistant Minister for Cities, to discuss the progress of the Australian Government's *Smart Cities Plan*, including the development of city deals to support the growth of Australian cities, the *Smart Cities and Suburbs* funding program and the development of a *National Cities Performance Framework*.
- As Chair of CCCLM for 2018, this provides a key opportunity for Canberra to take a leading role in CCCLM, with activities and advocacy focussing on the shared capital city priority areas of:
  - transport and infrastructure;
  - economic development;
  - housing and homelessness; and
  - city resilience.
- At the March 2018 meeting of the CCCLM, the Council:
  - Met with Prime Minister and Cabinet's former Cities Unit to discuss securing a City Deal for all capital cities. Canberra stands ready to commence negotiations with the Australian Government for a Canberra City Deal and I welcomed the opportunity to meet again with the Assistant Minister.
  - Met with Airbnb to discuss the impact the sharing economy and growth in the short-stay rental market will have on cities' policy and regulation.
- Four Policy and Practice sessions in 2017-18 brought together capital city representatives to workshop key CCCLM priority areas to inform a platform for city advocacy to the Australian Government.

### Key Information

- ACT membership of the CCCLM is \$52,200.
- The CCCLM represents a collaborative network that promotes information sharing, best practice development, service improvements and practical partnerships.

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Lead Directorate:	Chief Minister, Treasury and Economic Development	

# ANNUAL REPORT HEARING BRIEF

- Through the CCCLM the ACT will continue to contribute to the development of key cities policies on issues such as city responses to homelessness, and innovative approaches to supporting the economic and social development of Australia’s cities.
- Working with Lord Mayor Clover Moore of Sydney has brought opportunities to grow the support for improved Sydney – Canberra rail services, with Lord Mayor Moore agreeing that both our communities, and the communities of the Canberra Region, stand to benefit from stronger public transport connections between Australia’s capital city and its largest city.
- Similarly, membership of the CCCLM directly led to the development of a Smart City Cooperation Agreement between Canberra and the City of Adelaide. Under the auspices of this Agreement, our two cities made a nation-leading joint application to the Commonwealth’s Smart Cities and Suburbs Program for the development of an integrated smart parking application.

## Background Information

- CCCLM priority areas are:
  - Economic Development;
  - Infrastructure - including public transport and the need for greater connections between major cities, especially on the East coast;
  - Homelessness; and
  - Resilience – including climate change adaptation and city responses to security threats.

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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 36, 37, 38

**Portfolio:** Social Inclusion and Equality

**ISSUE: THE OFFICE FOR LGBTIQ AFFAIRS**

**Talking points:**

- The Office for LGBTIQ Affairs (the Office) was established in January 2017 to coordinate and support strategic government projects and policy to promote Canberra as the most LGBTIQ welcoming and inclusive city in Australia.
- The Office plays a critical role in progressing the Government's social inclusion agenda, ensuring lesbian, gay, bisexual, transgender, intersex and queer Canberrans and their allies are:
  - safe to participate in our community;
  - able to access the services they need; and
  - valued for their achievements and contributions to the life of the city.
- During the reporting period, the Office worked with and supported organisations like A Gender Agenda, the AIDS Action Council and the SpringOUT festival to ensure services, events and initiatives were inclusive of, and celebrated the true diversity of, the Canberra community.
- The Office also provided secretariat support to the ACT LGBTIQ Ministerial Advisory Council and worked closely with the Council on priority issues for the ACT's LGBTIQ community.
- Looking forward, I have tasked the Office with developing an LGBTIQ Strategy for Canberra, which I hope to launch in 2019.

**Key Information**

- The Office's total budget:
  - for 2017-18 was \$340,000;
  - for 2018-19 is \$637,000; and
  - for the five years from 2017-22 is \$2.934m.

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Lead Directorate:	Chief Minister, Treasury and Economic Development	

# ANNUAL REPORT HEARING BRIEF

- The Office currently consists of one permanent SOG B, one permanent ASO 6, and one graduate on rotation.
- The 2018-19 budget provided \$75,000 to fund a part time SOG C to work specifically on issues relating to the transgender and intersex communities, and \$100,000 to fund a community LGBTIQ grants program.
  - Advertising for the SOG C policy officer will commence shortly. The Office intends to undertake appropriate, targeted recruitment to find the right person for the role.
  - The grants program is intended to open in early 2019. A portion of the grants program funds is earmarked for events to celebrate the Rainbowversary 2019.
- Apart from the provision of secretariat support to the Council, some of the Office's key activities include:
  - Managing the contract for the provision of services to members of the LGBTIQ community by a Consortium of community organisations, this function having been transferred from the Community Services Directorate;
  - Planning a small LGBTIQ grants program;
  - Providing support to major community events, such as SpringOut and its Fair Day; and
  - Coordinating and providing input into directorate policy development on key issues affecting the community.

## Background Information

- During the marriage equality plebiscite process in late 2017, the Office provided an extra \$105,000 to the Consortium to deliver additional support to the LGBTIQ community during the "yes" and "no" campaigns.

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Lead Directorate:	Chief Minister, Treasury and Economic Development	

# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 36, 38, 40

**Portfolio:** Chief Minister

**ISSUE:           REPORTABLE CONDUCT SCHEME**

**Talking points:**

- Child abuse is unacceptable and there is no higher priority for this government than ensuring children are safe.
- The ACT's Reportable Conduct Scheme puts children's safety first. For employers covered by the Scheme, allegations or convictions of misconduct involving a child must be reported to the ACT Ombudsman to ensure they are properly investigated and acted upon.
- The Reportable Conduct Scheme was expanded on 1 July 2018 to cover activities, facilities, programs or services provided by religious organisations. There are transitional arrangements in place until 31 March 2019 to exclude information disclosed during the course of religious confession.
- The nine-month consultation period acknowledges the complexity of including information disclosed during a confession in the Scheme. This period allows time for further consultation with stakeholders, discussions with other jurisdictions and for religious organisations to respond to the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse.
- The Attorney-General, through the Justice and Community Safety Directorate, will continue examining issues around the seal of confession.
- We are always reviewing the scheme to make it better. For those reportable conduct matters that arose early in the Scheme, there are lessons learned that have shaped and improved the implementation of the Scheme. The Government appreciates and values the oversight role played by the ACT Ombudsman.
- The Government is committed to increasing the capacity of organisations in the ACT to respond appropriately and effectively to

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Lead Directorate:	Chief Minister, Treasury and Economic Development	

# ANNUAL REPORT HEARING BRIEF

allegations of child abuse, and to become more child centred and child safe organisations.

## Key Information

- The ACT reportable conduct scheme commenced 1 July 2017. The ACT scheme is closely modelled on the NSW scheme, which has been operating since 1999. This was considered appropriate for a number of reasons, including cross-border consistency and overwhelming community support for NSW practices.
- The ACT Government delivered our formal response to the Royal Commission into Institutional Responses to Child Sexual Abuse in June 2018. Establishing the Reportable Conduct Scheme was one of the recommendations coming out of the report.
- Prior to 1 July 2018, religious institutions were subject to the Reportable Conduct Scheme when they were providing school, childcare, health and out-of-home care services.
- The Royal Commission-recommended Reportable Conduct Schemes have very broad coverage. Currently, the ACT scheme covers most of the recommended sectors, including ACT Government directorates, health services, foster care, residential care organisations, schools, child care services and other education services.
- Further expansion of the scheme to disability services, CIT, and providers of drug and alcohol services that provide inpatient beds will be considered through ongoing review and improvement of the scheme.
- The 2018-19 Budget included \$1.1m over two years for the ACT Ombudsman to respond to the expansion of the Reportable Conduct Scheme.
- The Ombudsman received 143 notifications from entities in 2017-18.
- The Ombudsman has powers to conduct an investigation into a reportable conduct matter in response to a complaint lodged directly with his Office, or of his own initiative. In 2017-18 the Ombudsman undertook two investigations in response to complaints that no action had been taken by an entity in response to an allegation, and one into an entity's handling of a reportable conduct matter. This investigation is expected to be finalised in 2018-19.

## Background Information

- On 17 August 2016 the *Reportable Conduct and Information Sharing Legislation Amendment Act 2016* established the Reportable Conduct Scheme for the ACT which commenced on 1 July 2017.

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# ANNUAL REPORT HEARING BRIEF

- Certain government and non-government entities which deal with the safety, welfare or wellbeing of children are 'designated entities' for the purpose of the scheme. These entities are subject to new oversight and reporting requirements for employee misconduct. All ACT Government Directorates are currently designated entities.
- "Reportable conduct" refers to certain types of misconduct involving children. This misconduct includes ill treatment, neglect, sexual misconduct and certain types of criminal misbehaviour.
- When notified that one of their employees is alleged to have engaged in reportable conduct (whether or not the conduct happened as part of this employment) the head of the designated entity must report the allegation to the ACT Ombudsman. The Ombudsman then oversees the investigation to ensure it is conducted properly and that appropriate action is taken as a result.
- In October 2018 the ACT Ombudsman made a public statement regarding an investigation into the response of the Education Directorate to an allegation of reportable conduct about a teacher's interactions with a student. The Education Directorate has responded to the investigation, agreeing to all seven recommendations and noting that work is already underway.
- The first recommendation notes Education will work with CMTEDD to develop guidance clarifying how reportable conduct investigations will be handled when the employee separates from their employer. The appropriate area for any questions on CMTEDD's involvement with this recommendation is Workforce Capability and Governance.

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Lead Directorate:	Chief Minister, Treasury and Economic Development	

# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 36, 38, 39, 40

**Portfolio:** Chief Minister

**ISSUE: ROYAL COMMISSION**

**Talking points:**

- The work of the Royal Commission into Institutional Response to Child Sexual Abuse (Royal Commission) has been so incredibly important and the ACT Government is committed to learning from the experiences of the brave survivors who came forward and the Royal Commission's final recommendations.
- The ACT Government has already implemented a Reportable Conduct Scheme. This Scheme has been active since 1 July 2017 and provides independent oversight (through the ACT Ombudsman) of the way Canberra's workplaces report, investigate and handle allegations of misconduct involving children.
- The ACT has committed to a national redress scheme which commenced on 1 July 2018 under which victims of institutional child sexual abuse will be able to access redress, including psychological counselling, personal and direct redress and payments for up to \$150,000.
- The ACT has a strong system of oversight for children in out of home care – supported by a set of National Standards, the Public Advocate, the ACT Children and Young People Commissioner, the Official Visitors Scheme, the ACT Ombudsman, the Human Services Regulator and the Human Services Registrar – and the Royal Commission has recommended improvements to data and reporting on children and young people in out of home care.
- In November 2017, the ACT Government introduced legislation to improve information sharing within our jurisdiction, to ensure child protection, law enforcement and oversight bodies have access to the information they need to be effective in dealing with child welfare and safety concerns.
- The ACT's review of its Working with Vulnerable People Scheme was informed by the findings of the Royal Commission's Working with

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Lead Directorate:	Chief Minister, Treasury and Economic Development	

# ANNUAL REPORT HEARING BRIEF

Children checks 2015 report. We are progressing work to implement the findings of this review, including taking steps towards national harmonisation, considering introduction of disqualifying offences and improving information sharing.

- The ACT has also responded directly to a range of recommendations in the Royal Commission's Criminal Justice report:
  - removing limitation periods for civil actions on child sexual abuse in an institutional context
  - criminalising ongoing sexual abuse, rather than just individual sexual acts
  - broadening grooming offences to criminalise any contact with a child that is intended to make a sexual offence more likely and extending grooming offences to the grooming of persons other than the child
  - excluding good character from reducing a sentence for a child sex offender where that good character is what enabled them to gain access to the victim.
- The Government will introduce legislation in late 2018 to ensure victims of institutional abuse can sue a suitable defendant with the capacity to meet their claims. We will also work on ensuring that institutions have a legislated duty to prevent child sexual abuse from occurring.
- We have also begun conversations with the community about the way in which institutions and organisations that engage with children can be supported to operate in accordance with child safe standards, as recommended by the Royal Commission.
- There is still much work to be done in light of the Royal Commission's recommendations. As outlined in the ACT Government response, we have a busy work program ahead of us.

## Key Information

- The Prime Minister delivered a National Apology to the victims and survivors of institutional child sexual abuse at Parliament House on 22 October 2018.

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Lead Directorate:	Chief Minister, Treasury and Economic Development	

# ANNUAL REPORT HEARING BRIEF

- The ACT Government issued its formal response to the Royal Commission's Final Report on 15 June 2018.
- Of the 307 recommendations for the ACT Government, we have accepted or accepted in principle 290 of these, and have noted or taken under further consideration the remaining 17.
- An effective response to the Royal Commission's Final Report will depend on careful consideration, engagement and cooperation between jurisdictions.
- The Government has funded these initiatives where necessary. The 2018-19 Budget included:
  - \$1.1m over two years to expand the scope of the Reportable Conduct Scheme
  - \$1.8m in 2018-19 to ensure faster processing of Working With Vulnerable People checks
  - almost \$14 million over the forward estimates to fund the ACT's participation in the Commonwealth Redress Scheme.

## Background Information

- The Royal Commission released its Final Report on 15 December 2017, comprising 22 volumes, including some released previously, and a total of 409 recommendations.
- Not all recommendations from the Royal Commission are actionable by the ACT Government, for example, some are targeted at religious institutions and some are applicable to the Commonwealth Government only.
- Many of the recommendations are within the power of State and Territory governments to act upon and we are assessing how we may implement them through a cross-directorate working party. Others will require the Commonwealth Government, States and Territories to work together to achieve national consistency that will help better protect vulnerable children.

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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 36,38,39,40

**Portfolio:** Chief Minister

**ISSUE: CONTROLLED SPORTS (COMBAT SPORTS)**

**Talking points:**

- On 31 July 2018, the Government released a draft of the Controlled Sports Bill 2018 for targeted community consultation until 31 August. Feedback from this process is being considered.
- Sport and Recreation, Economic Development has consulted with industry stakeholders, ACT Policing, medical and sporting industry specialists.
- Feedback from this consultation is currently being considered and we continue to develop the Controlled Sports Legislation.
- The Controlled Sports Bill will initially include only combat sports events, but would allow for other types of high-risk activities to be regulated for at a future date if needed.
- Stakeholders will be further consulted during the development of subordinate legislation, including the development of a Code of Practice and medical requirements.
- Due to the complexity of the reform, this has been delayed from the Government's initial commitment to deliver by the end of 2017.
- In the interim, a number of measures were introduced under the existing Boxing Control Act 1993 to ensure that safety and integrity were at the forefront for events being held in the ACT. This included an updated Code of Practice and the Boxing Control Regulation which defines what is not a 'boxing contest'. These instruments commenced on 13 March 2018.
- In the 2017-18 Budget, the Government made an ongoing funding commitment of \$150,000 per annum (increasing yearly in line with CPI) for improving safety and integrity in combat sports.

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Information Officer name:	Release not assessed at time of clearance.	
Contact Officer name:	Leesa Croke	Ext: 73751
Lead Directorate:	Chief Minister, Treasury and Economic Development	

# ANNUAL REPORT HEARING BRIEF

## Key Information

- Two industry stakeholder sessions were conducted on 14 and 16 August 2018 respectively. Representatives included existing promoters, and sporting organisations from the industry.
- Medical specialists were particularly concerned with the impact of concussions and head injuries for contestants, such as long term cognitive impairments, potential for disability and fatal consequences when the brain has suffered multiple or significant injuries
- The ACT Government has included a provision in the Bill for setting a minimum age for competing in combat sports events.
- We are working with local community organisations specialising in HIV/ AIDS and Hepatitis to ensure that the legislation is not stigmatising and recommended testing meets international best practice recommendations.

## Background Information

- The ACT Government has drafted new legislation to update regulations on combat sports events operating in the ACT to improve safety for contestants and promote integrity in the industry.
- The new framework will take account of recent and ongoing reforms in other jurisdictions, including NSW, who are currently undertaking a legislative review following the death of boxer David Browne in 2015 and the subsequent NSW Coronial inquest and recommendations.
- Australian jurisdictions, with the exception of the Northern Territory and Queensland, regulate the conduct of professional combat sports.
- The ACT Government moved to a broader interpretation of the ACT's Boxing Control Act 1993 in late 2016, which now applies to a wider range of combat sports, including Mixed Martial Arts, Muay Thai (as well as boxing and kickboxing), in line with the current statutory link to NSW legislation. The reforms will expand the scope of sports covered to those with a similar risk profile, such as judo, taekwondo and kung fu.
- By defining combat sports through techniques used, rather than sporting style, the Government is ensuring that there is a fairer coverage of regulated combat sports based on medical evidence and research on the safety risks for contestants.

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Lead Directorate:	Chief Minister, Treasury and Economic Development	

# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 36, 38, 39, 40

**Portfolio/s:** Chief Minister

Business and Regulatory Services

## **ISSUE: ON-DEMAND TRANSPORT INDUSTRY EVALUATION**

### **Talking points:**

#### Findings of evaluation

- The 2015 reforms brought benefits to consumers and change to the on-demand transport industry.
  - New regulation enabled the operation of rideshare services
  - Key costs were lowered for taxi and hire car drivers and vehicle owners
- Needless prescriptive regulation for taxi services (such as driver uniforms) were eliminated.
- Uptake of rideshare service was substantial, and consumers have told the Government that they now have more choices for travel – namely rideshare services such as Go Catch and Uber – but also more taxi booking services to choose from.
- Our research reveals there is a whole new cohort of Canberrans using on-demand transport since the 2015 reforms began. Passengers are attracted to lower fares and the availability and quality of rideshare services.
- Businesses and tourists are also benefiting from the reforms. Hotels have said there has been a take-up of rideshare service from its guests at around 18-19% of trips.
- Users of wheelchair accessible taxi (WAT) services reported satisfaction with the quality and availability of this service. Use of WAT services has been rising consistently year-on-year. As at the end of the fiscal year 31 wheelchair accessible taxi licences were available for use by operators.

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Lead Directorate: Chief Minister, Treasury and Economic Development

# ANNUAL REPORT HEARING BRIEF

- The Government has engaged comprehensively with the community on the regulation of on-demand transport. More than 2,600 surveys, written submissions and meetings informed the current policy.

## Taxi licence releases

- During September 2017, five additional standard taxi licences were made available to eligible taxi operators. This increased the number of standard taxi licences available to industry to 297.
- The Government has decided to increase the supply of standard-taxi licences available to the taxi industry.
- 80 additional licences will be made available, in three tranches, release between now and the end of March 2018. Very soon this will start with a batch of 15 being released.
- The Government also decided to further consult the community about what factors should be taken into account when looking at possible future increases to taxi supply, or complete deregulation of supply.

## **Key Information**

### The Evaluation

Eight surveys examined the impact of the reforms, with over 2,500 survey responses received. These included Taxi, hire car and rideshare users and drivers.

- Stakeholders provided feedback through 22 written submissions. Meetings conducted by CMTEDD officials were also held with 13 external stakeholders.

## **Background Information**

### The Evaluation

- In announcing its 2015 Reforms, the ACT Government committed to that it would observe and evaluate their impact across a 24-month period. The formal evaluation commenced in October 2017.
- assessed the impacts and achievements of reforms against the government's original vision and design principles for the program; and
- investigated ways of improving the program (if any).

The success of the reforms was assessed against:

- net community and consumer outcomes (quantity and quality);

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Lead Directorate: Chief Minister, Treasury and Economic Development



# ANNUAL REPORT HEARING BRIEF

- safety of passengers, drivers and vehicles, and the community;
- efficient, accessible and sustainable supply to the marketplace; and
- the extent to which competitive forces have developed, or are developing, in the market, and the associated consumer benefit.

## ***Evaluation process***

The evaluation included a desktop review of available materials and input from stakeholder feedback gathered through surveys, submissions and interviews or focus groups with key industry participants. Feedback was also sought on outcomes of similar reforms underway in other Australian jurisdictions.

The evaluation was been supported by an Evaluation Committee comprising representatives from various ACT Government directorates.

## ***Economic modelling***

The Centre for International Economics (CIE) undertook economic modelling to support the analysis of the evaluation. It has provided two reports:

- *The impacts of ACT on-demand transport reforms; and*
- *Impacts on taxi stakeholders of the ACT on-demand transport reforms.*

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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 36, 38, 39, 40

**Portfolio:** Chief Minister

## **ISSUE: SMART PARKING IN MANUKA**

### **Talking points:**

- Smart Parking trial was launched on 29 April 2016, within the Manuka shopping precinct, and includes 460 parking bay sensors, five LED parking availability street signs and the ParkCBR smart phone application (Android/Apple) providing real-time parking availability information in Manuka, Canberra.
- Smart Parking Limited (SPL) is the vendor contracted to provide the service. SPL operate and maintain the Manuka smart parking network, LED street signs and ParkCBR app as parking of a Software-As-A-Service contract with the ACT Government.
- Retail and the Manuka Business Association are strong supporters of the Trial due to its ability to help drivers find available parking in this high occupancy shopping precinct during peak times around lunch and dinner.
- Funded at \$341,403 (inc GST) for 12 months period, the Trial was extended to 30 June 2018 to further evaluate the Trial's ability to identify overstays and reduce travel times and enable the independent review of the service. Total project value at 30 June 2018 was \$497,704 (inc GST).
- In 2017-18 the ACT Government engaged Pcubed Consulting to independently review the Trial. Pcubed reported that the Smart Parking Manuka service has public and retail support and there was unanimous agreement that the project benefits Canberra drivers, business, and the community, including:

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## ANNUAL REPORT HEARING BRIEF

- a. Benefits in reducing congestion, data availability, and improving ease of access have been realised, and
  - b. The infrastructure rollout has been successful, with proactive vendor engagement and prompt issue remediation.
- Smart Parking in Manuka as ‘business as usual’ activity for the ACT Government.
  - In the 2018-19 Budget funding of \$350,000 was provided to establish the Smart Parking in Manuka ‘business as usual’ service.

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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 36,38,39,40

**Portfolio:** Chief Minister

## ISSUE: RED TAPE REDUCTION LEGISLATION

### Talking points:

- The Red Tape Reduction Legislation Amendment Bill (passed by the Assembly on 18 September 2018) included amendments to:
  - allow for alternative systems of identification (like Australia Post's Keypass ID system) for the use in licensed venues, the casino and venues selling tobacco;
    - for those who enjoy a night out, the convenience of having ID on your phone – along with mobile phone payments, and apps to contact friends and call a rideshare – reduces the need to carry a wallet.
  - no longer mandate sending a fax or using a telex under ACT legislation;
  - remove regulation of car market operators who have not been active in the ACT since 2011;
  - improve efficiency for the ACT's community sector by simplifying the way we categorise associations, strengthens and clarifies governance requirements, and updates a range of processes for contemporary practice;
  - remove references to obsolete processes and procedures within the *Land Titles Act 1925* to improve the effectiveness of the Government's new map and plan lodgement systems and reduce confusion for customers; and
  - better align the assessment and listing of threatened species with process in the Australian Government and the states and NT, as well as reviewing planning strategies to improve administrative processes.

### Key Information

- The Red Tape Reduction Legislation Amendment Bills complement the Government's program of regulatory reforms currently being undertaken by directorates and agencies across Government, and the smarter regulation regime.
- The Red Tape Reduction Legislation Amendment Act 2018 is the fifth annual red tape omnibus bill introduced by this Government.

### Background Information

- The Government is committed to delivering at least one red tape reduction legislation amendment bill each year. This is set out in the strategy 'Confident and Business Ready – Building on our Strengths' released in 2015.

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# ANNUAL REPORT HEARING BRIEF

- The 2018 Bill responded to specific issues that had been identified as redundant or as an unnecessary administrative cost to business, not-for-profits, citizens or government.

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Lead Directorate:	Chief Minister, Treasury and Economic Development	

# ANNUAL REPORT HEARING BRIEF

Vol: Page No: 39, 40, 55

**Portfolios:** Chief Minister

Business and Regulatory Services

## **ISSUE: GREYHOUND RACING BAN AND INDUSTRY TRANSITION**

### **Talking points:**

#### *Transition support*

- For over 12 months, the Government encouraged people affected by the end of greyhound racing in the Territory to consider the assistance offered through transition support packages
- The period for transition support ended on 30 September 2018.
- Two individuals received packages of support totalling approximately \$21,000 that will help them transition to new fields of endeavour beyond the greyhound racing industry.
- These packages included a range of supports including assistance with training courses; short term financial assistance to meet immediate needs; health and wellbeing support; access to professional financial planning; access to career guidance and advice; and support for small business setup costs.
- In order to protect the confidentiality of applicants for transition support, it is not appropriate for me to give any further details about these packages or the recipients.
- The Taskforce also approved 23 applications for greyhound re-homing support to a value of \$24,400.
- In addition, the Government decided to provide an additional one-off grant of \$10,000 each to both ACT Greyhound Support Network and Canberra Region Greyhound Connections in recognition of the significant ongoing voluntary work they do to re-home former racing greyhounds in the ACT region.
- Woden Community Service is disbursing payments to all approved recipients.

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Lead Directorate: Chief Minister, Treasury and Economic Development

# ANNUAL REPORT HEARING BRIEF

## *History of transition support*

- Throughout this period, the Government's priority was the welfare of greyhounds and also the people who were affected by the end of greyhound racing in the ACT.
- That's why the Government established the Greyhound Industry Transition Taskforce, and why the Taskforce engaged Woden Community Service, whose staff are experienced in providing support to members of our community at a difficult times in their lives.
- Transition support was central to facilitate the process of ending greyhound racing and trialling in the ACT. The ACT Government announced the availability of over \$1 million in transition support when we announced the decision to prohibit racing and trialling, well over a year ago.
- Applications for transition support, and support to re-home ex-racing greyhounds, closed on 30 June 2018.
- From August 2017 to June 2018, the Greyhound Industry Transition Taskforce received approximately 195 'expressions of interest' in transition support.
- Immediately prior to the 30 June deadline for applications, the Taskforce received correspondence from a greyhound industry representative that included a large number of attachments that were identical versions of an unsigned letter, submitted in 186 different names.
- These letters did not in themselves constitute a valid application for a transition support package, due to the lack of necessary detail and authority. Regardless, the Taskforce accepted these letters as valid expressions of interest and offered the people involved an extended period until 16 July to make a final application.
- Woden Community Service, on behalf of the Taskforce, ultimately received formal applications for transition support for five people, one business and 72 re-homed greyhounds.

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## ANNUAL REPORT HEARING BRIEF

### *The role of Woden Community Service in transition support*

- Woden Community Service (WCS) has provided support to members of the ACT community for 49 years.
- The Taskforce engaged WCS because they have an inbuilt capacity to offer a range of options (including counselling, personal support and direct linkage with a wide range of community services) and have a long and respected history in supporting the people of Canberra.
- Among the range of programs they offer the people of the ACT, they also have direct experience in assisting people in times of change and personal distress – as shown by their work with people affected by the presence of Mr Fluffy asbestos in their homes, and those affected by the Canberra bushfires in 2003.

### *Racing ban*

- On 30 April 2018, the ACT became the first jurisdiction in Australia to prohibit the racing and trialling of greyhounds.
- As the Durkin Report showed, it was impossible to divorce the NSW industry from racing in the ACT.
- The NSW greyhound racing industry has demonstrated systemic failures in its animal welfare. The ACT could not allow a sport to continue where people who repeatedly breach animal welfare laws are allowed to cross the border and race here in the ACT.
- Owning, breeding, and training greyhounds remains permissible in the ACT in accordance with the provisions of the Animal Welfare (Keeping and Breeding of Racing Greyhounds in the ACT) Mandatory Code of Practice 2018.

### *Canberra Greyhound Racing Club conducting races at Goulburn*

- While the Canberra Greyhound Racing Club is no longer able to conduct races in the ACT, it still has capacity to reach agreement with clubs in NSW to continue its racing.
- Any issues that occur during any of these races are a matter for NSW.

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# ANNUAL REPORT HEARING BRIEF

## *Legal proceedings*

- The Canberra Greyhound Racing Club has proceedings before the Supreme Court and the Federal Court to challenge various matters to do with the end of greyhound racing in the ACT.
- As these matters are still before the Court, it is inappropriate to make any further comment.

## **Key Information**

- Significant penalties now apply for the conduct of racing and trialling of greyhounds in the ACT: a monetary penalty of up to \$15,000 and maximum 1 year imprisonment.
- Further, the penalties for anyone involved with arranging, conducting or knowingly participating in illegal betting activities are significant and also involve significant financial penalties and/or a period of imprisonment.
- Access Canberra and the Transport Canberra and City Services Directorate established a joint agency initiative to provide appropriate inspection activity and ensure that any response to unlawful conduct is timely and dealt with by the appropriate agency.

## **Background Information**

- Parliamentary Agreement Commitment 13.1 is to end Government funding for greyhound racing at the expiry of the then existing Memorandum of Understanding, and take active steps to transition to end the operation of greyhound racing in the ACT.
- The Government ceased funding the greyhound industry on 30 June 2017 as part of the 2016-17 Budget Review. The funding was redirected to the industry transition program.
- The ending of the period of for transition support sees the completion of all 18 recommendations in the Durkin Report. Ms Durkin's recommendations largely related to the introduction of legislation to end greyhound racing, the scope of transition support to be made available and finalising the regulatory framework.
- Following a media release from the Canberra Greyhound Racing Club, the Canberra Times reported on 25 April 2018 that Chris Redmond (CEO of Woden Community Service) had mistakenly sent an email intended for a colleague to an industry participant who had approached the service to discuss support for rehoming greyhounds. The report stated that the industry participant was offended and upset by the tone of the email and the CGRC media release mistakenly identified Mr Redmond as a Taskforce official. Mr Redmond has publicly apologised for the incident.

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Lead Directorate: Chief Minister, Treasury and Economic Development

# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 36, 38, 39, 40

**Portfolio:** Chief Minister

**ISSUE: BEHAVIOURAL INSIGHTS ASSESEMENT**

**Talking points:**

- In 2017-18 CMTEDD ran a small program to examine the use of 'behavioural insights' in program and service delivery across government.
- Behavioural insights is an approach to designing and refining programs and services to make sure they account for the way people behave in the real world and not just economic theory.
- Behavioural insights programs are based on scientific research into the social and cognitive influences on individual decision-making, and have been adopted by many governments around Australia and the world.
- CMTEDD's Behavioural insights work in 2017-18 focussed on a randomised controlled trial to assess the effectiveness of different behaviourally informed letter designs on the payment of outstanding traffic and parking infringements.

**Key Information**

- CMTEDD's BI work in 2017-18 primarily focussed on a project with Access Canberra that aimed to encourage individuals with significantly overdue traffic and parking infringements.
- Two different variants of an infringement notice were developed, and sent to 1,900 randomly selected individuals across ACT and NSW who had not paid their infringements, despite reminders, and had their license or right to drive in the ACT suspended as a result.
- Both letter variants performed better than the control group (which was business as usual – no further communication). The benefit to cost ratio (BCR) was estimated at approximately 4.5 for the lowest performing letter variant, and approximately 8.7 for the best performing variant.
- The trial was performed with assistance from Associate Professor Mathias Sinning at the ANU. Assoc. Prof. Sinning received ethics approval from the ANU and registered the trial with the American Economic Journal before participating.

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Lead Directorate: Chief Minister, Treasury and Economic Development

# ANNUAL REPORT HEARING BRIEF

- Collecting unpaid infringements was chosen to improve compliance with infringement notices. There are a range of important social reasons for ensuring infringements are acted on, such as making sure people are not driving on ACT roads while their right to drive is suspended and making sure people do not incur unnecessary financial penalties for unpaid fines.
- Findings from the infringements project were also used to inform the redesign of a number of tax forms and correspondence, such as the new Land Rates notices.
- To date, BI work has not been separately funded and has been undertaken from within Policy and Cabinet's existing resources. In the 2018-19 Budget the government committed to funding a small Policy Innovation Team, which will be able to carry on some of this work from 2019-20.

## Background Information

- Assessing the use of behaviourally informed service and program design in the ACT was identified as part of Output 1.1.
- BI programs are known to regularly identify relatively simple, cheap and effective ways to achieve behaviour change. While their individual impacts appear small, they are extremely cost effective, particularly compared to administrative schemes, punitive measures or financial incentives/disincentives that can be both costly and often only partially effectively.
- Behavioural Insights units have been used by governments for nearly a decade, starting with the UK Government's Behavioural Insights Team being founded in 2010. In Australia, the Commonwealth, NSW and Victorian governments all have active BI programs.

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Lead Directorate: Chief Minister, Treasury and  
Economic Development

# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 36, 38, 39, 40

**Portfolio:** Chief Minister

**ISSUE: GOVERNMENT EVALUATION PROGRAM**

**Talking points:**

- The government has had an Evaluation Policy and Guidelines in place since 2010 to support agencies plan and conduct evaluations of the activities they undertake for the community.
- In 2017-18 CMTEDD reviewed the Evaluation Policy and Guidelines, including their use across government. As a result of the review, it was determined that a refresh of the guidelines and their use across government would be beneficial.
- The government has committed funding for a small dedicated function to continue working on evaluation practices across the public service, which will commence in 2019-20.
- This new function will leverage the government's investments in data and analytics, will work with directorates on evaluation and behavioural insights and will seek to partner with research institutions to support the ACT's development of evidence about program outcomes.

**Key Information**

- The Policy Innovation Team initiative in the 2018-19 Budget will establish an evaluation capacity in the government's central policy team. In addition to further improving evaluation capabilities, this approach enables evaluations to be progressed at a whole of government level, rather than just the individual program level, to ensure a holistic view of related programs.
- Funding commencing in 2019-20 allows the program of work to be developed. The focus in 2018-19 will be on preparing the evaluation program including identifying priority areas for targeted evaluations in 2019-20 and exploring opportunities for strategic partnerships.
- Targeted evaluations will ensure the use of robust research methods including leveraging behavioural insights research to iteratively improve program design and service delivery.

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# ANNUAL REPORT HEARING BRIEF

## Background Information

The Evaluation Policy and Guidelines are publicly available on CMTEDD's website.

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Information Officer name:	Release not assessed at time of clearance.	
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Lead Directorate:	Chief Minister, Treasury and Economic Development	

# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 36, 38, 39, 40

**Portfolio:** Chief Minister

**ISSUE: COUNCIL OF AUSTRALIAN GOVERNMENTS (COAG) MEETINGS & COUNCIL FOR THE AUSTRALIAN FEDERATION (CAF) MEETINGS 2017-2018**

## Talking points:

- The Council of Australian Governments (COAG) held its 45<sup>th</sup> general meeting on 9 February 2018 in Canberra.
- Key issues on the COAG agenda included improving outcomes for Indigenous Australians through the Closing the Gap Refresh framework, strategic priorities for reform in Australia's healthcare system, and the importance of jurisdictional responses to the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse.
- As 2018 Chair of the Council for the Australian Federation (CAF), the ACT led important discussions and promoted joint advocacy among states and territories on these agenda items and other issues leading up to COAG, at a meeting also held on 9 February 2018.
- Importantly, this meeting provided the platform to discuss the CAF-commissioned *Lifting our Game* report to COAG – which emphasised the importance of quality early childhood education and care to future educational success and long term outcomes, a new schools funding agreement, and the value of a dynamic and streamlined approach to managing federal financial relations.
- The ACT and the Northern Territory Premiers also signed and entered into a Strategic Cooperation Agreement, aiming to promote shared opportunities – including in emerging areas of cooperation in Cooperative Federalism, Space industry and Innovation.
- On 24 February 2018, CAF and the National Governors Association (United States of America) signed and entered into a Memorandum of Understanding at a ceremony in Washington D.C., recognising the importance of shared values and common aspirations to promote and advance economic growth and international cooperation between the

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Information Officer name:	Release not assessed at time of clearance.	
Contact Officer name:	Leesa Croke	Ext: 73751
Lead Directorate:	Chief Minister, Treasury and Economic Development	

# ANNUAL REPORT HEARING BRIEF

states and territories of Australia and the states and territories of United States.

- COAG also held a special meeting on Counter-Terrorism in Canberra on 5 October 2017. Leaders considered legislative and practical measures to ensure national consistency, and close cooperation between all jurisdictions in addressing matters related to counter-terrorism.

## Key Information

- Marking the ten year anniversary of COAG's pledge to Closing the Gap in outcomes for Aboriginal and Torres Strait Islander Australians, a Special Gathering involving prominent community leaders and representatives was held on 8 February 2018. A delegation from the Special Gathering delivered a statement at the COAG meeting, identifying key priorities for Aboriginal and Torres Strait Islander communities and next steps for the Closing the Gap Refresh framework.
- There were a number of items considered out of session on the February 2018 COAG agenda that included the Per- and Poly-Fluoroalkyl Substances (PFAS) Intergovernmental Agreement – which ACT signed on to, Disability Reform Council (DRC) Annual Report, COAG Health and Education Council Immunisation Options and an update on the Public Safety Mobile Broadband (PSMB).
- CAF remains an important forum for collective action and progressing key national policies, including improvements to education and health and securing fair funding arrangements for vital services, and to reaffirm states and territories' commitment to work collaboratively.
- The next general COAG meeting has been scheduled for 12 December 2018 – also incorporating a National Security COAG meeting. This meeting will continue discussions around Australia's key economic and social reforms and share progress on Closing the Gap Refresh work.
- The next CAF has also been scheduled for 7.30am-8.30am on 12 December 2018, to be held in the margins of the December COAG meeting.

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# ANNUAL REPORT HEARING BRIEF

## Background Information

- Established in 1992, The Council of Australian Governments (COAG) is the peak intergovernmental forum in Australia comprising the Prime Minister, state and territory First Ministers and the President of the Australian Local Government Association (ALGA).
- Senior Officials and Deputy Senior Officials have been meeting regularly and progressing work on key national priorities through working groups throughout the year.
- The Council for the Australian Federation was established in 2006 and has the following objectives (1) to work toward common understanding of the States' and Territories' positions in relation to policy issues involving the Commonwealth Government and (2) to take a leadership role on key national policy issues, including the Federation, that are not addressed by the Commonwealth Government. The chair of CAF rotates amongst each state and Territory on an annual basis. The ACT is the chair for 2018.

### *Future meetings*

- It is proposed that the 12 December COAG meeting will discuss Economic Reforms (Horizontal Fiscal Equalisation), Social Reforms (including early childhood education, bullying, and health), Closing the Gap refresh, and National Security issues (including enhancing cyber capability and preparedness, and enabling agencies to deal with the threat of terrorism and organised crime).
- The second National Reducing Violence against Women and their Children (RVAW) Summit was held on 2 and 3 October 2018 in Adelaide. The Summit formed the final session of the national consultation on the development of the Fourth Action Plan of the National Plan to Reduce Violence against Women and their Children 2010-2022.
- A National Drought Summit has been scheduled for 26 October 2018 in Canberra, to address and continue work in Australia's response to the worsening drought conditions and also to build resilience and prepare for the future.

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Lead Directorate: Chief Minister, Treasury and Economic Development



# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 36, 38, 39, 40

**Portfolio:** Chief Minister

**ISSUE: CHIEF MINISTERS CHARITABLE FUND**

**Talking points:**

- The Chief Minister's Charitable Fund was established to support to some of the most vulnerable members of our community.
- It is designed to help meet the many needs of people in the ACT and the surrounding region, be they social, economic, cultural, educational or environmental.
- The Fund will also aim to increase social awareness, and to increase the capacity for giving by leveraging individual and private sector philanthropy in the region.
- It will build partnerships with business and government; and cooperate with other organisations to further these charitable objects.

How the CMCF was established

- The Fund was established through a one off grant of \$5 million to a new not for profit company limited by guarantee called the 'Chief Minister's Charitable Fund Ltd'.
- The grant is governed by a three year renewable funding deed which is publicly available.
- That agreement provides for the efficient and effective management of the Fund, to both protect the funding and to maximise the amount of funds available for charitable donations.
- The anticipated addition of funds from a modest increase in the net gaming machine revenue community contributions will provide direct support to those most in need in our community, and will go some way to counteracting the numerous social harms caused by gambling addiction in the Territory.

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Lead Directorate:	Chief Minister, Treasury and Economic Development	

# ANNUAL REPORT HEARING BRIEF

- The Fund is managed by an independent Board, the membership of which will initially mirror the Board membership of a highly regarded local charity, Hands Across Canberra.
- Since its inception in 2010, Hands Across Canberra has developed a simple way for Canberrans to give back to the local community. As a perpetual endowment fund, Hands Across Canberra provides an annual program of grants to Canberrans in need.
- The partnership between the Fund and Hands Across Canberra will leverage existing processes and expertise in order to grow the philanthropic pool and give even more to our community.

## Integrity of the arrangements

- Hands Across Canberra, as administrator of the CMCF, is required to implement a prudent investment policy that (as far as is practicable) preserves the capital of the funding but also allows for some capital growth and income to accrue to the funding.
- Annual business plans, that are to be agreed by the Territory, will outline the intended program of charitable donations and activities for that year - including how those Funded Activities will be achieved.
- A projected itemised budget will be required for all proposed administrative fees, costs and charitable donations. Associated performance indicators will also be required. This means that we will be able to monitor and measure the progress being made towards achieving the Funded Activities.
- The Fund will not be authorised to undertake any activities outside of those provided for in the funding agreement without the prior written consent of the Territory.
- In its first three years, 25 per cent of the funding provided will be used for charitable purposes. The remainder will be invested to grow the Fund.

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Information Officer name:	Release not assessed at time of clearance.	
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Lead Directorate:	Chief Minister, Treasury and Economic Development	

# ANNUAL REPORT HEARING BRIEF

- A modest amount of funding (\$100,000) was allocated to set up costs. Ongoing administration costs will be kept to a minimum, expected to be approximately \$125,000 per year.
- All decisions regarding the Fund are a matter for the Board.
- The Government will appoint a representative of the Territory as an official observer to the Board. The observer will receive copies of Board papers and will be allowed to attend Board meetings of the Chief Minister's Charitable Fund.
- The appointment of an observer to the Board will provide the Territory with a window to the operations of the Fund and enable any potential issues of concern with the operation of the Fund to be raised with me.

## Key Information

- The structure of the Chief Minister's Charitable Fund has been endorsed by Government.
- Key elements of the Chief Minister's Charitable Fund are:
  - The Fund has been set up as a charity under the *Australian Charities and Not-for-profits Commission Act 2012* (Cth), but will not require deductible gift recipient status;
  - The corporate structure is that of a not-for-profit company limited by guarantee, external to government and governed by a constitution and independent Board;
  - The Fund objects have been modelled from the highly successful Lord Mayor's Charitable Foundation based in Melbourne;
  - The initial Fund Board members comprise the same Board members as Hands Across Canberra Ltd, because appointing Hands Across Canberra Board members allows existing processes and governance arrangements to be utilised for the CMCF.
  - The \$5 million grant to CMCF is be governed by a 3-year renewable funding agreement;
  - 25 per cent of the funds will be used for 'charitable purposes' in the first 3 years;

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Contact Officer name: Leesa Croke Ext:73751  
Lead Directorate: Chief Minister, Treasury and Economic Development

## ANNUAL REPORT HEARING BRIEF

- Limitations will be applied, through the Funding Deed, to the amount of funds to be used for general management and administrative expenses in line with industry best practice;
- The remaining corpus of the funds is to be invested;
- The Chief Minister is not to be a member of the CMCF but will appoint an observer of the board who will be able to attend Board meetings;
- The Chief Minister will also appoint some (but not all) members of a Board Nominations Committee that will be responsible for running a process to shortlist future board nominees. Chief Minister's Charitable Fund members will vote on the shortlisted candidates at the AGM.
- The Fund has not been set up with the intention of directly receiving donations from individuals, but contributions can be made through Hands Across Canberra (which provides an internet based platform that allows individuals to donate to local charities of their choice).

### *Community contributions scheme*

- The Government has committed in the Parliamentary Agreement for the 9th Legislative Assembly to review the current community contributions scheme, with a view to maximising the direct benefit to the community from the scheme.
- The Parliamentary Agreement also includes a commitment to establish an independent charitable fund to distribute nominated community funds to charitable and community causes levied on venues operating electronic gaming machines in the ACT.
- The Government has announced that an additional percentage of net gaming machine revenues (over and above the current 8 per cent community contributions requirement) will be directed to the Fund for the purpose of investment and distribution of charitable donations to people in need in the Canberra community.

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# ANNUAL REPORT HEARING BRIEF

Vol: N/A Page No: N/A

**Portfolio:** Chief Minister**ISSUE: COSTINGS OF QUESTIONS ON NOTICE****Talking points:**

- The government recognises the vital role that Questions on Notice (QoN) play in the functioning of the Legislative Assembly. We must also acknowledge that, in some cases, QoNs can require significant resources to respond to and may impact delivery of services to the community.
- To transparently communicate the level of resourcing needed to respond to each QoN, each response will now include details of the time taken and approximate cost to prepare the response.
- This will also support an understanding of why, on rare occasions, some questions may not be answered due to the unreasonable diversion of resources needed to prepare a response.

**Key Information**

- This practice began with Questions on Notice Paper No. 16 (23 February 2018).
- Times stated on each QON response reflect the total time taken to prepare and provide that response. Where applicable, this includes time spent by administrative support staff to identify and coordinate input from other business units, as well as time taken during review and clearance processes.
- Costings are approximate and are based on the hourly rates corresponding to the classification/level of the particular staff members involved in preparing each response.
- Times and costings are calculated using a standardised whole of government tool that is completed for each QON. Aside from time taken to prepare the original tool there is no additional time or cost required to calculate or include times or costings with responses to QONs.
- Guidance on how directorates should handle QONs that they believe will have an impact on their ability to deliver services for the community is published openly on the CMTEDD website.

**Background Information**

- The volume of QONs taken during the Ninth Assembly has increased significantly compared to previous Assemblies. More QONs were received during the first 11 months of the Ninth

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Contact Officer name: Leesa Croke Ext: 73751  
Lead Directorate: Chief Minister, Treasury and Economic Development

# ANNUAL REPORT HEARING BRIEF

Assembly than during the entirety of the Eighth Assembly. The average number of separate questions within each QON has also increased, from approximately 3.4 in the Eight Assembly to approximately 4.5 in the Ninth.

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**TAB 2****Output Class 1.3: Coordinated Communications and Community Engagement**

<b>Brief Number</b>	<b>Brief Title</b>	<b>Volume</b>	<b>Page No.</b>
1.	Community Engagement Reform	1	46
2.	Yoursay	1	46
3.	Community Engagement and Support Annual Reporting	1	46
4.	Whole of Government Emergency Communications	1	47, 48
5.	Our Canberra print and digital	1	46
6.	Whole of Government social media	1	46
7.	Whole of Government Omnibus Research & Online Insight Community	1	46
8.	Independent reviewer of Campaign Advertising	1	46
9.	2017-18 Community Support Fund	3	97
10.	Honours and awards	1	47
11.	Questions on Notice - Communications staff and costs	1	46
12.	Community Councils	3	96
13.	Purchase of Creative Services and Advertising	1	46
14.	Whole of Government Communications and Engagement Strategy and Accountability	1	46
15.	Whole of Government Media monitoring service	1	46
16.	Protocol and Ceremonial Events	1	47
17.	How Well Canberrans are Informed	1	46
18.	Consolidation of Websites and Social Media Accounts	1	47
19.	Territory Rights Campaign	1	36,38,39,40
20.	Whole of Government Editing Service, 'Shootsta'	1	46

# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 46

**Portfolio:** Chief Minister**ISSUE: COMMUNITY ENGAGEMENT REFORM****Talking points:**

- We are continuing to reform the way we engage with the community. This means: seeking the views of more representative cross-sections of our community; engaging in ways that are more meaningful and convenient; and improving coordination to reduce 'engagement fatigue'.
- Since July 2017 we have delivered:
  - A Whole of Government Communications & Engagement Strategy (being updated following the ACT Budget).
  - Support for the ACT's first Citizens' Jury on Comprehensive Third Party insurance. The process of legislating the outcome of the jury is underway.
  - Support for engagement capabilities across government through advice, tools and resources such as a Your Say user guide.
  - Significantly increased the level of engagement through the online Your Say platform, which now has more than 8,300 registered users, more than 6,000 e-newsletter subscribers, and attracts an average of 24,800 visitors per month.
  - Procured and managed a new whole of government contract for community views research using Computer Aided Telephone Interviews.
  - Partnered with academics, engagement practitioners and civil society groups to form a Community of Interest called 'DeliberateACT'.
  - Commenced development of a new online 'Insights Community' which is current the subject of a procurement process.
  - IAP2 (engagement) training is now a regular fixture in the ACT and we are promoting other professional development opportunities.

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- This year's Budget delivers \$5.067m over four years to fund a central Strategic Engagement team, establish and operate an online 'Insights Community' and deliver a Customer Relationship Management system to streamline engagements with key stakeholders.
- Across government a number of deliberative democracy processes have either been carried out, or are about to be. These include the Carers' Strategy, Compulsory Third Party insurance, Housing Choices and the Better Suburbs Citizens' Forum.
- We are learning how beneficial these processes are in giving a representative group of Canberrans the time and the information to gain an understanding on complex policy issues and be able to make informed recommendations to government.
- Using deliberative processes and approaches is just part of the broader program of strengthening the way we engage with our community.

## Key Information

<b>Items funded in Strategic Engagement 2018-19 Budget (over four years)</b>	
\$4.1m	Continuation of the Strategic Engagement team for four years, two new FTE positions to support implementation of the online 'Insights Community' and the resizing of two executive positions
\$1.1 million	Establish and operate an online Insights Community. The Insights Community will make it easier and quicker for the Canberra community to engage with government on the issues that matter.
\$204,000	Whole of government Customer Relationship Management system. The system will help reduce 'engagement fatigue' for groups and organisations that are consulted frequently and by different parts of the government by allowing their feedback and insights to be shared (in a sensitive and controlled way) within government;
\$30,000	Support community engagement activities regarding development of Section 72 in Dickson
<b>\$5,067 million total over four years</b>	
<b>\$400,000 in savings (offset)</b>	

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## Customer Relationship Management

- The CRM will enable staff across government to see where their engagements may involve common stakeholders, as well as relevant feedback that may have been received in the past.
- For stakeholders, the CRM will reduce 'engagement fatigue' allowing them to 'tell us once' rather than be repeatedly consulted by different parts of government on similar issues.
- For government, staff will have better access to the views of existing stakeholders when developing policy and be better able to identify stakeholders that may have an interest in a particular subject based on past engagements.
- This system will focus on organisations rather than individual citizens.
- The CRM is centrally funded and administered by CMTEDD Communications and Engagement with access made available to relevant staff across government.
- The system will comply with the Government's security policies for ICT systems. Access will be controlled and all information managed in accordance with the Territory's privacy legislation.
- CMTEDD is currently finalising the procurement process. The system will be progressively rolled out and will start with TCCS, EPSDD, CMTEDD and CRA.

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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 46

**Portfolio:** Chief Minister**ISSUE: YOUR SAY****Talking points:**

- 'Your Say' has been the whole of Government online engagement platform since 2016.
- Visitation varies according to the issues that are open for engagement, but has been growing steadily. In the first six months of 2018, the site attracted more than 155,000 unique page views.
- The top engagements on YourSay for the first six months of this year were the YourPLates Review (graduated licensing), the New Bus Network, Housing Choices and the Zero Emissions Climate Strategy.
- In February 2018 we introduced an electronic newsletter to promote new engagement opportunities, updates and the outcomes of engagement processes.
- There are now more than 6,000 subscribers to the newsletter and the open rate is on average around 45% which is significantly higher than the industry rate.
- The graduated licensing scheme and bus network engagements meant we had a significant increase in subscribers to the newsletter in the last six months.
- As a result we are seeing an increase of about 4% in return visitation to YourSay.
- The Strategic Engagement team manages the Your Say platform and supports directorates to design engaging user experiences. However, directorates are responsible for their own engagements.
- The Government has a contract in place for the current platform (Harvest) until Q2 2019. A review will be undertaken before the end of contract to determine whether the current platform continues to meet whole of government requirements.

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- Your Say has a Privacy Policy we share with service provider Harvest which states what information is collected, who has access to it, how it is used and how it is disclosed. Citizens can provide anonymous feedback through Your Say.

## Background

Nil

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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 46

**Portfolio:** Chief Minister

**ISSUE:** **Community Engagement and Support Annual Report**

**Talking points:**

- We are continuing to reform the way we engage with the community. This means: seeking the views of more representative cross-sections of our community; engaging in ways that are more meaningful and convenient; and improving coordination to reduce ‘engagement fatigue’.
- The Whole of Government Engagement Report highlights **224** engagement activities over the financial year.
- It shows the vast array of activities the ACT Government undertakes to inform and seek input from our community into policy development.
- Work is continuing to better coordinate these activities across the ACT Government.
- It demonstrates the range of methods the government uses from online engagement through YourSay, to deliberative engagement processes such as the Compulsory Third Party insurance Citizens Jury and Carers’ Strategy, kiosks at the local shops, workshops, interactive speaker series, surveys and even walkshops to give the community opportunities to participate and give input into government decision-making.
- We were pleased to see a number of the government’s engagement initiatives recognised recently including:
  - The Mingle Community Development program recognised as a finalist in the International Association of Public Participation Core Values Awards
  - Housing Choices recognised in the recent ACT Planning Institute of Australia Awards.
- Through the YourSay to 2019 engagement that we opened in February this year on YourSay we heard that most respondents want to know about land and planning projects or initiatives.

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- Separately telephone research showed the top issues people engaged on where land and planning, transport and city services.
- Canberra community initiatives, transport, environment and health are also hot topics of interest.
- Respondents also want government to take the conversation to where they are, either online or face-to-face.
- We continue to hear from stakeholder organisations about the importance of closing the loop and we have had a significant focus on this in recent months with all engagements now on YourSay required to deliver a 'Listening report' within a month of an engagement closing.
- The Strategic engagement has continued discussions with organisations such as ACT Council of Social Services, the Community Councils to seek feedback on government engagement efforts and look for ways we can work better together.

## Key Information

Nil

## Background

Nil

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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 47, 48

**Portfolio:** Chief Minister

## **ISSUE: WHOLE OF GOVERNMENT EMERGENCY COMMUNICATIONS**

### **Talking points:**

- The ACT Government has well-established, well-documented procedures in place to ensure accurate, consistent and timely information is provided to the Canberra community in the event of an emergency.
- Communications staff across the ACT Public Service receive regular training to ensure they are equipped to work in the Public Information Coordination Centre and keep our community informed during an emergency.
- All public information related to an emergency is provided through the ESA website, [esa.act.gov.au](http://esa.act.gov.au).
- The community is reminded to check this website as the single point of truth for information in the event of an emergency.

### **Key Information**

- The *ACT Community Communications and Information Plan (CCIP)*, a sub-plan to the *ACT Emergency Plan*, details arrangements for effective communication by ACT Government directorates with the public and the media before, during and after incidents and major emergencies.
- To ensure the CCIP continues to meet community expectations for effective communication of public information, it is reviewed at least once every five years and was updated in 2018.
- The CCIP is complemented by a range of agency specific emergency plans and is consistent with the National Security Public Information Guidelines (NSPIG) in respect of a national terrorist situation.
- Under the CCIP, CMTEDD Communications is responsible for the establishment and coordination of a whole of government Public Information Coordination Centre (PICC) in the event of a major incident, using communications staff from all directorates.
- Communications staff across all directorates and ACT Policing Media are involved in a number of emergency training exercises annually to prepare for potential emergencies. In 2017-18, this training included:

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- A discussion exercise for communications staff from all directorates to test the effectiveness of the new CCIP.
- Emergency Management training and familiarisation activity specifically targeted at new staff at the Director level.
- Discussion exercise for all members of the Coordinated Communications Network to prepare for likely scenarios ahead of the summer season, with participating stakeholders including ActewAGL, ACT Policing and Icon Water.
- Media liaison officer training to ensure communications staff can operate in line with the Crowded Places Strategy.
- Discussion exercises to prepare specific event staff and assess their existing plans and protocols for major events, including the Rugby League World Cup, New Year's Eve, Australia Day and the National Multicultural Festival.

## Background Information

- CMTEDD Communications & Engagement revised and updated the CCIP in 2017 in consultation with all ACT Government directorates, ACT Policing and the ESA Commissioner.
- In accordance with the ACT's draft guidelines for emergency plan management, the CCIP was exercised on 24 January 2018 and validated prior to its submission for approval.
- Participants in the discussion exercise included senior communications staff from all ACT Government directorates, ACT Policing and ACTEW AGL. JACS SEMB facilitated the event and ESA Emergency Coordination Centre was also represented.
- Key changes made to the CCIP from the 2011 version are:
  - Updating the ESA Commissioner's responsibility for community education and awareness in line with changes to the *Emergencies Act 2004* (page 11).
  - Removing reference to the ACT Emergency Evacuation Policy which has been superseded (page 12) and clarifying CSD's role to identify and establish evacuation/recovery centres (page 13).
  - Clarifying transition to certain PICC activation levels, including advice on the centralisation of government communications to ensure a single source of truth (page 15).
  - Simplifying and using plain English to better describe PICC activation levels (page 15) and processes to determine PICC activation levels (pages 22 and 37).
  - Updating the PIC and Deputy PIC duty statements (pages 22 and 23).
  - Providing advice on PICC shift rostering (from 2 x 12 hour shifts to 3 x 8 hour shifts per day) given the demanding nature of operating in the PICC in the event of an emergency.

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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 46

**Portfolio:** Chief Minister**ISSUE: 'OUR CANBERRA' PRINT AND DIGITAL****Talking points:**

- 'Our Canberra', is the ACT Government's print and digital approach to communicating directly with Canberrans on ACT Government news, initiatives and service information.
- It comprises a monthly regionalised print newsletter, a monthly email newsletter, and a website. Published content is supported and promoted with digital content such as video and tiles through ACTGov social media channels.
- The print edition of the Our Canberra newsletter is distributed to more than 187,000 Canberra residential letterboxes across five regions: Belconnen; Central; Gungahlin; Tuggeranong; Woden, Weston Creek, Molonglo Valley.
- It is distributed during the first week of every month, except January and February when a combined edition is distributed the last week of January.

**Key Information**

- The printing cost for Our Canberra is currently (as at October 2018) \$22,915 per month for all five editions. The newsletter is printed by local Canberra printer Union Offset Printers.
- The newsletter is distributed by Australia Post. Costs vary slightly each month due to growth in Canberra's total dwellings. The total distribution cost in October 2018 was \$30,201.76.
- The distribution of newsletters across the five regions is currently 187,261 total Canberra dwellings (October 2018).
- Each edition includes a foreword by the Chief Minister.

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# ANNUAL REPORT HEARING BRIEF

- All five editions of the print newsletter are reviewed by the Independent Reviewer every month.
- The print newsletter is supported by the 'Our Canberra' website, [www.act.gov.au/ourcanberra](http://www.act.gov.au/ourcanberra), where Government announcements, services and information is published, and then promoted via social media. This website will eventually feed into a redesigned ACT Government homepage, significantly increasing website traffic to Our Canberra.
- Also distributed each month is an Our Canberra email newsletter that features key stories from the print edition and any other timely information or relevant community engagements for that month. The distribution total for this newsletter as at September 2018 was 48,649 email addresses, with an average open rate of approximately 44% so far in 2018. Subscribers are sourced through Access Canberra. Canberrans who register an account with Access Canberra can opt in to receive the Our Canberra email newsletter.

## Background Information

Nil

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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 46

**Portfolio:** Chief Minister**ISSUE:       WHOLE OF GOVERNMENT SOCIAL MEDIA****Talking points:**

- The ACT Government's four branded social media accounts – including Facebook, Twitter, LinkedIn and YouTube – are managed by CMTEDD Communications. These include Facebook, Twitter, YouTube and LinkedIn. The accounts all continued to grow follower numbers in the past year, including a 25% follower increase for Facebook, 13% for Twitter and 36% for LinkedIn.
- Across Government, there are more than 100 other social media accounts across several platforms including Facebook, Twitter, LinkedIn, Instagram and Youtube. These are managed by individual Directorates.
- As part of the SPF 2.0 project all social media accounts across Government will be reviewed. This will include the resourcing required to manage the profile and its content as well as the audience served by the profile.

**Key Information**

- ACT Government **Facebook** page

Followers:                               14,870 as at 22 October 2018 (12.8% growth since January 2018)

Audience:                               Largest segment is females aged 25-44 (40%). And 61% of engagement is by women.

Video views:                            Average of 10,000 minutes of video is viewed each month.

Best post 2018:                         Video of 'Disc Golf Course at Belconnen'.  
13.53% engagement rate. Reach 130,567. Engagement including post clicks 14,443.

Best boosted 2018:                    Video of 'L&P plates engagement' (boosted with \$100).  
33.3% engagement rate. Reach 78,500. Engagement including post clicks 26,200.

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# ANNUAL REPORT HEARING BRIEF

- ACT Government **Twitter**

Followers:	11,567 as at 22 October 2018 (9.1% growth since January 2018)
Audience:	58 % Male and 42% Female
Impressions:	Average is around 70,000 - 90,000 total each month.
Page visits:	Almost 2,000 visits are made to ACTGov Twitter profile page by users each month.
Top tweets in 2018:	'Canberra's best swimming spots (3.8% engagement rate) 'Road closures Queen's Baton relay' (3.4% engagement rate) 'Scam Watch – Bridge to Bridge' (3.4% Engagement rate).

- ACT Government **YouTube Channel**

Audience:	940 subscribers – 11% Female 89% Male Largest audience is males aged 25 - 34 (43%) Followed by males aged 35-44 (20%)
Video views:	117,806 so far in 2018 (As at 3 October 2018)
View duration:	1.20 minutes so far in 2018 (As at 3 October 2018)
Most popular:	In 2018 the 'Overview of Capital Metro Project' with 11,488 views and an average watch time of 2.28 mins.

- ACT Government **LinkedIn**

The profile is used to communicate workforce projects, people, initiatives, and announcements, and how we support Canberra business and growth.

Followers:	11,991 followers as at 22 October 2018. 8,475 of these based in Canberra (37.9% growth since January 2018)
Audience:	The breakdown of followers classified as entry (38.23%), senior (36.76%), and manager (9.58%).
Best post to date:	Reposit Power and its Innovation Connect Grant achieved 18,733 impressions and 1,345 video views.
Best engagement:	At 5.45%, a post about the new ACTPS jobs website.

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# ANNUAL REPORT HEARING BRIEF

## Background Information

- During the 2017/2018 financial year, the CMTEDD Communications team began trialling the use of influencers in social media with selected campaigns. All campaigns achieved positive results.

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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 46

**Portfolio:** Chief Minister**ISSUE:       WHOLE OF GOVERNMENT OMNIBUS RESEARCH AND ONLINE  
INSIGHT COMMUNITY****Talking points:**

- Orima Research has been contracted to undertake an omnibus research program designed to seek the community's views on the priorities, projects and programs of the ACT Government.
- The research is designed to inform the development of policy and support our community engagement activities to better understand the views of cross-section of the Canberra community.
- The annual program consists of four surveys of 600 respondents each using Computer Assisted Telephone Interviewing (CATI) methodology (mobile phone and landlines).
- In addition, the Government committed to an online Insights Community in its Communications and Engagement Strategy, released in 2018. This will allow a greater diversity of Canberrans to engage with the government more quickly and easily.
- Procurement of these services is currently underway with the aim of having the panel beginning operations by the end of the year.
- The system will comply with the Government's security policies for ICT systems. Access will be controlled and all information managed in accordance with the Territory's privacy legislation. We are mindful of the need for data protection.

**Key Information**Whole of Government Omnibus Research

- Respondents are stratified by region - North Canberra; South Canberra; Woden and Weston Creek; Belconnen and Gungahlin; and Tuggeranong. Overall results are provided at 95% ± 4pp confidence level.

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- Landline and mobile phones are called in the course of the research.
- Orima Research was awarded the contract following an open market tender.
- The contract is listed on the contracts register. It is valued at \$219,000 for five rounds of research and expires on 31 January 2019.
- A summary of actions is published online ([here](#)) following each round of research.
- Four rounds have been conducted in 2018.

## Online Insights Community

- The Government committed to an online Community Panel in its Communications and Engagement Strategy, released in 2018 and will allow a greater diversity of Canberrans to engage with the government more quickly and easily.
- The online community is an important step towards better meeting community expectations about how citizens can engage with their government.
- Aspects of the online community will initially be delivered by an external provider. This includes provision and management of the online platform, support to grow the user base and assistance with aspects of research design and analysis. Procurement of these services is underway and nearing final stages.
- Close attention is being paid to the privacy and data management aspects of the project.
- Two FTE positions are funded in the Budget to manage the online community. These positions will coordinate use of the panel across the whole of government, support with research design and analysis and help maintain the community as an interesting and engaging online space for Canberrans.

## **Background Information**

- A range of Whole of Government issues are covered including impressions of the government; satisfaction with the quality, range and available information about ACT Government services, and the community's views on key government priorities. Ministers and Directorates may submit topics or questions to inform policy and project decision making.
- Ministers and Directorates will have the opportunity to survey Canberra residents on a range of issues related to the development of key ACT Government policies, programs and service.

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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 46

**Portfolio:** Chief Minister**ISSUE: INDEPENDENT REVIEWER OF CAMPAIGN ADVERTISING****Talking points:**

- ACT Government advertising and promotion campaigns with expenditure in excess of \$40,000 must be reviewed by an independent expert, the Campaign Advertising Reviewer.
- The Independent Reviewer of Campaign Advertising Reviewer tables a report bi-annually to the Legislative Assembly on the campaigns' compliance with Government Agencies (Campaign Advertising) Guidelines 2010.
- Whole of Government Communications is responsible for the application and operation of these Guidelines as well as providing advice to directorates and agencies which may be considering conducting advertising and promotion campaigns.
- Since 1 July 2017 (until 24 September 2018), 30 campaigns have been reviewed by the Independent Reviewer of Campaign Advertising. All campaigns complied with the Guidelines.

**Key Information**

- The Guidelines provide guidance on the implementation of the *Government Agencies (Campaign Advertising) Act 2009* (the Act). They provide the basic principles that should be observed by all ACT Government Directorates, Agencies and Territory-Owned Corporations in the planning, development and delivery of Government advertising and promotion, as stipulated by the Act.
- Dennis Pearce AO, Emeritus Professor at the Australian National University's College of Law was reappointed as Independent Reviewer of Campaign Advertising on 20 March 2017 for a maximum period of three years. Derek Volker AO was also reappointed at this time as the alternate Independent Reviewer.
- The Independent Reviewer of Campaign Advertising is remunerated under the *Remuneration Tribunal Act 1995 (Part-time Public Office Holders)*. Under the Act, the Independent Reviewer is remunerated at a rate of \$825 on a per diem basis.

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# ANNUAL REPORT HEARING BRIEF

## Background Information

- The Independent Reviewer has reviewed the campaigns listed in the table below since 1 July 2017.
- All campaigns complied with the requirements of the Act and Guidelines.

Campaign	Certifying Minister / Executive	Total budget
Our Canberra monthly community newsletter – August 2017	Andrew Barr, MLA	\$48,500
Taylor Sales Campaign 2	Neil Bulless, Interim Chief Executive Officer, Suburban Land Agency	\$63,798
Our Canberra monthly community newsletter – September 2017	Andrew Barr, MLA	\$48,500
Throsby Over the Counter September Campaign	Neil Bulless, Interim Chief Executive Officer, Suburban Land Agency	\$173,835
Our Canberra monthly community newsletter – October 2017	Andrew Barr, MLA	\$48,500
Our Canberra monthly community newsletter – November 2017	Andrew Barr, MLA	\$48,500
The Precinct Red Hill Campaign	Dave Pepper, Acting Interim Chief Executive Officer, Suburban Land Agency	\$140,805
Devices for All	Yvette Berry, MLA	\$1,200
Our Canberra monthly community newsletter – December 2017	Andrew Barr, MLA	\$48,500
Backyard Lifeguard Campaign	Mick Gentleman, MLA	\$150,000
Our Canberra monthly community newsletter – January 2017/February 2018	Andrew Barr, MLA	\$48,500
Our Canberra monthly community newsletter – March 2018	Andrew Barr, MLA	\$48,500
Light Rail Safety Campaign	Emma Thomas, Director-General, Transport Canberra and City Services and Glenn Stockton, Chief Executive Officer, Canberra Metro	\$205,435

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Wright and Coombs Single Residential Ballot Campaign	John Dietz, Chief Executive Officer, Suburban Land Agency	\$62,264.85
Our Canberra monthly community newsletter – April 2018	Andrew Barr, MLA	\$48,500
Canberra and Region Heritage Festival 2018 Campaign	Mick Gentleman, MLA	\$45,000
Our Canberra monthly community newsletter – May 2018	Andrew Barr, MLA	\$48,500
Ginninderry Bus Backs and Shops Campaign	John Dietz, Chief Executive Officer, Suburban Land Agency	\$103,560.60
Our Canberra monthly community newsletter – June 2018	Andrew Barr, MLA	\$48,500
University of Canberra Hospital Community Awareness Campaign	Meegan Fitzharris, MLA	\$250,086.03
ACT Government Budget 2018-19 Regional Postcards and Videos	Andrew Barr, MLA	\$35,834.28
Braddon and Turner on Northbourne Campaign	John Dietz, Chief Executive Officer, Suburban Land Agency	\$169,283 (including 10% contingency and GST)
Our Canberra monthly community newsletter – July 2018	Andrew Barr, MLA	\$48,500
Our Canberra monthly community newsletter – August 2018	Andrew Barr, MLA	\$48,500
Lawson Two Campaign	John Dietz, Chief Executive Officer, Suburban Land Agency	\$77,671.92 (including 10% contingency and GST)
Transport Canberra Public Information Campaign: bus consultation	Mick Gentleman, MLA	\$138,080.27 plus GST
Our Canberra monthly community newsletter – September 2018	Andrew Barr, MLA	\$51,500
Voluntary assisted dying legislation	Andrew Barr, MLA	\$25,382

Cleared as complete and accurate: 17/10/2018  
 Cleared by: Executive Director Ext: 50035  
 Information Officer name: Release not assessed at time of clearance.  
 Contact Officer name: Anita Perkins Ext: 50035  
 Lead Directorate: Chief Minister, Treasury and Economic Development

# ANNUAL REPORT HEARING BRIEF

Our Canberra monthly community newsletter – October 2018	Andrew Barr, MLA	\$51,500
Taylor Single Residential Auction November 2018	John Dietz, Chief Executive Officer, Suburban Land Agency	\$96,116.35 (including 10% contingency and GST)

Cleared as complete and accurate: 17/10/2018  
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Lead Directorate: Chief Minister, Treasury and Economic Development

# ANNUAL REPORT HEARING BRIEF

Vol: 3 Page No: 97

**Portfolio:** Chief Minister

**ISSUE: 2017-18 COMMUNITY SUPPORT FUND**
**Talking points:**

- CMTEDD Communications and Engagement administers the Community Support Fund in accordance with the Community Support Fund Administrative Guidelines.
- The Community Support Fund is used to provide financial support to individuals and groups to meet emerging community needs or to fund initiatives that do not meet ACT Government grants program eligibility requirements or support government priorities.
- It is also used to make donations to charitable organisations on behalf of the ACT Government.

**Key Information**

- The total funding available from the Community Support Fund for 2017-18 was \$182,000 and \$178,228 was expended.
- The 2017-18 Community Support Fund provided funding to 38 organisations as outlined below:

Organisation	Purpose	Amount
ACT Veterans Rugby Union	To purchase a BBQ trailer	\$5,000
Aids Action Council of the ACT	To support CBR Fair Day 2018	\$10,000
Australian Red Cross	Donation to the 2018 Red Cross Calling campaign	\$5,000
Barnardos Australia	To support the 2018 Mother of the Year ACT award	\$3,500
Belconnen Netball Association	To install a drinking fountain	\$2,738
Belconnen Senior Citizen Club	To purchase lawn bowls mat and advertise services	\$7,000
Canberra Muslim Community Inc.	To establish community projects	\$1,000
Canberra Royals Junior Rugby Union Football Club	To purchase rugby post covers	\$2,400
Canberra Special Children's Christmas Party	Sponsorship of the 2017 Mix 106.3 Special Children's Christmas Party	\$1,091
Canberra Yacht Club	Sponsorship of the 2018 Chief Minister's Australia Day Regatta	\$1,000

Cleared as complete and accurate: 15/10/2018  
 Cleared by: Executive Director Ext: 50035  
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 Lead Directorate: Chief Minister, Treasury and Economic Development

# ANNUAL REPORT HEARING BRIEF

CAT Awards	To support the 2017 CAT Awards Gala	\$6,000
Cerebral Palsy ACT	Donation to the 2018 Krazy Kosci Klimb	\$3,000
Duong Photography	To support the Queer ACT photography project book	\$6,000
Friends of the Grasslands	To develop input into the planning of the grasslands site	\$1,000
Give Me Five for Kids	Donation to 2018 fundraiser	\$3,500
Gungahlin Jets Australian Football Club	To install benches	\$1,500
Heart Foundation	Donation to the 2017 Big Heart appeal	\$5,000
Lanyon Litter Control	To purchase equipment and assist with other expenses	\$500
Legs Performing Arts Studio	To support a performance at 2018 Tianjin International Children's Cultural and Arts Festival	\$2,000
Majura Junior Football Club	To pay the fee for a direct land sale to renew lease	\$2,868
Miracle Babies Foundation	To support the neonatal hotline service	\$5,000
Order of Australia Association ACT Branch	To assist with costs of receptions for local recipients	\$2,000
Pigeonhole Theatre	To support Playhouse Creatures national tour	\$15,000
Pint of Science – Canberra Chapter	To support 2018 Pint of Science	\$1,000
Queanbeyan Art Society	To support the 10th Annual Charity Art Exhibition and associated infrastructure	\$2,500
Questacon	Sponsorship of the 2018 Science Circus Tour Japan	\$9,091
Reconciliation Australia	Support to fly flags and banners for Reconciliation Week	\$14,000
Royal National Capital Agricultural Society	To support the 2018 Canberra Poultry Show	\$1,500
St Vincent de Paul Society	Donation to 2018 Vinnie's Winter Appeal	\$12,000
The Fearless Initiative	Donation to the 2018 Fearless Comedy Gala	\$3,000
The Healing Foundation	Support to fly flags and banners for the 10th Anniversary of Apology	\$4,000
The Legacy Club of Canberra	To support the 2018 ANZAC Concert	\$2,000
The Official Mayoral Appeal fund	Donation to the Tathra Fire Emergency appeal	\$10,000
The Salvation Army	Donation to the 2018 Red Shield Appeal	\$12,000
The Smith Family	Donation to the 2017 Christmas Appeal	\$10,000
Trash Mob	To purchase equipment and assist with other expenses	\$500
Weston Creek Wildcats AFL Club	To purchase a line marking machine and shelving	\$2,100
Woden Valley Soccer Club	To purchase soccer nets	\$2,440

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# ANNUAL REPORT HEARING BRIEF

## Background Information

- This is a discretionary fund for the Chief Minister.
- Once the Chief Minister receives a request for funding, Communications and Engagement provides advice on if funding should be provided, and if so, how much should be allocated. Communications and Engagement then prepares a brief to the Chief Minister formalising the funding recommendation. The Chief Minister's office informs the organisation of the decision through a letter from the Chief Minister.
- Expenditure under the fund is reported in the CMTEDD Annual Report Volume 3.
- The funding increases each year and the total funding available from the 2018-19 Community Support Fund is \$183,000.

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Cleared by:	Executive Director	Ext: 50035
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Contact Officer name:	Anita Perkins	Ext: 50035
Lead Directorate:	Chief Minister, Treasury and Economic Development	

# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 47

**Portfolio/s:** Chief Minister

## **ISSUE: HONOURS AND AWARDS**

### **Talking points:**

- CMTEDD Communications and Engagement is involved in the administration of a number of awards:
  - Canberra Citizen of the Year. The 2018 Citizen of the Year is Ms Diane Kargas Bray AM, recognised her dedication to building the social capital of the Canberra community.
  - Chief Minister's Canberra Gold Awards, which is awarded to individuals and groups who have lived in Canberra for 50 years or more.
  - ACT Scientist of the Year:
    - The 2018 ACT Scientist of the Year is Dr Rose Ahlefeldt. Dr Ahlefeldt's research involves using novel rare-earth crystals for applications in quantum information, including high data storage density quantum memories and optical interconnects for quantum computers.
    - The 2017 ACT Scientist of the Year was Dr Kai Xun Chan. Dr Chan's research looks at the effect of drought conditions on plants, and the ability of some plants to sense drought stress.
    - The award includes \$30,000 in prize money from the CMTEDD Communications and Engagement Division budget.
  - ACT Honour Walk – honouring individuals or groups who have helped to shape the city. The 2017-18 inductees were the late Ms Joan Kellett OAM, Mr Alan Foskett OAM, Dawn Waterhouse, Professor Tom Calma AO, the late John Hanna, and Canberra Refugee Support.

Cleared as complete and accurate: 22.10.18  
Cleared by: Executive Director Ext:50035  
Information Officer name:  
Contact Officer name: Fiona Dolan Ext:71757  
Lead Directorate: Chief Minister, Treasury and Economic Development

# ANNUAL REPORT HEARING BRIEF

- Staff time is allocated to administer the awards processes and coordinate the ceremonies, with expenses met by the Civic Hospitality budget.
- The Division works with the National Australia Day Council on the ACT Australian of the Year Awards.
- The ACT Senior Australian of the Year, Dr Graham Farquhar AO, was named Senior Australian of the Year in January.
- The other ACT Australians of the Year for 2018 are Mr Dion Devow (ACT Australian of the Year), Ms Suzanne Tunks (ACT Local Hero), and Mr Zack Bryers (ACT Young Australian of the Year).
- The ACT Australians of the Year for 2019 were announced on 29 October 2018. They are Ms Virginia Haussegger AM (ACT Australian of the Year), Dr Sue Packer AM (ACT Senior Australian of the Year), Mr David Williams (ACT Local Hero), and Ms Hannah Wandel (ACT Young Australians of the Year).
- The Division also provides support to Government House in the administration of local nominees in the Order of Australia and the Public Service Medal.
- The costs of main ceremonies are funded from the Civic Hospitality Budget.
- The Australian of the Year Awards ceremony is funded by the National Australia Day Council and managed by the ACT Government.

## Key points and statistics

Major civic functions	Cost	Cost compared to 16-17	Nominations compared to 16-17
2017 ACT Scientist of the Year – August 2017	\$651	Decrease: lower event costs	Increase: 15 - 2017 12 – 2016
State Funeral Service	\$12,529	N/A	N/A

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# ANNUAL REPORT HEARING BRIEF

for Mr Steve Doszpot MLA – December 2018			
2018 Canberra Citizen of the Year – March 2018	\$337.25	Consistent	Citizen – no change: 11- 2018 11 – 2017
2018 Canberra Gold Awards – March 2018	\$3993.75	Decrease: lower event costs	Decrease: 141 - 2018 207 – 2017
ACT Honour Walk 2018 induction – April 2018	\$8520.26	N/A	N/A

## Background information

Nil

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 Contact Officer name: Fiona Dolan Ext:71757  
 Lead Directorate: Chief Minister, Treasury and  
 Economic Development

# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 46

**Portfolio:** Chief Minister**ISSUE: QUESTIONS ON NOTICE – COMMUNICATIONS AND STAFF COSTS****Talking points:**

- Across all Directorates and Agencies the total number of Communications staff is 114.17 FTEs. The total staff cost was \$9,743,878 for 2017-18 (to end of February).
- The total number of Communications FTE represents 0.59% of the ACT Public Service based on figures quoted in the State of the Service Report 2016-17.
- This differs from a QON Communications and Engagement provided in November 2017 which specified 92.54 FTEs.
- This is because the current response includes agencies and the November QON was focused on directorate staff. There have been some changes in directorates.
- In CMTEDD the total number of communications staff is 40.82 at a cost of \$3,519,479 for 2017-18 (to end of February).
- CMTEDD Communications and Engagement has a total of 35 FTEs.
  - \$5.9m is allocated to employee costs (including employee administration costs, superannuation, long service leave and workers compensation).
  - \$1.9m is allocated to supplies, services, programs and grants.
  - The division is responsible for CMTEDD and whole of government strategic communications, media, engagement, digital communications, marketing, advertising, branding and websites.
  - The division also coordinates protocol advice, briefs, ministerial, hospitality and special events for the Chief Minister, and provides secretariat services to the Head of Service for ACT and National Honours and Awards.

Cleared as complete and accurate: 27/09/2018  
Cleared by: Executive Director Ext: 50035  
Information Officer name: Release not assessed at time of clearance.  
Contact Officer name: Anita Perkins Ext: 50035  
Lead Directorate: Chief Minister, Treasury and Economic Development

# ANNUAL REPORT HEARING BRIEF

## Key Information

- The responses were cleared at a directorate level by a Director-General, Deputy Director-General or Executive Director, with the exception of the Health and Education responses which were cleared by relevant Ministers.
- Within CMTEDD, Visit Canberra/Events ACT account for 16.8 staff. Canberra Institute of Technology, the Suburban Land Agency and the City Renewal Authority and the Cultural Facilities Corporation account for 17.6 FTE.
- A breakdown of all figures is included on page 2.

## Background Information

- In responding to the QON media and communications roles (strategic communications and media, digital communications, and marketing and advertising roles) were included.
- Community engagement, web or graphic design roles were not included in the QON response.

## Chief Minister Treasury and Economic Development Directorate

<i>Directorate:</i>	<i>FTE</i>	<i>17-18 internal staff comms</i>	<i>17-18 software</i>	<i>17-18 goods and services</i>	<i>17-18 consultancy</i>	
<i>Strat Comms/ Access Canberra</i>	10.12	\$785,102	\$1,441	\$0	\$0	\$786,543
<i>WHOG Comms</i>	6.85	\$596,139	\$3,057	\$283,915	\$0	\$883,111
<i>Enterprise</i>	0.8	\$109,994	\$0	\$0	\$0	\$109,994
<i>Visit Canberra / EventsACT</i>	16.8	\$1,563,791	\$0	\$5,157,247	\$0	\$6,721,038
<i>CFC</i>	4.75	\$464,453	\$20,689	\$0	\$0	\$485,142
<i>Treasury</i>	1.5	\$0	\$0	\$24,951	\$81,666	\$106,617
<b><i>CMTEDD combined</i></b>	<b>40.82</b>	<b>\$3,519,479</b>	<b>\$25,187</b>	<b>\$5,466,114</b>	<b>\$81,666</b>	<b>\$9,092,446</b>

## Whole of Government

<i>Directorate</i>	<i>FTE</i>	<i>Internal staff</i>	<i>Software</i>	<i>Goods and services</i>	<i>Consultants</i>	<i>TOTAL</i>
<i>CMTEDD</i>	40.82	\$3,519,479	\$25,187	\$5,466,114	\$81,666	\$9,092,446
<i>CIT</i>	3	\$268,204	\$22,642	\$0	\$29,619	\$320,465
<i>CSD</i>	3	\$450,585	\$0	\$4,000	\$0	\$454,585
<i>Education</i>	6	\$691,186	\$117	\$64,234	\$0	\$755,537
<i>EPSDD</i>	10.7	\$808,499	\$8,452	\$705,628	\$173,697	\$1,696,275

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# ANNUAL REPORT HEARING BRIEF

<i>City Renewal Authority</i>	2.95	\$261,972	\$597	\$4,543	\$17,537	\$284,648
<i>Suburban Land Agency</i>	6.9	\$479,682	\$11,530	\$539,095	\$0	\$1,030,307
<i>Health</i>	24	\$1,677,550	\$235,148	\$373,854	\$21,065	\$2,307,617
<i>JACS</i>	4	\$424,101	\$9,233	\$139,091	\$0	\$572,425
<i>TCCS</i>	12.8	\$1,055,685	\$22,617	\$445,328	\$9,000	\$1,532,630
<b>TOTAL</b>	114.17	40.82	\$335,522	\$7,741,886	\$332,583	\$18,153,869

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# ANNUAL REPORT HEARING BRIEF

Vol: 3 Page No: 96

**Portfolio:** Chief Minister**ISSUE: COMMUNITY COUNCILS****Talking points:**

- Communications and Engagement administers funding agreements with seven community councils – Belconnen, Gungahlin, Inner South Canberra, North Canberra, Tuggeranong, Weston Creek and Woden Valley.
- In 2017-18 the ACT Government provided funding of \$12,821 to each council to:
  - communicate the views, expectations and concerns of community members to the ACT Government
  - encourage the community to participate in Council activities
  - hold community meetings that are open to the public and publicly advertised.

**Key Information**

- The ACT Community Councils operate as apolitical organisations that provide a voice for the community on issues affecting particular regions of the ACT.
- Executive Committee members participate on the Council in a voluntary capacity.
- The annual ACT Government grant is the Community Council's primary source of funding.
- The current Deed of Grant periods run until 30 June 2019.
- All Community Councils were invited to attend the CTP Citizen's Jury, Better Suburbs Citizens' Forum and Housing Choices Collaboration Hub as observers and were provided with a copy of the Communication and Engagement Strategy 2017-19.

**Background Information**

- CMTEDD Communications and Engagement has coordinated a combined insurance policy for all Community Councils covering public liability and volunteer insurance. This has been done since 2009 to standardise insurance arrangements.
- Over time, many Community Councils have expanded the variety and scope of activities they undertake. This is in addition to the activities they are funded for under their Deed.

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## ANNUAL REPORT HEARING BRIEF

- Several councils have established associated incorporated and non-incorporated resident groups while other councils have none.
- Given the fluctuating scope of additional activities and the growing number of resident groups, it has become apparent that insurance arrangements that are better tailored to meet the needs of individual councils are required into the future.
- The Government Solicitor and ACTIA have advised that coordination of the insurance presents an unacceptable level of risk to the Territory.
- Community Councils are required to hold volunteer workers insurance and public liability insurance under the 2018-19 Deed.
- Community Councils were formally advised of the change in insurance arrangements on 20 August 2018 to allow them sufficient time to put their own insurance arrangements in place.
- The combined cover expires on 2 November 2018.

Cleared as complete and accurate:	22/10/2018	
Cleared by:	Executive Director	Ext: 50035
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Lead Directorate:	Chief Minister, Treasury and Economic Development	

# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 46

**Portfolio:** Chief Minister**ISSUE: PURCHASE OF CREATIVE SERVICES AND ADVERTISING****Talking points:**

- New whole of government media buying arrangements commenced on 15 August 2018 when a Media Placement and Advice category was added to the Creative Services Panel.
- The ACT Government established a Creative Services Panel on 1 October 2017. The six original service categories were marketing, advertising production, communications and engagement, digital, photography and video and graphic design.
- From 1 January 2017 to 30 June 2018, the ACT Government procured its media buying services through the Whole of Australian Government Master Media Arrangement administered by the Australian Department of Finance. The sole contractor was Dentsu X.
- Rather than joining the new Whole of Australian Government Arrangement on 1 July 2018, the ACT Government put interim arrangements in place with Dentsu X to 15 August 2018, at which time the new Media Placement and Advice category of the Creative Services Panel commenced.

**Key Information**

- All ACT Government campaign and non-campaign advertising across print, radio, television and digital must be booked through the Creative Services Panel.
- Under the new arrangement the sole contracted provider for campaign advertising media placement and advice is The Tilt Agency. The sole contracted provider for non-campaign media placement and advice is Adcorp.
- The Tender for the new Media Placement and Advice category on the Creative Services Panel closed 22 May 2018.
- The estimated value of the services is \$2 million a year, including GST, consisting of approximately \$1.3 million campaign advertising and \$700,000 non-campaign advertising.
- The Creative Services Panel has 59 suppliers across all seven service categories.

Cleared as complete and accurate: 27/09/2018  
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Lead Directorate: Chief Minister, Treasury and Economic Development

# ANNUAL REPORT HEARING BRIEF

## Background Information

- The Whole of Australian Government Master Media Arrangement did not fully meet the ACT Governments media buying needs due to a number of factors, including the contractor's lack of local media knowledge and lack of relationships with local media outlets.
- The Northern Territory Government left the Master Media Arrangement for similar reasons.

Cleared as complete and accurate:	27/09/2018	
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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 46

**Portfolio:** Chief Minister

## **ISSUE: WHOG COMMUNICATIONS & ENGAGEMENT STRATEGY & ACCOUNTABILITY**

### **Talking points:**

#### **Whole of Government Comms and Engagement Strategy:**

- A Whole of Government Communications & Engagement Strategy was released in February 2018.
- The strategy outlined the government's commitment to strengthening engagement.
- We want to ensure we hear from the widest range of Canberrans so our decisions reflect what the community really thinks.
- The purpose of the strategy is to provide a clear forecast of the engagement opportunities and the important information the government needs to communicate over the coming months.
- A refresh of the strategy is underway following the 2018-19 Budget to include those initiatives.
- Work is underway within the public service to better coordinate and prioritise our engagement activities so that we give Canberrans genuine opportunities to influence government decision making and try and avoid consultation or engagement fatigue.
- The Strategy also draws on advice received in 2017 from Double Arrow Consulting and the University of Canberra Centre for Deliberative Democracy and Global Governance to support moving to a more deliberative form of engagement which aims to develop more considered input into government decision-making

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# ANNUAL REPORT HEARING BRIEF

## Accountability measures:

- An indicator of the effectiveness of communications mechanisms of government is the community's perception of whether they are engaged and informed on important priorities, services and major projects.
- Canberra residents continue to feel more informed about the range of ACT Government services offered across the ACT, which has continued to grow from:
  - 58% in 2015, up to
  - 66% in 2016, up to
  - 69% in 2017; and to
  - 73% in 2018.

## Key Information

- The WhoG Communications & Engagement Strategy was developed by CMTEDD. There were no financial resources expended on the development or design of the strategy.
- The updated version of the Strategy will contain a more extensive outline of our communication and engagement channels including local media, social media and other direct communication methods.
- The cost of the Double Arrow consultancy in late 2017 was \$99,171.
- Accountability measure on how well the community feels informed is measured via statistically valid phone survey of 600 Canberras through Orima Research.

## Background Information

- Nil

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**ISSUE: WHOLE OF GOVERNMENT MEDIA MONITORING SERVICE****Talking points:**

- Isentia delivers a Whole of Government Media Monitoring Service for the ACT Government.
- The service is available to all members of the Legislative Assembly, their staff, and ACT Public Servants

**Key Information**

- The service provides news updates from print, online and broadcast news provided at regular intervals throughout the day, along with a media portal platform.
- It enables staff to keep abreast of media reporting and to track and respond to community and stakeholder views on issues of importance.

**Background Information**

- Isentia was first engaged to deliver this service in March 2016.
- Following a single select procurement process, the Territory executed a new contract with Isentia (contract no 29264.110) commencing on 27 October 2017. The total contract cost is \$303,499.95 for an 18 month period.
- Each ACT Government Directorate and the ACT Legislative Assembly make a contribution towards the cost of the service.
- The expiry date on the current contract is 26 April 2019. A new procurement process will commence in late 2018.

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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 47

**Portfolio:** Chief Minister

## ISSUE: PROTOCOL AND CEREMONIAL EVENTS

### Talking points:

- CMTEDD Communications and Engagement Division delivers ceremonial events for the Chief Minister.
- In 2017-18 the Division worked with the National Arboretum and the Department of the Prime Minister and Cabinet to deliver four tree plantings:
  - The Honourable Mr Manasseh Damukana Sogavare MP, Prime Minister of Solomon Islands and Madam Mrs Emmy Sogavare – August 2017
  - Her Excellency Kolinda Grabar-Kitarović, President of the Republic of Croatia – August 2017
  - His Excellency Mr Issoufou Mahamadou, President of the Republic of Niger – October 2017
  - Her Excellency Daw Aung San Suu Kyi, State Counsellor of the Republic of the Union of Myanmar – March 2018
- The ACT Government supports the Federal Government in delivering these visits when they impact ACT Government or community assets. Positive media is often generated from these visits, particularly overseas.
- The Division also coordinated the awards ceremonies for the Chief Minister's Canberra Gold Awards, and Canberra Citizen of the Year.
- The Division also coordinated a state funeral for the late Steve Doszpot MLA in December 2017.
- Funding to support ceremonial events comes from the Civic Hospitality budget and the costs of tree plantings are absorbed by the National Arboretum Canberra.

Cleared as complete and accurate: 22/10/18  
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Information Officer name: Release not assessed at time of clearance.  
Contact Officer name: Fiona Dolan Ext: 71757  
Lead Directorate: Chief Minister, Treasury and Economic Development

# ANNUAL REPORT HEARING BRIEF

## Key points and statistics

Major civic functions	Cost	Cost compared to 16-17	Nominations compared to 16-17
2017 ACT Scientist of the Year – August 2017	\$651	Decrease: lower event costs	Increase: 15 - 2017 12 – 2016
State Funeral Service for Mr Steve Doszpot MLA – December 2018	\$12,529	N/A	N/A
2018 Canberra Citizen of the Year – March 2018	\$337.25	Consistent	Citizen – no change: 11- 2018 11 – 2017
2018 Canberra Gold Awards – March 2018	\$3993.75	Decrease: lower event costs	Decrease: 141 - 2018 207 – 2017
ACT Honour Walk 2018 induction – April 2018	\$8520.26	N/A	N/A

## Background information

Nil

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 Lead Directorate: Chief Minister, Treasury and Economic Development

# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 46

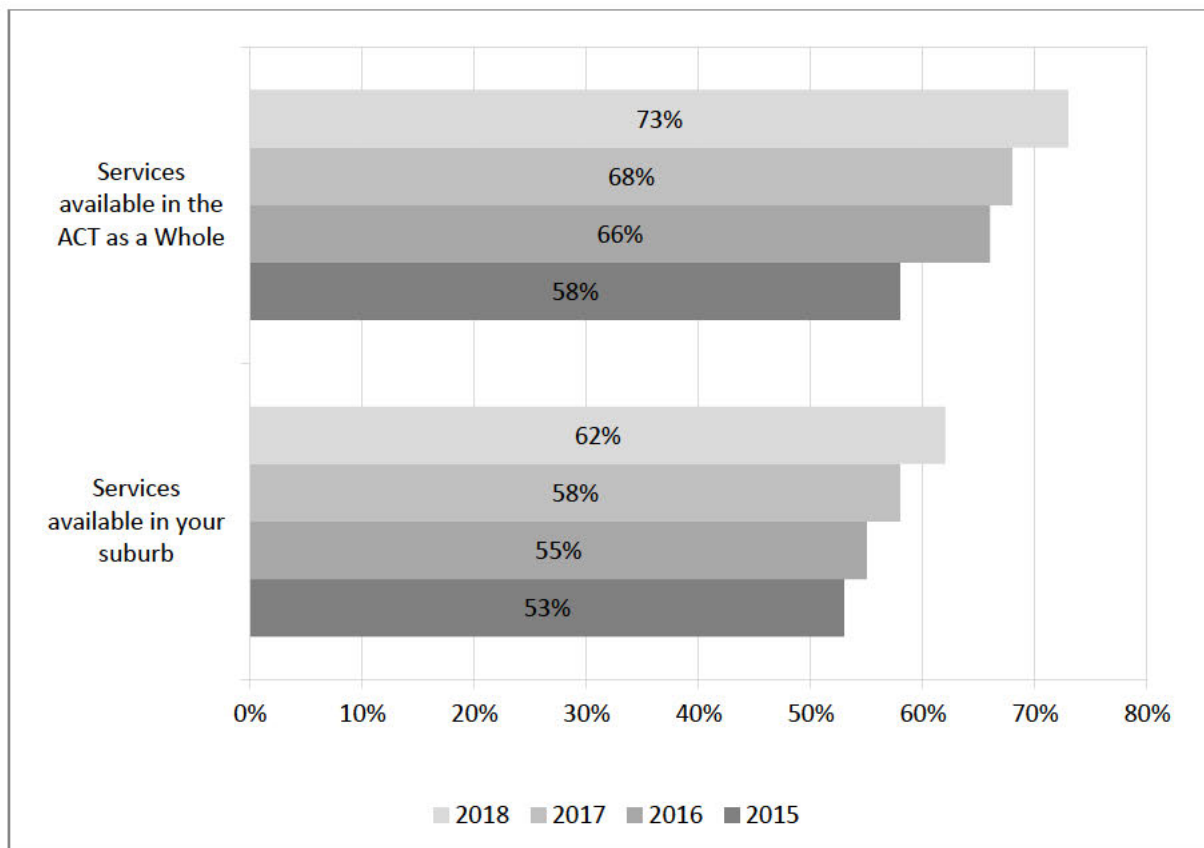
**Portfolio:** Chief Minister**ISSUE: HOW WELL CANBERRANS ARE INFORMED****Talking points:**

- The Directorate leads the Government's strengthened engagement commitment to deliver meaningful, responsive, accountable and inclusive opportunities for genuine engagement. It also leads the coordination of whole of government public information, to ensure the community is informed about what Government policies, projects and services.
- An indicator of the effectiveness of communications mechanisms of government is the community's perception of whether they are engaged and informed on important priorities, services and major projects.
- Canberra residents continue to feel more informed about the range of ACT Government services offered across the ACT, which has continued to grow from:
  - 58% in 2015, up to
  - 66% in 2016, up to
  - 69% in 2017; and to
  - 73% in 2018.
- Northern Canberrans feel most informed (78%), while Weston Creek (67%) and Tuggeranong (68%) feel the least informed.
- Those aged 35-44 (81%) and 75+ (80%) feel the most informed, both of which are key audiences for Facebook pages and Our Canberra. 18-24 year olds (65%) felt the least informed.
- The delivering of specific regionalised content to Canberrans through Our Canberra and most recently the ACT Budget is helping to support the aim to better inform Canberrans.
- We are continuing to explore ways we can better inform and engage with young Canberrans.

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Cleared by: Executive Director Ext: 50035  
Information Officer name: Release not assessed at time of clearance.  
Contact Officer name: Anita Perkins Ext: 50035  
Lead Directorate: Chief Minister, Treasury and Economic Development

# ANNUAL REPORT HEARING BRIEF

## Key Information



Source: ACT Government Communications research, JWS Research, 2015 and Orima 2016, 2017, 2018.

## Background Information

- This question is asked as part of the Whole of Government Community Views research now conducted by Orima Research.

Cleared as complete and accurate:	22/10/2018	
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Information Officer name:	Release not assessed at time of clearance.	
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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 47

**Portfolio:** Chief Minister**ISSUE: CONSOLIDATION OF WEBSITES AND SOCIAL MEDIA ACCOUNTS****Talking points:**

- The ACT Government is working to coordinate and streamline its range of websites to make information easier for Canberrans to access.
- Streamlining ACT Government websites and social media accounts is expected to lead to more targeted, easily accessible information for Canberrans, improving the user experience.
- This is in line with broader work across government to continuously review the way we communicate government information so we reach Canberrans in the way they expect to receive information.
- Research commissioned in 2017 to examine a consolidated approach to the Information Architecture of ACT Government websites strongly recommends a reduced number of Directorate based websites in favour of topic/theme based websites.
- Through the Single Public Face 2.0 (SPF2) project, CMTEDD is working with all directorates to identify opportunities to consolidate and streamline directorate websites and social media platforms, including decommissioning/archiving of legacy channels.

**Key Information**

- There are more than 140 public facing ACT Government websites (excluding 100+ Education-based websites for schools).
- There are more than 50 social media channels across CMTEDD, including Facebook, Twitter, Instagram, YouTube, Vimeo and LinkedIn.
- The top 20 government sites we report on achieve approximately 90% of ACT Government website traffic, meaning there is reduced traffic to the remaining 120 websites, some of which may no longer be necessary.

Cleared as complete and accurate: 22/10/2018  
Cleared by: Executive Director Ext: 50035  
Information Officer name: Release not assessed at time of clearance.  
Contact Officer name: Fiona Dolan Ext: 71757  
Lead Directorate: Chief Minister, Treasury and Economic Development



# ANNUAL REPORT HEARING BRIEF

- The reach and growth of the primary ACT Government social media channels continues to grow each year (ACT Government Facebook by 11%, Twitter by close to 9% and LinkedIn by 36%).

## Background Information

- The ongoing decommissioning of sites has reduced the variety of legacy website platforms requiring ongoing support.
- As a part of a redevelopment of the unified 'Single Public Face 2.0' (SPF2) framework and design approach for ACT Government websites, following procurement Oakton Digital was commissioned to provide research-based recommendations. Their commendations inform a Whole of Government website consolidation and a topic/theme based approach is being developed to improve the community/user experience.
- The SPF contract with Oakton cost \$137,000, and was funded from the Digital Initiative Program through the Office of the Chief Digital Officer.
- The project included research to inform WHOG information architecture and design/technical delivery. A style guide and suite of unified website templates has been created to implement a refreshed, consistent website approach across government.
- CMTEDD Communications is redeveloping directorate websites from within existing resources including: [www.act.gov.au](http://www.act.gov.au), CMTEDD, Treasury, Territory Records Office, ACT Archives, Arts ACT, Access Canberra, Open Government, Contact My Minister, National Arboretum Canberra, Procurement, Budget Consultation, ACT Government Directory and Our Canberra.

Cleared as complete and accurate:	22/10/2018	
Cleared by:	Executive Director	Ext: 50035
Information Officer name:	Release not assessed at time of clearance.	
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Lead Directorate:	Chief Minister, Treasury and Economic Development	

# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 36, 38, 39, 40

**Portfolio:** Chief Minister

## **ISSUE: TERRITORY RIGHTS CAMPAIGN**

### **Talking points:**

- In the lead up to the Restoring Territory Rights (Assisted Suicide Legislation) Bill 2015 being considered by the Senate in August 2018 and its subsequent failure to pass, the ACT and NT Governments worked together to push federal politicians to address the discrimination that exists between territory and state citizens in relation to legislative rights.
- This involved a joint campaign to communicate with members of the Federal Parliament to vote in support of the Bill. A full page advertisement in the Australian was published on Monday 13 August 2018, co-signed by ACT Chief Minister Barr and Northern Territory Chief Minister Gunner.
- If the Bill had of passed, Canberrans would have been returned their rights to determine their own legislation on this issue. While it wouldn't have meant there would be assisted dying, it would have allowed Canberrans the same rights as Australians in other states to decide this issue for themselves.
- Following the Bill's defeat by two votes, the ACT Legislative Assembly passed their first motion of remonstrance condemning the actions of the federal Senate in refusing to restore the rights of the territories to legislate on voluntary assisted dying. The motion stated a number of grievances, namely that Senators were conflating their personal views on voluntary assisted dying with restoring Territory rights and that the Federal Parliament should never determine the rights of Australian citizens based on their postcodes.
- The NT Parliament also passed a motion of remonstrance to the Senate and in mid-September 2018 delegates from both the ACT and NT parliaments stood together with some federal counterparts in delivering the two remonstrances to the President of the Senate.

Cleared as complete and accurate: 16/10/2018  
Cleared by: Executive Director Ext: 50035  
Information Officer name: Release not assessed at time of clearance.  
Contact Officer name: Anita Perkins Ext: 50035  
Lead Directorate: Chief Minister, Treasury and Economic Development

# ANNUAL REPORT HEARING BRIEF

## Key Information

- The costs of producing and displaying the national advertisement in The Australian were shared by the NT and the ACT. The ACT share was \$15,980 (\$3,500 for artwork and \$12,480 for placement). A further \$9,402 was spent on local advertising. In total the cost of the campaign to the ACT was **\$25,382**.
- The campaign was referred to the Independent Reviewer of Campaign Advertising to assess it's compliance with the *Government Agencies (Campaign Advertising) Act 2009*.

## Background Information

- The Restoring Territory Rights (Assisted Suicide Legislation) Bill 2015 was debated in the Senate in August 2018. The Bill did not pass, defeated by 2 votes.

Cleared as complete and accurate: 16/10/2018  
Cleared by: Executive Director Ext: 50035  
Information Officer name: Release not assessed at time  
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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 46

**Portfolio:** Chief Minister**ISSUE:       WHOG VIDEO EDITING SERVICE, 'SHOOTSTA'****Talking points:**

- Digital content production has emerged as a core area of capability as government communications evolve to keep pace with audience expectations.
- The need to deliver better quality and more efficient video content across Government was identified in early 2017.
- Shootsta has a 24 hour editing turn-around time and its equipment kit can be shared across government allowing communication teams to develop and produce videos with a consistent look and feel.
- Since July 2017, total videos created so far is 432. In 2018, the most videos edited was 53 during May.
- Approximately 60 ACT Government staff have been trained by Shootsta, learning how to best use the camera kit and to shoot and produce video content.
- Shootsta is available across government and has significantly reduced in-house editing time.
- Video content for other information campaigns may be planned and created by a procured creative agency.

**Key Information**

- In 2017, Shootsta was the only company in Australia to offer such a service.
- Based on advice obtained from the Goods and Services Procurement hotline, CMTEDD Communications prepared a purchase plan which compared quotations obtained from three suppliers.
- The ACT Government signed a contract with Shootsta in July 2017 (contract number [072017](#)). This followed a one month trial with Shootsta, and approval of a purchase plan for the service.

Cleared as complete and accurate: 22/10/2018  
Cleared by: Executive Director Ext: 50035  
Information Officer name: Release not assessed at time of clearance.  
Contact Officer name: Anita Perkins Ext: 50035  
Lead Directorate: Chief Minister, Treasury and Economic Development

# ANNUAL REPORT HEARING BRIEF

- A contract was signed for a second year in July 2018 (contract number 072018). As part of both contracts, the ACT Government pays quarterly invoices to Shootsta.
- Shootsta's service is used for videos planned and shot in-house by ACT Government staff for various purposes. These may include social media and website videos, event videos, internal communications or internal training videos.

## Background Information

- An approach to market for video editing will be undertaken prior to the expiry of the current contract in 2019.

Cleared as complete and accurate:	22/10/2018	
Cleared by:	Executive Director	Ext: 50035
Information Officer name:	Release not assessed at time of clearance.	
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Lead Directorate:	Chief Minister, Treasury and Economic Development	

**TAB 3****Digital Strategy**

<b>Brief Number</b>	<b>Brief Title</b>	<b>Volume</b>	<b>Page No.</b>
<b>1.</b>	Digital Transformation Initiatives	1	49-51
<b>2.</b>	iConnect	1	49-51
<b>3.</b>	ACT Government Centre of Data Excellence	1	49-51

# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 49-51

**Portfolio:** Chief Minister

## **ISSUE: DIGITAL TRANSFORMATION INITIATIVES**

### **Talking points:**

- The ACT Government has a goal for Canberra to be a fearlessly digital city that embraces technology to grow and diversify our economy, connect our people, accelerate our learning, and nurture our culture and community.
- To this end the Office of the Chief Digital Officer helps to create the conditions for digital transformation.
- A new Chief Digital Officer, Bettina Konti, was appointed at the end of May 2018.
- Digital transformation priorities in 2017-18 included providing strategic advice for digital/ICT investments, establishing the Centre of Data Excellence, driving a citizen-centred, mobile-first approach to digital service design and delivery, promoting the value of government data, developing a whole-of-government Common Capabilities framework, improved technology roadmapping and increasing access to digital research and advice.

### **Key Information**

- The Office, through the Digital Services Governance Committee (DSGC), provided expert advice to Budget Committee of Cabinet (BCC) on budget proposals with a digital/ICT component.
- This advice provided BCC with expert opinion on the importance and viability of budget bids within a digital/ICT context and encouraged more strategic digital investments.
- In 2017-18 the DSGC assessed:
  - 38 concept briefs
  - 26 business cases
  - Five proposals for the 2016-17 mid-year review

Cleared as complete and accurate: 18/10/2018  
Cleared by: Deputy Director-General Ext: x72242  
Information Officer name: Release not assessed at time of clearance.  
Contact Officer name: Kieran Lawton, Director Ext: x79766  
Lead Directorate: Chief Minister, Treasury and Economic Development

# ANNUAL REPORT HEARING BRIEF

- The Office coordinated the ACT Government participation in GovHack 2017 – Australia’s largest community hackathon which has a focus on using open government data.
- Seven local and two national prizes were sponsored by the ACT Government in 2017 and the ACT competition had the second highest number of on-site competitors from across Australia, and over 50 local projects were submitted.
- The ACT Government was also awarded the “Best State/Territory Government Participation Award”.
- The Office also worked with the Canberra Innovation Network to support a number of participants from two winning teams through the Idea to Impact workshops – giving them access to information and networks in the local entrepreneurial and start-up ecosystem.
- The Office developed the Common Capabilities framework to coordinate whole of government investment in technology under the governance of the DSGC.
- The Application Portfolio Management Tool was further developed and several directorates are using the tool to improve and provide visibility of their technology roadmapping.
- The Digital Initiative Program trial was completed. Initiatives finalised in 2017-18 included an updated agreed Single Public Face for ACT Government websites and a second year of access for all ACTPS employees to a digital research and analysis service, contributing to increasing the digital literacy of the Service.

## Background Information

- The Office continues to support the DSGC, providing whole of government oversight and advice on a range of strategic digital/technology issues.

Cleared as complete and accurate:	18/10/2018	
Cleared by:	Deputy Director-General	Ext: x72242
Information Officer name:	Release not assessed at time of clearance.	
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Lead Directorate:	Chief Minister, Treasury and Economic Development	



# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 49-51

**Portfolio:** Chief Minister

**ISSUE:** iCONNECT

## Talking points:

- The ACT Government has a goal for Canberra to be a fearlessly digital city that embraces technology to grow and diversify our economy, connect our people, accelerate our learning, and nurture our culture and community.
- To this end we have invested in building a new digital channel, and transforming the way we design and deliver our services to put people and the community at the centre of our thinking.
- The ACT Digital Account is an opt-in service that will provide citizens with easy, and more convenient access to services, and the ability to customise their experience by subscribing and linking to the services that are most important to them.
- Two services now available via the ACT Digital Account are the My Family Service and the ACT Diversity Register, which provides notifications about Board vacancies.
- In the future, citizens will be able to do much more, like give permission for their child's school excursion, book a sportsground for a family or community event, or apply for housing assistance.
- The ACT is also working closely with the Federal government and other jurisdictions on digital identity and improving data sharing, so that in the future citizens and organisations only have to prove their identity once to access services from across all levels of government.

## Key Information

- The ACT Digital Account is available at [www.myaccount.act.gov.au](http://www.myaccount.act.gov.au) as an iOS mobile app.
- Three months after its 31 May 2018 release, nearly 600 citizens had created an ACT Digital Account, with the majority linking to the new ACT Diversity Register.

Cleared as complete and accurate:	18/10/2018	
Cleared by:	Deputy Director-General	Ext: x72242
Information Officer name:	Release not assessed at time of clearance.	
Contact Officer name:	David Colussi, Director	Ext: 0400 046 807
Lead Directorate:	Chief Minister, Treasury and Economic Development	

# ANNUAL REPORT HEARING BRIEF

- During this same period the Community Services Directorate ACT Diversity Register received 136 applications for Boards and Committees, enhancing diverse representation on government and non-government decision making and advisory bodies.
- The ACT Digital Account is part of a shared platform, and can be leveraged across government for all citizen interactions amenable to digitisation.

## Background Information

- In the 2014-15 ACT Budget the ACT Government invested \$21m in the iConnect program over four years to establish the shared digital capabilities to enable Directorates to transform their delivery of ACT Government digital services to citizens and businesses.
- The iConnect program met its 2017-18 Accountability Indicator (1.4 b) to establish the core digital capabilities to enable online identity and access management. In 2017 the ACT Digital Account was established, which enables verification of a citizen's identity online.

Cleared as complete and accurate:	18/10/2018	
Cleared by:	Deputy Director-General	Ext: x72242
Information Officer name:	Release not assessed at time of clearance.	
Contact Officer name:	David Colussi, Director	Ext: 0400 046 807
Lead Directorate:	Chief Minister, Treasury and Economic Development	

# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 49-51

**Portfolio:** Chief Minister

**ISSUE:** ACT GOVERNMENT CENTRE OF DATA EXCELLENCE

**Talking points:**

- In 2017/2018 the Office of the Chief Digital Officer established ACT's Centre of Data Excellence (the Centre). This includes a base version of the data technology platform and associated functions, and eight data specialists to operate the platform and build data analytics services.
- The Centre's strategic outcomes are to improve evidence-based decision making, leading to delivery of better services for citizens, and building a sustainable data capability in our workforce.
- The Centre is also concerned with protection of privacy and data governance across the ACT Government.
- To date the Centre has delivered
  - A scalable data sharing and analytics platform for the ACT government.
  - A dashboard providing information about Canberra's waterways in real time. This will enable us to better detect and prevent issues such as alga bloom in the future.
  - Initial insights in approaches that might be used to appropriately share data to support family safety.
- The next tranche of work between now and Christmas will focus on
  - Analytics of Canberra's waterways
  - Mapping Canberra's businesses and analyse potential for new investment.
  - Facilitating better work cover insurance compliance.
  - Delivery of an automated report leveraging data to better support family safety.

**Key Information**

Cleared as complete and accurate:	18/10/2018	
Cleared by:	Deputy Director-General	Ext: x72242
Information Officer name:	Release not assessed at time of clearance.	
Contact Officer name:	Ole Nielsen, Director	Ext: x71526
Lead Directorate:	Chief Minister, Treasury and Economic Development	

# ANNUAL REPORT HEARING BRIEF

- The ACT Centre of Data Excellence is a team of data specialists and a data analytics platform.
- The Centre was established because the ACT has a vast amount of data that can be used to improve decision making.
- Recruitment commenced in April 2018 and the team was completed by 1 August 2018.
- The Centre is funded at \$8.5M over three years.
- The funding covers a total of 11 staff, the technology platform and software licenses.
- The centre always works on the highest priorities for the ACT as determined by the ACT Data Steering Committee.

## Background Information

- A proof of concept was carried out in 2017 which showed that data analytics is feasible and important for the ACT government.
- Other jurisdictions have also established similar capabilities and the ACT are working closely with peers in the states and territories.

Cleared as complete and accurate:	18/10/2018	
Cleared by:	Deputy Director-General	Ext: x72242
Information Officer name:	Release not assessed at time of clearance.	
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Lead Directorate:	Chief Minister, Treasury and Economic Development	

**TAB 4****ACT Executive**

<b>Brief Number</b>	<b>Brief Title</b>	<b>Volume</b>	<b>Page No.</b>
<b>1.</b>	ACT Executive Travel	2.1	25
<b>2.</b>	ACT Executive Hospitality	2.1	25
<b>3.</b>	ACT Executive Operating Result	N/A	N/A

# ANNUAL REPORT HEARING BRIEF

Vol: 2.1 Page No: 25

**Portfolio:** Chief Minister

**ISSUE:** ACT EXECUTIVE TRAVEL

## Talking points:

- Official travel to further the interests of the ACT is a component of ministerial duties. The vast majority of that official travel is domestic and predominantly relates to Council of Australian Government meeting requirements.
- There is some overseas travel undertaken by ministers and this is in accordance with the international engagement strategy, a public strategy I have released, that provides a clear commitment to building enduring international relationships for the economic, cultural and social benefit of the territory.
- Ministerial Statements providing advice around the details of international travel, including destinations, objectives and benefits for the Territory, are generally delivered by relevant Ministers within the first sitting period after the travel has been undertaken.
- Prior to January 2018, the ACT Executive provided six monthly reports on all official travel undertaken by all Ministers which are available on the ACT Legislative Assembly website.
- Following the implementation of the *Freedom of Information Act 2016*, information publically reported from 1 January 2018 includes both Ministerial and Ministerial staff travel. These reports are published quarterly on the Open Access Information website.

## Key Information

- The ACT Executive quarterly reports from January 2018 on official travel undertaken by Ministers and staff include:
  - dates of travel;
  - destination;
  - reason for travel; and

Cleared as complete and accurate:	18/10/2018	
Cleared by:	Executive Director	Ext: 70569
Information Officer name:	Release not assessed at time of clearance.	
Contact Officer name:	Robert Wright	Ext: 70569
Lead Directorate:	Chief Minister, Treasury and Economic Development	

# ANNUAL REPORT HEARING BRIEF

- total cost, broken down by airfares (or other relevant transport method), accommodation, transport and travel allowance paid to Ministers when travelling domestically and all staff who travel internationally (based on the current ATO tax determination on reasonable travel costs).

## Travel Comparison - Ministers expenses only

	International trips	Cost	Domestic trips	Cost	Total
<b>2017-18</b>	8	\$95,724	51	\$52,995	\$148,719
<b>2016-17</b>	8	\$75,148	38	\$51,263	\$126,411

## 2017-18 Travel Expenses – including Staff \*\*

2017-18	International trips	Cost	Domestic trips	Cost	Total
<b>Ministers</b>	8	\$95,724	51	\$52,995	\$148,719
<b>Staff with Ministers</b>	8	\$116,663	49	\$46,765	\$163,428
<b>Staff only</b>	-	-	3	\$5,386	\$5,386
<b>Total</b>	<b>International</b>	<b>\$212,387</b>	<b>Domestic</b>	<b>\$105,146</b>	<b>\$317,533</b>

\*\* Staff information not available for 2016-17.

Cleared as complete and accurate: 18/10/2018  
 Cleared by: Executive Director Ext: 70569  
 Information Officer name: Release not assessed at time of clearance.  
 Contact Officer name: Robert Wright Ext: 70569  
 Lead Directorate: Chief Minister, Treasury and Economic Development

# ANNUAL REPORT HEARING BRIEF

Vol: 2.1 Page No: 25

**Portfolio:** Chief Minister

**ISSUE: ACT EXECUTIVE HOSPITALITY**
**Talking points:**

- The ACT Executive Civic Hospitality fund was established to arrange functions and events relating to the Chief Minister's role as Head of Government, such as major Territory functions or those involving inter-governmental hospitality.
- The level of expenditure for Civic Hospitality depends on the number and scope of official functions and duties throughout a financial year.
- The expenditure sits within Supplies and Services. The Civic Hospitality allocation is managed throughout the year depending on requirements and any overspend is managed within existing resources.
- In 2017-18, just over \$32,000 was spent on Civic Hospitality. This was an increase on the 2016-17 financial year, predominantly due to the State Funeral Service for Mr Steve Doszpot MLA and the 2018 induction to the ACT Honour Walk (which takes place every two years).

**Key Information**

- Below is a summary of expenditure on major functions supported through the Civic Hospitality allocation. It does not include flag mastings, wreaths, stationery and other miscellaneous expenses.

Major civic functions	Cost	Cost compared to 16-17
2017 ACT Scientist of the Year – August 2017	\$651	Decrease: lower event costs
State Funeral Service for Mr Steve Doszpot MLA	\$12,529	N/A
2018 Canberra Citizen of the Year – March 2018	\$337	Consistent
2018 Canberra Gold Awards – March 2018	\$3,994	Decrease: lower event costs
ACT Honour Walk 2018 induction – April 2018	\$8,520	N/A

Cleared as complete and accurate: 05/10/2018  
 Cleared by: Executive Director Ext: 50035  
 Information Officer name: Release not assessed at time of clearance.  
 Contact Officer name: Anita Perkins Ext: 50035  
 Lead Directorate: Chief Minister, Treasury and Economic Development



# ANNUAL REPORT HEARING BRIEF

<b>Community functions</b>		
Dante Aligheri morning tea	\$230	N/A
<b>Other</b>		
Gifts (Delegations to Japan, Singapore, China)	\$481	Increase

## Background Information

Nil

Cleared as complete and accurate: 05/10/2018  
Cleared by: Executive Director Ext: 50035  
Information Officer name: Release not assessed at time of clearance.  
Contact Officer name: Anita Perkins Ext: 50035  
Lead Directorate: Chief Minister, Treasury and Economic Development

# ANNUAL REPORT HEARING BRIEF

Vol: N/A Page No: N/A

**Portfolio:** Chief Minister

**ISSUE: ACT EXECUTIVE OPERATING RESULT**

**Talking points:**

- The operating result for 2017-18 was a deficit of \$0.032 million.
- The decrease of \$0.123 million from the 2016-17 operating surplus of \$0.091 million largely reflects there being several vacant positions throughout the year, partially offset by the accounting impact of furniture assets transferred from the Office of the Legislative Assembly associated with fitouts following the expansion of the Legislative Assembly from 17 to 25 members in 2016-17.
- The increase in the operating result of \$0.030 million from the original budget deficit of \$0.062 million was mainly a result of the accounting impact of furniture assets transferred from the Office of the Legislative Assembly associated with fitouts following the expansion of the Legislative Assembly from 17 to 25 members in 2016-17, partially offset by there being several vacant positions throughout the year.

**Key Information**

- N/A

**Background Information**

- N/A

Cleared as complete and accurate:	26/09/2018	
Cleared by:	Chief Finance Officer	Ext: 79114
Information Officer name:	Release not assessed at time of clearance.	
Contact Officer name:	David Morgan	Ext: 76367
Lead Directorate:	Chief Minister, Treasury and Economic Development	

**TAB 5****Corporate Management**

<b>Brief Number</b>	<b>Brief Title</b>	<b>Volume</b>	<b>Page No.</b>
<b>1.</b>	CMTEDD Risk Management	1	186
<b>2.</b>	CMTEDD Staff Profile	1	199
<b>3.</b>	Ecologically Sustainable Development	1	202

# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 186

**Portfolio:** Chief Minister

## ISSUE: CMTEDD Risk Management

### Talking points:

- Chief Minister, Treasury and Economic Development Directorate (CMTEDD) is committed to ensuring that all business and operational processes are underpinned by effective risk management.
- CMTEDD has identified eight strategic risks across its business operations.
- The CMTEDD Audit and Risk Committee, and Executive Management Group (EMG) has oversight of risk management activities within the Directorate.

### Key Information

- The Directorate's risk policies, *Risk Management Framework and Policy Statement* (risk framework), *Risk Management Plan* (risk plan), and *Business Continuity and Disaster Recovery Framework* (BC framework) are reviewed every two years to ensure that risk management is effective and continues to support organisational performance.
- The eight strategic risks have been allocated to Senior Executives as risk owners to ensure that these risks are monitored and controlled as a high priority.
- Existing risks were monitored, reviewed and reported on, as part of the Directorate's regular review process. Emerging risks were identified and reviewed, to determine if they should be included in the directorate Strategic Risk Register.
- Training across the Directorate assisted with ensuring that there was a consistent, appropriate application of the risk framework and risk plan, and assisted in increasing the risk management maturity across CMTEDD.

Cleared as complete and accurate:	11/10/2018	
Cleared by:	Executive Director	Ext: 70569
Information Officer name:	Release not assessed at time of clearance.	
Contact Officer name:	Robert Wright	Ext: 70569
Lead Directorate:	Chief Minister, Treasury and Economic Development	

# ANNUAL REPORT HEARING BRIEF

## Background Information

- The Directorate's approach to risk management is based on the Australian and New Zealand Risk Management Standard (AS/NZS ISO 31000:2009) ('The Standard').
- The Strategic Risks are:

<b>Risk 1</b>	Directorate does not meet key strategic whole of government objectives and fails to drive strategic goals. <i>(Central Agency Risk)</i>	High
<b>Risk 2</b>	Failure to deliver priority strategic programs, projects, policies and/or events within schedule, on budget and to required specifications within the Directorates' Stream	High
<b>Risk 3</b>	Whole of Government IT infrastructure or Business Interruption event occurs (e.g. Major bushfire or infrastructure and/or IT system failure) that affect the capacity of the directorates to function normally and deliver BAU outputs.	High
<b>Risk 4</b>	The ACT Government Budget and CMTEDD budget delivered are inaccurate, misleading, untimely and/or inappropriately applied.	High
<b>Risk 5</b>	Person(s) are injured during the course of work or at an ACT Government owned or run venue/facility (Internal staff, contractors, labour hire personnel etc.)	High
<b>Risk 6</b>	Community members are injured at an ACT Government Venue, Facility and Event.	High
<b>Risk 7</b>	Service delivery impaired by inability to maintain the right workforce.	High
<b>Risk 8</b>	The ACT Government suffers liquidity and solvency issues.	High

Cleared as complete and accurate: 11/10/2018  
 Cleared by: Executive Director Ext: 70569  
 Information Officer name: Release not assessed at time of clearance.  
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 Lead Directorate: Chief Minister, Treasury and Economic Development

# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 199

**Portfolio:** Chief Minister

## ISSUE: CMTEDD STAFF PROFILE

### Talking points:

- The CMTEDD headcount as at the end of June 2018 was 2411, which equated to 10.3% of the ACT Public Service (ACTPS).
- The FTE and headcount numbers do not include ACT Insurance Authority or the Independent Competition and Regulatory Commission. These are reported on separately.

### Key Information

- Due to the Land Development Agency Machinery of Government (MoG) changes that occurred on 1 July 2018, CMTEDD recorded a reduction in FTE and headcount from the previous financial year of 1.9%.
- Post MoG changes, the CMTEDD FTE was 2284.4 but ended the year with an FTE of 2319.3 which is an increase of 34.9FTE (+1.5%).
- The change in FTE and headcount from the 2016-17 Annual Report to the 2017-18 Annual Report is represented in the table below:

Annual Report	FTE	Headcount
2016-17	2362.3	2457
2017-18	2319.3	2411
<b>Variance</b>	<b>-43 (or -1.9%)</b>	<b>-46 (or -1.9%)</b>

- The majority of the CMTEDD workforce is employed on a permanent basis:

Engagement Type	Headcount	% of CMTEDD Workforce
Permanent	1993	82.6%
Temporary	393	16.3%
Casual	24	0.9%

Cleared as complete and accurate: 12/10/2018  
 Cleared by: Executive Director Ext: 70569  
 Information Officer name: Release not assessed at time of clearance.  
 Contact Officer name: Robert Wright Ext: 70569  
 Lead Directorate: Chief Minister, Treasury and Economic Development

# ANNUAL REPORT HEARING BRIEF

- CMTEDD's diversity profile consisted of the following:

Diversity Group	Headcount	% of CMTEDD Workforce
Gender – Female	1237	51.3%
Gender – Male	1173	48.7%
Aboriginal and/or Torres Strait Islander	36	1.5%
Culturally and Linguistically Diverse	465	19.3%
People with Disability	113	4.7%

- As at the end of June 2018, CMTEDD engaged 77 employees in Senior Executive Service (SES) positions (3.2% of total CMTEDD workforce) made up of 29 females and 48 males.
- This is an increase of five SES positions. This increase is due to organisational restructures of the Treasury and Economic Development streams as well as backfilling arrangements for staff on long term leave.

## Background Information

Nil.

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# ANNUAL REPORT HEARING BRIEF

Vol: 1 Page No: 202

**Portfolio:** Chief Minister

## **ISSUE: ECOLOGICAL SUSTAINABLE DEVELOPMENT**

### **Talking points:**

- CMTEDD has actively engaged with the ongoing implementation of the *Carbon Neutral Government Framework*, the *Climate Change Adaptation Strategy*, and the *Transition to Zero Emissions Vehicles Action Plan*.
- The CMTEDD Resource Management Plan includes sustainability targets and initiatives to improve our resource efficiency and reduce emissions within our operations.
- Our Annual Report shows improvements across the board in areas including:
  - Our energy usage – through the consolidation of our office sites.
  - Our paper usage has decreased, and the recycled content of paper purchased has increased. Our work to digitalise our processes, particularly in Access Canberra and Shared Services, has seen significant reductions in our paper purchases.
  - We continue to review our fleet to improve utilisation, reduce the fleet size, and move to electric, hybrid and vehicles with reduced emissions.
  - We have seen reductions in waste to landfill, and improvements in recycling volumes.
  - CMTEDD also continues to actively manage its waste from its venues and events.
- CMTEDD achieved all carbon budget energy targets set for 2017-18.

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## Key Information

- Key sustainability achievements for 2017-18:
  - **Solar power:** Completed the installation of an off-grid solar PV and battery storage system to replace the diesel generator at the National Arboretum work depot.
  - **Energy efficiency:** Continued the LED lighting upgrade program in government facilities (Manuka Oval, GIO Stadium, Tuggeranong Access Canberra shopfront), and improvements to HVAC systems at GIO Stadium;
  - **Data centre:** Decommissioning of the old data centre from Macarthur House to the more energy efficient Fyshwick Data Centre;
  - **ICT sustainability:** Installation of Whole of Government (WoG) PaperCut software program to reduce paper use for printing; Introduction of WoG Accounts Payable Invoice Automation System (APIAS) to enable most suppliers invoices to be received, approved for payments, and paid electronically.
  - **Sustainable transport:** Reduced the size of corporate fleet (from 225 to 197), increased the number of zero emission vehicles (including 5 electric, 12 hybrid), reduced overall fuel use (petrol -12% diesel -20.5%), introduced shared e-bike fleets in major office locations.
  - **Energy Advice:** ACTPG and EPSDD Carbon Neutral Government team co-hosts energy advisors that focus on providing support to directorates in implementing and managing energy efficiency initiatives.
  - **Supporting sustainability through investment:** The Innovation Connect program provided \$117,000 to support five renewable energy start-up companies in the ACT.
  - The ACT Government also continues to responsibly and sustainably dispose of its unwanted ICT assets

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**TAB 6****Strategic Finance**

<b>Brief Number</b>	<b>Brief Title</b>	<b>Volume</b>	<b>Page No.</b>
<b>1.</b>	CMTEDD Controlled - Controlled Recurrent Payments (CRP)	N/A	N/A
<b>2.</b>	CMTEDD Controlled - Administrative Arrangements	N/A	N/A
<b>3.</b>	CMTEDD Controlled - Capital Injections	N/A	N/A
<b>4.</b>	CMTEDD Controlled - Consultants, Contractors and Professional Fees	N/A	N/A
<b>5.</b>	CMTEDD Controlled - Invoicing	N/A	N/A
<b>6.</b>	CMTEDD Territorial - Payments for Expenses on Behalf of the Territory	N/A	N/A

# ANNUAL REPORT HEARING BRIEF

Vol: N/A Page No: N/A

**Portfolio:** Chief Minister

## ISSUE: CMTEDD CONTROLLED: CONTROLLED RECURRENT PAYMENTS (CRP)

### Talking points:

- The total CRP in 2017-18 was \$302.9 million. There was a decrease of \$33 million in the 2017-18 actual from the original budget of \$335.8 million. This is mainly due to:
  - undrawn appropriation relating to anticipated rollovers from 2017-18 to 2018-19 and future years for 33 CRP funded projects, largely due to either delays in the progression of, or timing associated with, the development of projects. The most significant anticipated rollovers relate to the Commonwealth Grant – *Building Australia's Future Workforce – Skills Reform NP*, the *Restructure Fund*, and the *Cricket Australia Strategic Partnership*; and
  - the transfer of the Strategy and Program Design function to the Environment, Planning and Sustainable Development Directorate (EPSDD) following the Administrative Arrangements (AAs) of 1 July 2017.This is partially offset by the rollover of CRP appropriation from 2016-17 to 2017-18 for 26 projects due to either delays in the progression of, or timing associated with, the development of those projects.
- There was a decrease of \$20.3 million in the 2017-18 actual from the prior year actual of \$323.2 million. The decrease is mainly due:
  - the re-profiling of initiatives to 2018-19 and future years;
  - the transfer of the Strategy and Program Design, Land Development, Urban Renewal and Public Housing Renewal functions to EPSDD, and the Sportsground Operations function to the Transport Canberra and City Services (TCCS) Directorate following the Administrative Arrangements (AAs) of 1 July 2017; and

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- the receipt of Treasurer’s Advance to meet cash requirements for a variety of activities, including the establishment of a Screen Industry Development Fund and a Chief Minister’s Charitable Fund.

This is partially offset by the rollover of CRP appropriation from 2016-17 to 2017-18 for 26 projects due to either delays in the progression of, or timing associated with, the development of those projects.

## Key Information

- N/A

## Background Information

- Controlled Recurrent Payments (CRP) is revenue received from the ACT Government to fund the costs of delivering outputs. CRP appropriation is drawn down fortnightly on a cash needs basis.

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Vol: N/A Page No: N/A

**Portfolio:** Chief Minister

## ISSUE: CMTEDD CONTROLLED: ADMINISTRATIVE ARRANGEMENTS

### Talking points:

#### Restructures Impacting 2017-18 Budget to Actual

- *Administrative Arrangements 2017 (No 1)* came into effect on 1 July 2017. This AA impacted the comparisons between both the 2016-17 and 2017-18 actual figures due to the timing of the transfers and the 2017-18 budget and actual figures due the original budget not including the impact of the transfer. The AA included the transfer of the Strategy and Program Design function to the Environment, Planning and Sustainable Development Directorate (EPSDD) to finalise implementation of *Administrative Arrangements 2017 (No 1)*.

#### Restructures Impacting 2016-17 Actual to 2017-18 Actual

- There was no impact between budget and actual for the following AA transfers because they were included in the original budget and reported in the 2017-18 actual figures.
- *Administrative Arrangements 2017 (No 1)* came into effect on 1 July 2017. This AA impacted the comparisons between 2016-17 and 2017-18 figures due to the timing of the transfers. The AA included the transfer of:
  - Sportsground Operations to Transport Canberra and City Services (TCCS) Directorate; and
  - the Land Development, Urban Renewal and Public Housing Renewal functions to EPSDD.
- *Administrative Arrangements 2016 (No 4)* came into effect on 1 November 2016. This AA impacted the comparisons between 2016-17 and 2017-18 figures due to the AA's part year impact on the financial information reported in 2016-17 and full year impact on 2017-18. The AA transferred:
  - the Asbestos Response Taskforce (ART) to the EPSDD; and

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- the Racing and Gaming policy function to the Justice and Community Safety Directorate (JACSD).

## Key Information

- N/A

## Background Information

- N/A

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# ANNUAL REPORT HEARING BRIEF

Vol: N/A Page No: N/A

**Portfolio:** Chief Minister

## ISSUE: CMTEDD CONTROLLED – CAPITAL INJECTIONS

### Talking points:

- Capital Injections at the end of 2017-18 was \$83.8 million.
- There was a decrease of \$15.0 million compared to the original budget of \$98.8 million. The decrease is mainly due to:
  - the reprofiling of capital works initiatives from 2017-18 to future years (\$33.2 million) relating to around 60 projects, including:
    - Better services – Weston Creek and Stromlo swimming pool and leisure centre (\$10.1 million);
    - More and better jobs – Improving Manuka Oval facilities (stages 1 and 2) (\$7.4 million);
    - Building a better city – Canberra Brickworks – Access road and Dudley Street upgrade (\$3.4 million);
    - Improving Our Suburbs – New Molonglo Valley infrastructure (\$3.9 million);
    - Government Budget Management System (\$2.7 million);
    - Caring for our Environment – Lake Tuggeranong water quality improvement (\$2.1 million); and
    - Smarter Regulation – Red tape reduction (\$1.5 million);
  - partially offset by new initiatives funded through the 2017-18 Supplementary Budget (\$4.1 million) and the rollover of capital works initiatives from 2016-17 to 2017-18 (\$7.7 million).

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- There was a decrease of \$149.6 million in the 2017-18 actual from the prior year actual of \$233.4 million. This is mainly due to transfers of responsibility for the:
  - Loose-Fill Asbestos Insulation Eradication Scheme to the Environment, Planning and Sustainable Development Directorate (EPSDD) on 1 November 2016, following the Administrative Arrangements (AAs) of that date; and
  - sportsground operations function to the Transport Canberra and City Services (TCCS) Directorate, the land development, urban renewal and public housing renewal functions to EPSDD and some other capital works projects associated with the urban renewal program to the City Renewal Authority (CRA) following the AAs 1 July 2017.

## Key Information

- N/A

## Background Information

- Capital Injection is appropriation received from the ACT Government to fund capital purchases and construction projects.
- The ACT Government appropriates capital injection on a fortnightly basis, as required.

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# ANNUAL REPORT HEARING BRIEF

Vol: N/A Page No: N/A

**Portfolio:** Chief Minister

## ISSUE: CMTEDD CONTROLLED - CONSULTANTS, CONTRACTORS, AND PROFESSIONAL FEES

### Talking points:

- The total Consultants, Contractors, and Professional Fees in 2017-18 was \$57.6 million.
- There was an increase of \$3.8 million in the 2017-18 actual from the prior year actual of \$53.8 million. The increase is mainly due to:
  - more contractors being engaged by Shared Services during the year for the delivery of ICT applications and technical services; and
  - a higher number of background checks associated with an increase in applications for Working with Vulnerable People Cards.

### Key Information

- N/A

### Background Information

- Consultants and Contractors includes personnel engaged to deliver information and communication technology (ICT) services to the Government, including infrastructure, applications support and management, ICT operational policy and ICT project services.
- It also includes personnel engaged to deliver capital works, provide specialist knowledge and experience, deliver sporting events, tourism and business development services and temporary staff engaged for Access Canberra shopfronts and the delivery of Floriade.
- Professional services include expenditure on mediators, counselors, valuers, official visitors, interpreters and other professional services.
- Total Consultants, Contractors and Professional services are summarised in the following table:

	Actual 2018	Actual 2017	Variance Actual to Actual
	\$'M	\$'M	\$'M
Contractors	41.2	38.6	2.6
Consultants	7.4	8.8	-1.4
Professional Services	9.0	6.4	2.6
<b>Total Consultants, Contractors and Professional Services</b>	<b>57.6</b>	<b>53.8</b>	<b>3.8</b>

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# ANNUAL REPORT HEARING BRIEF

Vol: N/A Page No: N/A

**Portfolio:** Chief Minister

## ISSUE: CMTEDD CONTROLLED – INVOICING

### Talking points:

- During 2017-18, CMTEDD paid 74,421 invoices, of which 91% were paid on time and 6% within 1-30 days overdue. Only 4% of invoices received were paid more than 30 days overdue. This is better than the Government average of 86% of invoices paid on time, 8% within 1-30 days overdue and 6% more than 30 days overdue.

### Key Information

- The table below provides the total number of invoices paid, broken down by those paid on time, between 1 and 30 days after the due date, between 31 and 60 days after the due date, between 61 and 90 days after the due date and over 90 days after the due date.

2017-18	Number of Invoices Paid to External Parties					Total
	Ontime	Payment made past due date (refer to notes below)				
		1-30	31-60	61-90	90+	
<b>Government Average</b>	86%	8%	3%	1%	2%	<b>100%</b>
<b>CMTEDD</b>	67,499	4186	1244	605	887	<b>74,421</b>
<b>CMTEDD Average</b>	91%	6%	2%	1%	1%	<b>100%</b>

### Background Information

- The information in the table above has been extracted from the Oracle Financials System by Shared Services based on 35 days from the invoice date. Due to how the 'due date' field is used in the system, this methodology provides the most accurate payment data possible. A parameter of 35 days has been used instead of 30 days to allow for the normal time lag that occurs before a directorate receives invoices from suppliers.

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Vol: N/A Page No: N/A

**Portfolio:** Chief Minister

## ISSUE: CMTEDD TERRITORIAL: EXPENSES ON BEHALF OF THE TERRITORY (EBT)

### Talking points:

- The total EBT in 2017-18 was \$75.3 million. There was an increase of \$11.5 million in the 2017-18 actual compared to the original budget of \$63.9 million. This is mostly due to the payment of additional First Home Owner's Grants (FHOG) during the year resulting from an unusually high volume of off-the-plan purchases being settled during the financial year.
- \$12.5 million of capital injection appropriation originally allocated for the purchase of Land Rent Scheme blocks was transferred to EBT to fund the additional grant payments.

### Key Information

- N/A

### Background Information

- EBT appropriation is primarily used for the payment of FHOG, concessions, Community Service Obligations (CSO) and Vocational Education and Training (VET) related grants. EBT appropriation is also used for the payment of certain supplies and services expenses, including bank and financial transaction fees and repairs and maintenance costs on the upkeep of sporting assets such as tennis courts on long term leases to community organisations.

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## CONTENTS PAGE

<b>TAB 7</b>	<p style="text-align: center;"><b>Output Class 1.2: Workforce Capability and Governance</b></p> <ol style="list-style-type: none"><li>1. ACT PS Graduate Program (Output 1.2 Accountability Indicator A)</li><li>2. ACTPS Leadership and Development Framework (Output 1.2 Accountability Indicator C)</li><li>3. ACTPS Employment Framework(Output 1.2 Accountability Indicator D)</li><li>4. Enterprise Agreement progress</li><li>5. Employment of Aboriginal and Torres Strait Islander Peoples in the ACTPS</li><li>6. Employment of People with Disability in the ACTPS</li><li>7. LGBTIQ inclusion in the ACTPS</li><li>8. Veterans’ Employment Strategy</li><li>9. Flexible Work Arrangements</li><li>10. ACT PS – Revised Executive classification structure</li><li>11. Union encouragement</li><li>12. Insecure work taskforce</li><li>13. Public Sector Standards Commissioner</li><li>14. Professional Standards Unit</li><li>15. Public Interest Disclosures (PIDs)</li><li>16. ACT Integrity Commission Bill 2018</li><li>17. Responding to Occupational Violence</li><li>18. Lobbyists</li><li>19. Procurement Training</li></ol>
<b>TAB 8</b>	<p style="text-align: center;"><b>State of the Service Reporting</b></p> <ol style="list-style-type: none"><li>1. Diversity Targets</li><li>2. Employment Growth in the ACTPS</li><li>3. Gender pay gap</li><li>4. Gender Profile – ACT Public Service</li><li>5. Executives – ACT Public Service</li><li>6. Appropriate Workplace Behaviour</li><li>7. Bullying and Harassment</li><li>8. Reportable Conduct Scheme</li></ol>

**TAB 7****Output Class 1.2: Workforce Capability and Governance**

<b>Brief Number</b>	<b>Brief Title</b>	<b>Volume</b>	<b>Page No.</b>
<b>1.</b>	ACT PS Graduate Program (Output 1.2 Accountability Indicator A)	1	42
		2	176-177
<b>2.</b>	ACTPS Leadership and Development Framework (Output 1.2 Accountability Indicator C)	1	42, 45
		2	176-177
<b>3.</b>	ACTPS Employment Framework(Output 1.2 Accountability Indicator D)	1	43-45
		2	176-177
<b>4.</b>	Enterprise Agreement progress	1	44
		2	176-177
<b>5.</b>	Employment of Aboriginal and Torres Strait Islander Peoples in the ACTPS	1	28, 32, 43
<b>6.</b>	Employment of People with Disability in the ACTPS	1	28, 32, 42, 43
<b>7.</b>	LGBTIQ inclusion in the ACTPS	1	36, 196
<b>8.</b>	Veterans' Employment Strategy	1	27-28, 42
<b>9.</b>	Flexible Work Arrangements	1	43-45
		2	176-177
<b>10.</b>	ACT PS – Revised Executive classification structure	1	45
<b>11.</b>	Union encouragement	N/A	N/A
<b>12.</b>	Insecure work taskforce	N/A	N/A
<b>13.</b>	Public Sector Standards Commissioner	1	42, 44
<b>14.</b>	Professional Standards Unit	1	44
<b>15.</b>	Public Interest Disclosures (PIDs)	1	233
<b>16.</b>	ACT Integrity Commission Bill 2018	1	43-45, 159-160
<b>17.</b>	Responding to Occupational Violence	1	190
<b>18.</b>	Lobbyists	1	140
<b>19.</b>	Procurement Training	N/A	N/A

Vol: 1 Page No: 42

Vol: 2 Page No: 176

**Portfolio:** Chief Minister**ISSUE: ACTPS GRADUATE PROGRAM****Talking points:**

- *2018 ACTPS Graduate Program* commenced in February 2018 with 51 graduates.
- Over 25% of the graduates identify with a disability or as Aboriginal and Torres Strait Islander graduates.
- *2019 ACTPS Graduate Program* received 901 applications by 2 May 2018.
- About 4% of candidates identified with a disability or as Aboriginal and Torres Strait Islander.
- 183 candidates were shortlisted for the Assessment Centres held in August 2018.
- Offers are being made to successful candidates with the ACTPS expecting to fill 61 graduate positions in 2019.

**Key Information**

- The *ACTPS Graduate Program* runs for 10 months. The program offers on the job and formal training from CIT Solutions. Graduates are engaged in six streams (Commerce/Business, Infrastructure, Law, Public Administration and Policy, ICT and Health Professionals). Graduates take three workplace rotations across the ACTPS and are appointed to the ACTPS upon successful completion of the program.
- The *ACTPS Graduate Program* is supportive of inclusion candidates and encourages candidates with disability or from Aboriginal and Torres Strait Islander background to apply. The Whole of Government Inclusion Team provides individual support to all Inclusion Graduates throughout the program.

**Background Information**

- Since 2013, the ACTPS Graduate Program has been coordinated by staff within Workforce Capability and Governance Division. Directorates are involved in the selection process and directly engage the graduates.

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- In 2014, the Government committed to create and protect local jobs. This commitment included an increase in whole of government graduate intake by 10% a year for 4 years. This increase has continued beyond the initial commitment.
- **Graduate numbers by year:**

Year	2015	2016	2017	2018	2019
Target	42	46	51	56	61
Commenced	42	46	38	51	-
Completed	42	43	38	-	-

**Inclusion numbers:**

Indigenous		2	1	1 (since resigned)	-
Disability	-	9	4	13	-
<b>Total</b>	-	11	5	13	-

- A strategic workforce plan for the Graduate Program will be developed in 2018-19.

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Vol: 1 Page No: 42

Vol: 2 Page No: 176

**Portfolio:** Chief Minister**ISSUE: ACTPS LEADERSHIP AND DEVELOPMENT FRAMEWORK****Talking points:**ADAPT Workforce Planning Toolkit

- To support and coordinate workforce planning and change management capability across the ACTPS, a fully accessible and interactive strategic workforce planning toolkit was launched on the ACTPS Employment Portal in November 2017.
- The ADAPT Toolkit assists users to build a workforce around key service delivery into the future, supporting work areas to continue to effectively deliver on government priorities and future service commitments.

Whole of Government Training Panel

- The Request for Tender for a new expanded Whole of Government Training Panel was released to market in November 2017. Tenders closed January 2018. All courses offered as part of the new panel arrangement align with the ACTPS Shared Capability Framework.
- The new panel arrangement commenced in July 2018 and provides ACTPS directorates and agencies with access to a variety of suppliers who provide contemporary, future focussed and structured training.

**Key Information**Whole of Government Training Panel

- The new Panel includes the following training categories:
  - Communication and Engagement;
  - Computer Skills;
  - Executive Development;
  - Fire and Emergency;
  - First Aid;

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- Inclusion;
  - Management and Leadership;
  - National Qualifications;
  - Self-Development;
  - Work Safety; and
  - Working in Government.
- New categories are: Executive Development; Fire and Emergency; and Inclusion.
  - Estimated expenditure is \$12 million over a four year term (3years + 1year option).
  - Expenditure by directorates and agencies occurs when training is booked through the ACTPS Training Calendar or a training provider is engaged to deliver In-Directorate training.

## Background Information

### ADAPT Workforce Planning Toolkit

- The ADAPT (Align, Design, Analyse, Program and Transform) Strategic Workforce Planning Toolkit was developed in 2017 to support strategic workforce planning activity across the ACTPS. The ADAPT model aligns service innovation, business improvement opportunities and strategic priorities with 'people planning' to drive business transformation.

### Whole of Government Training Panel

- The previous whole of Government Training Panel was established in July 2014 to deliver training services on behalf of ACT Government directorates and agencies.
- The estimated expenditure on training from the previous Panel was \$6.3 million over a seven year period. The expenditure limit was reached in June 2017.
- An additional \$2.5 million expenditure was endorsed by the Government Procurement Board, as part of the contract extension period until 30 June 2018, in anticipation of the new Panel.

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Vol: 1 Page No: 43-45

Vol: 2 Page No: 176-177

**Portfolio:** Chief Minister

## ISSUE: ACTPS EMPLOYMENT FRAMEWORK

### Talking points:

- A review of the whole of government policies about flexible and home based work occurred during the reporting period.
  - Updated *Designated Activity Based Work Environment and Flexible Workplace* policies were drafted.
  - Consultation with Directorate Human Resource Directors and Union stakeholders also occurred.
  - The Strategic Board endorsed the policies on 17 October 2018.
- On 1 July 2017, the ACTPS implemented a *Reportable Conduct Scheme* in response to the Royal Commission into Institutional Responses to Child Sexual Abuse. The scheme is an employment-based child protection measure designed to ensure that allegations of abuse and certain criminal convictions are identified, reported and acted on appropriately.
  - A Reportable Conduct Scheme Policy was released for ACT Public Sector staff and is on the ACT Public Service Employment Portal.
- Negotiations over new *ACT public sector enterprise agreements* have been extensive over the reporting period.
  - Negotiations largely concentrated on the common core provisions which contain important matters such as: pay increases; hours of work; leave; allowance entitlements redeployment and redundancy; and behavioural and misconduct provisions.
  - Most unions and non-union bargaining representatives have indicated in-principle agreement to the common core.
  - It is expected that enterprise agreements will begin to go for formal staff consideration and balloting from October 2018.

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**Key Information**

- Under the *Reportable Conduct Scheme*, certain organisations that provide services for children, and ACTPS Directorates, need to notify the [ACT Ombudsman](#) of allegations that an employee has engaged in conduct that results in: ill treatment; neglect or psychological harm to a child; misconduct of a sexual nature; or the employee has committed criminal offences involving a child.
- Under the Scheme “employees” include volunteers and other persons engaged to provide services to children. The ACT Ombudsman has powers to independently oversee, monitor and report on an organisation’s investigation of allegations or convictions. Directorates appointed Reportable Conduct Contact Officers for managing the implementation of, and ongoing responsibilities under, the scheme.
- Negotiations over *new enterprise agreements* for the majority of ACTPS staff began eight months prior to the common expiry date of agreements of 30 June 2017.
- Over the course of negotiations the Government made a series of pay related offers.
- Pay increases currently on offer comprise:
  - 2.25% increase backdated from the first full pay period in October 2017; +
  - further 0.5% increase backdated from the first full pay period in June 2018; +
  - further 1.35% increase every six months from the first full pay period in December 2018 to the first full pay period in June 2021.
- The Government will increase superannuation contributions for staff on the Superannuation Guarantee rate by:
  - 0.25% from 1 July 2018;
  - 0.25% on 1 July 2019; and
  - 0.5% on 1 July 2020.
- This will eventually bring the contribution rate to 11.5% for affected staff by 1 July 2020 (2% above the legislated minimum rate of 9.5%).
- During 2017-18, an accountability indicator was to conduct a *review of whole of government policy regarding flexible and home based work*.
- This policy review has been driven by the availability and proliferation of mobile technologies for ACT Public Servants and to support the implementation of Activity Based Working within the ACTPS.
- The ability for staff to adopt flexible workplace practices is underpinned and supported by the implementation of a whole of government Electronic Document and Records Management System and the increasing digitisation of government business practices.

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Vol: 1 Page No: 44

**Portfolio/s:** Chief Minister

Employment and Workplace Safety

**ISSUE: ENTERPRISE AGREEMENT PROGRESS**

**Talking points:**

- Negotiations over new ACT public sector enterprise agreements began in late November 2016 and have been extensive.
- Negotiations have largely concentrated on the common core aspects of agreements which contain important matters such as: pay increases; hours of work; leave; allowance entitlements redeployment and redundancy; and behavioural and misconduct provisions.
- Most unions and non-union bargaining representatives have indicated in-principle agreement to the common core elements.
- The Government is of the view that the pay increases are fair and affordable and will maintain the ACTPS as an employer of choice.
- It is expected that a number of agreements will soon go out for official staff consideration and balloting.
- From the Government's perspective there have been significant gains with improvements in the rationalisation of allowances and changes to be adopted to misconduct and disciplinary processes including a recognition of the independent role of the Public Sector Standards Commissioner.

**Key Information**

- Pay increases comprise:
  - 2.25% backdated from the first full pay period in October 2017;
  - 0.5% backdated from the first full pay period in June 2018; and
  - 1.35% every six months from the first full pay period in December 2018 to the first full pay period in June 2021.

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- In addition the Government is to increase superannuation contributions for staff on the Superannuation Guarantee rate by:
  - 0.25% from 1 July 2018;
  - 0.25% on 1 July 2019; and
  - 0.5% on 1 July 2020.
- This will eventually bring the contribution rate to 11.5% for affected staff by 1 July 2020 (this will be 2% above the legislated minimum rate of 9.5%).

## Background Information

- Most ACTPS enterprise agreements expired on 30 June 2017.
- In keeping with the One Service ideology the Government is maintaining wherever possible a classification stream based agreement structure. This ensures entitlement and remuneration consistency and equity across the public sector.

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Vol: 1 Page No: 32, 43

**Portfolio:** Chief Minister**ISSUE: EMPLOYMENT OF ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES IN THE ACTPS****Talking points:**

- The ACT Government aims to employ a diverse and skilled public service comprising individuals who are valued for their differences, experiences, knowledge, backgrounds and contributions.
- The Inclusion Employment Programs and Initiatives focus on increasing numbers to meet targets and also retain and develop current staff.
- Funding was appropriated in 2019 for additional Whole of Government programs and initiatives, including:
  - *Aboriginal and Torres Strait Islander Career Development and Retention program* for up to 40 Aboriginal and Torres Strait Islander employees (20 at the ASO level and 20 at the SOG level).
  - *Aboriginal and Torres Strait Islander Leadership Program* for up to 20 Aboriginal and Torres Strait Islander employees at the SOG level and Executives with the opportunity to develop in their current leadership roles and reach their full potential in the ACTPS.
  - *Mentor training with a specific cultural focus.* Training for up to 50 employees to develop individuals (both Aboriginal and Torres Strait Islander and non-Identified) to mentor and support Aboriginal and Torres Strait Islander employees.

**ACTPS Aboriginal and Torres Strait Islander Employment Framework**

- The *ACTPS Aboriginal and Torres Strait Islander Framework* was launched in September 2017. The Framework acknowledges the level of maturity that exists across the ACTPS. It is a high level document with overarching direction on inclusion activities, which directorates can implement, or participate at a whole of government level.

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- The Framework recognises that each directorate has, or is developing, inclusion employment strategies with the expectation that in-depth information and analysis, including reporting and measures of accountability, are undertaken at the directorate level.

#### Aboriginal and Torres Strait Islander Vocational Employment Program

- Forty-three applications for the *2018 Vocational Employment Program* (previously the Aboriginal and Torres Strait Islander Traineeship) were received in January 2018. There are currently 10 placements available across the ACTPS. Interviews were completed in June 2018 with participants commencing from September 2018.

#### Other Whole of Government Programs and Initiatives

- Other programs and initiatives at a Whole of Government level for Aboriginal and Torres Strait Islander employment include:
  - *Australian School Based Apprenticeships* in both the Disability and Aboriginal and Torres Strait Islander Groups;
  - *Annual ACT Disability Employment Provider Expo* which also includes Aboriginal and Torres Strait Islander Employment Providers;
  - *Inclusion employment policies and guidelines* (eg Reasonable Adjustment Policy and Guidelines for Gender Transition in ACTPS);
  - *Respect Equity and Diversity (RED) Framework*;
  - *Pastoral care and support* for inclusion trainees and inclusion graduates and their teams;
  - *Monitoring and reporting on inclusion employment numbers*;
  - *Coordinating the ACTPS Inclusion Practitioners Network*;
  - Whole of government membership, training and support with Australian Network on Disability and Pride and Diversity.
  - Monitoring and providing advice to ACTPS directorates and agencies on inclusion matters; and
  - Promoting the ACTPS' commitment to inclusion employment at public events: expos, forums, schools, organisations and community.

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## Key Information

- At 30 June 2018, 380 employees identified as Aboriginal and Torres Strait Islanders. The June 2019 target is 407 – the remaining growth to meet this target is 27.
- Funding of \$776,000, split over 2 financial years (from January to December 2019), has been allocated for whole of Government initiatives and programs. This funding includes an increase of 2 positions for this period to meet the increased workload related to the initiatives and programs.
- The ACT Government Aboriginal and Torres Strait Islander Employment framework is available through the ACTPS Employment Portal [https://www.cmtedd.act.gov.au/\\_data/assets/pdf\\_file/0010/1101430/Aboriginal-and-Torres-Strait-Islander-Employment-Framework\\_Oct41.pdf](https://www.cmtedd.act.gov.au/_data/assets/pdf_file/0010/1101430/Aboriginal-and-Torres-Strait-Islander-Employment-Framework_Oct41.pdf)

## Background Information

- The separation rate in 2017-18 for employees identifying as Aboriginal and Torres Strait Islander was 8.6% compared to 7.1% for non-Identified staff.
- The additional initiatives and programs will work towards increasing retention rates for Aboriginal and Torres Strait Islander employees while assisting to maintain current numbers and reach the overall employment targets, along with increasing staff satisfaction while promoting the ACT Public Service as a proficient Inclusion Employment organisation.

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Vol: 1 Page No: 42, 43

**Portfolio:** Chief Minister**ISSUE: EMPLOYMENT OF PEOPLE WITH DISABILITY IN THE ACTPS****Talking points:**

- The ACT Government aims to achieve a diverse and skilled public service comprising individuals who are valued for their differences, experiences, knowledge, backgrounds and contributions.
- The *ACTPS Inclusion Employment Programs and Initiatives* focus on increasing numbers and also retain and develop current staff. Funding has been appropriated in 2019 for additional Whole of Government programs and initiatives, including:
  - The *Disability Career and Retention program* for up to 40 employees with Disability (20 at the ASO level and 20 at the SOG level).
  - Mentor training for up to 50 employees to develop individuals (with or without disability) to mentor and support staff with disabilities.
  - Membership and additional staff development, training, support and awareness sessions with the Australian Network on Disability and other local Providers.

**ACTPS People with Disability Employment Framework**

- *ACTPS People with Disability Framework* (the Framework) was launched in October 2017. The Framework acknowledges the level of maturity that exists across the ACTPS. It is a high level document providing overarching direction on inclusion activities, which directorates can implement, or participate at a whole of government level.
- The Framework recognises that each directorate has, or is developing, inclusion employment strategies with the expectation that in-depth information and analysis, including reporting and measures of accountability, are undertaken at the directorate level.

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### Inclusion Vocational Employment Program (for People with Disability)

- Applications for the 2018 Inclusion Vocational Employment Program (previously the Inclusion Traineeship) closed in January 2018 with over 240 applications received. There are currently 8 placements available across the ACTPS. Interviews were held in July 2018. The participants will commence in October 2018.

### Other Whole of Government Programs and Initiatives

- Other programs and initiatives undertaken on a Whole of Government level for disability employment include:
  - *Australian School Based Apprenticeships* for both the Disability and Aboriginal and Torres Strait Islander groups;
  - *Annual ACT Disability Employment Provider Expo*;
  - *Developing inclusion employment policies and guidelines* (for example, the Reasonable Adjustment Policy);
  - *Respect Equity and Diversity (RED) Framework*;
  - Pastoral care and support for participants and teams for inclusion trainees and inclusion graduates;
  - Monitoring and reporting on inclusion employment numbers across the ACTPS;
  - Coordination and ongoing support of the ACTPS Staff with Disability and Allies Network;
  - Coordination and ongoing support of the ACTPS Inclusion Practitioners Network;
  - Managing the whole of government membership and subsequent training, development and support with the Australian Network on Disability and Pride and Diversity.
  - Monitoring and providing support and advice to ACTPS directorates and agencies on inclusion matters; and
  - Promoting the ACTPS commitment to inclusion employment at public events including expos, forums, schools, organisations and broader community.

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## Key Information

- At 30 June 2018, 565 employees identified as having a disability. The June 2019 target is 655 – the remaining growth to meet this target is 90.
- Funding of \$776,000, split over 2 financial years (from January to December 2019), has been appropriated for whole of Government initiatives and programs. This funding includes an increase of 2 positions to meet the increased workload for the initiatives and programs.
- The ACT Government *People with Disability Employment Framework* is available through the ACTPS Employment portal: [https://www.cmtedd.act.gov.au/\\_data/assets/pdf\\_file/0009/1108377/People-with-Disability-Employment-Framework\\_Oct41.pdf](https://www.cmtedd.act.gov.au/_data/assets/pdf_file/0009/1108377/People-with-Disability-Employment-Framework_Oct41.pdf)

## Background Information

- The separation rate in 2017-18 for employees with disability was 9.8% compared to the overall separation rate of 7.1%.
- The additional initiatives and programs outlined in the budget initiative will work towards increasing retention rates for employees with disability while assisting to maintain current numbers and reach the overall employment targets, along with increasing staff satisfaction while promoting the ACT Public Service as a proficient Inclusion Employment organisation.

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Vol: 1 Page No: 36, 196

**Portfolio:** Chief Minister**ISSUE:        LGBTIQ INCLUSION IN THE ACTPS****Talking points:**

- In 2017-18, the ACTPS continued its work towards Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ) inclusion.
- An all-staff LGBTIQ inclusion survey was undertaken in April-May 2018. The survey captured staff perspectives on the awareness, impact and effectiveness of current LGBTIQ workplace inclusion initiatives. Over 1,500 responses were received from staff in all directorates. The next survey will be undertaken in 2020.
- The Workforce Capability and Governance Division and the Office of LGBTIQ Affairs will continue to facilitate and promote LGBTIQ education and awareness raising opportunities available to ACTPS directorates. This will be accompanied by increased communication to staff about inclusion programs and information on staff networks, diversity champions, LGBTIQ resources and RED Framework
- During 2017-18, the Workforce Capability and Governance Division worked with the AIDS Council of the ACT to provide introductory and awareness training across all ACTPS directorates. This was used as an introduction for directorates to enable them to assess requirements for more detailed training. Over 100 employees attended the training. Additional training is now being organised for 2018-19.

**Key Information**

- The Workforce Capability and Governance Division received additional funding of \$12,500 through the 2018-19 ACT Budget to enhance LGBTIQ elements in workplace inclusion programs for ACTPS employees. Further staff development, training, support and awareness sessions on LGBTIQ issues will be made available across the ACTPS in 2019.

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**Background Information**

- The ACT Government has been a member of Pride in Diversity since 2015. Pride in Diversity is a not-for-profit organisation providing training, advice and support to organisations regarding LGBTI diversity and inclusion along with periodic review of current guidelines.
- A number of general information sessions and targeted inclusion training took place across both 2016-17 and 2017-18. Whole-of-government LGBTI educational and support resources have also been released.

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Vol: 1Page No: 27-28, 42

**Portfolio/s:** Chief Minister  
Seniors and Veterans**ISSUE: VETERANS' EMPLOYMENT STRATEGY****Talking points:**

- The *ACT Government Veterans Employment Strategy* aligns with the focus of the ACT Public Service (ACTPS) to build a diverse, agile, responsive and innovative public service that delivers the ACT Government's priorities and provides effective services for the ACT community.
- The Strategy focuses on assisting veterans as they transition from the Australian Defence Force into civilian employment.
- The Government's vision is to make the ACTPS a leader in the recruitment and retention of veterans.
- Late in 2017, an all-staff survey was undertaken to determine the number of veterans employed by the Service and gain an understanding of their experience of entering the ACTPS. The results of the survey are now informing further actions for the ACTPS.
- Six Veterans' Executive Champions have been appointed. These ACTPS senior executives are looking at ways they can support veterans with the transition into civilian life and employment in the ACTPS.
- A number of ACTPS employees, including veterans, attended the ACT ADF transition seminars in April and September 2018 to provide background about the ACTPS, information on conditions of employment and promote employment possibilities.
- Seven senior executives in the ACT Public Service participated in Exercise Executive Stretch on 22-23 April 2018. This program is run by the Department of Defence to provide an opportunity for employers to see and experience first hand what Reservists do.
- The HR system has also been updated to enable self-identification of veterans.

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**Key Information**

- The all-staff survey received 134 responses from veterans who are now working in the ACTPS.
- Funding to support the ACT Government Veterans' Employment Strategy has been received from 2018-19. This funding will be used for a range of activities including:
  - establishing a register of former (and possibly current) ADF members who are interested in employment in the ACTPS (this would include a summary of their skills/training);
  - matching ACTPS vacancies with people on the register and forwarding the vacancies to them;
  - running face to face induction programs with veterans who commence in the ACTPS;
  - assisting veterans with the transfer of entitlements on commencement;
  - establishing and maintaining mentoring arrangements for veterans; and
  - working with Executive Champions.

**Background Information**

- The ACT Government *Veterans Employment Strategy* was launched on 13 September 2017. Refer <https://www.cmtedd.act.gov.au/employment-framework/inclusion-programs/veterans-employment>
- The Six Veterans Executive Champions are:
  - Ms Emma Thomas, Director-General, Transport Canberra and City Services;
  - Mr Damian Cantwell AM, ACT Electoral Commissioner;
  - Ms Georgeina Whelan, Chief Officer, ACT State Emergency Service;
  - Mr David Roulston, Chief Information Officer, Transport Canberra and City Services;
  - Mr Brendan Stevens, Director People and Culture, Emergency Services Agency; and
  - Ms Virginia Hayward, Acting Chief HR Officer, Justice and Community Safety.

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Vol: 1 Page No: 42-45

Vol: 2.1 Page No: 176-177

**Portfolio:** Chief Minister**ISSUE: FLEXIBLE WORK ARRANGEMENTS****Talking points:**

- The Workforce Capability and Governance Division has continued to support the expansion of Activity Based Work (ABW) across the service.
- In 2017-18, support was provided to Access Canberra and ACT Property Group for their moves to purpose built ABW fitouts at TransACT House in Dickson and 255 Canberra Avenue in Fyshwick.
- A Workforce Transformation Group has is driving the organisational and cultural change to align with the relocation of about 3,000 staff to ABW environments in new Dickson and Civic Office Blocks during 2020.
- Cross directorate working groups have been established by the Workforce Transformation Group to drive: Workplace Culture Ready; Technology; and Operations.
- The ‘Workplace Culture Ready’ working group has a focus on assisting the transition to ABW environments of about 3,000 employees by 2020.
- In 2017-18, the Culture Ready working group developed practical resources, policies, training material and team working tools to support positive workplace cultures and contemporary management practice. These resources have been made available to staff on a Whole-of-Government Portal. Further work to implement this work in Directorates will occur in 2018-19.

**Key Information**

- There are more than 800 staff working flexibly across ABW environments in the Canberra Nara Centre in Civic; Cosmopolitan Centre in Woden; TransACT House in Dickson; and 255 Canberra Avenue in Fyshwick.
- Staff working in ABW have been broadly supportive of the change. A survey conducted in 2017 found that:

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# ANNUAL REPORT HEARING BRIEF

- 69% were satisfied with the quality of their new office environment, 18% were neither satisfied or dissatisfied, and 13% were unsatisfied.
- 63% would respond positively if asked about ABW, with 20% neutral and 17% responding negatively.
- If given a choice, 69% would continue to work in the ABW environment, whilst 31% would return to their previous environment.

## Background Information

- In 2020, purpose built office blocks in Dickson and Civic will be completed and will accommodate approximately 3,000 ACT Public Servants.

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Vol: 1 Page No: 45

**Portfolio:** Chief Minister**ISSUE: ACTPS – REVISED EXECUTIVE CLASSIFICATION STRUCTURE****Talking points:**

- The Public Sector Management Standards 2016 have been amended to include a revised four band 16 point executive classification structure, commencing 1 July 2018.  
Refer <https://www.legislation.act.gov.au/View/di/2016-251/current/PDF/2016-251.PDF>
- The revised structure supports changes made in 2016 to the *Public Sector Management Act 1994* that established the Senior Executive Service. Among other things, these changes provide clear roles and responsibilities of Directors-General and Executives across the ACTPS.
- The intention of the revised executive structure is to better reflect the development of the ACT Public Service since its establishment in 1994 and the 2016 legislative amendments.
- Under the revised structure, Band 4 will be the Head of Service and Directors-General. Band 3 executives will be Deputy Directors-General.
- In introducing the revised executive classification structure, all current executives at each classification universally translated to the new classification. No executive was disadvantaged on translation. Existing remuneration did not change.
- The ACT Remuneration Tribunal issued a new determination to reflect the revised executive classification structure.
- In addition to the revised executive classification structure, the allowance in lieu of an executive vehicle has also been slightly increased as it has not been adjusted for some time.

**Key Information**

- The revised executive classification structure is based on a review conducted by an independent consultant.

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# ANNUAL REPORT HEARING BRIEF

- This is the first review of the executive structure conducted since the original structure was established in 1994.
- The review considered a comprehensive interjurisdictional analysis of Commonwealth, State and Territory executive structures.
- The revised executive classification structure provides for the ACTPS to be more comparable and competitive with the Australian Public Service and other States and Territory public sectors.
- Band 4 executives receive \$25,000 in lieu of a vehicle, Band 3 executives receive \$25,000, Band 2 executives receive \$24,500 and Band 1 executives receive \$24,000.

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Vol: N/A Page No: N/A

**Portfolio:** Chief Minister**ISSUE: UNION ENCOURAGEMENT****Talking points:**

- The Government is committed to encouraging union membership among the ACTPS workforce and working with unions to ensure fairness and workplace rights of staff are protected.
- The Government has developed a Union Encouragement Policy which recognises this Government's commitment and the important role of unions in the workplace. The policy will be distributed to the ACTPS.
- The decision to join a union remains the discretion of individual employees. The Government will ensure that all employees have access to information to allow them to make informed decisions about workplace rights and how they are represented.
- In addition, the Government will give employees full access to union officials and delegates whilst ensuring that there is proper consultation on any matter that employees or their union representatives consider is likely to significantly affect them.

**Key Information**

- ACTPS enterprise agreements recognise that employees are free to choose whether or not to join a union.
- ACTPS enterprise agreements recognise the legitimate right of unions to represent employees who are its members or eligible to become members.
- The ACTPS recognises that employees who choose to be members of a union have the right to choose to have their industrial interests represented by a union.
- The *Fair Work Act 2009* (FWA) prescribes the purpose and manner under which unions may exercise right of entry in the workplace to represent the rights of employees.
- The ACTPS grants unions and other employee representatives access in accordance with the FWA.

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Contact Officer name: Meredith Whitten Ext: 55147  
Lead Directorate: Chief Minister, Treasury and Economic Development

Vol: N/A Page No: N/A

**Portfolio/s:** Chief Minister

Employment and Workplace Safety

**ISSUE: INSECURE WORK TASKFORCE****Talking points:**

- The Government is committed to the proper resourcing of the ACT Public Service (ACTPS) and to promoting permanent employment and job-security for ACTPS employees.
- This means minimising the use of labour-hire, casual, temporary and contract employment in the ACTPS as well as the use of outsourcing.
- These commitments are enshrined in ACTPS enterprise agreements and supported by the Government's election commitment to maintain the size of the ACTPS.
- To ensure these commitments are delivered, the Government is setting up a joint ACTPS and Union Taskforce to look into existing employment and engagement practices and put forward policy proposals for the future.

**Key Information**

- Draft Terms of Reference for the Taskforce are being considered and preparatory work is underway which amongst other things will provide a statistical snapshot of the use of casual, temporary and labour hire workers across the ACTPS.
- The work of the Taskforce will also identify positions which should be considered for conversion from insecure modes of engagement to permanent employment. To ensure the Government's commitment to permanency in employment is delivered, clauses have been prepared for inclusion in ACTPS enterprise bargaining agreements to give this effect.
- ACTPS enterprise agreements give casual employees who have a reasonable expectation to be further engaged by the Service on a regular basis the right to ask that their employment status be reviewed. The Government will also extend that right to temporary employees.

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Vol: 1 Page No: 42, 44

**Portfolio:** Chief Minister**ISSUE: PUBLIC SECTOR STANDARDS COMMISSIONER****Talking points:**

- The Public Sector Standards Commissioner is an integral part of the ACT Public Sector Integrity Framework.
- The Commissioner's role is supported by the Professional Standards Unit and the Principal Investigator, allowing all requests for misconduct investigations, Public Interest Disclosures (PIDs) and other complaints received by the Commissioner to be centrally conducted.
- The Commissioner has identified several key messages for managers and staff based on the work undertaken by his office. Those messages and other observations have been communicated to Directors-General of each Directorate.
- For managers, the clear message is the importance of demonstrating and reinforcing ACT public sector values and dealing with problems when they first arise.
- For team members, the key message is the importance of abiding by the ACT public sector values, employing common courtesy and diligence in performing their roles and raising any concerns with managers early so they can be worked through.
- The Commissioner has focused on the use of preventative steps that can be implemented to moderate or contain the number of occurrences that result in misconduct referrals and complaints, including providing training to managers and knowledge sharing.

**Key Information**

- During 2017-18, the Commissioner's office received 24 complaints from staff across the ACT Public Service relating to a diverse number of issues, which included administrative processes, managerial actions, recruitment practices and claims of bullying. Of those 24, only the three most recent matters were pending at the close

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of the financial year. The remainder were resolved after consultation with the relevant Directorates, with responses provided to those who raised the complaints.

### Background Information

- Section 144 of the *Public Sector Management Act 1994* (PSM Act) outlines the central functions of the Commissioner, which are to:
  - Conduct an investigation about a matter declared by the Chief Minister in the way prescribed; and under an industrial instrument;
  - provide advice to the Chief Minister about matters arising from an investigation conducted by the Commissioner;
  - in connection with an investigation conducted by the Commissioner— promote and provide advice about the public sector values, the public sector principles and the conduct required under this Act.
- The Commissioner also has the following functions under Part 6 of the *Public Interest Disclosure Act 2012*:
  - to give advice about PIDs;
  - to monitor the management of PIDs by public sector entities;
  - to review the way in which public sector entities investigate and deal with PIDs generally, or particular PIDs;
  - to ensure just outcomes for people who make PIDs, including by preventing and remedying the effect of detrimental action against people because of disclosures; and
  - to undertake, or coordinate the undertaking of, education and training programs about PIDs.

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Contact Officer name:	Meredith Whitten	Ext: 55147
Lead Directorate:	Chief Minister, Treasury and Economic Development	

Vol: 1 Page No: 44

**Portfolio:** Chief Minister**ISSUE: PROFESSIONAL STANDARDS UNIT****Talking points:**

- The Public Sector Standards Commissioner oversees the work of the Professional Standards Unit (PSU), which conducts all misconduct investigations across the ACT Public Service (ACTPS), unless extenuating circumstances apply. Where matters are referred outside the ACTPS, the PSU maintains an oversight role to ensure consistency of process.
- During 2017-18, the PSU received 73 misconduct referrals from across the ACTPS, consistent with the number received the previous year (70). In addition, the PSU had 19 investigations pending from the previous financial year.
- The PSU completed 52 misconduct processes during the year, which comprised 45 full investigations and 7 admission statements. These processes resulted in substantiated findings of misconduct in 87% of referrals, a rate consistent with the previous year.
- The type of behaviours most commonly investigated by PSU during 2017-18 were:
  - inappropriate behaviour, or lack of courtesy and respect;
  - failure to apply reasonable care or diligence; and
  - failure to comply with direction, workplace rules, or policies.

**Key Information**

- 52 misconduct processes were completed by the PSU in 2017-18  
(45 investigations, 7 admission statements)
- Average of 101 business days to complete misconduct processes in 2017-18  
(111 days for investigations, 38 days for admission statements)

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**Background Information**

- Pursuant to a decision of the Strategic Board, it is mandatory for misconduct investigations to be referred to the PSU.
- The PSU is staffed with two Senior Managers, 14 Investigators and one Analyst.
- The PSU's analytical team provides the Commissioner with comprehensive data regarding workplace misconduct across the ACTPS, including types of behaviours, specific work areas affected, staff levels, investigative outcomes and sanctions imposed. This data can be used to identify trends and patterns, which will influence strategic initiatives to proactively improve workplace behaviour and culture.

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Vol: 1 Page No: 233

**Portfolio:** Chief Minister**ISSUE: PUBLIC INTEREST DISCLOSURES****Talking points:**

- During 2017-18, the Public Sector Standards Commissioner (PSSC) was advised of 12 Public Interest Disclosures (PIDs) received by ACT directorates and public entities.
- After assessment, 11 of 12 matters received were determined not to qualify as disclosable conduct under *Public Interest Disclosure Act 2012* (PID Act) and were closed for reasons provided under section 20 of the Act.
- At 30 June 2018, one disclosure remained open and was being assessed by the associated Directorate.
- The disclosures received during the year were spread proportionately across directorates, with 3 related to ACT public sector entities.

**Key Information**

- The number of disclosures received during 2017-18 (12) reflected a decrease from the previous financial year (17).
- During 2017-18, entities continued to notify the Commissioner in line with the PID Act, about the receipt, referral, progress of any investigation and eventual outcome, including decisions not to investigate further.
- Under the auspice of the PSSC, a whole of government PID database is maintained for the purpose of centrally recording PID numbers and providing effective oversight and investigation of PIDs.

**Background Information**

- Under the PID Act, the Commissioner has a number of functions which include the provision of advice, monitoring PIDs, reviewing investigations, ensuring appropriate outcomes and coordinating related education and training programs.

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# ANNUAL REPORT HEARING BRIEF

- Disclosable conduct is about conduct that could amount to a criminal offence, give grounds for disciplinary action or activities that could amount to a serious malfeasance of public office or danger to public health, safety or the environment.
- Complaints relating to individual employment and industrial matters, isolated allegations of bullying or harassment, personnel matters, individual performance management concerns and individual workplace health or safety issues, *are not* considered to be disclosable conduct for the purpose of the PID Act.
- A complaint can only be a PID once the essence of the complaint has been appropriately assessed. That is, just because a complainant is claiming or wishing that that the information is of PID status, an assessment of all the facts will determine whether the information meets the definition of *disclosable conduct*, as per the PID Act, or otherwise.

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Vol: 1 Page No: 43-45, 159-160

**Portfolio:** Chief Minister**ISSUE: ACT INTEGRITY COMMISSION BILL 2018****Talking points:**

- The ACT Government released its Integrity Commission Bill on 26 July 2018 as an Exposure Draft.
- The Bill was tabled in the Assembly and referred to the *Select Committee on Independent Integrity Commission* on 31 July 2018.
- The 2018 Select Committee reported on 31 October 2018 and the Government Response to the report is being developed.
- The 2017 Select Committee report recommendations informed the content of the Bill to establish the new integrity body, which will be broadly structured as those in jurisdictions of a similar size to the ACT and have its functions delineated from other oversight bodies.
- The proposed body will investigate significant and serious allegations of corruption by ACT public servants, ACT Police officers (subject to Commonwealth Government Agreement), MLAs and their staff and statutory office holders including boards and committees and third party contractors and consultants.
- The Chief Minister wrote to the new Prime Minister and relevant Commonwealth Ministers about the ACT Government's position on ACT Policing and the status of negotiations with the Commonwealth.
- The ACT Integrity Commission would focus on prospective and current matters, with some limited ability to review retrospective or previous matters, subject to certain requirements, such as a public interest test.
- If a matter has been investigated by another investigative body, the Bill provides that the Commission may investigate the conduct if reasonably satisfied there is reliable, substantial and highly probative evidence that was not considered by that investigatory body; or the body's

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investigation or decision not to investigate was materially affected by error.

- These provisions assist in protecting human rights by ensuring that the Commission is not going to expose people that have been punished or disciplined to additional penalties. It also ensures that the Integrity Commission can manage its resources effectively by prioritising matters which have not been previously investigated.
- The Exposure Bill does not create any new offences in relation to any retrospective conduct being investigated or will not change the law - it creates a mechanism to investigate breaches of the law.
- The establishment of an Integrity Commission and developing its enabling legislation is complex and has required careful consideration given the number of existing independent integrity bodies. A consultation process has been undertaken with these bodies.
- In 2018-19 Budget, the Government committed \$8.4m over four years towards the establishment of the Integrity Commission. The 2018-19 funding is provided to the Office of the Legislative Assembly to allow the Speaker to access the funding and commence initial establishment arrangements including the recruitment of the Integrity Commissioner.

### Key Information

- The Exposure Bill creates a new organisation independent from Government. The head of the new body will be the ACT Integrity Commissioner who will be an Officer of the Legislative Assembly, joining the Auditor-General, ACT Ombudsman, and the Electoral Commissioner. The Speaker will be responsible for appointing the Integrity Commissioner.
- The Government does not support the inclusion of judicial officers within the oversight of an Integrity Commission at this time. The Government's position is sufficient oversight is provided through the Judicial Council and Judicial Commission.
- The Government agrees an Integrity Commission have oversight of ACT Policing. The *Australian Capital Territory (Self-Government) Act 1988* prevents the Assembly from making laws about ACT Policing. Discussions have commenced between the Territory and Commonwealth Departments to seek agreement to legislative amendments.
- The Government is exploring avenues to enhance transparency of existing oversight mechanisms through improved reporting to the ACT from the Australian Commission

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for Law Enforcement Integrity and the Commonwealth Ombudsman, who currently have jurisdiction to investigate members of ACT Policing.

- The Select Committee received fourteen public submissions from such entities, as the Human Rights Commission, the National Integrity Committee, CPSU, the ACT Bar Association, the Clerk and the Ethics and Integrity Adviser.
- The Select Committee held Public Hearings in September 2018. The people who appeared were: Mr Coe, Leader of the Opposition; Ms Jaala Hinchcliffe, Deputy Ombudsman; Mr Tony Harris; Mr Stephen Skehill, Ethics and Integrity Adviser; Mr Tom Duncan, Clerk of the Legislative Assembly; Mr David Skinner, Office of the Clerk; and the Chief Minister.
- The Government remains committed to introducing legislation in the Legislative Assembly in November 2018, and potentially debating the Bill in the same sittings, subject to the views of the Assembly.
- the 2018-19 Budget, funded \$8.4m over four years for the employment of 10 FTE including an Integrity Commissioner, Chief Executive Officer, Counsel Assisting and Investigative personnel.

### **Background Information**

- The ACT Legislative Assembly Select Committee recommended the Government establish a standing integrity body to investigate, expose and prevent corruption and foster public confidence in the integrity of the Government. The Select Committee released its final report on 31 October 2017.
- The Government released its response to the Select Committee report and recommendations on 26 February 2018.
- Establishing the body is an election commitment of this Government and is an item in the Parliamentary Agreement.

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Vol: 1 Page No: 190

**Portfolio:** Chief Minister**ISSUE: RESPONDING TO OCCUPATIONAL VIOLENCE (OV)****Talking points:**

- We take the health, safety and wellbeing of all workers very seriously.
- We have a general duty of care to staff and others under the *Work, Health and Safety Act 2011*. Staff also have a duty to exercise reasonable care and skill under the *Public Sector Management Act 1994*.
- Occupational Violence towards staff, clients and third parties is not unacceptable.
- We have expectations of the behaviour of our community – violence towards others is not acceptable.
- ACTPS and Directorate policies, plans and systems which aim to reduce the risk of people being exposed to verbal or physical abuse include:
  - *ACTPS Managing Occupational Violence Policy* (May 2012) [https://www.cmtedd.act.gov.au/\\_data/assets/pdf\\_file/0009/489087/2012\\_whs\\_09\\_managingoccupationalviolence.pdf](https://www.cmtedd.act.gov.au/_data/assets/pdf_file/0009/489087/2012_whs_09_managingoccupationalviolence.pdf) ;
  - *ACTPS Responding to Workplace Accidents/Incidents Policy* (June 2016) [http://www.cmd.act.gov.au/\\_data/assets/pdf\\_file/0005/489083/RWAI-FINAL\\_accessible\\_20160622.pdf](http://www.cmd.act.gov.au/_data/assets/pdf_file/0005/489083/RWAI-FINAL_accessible_20160622.pdf) ;
  - *Education Managing Occupational Violence Policy* (July 2017) [https://www.education.act.gov.au/\\_data/assets/pdf\\_file/0007/1087486/Managing-Occupational-Violence-Policy-20170718\\_FINAL.PDF](https://www.education.act.gov.au/_data/assets/pdf_file/0007/1087486/Managing-Occupational-Violence-Policy-20170718_FINAL.PDF) ; and
  - *Education Managing Occupational Violence Management Plan* (July 2017) [https://www.education.act.gov.au/\\_data/assets/pdf\\_file/0009/1087488/Occupational-Violence-Management-Plan.pdf](https://www.education.act.gov.au/_data/assets/pdf_file/0009/1087488/Occupational-Violence-Management-Plan.pdf) .
- ACTPS leaders and workers have a responsibility in addressing and managing situations where there is a risk of violence by:

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- Attending training programs (eg Behavioural Deescalation; Mental Health Awareness; and Work Safety for Managers and Supervisors at <http://sharedservices/actgovt/Training/WorkSafety/> );
- Identifying hazards, assessing and mitigating risks and recording their status in risk registers;
- Understanding the hierarchy of risk controls and reducing and eliminating risks wherever reasonably practicable; and
- Raising work, health and safety issues with supervisors, or health and safety representatives, or in team meetings.
- Responding if a staff member experiences occupational violence by:
  - containing and controlling the situation to ensure the safety of all;
  - seeking medical attention and community services (eg police);
  - notifying Worksafe ACT of a notifiable incident with an serious injury or illness of a staff member;
  - obtaining psychological support;
  - submitting a Riskman report (within 48 hours) which may lead to a subsequent investigation; and
  - checking in with affected staff within 1 week post incident and follow up required action.

### **ACT Strategic Board Commitment**

- On 8 August 2018, the ACT Strategic Board agreed to develop a whole of government approach to addressing OV.
- A Working Group is addressing occupational violence and assisting directorates with workplace specific plans using an evidence based, research approach.
- The incidence of OV in the ACTPS is unclear:
  - Defining OV is problematic at a Whole of Government level;
  - Incident data may be incomplete, or held in multiple data systems;

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- Underreporting is prevalent in many occupations; and
- Training to manage Occupational Violence is ad hoc.
- Workplace Safety and Industrial Relations, Treasury and the working group have developed a draft *ACT Public Sector Work Health, Safety and Wellbeing Strategy 2019-2022* with a focus on: Our leaders, our people, our managers, our work and our systems.
- One priority area is addressing the risk of OV. Other areas are: supporting mental health; supporting work through the life course; enhancing physical health and wellbeing; and promoting the health benefits of good work / work as part of rehabilitation.
- On 24 October 2018, the proposed approach for addressing OV was discussed with unions at ACT Joint Council.
- An interim report from the working group was considered by the Board on 31 October 2018 and a final report is due in December 2018.

## Background Information

- The seven priority areas for addressing Occupational Violence are:
  - Design work and workplaces to minimise the risk of Occupational Violence.
  - Take a risk management approach to Occupational Violence.
  - Foster a reporting culture.
  - Improve skills of senior leaders.
  - Improve the capabilities of managers and supervisors.
  - Improve skills of workers to minimise the likelihood of Occupational Violence.
  - Prioritise wellbeing of managers and leaders.

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Vol: 1 Nil

**Portfolio:** Chief Minister**ISSUE: LOBBYISTS****Talking points:**

- The *ACT Public Service (ACTPS) Employment Portal* makes available information for staff to learn about the role of lobbyists at <https://www.cmtedd.act.gov.au/employment-framework/for-employees/a-z> .
- The Employment Portal also includes links to the ACT Register of Lobbyists on the ACT Legislative Assembly website at <https://www.parliament.act.gov.au/act-register-of-lobbyists> .
- Messages about lobbyists are sent to ACTPS staff and Human Resource Directors on a regular basis. The most recent message was sent to all ACTPS staff on 24 August 2018.
- The [ACT Register of Lobbyists](#) on the ACT Legislative Assembly website applies to all staff employed under the *Public Sector Management Act 1994*.
- Staff can access information about the principles and processes involved with the Register, to avoid putting themselves, the ACTPS, a Minister or the government in a position of non-compliance with the Register.
- The Register holds information about who is undertaking lobbying activities with the ACT Government and who lobbyists represent in conducting their business.
- Lobbyists listed on the ACT Register of Lobbyists can contact a Member of the Legislative Assembly, their staff and contractors, or ACTPS staff for the purpose of lobbying on behalf of a third party.
- The Register of Lobbyists and the ACT Legislative Assembly [ACT Lobbying Code of Conduct](#) (Continuing Resolution 8AB of 5 August 2014) provide a strong framework to support transparency and integrity in public administration.

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- ACTPS staff should not knowingly allow themselves to be subject to 'lobbying activities' by a lobbyist on behalf of a third party without first consulting the Register.
- The ACT Public Service [Lobbying Procedures](#) are available to assist ACTPS staff comply with the Register.

## Background Information

- Regular media reports refer to the engagement of former ACT PS Executives as lobbyists registered on the ACT Lobbyist Register.
- The definition of **Lobbyist** and **Lobbying activities** are set out in the [ACT Lobbyist Regulation Guidelines](#).

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Vol: N/A Page No: N/A

**Portfolio:** Chief Minister

**ISSUE: Procurement Training**

**Talking points:**

- The procurement of goods and services and capital works is an important part of good public administrative practice.
- Procurement ACT has a comprehensive website of information at <https://www.procurement.act.gov.au/>
- A range of information and training is available to support staff understand their procurement and contract management responsibilities.
- Contract management and introductory procurement training courses are regularly offered through the ACTPS Training calendar: [http://sharedservices/actgovt/Training/Working-in-Government/Procurement/Introduction to Government Procurement \(CMTEDD\).html](http://sharedservices/actgovt/Training/Working-in-Government/Procurement/Introduction%20to%20Government%20Procurement%20(CMTEDD).html)
- In addition, the ACT Government Procurement Board considers and endorses procurement proposals over \$5.0m or high risk proposals.

**Background Information**

- The Regulatory Framework for the Territory's procurement processes is provided in the *Government Procurement Act 2001* and *Government Procurement Regulation 2007*.
- The Core Learning Policy, endorsed by Strategic Board in 2017, includes Procurement as one of the core learning (mandatory) modules which all staff are expected to complete. An online course is currently being finalised and will be released in early 2018.

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**TAB 8****State of the Service Reporting**

<b>Brief Number</b>	<b>Brief Title</b>	<b>Volume</b>	<b>Page No.</b>
<b>1.</b>	Diversity Targets	N/A	73-85
<b>2.</b>	Employment Growth in the ACTPS	N/A	59-60
<b>3.</b>	Gender pay gap	N/A	52-54
<b>4.</b>	Gender Profile – ACT Public Service	N/A	52-57, 110
<b>5.</b>	Executives – ACT Public Service	N/A	22, 60, 111, 114
<b>6.</b>	Appropriate Workplace Behaviour	N/A	65-68
<b>7.</b>	Bullying and Harassment	N/A	70-73
<b>8.</b>	Reportable Conduct Scheme	N/A	26

Vol: N/A Page No: 73-85

**Portfolio:** Chief Minister**ISSUE:        DIVERSITY TARGETS****Talking points:**

- Directorate-specific targets for the employment of Aboriginal and Torres Strait Islander people and people with a disability are included in Directors'-General performance agreements.
- Diversity targets for each financial year are set based on the remaining growth required to reach the whole of government targets by 2018-19. Directorate-specific targets are issued in July each year for that financial year only.
- The Head of Service provides quarterly reports to Directors-General to ensure ongoing accountability in meeting diversity targets. Included in these reports are updates on work completed in the previous quarter, upcoming initiatives and a quarter end headcount for each directorate for the two diversity groups.
- To help achieve the targets, several whole of government initiatives are in place and ongoing support is provided to directorates to assist with internal recruitment practices. Additional initiatives and programs will be undertaken in 2018 and will focus on increasing retention rates for Aboriginal and Torres Strait Islander employees and employees with disability.

**Key Information**

- At June 2018 there were 380 Aboriginal and Torres Strait Islander employees (the remaining growth to meet 30 June 2019 target is 27) and there were 565 employees with disability (the remaining growth to meet 30 June 2019 target is 90).

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	Target HC June 2015	Achieved HC June 2015	Target HC June 2016	Achieved HC June 2016	Target HC June 2017	Achieved HC June 2017	Target HC June 2018	Achieved HC June 2018	Target HC June 2019	Remaining growth to meet 2018-19 target
Aboriginal and Torres Strait Islander Peoples	298	299	329	312	363	350	400	380	407	27
People with Disability	477	437	525	457	578	521	616	565	655	90

- Information on the whole of government initiatives that are in place to support directorates to meet these targets are included in the *Employment of People with Disability in the ACTPS* and the *Employment of Aboriginal and Torres Strait Islander Peoples in the ACTPS* briefs.

## Background Information

- Targets were revised in February 2015 by the Head of Service when it was clear previous targets would not be met. The revised targets were to meet a minimum of 655 People with Disability and 407 Aboriginal and Torres Strait Islanders by 2018-19.
- As well as undertaking employment initiatives and programs to reach the targets, retention is an area that also needs addressing.
- The separation rate in 2017-18 for employees identifying as Aboriginal and Torres Strait Islander was 8.6% compared to 7.1% for non-Identified staff.
- The separation rate in 2017-18 for employees with disability was 9.8% compared to the overall separation rate of 7.1%.

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Vol: N/A Page No: 59-60

**Portfolio:** Chief Minister**ISSUE: EMPLOYMENT GROWTH IN THE ACTPS****Talking points:**

- The *2017-18 State of the Service Report* outlines a small growth in employment in the ACTPS over the 2017-18 reporting period (2 per cent, or 439 employees based on headcount).
- The employment growth of the ACTPS is slightly below that of the Australian labour force growth of 2.4 per cent over the same period.
- Over the 2017-18 reporting period all directorates experienced relatively similar growth except Chief Minister, Treasury and Economic Development Directorate (CMTEDD) which experienced a 2 per cent decrease in their employee headcount.
- The Environment, Planning and Sustainable Development Directorate (EPSDD) experienced the largest growth in employment, with an increase of 11.5 per cent.
- The increase in EPSDD's employment is the result of Machinery of Government changes that arose from the administrative arrangements made by the Chief Minister on 21 June 2017. With the cessation of the Land Development Agency, some employees joined EPSDD, along with employees from CMTEDD joined the Urban Renewal Division.
- Of all classifications groups, Rangers saw the largest growth in employment with an increase of 14.6 per cent, followed by Prosecutors at 12.8 per cent and Legal Officers at 10.9 percent.

**Key Information**

- The employment growth experienced by the ACTPS during 2017-18 is slightly less than the employment growth experienced during 2016-17 (2.5 per cent, or 531 employees based on headcount).

**Background Information**

- The *State of the Service Report* incorporates statistics of workforce trends for the ACTPS.

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Vol: N/A Page No: 52-54

**Portfolio:** Chief Minister**ISSUE: GENDER PAY GAP****Talking points:**

- Females in the ACTPS are paid slightly less than their male counterparts with a gender pay gap of 2.3 per cent. This means for every \$1 earned by a male employe, a female employee earned \$0.98. This pay gap has reduced by 0.8 per cent from June 2017 to June 2018.
- The gender pay gap is attributable to the proportionally larger number of women than men choosing part time work across the ACTPS. In the ACTPS, females and males doing the same job receive the same remuneration. That is, females and males undertaking the same job, with the same role and responsibilities receive the same salary.
- At June 2018 the average salary of females within the ACTPS was \$90,300 and the average salary of males was \$92,443.
- The average salary of the ACTPS was \$91,046 at June 2018. This is just below the average salary of an individual in ACT labour force (\$94,427 at May 2018) and approximately \$9,000 higher than the average salary of an individual in the Australian Labour Force (\$82,700 at May 2018).
- The average salary in the Australian Public Service at 31 December 2017 (based on the APS Remuneration Report 2017) for females was \$86,529 compared to males at \$94,428. This represents a more significant pay gap of 8.4%.

**Background Information**

- The State of the Service Report is an annual account of the management of the ACT Public Sector during the reporting period. It provides a holistic overview of the ACTPS including a detailed analysis of workforce data.

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Vol: State of the Service Report Page No: 52-54

**Portfolio:** Chief Minister**ISSUE: GENDER PROFILE – ACT PUBLIC SERVICE****Talking points:**

- Female employees comprise 65.2 per cent of the ACTPS workforce, totalling 14,505 employees. This is relatively similar to 2016-17 where females made up 64.9 per cent of the ACTPS workforce (14,139 employees).
- Representation of females in the ACTPS is approximately 16 per cent higher than representation of females in ACT Labour Force (49 per cent at June 2018) and about 18.1 per cent higher than Australian Labour Force (47.1 per cent at June 2018).
- Females hold 46.1 per cent of senior executive positions in the ACTPS, including 5 of the 7 Directors-General. This represents a slight increase since 2017 where females held 44.7 per cent of senior executive roles. Females hold a similar proportion of Statutory Office Holder positions at 46.7 per cent.
- Females in the ACTPS are paid slightly less on average than male employees. The average salary for females is \$90,300 compared to males at \$92,443.

**Background Information**

- The *State of the Service Report* is an annual account of the management of the ACT Public Sector during the reporting period. It provides a holistic overview of the ACTPS including a detailed analysis of workforce data.

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Vol: State of the Service Page No: 60

**Portfolio:** Chief Minister

**ISSUE: EXECUTIVES – ACT PUBLIC SERVICE**

**Talking points:**

- At June 2018, there were 243 senior executives which comprised 1.1 per cent of the ACTPS workforce. These proportions are the same as June 2017.
- Females hold 46.1 per cent of senior executive positions in the ACTPS. This is slightly higher than 2016-17 where females held 44.7 per cent of senior executive positions in the ACTPS. The majority of the ACTPS Directors-General are females (five of the seven Directors-General).
- Females hold a similar proportion of Statutory Office Holder positions at 46.7 per cent.
- The senior executives classification group grew by 3.4 per cent (from 235 to 243). This is higher than the overall growth of the ACTPS of 2 per cent growth.
- The Health Directorate had the highest growth in senior executives, increasing from 30 in 2017 to 43 in 2018 (43%).
- At 30 June 2018 the Chief Minister, Treasury and Economic Development Directorate had the highest number of senior executives with 77.

Senior Executives by Directorate (June 2018)	2018
Chief Minister, Treasury and Economic Development Directorate	77
<i>ACT Insurance Authority</i>	1
Community Services Directorate	22
Education Directorate	20
Environment, Planning and Sustainable Development Directorate	15
Health Directorate	43
Justice and Community Safety Directorate	37
Transport Canberra and City Services Directorate	28
<b>Grand Total</b>	<b>243</b>

Cleared as complete and accurate:

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## Background Information

- The *State of the Service Report* is an annual account of the management of the ACT Public Sector during the reporting period. It provides a holistic overview of the ACTPS including a detailed analysis of workforce data.

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Vol: N/A Page No: 65-68

**Portfolio:** Chief Minister

## ISSUE: APPROPRIATE WORKPLACE BEHAVIOUR

### Talking points:

- The *State of the Service Report* includes data on the number of contacts received from employees of potential bullying and harassment. This data is broad and it could include inappropriate behaviour or disagreements with a colleague, which resulted in a workplace incident or accident. This is a subjective indicator and is not a one for one indicator of bullying and harassment.
- The majority of contacts about workplace behaviours were reported through the RiskMan incident reporting system by an employee where the cause selected by the employee is 'work colleague'.
- Notifications of bullying and harassment from through all reporting methods in 2017-18 increased from 2016-17 reporting period. The total number of contacts in 2016-17 was 330 and in 2017-18 the total was 367.
- **Note:** the figure reported in 2016-17 report was understated due to a reporting error. The total number reported was 236, the correct figure is 330.
- During 2017-18 there were 8 instances where a breach of section 9 of the *Public Sector Management Act 1994* was found to have occurred relating to bullying or harassment. There are a further 11 investigations that have commenced but not yet finalised.
- There is a large difference in the number of reported experiences of bullying and harassment and the total number of reports of bullying and harassment resulting in a finding of bullying or harassment through a misconduct process. Most contacts about bullying and harassment are either resolved in the workplace without the need for further intervention, or were found during a preliminary assessment to not involve behaviour that was considered bullying or harassment.

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Cleared by: Deputy Director-General Ext: 55147  
Information Officer name: Release not assessed at time of clearance.  
Contact Officer name: Meredith Whitten Ext: 55147  
Lead Directorate: Chief Minister, Treasury and Economic Development

# ANNUAL REPORT HEARING BRIEF

- Of the 367 contacts received during 2017-18, the highest proportion were from Health (201), TCCS (44) and Education (42).
- There was a significant increase in the number of preliminary assessments conducted, from 86 in 2016-17 to 225 in 2017-18. Health conducted the highest number of preliminary assessments with 160 completed, followed by TCCS with 26.
- The increased contacts and preliminary assessments within Health corresponds with a recent focus by Health to encourage a reporting culture, the training of 206 managers at the 'addressing workplace issues – preliminary assessment' workshops in 2017-18, and the centralisation of record keeping of preliminary assessments.

## Background Information

- The *State of the Service Report* is an annual account of the management of the ACT Public Sector during the reporting period. It provides a holistic overview of the ACTPS including a detailed analysis of workforce data.

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Lead Directorate:	Chief Minister, Treasury and Economic Development	

Vol: N/A Pages No:70-73

**Portfolio:** Chief Minister**ISSUE: BULLYING AND HARASSMENT****Talking points:****CMTEDD**

- CMTEDD has multiple channels in which staff can seek assistance if they believe they are being bullied or harassed. During 2017-18, 25 bullying and harassment complaints were received by CMTEDD (inclusive of Shared Services), through the following channels:
  - six were reported through Riskman
  - sixteen were reported to human resource areas in CMTEDD or Shared Services
  - three were received through other mechanisms.
- All complaints are taken seriously and acted upon. Thirteen were referred for preliminary assessment. Of the 13 completed preliminary assessments, three were referred for misconduct investigation. All three matters are now finalised, with one officer resigning before the investigation was complete, one transferred and a reduction in salary for the third. There were no investigations into bullying or harassment rolled over from previous years.
- All officers are reminded of their obligations through regular promotion of the ACTPS Values and Signature Behaviours. These reminders are provided through the Intranet, printed material displayed in the office and on computer desktops.
- Respect, Equity and Diversity training is run regularly throughout the year with 306 staff attending training. In addition, 144 staff attended the CMTEDD Induction Program during 2017-18 which includes an overview of the RED Framework and EAP.
- Twice a year CMTEDD dedicate a week to the promotion of the RED Framework and offer multiple training opportunities. There are 34 trained RED contact officers across CMTEDD that can be approached

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where officers wish to raise issues or seek assistance and an SES Band 3 RED sponsor, Mr Stephen Miners.

- All officers have access to the Employee Assistance Program and information and contact material is available at all offices.

#### Whole of Government

- The ACTPS has a comprehensive *Respect, Equity and Diversity* (RED) Framework which was developed in 2010.
- The ACTPS is committed to creating a positive, respectful, supportive and fair work environment where employee differences are respected, valued and utilised to create a productive and collaborative workplace.
- Each Directorate has identified their RED Executive Sponsor as well as RED Contact Officers who are available to support colleagues who are experiencing unacceptable workplace behaviours.
- Training is available to RED Contact Officers to offer the right support to colleagues who contact them.
- In 2017-18, 17 ACTPS employees attend RED Contact Officer training and 102 ACTPS employees attended general/framework RED training scheduled through the ACTPS Training Calendar.
- In addition to the ACTPS Training Calendar courses, CMTEDD offers RED training for general employees eight times per year and for managers four times per year at <http://intranet-cmtedd/ourorganisation/cmtedd-training-calendar/workplace-culture-and-diversity-training> .
- RED training is regularly offered through the ACTPS Training Calendar (<http://sharedservices/actgovt/Training/Communication-Engagement/>). Three courses are offered:
  - RED Framework (Employees);
  - RED Framework (General); and
  - RED Framework (Contact Officer).
- Training is also available for Managers and staff about acceptable workplace behaviours.

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# ANNUAL REPORT HEARING BRIEF

- Individual directorates also have established workplace culture programs to promote the values of the ACT PS.
- As in previous years, there was a large difference in the total number of reported experiences of bullying and harassment compared to the total number of reports of bullying and harassment resulting in a finding of bullying or harassment through a misconduct investigation.

## Key Information

- The total number of contacts of bullying and harassment has increased from 2016-17 to 2017-18 (330 in 2016-17 to 367 in 2017-18). This is reflective of the significant recent efforts in educating employees on both when and how to make contact about bullying and harassment and the introduction (in 2015) of the RiskMan automated reporting system.
- The 2017-18 State of the Service Report details that in 2017-18 there were 14 reports of bullying and harassment in the ACTPS that resulted in a misconduct process under Section H of ACTPS Enterprise Agreements.
- During 2017-18 there were a total of eight bullying or harassment related misconduct processes completed during the 2017-87 financial year, where a breach of section 9 of the *Public Sector Management Act 1994* was found to have occurred.
- In 2017-18 there were 225 reports of bullying or harassment where a preliminary assessment under Section H of the Enterprise Agreements was commenced, with only eight findings of bullying or harassment through formal investigation.

## Background Information

- The annual State of the Service Report incorporates bullying and harassment data for the ACTPS.
- The Core Learning Policy, endorsed by Strategic Board in 2017, includes Respect Equity and Diversity as one of the core learning (mandatory) modules which all staff are expected to complete. An online course is currently being finalised and will be released in early 2018.

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Vol: N/A Page No: 26

**Portfolio:** Chief Minister

## ISSUE: REPORTABLE CONDUCT SCHEME

### Talking points:

- The Reportable Conduct Scheme is an employment-based child protection scheme designed to ensure that allegations of abuse and certain criminal convictions are identified, reported and addressed.
- The *Ombudsman Act 1989* provides that ACT Directorates and services for children notify the ACT Ombudsman of allegations that an employee has engaged in conduct that results in: ill treatment, neglect or psychological harm to a child; misconduct of a sexual nature; or an employee has committed criminal offences involving a child.
- Under the Act, organisations are to put in place procedures to promote, respond and prevent reportable conduct.
- The *ACTPS Reportable Conduct Policy* and the list of ACT Directorate Reportable Conduct Contact Officers are on the Employment Portal at <https://www.cmtedd.act.gov.au/employment-framework/workplace-behaviours/reportable-conduct-scheme> .
- The ACT Ombudsman monitors these policies and procedures. <http://ombudsman.act.gov.au/publications-and-media/reports/annual-reports/act-ombudsman-annual-report-2017-18#section-b>
- The ACT Ombudsman website with information about the Scheme is at: <http://www.ombudsman.act.gov.au/reportable-conduct-scheme>
- The ACT Strategic Board and the HR Directors have considered issues arising with the implementation of the Scheme.

### Training

- The ACT Ombudsman worked closely with ACT Directorates and agencies to provide training and develop the knowledge and capability of organisations to respond appropriately when matters arise.

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Lead Directorate: Chief Minister, Treasury and Economic Development

- In March 2018, the ACT Ombudsman engaged a specialist training provider (Halloran Morrissey) to develop two skills-based courses – *Responding and conducting reportable conduct investigations* and *Investigative interviewing for reportable conduct matters*. This training was well received and the ACT Ombudsman reported that response and investigative practises are still under development.
- Twenty one day training courses were held in 2017-18 which were attended by 330 people from organisations covered by the scheme.
- In June 2018, the ACT Ombudsman contracted Child Wise to run five information sessions on *creating child safe organisations*. Seventy-five people attended the information sessions.
- In July and August 2018, the ACT Ombudsman surveyed all organisations covered by the Scheme.
- The survey was to identify current policies and practices of organisations under the scheme and identify where organisations may require further support or training in the future.
- About 311 responses were received (58% of those covered). Results indicated that – in the first year of the scheme – organisations have taken a range of approaches to implementation and are looking for ways to improve policies, practices and staff awareness and education.
- ACTPS Human Resource Directors are considering further actions that could be taken to support Directorates’ responses to Reportable Conduct Scheme matters.

### Key Information

- In 2017-18, ACTPS directorates made 29 reports to the Ombudsman’s Office about reportable conduct matters.
- These matters have been handled within the relevant directorates, at times with referral to the Professional Standards Unit, especially where matters also constituted alleged misconduct.

### Background Information

- The Reportable Conduct Scheme commenced on 1 July 2017 under the *Ombudsman Act 1989* and the *Children and Young People Act 2008*.

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**ISSUE: 2018-19 BUDGET CONSULTATION PROCESS**

**Talking points:**

- Consultation ran from 12 September to 24 October 2017. However, submissions could be lodged until the website was closed on 18 January 2018.
  - The last submission was received on 18 January 2018.
- Participants were invited to:
  - submit their views via a Short Survey on the ‘Your Say’ website;
  - provide more detailed feedback in response to a series of prompting questions (ie responding to the ‘detailed survey’); and/or
  - provide their own submission.
- The Government received:
  - 144 responses to the short survey;
  - 37 responses to the detailed survey;and
  - 76 submissions.
- Survey feedback and submissions were made publicly available on the Budget Consultation website unless the author specified that their submission was to be treated as confidential in nature.
  - Short survey material was reviewed by Government, but not made public.
  - Confidential items were provided to the Chief Finance Officers of relevant directorates for their consideration in the development of their Budget proposals.
- Government agencies considered the input provided as they developed new proposals for the 2018-19 Budget.

Cleared as complete and accurate:	10/10/2018	
Cleared by: Mark Whybrow	Executive Director	Ext: 77879
Information Officer name:	Natasha Bourke	Ext: 73998
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Lead Directorate:	Chief Minister, Treasury and Economic Development	

- The 2018-19 Budget represents the ACT Government’s response to the matters raised via the 2018-19 consultation process.

## 2019-20 Budget Consultation process:

- The 2019-20 Budget Consultation process opened on 27 August 2018, and is scheduled to close on 31 October. Similar to earlier years, content will be accepted beyond this date.
- Similar to the 2018-19 process, participants in this year’s process are invited to respond to a series of prompting questions or provide a submission.
- Government agencies are in the process of considering the input provided as they develop new proposals for the 2019-20 Budget.

## Background Information

- Basic metrics in relation to the short survey responses are presented below.

<b>Top three short survey categories – Government services ranked in order of importance</b>
1. Sustainable Environment – Responsible waste management, protecting local wildlife, and more renewable energy
2. Health and Health Infrastructure – More doctors, nurses and facilities
3. Education – More teachers, classrooms and resources for our education system

<b>Top three short survey categories – Service delivery areas where the community felt <u>less</u> should be invested</b>
1. Sport and Recreational Facilities – Bringing more sporting events to the Territory
2. Roads and Associated Infrastructure – Expanding the road network and addressing bottlenecks and black spots
3. Housing and Land Release – Addressing housing supply/affordability, support for renters, and meeting the community's demand for land

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- Demographic data

Survey question – *Where do you live?*

Belconnen	55
Civic and City Central	3
Gungahlin	15
Inner North	21
Inner South	8
Tuggeranong	18
Weston Creek/ Molonglo	12
Woden	8
Regional	3
Other	1
<b>Total</b>	<b>144</b>

Survey question – *What is your age group?*

18 years and under	3
19-24	4
25-34	32
35-44	34
45-54	34
55-64	25
65 years and over	12
<b>Total</b>	<b>144</b>

Survey question – *What is your gender?*

Male	64
Female	80
Indeterminate/Intersex/ Unspecified	0
<b>Total</b>	<b>144</b>

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Backpocket

**Portfolio/s:** Treasurer

**ISSUE: 2017-18 CONTRACTS – FINANCE AND BUDGET DIVISION  
(BACKPOCKET)**

**Talking points:**

- One contract is recorded in the 2017-18 Annual Report for the Finance and Budget Division.
  - Volume 1, page 252 – contract with EY for the provision of accounting advice on land purchase transactions between SLA & EPSDD (value \$29,995).
  - This is a complex area of accounting practices which had not been reviewed for an over 5 years.
  - The advice confirms existing accounting practices.
- The contract with Excelerated Consulting (EC) for the Government Budget Management System (GBMS) development and support expired on 8 July 2018 (value \$3 million) and is currently being renewed based on an existing provision that the contract can be extended by one year.
  - Current GBMS commitments with EC include \$61,360 for development activities in relation to the whole of government consolidation functionality and enhancements to existing user reports.
  - Ongoing license fees for GBMS and Cognos Disclosure Management (CDM) are approximately \$148,000 per annum.
  - Support arrangements are invoiced on a needs basis.

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TRIM Ref:

**ISSUE: LIGHT RAIL STAGE 1**

**Talking points:**

- Infrastructure Finance and Capital Works (IFCW) continued to support the Territory through the provision of expert advice on the Stage 1 Public Private Partnership (PPP) project and the development of the City to Woden stage.
- Areas of advice on Stage 1 included commercial and risk-related issues, briefing the Under Treasurer on project developments, and life-of-project transactions.
- Support for the City to Woden Stage included participation in Risk Workshops, Investment Logic Workshops and market sounding meetings; and providing advice on potential procurement options.
- Committee members should address detailed questions on the progress of both Stage 1 and the City to Woden Stage to the Minister for Transport and to Transport Canberra and City Services (TCCS).

*In relation to the commencement of the Availability Payments, TCCS has provided the following three points which it also provided to the Transport Minister:*

- The ACT Government will not start making availability payments until light rail is operating and accepting passengers.
- Where Canberra Metro starts operations later than anticipated, the reduction in availability payments is determined according to a mechanism that takes many different factors into account. It will take some time to work through those factors, including the dates the reduction is measured to and from. Ultimately the exact reduction won't be known until the operations date has been finalised.
- Based up Canberra Metro starting operations in early 2019, we expect that Canberra Metro may miss the first few availability payments they would otherwise be entitled to over the 20 year operating team.

Cleared as complete and accurate: 18/01/2018  
Cleared by: Shaun Strachan Deputy Under Treasurer Ext: 71001  
Information Officer name: George Tomlins Ext: 55198  
Contact Officer name: David Asteraki  
Lead Directorate: Chief Minister, Treasury and Economic Development



## Key Information

- The Under Treasurer is Deputy Chair of the Light Rail Project Board, and IFCW briefs him ahead of the monthly board meetings and on any significant developments.
- IFCW participates in the Risk and Change Management Committee, which monitors project risks and changes to the project.
- Life-of-project transactions in the year were some minor, technical changes to Canberra Metro's financing; and an adjustment to the shareholding structure of Canberra Metro's Operations and Maintenance contractor. None of these changes had any impact on the interests of the Territory.
- There has been substantial work on the development of the City to Woden Stage, but further development of this Stage currently is progressing slowly pending greater clarity on requirements to obtain the necessary federal approvals.

## Background Information

- Light Rail Stage 1 is the Territory's second PPP project. The Government signed the PPP Project Agreement with Canberra Metro on 17 May 2016. The project involves the design, construction and financing of a 12 kilometre light rail service from Gungahlin to Alinga Street, Civic. It also includes for the operation and maintenance of the light rail system over a 20-year period.
- In October 2018, Canberra Metro and TCCS publically advised that the commencement of Stage 1 rail operations will occur in 2019.
- The City to Woden Stage will run between Alinga Street in Civic to Callum Street in Woden. The Government's preferred alignment is via London Circuit West; Commonwealth Avenue; Parkes; Windsor Walk, Barton; Adelaide Avenue and Yarra Glen; a distance of approximately 11.8 km.

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**ISSUE: ACT LAW COURTS****Talking points:**

- The Law Court Project will provide the Australian Capital Territory with modern court facilities that meet the current and future needs of the justice system.
- The project is being delivered in two main stages. Stage 1 includes a new four-story building fronting Vernon Circle, refurbishment and reconfiguration works in the existing Magistrates Court building and a new entrance foyer linking the two existing buildings. Stage 2 completes the project with the refurbishment of the existing Supreme Court building.
- Stage 1 has delivered six courtrooms (including five jury courtrooms). Stage 2 will deliver the remaining two non-jury courtrooms along with a mediation suite, two hearing rooms and a new custodial facility.
- Technical Completion of Stage 1 was achieved on 25 September 2018 and following a period of final testing and operational commissioning the Supreme Court moved into the Stage 1 facilities over the weekend of 13-14 October 2018. The six new courts, chambers, jury areas, library and the new remote witness facilities are now fully operational and have been in use from 15 October 2018.
- Monthly Service Payments (MSP) to Juris Partnership will now commence for Stage 1 and will step up to the full MSP on completion of Stage 2. The end date of the contract is fixed based on a period of 25-years from the originally scheduled completion date for Stage 2 (28 August 2018) and so the expiry date for the contract has not changed as a result of the construction delays. This means that there is no additional financial costs to the Territory as a whole as a result of the construction delays.
- The Court was kept fully apprised of the delays during Stage 1 and took this into account when listing matters during 2018. During construction of Stage 1 the Court retained use of the same number of courtrooms

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(both jury and non-jury) as were available prior to commencement of the project. As had been the practice prior to commencement of the project, the Queanbeyan courthouse was used periodically when additional capacity was required.

## Key Information

- Under the PPP contract Stage 1 was due to be completed by 24 November 2017 and Stage 2 by 28 August 2018 (Dates for Commercial Acceptance set out in the PPP contract).
- Following a period of final testing and operational commissioning the date of Commercial Acceptance was 8 October 2018.
- Stage 1 was completed 10.5 months (45 weeks) later than the contracted date of 24 November 2017.
- The latest completion programme issued by Juris / Laing O'Rourke indicates that Stage 2 completion would be expected in July 2019.
- The Project Team is working closely with Juris and Laing O'Rourke to successfully resolve a small number of Stage 1 outstanding items that remain to be completed. This process is provided for under the terms of the contract and was permitted (in consultation with JACS and the Courts) to avoid unnecessary additional delays to completion and subsequent occupation. The most visible of the outstanding works relates to the completion of the ornate façade features along Vernon Circle.

## Background Information

- The Territory entered into contract with Juris Partnership (Juris) in December 2015 to design, build, finance and maintain the ACT Law Courts under a Public Private Partnership (PPP) arrangement (the Project). The Project represents a capital investment in the ACT Law Courts of over \$160 million.
- The Juris Partnership consortium includes Laing O'Rourke Australia Construction Pty Ltd, Macquarie Capital Group Limited and Programmed Facility Management Pty Ltd.

### Financial consequence of the delay

- Under the PPP contract arrangements, except for certain exceptional circumstances, Juris assumes full risk for the time it takes to complete the works. Accordingly, the contractor is not entitled to any additional payments due to completion being later than the dates set out in the contract.
- Payments to Juris do not commence until Commercial Acceptance has been achieved. Payments commence on completion of Stage 1 and then step up to the full amount following completion of Stage 2.

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- The end date of the PPP contract is fixed based on a 25-year period following the contracted date for completion of Stage 2 (i.e. 28 August 2018 plus 25 years).

## Stage 2 Programme

- The latest Laing O'Rourke programme indicates a duration of 277 days for the Stage 2 works. Based on them having access to the Stage 2 area from 15 October 2018, this would project a completion date of mid-July 2019.
- Infrastructure Finance and Capital Works has commissioned a review of the Stage 2 programme. This is not yet complete.

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**Portfolio/s:** Treasurer**ISSUE: Work Health Safety (WHS) and Active Certification****Talking points:**

- The government continues its commitment to do what it can to help ensure workers on construction sites get home safely.
- The ACT Government conducted 85 Audits during the 2017-18 period. This equated to 95% of WHS Audits being performed in accordance with the Active Certification Audit Program.

**Key Information**

- Infrastructure Finance and Capital Works (IFCW) has several contractual roles to play in safety, through implementing the government's policy of weighting safety at a default of 30 per cent in the evaluation of tenders for construction, administering the WHS Active Certification Policy, and in managing construction contracts on behalf of directorates.
- IFCW consults with industry and other stakeholder bodies, including regular round table discussions with the civil and commercial sections of the Master Builders Association of the ACT, the Housing Industry Association, meeting with relevant unions and other stakeholder.
- While it is the contractors' responsibility to manage safety on sites, and WorkSafe ACT is the regulatory body for safety in the Territory, IFCW project officers and managers attend regular project control group meetings, where work health and safety is a standing agenda item. The relevant Directors report on worksite accidents and incidents to the Executive Director and in turn the Deputy Under Treasurer, Commercial Services and Infrastructure on a monthly basis, as part of its adherence to the ACT Public Service Guidelines for Managing Work Health and Safety in Construction Projects with a Value of \$250,000 or more.

**Background Information**

- There is continuing media interest in safety on construction sites in the ACT following accidents and incidents on both government and non-government worksites.
- An accident on the University of Canberra Public Hospital (UCPH) site in August 2016 resulted in the first construction site death in the ACT since 2012.
- WorkSafe ACT as the regulators laid charges in relation to the accident at UCPH.

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**Portfolio/s:** Treasurer**ISSUE:           INFRASTRUCTURE FINANCE AND REFORM POLICY FRAMEWORKS****Talking points:**

- The policy frameworks that Infrastructure Finance & Reform (within Infrastructure Finance and Capital Works) administers are *The Capital Framework* and *The Partnerships Framework*, which consists of the *Guidelines for Public Private Partnerships* and the *Guidelines for Unsolicited Proposals*
- The Government published in March 2018 the Third Edition of the *Guidelines for Unsolicited Proposals* within *The Partnerships Framework*. The Third Edition provides greater clarity and flexibility, and introduces a requirement for limited public disclosure of Unsolicited Proposals.
- The Government commenced an update of the *Guidelines for Public Private Partnerships*, which it aims to publish later this year, to take account of recent lessons learned and provide more detailed guidance in particular areas.
- The Government intends to undertake a detailed review of *The Capital Framework* during 2018-19.

**Key Information**

- *The Capital Framework* consists of a suite of guidance material and templates to assist agencies in the development of capital works projects in order to promote the best investment outcomes for the Territory.
- *The Partnerships Framework* consists of the *Guidelines for Public Private Partnerships*, and the *Guidelines for Unsolicited Proposals*.

**Background Information**

- The Government introduced The Capital Framework in 2013. It includes detailed guidance on project development leading to a Business Case, and on Post-Implementation Review of a project's outcomes against the expectations set out in its business case, to provide lessons for future projects.
- The Government published the First Edition of the *Guidelines for Public Private Partnerships* in December 2013 to supplement the *National Public Private Partnerships Guidelines* and to provide detailed guidance for agencies on the

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procurement and delivery of public infrastructure using complex models such as the PPP and Design Construct Maintain Operate models.

- The Territory has undertaken two PPP projects so far:
  - ACT Law Courts, Stage 1 of which reached Commercial Acceptance on 10 October 2018 and Stage 2 of which is under construction; and
  - Capital Metro Light Rail Stage 1, which is under construction.
- The Government published the First Edition of the *Guidelines for Unsolicited Proposals* in January 2014 to provide a framework for the assessment of Unsolicited Proposals that do not fit readily within the Government's normal procurement processes. They describe a three-phase process: lodgement and assessment of an initial Concept Submission, submission and assessment of a detailed business case, and a tender or negotiated process to result in a formal contract for the proposal.
- Since July 2016, the *Guidelines for Unsolicited Proposals* have incorporated the former Investment Proposal Guidelines, though these guidelines continue to apply to proposals submitted under them. As at 11 October 2018:
  - there have been 17 proposals submitted under the Guidelines for Unsolicited Proposals, of which one reached Phase 2 and none reached Phase 3;
  - there was one proposal submitted in 2017-18, which did not proceed to Phase 2, and one proposal submitted in 2018-19 that is under consideration within Phase 1; and
  - there were 14 proposals submitted under the former Investment Proposal Guidelines, of which two have reached Stage 2 (consideration of a detailed business case) and are still under consideration.

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**Portfolio/s:** Treasurer**ISSUE: LOOSE FILL ASBESTOS INSULATION DEMOLITION PROGRAM****Talking points:**

- 1023 properties in the ACT were identified as affected by Mr Fluffy loose fill asbestos.
- The Loose Fill Asbestos Insulation Demolition Program is well underway with approximately 940 houses safely demolished and the program remains ahead of schedule.
- The anticipated net cost of the Scheme to the ACT Government has fallen from the original estimate of \$400 million to approximately \$295 million as at 30 June 2018.
- The improvement in the net cost is due primarily to demolition costs steadily reducing and market-wide increases in land values leading to higher than expected sales revenue.
- The Taskforce and Infrastructure Finance and Capital Works continue to work closely with WorkSafe ACT and with industry to ensure the safe delivery of the Demolition Program.

**Background Information**

- The Taskforce recognises the impact its work has had on the lives of current and former homeowners, tenants and neighbours. It's focus on targeted communications, personalised advice and assistance, and individual case management will continue to be a top priority to ensure those impacted by the Mr Fluffy legacy can access any support they need.
- The Taskforce Personal Support Team continues to make contact with homeowners and tenants to determine if they require further support from the Taskforce; more than 1075 have indicated they no longer require assistance.
- 29 homeowners of affected properties have chosen not to participate in the Scheme; of these, 11 have already demolished privately and removed from the Affected Residential Premises Register.
- Homeowners remaining in, or tenanted their property are required to have an Asbestos Management Plan in place.

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- The Sales Program provides an opportunity for rebuilding to occur in the community and the Taskforce is currently facilitating this next phase of the program.
- As at 5 October 2018, a total of 796 blocks have sold:
  - 45 First Right of Refusal (FROR), all settled;
  - 746 public sales (688 settled, 58 exchanged); and
  - 5 direct sale to an ACT Government agency (all settled).
- Blocks not sold at auction are made available for sale over the counter at the reserve price.
- The Taskforce's well-established communications platforms remain a key contact point for the community in understanding the practical and policy response to this significant social, financial and health issue.
- The Taskforce continues to share its policy and communications lessons, materials and approaches with the NSW Taskforce and more broadly.

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**Portfolio/s:** Treasurer**ISSUE: CIVIC GOVERNMENT OFFICE PROJECT UPDATE****Talking points:**

- On 25 January 2016 the Government announced that it would commission the development of new office buildings in Civic and Dickson (see separate brief on the Dickson office). The two buildings reflect the implementation of the ACT Government's hub and spoke whole of government office accommodation strategy and have provided an opportunity to sell and vacate aging owned office buildings.
- In relation to the Civic Office, the car park site next to the Legislative Assembly Building (Block 35 Section 100) has been sold to the Capital Property Group (CPG) with a pre-commitment to lease a new 20,000 square metre net lettable area (NLA) government office building.
- Excavation works have been completed and good progress has been made with construction of the basement concrete structures, installation of footings and installation of below ground (under slab) services.
- The Constitution Place project is an exciting project that will create a new precinct in city east, and realises part of the Government's wider vision for renewing our CBD through the delivery of design-led, people-focussed urban renewal. It supports the Government's City to the Lake and Capital Metro projects.
- Upon completion in October 2020 the new precinct will house a new private office building, boutique hotel, public gym, along with street level cafes and landscaped plazas, adding a major boost to jobs and economic activity in the currently under-utilised area.

**Key Information**

- During the three main construction phases, the numbers of workers on site are shown below, many of whom would frequent nearby businesses:
  - early works and excavation – about 100 workers (to mid-2018);
  - structure and façade - about 250 workers (mid-2018 to mid-2019); and

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- fitout and external works about 300 (mid-2019 to late-2020).
- Key features of the development include:
  - the government office building which provides 20,000 square metres NLA of office space and is to house 1,900 ACT public servants (noting that, approximately 600 proposed future occupants of the Civic Office building are already housed in the vicinity in Nara House and 221 London Circuit);
  - commercial office space totalling 11,550 square metres;
  - four floors of space allocated to a boutique hotel;
  - a childcare centre with up to 90 places (depending on the age of children attending);
  - activated laneway and frontages with cafes; and
  - a 410 square metre gym.
- A contract with CPG was signed on 31 August 2016 and settlement on the land occurred on 15 November 2016. The building is to be constructed and ready for occupation by 1 October 2020.
- Following extensive design and cost plan meetings over many months, incorporating a substantial value management exercise, revised fitout and cost plans were approved on 23 April 2018.

## Background Information

- The Whole of Government Office Accommodation Strategy recommends the development of a Civic hub to accommodate the policy and administrative functions of government, as well as regional satellite offices to accommodate support agencies and service delivery functions. The first satellite office is Winyu House at Gungahlin, which opened in May 2015 and includes a cashless Access Canberra Service Centre.
- The ACT Government agreed to the co-location of policy and administrative functions of government in a new leased building on Block 35 Section 100 City.
- Following a Registration of Interest and Request for Tender process Capital Property Group (CPG) was chosen as the Preferred Tenderer for the sale of the land with a pre-commitment to lease a new 20,000 square metre net lettable area (NLA) government office building for a period of 20 years.
- The Territory elected to capital fund and own the fitout for the Civic building, which is \$42 million in total (see table below). The fitout cost plan to be delivered by CPG has a total cost of \$36.844 million, which is in addition to ICT costs of \$4.3 million which are to be procured and delivered by Shared Services ICT (SSICT). A further \$0.85 million has been retained by the Project Team for direct infrastructure costs (eg Commonwealth security infrastructure).

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**Table: Capital Funding – Civic Office project (\$'000s)**

	2017-18	2018-19	2019-20	2020-2021	Total*
Office Accommodation - Civic	187	500	862	500	2,049
Building a better City - Office accommodation (Civic)	1,930	2,727	22,616	12,271	39,544
<b>Total Civic</b>	<b>2,117</b>	<b>3,227</b>	<b>23,478</b>	<b>12,771</b>	<b>41,593*</b>

\*\$0.407 million cash shortfall is to be found from within the existing resources in future years.

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**Portfolio/s:** Treasurer**ISSUE: DICKSON GOVERNMENT OFFICE PROJECT UPDATE****Talking points:**

- The Government continues the implementation of the government office accommodation strategy and the renewal of the Northbourne Avenue corridor through the sale of the former Motor Vehicle Registry (MVR) site and the development of a new government office building.
- Doma Group Pty Ltd was selected as the preferred tenderer and existing buildings have been demolished with construction underway for the new mixed use precinct.
- The development of the former MVR site is to include the Government office building, commercial and retail uses, residential accommodation and a child care facility. The new Government office building will have an *Access Canberra* shopfront and contain basement car parking of which the Territory will lease 40 car spaces.
- The office building will be five star Green Star, feature substantial end of trip facilities to support active travel, incorporate rain water reuse, solar PV panels and internal stair cases providing access to all floors around a central atrium. A workable solution has been identified for an all electric heating and cooling (HVAC) system.
- The new development responds well to the public transport hub in Dickson, being adjacent to the bus station on Cape Street and a light rail stop on Northbourne Avenue, and has good pedestrian linkages to the Dickson shopping precinct.
- The proposed government office building development, which will accommodate about 1,200 public servants, will further assist in the renewal of Dickson precinct and the Northbourne Avenue corridor and support the Capital Metro project.

**Key Information**

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- Doma Group Pty Ltd (Doma) was selected as the preferred tenderer on 3 April 2017. Contracts were exchanged on 20 December 2017 and settlement on the land occurred on 1 May 2018.
- Development applications (DAs) have been approved for two blocks on the former MVR site:
  - Block 8 Section 77 which has the government office building and another private building with apartments, a childcare centre and retail space; and
  - Block 19 Section 33 which is a mixed use precinct and includes residential uses with retail and commercial space.
- Doma commenced excavation works on 25 July 2018 and piling & capping beam construction has commenced concurrently with bulk earthworks removal. Despite some initial upfront delays, the proposed date for practical completion of the Dickson office building is still anticipated to be 13 February 2020.
- Doma's tender offer and their subsequent contract included a conventional gas fired heating, ventilation and cooling (HVAC) system. Following discussions with Doma and Bloc PL (Doma's builder) all parties agreed that it was desirable that an all-electric system be incorporated into the new Dickson Building, and a preferred HVAC system has been chosen for installation in the building. This constitutes a \$0.7m variation under the contract, which is to be funded from the Carbon Neutral Government Fund as part of the *Better Government – Carbon Neutral ACT Government Program Improvements initiative*.
- The fitout plans were approved on 31 August 2018 and the fitout cost plan will be submitted for approval by end-October 2018.

## Background Information

- The sale of the former Dickson MVR site was one of the sites identified under the Commonwealth's Asset Recycling Initiative (ARI), which involved the investment of the sale proceeds from identified assets into an agreed infrastructure project (Transport Canberra Light Rail Project). This included a 15% bonus payment by the Commonwealth for the sale of the land.
- The Territory is to lease the government building for 20 years (with options to extend) but has decided to capital fund the fitout. Funding of \$26 million was provided in the 2017-18 Budget, based upon the size of the building at a generic fitout rate per square metre i.e. 13,000m<sup>2</sup> NLA x \$2,000/m<sup>2</sup>. The revised funding profile for the project (\$26.0 million) is as follows: \$0.844 million (2017-18) ie actual; \$10.5 million (2018-19); and \$14.656 million (2019-20).

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**Portfolio/s:** Treasurer**ISSUE: RENEWABLE ENERGY – 5% GREEN POWER PURCHASE****Talking points:**

- Action 38 of the Carbon Neutral Government Framework commits the ACT Government to purchasing 5% of its annual electricity consumption as renewable energy under the certified GreenPower™ scheme.
- The 2017-18 purchase of 7,600 MWh (Mega Watt-hours) equated to 4.89%.
- Goods and Services Procurement entered into a contract on 30 July 2018 with GreenPower certificates transferred into the ACT Government's holding account on 17 August 2018.

**Key Information**

- 2017/18 total electricity use was 155,287 MWh vs 152,900 MWh in 2016/17.
- 2017/18 purchase was 7,600 MWh vs 7,700 MWh in 2016/17.
- 2017/18 purchase equated to 4.89% vs 5.04% in 2016/17.
- 2017/18 total cost of GreenPower was \$684,380 vs \$693,770 in 2016/17 (GST incl).
- 2017/18 cost per MWh was \$90.05 vs \$90.09 in 2016/17 (GST incl).

**Background Information**

- ACT Government electricity consumption is calculated using the Enterprise Sustainability Platform, extracted on 18 September 2018.
- 2017/18 electricity use was expected to reduce against 2016/17 as a result of energy efficiency projects through the Carbon Neutral Government Fund, however increased service growth and more comprehensive reporting of accounts saw a slight increase.

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**Portfolio/s:** Treasurer**ISSUE: GOVERNMENT OFFICE OCCUPANCY RATE****Talking points:**

- Output 9.1 requires that the ACT Government's office accommodation portfolio achieve an average square meters of office accommodation per government employee of 15m<sup>2</sup>. The figure as at 30 September 2018 is 14.3m<sup>2</sup>. The current target square metres of office accommodation per employee have been achieved for a number of years.
- With the announced renewal of office accommodation in Civic, Dickson and Woden, the expectation for this rate will trend downward towards 12m<sup>2</sup> per employee by 2020, reflecting the introduction of contemporary office fit out, including for example, activity based working.

**Key Information**

- The Accountability indicator for the ACT Property Group of 15m<sup>2</sup> of office accommodation per employee reflects the current occupancies of leased and owned office accommodation managed by the ACT Property Group.
- The result is calculated by dividing the net lettable area for ACT Government office accommodation by the total headcount. Averages at individual properties vary due to different fit out and usage arrangements.

**Background Information**

- The ACT Government Office Accommodation Policy, issued in December 2015 sets the density target of 12m<sup>2</sup> of office accommodation per employee. This reduced rate from the existing 15m<sup>2</sup> per employee is anticipated to be achieved progressively over the next four years as government staff move into the buildings currently under construction in Dickson and the City. This change will enable the retirement of older less efficient buildings i.e. Macarthur House, Dame Patty Menzies House and 470 Northbourne Avenue Dickson.

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**ISSUE: BUILDING INFRASTRUCTURE FUND****Talking points:**

- The Capital Works, Building Infrastructure Fund and Property Upgrades Program expenditure for 2017-18 was \$15.694 million.
- The primary capital works undertaken included:
  - The North Building HVAC upgrade works completed for \$3.311 million and;
  - Refurbishment of the National Convention Centre of \$0.744 million.
- Property Upgrades Program expenditure of \$5,349,000 focussed on ensuring buildings meet workplace health and safety requirements and effective in the delivery of services. Works included:
  - Fyshwick Offices ABW fitout of \$0.968 million to allow space for the Heritage Library relocation and;
  - National Convention Centre commercial kitchen upgrade of \$0.418 million.
- The Building Infrastructure Fund expenditure was \$5.221 million which included:
  - Callum Office partial refurbishment \$0.868 million; and
  - Childcare Centre expenditure of \$0.470 million.

**Key information**

- The North Building HVAC project is a sustainability initiative with a move from gas to electricity.
- The National Convention Centre upgrade works has enabled the facility to provide increased services.

**Background Information**

Building Infrastructure Fund expenditure for 17/18 was \$5.221 million. Prioritising funding of projects is to firstly consider achieving a safe environment of the existing assets for all tenants. The priorities are determined following building condition assessments and regular

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building inspections and approved by the Executive Director Property and Venues and Director ACT Property Group.

<b>Project</b>	<b>\$'000</b>	<b>Description of Priorities</b>
Pools Improvement program	\$712	Manuka Pool upgrade.
Building and Safety Upgrade at Various government buildings	\$1036	Electrical, lift and roof safety and other compliance works identified following condition assessment inspections.
Building renovation and extensions including modifications to amenities	\$655	Identified through the building assessment program with a focus on community facilities and energy efficiency, BMS and HVAC upgrades.
Childcare Centre Upgraded	\$470	Gungahlin Childcare Centre Rainbow Cottage Early Childhood Centre Salem Children's Centre
Fire Services upgrades at various Government buildings	\$155	Works identified through the condition assessment program and Fire Protection compliance program.
Grounds Upgrades including fencing and landscaping	\$150	Works include fencing. Landscaping, road marking and tree removal.
Hazardous material removal - various government buildings	\$743	Removal or treatment of asbestos, lead paints and other material in depots, factories and community buildings.
Upgrades to address ageing infrastructure - various government buildings	\$395	Works identified include roof upgrades, roller door and shutter replacement, chiller pumps and compressors, plumbing and drainage.
Building refurbishment including roofing, energy efficiency Upgrades	\$500	Works identified through the building assessment program and focus on community facilities including roof restoration, energy efficiency and fitouts to offices, workshops, and factories.
Upgrade to heritage buildings	\$405	Callam Offices

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**ISSUE: MANUKA OVAL – MEDIA CENTRE AND IMPROVEMENTS****Talking points:**

- The ACT Government announced in February 2017 that it would be upgrading Manuka Oval with a new media centre to enable the Territory to host international sporting events.
- The media centre will be ready for the International Cricket Test match in February 2019.
- The budgeted cost for the media centre is \$15.6 million.
- The government had a two-stage tender process. There were four applicants from which Kane Constructions were appointed in late 2017.
- In the last 10 years, the ACT Government has invested around \$30m in infrastructure and amenity upgrades, including broadcast lights for the venue.

**Key Information**

- On 8 June 2018 the ACT Government and Cricket Australia announced that the first International Cricket Test Match at Manuka Oval will be played between Australia and Sri Lanka commencing on Friday, 1 February 2019.

**Background Information**

- The ACT Government prepared a master plan for Manuka Oval in 2009 and undertook extensive community consultation. This master plan, for the oval was subsequently updated in 2013 and is still valid.

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**Portfolio/s:** Treasurer

**ISSUE: STATEMENT OF PERFORMANCE, CUSTOMER SATISFACTION,  
NATIONAL ARBORETUM CANBERRA**

**Talking points:**

- Reported customer satisfaction at the National Arboretum Canberra was 93%, exceeding the target rate of 85%.
- Customer satisfaction is measured by patrons and customers providing a rating of excellent or good in customer surveys.
- Visitors strongly value the National Arboretum Canberra as a beautiful, natural place to visit and a place for the conservation of rare and endangered trees. They increasingly value it as an important tourist attraction for Canberra.

**Key Information**

- Of the visitors to the National Arboretum Canberra, 66.5% rated their visit as excellent and 27% rated their visit as good.
- Customer satisfaction is based on an annual survey undertaken towards the end of the financial year.
- Figures are taken from the Visitor Research report and customers can rate their experience via the web or iPad surveys.

**Background Information**

- The statement of performance measures customer satisfaction at the National Arboretum Canberra.

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**ISSUE: STATEMENT OF PERFORMANCE, NUMBER OF EVENTS, VENUES  
 CANBERRA**
**Talking points:**

- Number of major events at GIO Stadium, Manuka Oval and Exhibition Park in Canberra exceeded original targets.

Number of Major Events at:	Original target	Actual Result 2017-18	Actual Result 2016-17	Actual Result 2015-16
(i) GIO Stadium	24	27	28	22
(ii) Manuka Oval	5	9	8	7
(iii) Stromlo Forest Park	10	10	10	10
(iv) Exhibition Park in Canberra	85	115	117	109

- Additional events at GIO Stadium were a Raiders match due to the timing of the draw, the Brumbies securing a home quarter final and acquiring Nitro Circus during the year.
- Manuka Oval hosted a PM's XI and 2 x international Women's Ashes cricket matches and a Women's AFL match which were unknown at time of budget.
- Exhibition Park in Canberra has continued its focus on marketing and retention levels are high. New events for 2017-18 included Monster Trucks Showdown, the Ultimate Women's Weekend and Etsy markets.

**Key Information**

- Venues Canberra continues to work with event organisers to increase the number of events at its venues.

**Background Information**

- The statement of performance measure planned major events held at each venue in 2017-18.

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- The average crowd numbers for Raiders matches in 2017-18 was 11,569 and for Brumbies it was 8,526. Over 14,000 attended the Australian Rugby Union Test and over 24,000 three Rugby League World Cup matches.
- Major events at Stromlo Forest Park are national or international events.
- Events with over 500 patrons are considered “major” for the purposes of Exhibition Park in Canberra.

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**Portfolio/s:** Treasurer

**ISSUE: STATEMENT OF PERFORMANCE, OWN SOURCE REVENUE, VENUES CANBERRA**

**Talking points:**

- Own source revenue at GIO Stadium, Manuka Oval and Exhibition Park in Canberra exceeded original targets.

Own Source Revenue by Venue at:	Original target	Actual Result 2017-18	Actual Result 2016-17	Actual Result 2015-16
GIO Stadium	\$3.0 million	\$3.32 million	\$2.9 million	\$2.9 million
Manuka Oval	\$360,000	\$426,000	\$500,000	\$455,000
Exhibition Park in Canberra	\$3.5 million	\$4 million	\$4.1 million	\$3.67 million

- More than the expected number of events at GIO Stadium resulted in gains in catering commission, corporate sales and hire of facilities.
- For Manuka Oval, more events resulted in increased hire of facilities, catering commission and recoveries.
- At Exhibition Park in Canberra, more events increased hire of facilities revenue and camping revenue exceeded budget.

**Background Information**

- Own source revenue at GIO Stadium and Manuka Oval is measured as gross profit, that is, revenue less expenses incurred in conducting events and is based on pre-existing venue hire agreements.
- Own source revenue at Exhibition Park in Canberra is measured as gross revenue.

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**ISSUE: STROMLO FOREST PARK – KANGAROOS JUMPING ONTO TRACKS**

**Talking points:**

- Venues Canberra is aware of recent media attention and public interest in relation to constructing a kangaroo fence around the criterium circuit at Stromlo Forest Park.
- New signs have been erected at Stromo Forest Park to inform users of the presence of wildlife living within the park and the responsibility of individuals to assess risk when participating in activities within the park.
- Venues Canberra uses a number of channels to communicate potential hazards at Stromlo Forest Park, including the venue booking process, website, social media and on venue signage.
- Venues Canberra will continue to engage with stakeholders around the environmental variables associated with an outdoor activity park.

**Key Information**

- Hirers of the venue are provided “conditions of use”, including acknowledging the risks associated with undertaking activities at Stromlo Forest Park.
- Event users are required to undertake operational and risk management planning to assess the level of risk involved with their activities and subsequent control measures they need to implement to safely conduct their event.
- Venues Canberra has not been approached about building a fence around Stromlo Forest Park and has no future plans to build a fence around the criterium circuit.

**Background Information**

- The Stromlo Forest Park Criterium circuit is a 1.2 kilometre bitumen road cycling circuit designed as a versatile cycling and sports venue suitable for a wide range of activities, from adults and children’s skills training and fun riding, to local, national and international cycling events, as well as a venue for elite sports training by our national and state institutes of sport.
- The criterium circuit is free for general public use and can also be hired for a variety of events and activities.

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**ISSUE: GIO STADIUM CUSTOMER EXPERIENCE****Talking points:**

- Venues Canberra engaged MI Associates to undertake a two part survey process at GIO Stadium to provide a Customer Experience Report.
- The survey covered patrons' experience with stadium customer services, getting to and from the match by car, public transport, taxi or ride sharing services; stadium carparking; ease of entry and exit to the stadium; stadium wayfinding; catered outlets and facilities; seat comfort; and viewing of the field of play.
- Results were very positive with satisfaction levels of 7.5/10 for Raiders and 7/10 for Brumbies match days. Staff were reported as friendly and eager to assist patrons. The visibility of the field of play was reported to be excellent across the entire stadium. Facilities were rated as being well maintained and within reasonable proximity from patrons' seats.

**Key Information**

- MI Associates applied two key research methodologies to compile the report Mystery Customer Research (Qualitative) and Online Customer Survey (Quantitative).
- There were several recommendations from the customer experience report and they will be addressed in readiness for Season 2019.
- While the visibility of the scoreboard tracked relatively high for the stadium - upgrading of the video scoreboard was listed as the highest priority item.
- The Government announced in the 2018-19 Budget of funding to acquire an additional Video Board at GIO Stadium for installation in 2019-20.

**Background Information**

- Nil.

Cleared as complete and accurate: 30/10/2018  
Cleared by: Shaun Strachan Deputy Under Treasurer Ext: 71001  
Information Officer name: Daniel Bailey  
Contact Officer name: Liz Clarke Ext: 72294  
Lead Directorate: Chief Minister, Treasury and Economic Development

**ISSUE: NOMINAL DEFENDANT – PERFORMANCE OF THE FUND**

**Talking points:**

- The Fund’s operating result for 2017-18 is a surplus of \$1.713 million; and
- The Fund’s balance sheet resulted in an equity position of \$0.185 million as at 30 June 2018.

**Key Information**

- A total of \$6.213 million of levy revenue was collected from licensed Compulsory Third Party Insurers during the reporting period. Further income of \$0.717 in interest and distributions, \$0.47 million in gains on investments and \$1.076 million in other revenue was also recorded on the operating statement.
- The Fund paid \$8.691 million in settlements and other claims costs along with a decrease in the provision for claims payable of \$2.888 million equating to \$5.803 million in claims expense recorded on the operating statement.
- A total of 53 new claims were lodged during the reporting period with a total of 146 claims remaining open as at 30 June 2018.
- As at 30 June 2018 the Fund had total assets of \$28.57 million predominately made up of cash and investments and total liabilities of \$28.38 million largely consisting of total provision for outstanding claims (\$26.423 million).

**Background Information**

- The ACT Insurance Authority is the Nominal Defendant of the ACT as defined under section 13 of the *Road Transport (Third Party Insurance) Act 2008*.
- The Fund provides a safety net mechanism and meets the cost of third party personal injury claims made by injured parties where:
  - the vehicle involved does not have a compulsory third party insurance policy; or
  - the injured person is unable to identify the driver and vehicle at fault.

Cleared as complete and accurate:	18/01/2018	
Cleared by: Shaun Strachan	Deputy Under Treasurer	Ext: 71001
Information Officer name:	John Fletcher	
Contact Officer name:	John Fletcher	Ext: 70268
Lead Directorate:	Chief Minister, Treasury and Economic Development	