

Urban Services

ANNUAL REPORT 2004-2005

VOLUME 1





Urban Services Annual Report 2004-2005

Volume 1

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Transmittal Certificate

This report has been prepared under section 5(1) of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements referred to in the Chief Minister's Annual Report Directions. It has been prepared in conformity with other legislation applicable to the preparation of the Annual Report by the Department of Urban Services.

I hereby certify that the attached Annual Report is an honest and accurate account and that all material information on the operations of the Department of Urban Services during the period 1 July 2004 to 30 June 2005 has been included and that it complies with the Chief Minister's Annual Report Directions.

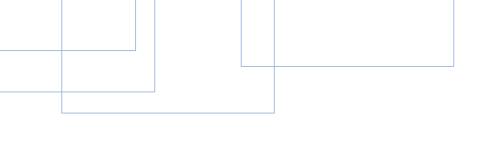
I also hereby certify that fraud prevention has been managed in accordance with Public Sector Management Standard 1, Part 4.

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you cause a copy of the report to be laid before the Legislative Assembly within three months of the end of the financial year.

Signed and dated by



Mike Zissler Chief Executive 20/9/2005



PART A: Chief

Chief Executive's Review



Mike Zissler | Chief Executive

Our Role

Urban Services is responsible for providing a wide range of services to the ACT community. We maintain Canberra's infrastructure such as roads, streetlights and storm water systems, provide waste and recycling services, and keep Canberra clean and green by looking after urban parks and public open space. Our municipal functions also include parking management, driver licensing, and car and dog registration. Our libraries provide a range of resources and activities for the community. In addition, we provide information and payment services through our Canberra Connect shopfronts and call centre, and we stage free open-air entertainment events in our beautiful parks and places.

We play a role in the development of road transport reforms and regulation, including road safety. We provide the ACT Government with vital support services including property management, publishing, and records management services. We also operate commercial enterprises such as Capital Linen Services and the Yarralumla Nursery. We also provide strategic policy advice to the ACT Government and other Agencies in relation to a wide range of our responsibilities, particularly public transport and road safety.

Our Objectives

The Urban Services' Corporate Plan, Directions and Priorities, provides a strategic framework for the department. The 2004-2007 Plan identifies four key priorities:

- The ACT has a sustainable natural environment, evolving in harmony with community expectations;
- Canberra is renowned for its safe and sustainable built environment;
- Canberra is a culturally rich, vibrant community;

 Canberra is functional and efficient and open to change.

Underpinning, these priorities, are a broad range of objectives, including:

- protecting and managing our natural and built environment, including promoting the sustainable management of our water resources;
- delivering the ACT Government policy to progressively reduce waste to landfill;
- improving the look of our city's public spaces and keeping Canberra clean and green;
- increasing the efficient use and management of resources, including greater internal collaboration and cooperation in managing our assets;
- ensuring integrated urban development through partnerships with other Government Agencies;
- providing services that reflect, and are accessible to, our diverse community;
- contributing to effective policy development at the whole-of-government, regional and national levels; and
- supporting, developing and retaining staff in a healthy and safe workplace.

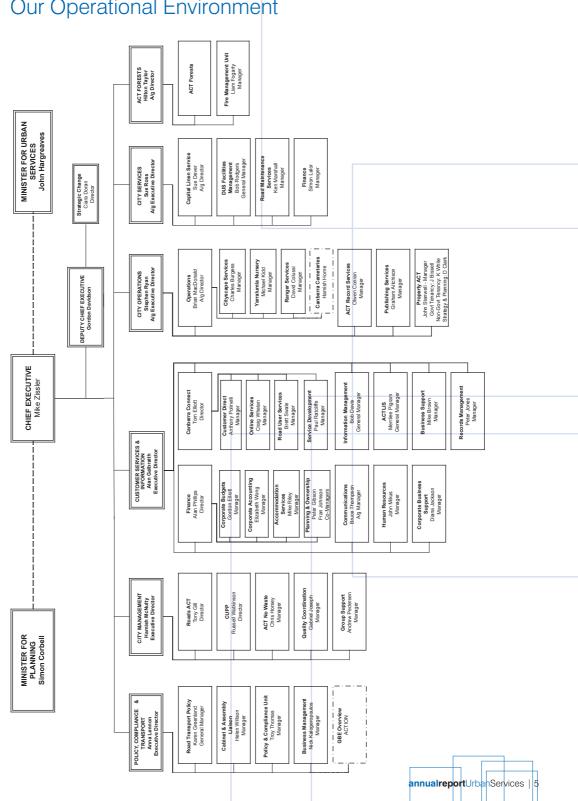
Our Functions and Services

Urban Services performs a variety of municipal and state functions. Primarily service-based, these functions are designed to meet a number of day-to-day needs of the residents of Canberra.

As our organisational chart shows (see Figure 1), our services are delivered through six business groups:

 City Management manages the use, maintenance and creation of public

Our Operational Environment



assets such as roads, sportsgrounds and open space, and delivers municipal waste operations, including the ACT's NOWaste Strategy.

- City Operations delivers a diverse range of municipal services, including urban cleaning and horticultural maintenance, parking operations, domestic animal services, property management, and specialist government publishing services.
 The group also operates a commercial plant nursery, speed and red light cameras, and mail, courier and government records services.
- City Services provides a linen rental and laundry service to the pubic and private sectors, and roads maintenance and facilities management services.
- ACT Forests provides forestry management operations, including the coordination of strategic bushfire management through the Fire Management Unit.
- Customer Services & Information
 manages government information
 and transaction services, including ACT
 Government shopfronts, call centres, public libraries, motor vehicle registration, and driver licences, and operates the Women's Information and Referral Centre. The group also provides whole-of-department corporate support services, including budget, accounting and auditing management; office accommodation, human resources and personnel services; internal and external communications; and corporate planning and long-term ownership issues.
- Policy, Arts & Transport coordinates policy development across the department. The group is also specifically responsible for policy development and advice in the areas of public transport, road safety, and arts and culture.

Our Vision

A beautiful, liveable and sustainable Canberra.

Our Mission

Making Canberra an even better place by:

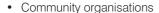
- · working with the community;
- developing a safe and sustainable national capital that is a great place to live, to work in and to visit;
- protecting the environment and contributing to a clean, green, beautiful ACT;
- · achieving excellence in urban management
- honouring the community spirit and diversity of the people of the ACT;
- ensuring we provide our customer with efficient, equitable and accessible services.

Our Values

- Excellence in customer service
- · Commitment to innovation
- · Accountability and openness
- · Cooperation and consultation
- Honesty and integrity
- Flexibility
- Professionalism
- Enthusiasm
- · Respecting diversity
- Taking responsibility

Our Key Stakeholders

- All ACT residents
- Minister for Urban Services, the Chief Minister; and Minister for Planning
- Other ACT and Australian Government Agencies



· The private sector

Our Operational Environment

Canberra is a planned city with a strong focus on planning issues and a high proportion of parks, public places and other open space. The city is primarily reliant on roads for its internal transport system. Urban Services works cooperatively with ACT planning authorities, other government agencies, the private sector and community groups to ensure that the design and look of Canberra contributes to a sustainable quality of life, and attract business and tourism to the ACT.

Urban Services' own vision, along with our priorities, not only reflects the ACT Government's *Canberra Plan* vision, but also reinforces the way in which the department is typically placed to make an important contribution toward realising that vision.

The department continually reviews service delivery methods, uses information technology to provide more flexible access to services, and places more control and responsibility in the hands of the customer. The challenge is to ensure changes do not undermine the access and rights of economically or socially disadvantaged residents.

Legislation

Urban Services administers a wide range of legislation mainly focussed on the regulation of activities associated with the department's responsibilities. A list of the legislation administered by the department is provided at page 150.

During 2004-05, the department's legislative program included the introduction of the

Domestic Animals (Cat Containment)
Amendment Bill 2005 that will implement
a range of cat management measures.
Legislation was also passed to authorise
access to private property for the purpose
of maintaining stormwater and streetlighting
infrastructure, and a number of changes
were also prepared to road rules and driver
licensing regulations.

Major Issues, Challenges and Achievements

2004–05 has been a year of significant change for Urban Services. Former Chief Executive, Alan Thompson, resigned in late 2004 to take up an executive position in New Zealand. Following the 2005 ACT Election, Environment ACT and ArtsACT were transferred to Chief Minister's Department as a result of administrative changes.

These organisational changes, and the need for significant savings identified in the ACT Budget, prompted the need to critically examine the services we deliver and how we deliver them.

As a result we implemented the "Taking Charge of Our Future" Program in early 2005. The first stage of the Program involved over 250 managers and staff discussing the future of the department in a variety of project teams, working parties and forums. Through our collective efforts we developed a broad range of strategies around how to effectively provide our services within limited budgets.

The focus of many of these discussions was on how best to restructure the department. It was agreed that we needed to move away from the existing "Federation of Businesses" model towards a more unified department to better integrate our activities and improve communication. To this end the six separate



Business Groups were merged into two networks, Enterprise Services and Municipal Services, and the "purchaser/provider model" was abolished. The new structure became formally operational on 1 July 2005.

Throughout this period of change we maintained the standard of service that the community has come to expect of us. We continued to contribute to the look of the city, although the dry conditions limited our capacity to effectively maintain a number of our assets, particularly sportsgrounds and street trees. However, by reducing watering of some urban parkland, we continued to maintain 85 per cent of our sportsgrounds. An extensive tree surgery program was also carried out to remove dead and dangerous trees. We released, and began implementing the ACT Government's Graffiti Management Strategy and managed the City Walk West Upgrade to enhance the ambience of the Civic Precinct.

Sustainability was a key theme of our waste management strategies. Initiatives associated with our No Waste Strategy resulted in the recovery of 70 per cent of the total waste generated during the year, the highest annual recovery rate since the introduction of the strategy in 1996. The opening of a new state-of-the-art Materials Recovery Facility at Hume contributed to this positive outcome.

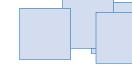
Considerable work was undertaken to ensure the community was as safe as possible from the threat of bushfire, through the continuing program of fire fuel reduction works and a strategic approach to the planning of bushfire-related activities across the department. The Bushfire Garden Regeneration Project was highly successful in supporting people's recovery from the bushfires through the re-establishment of some 351 fire-affected gardens. The project also showed what can

be achieved through a strong Government and community partnership.

Our commitment to a safe and sustainable built environment involved the management of a significant road construction and maintenance program, with the commencement of the upgrade to Fairbairn Avenue and the construction of the Wodento-Dickson on-road cycle lane significant projects undertaken during the year. The preliminary works contract for the Gungahlin Drive Extension, involving the clearing of trees, fencing and service relocations, was completed. Unfortunately ongoing legal challenges have significantly delayed the project. We also worked collaboratively with other Commonwealth and State jurisdictions in the development of a national security strategy for Australia's transport system.

Our contribution to Canberra's culture was reflected in a range of community-based programs. Our Community Partnerships initiative provided funding for a diverse range of community projects and continued to build collaborative and cooperative relationships with a wide variety of groups throughout Canberra. The popular 'round town program brought members of the community together for a range of enthusiastically received free events in Civic and suburban parks. We continued to listen to the community by providing a range of consultative mechanisms that allowed people to have input into decisions that may affect them.

Internally, we continued to implement initiatives in the Our People Plan 2003–06 to help our staff achieve their full potential and enable us to better deliver our business outcomes. Strategies to attract and retain employees, maintain a healthier and safer workplace, and support women in the workforce were successfully undertaken.



Financial Performance

The department's operating result for the year was a deficit of \$28.9m. This deficit was \$26.7m higher than budgeted, mainly due to less than expected revenue from infrastructure assets received free of charge. Total assets - primarily receivables and investments - reduced by \$25m to \$4.456 billion, mainly as a result of the transfer of Arts, Heritage and Environment functions to Chief Minister's Department.

The costs of outputs has been impacted by the transfer of Arts, Heritage and Environment functions to Chief Minister's Department offset by the full year effect of the former Totalcare businesses operations. The department also collectd \$113 million in revenue for the Government.

The Year Ahead

The "Taking Charge of Our Future" Program will continue throughout 2005/06. Initially this will involve "bedding down" the new organisational structure, identifying potentially excess positions, filling positions in the new structure and beginning to implement new business processes.

In 2005–06, some of the significant Government initiatives we will undertake include:

- commencing work on the next stage of the Gungahlin Drive Extension;
- completing the Fairbairn Avenue and Sutton Road upgrades;
- improving community assets such as libraries, sports facilities, community paths, roads and bridges;
- implementing reforms to the hire car industry;
- expanding the footpath maintenance program;
- carrying out more urban street tree inspections and maintenance;

- · opening the new Kippax Library;
- improving road safety through the purchase of additional speed cameras and upgrading existing cameras; and
- improving options for customers who use electronic payments.

In an ongoing climate of significant change, tighter budgets and reduced resources, maintaining the standard of service we provide to the people of Canberra will present challenges for all of us.

Conclusion

Urban Services is moving into a new era. The year ahead will see a new look Department, doing things differently and doing them better. As a result of this change a new culture will begin to emerge; a culture that we will refine over time.

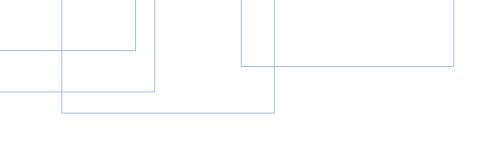
We will have in place clear service standards that will maintain the quality of our services and build on our reputation for getting things done and getting them done well. We will introduce revised performance measures that will tell us how well we're going and where we might need to improve.

We will get closer to the community and to our key stakeholders through a range of community engagement initiatives. We will find out what they expect from us, decide how best to manage these expectations, and at the same time continue to be responsive and customer-focussed.

I'm confident that with the continuing support of all staff we can meet the challenges that lie ahead.

Mike Zissler Chief Executive





PART B: Agency Performance

Business Unit Reports

City Management

CUPP

Roads ACT

ACT NOWaste

City Operations

Customer Services & Information

Policy, Compliance & Transport

City Services

Fee-for-service businesses

(Road Maintenance

Services, Facilities

Management and Capital

Linen Service)

ACT Forests

Canberra Urban Parks and Places

Output Class 1 – Municipal Services

Output 1.4 - Canberra Urban Parks and Places

Asset, sport and recreational facilities use and management services for urban parks, lakes, sportsgrounds, pools and public urban open space, including policy, management planning, setting standards; inventory, creation, acceptance and refurbishment of assets; commissioning of horticultural maintenance, cleaning and pool management services; approvals and inspections; plant issue scheme; public use management services in ACT Forests reserves. See also Volume 2, page 89.



Earthly Delights perform at a party in the park as part of the 'round town program



Canberra Urban Parks and Places (CUPP) is responsible for managing and developing urban open space and public place assets for Australia's national capital. CUPP also manages government-owned sport and recreation facilities such as swimming pools and sports grounds, and commissions a range of municipal services, including cleaning urban open space, removing graffiti, managing trees, maintaining lakes, fire fuel reduction and fire fighting services, catchment and environmental management and maintaining horticultural assets. In addition, CUPP develops policy and provides strategic advice to the ACT Government about Canberra's urban open space, including legislation review and development, statutory management planning, domestic animals policy, a land care program, and the 'round town program, which promotes use of urban open space.

One of CUPP's key roles is to work with the ACT community by seeking their input into developing and implementing refurbishment programs for public places and assets, including the Civic and suburban precinct management programs. Additionally, CUPP administers the Community Partnerships Program, the Plant Issue Scheme, and regulatory activities through Domestic Animal Services.

The ACT has a Sustainable, Natural Environment Evolving in Harmony with Community Expectations

Community Programs

CUPP established the **Native Seed Bank Project** in 2003–04 to stimulate replanting of native species in degraded parkland in the ACT. The project has been broadened through

DIY Landcare – 'Go Wild In Your Backyard' – to encourage residents to plant local native plants in their gardens. This campaign aims to raise Canberra residents' awareness about natural communities, biodiversity and ecologically sound gardening practices.

Through the Landcare Programs CUPP provided ongoing support to 18 Urban Landcare groups to help reduce land and water degradation and to develop sustainable use of our natural resources. The primary focus of these groups during the year was on collecting native seed, controlling weeds and rejuvenating waterways. Most revegetation was suspended in response to the ongoing drought.

Through the Yarralumla Creek Restoration Project CUPP and the Canberra community undertook to rehabilitate lower Yarralumla Creek. This major project included control of environmental weeds, litter collection (including 678 kilograms of rubbish collected on Clean-up Australia Day), removal of trees destroyed by the 2001 and 2003 bushfires, and revegetation along the creek. As well, the Trees for Mum planting on Mother's Day, to commemorate mothers who have passed away whilst also contributing to the environment, proved highly successful with 329 people attending.

The Molonglo River Willow Removal Program continued for the third year to remove hazardous willows growing in the Molonglo River water ski area. The program improves access and safety for people using the area and maintains riverbank stability.

Weed and Pest Control

Over 150 **European wasp** nests were located and destroyed on urban parkland this season – more than triple the number of nests found on public land last season. Wasp baiting and tracking has been carried out in hot-spot areas with good results.

CUPP continued implementing the ACT Annual Weed Control Program to protect urban parkland, waterways and conservation areas from environmental weeds. The control program for Alligator weed continued with data gathered providing a clear picture of the level of infestation in ACT waterways and the effectiveness of control methods.

Urban Tree Management

The prevailing dry weather throughout the year had a profound effect on Canberra's urban trees with as many as 7000 dying in the past two years. The budget was supplemented with \$500 000 in additional funding from government allowing CUPP to remove almost 4000 dead trees. Due to the prevailing dry conditions there are no immediate plans to plant new trees, except in fire-affected residential areas. The government has allocated a further \$500 000 for the continued removal of dead trees in 2005–06

As part of its Tree Replacement Program CUPP surveyed trees in the urban area and identified approximately 2800 ageing trees in 38 streets and 46 parks for potential removal and replacement with young trees. The 2004-05 Asset Management Plan for Urban Trees was completed. This plan will form the basis of future maintenance and tree replacement planning. As well, in consultation with local community groups and other residents within fire-affected areas, CUPP started a program of replanting trees and shrubs -1600 trees and more than 5000 other plants had been planted by June. Removal or pruning of fire-affected trees continued as more trees were identified. A comprehensive tree-watering program was implemented over summer. More than 18 000 trees, less than three years old, were watered over a four-month period.

During 2004–05 CUPP received 7900 tree related maintenance requests from the community, a 15 per cent increase over the previous financial year. This was due, for the most part, to the impact of the dry conditions on trees.

CUPP and ActewAGL jointly fund the **Powerline Clearance Program** because of the identified benefits to both agencies. Working in conjunction with ActewAGL a major pruning program was carried out to prune trees that were interfering with powerlines within the central area of the city.

Water Management

CUPP gave priority to complying with water restrictions and undertook an ongoing program of monitoring the level of water used for irrigation. Irrigation of sports grounds and open space in the period of water restrictions was a significant challenge; irrigation remains discontinued on over 25 sports grounds and across significant areas of open space.

CSIRO, in partnership with CUPP, has completed its monitoring trial of a **new watering system** on selected sports grounds. The report recommends that irrigation managers implement changes to Comtrol settings including minor re-programming of the irrigation system to store irrigation data. A budget of \$100 000 has been allocated for the upgrade in 2005–06 to improve water efficiency.

Another CUPP water saving initiative was to convert irrigation systems in three parks on the shores of Lake Ginninderra from potable water to lake water for irrigating grass.

Canberra is Renowned for its Safe and Sustainable Built Environment

In 2004-05 \$1.27 million was allocated to constructing upgrade works at City Walk West - Alinga Street, Civic. The Stage 1 works extend west from Northbourne Avenue to West Row/Moore Street and will result in an improved streetscape. They include removal of the existing median, narrowing of the vehicle lane, widening of the verge to provide greater space for pedestrians, installation of new paving materials and street furniture (seats, lights, bike racks) as well as public artworks. The design objective was to continue the same urban treatment established in City Walk East across Northbourne Avenue to provide a visual/physical connection to the western side of Civic. The project has been implemented with the ACT Planning and Land Authority Canberra Central team, to incorporate as many of their design ideas as possible.

The government allocated \$900 000 to refurbishing the Holt local shopping centre in 2004–05. The works were designed to improve security at the centre by upgrading lighting and reducing barriers to surveillance. New paving materials, levels and ramps were included to improve public safety and access for people with disabilities. The landscape setting was revitalised with murals painted on building walls.

CUPP continued updating the **Asset Inventory** database containing open space and public place asset records. This improvement in recording assets allows for improved maintenance maps and specifications used by service providers contracted to maintain open space and public place assets, and by CUPP to monitor the performance of service providers. It also allows CUPP to have enhanced information for refurbishment and

replacement decisions and to better target the funding provided for these purposes.

The 2004–05 **Facilities Improvement Program** was implemented to provide new and improved amenities at various sport and recreation locations throughout the ACT. CUPP finalised a new pool management contract that promises to deliver improved community services and greater financial return to the Territory from operation of the Canberra Olympic Pool and the Lakeside Leisure Centre.

CUPP developed and released the ACT Government's **Graffiti Management Strategy** in August 2004. The strategy is the first of its kind for the ACT and represents an innovative and comprehensive approach to addressing graffiti vandalism. It does this through the five key elements of prevention, removal, diversion, community awareness and education, and legislation. The strategy recommends 35 key actions of which a number have already been implemented. These include:

- establishment of the Graffiti Management Steering Committee in February 2005;
- appointment of a Graffiti Coordinator to work with the Committee to implement key actions and to liaise with young people and stakeholder interest groups;
- identification and publication of legal graffiti art sites;
- establishment of a graffiti art workshop program in partnership with Arts and Recreation and Training ACT;
- establishment of a Graffiti Hotline for reporting graffiti; and
- implementation of a community awareness, involvement and education campaign targeting various elements of the Strategy.

A draft Plan of Management for Canberra's Enclosed Sports grounds and Public Pools was released for public comment. The plan will

be finalised ready for circulation and review prior to submission to the Minister for Planning and presentation to government.

Development of the draft **Gungahlin Plan of Open Spaces and Sports** grounds continued and the Plan will be finalised for release for public comment by October 2005.

Canberra is a Culturally Rich, Vibrant Community

CUPP continued its commitment to **bringing people together** in parks and open spaces through an innovative and successful program of free events in city and suburban parks and places. During 2004–05 the 'round town program presented 48 events including a New Year's Eve function, the first Mother's Day party in the park, teddy bears' picnics and a seniors' Christmas party. There were also a number of movie screenings in the city and music events provided throughout the Territory. The program, and Canberrans' enthusiastic reaction, was a positive indication that Canberra is a culturally rich and vibrant community.

After a Review of Dog Exercise and Dogs Prohibited Areas, a draft set of maps has been produced of new sites proposed for declaration as 'Dog Exercise and Dogs Prohibited Areas' under the *Domestic Animals Act 2000*. The maps will be submitted to the Minister and the Legislative Assembly before being made available online in 2005–06.

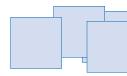
The Bushfire Garden Regeneration Project commenced in December 2003 and was completed in November 2004. It was highly successful in supporting people's recovery from the bushfires through re-establishment of their fire-affected gardens. The project also showed what can be achieved through a strong government and community partnership. The community representation

on this project included the Phoenix Garden Group, Anglicare, the Chapman Residents' Action Group and many volunteers who shared a common vision to see the garden nature of fire-affected suburbs reborn. Some 351 fire-affected gardens received assistance via provision of soil, 'stable mix' organic matter, plants and volunteer help at the end of the month Garden Days.

CUPP has been working closely with the four **model boat clubs** that operate on Lake Tuggeranong to improve access and operational needs of club members to allow them to recreate safely on the lake. Infrastructure improvements at various locations around the lake include installation of a jetty and a powerboat driver's stand (to ensure a clear line of sight for the powerboat operators); and repair of the access tracks and a lake wall to ensure safe use.

Designated beaches around Lake Ginninderra and Lake Tuggeranong have been formally named and signposted using words from the Ngunnawal language, with the exception of Tuggeranong Town Park Beach. The names selected by the Aboriginal community relate to a feature of the local area. The beach name signage will help people identify their location should they need urgent assistance.

The CUPP **Usage and Service Satisfaction Survey** is an annual survey of visitation to managed facilities and satisfaction with core services. In 2004–05, the annual satisfaction survey showed that overall customer satisfaction remained high, at 72 per cent.



Future Directions

The continuing severity of the dry conditions will necessitate ongoing development of **strategies for efficient water use** in parks, sports grounds and for street trees.

The annual **weed control program** for urban parkland and conservation areas will be continued. It is proposed that the Alligator weed control program will be extended to target the source of infestation in Canberra's urban lakes – residential gardeners.

Significant work will continue in the Molonglo River and Yarralumla Creek to **control erosion** and to restore native vegetation. Bank stabilisation works will commence on Kippax Creek in consultation with the Ginninderra Catchment Group.

Implementation of key actions from the ACT **Graffiti Management Strategy**, such as promoting community art, diversionary programs for youth at risk, graffiti awareness campaigns and promotion of graffiti reduction initiatives will continue.

We will continue to improve **access** for people with disabilities to enable them to safely access sailing vessels on Lake Tuggeranong.

Further work will be conducted on the **Asset Management Plan for Urban Trees** including an amenity, community benefit and environmental evaluation of the urban area through the Australian National University. This study will aid quantification of funding for improved management of Canberra's urban forest. Development of Asset Management Plans for other asset types, based on improved asset inventories and a new asset management system, will continue.

In 2005–06 the draft **Gungahlin Plan of Management** will be revised following consideration of public comment and presented to government for approval as a final Plan.

The Plan of Management for enclosed **sports grounds and pools** will be finalised. Current management and maintenance regimes for sports grounds will be reviewed incorporating promotion of sports grounds as a community asset and an efficient user of water resources to support changes to existing watering regimes. Improved consultation with sporting groups will be achieved through quarterly meetings.

Subject to Legislative Assembly approval, the legislative changes needed to enforce the government's **24-hour cat containment policy** for the new residential suburbs of Forde and Bonner will be in place well in advance of the suburbs' development.

The 'round town program will again be run to bring vitality to the city and to further promote the experiences provided by open space and public place assets. The **Community Partnerships Program** will continue to support the development of community benefit projects, while a review of the Adopt a Road Program and identification and assessment of benefits, costs and risks of other potential volunteer programs, such as Street Tree Watering Groups will be undertaken.

For more information contact:

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www.urbanservices.act.gov.au

Roads ACT

Output Class 1 – Municipal Services

Output 1.2 - Roads

This output provides infrastructure services including management of Territory and municipal roads, national highways, community paths, drainage, carpark facilities, traffic and street lights.

See also Volume 2, page 85.



Fairbairn Avenue upgrade



Roads ACT manages the construction and maintenance of roads and associated infrastructure in Canberra. A business within the City Management Group of Urban Services, Roads ACT sets standards, prepares contract performance specifications, and develops policy for commissioning, operating and maintaining Canberra's roads, bridges, community paths, driveways, street signs, line-marking, traffic signals, street lighting, and urban storm water drainage assets.

The ACT has a Sustainable, Natural Environment Evolving in Harmony with Community Expectations

To further ensure **safety on community paths** Roads ACT started making amendments to the 'Design Standards for Urban Infrastructure – 13 Pedestrian and Cyclist Facilities'. The amendments are intended to update the standard and reflect the recent implementation of community path directional signage and green on-road cycle lanes. As well, over 21 000 square metres of path network was repaired in 2004–05.

During 2004–05 Roads ACT successfully completed the trial of 'Keep Left' cycle path signs trial to improve user behaviour on the high-use community paths around key lakes in the ACT. Results from the survey will provide guidance to policy decisions on community path signage.

Roads ACT successfully completed construction of the Woden-to-Dickson **on-road cycling lanes** and the Woden Valley arterial on-road cycling lanes as part of the ACT's commitment to the Sustainable Transport Plan to encourage commuter cycling.

Canberra is Renowned for its Safe and Sustainable Built Environment

The Roads ACT **Asset Management Plan** was revised for 2004–07 to update the financial, service level and environmental aspects of the plan and to assess its effectiveness in achieving target levels of service.

A number of major road projects were completed or progressed during 2004–05. They were the Fairbairn Avenue upgrade, construction of the northern half of Sutton Road, and the Gungahlin Drive and Aikman Drive extensions. As well, extensive repair work was carried out on existing roads.

The **Fairbairn Avenue** upgrade is progressing well. The project includes improved road alignment, substantial improvements to all intersections, sound mounds, and on-road cycling lanes. The works will provide safer access to the War Memorial and Mount Ainslie and ease traffic congestion.

Construction of the northern half of **Sutton Road**, between the ACT–New South Wales border and Pialligo Avenue, is nearing completion. Construction of Stage 2 (the southern half of the road) is scheduled to start in spring 2006 and be finished in spring 2007. The project includes provision of an overtaking lane, two-metre shoulders and realignment of the bends close to the ACT border.

The preliminary works contract for clearing trees, fencing and service relocations on the **Gungahlin Drive Extension** was completed. Construction of Braybrooke Street and realignment of Masterman Street have started. Continuing legal challenges and appeals have delayed the project by 12 months and the Federal Court has yet to hand down its decision on the appeal it heard in May 2005.

Tenders for the main road works – Package A (Barton Highway to Aranda) – closed in May 2005 but the contract cannot be awarded until legal issues are resolved. Tenders for Package B (Aranda to Glenloch) will be called soon after Package A is awarded.

To reduce congestion and improve access to Belconnen Town Centre the connection of **Aikman Drive** to Eastern Valley Way was completed. The works included upgrading two pedestrian crossings on Emu Bank and improving the entry to the new Belconnen Pool from Eastern Valley Way.

The 2004–05 **Road Pavement Repair Program** targeted roads that had deteriorated as a consequence of ageing and the impact of heavy vehicles. To keep ACT roads in a safe condition 578 000 square metres of road pavement was resealed and 62 300 square metres of asphalt overlays was completed. In total, 4.9 per cent of the Territorial and 2.4 per cent of Municipal road networks were repaired.

Other asset improvements included bridge, dam and flood protection works. The load carrying capacity of 66 bridges was assessed as part of the **Bridge Improvement Program**. As a result, 30 bridges were strengthened to current design loading standards. These projects are part of an ongoing program designed to meet requirements under the national road transport reforms to maintain high levels of accessibility for heavy vehicles.

Roads ACT, in conjunction with the ACT Heritage Council, undertook a condition and heritage assessment of the **Tharwa Bridge** as part of the ongoing feasibility studies on possible treatment options for the bridge. Tharwa Bridge currently remains closed to traffic however, temporary measures to reopen the bridge to light traffic have begun with an opening to occur in early September 2005.

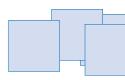
The Ginninderra Dam was successfully upgraded to meet Australian standards in relation to probable maximum flood levels. Storm water augmentation pipe works to provide improved flood protection for the Kingston shopping precinct and Kingston Foreshore Development was also completed.

Canberra is a Functional and Efficient City, Open to Change

Based on the issues the ACT Planning and Land Authority highlighted in its **Neighbourhood Planning** exercise for North Canberra, Roads ACT has included a number of projects aimed at addressing and improving traffic and local amenity issues in its 2004–05 Capital Works Program.

Roads ACT met regularly with **key community stakeholders** such as Pedal Power, the Motor Cycle Riders Association and Community Councils to discuss key issues and possible solutions.

Roads ACT produced the Special Events Handbook and the Guidelines for Verge Use for Display Vehicles to help people more effectively manage these functions and provide for public safety.



Future Directions

From July 2005, \$4.7 million annual capital upgrade works will commence covering the broad asset categories of roads and bridges (\$2.5 million), sustainable transport initiatives (\$700,000) and neighbourhood improvements (\$1.5 million).

From the Roads and Bridges Capital Upgrade program, \$1.0 million is for the Northbourne Avenue pavement rehabilitation from Barton Highway to Antill Street, \$350,000 for the Traffic Light Upgrade and Road Safety Improvement program \$350,000 for the Haydon Drive/Mary Potter Circuit intersection improvements and traffic lights, \$400,000 for the Armour Cable replacement design and construction works at Griffith Stage 2. Funds from the Bridge strengthening program will be used to examine options for Tharwa Bridge in the future.

From the Sustainable Transport Initiatives, community paths (both footpaths and cyclepaths) will be upgraded at various locations.

From the Neighbourhood Improvements program \$200,000 has been committed to residential street improvements at Wakefield Ave/Cowper Street with the proposed construction of a roundabout, \$200,000 for Traffic Safety Measures at Torrens Primary, Tharwa Primary, Melrose High and Marist College Schools, \$600,000 for Stormwater grated sump replacements and minor stormwater works. As part of the Roads to Recovery Program, the Boboyan Road upgrade will commence, providing improved access to Namadgi National Park and an alternative access to the Snowy Mountains. The upgrades to Pialligo Avenue and Fairbairn Avenue to improve road safety and ease traffic congestion are scheduled for completion.

Pending the outcome of current legal challenges, work on Gungahlin Drive Extension from Barton Highway to Belconnen Way will be progressed and works from Belconnen Way to Glenloch Interchange will commence.

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ACT NOWaste

Output Class 1 - Municipal Services

Output 1.3 - Waste and Recycling

Provision of waste and recycling services including strategic advice and strategy development, household garbage and recycling collection and disposal, the implementation of the waste management development control measures, resource recovery and waste infrastructure management.

See also Volume 2, page 87.



Material Recovery Facility at Hume

Business Overview

The principal roles of ACT NOWaste within the City Management Group are to deliver the ACT Government's No Waste by 2010 Strategy, advise the government on strategic policy relating to waste and recycling services, and manage municipal waste services including collection, processing and disposal of household garbage and recycling. ACT NOWaste also develops and implements strategies for improved waste management in new developments.

ACT NOWaste supports the objectives of The Canberra Plan, which includes promotion of recycling and reduction of waste generated. This is achieved by fostering new economic activity associated with resource recovery, empowering all community sectors to regard unwanted materials as valuable resources and influencing Canberra's development to enable best practice waste management. The government's Economic White Paper acknowledges the leadership role of the No Waste Strategy.

During 2004–05, ACT NOWaste concentrated on gaining agreement to, and implementing, the No Waste Strategy 2004–07 Action Plan, Turning Waste Into Resources in the key priority areas of community engagement, government leadership and business waste reduction. In addition, significant efforts have been channelled into refining contractor activities at waste management facilities to increase resource recovery efforts rather than disposal orientated activities.

The ACT has a Sustainable, Natural Environment Evolving in Harmony with Community Expectations

Implementation of the **No Waste By 2010 Strategy** resulted in recovery of 500 000 tonnes of material that would otherwise have

been disposed of at landfills. This represents an annual recovery rate of 70 per cent

The inaugural **No Waste Awards** for excellence in sustainable waste management were held in November 2004 and attracted significant interest. The Awards were established to encourage innovative solutions in waste reduction and to promote ideas that can be adopted by others. The Awards were open to all schools, businesses, government departments and community organisations in the ACT that had actively implemented waste minimisation initiatives during the previous two years.

ACT NOWaste conducted a number of activities in 2004–05 to encourage business waste reduction. Ecobusiness workshops were conducted that targeted a range of business sectors to help them reduce waste. A comprehensive business survey was conducted to identify ways to help businesses better manage and reduce their waste. A campaign to encourage businesses to review their waste practices, including a Guide to Recycling for Businesses and a series of television advertisements, was conducted. The Waste Pricing Strategy implementation further increased commercial tipping fees to provide an additional incentive for businesses to use alternative recycling services. The future challenge will be to encourage businesses to make a concerted effort toward achieving the No Waste goal by changing their current waste practices.

Waste generation rates rose during the year despite a record level of resource recovery – 70 per cent of total waste.

Canberra is Renowned for its Safe and Sustainable Built Environment

The Materials Recovery Facility in Hume continues to sort, bail and transport the ACT's



recyclable materials to markets where they are turned into products ranging from steel cans to road cones. During 2004–05 the facility sorted over 2500 tonnes of recyclables a month. In addition, weekly tours and open days of the facility were conducted to increase community awareness of recycling activities.

Construction of the second stage of the **Hume Resource Recovery Estate** commenced
including infrastructure such as roads, drainage
and utilities to provide access to further blocks
in the estate. Recycling businesses are now
being encouraged to apply to establish within
the estate.

ACT NOWaste continued to monitor developments in reprocessing technologies for residual mixed solid waste to help identify appropriate technologies for possible future establishment of a suitable technology in Canberra.

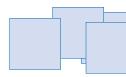
Canberra is a Culturally Rich, Vibrant Community

A 'Recycle Right' campaign was developed and implemented as part of the **Community Engagement Program**. The campaign included a competition with newspaper advertisements, a series of television advertisements, a household guide on recycling services distributed to all households and a series of open days at the Materials Recovery Facility in Hume.

The Waste Wise Schools Program has been introduced into over 100 ACT schools. The program, which incorporates recycling and environmental awareness into the school curriculum, uses practical activities to educate students about recycling and to help schools significantly reduce their waste.

Canberra is functional and efficient and open to change

ACT NOWaste continued to provide domestic garbage and recycling services to ACT households, and supplied over 2500 bins to new households. Customer satisfaction with household garbage and recycling collection services continued to be high, with satisfaction rates of 95.3 per cent and 93.3 per cent respectively (compared to 93.9 per cent and 92.3 per cent in 2003–04). Mugga Lane Landfill recorded 90 per cent customer satisfaction, and Mitchell Resource Management Centre 93 per cent (compared to 86 per cent and 90.1 per cent in 2003–04).



Future Directions

We will continue to implement the **No Waste by 2010 Strategy** programs under Turning Waste into Resources, including initiatives that support *The Canberra Plan* objectives.

The **community** will be encouraged, through a broad range of promotional and educational initiatives, to actively minimise waste and use available recycling services.

A policy will be developed that, if adopted by Government, will require major public events in the ACT, as well as events directly managed by the ACT Government, to use an appropriate recycling system.

The review of the **Development Control Code** for Best Practice Waste Management will be finalised to ensure waste management is better integrated into the planning process and that all developments have effective and appropriate waste infrastructure incorporated at the planning stage.

Development of **legislation** and/or regulations to support solutions for national and local waste management will be progressed. This will include development of regulations to enforce waste planning under the Development Control Code.

Further staged infrastructure development of the **Hume Resource Recovery Estate** will be undertaken during 2005–06 to open up additional portions of the estate. We will actively pursue establishment of recycling businesses in the Hume Resource Recovery Estate.

Business Waste Management initiatives to encourage businesses to minimise waste and separate materials for recycling will be conducted. Waste service providers will also be actively encouraged to provide integrated recycling and waste services to facilitate recovery and diversion of recyclable materials from the commercial sector through formation of a Waste Service Provider Forum.

The **No Waste Awards** for excellence in sustainable waste management will be held as an annual event. In 2005 the Awards will be open to all schools, businesses, government departments and community organisations in the ACT that are actively implementing waste minimisation initiatives. In addition two new categories will be added. One for local retailers actively undertaking plastic bag reduction initiatives and another for waste minimisation in the construction and demolition sector.

A series of **case studies** will be developed from No Waste Award entrants, as well as from business, the community and government that demonstrate best practice waste minimisation. The case studies will be promoted to similar organisations to give them ideas on how they can improve their waste management practices.

A **Government Leadership** program to ensure ACT Government agencies become leaders in best practice waste management systems will be progressed.

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City Operations

Output Class 5 – Fee for Service Activities

Output 5.1 - Fee for Service Activities

This output includes Fee for Service activities undertaken by the department including;

- horticultural and cleaning services, plant nursery and animal services;
- parking operations, motor vehicle and driver licensing services; and information management;
- services to other Government and non-ACT Government agencies (eg Education, NCA) such as horticultural maintenance, Facilities Management and Linen Services, and
- corporate services to other departments such as personnel, file management and courier services.

See also Volume 2, page 102.

Output 5.2 - Property

The strategic management of ACT Government owned and leased office properties and surplus properties to ensure sustainable use and best return to the community. See also Volume 2, page 105.





The work of City Operations varies widely, and ranges from property management and parking operations to records management, traffic camera operations, and publishing services. As outlined below, these activities are primarily municipal in nature, and are carried out by the seven business units, that comprise City Operations:

Property ACT: Whole-of-government property policy development and advice, management of Territory-owned and leased commercial buildings and surplus property portfolio and energy contracts.

CityScape Services: Urban horticultural maintenance and bushfire and cleaning services.

Ranger Services: Parking regulation and revenue collection, urban open space regulation, domestic animal control and dog shelter operation, and speed and red light camera operations.

Yarralumla Nursery: Operation of wholesale and retail plant nursery.

Records Services: Records management and mail room services.

Publishing Services: Full print and electronic publishing services for ACT Government agencies.

Canberra Cemeteries: Management support for public cemeteries.

Most of the Group's municipal services are provided under agreements with other Urban Services areas that have policy responsibilities for government outputs. These include CUPP, Road Transport, and Customer Services and Information

Whole-of-government services are provided under contractual arrangements with other ACT Government departments including the property operations, records services and publishing services.

The ACT has a Sustainable, Natural Environment Evolving in Harmony with Community Expectations

City Operations continued its program of replacing bushfire affected plants and shrubs. To replace the area's Roman Cypress population destroyed in the January 2003 bushfires Yarralumla Nursery produced approximately 2300 young plants from seeds collected from the Greenhills arboretum. CityScape Services also continued its program of reinstating fire affected shrub beds.

The City Rangers undertook a blitz on illegal dumping around community **charity bins** in the last quarter of 2004–05. The joint campaign with ACT NOWaste has reinforced the government's 'no tolerance to litter' message. A zero run-off **water recycling facility** designed to improve the efficiency of water use at the Yarralumla Nursery is under construction and will be completed November 2005.

A number of energy efficient measures were implemented including installation of solar panels at Macarthur House to heat water in the building and reduce external energy usage, and installation of upgraded lighting controls at the Magistrates Court and Dame Pattie Menzies House. Energy efficient measures are achieved either through a reduction in the amount of energy sought from the energy grid or by replacing a product with a more efficient device. In the case of the solar panels we are suppling our own greenhouse efficient system to provide our own energy rather than buying it from the electricity grid. The upgraded lighting controls replaces old manually controlled switches with automated switching reducing the times the lights are on and therefore using less energy.

Canberra is Renowned for its Safe and Sustainable Built Environment

CityScape Services was **benchmarked** with Brisbane City and Gold Coast Councils to help improve services to the ACT community.

Property ACT coordinated a whole-ofgovernment approach to identifying and treating **asbestos in government structures**. An electronic Asbestos Register was developed and made available to all agencies using web-based technologies.

An emergency power generator was installed at Macarthur House to ensure that Canberra Connect can continue operating if the mains power is interrupted.

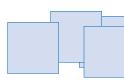
Canberra is a Culturally Rich, Vibrant Community

One of Canberra's major tourist events, Floriade 2004, was made possible through the efforts of CityScape Services horticultural area, who constructed, planted and maintained the flower beds.

Canberra is Functional and Efficient and Open to Change

Property ACT conducted its first annual **customer satisfaction survey** of agency facility managers, government office building tenants and multi-purpose building tenants. The survey indicated high levels of customer satisfaction.

ACT Record Services developed and implemented a new billing system to support its fee-for-service activities. As well, the need for a long-term storage of archival records was assessed. Further work will be undertaken in 2005-06.



Future Directions

The **Traffic Camera Office** will install two new fixed red light/speed cameras and one new mobile speed camera van funded through the 2005–06 Budget.

Parking Operations will employ two additional Parking Information Officers to help regulate on- and off-street parking with a strong focus on mobility zones, loading zones and other high-demand areas.

Ranger Services will explore options for co-locating its four business units to increase efficiencies in customer service and productivity and investigate the benefits of broadening the use of hand-held technology to other Ranger Services staff.

Yarralumla Nursery will be introducing a cross-cultural understanding project that involves training the Aboriginal Community of Narrabundah in horticulture and plant maintenance at Boomanulla Oval.

ACT Records Services will replace its mail x-ray equipment with new technology that meets current mail security requirements. It will also relocate its major records storage site in order to enhance the security and longevity of ACT Government records.

Publishing Services will work to reduce the quantity of paper-based communications within the department and instead place greater emphasis on communication channels, including multimedia and other electronic publishing.

Property ACT will oversee a \$1.2 million program of Building Code of Australia required works to the Callam Offices in Woden; take over management of all occupied properties owned by Urban Services except the Yarralumla Nursery; coordinate the whole-of-government task of obtaining current asbestos inspection reports for all occupied buildings; and coordinate community tenancy arrangements.

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Customer Services and Information

Output Class 1 – Municiple Services

Output 1.1 - Customer Services and Information

Enhance Government service channels and manage the ongoing delivery of payment and library services to the community.

See also Volume 2, page 83.





Customer Services and Information (CS&I) improves customer service by fostering electronic service delivery and providing electronic transactions as well as bill-paying capabilities for government services through the ACT Government shopfronts and call centres. CS&I manages the Public, Heritage and Legislative Assembly libraries and the Women's Information and Referral Centre (WiRC). In addition, CS&I provides motor vehicle inspections and registrations, driver licences and heavy vehicle monitoring services.

CS&I provides improvements in the management of geographic information and manages the department's information management policies. On behalf of government, Customer Services and Information manages copyright and advertising functions, is implementing the Integrated Document Management System, and manages government record keeping through the Territory Records Office.

Customer Services and Information also provides services to support the operations of the department. These services range from budget management, accounting and financial reporting, internal audit, and business planning, to accommodation services, human resource management, customer service strategies and training, and communications management. More detailed information on Corporate Group's achievements is contained in Part C, Managing Our People.

Canberra is a Culturally Rich, Vibrant Community

A Review of ACT Library Services

to culturally and linguistically diverse communities resulted in a complete overhaul of multicultural services to meet community needs. It led to an increased profile in the multicultural community through use of library facilities for multicultural exhibitions and assistance from the multicultural community in evaluating library collections.

The number of **public library loans** in 2004–05 represented an increase of 6 per cent compared to the 2003–04 figures. Ongoing development of the new library management system and customer uptake of features such as the request system is responsible for the overall increase in library loans.

Considerable work was undertaken to introduce or redevelop technology used in libraries. For example, the **Library Intranet Services** were redeveloped to better meet customer needs in terms of timeliness, creation of customer profiles, and improved media monitoring. Enquiries increased by 40 per cent over the previous year's figures. The new library management system, Horizon, has been implemented, and has substantially integrated the online catalogue and the ACT Virtual Library The system and the online catalogue will improve services and access to the library's collections.

The *Territory Records Act 2002* was in its second year of operation. The Act establishes the legal framework for creating, managing and preserving Territory records. The Territory Records Office worked closely with ACT Government agencies to advise on developing their Records Management Programs in order to comply with the Act (see subsumed report on page 179).

The Integrated Document Management System (IDMS) was successfully implemented as a pilot project in ACT Planning and Land Authority and in the Registrar General's Office. At 30 May 2005 IDMS was supporting nearly 800 users, and managing over 1.6 million electronic documents and 360 000 electronic

files. The rollout of IDMS across the ACT Government is scheduled to commence at the start of 2005–06.

The Woden and Heritage Library refurbishment was completed in August 2004. The major enhancements to the amenities and improved customer access to services have seen a significant increase in use of this facility. The new Kippax Library is due to open in August 2005. The new building will provide a purpose-built facility to replace a smaller and outdated temporary structure. Construction of the new Civic Library – part of the Civic Library and Theatre Link Project – was underway at June 30.

Staff participated in a number of **health promotion and fund raising** events that emphasised community participation and contribution. They included 900 staff participating, over six weeks, in the 10K a Day program; the annual Walk at the Woolshed that raised funds for the National Heart Foundation; the annual Urban Services Trivia Night that raised \$3500 for local charity; and the annual Christmas breakfast at which many gifts were collected for Barnados

Canberra is Renowned for its Safe and Sustainable Built Environment

The department's occupational health and safety (OH&S) management system – WISE – was enhanced through identifying and training WISE coordinators. These people provide a point of contact 'at the coal face' to promote safe work practices and maintain awareness of OH&S risks. They are also a resource for managers so workplace safety is highlighted in business planning, management and reporting processes. The WISE coordinators are a key element of our plans to reduce workers compensation premiums.

The Managers Reference Group conducted a series of information sessions to highlight performance management. The existence of staff performance agreements and learning plans was confirmed through formal data collection, and this provided valuable information about department-wide **training** and **development** needs. As well, a review of the department's **Workforce Capability**Framework was commenced to form the basis of a three-year strategic plan for learning and development.

A risk management framework was completed in December 2004. The framework is based around the Australian New Zealand Standard for Risk Management (AS/NZS 4360: 2004) and emphasises integration of risk management into all business practices and systems. It highlights the responsibilities of Executives, managers and staff and addresses skill development, business continuity and insurance. The framework documents include a toolkit to help identify, assess and manage risk.

The Department's **Fraud Control Plan** was updated, based on a comprehensive risk assessment process conducted in 2003–04.

Canberra is Functional and Efficient, Open to Change

The Canberra Connect Call Centre was expanded to include all road transport information and transactions including vehicle registration renewals by telephone. Most major call handling operations were consolidated into the Canberra Connect Call Centre, allowing the community to conduct most of its business with Urban Services without the need to be referred to other areas. Call volumes increasing by 40 per cent compared to the previous year. An average of 36 000 calls per month are being answered by the Call Centre mainly due to growing community awareness

and ongoing consolidation of call centres across the department.

The first ACT Government **online booking service** was launched in early 2005. The service allows the community to book campsites within the ACT by logging on to <www.bookings.gov.au>. Other online booking services are also planned, including appointments with the ACT Planning and Land Authority, appointments to access a library Internet terminal and water-skiing bookings for the Molonglo River.

Canberra Connect Internet information channels continued to grow – 380 000 users per month visited the ACT Government Entry Point. There were 20 per cent more visits to the Canberra Connect Information Portal compared to last year, with 50 000 users per month accessing the portal. Online payment services through the Canberra Connect payment portal plateaued during the year mainly due to other payment options being available through Australia Post and BPay. Research conducted in February 2005 found a high level of community awareness of Canberra Connect (87%) and high levels of user satisfaction with the Canberra Connect shopfronts (82%), telephone call centre (83%) and the web site at <www.canberraconnect. act.gov.au> (78%).

Changes to budgets and staffing were agreed to give effect to the **transfer of the Arts**, **Heritage and Environment functions** to the Chief Minister's Department. Work was completed to move financial transactions into Oracle Government Financials from 1 July 2005.

A new Urban Services **Certified Agreement** was negotiated and certified in November 2004. The agreement includes pay rates through to 2007, formal consultative mechanisms and improved working arrangements for staff.

Work to implement the new whole-ofgovernment human resource management system (Chris 21) was substantially completed. The first stage of the new system will be operational from July 2005, improving the efficiency and effectiveness of many core human resource functions, such as payroll.

The Corporate Group worked on three **knowledge management** pilot projects during 2004–05. The projects were based on the specific needs identified by three businesses. Outcomes included better linkages between systems and improved data capture, and strategies and tools to capture staff knowledge before they leave the organisation.

The presentation of output performance indicators was revised in the 2005–06 Budget to separately identify strategic indicators, that focus on the service delivery context and link with the government's strategic planning documents, from accountability indicators, that measure the efficiency and effectiveness of output delivery.

To better manage the annual **capital works program**, capital upgrade projects were separated from new construction projects in the 2005–06 Budget. This increases the focus on strategic asset management plans and will help the department plan and deliver the large number of upgrade projects that recur across budget years and are crucial to our operations. The value of the 2005–06 capital upgrades program is \$9.8 million and the works are spread across various asset categories.

A review of the Urban Services **intranet** was commenced to identify ways to better meet staff needs and look at updated technology. Managers' needs and expectations were sought through a survey, focus groups and stakeholder interviews. A series of potential improvements have been identified, however, further progress was delayed while corporate services changes are being introduced.

Future Directions

Recent market research has indicated many in the community are seeking more convenient options for paying **vehicle registration renewals**. Introduction of Bpay and Australia Post Billpay as payment options for motor vehicle registration renewals will provide greater convenience to customers and is expected to reduce renewal payments in shopfronts by around 30 per cent over the next two years. This will enable the community to pay over the telephone or the Internet using either credit or debit accounts. Alternatively, they will be able to use Australia Post counters or their interactive telephone system.

To improve access to services, the Dickson motor vehicle registry will be launched as the Canberra Connect **Dickson Shopfront** to better serve the community in North Canberra.

The **Belconnen Shopfront** customer service counter will be replaced with a new, ergonomic layout with multiple seated positions for people with accessibility restrictions. The new counter design will also incorporate an upgrade of existing security measures.

Construction of the new **Kippax Library** was well advanced on 30 June 2005. Construction is due for completion in July and the new library is due to open in August 2005.

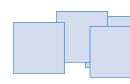
Construction of the new Civic Library – part of the **Civic Library and Theatre Link Project** – was underway at 30 June 2005. Construction is due for completion in mid 2006 and the new building is due for opening in the second half of 2006. The new building will provide a permanent home for the Civic Library.

The ACT Government Portal < www.act.gov.au> was launched in July 2003 to provide a principle entry point for individuals and businesses seeking information about the ACT and Region. In response to the ACT Government Economic White Paper, a project was started in 2004 to further enhance access to business information and services and to improve and refresh the web site. It is expected that the planned enhancements will be completed in September 2005.

The department is also planning to improve access for citizens finding out about municipal services by undertaking a redevelopment of almost 20 departmental web sites. The project will consolidate and present information in a consistent and user-friendly format, through a detailed review of information and by rebuilding and reducing the number of **departmental web sites**. It is expected that the new site will be completed in 2006 and will result in more effective presentation of Urban Services information for the community.

An improved customer service to citizens and businesses seeking to provide **feedback to the government** will be introduced in 2005–06. The new system will make it simple for the community to find answers to frequently asked questions, and to lodge and track the progress of a request for service. The system will enable consistent answers to be provided regardless of whether customers contact the call centre, log on to the Internet or attend a counter.

Every year the government collects rates, taxes and charges from citizens and business through the Canberra Connect shopfronts, and by cheque, Internet, telephone and Bpay. The **payments receipting system** which is used to record these transactions is ageing and needs to be replaced.



Work has commenced on designing a system that will provide a more streamlined, secure and efficient system for government agencies that use this essential process. It is expected that the completed system will be less costly to operate and will help reduce queues in the shopfronts by making payments quicker to process.

The **Canberra Connect** call centre will continue to expand to include additional services to citizens and business. Canberra Connect has recently included a specialist team for motor transport services, and will soon add a team specialising in information and services on Canberra's roads, parks and places. The call centre has also started a specialist service for reporting graffiti. By February 2006, Canberra Connect will be the single point of contact for all Urban Services enquiries.

The Group will play an integral role in the department's **change management process**, which will involve redesign and realignment of corporate functions, and processes. From 1 July 2005 most of the corporate functions, particularly finance and human resources, will be part of the Enterprise Services Network.

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Policy, Compliance and Transport

Output Class 2 – Transport

Output 2.1 - Road Transport Regulation and Services

The development of National road transport reforms and the provision of services to promote road user safety and road user service efficiency. This includes regulation of driver competency, vehicle safety, parking practices and heavy vehicle size and weight.

See also Volume 2, page 91.

Output 2.2 - Public Transport

Provision of public transport services.

See also Volume 2, page 93.



Road Transport Policy develops policy and advises the ACT Government on public transport, national road reform issues, and public use of ACT roads and parking facilities. It also regulates public passenger transport, driver competency, vehicle safety, parking practices and heavy vehicles. In 2004–05 the business unit purchased public transport, motor vehicle registration, driver licensing, speed and red light camera, and parking management services on behalf of the government. In addition, it is responsible for compulsory third party vehicle insurance arrangements and implementation of national road transport reforms.

The ACT has a Sustainable, Natural Environment Evolving in Harmony with Community Expectations

As part of the **bike racks on buses** trial, 70 bike racks were purchased to be in service on ACTION inter-town routes by mid-2005. Bike racks will be fitted on buses travelling between the Tuggeranong, Woden, City and Belconneninterchanges. The trial is intended to support the Sustainable Transport Plan objective of achieving a greater share of work journeys by modes other than private motor vehicles.

Canberra is Renowned for its Safe and Sustainable Built Environment

The ACT's road crash rates in 2004 continued the trend over the past few years of fewer fatalities and serious injuries. However, the early months of 2005 saw a significant increase in the number of fatal crashes. Learner and novice driver training programs continued and an evaluation of Road Ready Plus was completed.

Road Transport Policy continued to manage the annual review of ACT **Compulsory Third Party Insurance** premiums to ensure the premiums fully fund all the liabilities of the scheme and are set at appropriate levels.

A report on the outcome of a review of the ACT's motor vehicle inspection arrangements was finalised. The report concluded there was no justification for changing current light vehicle inspection arrangements. The government agreed that existing arrangements should continue. Consultation with industry stakeholders on changes to heavy vehicle inspection arrangements was commenced.

To reduce the use of unregistered vehicles, new procedures for **registration reminder letters** were implemented. Vehicle registration data was provided to the Australian Federal Police for use with its Recording and Analysis of Plates Identified (RAPID) system to enable on-road detection of unregistered vehicles.

Road Transport Policy worked with ACTION to provide advice to government concerning **ACTION funding** needs. Road Transport Policy is continuing to work with ACTION and the Department of Treasury to refine funding arrangements for ACTION that reflect the level of services purchased by government and its baseline costs. New three-year contracts for provision of rural school bus services in the Tharwa, Tidbinbilla/Uriarra, Majura Road and Hall areas were developed and implemented.

Road Transport Policy, in partnership with the NRMA–ACT Road Safety Trust, convened a road safety forum on Drugs and Driving. The forum was designed to raise awareness in the community about the extent of driving under the influence of illicit drugs, alcohol and prescription drugs in the ACT and to examine current approaches to combating drug-driving. Approximately 150 road safety professionals and community representatives attended the forum.

An updated ACT Accessible Public Transport Plan was released in October 2004. The Plan is intended to ensure ACT taxis and buses increase their capacity to meet the needs of people with disabilities. As well, the Wheelchair Accessible Taxi Reference Group was established to advise the Minister for Urban Services on possible improvements to the arrangements for taxi services provided to people in wheelchairs. Road Transport provided the Steering Committee and Working Group with research and secretariat support.

Transport also participated in the intergovernmental **Transport Security Working Group** that developed an Intergovernmental Agreement on Surface Transport Security. As part of that process, presentations to operators and other industry stakeholders on security planning and industry risk assessments, were facilitated.

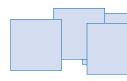
Regulatory and structural **reform of the hire car industry** was substantially progressed. The Road Transport (Public Passenger Services) Amendment Bill 2003 was passed in August 2004. The new legislation provides for buy-back of hire car licences and release of new leased hire car licences from 1 July 2005. It also provides for hire car accreditation. Road Transport contributed to development of **national road transport legislative reforms** to enhance uniform regulatory measures nationwide. Initiatives in 2004–05 included:

- implementation of the total package of amendments to the Australian Road Rules;
- further development of the Compliance and Enforcement package;
- ministerial endorsement of national Australian Design Rules for vehicle instrumentation and emission controls; and
- development of the regulatory framework for Performance Based Standards for innovative heavy vehicles.

Canberra is Functional and Efficient and Open to Change

Road Transport Policy managed a consultancy to develop a concept plan, business case and tender documents for introduction of **Real Time Passenger Information**. Real Time Passenger Information systems give passengers certainty of bus travel by providing accurate bus travel information and bus priority at traffic lights.

A policy on **advertising on bus shelters** was developed and endorsed by government. The policy allows for supply and maintenance, by the private sector, of high-quality bus shelters carrying third party advertising.



Future Directions

In 2005–06 Road Transport Policy will implement the road safety actions identified in the **ACT Road Safety Action Plan 2005–06** to give effect to the National Road Safety Strategy. It will also implement the **Wheelchair Accessible Transport** reforms and review **security** requirements for land transport operations, including examination of appropriate regulatory provisions.

The package of legislation and guidelines for **heavy vehicle compliance and enforcement** which aims to improve national transport safety, better protect transport infrastructure, promote sustainability through improved compliance with transport laws and otherwise meet community expectations will be implemented.

Road Transport legislation will be developed to provide an appropriate regulatory framework for new demand-responsive types of public passenger services. A review of the *Road Transport (Alcohol and Drugs) Act 1977* will also be undertaken.

Road Transport will develop **national 'model' legislation** to encourage innovation, provide a better match between vehicles and roads, increase regulatory transparency by providing a more rational regulatory approach and provide better controls on safety and infrastructure wear.

Road Transport will contribute to developing and implementing:

- a Defence Road Transport National Exemption policy that applies uniformly across jurisdictions for the conduct of Defence business
- the Intelligent Access Program (IAP) legislation to enable use of **satellite-based telematic services** to monitor freight vehicles for compliance with agreed conditions of operation
- the second package of Australian Road Rules.
- Road Transport will also continue to participate in the National Road Transport Reform process.

Further information may be obtained from:

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Fee-for-Service Businesses

Output Class 5 – Fee-for-Service Activities

Output 5.1 - Fee-for-Service Activities

This output includes Fee for Service activities undertaken by the department including;

- horticultural and cleaning services, plant nursery and animal services;
- parking operations, motor vehicle and driver licensing services; and information management;
- services to other Government and non-ACT Government agencies (eg Education, NCA) such as horticultural maintenance, Facilities Management and Linen Services, and
- corporate services to other departments such as personnel, file management and courier services. See also Volume 2, page 102.



Road maintenance works in Lyneham



City Services is a group of former Totalcare Industries Limited businesses formed during March–April 2004. The group, consisting of Road Maintenance Services, Facilities Management, and Capital Linen Service, is client-focused and provides a range of municipal and commercial services on behalf of the ACT Government.

This year's focus has been on integrating the new businesses into Urban Services, primarily through reviewing and improving each business's operations and viability.

Road Maintenance Services undertakes a range of routine maintenance work on various ACT assets. These include roads, cycle-paths, footpaths, car parks, signage and roadside furniture. The unit also provides line marking, project management, and sign design and manufacture.

Facilities Management provides facility management services for ACT and Australian Government properties and private clients at over 400 sites in the ACT. The unit offers its customers a one-stop-shop capability for total portfolio management. This includes a 24-hour emergency repairs response centre; traditional building maintenance; contract management; minor new works; asset condition audits and reports; building refurbishment and fit outs; and preventative maintenance programs.

Capital Linen Service provides linen rental and laundering services to a wide range of clients in the ACT region. Its clients include public and private hospitals and health facilities as well as hotels and restaurants in the hospitality industry in Canberra.

The ACT has a Sustainable, Natural Environment Evolving in Harmony with Community Expectations

Road Maintenance Services implemented a number of initiatives to reuse and recycle materials. Illegally dumped refuse was sorted for recycling where practical, leaf litter was composted, and recovered damaged signs and pavement material was reused or recycled. As part of the bushfire restoration works, Road Maintenance Services coordinated a large volume of work to manage dangerous fire-damaged trees on rural roadsides and restore infrastructure in fire-effected suburbs

Capital Linen Service reduced water consumption at the Mitchell site by 11 per cent from the previous year through improved linen re-washing processes and turning off lawn sprinklers. Facilities Management worked with clients and the public in addressing water restriction issues in relation to irrigation, fountains and memorials where plumbing work was required.

Canberra is Renowned for its Safe and Sustainable Built Environment

During 2004–05 Facilities Management undertook a comprehensive review of the business. Implementation of the accepted recommendations has begun and will continue through 2005–06. Specific projects and activities included:

 building condition assessments were completed on over 100 ACT Government assets, including schools, office buildings, and artsACT facilities;

- asbestos assessments were carried out for clients; and
- AS/NZ ISO 9001:2000 quality assurance recertification has been achieved.

During 2004–05 Roads Maintenance Services business structure and procedures underwent an extensive review. Significant progress has been made in implementing the recommendations of the review.

Canberra is Functional and Efficient and Open to Change

Capital Linen Service delivered 2900 tonnes of linen as part of our continuing commitment to providing clean and hygienic linen services to **hospitals**. Capital Linen Service continued

to seek opportunities to expand its client base in the growing **aged care sector**. A contract was let for installation of a new soil sorting count deck to be completed by early 2006. Work commenced on the implementation of a new **laundry business system** to improve customer and management reporting. The new business system will be completed by September 2005. An independent **review of the business** was completed and government substantially accepted the outcomes.

Future Directions

Road Maintenance Services will integrate with other areas in the department responsible for the ACT's infrastructure assets.

Facilities Management and **Property ACT** will integrate, as of 1 July 2005, to provide a more strategic approach to Total Asset Management.

Capital Linen Service will continue its program of replacing critical plant and equipment. The major replacement item is the dedicated health continuous batch washer that will increase reliability and reduce water and energy consumption.

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ACT Forests

Output Class 1 – Forestry Services

Output 1.1 - Forestry Services

Management of ACT Forests Estate

The major management priorities for ACT Forests after the January 2003 bushfires are cleanup, rehabilitation of areas close to the urban interface and within the Cotter catchment. Minor commercial operations will continue in Kowen Forest.

See also Volume 2, page 158.



ACT Forests Headquarters in Weston Creek

Business Overview

Since the devastation of the January 2003 bushfires, ACT Forests' focus has changed from commercial forestry operations to now incorporate multiple land management activities, including:

- · catchment management;
- · landscape restoration;
- · recreation; and
- small-scale ongoing timber production.

Highlighting the shift from commercial forestry practices to land and catchment management is the reduction of area to be planted back to pine following completion of the restoration process. This emphasised inclusion of land management will see incorporation of 2200 hectares (excluding Stromlo Forest) of native regeneration areas within the forest estate. The changes in land management practices will see the total commercial plantation estate reduced to around 11 700 hectares, down from 16 000 hectares pre January 2003. The inclusion of riparian buffers will see replanting of native tree species in designated catchment areas in addition to the areas excluded to natural regeneration.

ACT Forests' modified operations continue to be funded through the insurance claim that was settled in January 2004 for the forest losses it experienced in January 2003. ACT Forests received a cash amount of \$52.473 million in the settlement, including \$473 000 for an earlier forest-related claim.

During the year the government decided to transfer ACT Forests from the Department of Urban Services to the Chief Minister's Department from 1 July 2006.

Members of the ACT Forests Bushfire Brigade were awarded individual ACT Emergency Service Medals for Service during the 2003 Canberra Bushfires. ACT Forests' new headquarters received a Commercial Commendation in the 2005 ACT Royal Australian Institute of Architects Awards. Six ACT Forests staff involved in the January 2003 bushfires provided evidence to the ACT Bushfire Coronial Inquest into the fire emergency.

The ACT has a Sustainable, Natural Environment Evolving in Harmony with Community Expectations

ACT Forests undertook much rehabilitation and regeneration works during 2004–05. ACT Forests maintained strong forest rehabilitation partnerships with many ACT agencies and organisations. We continued to work with expert environmental, research and technical agencies as well as with individuals to help rehabilitate burnt forest areas. Our partners included the Australian National University, Environment ACT, University of Canberra and Greening Australia. The Conservation Volunteers Australia undertook a partnership with ACT Forests to help rejuvenate the lookout walk to the top of Gibraltar Falls.

ACT Forests is also working in partnership with ActewAGL, Emergency Services Authority and the Environment Protection Agency in re-designing the plantation estate in the **Lower Cotter Catchment**.

The Shaping Our Territory Implementation Group (SOTIG) and ACT Forests are working together to develop the New Stromlo Forest Park and Canberra International Arboretum and Gardens.

ACT Forests worked with Greening Australia and community groups to host a number of community planting days. These planting days were designed to directly involve Canberrans in the regreening program. The

planting of native trees, plants and shrubs also improved amenity around recreation areas and helped soil stabilisation.

ACT Forests has continued **re-developing reserves** affected by the 2003 bushfires. During 2004–05 key programs to prepare reserves to re-open to the public included extensive works at Murrays Corner and Gibraltar Falls. Works have included removal of overhead hazards, installation of environmentally friendly toilets, and preparations for installing picnic shelters and gas barbeques. Other works included development of interpretative signage at a number of recreation facilities, and grasses sown to re-establish facilities have started growing.

The winter 2004 planting program to **control erosion** was abandoned due to ongoing drought. The planned winter 2005 planting program will be increased to cover the deficit. Additional gabion crossings were constructed in a number of burnt forest areas to minimise erosion by restricting sediment movement. Hydro-mulching (spray application of grass seed, mulch and water) of selected areas adjacent to creek lines and the Cotter Dam was also undertaken using both ground-based methods and airborne methods, through trialling use of a helicopter.

The 2004–05 weed control program targeted blackberry, Patterson's Curse, Serrated Tussock, Willow, Tall African Lovegrass, St John's Wort and Broom. The program treated 1747 hectares to protect the environment and make the areas more attractive for recreation.

Construction of ACT Forests' new Cotter Road headquarters to replace office and depot facilities destroyed in the January 2003 bushfires was finalised and the team moved in during September 2004. The new headquarters incorporates a number of environmental features to save water and energy.

Canberra is Renowned for its Safe and Sustainable Built Environment

As part of **clean-up and repair** works, ACT Forests removed 6235 hectares of debris from burnt plantation, allowing preparation of 1550 hectares for replanting; and replaced or upgraded 29 kilometres of fence.

Approximately 2905 hectares of windrows (log piles) – formed as a result of ACT Forests' extensive clean-up operations – were burnt as part of a program of **controlled burns** to reduce fire hazards and help complete the site preparation needed to achieve replanting of burnt plantations. A significant amount of burns were conducted by using the Forests Tasmania Heli-Torch. This enabled more precise access to steep areas and lowered the man-hours required to conduct these operations.

Canberra is a Culturally Rich, Vibrant Community

ACT Forests facilitated a number of major recreational events in forest areas, including the Rally of Canberra and the Mont 24-hour mountain bike event. In all, ACT Forests booked and supervised over 352 recreation events in ACT forests involving approximately 13 000 people.

Canberra is Functional and Efficient and Open to Change

ACT Forests harvested approximately 31 000 tonnes of pulp and sawlog timber from unburnt plantations in its continuing commitment to support the local wood processing industry.

A number of forest 'Open Days' involving free public bus tours were held to educate the community about the 2003 bushfires, and to provide information on the rehabilitation program.

The ACT Forests web site < www.forests.act. gov.au > continues to provide the public with information on the ACT's pine plantations, the revegetation program and recreation opportunities. Following the success of the ACT Forests web site, an online booking system was developed to help the public search for availability and to book online for use of ACT Forests' recreational facilities. Minister Hargreaves launched the site < http://www.bookings.act.gov.au/> in February 2005.

Future Directions

ACT Forests is continuing the **reforestation program** in former plantation areas west of the Murrumbidgee River. These works are being conducted with a focus on catchment management with integration of native riparian and regeneration areas plus replanting pines for future commercial products.

Works have commenced to re-develop the area previously known as **Deeks Forest Park** in Stromlo Forest. These works are being reinstated in line with recommendations from SOTIG. This project will be handed over to SOTIG from July 2005.

The planting program for the **international arboretum** will be implemented, in line with recommendations from SOTIG.

ACT Forests continues to provide input into the review of the ACT **Bushfire Fuel Management Plan**. Harvesting operations at **Kowen** will resume to help maintain log supplies to the local forest industry.

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Information and Access

Human Rights Act

The Human Rights Act 2004 aims to promote a human rights culture by recognising fundamental civil and political rights in ACT law. The Act commenced operation on 1 July 2004. All public officials have a duty to interpret legislation under which they operate consistently with human rights unless the Territory law clearly authorises otherwise.

Briefings on the new legislation have been provided to departmental executives and managers. The briefings were designed to provide information about the impact of the Human Rights Act and the department's obligations. Eighteen staff also attended training on human rights principles provided by the Department of Justice and Community Safety.

The department sought and obtained advice from the Bill of Rights Unit about the human rights implications of proposed operational policy and legislation. Statements of compatibility were provided for all new Bills within the department's responsibility.

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Access to Government Strategy

In July 2003, the ACT Government launched its Access to ACT Government Strategy. It has, as its foundation, the goal of ensuring that services and facilities provided by the ACT Government are accessible to members of the

ACT community who have a disability. The key objectives of the strategy are to:

- identify access issues within each ACT Government agency and actively address these issues through a detailed Action Plan that spans a number of years, identifying key targets for immediate, mediumterm and future action: and
- establish a culture within the ACT
 Government of continuous improvement in
 the service delivery to people with
 disabilities in the ACT using
 analysis and audit techniques to identify
 barriers and to prioritise areas of action to
 achieve improvement.

In 2003, Urban Services was the first ACT Government department to release its Access Action Plan 2002–2004. The Plan sets out specific timeframes and ways of addressing accessibility problems that the department identified in 2002. Outlined below are a few of the department's achievements in 2004–05 against some key areas.

Safe and Accessible Public Spaces

Urban Services is responsible for much of the public space in the ACT. The department works toward creating public spaces that are accessible by everyone.

In 2004–05 the department continued its footpath maintenance program, which aims to remove trip hazards from the footpath network. 21,103 square metres of path network was repaired (0.5% of the network) in 2004-2005. In addition, surveys of the community path network to identify areas that need repair have been completed in Braddon, Phillip and Greenway.

The upgrade of public space at the Holt Shopping Centre was also recently completed,

with changes including new access ramps to shopfronts, tactile ground surface indicators and accessible parking.

In April 2005 a joint project between People with Disabilities Incorporated and CUPP commenced to undertake an access audit within the main pedestrian areas of Civic. The audit results will be used to prepare and publish a mobility map that shows wheelchair-accessible premises. This project is funded by the Urban Services Community Partnership Program.

Accessible and Reliable Services and Public Transport

Urban Services is committed to improving access to public buildings and facilities, with a particular focus on services that are the direct responsibility of Urban Services.

In 2004 a prototype Information Pillar was installed in Petrie Plaza providing map information of the local area for people with limited vision.

In July 2004 the *Updated Action Plan for Accessible Public Transport in the ACT 2004–2007* was published. Implementation of this plan aims to improve accessibility to public transport through addressing physical access to transport vehicles and infrastructure, as well as issues of policy and planning, information and communication.

The Wheelchair Accessible Taxi Reference Group first met in May 2005 to discuss service issues with Wheelchair Accessible Taxis. The reference group has taken written submissions from the public and is in the process of developing recommendations that will provide short-, medium- and long-term options to address issues concerning Wheelchair Accessible Taxi service levels.

Customer Relationships

Urban Services is committed to achieving excellence in customer service. The department works to ensure that information is accessible, staff are appropriately trained and customers are given equal access to services. In 2004–05 Customer Service training was delivered for staff with customer services responsibilities, including sessions on Customers with a Difference and Workplace Diversity. Training was also provided on the provision of the TTY (telephone typewriters) service offered through Canberra Connect and on the range of services in the ACT that help people who have a disability.

Supportive Workplaces

Urban Services works to ensure its workplaces are supportive and its workforce reflects the general community. This is done in a variety of ways including addressing diversity issues in the department's recruitment manual, in its training programs for recruitment selection committees and in its induction seminars for new employees.

Through Property ACT, Urban Services manages the Territory's owned commercial buildings, acts as lessee on behalf of the Territory for commercial leases and manages government office accommodation at a whole-of-government level. The department's Lease Evaluation Plan, used when procuring properties for government accommodation, has been amended to include a requirement for the property to meet current Building Code of Australia standards in relation to disability access and a range of specific accessibility requirements. The Interdepartmental ACT Property Forum has also adopted Fit-out Guidelines that provide government agencies with assistance when preparing office fit-out plans. These guidelines include information

about the responsibility of agencies to comply with building regulations and accessibility requirements.

Emergency evacuation procedures are in place at the department's headquarters at Macarthur House, Lyneham, to ensure the safe evacuation of staff with a disability. In conjunction with business managers, a disability register has been established, with fire wardens trained specifically to be able to help those who have a disability.

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Community

Community Engagement

Community engagement refers to the many ways in which Urban Services connects with the people of the ACT. This engagement covers a wide variety of interactions, ranging from information sharing to community consultation. It can be as simple as responding to a phone call from a member of the public or as complex as seeking active participation in policy development. Every day the department has an enormous range of interactions with the community on a wide variety of issues.

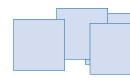
Urban Services acknowledges the right of the community to have a say in how we deliver our services. Effective community engagement allows us to tap into diverse perspectives and potential solutions that will help improve the quality of our decision-making and service delivery.

The ability to balance community wants and needs with available resources, and develop and deliver service priorities is a challenge. A key outcome of community engagement is the improved ability to determine and negotiate these priorities. Communicating decisions in relation to these priorities, and effectively explaining the reasons for these decisions, is also a critical aspect of community engagement.

The table on page 53 lists the many ways we engaged the community during the year. Engagement was undertaken with peak industry bodies, disability groups, community councils, youth groups, charity groups, small business representatives, sporting associations, school groups, and the general community.

The list is comprehensive, demonstrating the department's commitment to including the community in the decision making process.

In particular, consultation and information campaigns were undertaken in relation to the forests' users, bushfire fuel management, issues around public transport including taxis and buses, graffiti management, street and park tree replacement program and felling of dangerous trees, and traffic management.



Community Engagement Table

Listed below are major community consultations undertaken by the Department of Urban Services during 2004-2005.

More detailed information is available from the ACT Government Community Consultation Register at: www.act.gov.au/government/department/cmd/comliaison/consult/Register/

at: www.act.gov.au/government/department/cmd/comliaison/consult/Register/							
Project	Target Group	Consultation Process	Group/Individuals Consulted				
ACT Forests							
Forest Users Recreation Group	Organised groups using forest areas for recreation.	Meeting with group to discuss issues such as access, facility reconstruction and road closures.	In excess of 30 bodies, including a range of cycling, athletic, motoring, equestrian and dog groups.				
Construction of new ACT Forests headquarters	Members of the Weston Creek community.	Briefed Weston Creek Community Council during the Development Application period.	Weston Creek community, Weston Creek Community Council, key stakeholders with an interest in the new facility.				
Bushfire fuel management on forestry land	Directly affected community members.	Media release prior to controlled burn, telephone calls to selected residents, information brochures to nearby residents.	Rural lessees, residents of urban areas adjoining forestry land.				
Policy Compliance & Tra	nsport						
Transport Reform Advisory Group (TRAG) to review efficiency and effectiveness of public	Public transport owners and operators in the ACT and surrounding region.	TRAG meets every eight weeks or as required to provide advice to the Minister. Agenda and minutes	ACROD Advisory Committee; NSW Bus and Coach Association; Canberra Cabs and Canberra Taxi				
vehicle transport		provided to all members.	Proprietors Assoc; Limousine Industry Association, Hughes Hire Cars; ACTION; TWU; AFP; Federal Airports Corporation; Weston Creek Community Council, Chief Minister's Department, Weston Creek community Council.				

Project	Target Group	Consultation Process	Group/Individuals Consulted
Policy Compliance & Tra	nsport continued		
Accessible Public Transport Group (sub-group TRAG)	Groups involved with needs of people with disabilities.	Meetings as required to provide advice to TRAG on Accessible Public Transport.	Representatives from ACROD, Disabled Peoples Initiative of ACT, Wheelchair Accessible Taxi Drivers, Department of Health and Community Care.
Wheelchair Accessible Taxis (Sub-Group TRAG)	Groups involved in use and provision of wheelchair accessible taxi services.	Meetings as required to provide advice to TRAG on Wheelchair Accessible Taxi services.	Disability Advisory Council; Carers ACT; Council on Aging; people using wheelchair accessible taxis, their carers and families; Canberra Cabs; wheelchair accessible taxi operators. Department of Health and Community Care, and Canberra Cabs.
School Transport Liaison Committee	Users of ACTION school bus services .	Meetings once every school term	ACTION; Department of Education & Training (inc Government and Non-Government Schools Office), Association of Parents and Friends of ACT Schools, Catholic Education Office, P&C Association, Association of Independent Schools.

Project	Target Group		Consul Proces		Group/Individual Consulted	S
Policy Compliance & Tra	Insport continued					
Implementation of pay parking in Territory car parks in the Belconnen and Tuggeranong town centres Major stakeholders and the public.		rs	proces underta as part implem	aken in 2002-03	Particular groups consulted during 2003-04 included Oatley Court Trad Tuggeranong Sq owners and trad	l d ders, uare
			project continu 2003-0 in relati	Consultation led during 4, particularly on to specific that arose	Westfield Belcon and Tuggeranon Hyperdome.	nen
			before parking implem Januar and Ma	and after pay		
Review of ACT light vehicle inspection arrangements	General public, industry stakeholders.		was rel comme was pla	ussion paper eased for public ent. The paper aced on the	General public, N Trades Association other key stakeh (eg NRMA, inters	on, olders
			website	ransport e, and also	jurisdictions).	
			stakeho review publicis The Ca	ed directly to key olders. The was also sed in nberra Times local radio.		
Proposed implementation of continuous registration	General public, industry stakehold	ders.	with the	sions were held e Council of otor Clubs, cally in relation	Motor Trades Association, Cou ACT Motor Clubs	
registration			to the p season arrange Possibl dealers with the Associa represe Respon provide	proposed lal registration ements. e effects on car were discussed Motor Trades		
				-		

Project	Target Group	Consultation Process	Group/Individuals Consulted
Policy Compliance & Tra	nsport continued		
Customer Satisfaction Survey – taxi services	People who use taxi services, including both general and business users.	Telephone survey, face to face interviews and log book reporting.	Unidentified members of the Canberra community.
Customer Satisfaction Survey – ACTION Bus Services	People who use bus services.	Telephone survey, face to face interviews at interchanges and onboard buses.	Unidentified members of the Canberra community.
City Operations			
Gold Creek Homestead site future use	Gungahlin community, general community, community organisations.	Joint Community Government Consultative Committee, community forum, leaflet drop, newspaper articles and advertisements.	Community members, Gungahlin Community Council, Gungahlin Regional Community Service, Friends of Gold Creek and relevant government and community organisations.
Customer Satisfaction Survey	Community organisations leasing Property ACT accommodation.	Survey	Community tenants in Property ACT multipurpose buildings.
Evaluation of potential future uses for the O'Connell Education Centre prior to Government decision to further consult through ACTPLA Griffith Neighbourhood Plan	Griffith community.	Meeting	Griffith Narrabundah Resident's Association
City Management			
Plan of Management for Enclosed Sportsgrounds and Public Pools	ACT community, Government stakeholder agencies, facility managers, facility user groups, sporting clubs and associations.	Public notice, issues paper, issues workshops, public meetings, facility user groups surveys, public consultation on Draft Plan.	ACT Health Protection Service; Gungahlin Development Authority; National Capital Authority; ACT Planning and Land Authority, Sport and Recreation ACT.

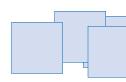
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Project	Target Group Process		Consultation Consulted		Group/Individ	duals	
City Management contin	ued						
Tharwa Bridge temporary strengthening and its future restoration or replacement	Tharwa communit	ty.	with the Urban Roads regular Mr Val	meeting held e Minister for Services & ACT officers, contact with Jefferies & other ned residents.	Tharwa comr Mr Val Jeffery		
Canberra Urban Parks and Places' Annual Usage Services and Satisfaction Survey	Canberra commu park and sportsgr visitors.		survey 1200); size 50 sportso (sampl using p	m telephone (sample size in-park (sample 0) and in ground survey e size 500) predefined onnaires.	Unidentified r of the Canber community and inter-state vis	rra nd	
Canberra Urban Parks and Places' Annual Customer Satisfaction Survey	Clients of Canber Urban Parks and Places.	ra	intervie stratifie CUPP's seven (total s	onnaire and ws with a d sample of s customers in client groups ample size: 216 4 customers).	Seven client (samples: Min advisors; AC Agencies and Consultants a service provipublic; Sportivolunteers and	nister and I Governmer I NCA; and other ders, genera ng bodies;	
Amendment of the Cemeteries and Crematoria Act 2003	Industry stakehold and ACT Governr agencies.			tation with y groups.	Industry grou Cemeteries E Norwood Par Government ACT Public Tr	Board, k Ltd; ACT Agencies;	
Review of dog exercise and dogs prohibited areas under the Domestic Animals Act 2000	ACT community .		written propos and do areas of libraries events,	notice requesting comment on ed new exercise gs prohibited distributed to s, exhibited at and ACT ment shopfronts.	Members of t Canberra cor and organisa volunteering comments or proposals.	nmunity tions written	
Graffiti Management Strategy (Draft)	ACT Government, The Canberra community, agend and peak commu groups.	, cies	Strateg comme Coalitic commi	e of draft ly for public ent. ACT Youth on ssioned to youth opinion.	Canberra cor invited to con Draft Stategy, agencies cons Telstra, Austra Police Stakeh eg. Property (ACT; ACT-pro	nment on , Government sulted; ActewA alian Federal older meeting Council of the	GL, gs e
					annualreport Ur	banServices 5	7

Project	Target Group	Consultation Process	Group/Individuals Consulted
City Management contin	ued		
Street and park tree replacement program	Affected residents and stakeholder groups.	Letter to residents, public meetings and public notification (when required).	Local residents, resident associations and Community Councils.
Civic Skate Park – permanent and temporary designs	Skate users, their guardians and youth agencies.	Two stakeholder meetings, questionnaire available at skate events, skate shops and websites.	Individual users, ACT Skateboard Association, nation www.skateboard.com. au website, Anglicare, Youth Coalition of the ACT, Adrenalin Empire.
Fadden Pines District Park Landscape Masterplan	Community and ACT Government stakeholders.	One community meeting, interviews, mail outs and primary school survey.	Community members, Holy Family Primary School Students, Erindale and Macarthur scout groups, Tuggeranong Tennis Centre, CUPP asset managers, CUPP tree unit, CUPP Landcare, Roads ACT, Australian Federal Police.
Urban pine management project	Affected residents and stakeholder groups.	Letters to residents and stakeholders	Adjoining residents and residents associations.
Removal and pruning of fire affected trees	Affected residents.	Advertised the project through the Community Update and Bushfire Recovery section of the papers.	Affected residents through the Bushfire Recovery Community Update mail out process.
Fire damaged vegetation restoration strategy	Communities affected by the January 2003 bushfire.	Two formal community meetings. Questionnaire, Fire Task Force community updates, one-on-one discussions and separate meetings with small community groups.	Community meetings hosted by Weston Creek Community Council, local residents of fire affected areas, Duffy primary school.

Project	Target Group	Consultation Process	Group/Individuals Consulted	
City Management contin	ued			
Fairbairn Avenue upgrade (ongoing to November 05)	Local residents, the wider community and road users.	Meetings and discussions with local residents. Media releases. Meetings with other government agencies. Responding to phonecalls, emails and Ministerials.	Fairbairn Avenue Community Action Group; local residents; people interested in purchasing local houses; National Capit Authority;Pedal Power; Defence; War Memoria Museum	
Gungahlin Drive Extension (ongoing)	Community and local residents and key stakeholder groups.	Meetings with local residents and stakeholder organisations. Public meetings advertised in the press. Public displays at site management team office.	Australian Sports Commission, Canberr Stadium, NCA, Save tl Ridge, Aranda and Kaleen Residents, Calvary Hospital, Aboriginal organisatio Pedal Power, ActewAC Kaleen horse paddocl users	
Bushfire Taskforce	Local community.	Meeting with Stakeholder groups to discuss City Management issues.	"fire affected" members of the local community.	
Bicycle User Group (ACTSTUG Capital Works Sub-Committee)	Bicycle riders.	Meet every six weeks with organisations to discuss on-going issues.	Pedal Power, ACT Veterans Cycling Club, ACT Cycling Club.	
Motorcycle Users Group	Motorcycle riders.	Meet every 3-4 months to discuss on-going issues	ACT Motorcycle Riders Association.	
Community Council presentations	Community Council members and the general public.	Presentation of the roles & responsibilities of Roads ACT to the community councils.	Community Councils— Tuggeranong Woden Weston Creek Gungahlin Weston Creek North Canberra .	
Nicholls/Charnwood Shopping Centre modifications to access road	Road users, traders ACTION Buses.	Meetings and letters. Media release.	Road users, traders ACTION Buses.	

Target Group Process	Consultation Consulted	Group/Individuals
ued		
Community, Erindale Centre Management, road users, bus operations.	Letters and/or meeting with stakeholder agencies .	Tuggeranong Community Council, Erindale Centre Management, ACTION Transport Workers Union.
Transport workers union.	Meetings with Transport Workers Union.	Transport Workers Union.
Lyons residents, road users.	Letter drop to Lyons residents .	Lyons residents.
Local residents and road users, ACT Workcover, CUPP, Transport Workers Union, ACT Parking Operations, Canberra Cabs, ACTION Buses, ACT Ambulance Services, AFP, ACT Fire Brigade.	Meetings with local residents undertaken on behalf of Roads ACT by organiser. Meetings and letter drops. Notified other agencies and developed temporary traffic management arrangements with affected agencies.	Local residents and road users and key stakeholders including: ACT Workcover; Transport Workers Union; Canberra Cabs; ACTION Buses; ACT Ambulance Services; AFP; ACT Fire Brigade.
Affected residents	Meetings with local residents and traders, letters.	Local residents and traders.
Affected businesses and ACTION Buses.	Meeting to discuss proposal.	ACTION Buses, local businesses.
Road users, car dealers.	Letters and/or meetings with affected agencies.	Motor Traders along affected roads, Office of Fair Trading, ACT Government Solicitor, Motor Traders Association, Fyshwick Chamber of Commerce.
Stakeholders (ACT NOWaste and lease operator), Transport Workers Union, ACT Workcover.	Meetings and letters.	Stakeholders (Current lease operator), Transport Workers Union, ACT Workcover.
	ued Community, Erindale Centre Management, road users, bus operations. Transport workers union. Lyons residents, road users. Local residents and road users, ACT Workcover, CUPP, Transport Workers Union, ACT Parking Operations, Canberra Cabs, ACTION Buses, ACT Ambulance Services, AFP, ACT Fire Brigade. Affected businesses and ACTION Buses. Road users, car dealers. Stakeholders (ACT NOWaste and lease operator), Transport Workers Union, ACT	Letters and/or meeting with stakeholder agencies. Transport workers union. Lyons residents, road users, ACT Workcover, CUPP, Transport Workers Union, ACT Parking Operations, Canberra Cabs, ACTION Buses, ACT Ambulance Services, AFP, ACT Fire Brigade. Affected businesses and ACTION Buses. Meetings with local residents and traders, letters. Meetings with affected agencies. Meetings with affected agencies. Meetings and letters.



Project	Target Group	Consultation Process	Group/Individuals Consulted
City Management contin	iued		
Traffic management parking (minor) – various	Residents directly affected by measures (5-10 households), Disability Access Mobility Group, ACTION Buses (depending on	Letter drop and telephone calls.	Affected residents, Disability Access Mobility Group, ACTION Buses (depending on location).
Traffic management parking (various) –	Iocation). Transport Workers Union and affected	Meetings and letter drops.	Transport Workers Union, affected businesses,
shopping centre and commercial precincts	businesses.	Grope.	ACTION Buses (depending on location)
Special events (i.e. Summernats, Canberra Show) Road Closures	Local residents, road users and local community.	Letter drops and media releases.	Local residents, road users and local community.
Bus lane modifications	Road users, ACTION, Canberra Cabs, Transport Workers Union.	Meetings/letters to individuals and stakeholder groups.	Road users, ACTION, Canberra Cabs, Transport Workers Union.
Snow clearing on rural roads	Community, National Forest & Park users.	Group and individual consultations.	Namadgi National Park, Corin Forest, residents from Brindabella Valley.
Bicycle and Pedestrian Infrastructure Masterplan– Woden to Dickson (on-road cycling), Woden Valley On Road Cycling	Pedestrians and cyclists and affected businesses.	Meeting key stakeholders. Letter drop to adjacent businesses. Meeting key stakeholders.	Key stakeholders; Affected community and businesses and impacted stakeholders.
Sutton Road upgrade	General community.	Group meetings. Media releases. Input to local community newsletter.	Adjacent lease holders, local residents, environmental groups and road users.
Aikman Dr and Belconnen pool entry	Affected stakeholders.	Meetings, letter and media releases.	CISAC, government agencies, road users.
Mary Potter/Haydon Dr traffic lights	Calvary Hospital. Affected stakeholders.	Meetings and letters.	Calvary Hospital, ACTION, Pedal Power.

Project	Target Group Process	Consultation Consulted	Group/Individuals
City Management contin	nued		
Majura Parkway and Pialligo	Affected stakeholders and lease holders.	Stakeholders meetings and letters.	Defence, ACTION, Pedal Power, government agencies.
Felling of dangerous trees on rural roads	Community and stakeholders including Environment ACT, ACT Forests, NSW National Parks, Namadgi National Park Conservation Council.	Individual and group meetings.	NSW National Parks, Namadgi National Park Conservation Council.
Neighbourhood planning improvements stage 1	Communities of Deakin, Turner, O'connor, Lyneham, Braddon, Ainslie and Dickson.	Information sessions with each community group. Key stakeholder workshops.	Communities of Deakin, Turner, O'Connor, Lyneham, Braddon, Ainslie and Dickson. Stakeholder Groups, Canberra Urban Parks and Places, Pedal Power, ACTION.
Traffic calming (around schools) Miles Franklin Primary, St Francis Xavier College and St John the Apostle Primary, Higgins Primary, Telopea Park School, Hughes Primary, The Canberra College, Phillip Campus, Marist College and Melrose High School, Torrens Primary.	Parent Teachers Association, Dept of Education, concerned schools, road users.	Meetings and letters to concerned stakeholders.	Parent Teachers Association, Department of Education, concerned schools.
Review of public place waste storage.	Stakeholder groups.	Formal and informal meetings, ongoing informal consultation.	Various commercial waste companies.
Dumping around charity bins	Stakeholder groups.	Formal meetings.	Various charity groups.

Project	Target Group		Consult Process			Group/Individuals Consulted		
City Management contin	nued							
Regional recycling centres review	Wider Community including users and non-users of centre		On-site interviev		ephone	Domestic and Commercial users of Centres. Domestic and Commercial non-users.		
Sharps management	Syringe users (medical and IV dru			Syringe users (medical and IV drug).		gs	Directions ACT, ACT Health, Diabetes Australia, CUPP, ACT NOWaste, Stericorp, City Rangers,	
	Residents and other stakeholders.					MS Society, ACT Workcover, Cleanaway, ACT Housing.		
Changeover of kerbside collection contracts			Audits of material of reside stakeho and after	s and s ents and Iders be	surveys d efore	Residents, collection and reprocessing contractors.		
Implementation of the 26 November 2003 Legislative Assembly Plastic Bag Motion	Stakeholders.	Stakeholders.		able me keholde		Stakeholders including: Conservation Council, Plastic and Chemical Industry Association,		
	Plastic Bag Motion					Woolworths, Coles, IGA, Chamber of Commerce and Industry, Australian Food and Grocery Council, National Packaging Covenant Council, Australian Retailers Association, Australian Council of Recyclers, Bunnings.		

Project	Target Group Process	Consultation Consulted	Group/Individuals			
City Management continued						
Revised National Packaging Covenant/NEPM	Industry, Government and NGO stakeholders.	Formal and informal meetings held in conjunction with the Commonwealth.	Beverage Industry Environment Council, Australian Food and Grocery Council, Australian Chamber of Commerce and Industry, Office of Regulatory Review, Plastic and Chemical Industry Association of Australia, Australian Council of Recyclers, Packaging Council of Australia, Australian Industry Group, Australian Retailers Association, Department of Prime Minister and Cabinet, Department of Agriculture Forestry and Fisheries, Department of Communications, Information, Technology and the Arts, Department of Education Science and Training, Department of Foreign Affairs and Trade, Department of Industry, Tourism and Resources, Department of Transport and Regional Services, Boomerang Alliance, Total Environment Centre, Recycle Victoria, Australian Conservation Foundation, Clean Up Australia, Greenpeace, Australian Local Government Association.			

Project	Target Group	Consultation Process	Group/Individuals Consulted
City Management contin	nued		
Mugga Lane landfill tender	Advice to local industry and potential tenderers for replacement contract(s) at Mugga Lane Landfill.	Pre tender consumeeting following public advertiser and issue of an "issues" paper.	g representing
Recycling drop off centres use and vandalism	Users and non-users of the centres.	Telephone intervand face to face interviews at selecentres.	(telephone)
Parkwood Road Recycling Estate	Current licence holders at the Estate.	All licence holde invited to a serie public meetings.	
Issues associated with bin placement for collection	Affected residents.	Circular letter.	Springvale Drive, Hawker residents, Merrang Court, Holt residents.
Corporate			
Annual Urban Services Customer Satisfaction and Outputs Survey	Random sample of Canberra community	Random telepho survey (sample s 1200) conducted quarterly.	size of the Canberra
Customer Services and	Information		
Canberra Connect Customer Benchmarking Survey	Sample from wide range of community groups.	Random telepho survey of 400 households and additional focus groups held November/ December 2002, May/June 2003, December 2003/ January 2004, July/August 2004 February 2005.	segmented by specific demographics including sole parent, low income, aged etc, and cultural diversity including ATSI and NESB.

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Project	Target Group Process	Consultation Consulted	Group/Individuals
Customer Services and	Information continued		
Canberra Connect Focus Groups	Sample from cross sections of the Canberra community.	Two focus groups were held in May 2005 on two topics – New Services and Payment Services.	Individuals were asked a series of questions about new services delivered to the community by Canberra Connect as well as questions on payment services and methods also provided by Canberra Connect.
Civic Library – relocation to ACTEWAGL House	Users and potential users of Civic Library.	2 x focus groups meetings.	Two focus groups of 14-16 people selected from users and non-users of Civic Library met in March 2004 to provide input to what they wanted in the proposed temporary relocation of Civic Library to ACTEWAGL House. This temporary relocation was then abandoned due to successful renegotiation of rental rate at Saraton and some public opposition
Kippax Library – planning for new library building	Users and potential users of Kippax Library.	Stakeholder groups and public meeting.	ACTLIS Library Management and the Architect sought assistance from the Kippax community in planning for the new library building. Four public meetings were held between September 2003 and February 2004.

Project	Target Group Process	Consultation Consulted	Group/Individuals	
Customer Services and	Information continued			
Planning for new mobile library buses	Customers of existing mobile library and potential customers of new mobile library.	Customers using the mobile library service were surveyed. Discussions were also held with possible potential customers.	Project manager spent two weeks on board the mobile library and surveyed customers and spoke to managers of nursing homes in Feb/March	
			2004.	
Business information services review	Small business. community peak	Market Attitude Research (MARS)	Representatives from small business,	
organisations.	organisations.	undertook a focus group of small business representatives as part of this process. One on One discussions with Representatives of Small Business and Community Peak Organisations were held in order to identify preferences for Government	community peak organisations.	
Rego.act Implementation	ACT Motor Vehicle Traders.	Services to Business. Awareness and training overview for the new motor transport information system.	ACT Motor Vehicle Traders.	
For more informatio	n contact:			
Bruce Thompson Manager, Communication Phone: (02) 6207 6254 Fax: (02) 6207 6229	ons Unit			

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Multicultural Framework

Urban Services values diversity and recognises the important contribution that people from culturally and linguistically diverse backgrounds make to the ACT community.

In 2004–05 the department undertook a wide range of activities to ensure that ACT Government services are provided in an equitable and inclusive way and are responsive to the needs of the ACT's culturally and linguistically diverse society.

These activities, which are summarised below, are consistent with the goals of the ACT Government's Framework for a Multicultural ACT and reflect the Government's commitment towards 'embracing, valuing and utilising' cultural and linguistic diversity.

Goal One – Embracing Cultural and Linguistic Diversity

Information Access

Information on how to access translation and interpreter services continued to be provided through the department's publications. Information in languages other than English and telephone interpreter services were also provided through the Canberra Connect web site and call centre.

Four staff from the Beijing Municipal
Finance Bureau spent two weeks in Urban
Services learning about the Australian
public sector budgeting, reporting and
governance frameworks as well as general
corporate activities such as human resource
management, financial processing, and
customer service. Participation in this
activity not only contributed to the transfer of
knowledge and expertise, but also provided
participants with an opportunity to develop and
enhance their cultural skills and understanding.

Library Services

ACT Library and Information Services (ACTLIS) increased the number of languages in which information about library services on the ACT Virtual Library web site are available to 29.

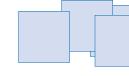
A Multicultural Services web page was developed on the ACT Virtual Library web site. The web page includes links to the language collections of the ACT Public Library and other language collections around Canberra, as well as links to multilingual web sites, information on English conversation classes and multicultural community groups.

ACTLIS started work with other state and territory libraries around Australia to create a national multilingual portal called <MyLanguage.gov.au>. This portal is an electronic, multicultural library service, which will enhance access to online information resources for over 60 culturally and linguistically diverse individuals and community groups. It will include an ACT-specific page.

Under a partnership arrangement with the State Library of New South Wales, ACTLIS provided access to collections in languages other than English for smaller language groups in the community. Languages provided for in 2004–05 included Farsi, Urdu, Tamil, Khmer, Thai, Hebrew, Russian and Portuguese. These resources are based at the Civic and Gungahlin libraries.

ACTLIS provided support to the Tongan Community by helping them to write and publish a series of children's readers in their own language.

Translating and Interpreting Services continued to be made available at every ACT Public Library counter in 2004–05, through ACTLIS' account with Translating and Interpreting Services.



ACTLIS is upgrading its English as a second language collection following provision of additional funding to support the upgrade. A refugee dictionary loan collection, which offers refugees long-term loans of authoritative bilingual dictionaries, is now available at the Civic Library.

ACTLIS continued to support the ACT Government Multicultural Staff Network. In collaboration with the ACT Legislative Assembly Library, a guide has been produced to show how library resources can help staff from culturally and linguistically diverse backgrounds in their work.

Goal Two – Valuing Cultural and Linguistic Diversity

Corporate Initiatives

All employees new to the department attend an Induction Program, which includes a specific section on diversity that emphasises the department's commitment to creating an environment that embraces and values the individual differences between people and the importance of providing opportunities for all individuals to achieve their full potential.

Customer service

The department continued to use random sampling methodology for its customer service surveys to accommodate the diversity of the ACT community and to ensure that a representative sample of the ACT population's opinions is provided.

Library Services

ACTLIS programmed a number of activities in support of the ACT National Multicultural Festival. A joint information stall was set up in partnership with the Migrant Resource Centre and a story-telling program involving

Sudanese, Thai, Filipino and Samoan communities was organised for the 2005 Festival.

A cultural program was organised with the ACT Chinese Cultural Association at Dickson Library as part of the Majura Festival in March 2005. The program included a Chinese book fair and demonstrations of Chinese artwork and calligraphy.

The number of English conversation classes available through ACTLIS was extended from five to seven, with new groups established at the Woden and Civic libraries. Two International English Language Testing System support groups have also been established at the Civic Library.

ACTLIS revised the timetable for Digital Divide Training to enable ESL learners to participate in Digital Divide Internet Training following the English conversation classes held at the Civic Library.

English language learning software is now available for use in most ACT public libraries, providing greater and more flexible learning opportunities for culturally and linguistically diverse individuals.

In partnership with the Canberra Institute of Technology, ACTLIS supported development of a multicultural book group at the Civic Library for ACT Government staff. The group enables culturally and linguistically diverse staff to practise their English speaking and reading skills and to make new friends in a welcoming and informal atmosphere.

Community Partnership Program

Funding through the Community Partnerships Program has been provided for the project '1955' that will research and interview migrants who were in Canberra in 1955. The project team will collect audio reflections, photographs, artifacts and stories from a representative group, highlighting the experiences and the important contribution that migrant communities have made in the ACT. This will form the basis of a reverse time capsule. '1955' involves filming sequences with actors portraying selected migrants as they were 50 years ago. The whole project will be put onto a CD/DVD and distributed to all ACT schools as a teaching resource. Materials will be housed at the Heritage Library and an exhibition will be held.

Goal Three – Utilising Cultural and Linguistic Diversity

Corporate Initiatives

The new Department of Urban Services
Certified Agreement 2004–07 provides the
framework to ensure workplace practices are
respectful of employee's cultural obligations.
The Agreement also provides information for
managers and staff about flexible working
arrangements including part-time work, flextime,
leave arrangements and home-based work.

The Urban Services Recruitment Manual and Guidelines for Selection Committees, developed in 2004, includes information about diversity principles such as provision of appropriate selection documentation, which is inclusive and does not contain any inherent bias. Selection panel training includes similar information.

The department continued to promote diversity in the workplace through a variety of approaches. This includes distribution of the Urban Services' Workplace Diversity Plan to all employees through payslips and information on discrimination, harassment and bullying prevention made available at induction and on the Urban Services Intranet. Support and training also continued to be provided to the

department's network of workplace diversity contact officers.

Information on procedures for obtaining recognition of overseas qualifications continued to be made available to potential applicants on the Urban Services' web site.

Library Services

Members of the Vietnamese, Chinese and Croatian communities helped select materials, in languages other than English, for incorporation into the ACTLIS collection.

ACTLIS continued to support the Office of Multicultural Affairs' Work Experience and Support Program. Several participants from the program now have permanent positions in ACTLIS. This has enriched the diversity of library staff and the language and cultural skills of these new staff members are greatly valued.

ACTLIS has trained three diversity contact officers and a project officer whose responsibility is to develop multicultural services.

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As a major stakeholder in the maintenance and preservation of the ACT's public land, Urban Services continues to recognise the importance of its relationship with Canberra's Indigenous community.

The department is committed to contributing to a safe and supportive community that recognises and appreciates the cultural identity of Indigenous Canberrans, as well as providing a number of services and programs that contribute to the positive development of Indigenous children.

During 2004–05, Urban Services continued to promote Indigenous literacy and child and family health programs and initiatives, as well as funding a number of projects to promote partnerships with Indigenous community organisations.

Library Initiatives

The new mobile library started a regular visit to Winnunga Nimmityjah Aboriginal Health Service. Resources are targeted to support the health and wellbeing programs at the Centre including the literacy, diabetes, midwifery and women's support groups.

Book Start bags for babies continue to be provided to new parents at the Winnunga Nimmityjah Aboriginal Health Services.

Additional resources were purchased in 2004–05 to ensure indigenous writers and performers are well represented in library collections. A guide has also been created to promote these resources.

In order to ensure that library services are appropriate and welcoming to indigenous members of the community, a framework

to review services has been established for implementation in the new financial year. This will involve a community consultation process and adherence to established Aboriginal and Torres Strait Islander library protocols.

Community Partnerships Program

Through the Community Partnerships Program, Urban Services continues to work with communities, including Aboriginal and Torres Strait Islander groups, to develop projects that engage the community, complement Urban Services' core business and improve customer service.

During 2004–05 the department provided \$20,000 in funding under the Community Partnerships Program, for Journey of Healing ACT to work in partnership with Environment ACT on the Ngunnawal Stories project. The project involves developing a book about Ngunnawal elders through interviews, and is due to be completed by December 2005.

The Boomanulla Oval Landscaping Project (originally funded in 2003–04) continues to be successful. Yarralumla Nursery staff are working with local Indigenous participants to propagate and grow a range of plants for landscaping the Boomanulla oval that hosts a variety of local Indigenous sporting and community groups.

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ACT Women's Plan

The ACT Women's Plan sets out the ACT Government's vision for working with the community to improve the status of all women and girls, and provides a shared approach for working towards this vision across ACT Government agencies. The Plan identifies six key objectives for agencies to work towards and an annual Action Plan outlining specific actions by agencies to progress the objectives. In 2004-05, Urban Services implemented a number of initiatives relevant to these objectives. These included operating the WiRC, providing recreational events for women, and delivering initiatives to help provide protection and support for women. Specific achievements against each objective are outlined below.

Objective 1: Representation and Recognition

In 2004 the department initiated the Women in Urban Services project, which explored issues around equal employment opportunities and supporting women to achieve their career potential. On 27 April 2005 a consultation workshop was held to discuss 'Is the Urban Services workplace working for women?' which was well attended by both men and women from across the department. A questionnaire was distributed to all staff, and focus groups were held in various locations. The information gathered from these and the workshop has informed an Urban Services Women's Workplace Action Plan, which will be progressed over the next 12 months.

WiRC produced a 2005 International Women's Day program of events in the ACT, which was distributed widely in the community and published on the WiRC web site.

Objective 2: Good Health and Wellbeing

In 2004–05 WiRC provided information about groups and courses that enhance women's health and wellbeing through the Community Calendar for Women and on the WiRC web site.

WiRC continues to provide a Domestic Violence Support Group for women who have experienced abuse from their partner. In 2004–05 the group facilitated four support groups, each running for eight weeks. WiRC continues to work in partnership with the Canberra Rape Crisis Centre to provide a weekly support group for survivors of sexual abuse.

Objective 3: Responsive Housing

In 2004-05 WiRC contributed to the broader actions of this objective by providing supported information and referral for women experiencing domestic violence and/or abuse and homelessness. This was delivered in the form of support groups, telephone and face-to-face contact where information on supported, crisis and longer term accommodation was made available.

Objective 4: Safe, Inclusive Communities

Urban Services contributes to progressing the government's Policy Framework Justice, Options and Prevention. The following information identifies some of the department's key achievements against this framework.

The Urban Services Workplace Diversity Plan, including information to employees on discrimination, harassment and bullying prevention, was implemented. Provision of this information starts at employees' induction and continues with regular updates through the department's intranet. As well, ongoing support and training is provided for the department's network of Workplace Diversity Contact Officers.

Training on violence-related issues was provided to Canberra Connect customer services staff

Information, referral and targeted services for women in the community continued to be provided through the WiRC. In 2004–05 the WiRC received 8906 enquiries from women seeking support primarily from domestic violence, and for accommodation, counselling, relationship/separation, legal and health issues, and information on courses. The monthly average number of referrals the WiRC made to other services was 191.

In addition to the services the WiRC provided under Objective 2, it also provided a variety of other services including five lunchtime information sessions, 12 outreach activities, and 11 computer/Internet training sessions.

WiRC produced two editions of the Community Calendar for Women, which was distributed to approximately 6000 individuals, service providers, schools, general practitioners, medical centres and all public libraries. The calendar provides information on approximately 200 courses and programs being conducted in the community on issues of interest to women, including parenting, domestic violence, relationships, personal development and emotional wellbeing.

Under a contract arrangement with Urban Services, Belconnen Community Service conducted nine personal development courses in 2004 with 77 women registered and 65 women completing courses. The courses were on assertiveness, stress management and self-esteem.

The 'round town program provides access

to recreational events in local areas across the ACT that, among other objectives, help address issues of social isolation for women. During 2004–05, 48 events were held as part of the 'round town program in a variety of locations, including Oaks Estate, Hall, Dunlop, Gungahlin, Tuggeranong, Belconnen, Weston Creek, and the Inner North and Inner South. The events attracted over 50 000 Canberrans; surveys conducted at each event, and feedback received after the events, indicates the events are being extremely well received.

During 2004–05 Canberra Urban Parks and Places, in partnership with Southside Community Services, ran a number of events at Manuka Pool during the pool's diamond jubilee, including popular and well-attended women's only swim nights. The project was called '75 Summers at Manuka Pool' and was funded through the Urban Services Community Partnership Program.

Crime prevention, through urban design principles, has been incorporated into recent urban design refurbishment at City Walk West Stage 1 and the Holt Shopping Centre.

Urban Services contributes to providing safe and inclusive communities through working in partnership with the ACT Office for Ageing in the Chief Minister's Department to operate the Elder Abuse Prevention and Information Line and the Elder Abuse Prevention and Information Community Education Officer, who is co-located with the WiRC.

Objective 5: Economic Security and Opportunities

In 2004–05 the WiRC contributed to the broader actions of this objective by providing information and resources aimed at improving women's financial security. This included the promotion of programs aimed at improving

the skills of disadvantaged women seeking to re-enter the work force through the Community Calender, as well access to books, videos and resource materials on a range of subjects such as employment and career issues and financial management for women.

The new Department of Urban Services
Certified Agreement 2004–07 addresses
the broader action of creating a 'flexible
workplace' by providing information for
managers and staff about flexible working
arrangements including part-time work,
flextime, leave arrangements and home-based
work to assist employees balance work and
care committeements.

Objective 6: Flexible Education and Training

The public libraries and the ACT Virtual Library, available 24-hours a day, continue to offer a range of information resources for lifelong learning and skill development. The specialist library at WiRC also has a range of books to complement the learning gained at groups and courses. Its collection was recently updated with 50 new books.

As well as distributing the WiRC Community Calendar for Women, information about groups, courses and workshops for women, held in the community, is also available on both the WiRC web site and the Communities Online web site.

During 2004–05 WiRC conducted 11 computer and Internet training sessions, with 36 women participating in the sessions. One session was specifically for women from culturally and linguistically diverse backgrounds and others have included older women. The aim of these sessions is to enable women to feel more confident and to explore further training in these areas.

In 2005 WiRC started providing monthly information sessions to women on relevant topics such as balancing work and home, stress management and legal information concerning separation so women can be more informed about issues that affect their lives.

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PART C: Management of the Organisation

Managing Our People

HR Performance and Analysis

Staffing Profile

Culture and Values

Workplace Diversity

Workplace Health and Safety

Learning and Development

Workplace Relations

Human Resource Performance and Analysis

Overview of Performance

At 30 June 2005, Urban Services had a workforce of 1074.9 employees, of whom 948.3 were permanent employees and 40.8 per cent were women. The workforce decreased over the year owing to the transfer of ArtsACT and Environment ACT to the Chief Ministers Department in November 2004. Urban Services' workforce is diverse, reflecting the wide range of services the department provides to the ACT community (see our agency, staffing, and diversity profiles on page 79).

During the year, Urban Services' workforce continued to adapt to the changing work arrangements and requirements of the department's business. Senior management, line managers and human resource practitioners worked in partnership to address major workforce issues confronting the department. The year's key people management challenges included identifying future workforce directions given the major changes which took place within the department during the year; managing an ageing workforce; attracting and retaining employees to include those with disabilities and indigenous background; and continuing to develop healthy and safe workplace to meet business and workforce needs.

Effective people management is crucial to the achievement of the department's business. A number of fundamental human resource services underpin the department's people management strategies. These include payroll, recruitment and performance management.

To ensure that the workforce can achieve their potential and the department is able to deliver its business outcomes, the department

continued its implementation of *Our People Plan 2003-2006*. The plan, which is aligned with the department's Corporate Plan, the ACT Public Service's HR Strategy and other initiatives, consists of the following key people management strategies:

- implement effective methods for attracting and retaining staff;
- refine the process for determining, developing and maintaining skills and competencies;
- · develop and sustain leaders;
- foster a performance management culture;
- implement practices to support healthy work and life balance:
- foster a continuous improvement and knowledge management culture; and
- plan to ensure future staffing needs are met.

A comprehensive review of the plan had been conducted. Progress was made in a number of key areas:

• Recruitment and Training: A broad program of initiatives to enhance recruitment and selection was undertaken. They include enhancement of recruitment and selection tools and manuals, reviewing agency branding and design of job advertisements and provision of training to increase the skills and knowledge base of Selection Committee members and delegates, working with Disability Works Australia to attract people with disabilities to join the department. In other initiatives, a threeyear Learning and Development Strategy had been approved. Leadership development was enhanced through the Executive Leadership Development Program, Leaders of the Future Program and Take the Lead Programs. A series of people management workshops aimed at managers and supervisors was conducted, which included performance management. To provide a more inclusive approach to organisational learning, the Managers Reference Group and Staff Network merged to become the Urban Services Staff Network.

- OH&S Initiatives: The department continued to minimise the impact of workplace injuries and increase health and safety awareness by enhancing the OH&S management system (Working In Safe Environments), introducing a department-wide system for reporting workplace safety hazards, providing regular briefings and communication about workplace legislation, accident/incident investigation and training of new employees on OH&S. To promote a healthy workplace within the department, a series of activities was conducted including flu immunisation, community and department walks and a survey to assist in the development of a strategic healthy workplace plan.
- Equity and Diversity Initiatives: Urban Services implemented the ACTPS Employment Framework for People with a Disability and embarked on a project to explore issues around equal opportunities for women and supporting women to achieve their full career potential. Training continued for Workplace Diversity Contact Officers to provide information and support for staff in relation to unlawful discrimination at the workplace. Support and flexibility in work arrangements were made available to staff.
- Workplace Relations: The 2004-07 Certified Agreement was implemented. A Joint Union Management Consultative Council (JUMCC) was formed in March 2005 to monitor the operation of the Certified Agreement and the application of the Urban Services Diversity Plan. The interagency Human Resources/Industrial Relations

- Policy working group met regularly to develop policies and procedures arising from the Certified Agreement.
- Knowledge, Performance and Recognition
 Management: The knowledge management
 working group had developed tools for
 documenting and managing knowledge of
 employees. All business groups
 implemented performance
 management and complied with the
 essential elements required in an audit.
- HR Management Systems: Comprehensive activities were undertaken in preparation for the implementation of the new wholeof-government human resource management system Chris21. These activities included data preparation and validation for migration testing, input into configuration and modification requirements, associated system and process testing to include the undertaking of a parallel pay. Targeted communications were also undertaken. Training in the new system was completed by all core payroll and establishment operatives. Input was provided to the whole-of-government project team in relation to the scoping, design and identification of management reporting requirements.
- Change Management: To support
 the department in its change program,
 focus groups were formed to explore two
 people management issues: Succession
 management from the perspective
 of business capability and continuity, and
 Leadership through Change. Processes
 for managing the workforce during
 the change were also being developed.

Workforce Planning

Workforce planning at Urban Services during 2004-05 involved largely workforce data reporting and analysis. Business groups were

regularly provided with staffing information to assist them in their business planning and performance monitoring. This information helped managers to understand how they were performing against their group's ownership targets and to identify workforce issues impacting on their business performance.

Reports about the ageing of the workforce and leave management within the department were also developed. These reports were presented to the HR Board every six months.

Human Resource Performance Reporting

Urban Services measures and reports on its people performance in the following ways:

 progress of key human resource and people management activities and outcomes in quarterly corporate reports;

- staffing numbers, personal leave usage and workers' compensation in the department's monthly reports;
- participation in a global best practices benchmarking program on people management conducted by Price Waterhouse Cooper; and
- annual reporting to the HR Board on the performance of people management at group and department levels.
 The department's human resource performance has also been to address the recommendations of an internal 2003-04 audit conducted by Price Waterhouse.

Future Directions

In line with the department's strategic business directions for 2005-06 and change program, Urban Services will continue to support programs that will help ensure a healthy and safe workplace, promote implementation of performance, position the department as an employer of choice and identify new approaches to enhance people management. Projects planned for 2005-06 include:

- supporting Urban Services workforce through change;
- implementing E-learning;
- · enhancing education and training of managers in people management;
- implementing the Urban Services Women's Action Plan;
- implementing the HR Management Systems;
- implementing a succession management framework;
- implementing the Certified Agreement;
- · conducting a staff survey; and
- developing and implementing Our People Plan.

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Staffing Profile

Full Time Equivalent (FTE) Staff as at the last pay day, 1 June 2005

Department of Urban Services	F	Full-time	Par	Part-time	S	Casual	TOTAL	Pe	Permanent		Temporary	TOTAL
Classifications	Σ	Ш	Σ	ഥ	Σ	ш		Σ	ш	Σ	Щ	
Executives	11.0	3.0	0.0	0.0	0.0	0.0	14.0	1.0	1.0	10.0	2.0	14.0
Senior Officers	106.0	54.4	0.9	3.4	0.8	0.0	165.5	103.9	27.8	3.8	0.0	165.5
Administrative Service Officers	173.0	209.0	2.0	44.7	0.8	1.0	433.4	154.7	239.6	24.1	15.0	433.4
Information Technology Officers	2.0	0.0	0.0	0.0	0.0	0.0	2.0	2.0	0.0	0.0	0.0	2.0
General Service Officers	227.0	5.0	0.3	2.8	<u>1</u> .3	3.7	240.1	210.3	6.8	18.3	4.7	240.1
Professional Officers	15.0	29.0	0.0	2.6	0.0	0.0	46.6	12.0	27.6	3.0	4.0	46.6
Graduate Administrative Assistants	1.0	2.0	0.0	0.0	0.0	0.0	3.0	1.0	2.0	0.0	0.0	3.0
Technical Officers	25.0	10.0	0.0	0.0	0.0	0.0	35.0	25.0	10.0	0.0	0.0	35.0
Trainees	1.0	1.0	0.0	0.0	0.0	0.0	2.0	0.0	0.0	1.0	1.0	2.0
Apprentices	12.0	5.0	0.0	0.0	0.0	0.0	17.0	3.0	0.0	0.6	2.0	17.0
Rangers	5.0	0.0	0.0	0.0	0.0	0.0	5.0	5.0	0.0	0.0	0.0	2.0
Public Affairs Officers	2.0	1.0	0.0	0.0	0.0	0.0	3.0	2.0	1.0	0.0	0.0	3.0
Capital Linen Service Officers	32.0	49.0	0.0	9.	14.8	10.9	108.3	32.0	9.03	14.8	10.9	108.3
Total	612.0	368.4	6.2	55.1	17.6	15.6	1074.9	551.9	396.4	83.9	42.6	1074.9



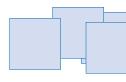
Diversity Profile as at the last pay day, 1 June 2005

(Note-Figures provided in this profile are Headcount not FTE)

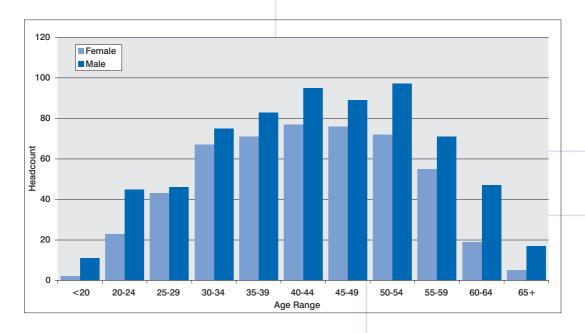
Department of Urban Services	Torre	ginal and es Strait r Persons*	Cultu Ling Div	ole from rally and uistical rerse grounds*		ons with sability	(Gender
Classification	М	F	М	F	М	F	М	F
Executives	0	0	0	0	0	0	11	3
Senior Officers	0	0	13	10	4	0	112	61
Administrative Service Officers	0	0	35	59	9	6	200	301
Information Technology Officers	0	0	1	0	0	0	2	0
General Service Officers	1	0	32	3	7	1	233	21
Professional Officers	0	0	3	6	0	1	15	34
Graduate Administrative Assistants	0	0	0	0	0	0	1	2
Technical Officers	0	0	4	4	0	0	26	10
Trainees	0	0	0	0	0	0	1	1
Apprentices	0	0	0	0	0	0	12	5
Rangers	0	0	0	0	0	0	5	0
Public Affairs Officers	0	0	1	0	0	0	3	1
Capital Linen Service Officers	0	0	1	3	0	1	55	71
Total	1	0	90	85	20	9	676	510

Agency Profile as at the last pay day, 1 June 2005

Business Group	М	F	TOTAL
City Management	80.0	35.4	115.4
City Operations	221.1	66.0	287.0
City Services	187.6	78.3	265.9
Corporate	32.0	46.6	78.6
Customer Services & Information	98.2	193.1	291.4
Policy, Compliance and Transport	17.0	19.7	36.7
Total	635.9	439.1	1074.9



Age Profile as at 1 June 2005





Culture and Values

The Urban Services' Vision, Values and Mission remain unchanged and have been confirmed as part of the strategic planning process over a number of years. Underpinning the way Urban Services does business are the following values:

- excellence in customer service;
- · commitment to innovation;
- · accountability and openness;
- · cooperation and consultation;
- · honesty and integrity;
- · flexibility;
- · professionalism;
- · enthusiasm;
- · respecting diversity; and
- · taking responsibility.

These values are displayed in Urban Services workplaces, and reinforced in staff newsletters and the Urban Services Corporate Plan.

New employees receive training in the Urban Services values and Australian Capital Territory Public Service Code of Ethics and their application to the work of the department through the Urban Services induction program. Additional materials relating to the ACTPS Code of Ethics were also available to employees via the intranet.

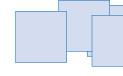
Urban Services has also conducted Fraud and Ethics Programs to 75 employees from the ACT Government. The program aimed at reinforcing the importance of ethical behaviour in the ACT Public Service.

Potential breaches of the Code of Conduct are handled through processes, which align with those for breaches of discipline.

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Workplace Diversity

Workplace Diversity Plan

The Urban Services Workplace Diversity Plan supports the department's commitment to maintain a supportive an inclusive work environment that embraces and values the individual differences between people, and offers opportunities for all employees to achieve their full potential. During the year, the department made

During the year, the department made progress on the following:

Recruitment

The recruitment and selection practices are being improved to assist in ensuring that all selections are based on merit and are also able to attract, recruit and retain a diverse workforce. All employment advertisements include words to affirm the department's commitment to supporting Equal Employment Opportunity and eliminating workplace discrimination. The Recruitment Manual and Guidelines for Selection Committees were aligned with the diversity principles and ensured that selection criteria are inclusive and do not have any inherent bias. The manual also includes information about diversity principles and guidelines for developing selection documentation appropriately.

Facilitation of Employment for People with Disability

Urban Services implemented the ACTPS Employment Framework for People with a Disability launched in September 2004 and had made the following progress:

 90 staff attended awareness workshops presented by Disability Works Australia (DWA) and CRS (in full) Australia in relation to the amendments to the Public Sector Management Standards to provide for Equal Opportunity Program. DWA & CRS Australia also provided information about how they could assist managers to facilitate and enhance the employment of people with a disability within the department.

- Disability Works Australia has been engaged to coordinate pre-placement work visits to identify and address any work requirements to support the effective employment of people with a disability in the workplace.
- Urban Services Request to Advertise Form now offers Disability Works Australia as an advertising option to attract people with a disability to join the department.
- Urban Services has committed to recruiting 50% of GAAs with a disability.
- Urban Services Change Management Team has been appointed to embark on a Disability project.

Supporting Women in Urban Services

The department initiated The Women in Urban Services project, which explores issues around equal opportunities for women and supporting women to achieve their full career potential. The initiative is aligned with the key objectives of the ACT Women's Action Plan, The Canberra Plan and the Canberra Social Plan. and supports the department's compliance with EEO legislation. A workshop and series of focus groups and staff survey were conducted in April and May 2005 to explore issues affecting women in the workplace. The issues identified would provide the basis for the development of a Workplace Action Plan for Women in Urban Services. The plan will be implemented across the department and monitored by a women's committee which would be established in July 2005.

Workplace Diversity Contact Officers

A network of 25 Workplace Diversity Contact Officers was maintained and supported to provide information and support for staff in relation to unlawful discrimination in the workplace. These contact officers had received training about their roles and responsibilities as contact officers, and the legislation in relation to discrimination, harassment and bullying.

Learning and Development

Learning programs that focus on interpersonal and communication skills, conflict resolution, teambuilding, leadership, and assertiveness were promoted throughout the department. A Selection Panel Skills training program that provided information about diversity principles was also developed and delivered. Additionally, aspects of diversity awareness were included in the Urban Services Induction Program and other relevant in-house manager and supervisory training courses. They include the policy about Workplace Discrimination, Harassment and Bullying Prevention which is also available on the intranet.

Work and Life Balance

Support and flexibility in work arrangements were made available to enable employees to balance their work and life responsibilities. The 2004-07 Certified Agreement continued Urban Services' commitment to assisting staff to balance their work and personal life. Policies developed included 14 weeks maternity leave and 14 weeks primary care giver leave to further assist employees balance work and caring responsibilities. Urban Services is also leading the Interagency HR/IR Policy Working Group to develop guidelines to supporting employees returning to the workplace following maternity leave and primary care giver leave.

Family Friendly Facilities

The department continued to operate the Carers' Room, which gives employees the option of providing temporary care for dependants at work, while continuing to fulfil work commitments. In addition, the Employee Assistance Programs (EAPs) and other mediation services continued to operate, with the department signing up a new EAP provider. EAPs provide employees with confidential and professional counselling services to assist them in resolving issues that may impact on their work performance.

Access Initiatives

The department continued to meet the ACT Office Accommodation Guidelines in its refurbishment. Care was taken to ensure office fit outs provided for equal access to office services and facilities.

Conflict Resolution

The department will ensure conflict and grievance resolution polices as well as procedures and appeals mechanisms are made accessible. The department is committed to looking after the welfare of employees and an enhanced Employee Assistance Program will be available to all employees.

Whole-of-Government Strategy Input

Urban Services will continue to contribute to whole-of-government diversity strategies and initiatives that will allow all employees to work to their full potential within an equal and diverse environment

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Workers' Compensation

- Incidents: A total of 254 workplace incidents and injuries were reported during the year, compared with 257 in 2003-04. None of the incidents resulted in a fatality.
- Claims: A total of 69 workers' compensation claims were accepted in 2004-05 compared with 67 in 2003-04. {This represents a 6 per cent increase in the number of workers compensation claims lodged}.
- Time Lost: The average rate of time lost as a result of injury was 176 weeks compared with 153 weeks in 2003-04.
- Rehabilitation: The average time taken for rehabilitation intervention was 8.38 weeks compared with 8.56 weeks in 2003–04. (This shows a 0.18 per cent improvement in the time it takes for rehabilitation intervention to occur).

Workplace Injury Prevention and Management

Occupational Health and Safety Initiatives

- OH&S Policy Statement: Urban Services'
 OH&S Policy Statement was revised and
 distributed to all Business Groups and Units
 to ensure compliance with Australian
 Standard 4801 and demonstrate the
 Department's commitment to OH&S.
- OH&S Audit: Price Waterhouse Coopers conducted an external OH&S Management System audit in early 2005 as part of the Department's overall Business compliance audit. A small number of deficiencies were identified that are being addressed within sampled Business Units under normal

- review and improvement processes.
 Corrective action from previous audits is ongoing, with a major review of the OHS Management System having been completed. Several major implementation activities are in progress to address previous audit recommendations.
- Policy and Procedure Development:
 Additional resources were allocated on a 12-month contract basis for the review, development and implementation of the Working In Safe Environments (WISE)
 OH&S Management System policies and procedures. Fifty-three documents have been identified as requiring review or rewrite.
- Urban Services OH&S Steering Committee:
 The committee is being restructured to better reflect the requirements of the Department in making OH&S decisions relevant to the revised OH&S Management System. The DUS OH&S Steering Committee will comprise representation from Business Unit Managers and WISE Coordinators, and relevant unions.
- Accident/Incident Investigations: The Injury Prevention and Management team has continued to promote accident and incident investigation across all business units. Revised procedures and educational posters have been developed as a part of the WISE OH&S Management System review of reporting and investigation processes.
- Introduction of WISE Coordination Roles: A
 total of 13 WISE Coordinators were chosen
 by Business Group Executive Directors
 to lead the functional coordination of
 OH&S activities and programs across their
 respective Business Groups and Units. The
 WISE Coordinators received tailored OH&S
 training specific to their role, and are
 currently developing comprehensive
 business unit risk registers and OH&S
 business plans.

- Hazard Alerts: A department-wide system
 for reporting workplace safety hazards
 was introduced during the WISE
 Coordinator training program. The hazard
 alert is designed to allow for rapid corrective
 actions to be applied in response to
 employee-identified workplace hazards.
 The system relies on the use of hazard
 alert booklets, allowing prompt notification
 to Supervisors/Managers of hazards before
 they result in an accident/incident report.
- OH&S Training and Induction: Several
 Corporate OH&S Induction courses have
 been conducted, with ongoing changes to
 the Induction training package that reflect
 OHS Policy Statement changes, WISE
 Coordinator introduction, and refinement of
 the induction training package.
- New Workplace Legislation and ACT
 WorkCover: ACT WorkCover provided a
 briefing to the DUS OH&S Network on
 the ACT Government's new Dangerous
 Substances Legislation. The briefing
 provided advice on the impact of the
 new Legislation. The briefing also
 included information on new ACT
 WorkCover Inspectorate powers and
 infringement notices.
- Industrial Manslaughter Briefing: A briefing on corporate liability under the ACT Industrial Manslaughter Legislation was conducted for executives and senior managers. The aim was to inform attendees of their responsibilities and individual liability under the Legislation.
- Lessons from Longford Briefing: A breakfast presentation on the Longford incident was provided to senior managers as a means of reinforcing the necessity for appropriate accident/incident investigation. The presentation described the oftenoverlooked causal factors that play a contributory role in accidents and incidents.

- Employee Assistance Program (EAP): The current EAP tender with OSA is up for renewal and three companies, including OSA, have placed bids for the work. The EAP was widely used last year as a number of non-Department incidents occurred that had the potential to affect employees.
- Occupational Overuse Prevention:
 This campaign continued, with individual workstation assessments completed for most new staff as part of their Business Unit induction program. The Injury Prevention and Management team continues to provide workstation assessment capability when requested by Business Units.

Significant Incidents

- Contractor Fatality: An ACT Forests
 contractor was involved in a fatal accident
 during forestry operations. This accident
 is still under investigation by the appropriate
 authorities.
- Unknown Chemical Reaction: An
 unidentified airborne chemical affected a
 number of employees of the Tuggeranong
 Shopfront. The Department and specialist
 service providers investigated this incident,
 but no definitive source was identified.
- Safety Alerts: Two safety alerts were issued during the year. One was related to loading and unloading of articulated heavy plant following a contractor fatality, and the other related to volunteer employment and accident/incident reporting requirements following an injury to a volunteer. These were forwarded to Business Group Executive Directors for distribution to their Business Units.



- Safety Duties: No notices for Failure to Comply With Safety Duties were issued against Urban Services under Division 4.2 of the Act.
- Provisional Improvement Notices: No Provisional Improvement Notices (PIN) were issued against Urban Services under Division 5.2 of the Act.
- Improvement Notices: No Improvement Notices were issued against Urban Services under Division 7.4 of the Act.
- Prohibition Notices: No Prohibition Notices were issued against Urban Services under Division 7.5 of the Act.

Promoting a Healthy Workplace Program

Physical Activity Promotion

Physical Activities

- 10 K A Day: 900 DUS staff participated in the 6-week whole of government program.
- Lunchtime Team Activity: City Management continued to hold its lunchtime sporting activities including cotton ball hockey, soccer and volleyball. This involved 50 participants from across the department.
- Walk in the Bush: The Walk in the Bush
 was held in October 2004. The event
 attracted 200 participants, who walked five
 kilometres and raised \$1600 for the National
 Heart Foundation.
- Launch of Lyneham Community Walk: DUS
 assisted the launch of the Heart Foundation
 Lyneham Community Walk. The walk
 was extensively promoted through emails,
 brochures and organised lunchtime walks

Promoting a Healthy Workplace Program (PHWP)

- Promoting a Healthy Workplace Survey:
 338 staff participated in the department-wide survey. The survey aimed to identify the needs of employees and to assist in the development of the 2005-2007 Promoting a Healthy Workplace (PHWP) Plan.
- PHWP Steering Committee: The PHWP Steering Committee was formed in February 2005 and their role was to assist with the development and implementation of the plan.
- 2005-2006 PHWP Plan: The 2005 2006
 PHWP plan was developed in May 2005.

 The plan was developed by the PHWP
 Steering Committee and was based on the PHWP survey outcomes, national health priority areas and in consultation ACT
 Health, Health Promotion Unit and ACT branch of the National Heart Foundation.
- PHWP Intranet Site: The PHWP intranet site
 was established in May 2005. This site is
 a tool for staff to access information on the
 health promotion program as well as links
 to a variety of health and wellbeing
 information.
- Flu Immunisation: Employees from Corporate, City Management, City Operations, Customer Services and Information, and Policy, Arts and Transport were provided with an opportunity to participate in a flu immunisation program.

Employee Assistance Program (EAP)

Department wide promotion of the EAP program continued via pay slip inserts to all staff, workplace posters and email information.

Reporting Requirements

Notices and Directions

- Safety Duties: No notices for Failure to Comply With Safety Duties were issued against Urban Services under Division 4.2 of the Act.
- Provisional Improvement Notices: No Provisional Improvement Notices (PIN) were issued against Urban Services under Division 5.2 of the Act.
- Improvement Notices: No Improvement Notices were issued against Urban Services under Division 7.4 of the Act.
- Prohibition Notices: No Prohibition Notices were issued against Urban Services under Division 7.5 of the Act.

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Learning and Development

Learning and Development Strategy

Urban Services Learning and Development Strategy 2004-2007 has been approved by the HR Board. The strategy is structured according to the five core principles the ACT Public Service (ACTPS) Learning and Development Framework.

In order to reflect Urban Services' new direction and training approach an additional strategy will be developed in late 2005 which will reflect Urban Services e-Learning vision and commitment to formal training activities.

Induction

A total of 65 new employees participated in the induction program during the year. During 2005 Records Management was added to the program outline.

Feedback from participants has been very positive regarding value of content, however a new delivery approach has been recommended to include a bus tour. Following this feedback a new induction program is being designed which apart from general induction content, will focus on building business knowledge, promoting networking opportunities and cross organisational communication.

Executive Leadership Development Program

Of the 14 Urban Services senior executives, two participated in the Executive Learning and Development Program this year. Eight senior executives undertook individually-initiated activities such as retaining a personal coach, participating in the Australian Company Directors programs, MBA Training, professional briefings, conference attendance and Post Graduate Management studies.

Fee-for Service Training

The Learning and Development Unit (L&D Unit) provided training on a fee-for-service basis as listed in the table below. Approximately 64 per cent of the total number of participants were Urban Services staff. The remaining 36 per cent came from other ACTPS and Commonwealth agencies.

Name of Course Parti	cipants
Access 2000 Essentials	10
Advanced Writing	10
Customer Service – Management Focu	ıs 7
Desktop Induction	1
Effective Time Management	28
Excel 2000 Advanced	17
Excel 2000 Fundamentals	70
Excel 2000 Intermediate	39
Facilitations	22
Fraud & Ethics	75
Giving and Receiving Feedback	22
IDMS	31
Internet - Fundamentals	20
Job Winning skills	238
Leaders of the Future Program 2003	18
Outlook 2000	42
Outlook 2000 Fundamentals	8
Performance Management Workshop	105
PowerPoint Intermediate	10
PowerPoint Introduction	26
Project 2000 M1	7
Refocus on Customer Service	26
Selection Panel Skills	26
Supervision/People	
Management Workshops	62
Telephone Essentials	43
Train Small Groups	12
Understanding the Privacy Act	14
Word 2000 Fundamentals	11
Word 2000 Intermediate	20
Word 2000 Advanced	7
Workplace Assessor	10
Writing Improvement Programs	17
Grand Total	1054

Leaders of the Future Program

Eighteen staff participated in the Leaders of the Future Program (LOTF). This multi-stage program, which first commenced in 1999, is targeted generally at officers from the ASO 6 and SOG C levels and their technical and professional equivalents. The program fulfils for the participants a role similar to what the Take The Lead Program (TTL) does for staff at the SOG B and A levels, and is therefore complementary to TTL. The L&D Unit organises and administers the program and recovers the costs from participants' business units.

Supervision Management Workshops

During the year, 62 employees participated in the three-day Supervision/People Management workshops. The workshops have been consistently well patronised and well received. The target group includes staff who have supervisory responsibilities or who aspire to such a role, and ranges from middle-level General Service Officers and staff at the ASO 3 and 4 levels through to ASO 6 level staff. Each workshop is structured to best fit the priorities of the particular group in attendance. The key program objective is to lay a foundation of effective and productive people management strategies and skills.

Job Winning Skills

Job Winning Skills was delivered to 238 participants; this program is designed to better equip participants to successfully compete for jobs within Urban Services and the public sector generally. Participants are guided through how best to respond to selection criteria, resume writing and managing the interview. Evaluation reports rate this as a very beneficial and popular program.

Certificate IV Workplace Assessment and Training

In October 2004, the Learning and Development Unit delivered the first DUS in-house competency based program, "Certificate IV Workplace Assessment and Training". Content and assessment were delivered to 12 Urban Services participants in collaboration with a Registered Training Organisation who issued certification on behalf of Urban Services

Certificate II Contact Centres

20 Customer Services and Information staff were led through a competency assessment process by Learning and Development (L&D) in order to recognise their skill and experience within a contact centre environment. This has led to staff achieving national certification, "Certificate II Customer Contact".

A group of eight staff are furthering training within this competency stream by undertaking "Certificate III Customer Contact" which is being delivered by a Registered Training Organisation.

Performance Management

In response to the organisational focus on Performance Management, L&D in collaboration with the performance management project officer developed a series of workshops aimed at providing managers with a comprehensive overview of the performance management process, a good understanding of managers responsibilities, approaches and skills to completing the process successfully.

Customised or Consultancy Service

Businesses within Urban Services have the option of having existing L&D courses customised or new courses designed to meet their specific needs. Courses commonly customised include Supervision/People Management workshops Performance Management, Telephone Essentials and Customer Service.

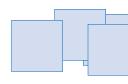
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Workplace Relations

Certified Agreement

The new Urban Services' Certified Agreement 2004-2007 was certified in the Australian Industrial Relations Commission on 3 November 2004. Employees endorsed the Certified Agreement by an overwhelming 99% acceptance vote. Implementation of Part 3 (Agency Specific Schedules) is underway.

Australian Workplace Agreements

There were 28 employees within Urban Services who were covered by Australian Workplace Agreements (AWAs) at 30 June 2005.

A total of 11 AWAs were terminated or lapsed, including formal terminations and those that lapsed due to staff departures.

Special Employment Arrangements (SEA)

Since certification of the new DUS Certified Agreement two Special Employment Arrangement Agreements have been agreed and implemented.

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Governance

Internal Accountability Structures and

Processes

Strategic and Organisational Planning

Fraud Prevention

Risk Management and Internal Audit

Arrangements

External Scrunity

Reports Required by legislation

Freedom of Information

Public Interest Disclosure

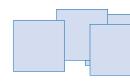
Territory Records

Sustainability and Environment

Ecological Sustainable Development

Strategic Bushfire Management Plan

and Bushfire Operational Plans



Internal Accountability Structures and Processes

Senior Executive Structure

The Urban Services senior executive structure consists of the Chief Executive and the Executive Directors for each of the department's seven business groups. The names and responsibilities of the senior executives are outlined in the organisational chart on Page 5.

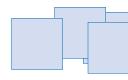
Remuneration

As stipulated in the *Remuneration Tribunal Act 1995*, the Remuneration Tribunal reviews the remuneration of Senior Executive Officer positions and full and part time statutory authority positions.

Senior Management Committees

Name of Committee	Role of Committee	Membership	
Strategic Management Team	The Team provides a strategic leadership role for Urban Services; acts as a leading decision making forum; reviews whole-of-department critical issues and service wide performance; and sets the corporate governance for Urban Services	Chief Executive, Urban Services Deputy Chief Executive, Urban Services Executive Director, City Management Executive Director, Customer Services and Information	
Urban Services Audit Committee	Oversight the department's governance, risk and internal control environment	Chair, Len Early (External Member) Mr Pat Farrelly (External Member) Executive Director, City Management Executive Director, City Services Director, Canberra Connect	
HR Board	Ensure that human resource management policies, programs, procedures and practices support the strategic business directions of Urban Services. Monitor HR performance, organisational health and emerging HR risk issues across Urban Services.	Director, Customer Services and Information (Chair) Executive Director, City Operations Executive Director, Policy, Compliance and Transport Executive Director, City Management Manager, Human Resources, Corporate	

Name of Committee	Role of Committee	Membership
Executive Geographic Information Management (EGIM) Committee	Oversee the development of the Geographic Information Management (GIM) Strategy within the ACT Government.	Executive Director CS&I, DUS Executive Director City Management, DUS Director Environment Protection, Environment Manager GIM Unit, DUS Chief Information Officer, DUS Commissioner of Surveys, ACTPLA Director, Business and Information Services Branch, ACTPLA Director Projects, Corporate Services, Emergency Services Authority Registrar General, Department of Justice & Community Safety Chief Information Officer, Department of Education and Training Director Policy & Organisational Services, Department of Disability, Housing & Community Services Executive Director, Shaping our Territory Implementation Group, Chief Ministers Department ACTEWAGL, General Manger, Water AFP, Communications
IDMS Program Board	Overall strategic guidance to the IDMS Project, including its implementation and issues arising during its implementation.	Executive Director, Customer Services Information A/Chief Executive, Justice and Community Safety Executive Director, Finance & Budget Division, Treasury Executive Director, Strategic Projects & Implementation, CMD CIO, Information Management, Education Director, Business & Information Services, ACTPLA Senior Manager, Projects, Information Services, ACT Health General Manager, InTACT, Treasury Project Manager, IDMS Project Officer, IDMS General Manager, Records Management



Name of Committee	Role of Committee	Membership
DUS Information Management Committee	The IMC is concerned with Department-wide Information Management and Business Systems, and associated information, computing and telecommunications technology (ICT) issues, and with whole-of-Government information management (IM), and ICT policies and issues	Executive Director, Customer Services and Information A/g Executive Director, City Services Manager, Corporate IM&T Executive Director, City Management Executive Director, City Operations Director, Finance General Manager, Road Transport
Emergency Management Committee	that affect the Department. Coordinate and review Emergency Disaster Response and Recovery in the ACT	Urban Services, Emergency Services Authority, ACT Policing, ACT Health, ACT Disability, Housing and Community Services, ACTEWAGL, JACS, CMD, Environment ACT, Workcover, NSW Police
Critical Infrastructure Working Group	Reporting to the ACT Security Coordinators Committee through the identification of critical infrastructure in the ACT. This is part of the Commonwealths initiative for input into the National Counter Terrorism Committee.	Chief Ministers, ACT Health, Emergency Services Authority, Urban Services (Roads Transport), JACS, ACT Policing

For more information contact

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Strategic and Organisational Planning

Urban Services undertakes an inclusive strategic planning process. Plans are developed for a three-year period and updated annually. For the reporting period 2004-2005 the process included a series of three executive planning sessions followed by a workshop for some 70 senior managers. The result of these exercises was published in the department's corporate plan direction and priorities. Progress against the priorities and strategies identified in the corporate plan are reported to the board of management on an annual basis.

Direction and Priorities forms the basis for the development of group-level plans, which are submitted to the board of management. A further cascade of business unit plans, action plans and personal performance agreements falls out of the higher level plans.

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For more information contact:

Ms Margaret Bateson

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Fraud Prevention

The Urban Services Audit Committee oversights the fraud control arrangements for the department. During 2004/05, the department's Fraud and Corruption Prevention Plan was updated and approved by the Audit Committee, following the completion of a fraud integrity risk assessment.

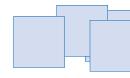
The department's comprehensive internal audit program provides a broad coverage of high and medium risk areas of fraud, which is developed following an assessment of areas of risk across the department.

Fraud prevention is actively promoted and encouraged within the department, with staff encouraged to report any fraudulent activity. Induction training for new staff is provided including specific ethics and fraud components, with additional fraud awareness training provided to staff within the department as required.

In addition, areas of high fraud risk have been identified and fraud courses developed and conducted for those areas eg addressing the risk of identity fraud. Information on fraud and related issues is also available to staff on the departmental intranet.

Fraud Detection

Four instances of fraudulent activity were reported during the year. Three were for theft of equipment and monies, and the other related to an attempt to defraud through the provision of false information. Following examination of the reports of theft, security systems were reviewed and restructured where appropriate. Two cases of theft were referred to the Australian Federal Police for investigation. in the relation to the attempt to defraud, following investigation monies were recovered and controls strengthened.



Risk Management and Internal Audit Arrangements

In accordance with the requirements of the model Internal Audit Framework the composition of the Audit Committee was modified in July 2003, with the appointment of an independent chairperson, in addition to another independent and three Executives on the Committee. The department's Audit Committee Charter and Internal Audit Charter were also updated to bring them into line with the new arrangements.

Internal audit services for the department are provided by a panel of three audit contractors, who provide a full range of compliance, IT and performance audit services. The current panel of audit firms was appointed in September 2002 following a public tender process. These contracts are due to expire on 31 August 2005 and tenders were called on 14 May 2005 for the appointment of new panel contracts for the next two years with the opportunity for three extensions of one year.

The role of the Audit Committee is to oversight the department's governance, risk and internal control environment on behalf of the Chief Executive.

During the year the Committee met on eight occasions and in fulfilment of its role:

- reviewed the 2003/04 financial statements for the department and ACT Forests prior to Audit Certification;
- reviewed 25 finalised audit reports;
- endorsed the department's risk management framework and fraud and corruption prevention plan;
- reviewed the department's Governance Statement; and

 received regular reports from the ACT Auditor General's Office.

The Chairperson, Mr Len Early also met with the Chief Executive on a regular basis to advise him on significant governance, risk and internal control issues.

For more information contact:

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A/g Director, Strategic Finance

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External Scrutiny

This section reports on instances of external scrutiny of the Department of Urban Services during 2004–05 that have had, or may have, a significant impact on its operations. It also reports on audits of the operations of the department by the Auditor-General (other than the report on financial statements) and interaction with Commonwealth agencies such as the Commonwealth Grants Commission and the Productivity Commission.

Judicial and tribunal decisions

The department has been involved in two significant legal cases this year. One was in the Supreme Court and the other in the Federal Court; both concerned the Gungahlin Drive Extension. Save the Ridge Inc. v ACT Government & Ors SC 425 of 2004.

Save the Ridge Inc v. ACT Government & Ors SC 425 of 2004

Subsequent to the litigation concerning the Gungahlin Drive Extension (the GDE) reported in the department's Annual Report for 2003–04, Save the Ridge Inc took further Supreme Court action contesting that licences granted to the contractors constructing the GDE under the *Gungahlin Drive Extension Authorisation Act 2004* (the GDE Authorisation Act) were not legal for works on nature reserves. An associated temporary injunction was granted on 21 June 2004

Amended licences for the purposes of the *Nature Conservation Act 1980* were subsequently granted to the contractors under the GDE Authorisation Act, becoming effective on 23 June 2004. These licences excluded work on nature reserves. On 3 July 2004 declarations made under the GDE Authorisation Act came into effect which declared additional works to be related to the construction of the GDE and also declared that land where the GDE is to be constructed was not reserved land and could be used for the purposes of a road under the Territory Plan.

Save the Ridge Inc v. Commonwealth of Australia & Anor ACD7/2005

In June 2004 Save the Ridge Inc applied to the Federal Court arguing that the actions of the National Capital Authority were contrary to section 28 of the *Environment Protection and Biodiversity and Conservation Act 1999 (Cwlth)*. On 20 January 2005, the court found against Save the Ridge Inc, which then appealed the decision. The appeal was heard on 11 May 2005. The full bench of the Federal Court reserved its decision, which is still pending as at 30 June 2005.

ACT Auditor-General's Office

The Auditor-General for the ACT is a statutory position created by the ACT Legislative Assembly under the Auditor-General Act 1996 (the Act).

In July 2004, the ACT Auditor-General's Office reported on its performance audit of the reliability of the waste, recycle and cost data used to manage and report on the No Waste By 2010 – Waste Management Strategy for Canberra. The audit did not involve an evaluation of the strategy itself.

The audit report identified that some procedures for collecting and managing data and payments to contractors could be improved, and recommended changes to weighbridge operations and procedures to minimise the risk of unethical conduct. ACT NOWaste has been progressively implementing changes to procedures and practices in line with the recommendations of the report.



During 2004–05 the department liaised with the National Competition Council and with the ACT Auditor-General's Office.

National Competition Council

The department contributed to the government's annual progress report to the National Competition Council, called ACT's 3rd Tranche Progress Report to the National Competition Council in Implementing National Competition Policy and Related Reforms 2005. The department's contribution to the report related to reform in the areas of road transport and the taxi and hire car industries. The department also provided input to a subsequent National Competition Council request for additional information arising from the progress report.

For more information contact:

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Reports Required by Legislation

Freedom of Information

This report is prepared in accordance with the requirements under Section 79 of the *Freedom of Information Act 1989*. The details listed below reflect the administrative arrangements as at 30 June 2005.

The Act:

- provides for general access to documents of agencies and official documents of ministers, subject to certain exemptions and exceptions;
- provides for the amendment of records about the personal affairs of an applicant that the applicant believes to be incorrect, incomplete, out of date or misleading;
- establishes a system to review certain decisions at various levels; and
- requires the publication of information on the functions and official documents of an agency, and that particular documents be available for inspection and sale.

Comparative Statistics of Freedom of Information (FOI) Applications

1 July 2002 to 30 June 2005

Applicant Type	No 2	2004-2005 Per cent (%)		003-2004 Per cent (%)	2 No	002-2003 Per cent (%)
Manala an af Dulalia	00	070/	45	F00/	0.1	F0 F0/
Member of Public	33	67%	45	58%	91	56.5%
Solicitor	11	23%	13	17%	29	18%
Association		C	2	3%	0	0%
Company	1	2%	7	9%	15	9.5%
Organisation		C	3	4%	2	1%
Consultant		C	0	0%	1	1%
Journalist	2	4%	0	0%	0	0%
Other	2	4%	7	9%	23	14%
Total	49	100%	77	100%	161	100%

Summary - Outcomes of FOI Requests

During the year a total of 49 requests were received. Of this total, one was carried over from 30 June 2004 and one request was transferred to another department. Two requests (including an internal review) were still being processed at 30 June 2005. One

request required payment which was never paid and this request was subsequently considered withdrawn. The total number of requests received in the 2004-2005 financial year decreased by 64% per cent however It should be noted that this figure excludes Environment ACT and arts Act which was previously included in DUS statistics.

Decision	200 Requests lodged	4-2005 Per cent (%)	200 Requests lodged	3-2004 Per cent (%)	200: Requests lodged	2-2003 Per cent (%)
Full Release	17	37%	23	30%	63	44.5%
Partial Release	20	44%	42	54%	60	42.5%
Entire Exemption	n 5	11%	3	4%	6	4.5%
Technical Refusa	ıl #2 2	4%	9	12%	12	8.5%
Withdrawn	2	4%				

[#] no documents exist

Response Times

Year	0-30 days	31-45 days	46-60 days	61-90 days	90+ days
2004-2005	39 (87%)	5 (11%)	1 (2%)	0	0
2003-2004	57 (74%)	11 (14%)	4 (5%)	0 (0%)	5 (7%)
2002-2003	103 (73%)	24 (17%)	13 * (9%)	1 (1%)	0 (0%)

^{*}In all cases (31-45 days) an extension of time was negotiated.

Appeal of Decisions

There was one application for internal review.

There were no appeals to the Administrative Appeals Tribunal (AAT).

There were no complaints on an FOI matter lodged with the ACT Ombudsman.

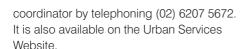
There were no requests to amend personal records.

Fees and Charges

One request for payment of fees and charges were associated with an application and processing of an FOI request. However this payment was not made and the request was considered withdrawn.

Measures to Assist the Public

Copies of the Freedom of Information leaflet and application form are available from the department's Freedom of Information.



Section 8 Statement

A copy of the Section 8 Statement is not published in this report, but is available on request from the Department's Freedom of Information (FOI) contact officer.

Section 7 Statement

Section 7 of the Freedom of Information Act 1989 requires the department to prepare and publish a statement outlining organisation, functions and powers, the categories of documents available and facilities provided for access to documents. The following is correct as at 30 June 2005.

Organisation, Functions and Powers

The organisation and functions of the agency are described in this Annual Report. Legislation administered by Urban Services is published in full in the Administrative Arrangements Order.

Public Participation in Decision-Making

Avenues available for public participation in decision-making include public submissions to inquiries; discussion at public meetings; consultative committees for specific purposes; access to records through FOI requests; comments on draft documents; comments on Bills before the Assembly; and contact with the relevant Minister

Categories of Documents

The department holds several basic categories of documents:

- those that are freely available on request and without charge;
- those available for sale including those that are part of a public register; and

 all other kinds of documents that may be available under the FOI Act.

Documents available on request and without charge

Documents within this category include publications produced by the department on various aspects of its activities. These are distributed from public counters and libraries throughout the Territory and may be available on the ACT Government's Internet Home Page.

Documents available for sale

Documents available for public access but with a fee payable include maps, plans, publications relating to land management and street names.

Documents of other kinds that may be available under the act may include:

- general files including internal, interdepartmental and public documents, minutes of meetings of management and other committees, agendas and background papers, policy statements, financial and staffing estimates;
- diaries, rosters and work sheets;
- program and policy files;
- records held on microfilm, computer or paper in connection with specialised divisional functions;
- photographs, videos and films;
- financial and accounting records;
- · details of contracts and tenders;
- files on applicants and clients;
- records of government including the machinery of government;
- maps, plans and brochures;
- management plans for ACT parks and reserves;
- conservation plans relating to selected heritage places;

- technical and scientific reports and discussion papers; and
- · grant applications.

Facilities for access to information

Those seeking information are encouraged to seek access by contacting the department before commencing the more formal FOI procedure. In many cases it may be possible to access information far more speedily and efficiently through such an approach. Physical access to the documents of the agencies is available at the listed address below.

All FOI requests should be directed to: Chief Executive Urban Services PO Box 158 CANBERRA ACT 2601

The department's street address is: Level 5 Macarthur House 12 Wattle Street Lyneham ACT 2602

For more information contact:

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Public Interest Disclosure

This report is provided in accordance with section 11 of the Public Interest Disclosure Act 1994. The Act provides the mechanism for people to report wrongdoing in the ACT Public Sector. This action is referred to as making a 'public interest disclosure', less formally known as 'whistleblowing'.

Procedures Maintained by Urban Services

Urban Services' Public Interest Disclosure Procedure statement provides information to assist people who may be considering making a Public Interest Disclosure. The statement, which is available both on the department's Internet site and its internal Intranet, details what the department will do when it receives a disclosure.

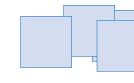
The procedure statement sets out:

- what matters are covered by the disclosure procedure;
- · who can make a disclosure:
- · how and to whom to make a disclosure;
- · how investigations will be conducted; and
- alternative courses of action if the discloser is not satisfied with the outcome of the investigation.

The department follows the guide "Administering the *Public Interest Disclosure Act 1994"* which was prepared by the Chief Minister's Department. A copy of this guide is also available from the department's Internet site.

Disclosures Received

The department received no public interest disclosures during the year. One disclosure received late in the previous financial year was investigated during 2004-05, but was found to lack substance.



Territory Records

The Territory Records Act 2002 requires an agency to address all of the elements set out in section 16 of the Act as well as those set out in the Standards released by the Director of Territory Records under the Act. In implementing its Records Management Program for the year ended 30 June 2005 the Department of Urban Services has met the requirements as specified in the Territory Records Act 2002.

In progressing its compliance with the Act, Urban Services has identified numerous functions that are distributed over many organisational groups within the department. Apart from common administrative functions there are ten agency specific functions, all of which require Records Disposal Schedules (RDS). Nine functions have already had their Records Disposal Schedules approved by the Director of Territory Records and the Territory Records Advisory Council. They are now notifiable Instruments and are available for public consultation on the ACT Government's legislation website, they are:

- Arts & Cultural Development RDS NI 2004-179;
- Cemeteries and Crematoria Management RDS – NI 2004-477;
- Customer & Commercial Services function (is located within the Land, Planning and Building RDS) – NI 2004-91;
- Environmental Management RDS NI 2005-95;
- Parks, Reserves and Public Places RDS
 NI 2005-93;
- Roads Management RDS NI 2004-474;
- Stormwater Drainage RDS NI 2004-475;
- Traffic and Transport RDS NI 2004-180;
- Waste Management RDS NI 2004-336.

The remaining draft Development Approval and Asset Acceptance RDS is with the Director Territory Records awaiting approval.
Function relocation occurred late 2004 with the Arts & Cultural Development and Environmental Management functions being moved to the Chief Minister's Department.

In addition, training of staff throughout DUS is progressing ahead of schedule with the following training having been completed:

URBAN SERVICES STAFF	Total to June 200 146	•	Total to June 2005 1086
Training completed			
City Management shortened course on fundamentals and functional			154
Recordkeeping Fundamentals	18	5	234
Functional Thesaurus	12	5	144
Both courses completed	7	0	140
Number of people trained	36	7	672

Urban Services has reviewed and updated the its Records Management Program and included a revised set of procedures in it. The Program has been approved by the Principal Officer and included on the Urban Services Intranet for use by staff.

Other items well worth reporting are the information sessions for new inductees and the uptake of the functional approach to recordkeeping. Urban Services commitment to good recordkeeping practice is the recent addition of a presentation to staff in our induction day information sessions. This includes an overview of their responsibilities towards recordkeeping. Over the course of the year a rollout commenced to incorporate a functional structure to the 'shared network drives' used by Urban Services staff, this has helped staff to become more familiar with new terminology as part of the requirements of the Act

For more information contact

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Sustainability and Environment

Ecologically Sustainable Development

Urban Services continues to look for innovative ways to better manage Canberra's built and natural assets, and to conserve resources for future generations. It aims to ensure our resources are sustainably utilised on behalf of the community and to minimize our ecological footprint.

During the year the department played a vital role in safeguarding, preserving and enhancing Canberra's urban and non-urban environment, continually striving for an overall reduction in water, energy, and chemical use in the management of open spaces and sporting facilities, and reducing our waste stream.

Reducing Waste

One of Urban Services' key priorities is to achieve a cleaner and more attractive city by ensuring the principles of reducing, reusing and recycling are integral to Canberran's way of life.

The continued implementation of the No Waste By 2010 Strategy resulted in the recovery of approximately 500,000 tonnes of material that would otherwise have been disposed of at landfills. This represents an annual recovery rate of 70 per cent.

The Materials Recovery Facility (MRF) at Hume continued to sort, bail and transport the ACT's recyclable materials to markets where they are turned into products ranging from steel cans to road cones. During 2004-05 the facility sorted over 2500 tonnes of recyclables a month.

The Waste Pricing Strategy increased commercial tipping fees to provide an added incentive for businesses to use alternative recycling services.

People were continued to encourage not to litter. The 'Butt Free City' education campaign helped raise awareness among smokers about the environmental damage caused by incorrectly disposing of cigarette butts. The 10-day campaign provided information and personal ashtrays to smokers around the city's 'butt hot spots'.

Road Maintenance Services implemented a number of initiatives to reuse and recycle materials. Illegally dumped refuse was sorted for recycling where practical, leaf litter composted, recovered damaged signs and pavement material was also recycled.

Revegetating Bushfire Affected Areas

Throughout the year the revegetation of bushfire affected land remained a priority. Yarralumla Nursery produced approximately 2300 young plants from seeds to replace the area's tree population destroyed in the bushfires. CityScape Services continued a program of re-instating shrub beds throughout fire-affected suburbs.

ACT Forests worked with Greening Australia and community groups to host a number of community planting days. These planting days directly involved Canberrans in the planting of native trees, plants and shrubs to improve amenity around bushfire-affected areas and also helped soil stabilisation.

Improving Water Efficiency

The ongoing drought made it necessary to continue stringent water efficiency measures, particularly to help reduce the use of potable (drinking) water for parks, street trees and recreational facilities. A number of initiatives to conserve and reuse vital water resources were introduced.

Irrigation systems in three parks on the shores of Lake Ginninderra now use lake water for

irrigating grass following their conversion from potable water. A zero run-off water recycling facility was designed for use at the Yarralumla Nursery, and improved linen re-washing processes helped reduce Capital Linen's water consumption by 11 per cent from the previous year.

Facilities Management provided specialist plumbing advice and assistance in relation to restrictions on the use of irrigation, fountains and memorials.

As part of the program of ongoing watersaving measures, irrigation continued to be discontinued on 25 sportsgrounds and across significant areas of open space. CUPP, in partnership with CSIRO, completed a monitoring trial of irrigation performance on selected sportsgrounds that identified the potential for water savings by "fine tuning" the computer irrigation system.

In partnership with Boral Industries, the refurbishment of Holt shops included the installation of water permeable paving in the car park and pedestrian areas. This water sensitive urban design initiative allows rapid water penetration from the paving into the underlying soil to promote growth in trees.

Improving Energy Efficiency

Property ACT's responsibility for the upgrading and retrofitting of ACT Government properties provided an opportunity to introduce a number of energy efficient measures, including the installation of solar panels at Macarthur House to heat water in the building and reduce external energy usage. The installation of lighting controls at Magistrates Court and Dame Pattie Menzies House helped to reduce electricity consumption in these facilities.

Construction of ACT Forests' new Cotter Road headquarters incorporated a number of environmental features to save water and energy and its design received a Commercial Commendation in the 2005 ACT Royal Australian Institute Architects Awards.

Controlling Weeds and Pests

CUPP continued its annual Weed Control Program to protect urban parkland, waterways and conservation areas from environmental weeds.

The Molonglo River Willow Removal Program continued for the third year, with hazardous willows growing in the water ski area removed to improve access and safety and maintain riverbank stability.

The Alligator Weed control program focused on gathering data on the level of infestation in ACT waterways and the effectiveness of control methods. Two community field days were held to assist people identify problem weeds such as Chilean Needle Grass and African Love Grass.

Over 150 European Wasp nests were located and destroyed on urban parkland, more than triple the number of nests found on public land last season. Worked closely with the CSIRO, wasp baiting and tracking was carried out in identified hot-spot areas.

ACT Forests weed control program targeted Blackberry, Patterson's Curse, Serrated Tussock, Willow, Tall African Lovegrass, St John's Wort and Broom. The program treated 1,747 hectares to protect the environment and make the areas more attractive for recreation.

Looking After the Urban Forest

The urban forest provides many ecological goods and services to Canberra, including shade, pollution reduction, cleaner air and reduced water runoff.

The prevailing dry weather throughout the year had a profound effect on Canberra's

urban trees, with approximately 7,000 trees dying during the past two years, with almost 4000 dead trees having to be removed. A comprehensive tree watering program was implemented over summer, with over 18,000 trees less than three years old watered over a four month period. The native seed bank program, established for the replanting of native species in degraded parkland, was also continued.

A survey of urban trees also identified approximately 2800 ageing trees in 38 streets and 46 park sites that potentially have to be removed and replaced with young trees.

Replacement plantings will have an increased emphasis on species better able to withstand dry conditions and consequently minimise the need for watering support. A tree asset management plan has been produced to ensure that the urban forest is properly managed and maintained.

ACT Forests 2004 winter planting program was abandoned due to the ongoing drought, however the 2005 winter planting program will be increased to cover the deficit.

ACT Forests also worked with the Shaping Our Territory Implementation Group on the re-design of the Lower Cotter Catchment plantation estate, the new Stromlo Forest Park and Canberra International Arboretum and Gardens. This work has a focus on catchment management with integration of native riparian and regeneration areas.

Sustainable Transport

Urban Services contributed to a number of initiatives outlined in the Sustainable Transport Plan during the year, particularly those aimed at increasing the use of public transport and reducing dependence on motor vehicles.

The Woden-to-Dickson and Woden Valley arterial road on-road cycling lanes were completed to make commuter cycling



easier. 70 bike racks were purchased for ACTION buses to use on inter-town routes to encourage greater use of public transport and cycling. They will be introduced as part of a trial in August 2005.

Roads ACT actively contributed to the busways project which aims to provide a quicker and more efficient pubic transport system that will help to shift commuters to public transport.

Involving the Community

Urban Services worked in partnership on a variety of environmental issues with a wide range of ACT community organisations, particularly environmental groups.

The inaugural No Waste Awards for excellence in sustainable waste management were held in November 2004 and attracted significant interest. The Awards encourage innovative solutions in waste reduction and help to promote ideas that can be adopted by others. The Awards are open to all schools, businesses, government departments and community organisations in the ACT that have implemented waste minimisation initiatives.

Ongoing support was provided to 18 urban Landcare Groups to help reduce land and water degradation. The primary focus of these groups was on native seed collection, weed control and waterways rejuvenation.

The community was also actively involved in the rehabilitation of the lower Yarralumla Creek, including the control of environmental weeds, the collection of 678kg of rubbish on Cleanup Australia Day, removal of dead trees, and revegetation along the creek.

329 people attended the 'Trees for Mum' planting on Mother's Day to commemorate mothers who have passed away, whilst also contributing to the environment. Conservation

Volunteers Australia undertook a partnership with ACT Forests to help rejuvenate the lookout walk to the top of Gibraltar Falls.

Raising Community Awareness

A range of education and public information initiatives with a sustainability theme were conducted during the year.

"Go Wild In Your Backyard" was introduced to encourage residents to plant local native plants in their gardens. The campaign aimed to raise awareness about natural communities, biodiversity and ecologically sound gardening practices.

The Waste Wise Schools Program is now operating in over 100 ACT schools. The program, which incorporates recycling and environmental awareness into the school curriculum, uses practical activities to educate students about how to significantly reduce their waste.

A "Recycle Right" campaign was implemented, which included print, TV and radio advertisements, distribution of household recycling guide, and a series of open days at the Hume Material Recovery Facility. A campaign to encourage businesses to review their waste practices was also conducted, and included a "Guide to Recycling for Businesses" backed up by a series of TV advertisements.

Promotional displays with a "green" focus were also held at the Canberra Show and Floriade, and included worm farming and composting workshops and presentations on how to save water around the home. Two "Second-Hand Sundays" were also held to encourage the community to reuse unwanted items.

Future Directions

Urban Services will play an active role on the interdepartmental committee established to develop sustainability legislation for the ACT, due to be finalised in 2006. The department will also establish a Sustainability Working Group to advance the sustainability agenda. A first priority for this group will be the development of a Sustainability Action Plan.

The review of the Development Control Code for Best Practice Waste Management will be finalised to ensure all new building developments have effective and appropriate waste infrastructure incorporated at the planning stage.

National and international innovations in the field of mixed solid waste reprocessing will continue to be monitored to assist with identifying appropriate technologies for Canberra. A policy will be developed that requires all major public events in the ACT to use appropriate recycling processes.

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Strategic Bushfire Management Plan and Bushfire Operational Plans

Fire Management Unit

The Fire Management Unit (FMU) is responsible for coordinating strategic planning and the provision of technical advice and support for Urban Services' Land Management Agencies in the areas of bushfire suppression and readiness as well as fire fuel management on public land across the ACT.

The FMU enhances the department's firemanagement capability through the following activities:

- coordinating Urban Services' fire season readiness;
- improving communication and coordination of bushfire-related issues and activities;
- contributing to departmental and ACTwide policy development, standards and goal setting on bushfire related issues;

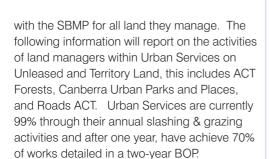
- implementing a program of skill and knowledge development to better equip fire fighters and land managers generally; and
- monitoring and auditing the achievements of whole-of-department fire management activities.

Legislative Framework

The Emergencies Act 2004 (the Act) required the development of a Strategic Bushfire Management Plan (SBMP). The SBMP establishes the basis and framework for the efficient, effective and comprehensive management of fire and fire related activities for protecting human life, property, assets and the environment.

2004-2005 Bushfire Operational Plans

One of the requirements of the SBMP is that land managers inside the Bushfire Abatement Zone (BAZ) produce a Bushfire Operational Plans (BOPs). Land managers have chosen to produce Bushfire Operations Plans consistent



Implementation of Activities

Fuel hazard reduction & access improvements falls under the broad heading of Prevention. Training & infrastructure upgrades fall under the heading of Preparedness in the SBMP. The reporting will align with the fuel management zoning set out in the SBMP, which supports a Territory wide approach to fuel hazard reduction. Three fuel management zones are defined and applied to the ACT. These are Asset Protection Zones (APZ), Landscape Division Zones (LDZ) and Land Management Zones (LMZ).

Prevention

Bushfire prevention works involved a variety of methods to reduce or remove fuels such as dead and damaged trees, long dry grass, and fallen branches, some shrub and lower branches, bark and leaves. These methods included physical removal, hazard reduction burning, slashing and mowing, grazing, and the maintenance and creation of fire suppression trails.

Prescribed Buring

Prescribed burning, also referred to as hazard reduction or controlled burning, is a carefully planned operation that aims to contain fire within an identified area. The burns reduce fuels, which decrease the intensity and rate of spread of bushfires.

1,624 hectares have undergone prescribed burning. 269 hectares involved burns in forest and grassland areas. 1,355 hectares involved the reduction burnt pine debris in Stromlo, Ingledene, Uriarra and Pierces Creek.

Asset Protection Zone

Burns have been undertaken in O'Connor-Dryandra Street, Oxley Hill, Calwell Hill, Wamboin natives, South Kowen Escarpment and around Stromlo observatory.

One burn at Chisholm-Simpson Hill was not undertaken because fuel hazard assessment showed that it was within acceptable standards. A burn on Lyneham Ridge was postponed because significant rain was required reduce the impact of the burn on fire sensitive eucalypt species.

Landscape Division Zone

ACT Forests undertook prescribed burning in Kowen Forest to provide a division in the landscape.

Landscape Management Zone

Burnt pine debris removal burns – Stromlo, Ingledene, Uriarra and Pierces Creek. This will reduce the intensity and impact of future bushfires in these areas.

Physical Removal

Physical removal involves the elimination or reduction (by hand or with machinery) of woody weeds, pine wildlings, damaged and dead trees, dead branches, bark and leaves, shrubs and re-growth vegetation. Trees assessed as posing a threat to nearby homes were also removed. This allows areas to be more efficiently fuel reduced in the future, the receipt of funds under Commonwealth Governments Natural Disaster Mitigation Plan programme assisted many of these works.

182 hectares have undergone physical removal activities highlighted in this year's program.

Asset Protection Zone

24 physical removal projects have been undertaken in areas such as Barton Highway, Ginninderra Creek, Macgregor, Latham, Mitchell, Curtin, Kambah, Sulwood Drive, Mount Stranger, Gordon, Uriarra natives & village protection, Wamboin natives, south Kowen escarpment & strategic breaks and Lyneham Ridge.

Some physical removal activities not yet undertaken along Ginninderra Creek in Flynn will be included in next years BOP activities.

Landscape Division Zone

Additional works included fuel reduction around Hall and a further 11 km of work was undertaken in Kowen, Stromlo, and Majura pine plantations as strategic firebreaks.

Landscape Management Zone

Fuel hazard reduction works were undertaken in Fyshwick.

Slashing / Mowing

An extensive slashing/mowing program was conducted throughout Canberra, particularly to reduce the spread and impact of grassfires. Slashing focuses on areas adjacent to houses, and along roadside verges which are recognised as areas where fires have a greater potential to ignite.

1,989 hectares were slashed several times throughout the year. A further 13 km of slashing was undertaken around the road edges in Stromlo. All areas designated for slashing received a minimum of two mows, most receiving many more during spring, summer and autumn. Areas are monitored

for regrowth and mown when the appropriate height standard is exceeded.

Asset Protection Zone

1,304 ha of slashing activities were completed in and around Canberra residential and suburban areas.

Landscape Division Zone

376 ha of slashing activities were completed along major roads and a further 247 km of rural roads creating landscape divisions.

Landscape Management Zone

309 ha of slashing activities were completed along Athllon and Drakeford Drives, Cotter Plots, Equestrian parks Curtin wood yard and Stromlo.

Grazing

Grazing of livestock is used in areas not considered environmentally sensitive. 16 hectares have undergone grazing in this year's program. The ability to agist cattle became one of the major issues for Land Management Agencies to reduce grass growth.

Landscape Management Zone

The Curtin, Cotter Plots was grazed, however both Fisher Parkland and areas around Bonython could not be grazed due to the availability of cattle. Where possible a 30 metre slashed edge was maintained along the edges of these areas to counter for the inability to access stock.

Fire Trails

Routine Maintenance

48.6 km of fire trail routine maintenance was undertaken in Stromlo, Uriarra, Pierces Creek, and Kowen forests

Additional

1.3 km or additional fire trails were upgraded in Stromlo.

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15.2 km of major upgrades have been undertaken in Kowen and Fyshwick Pines upgrading the trails from Light unit to tanker. *Additional works*

5.6 km of additional major upgrades were undertaken in Kowen forest

New Trails

3.2 km of new trails were completed in Uriarra forest

Additional works

10.8 km of new trails were constructed in Pierces Creek, Uriarra & Stromlo forests.

Preparedness

Training

The following number of Urban Services staff attended training throughout the year: 31 4WD training, 8 advanced fire fighting, 20 advanced navigate, 34 advanced pumps, 26 basic fire fighter, 3 chainsaw basic, 8 chainsaw Intermediate, 12 crew leader, 49 fitness training, 1 logistics officer, 2 operations officer, 52 pre-season refresher, 30 RAFT crew exercise, and 9 Urban Structure Protection.

Fuel Hazard Assessment

The 2004/05 fuel hazard assessment program included 120 urban edge assessments that were stratified by vegetation community and prioritised by urban edge zoning classification found in the SBMP. Around 160 non urban assessments were also conducted to assess the broader landscape. The results from these assessments are used strategic and operational plan decision making.

In addition to the fuel hazard assessments, a destructive sampling program was implemented to establish relationships between height and cover of fuel and fuel loads in tonnes per hectare testing surface,

near surface, elevated and stringy bark fuels. Around 200 destructive samples were collected, processed and collated during the season. This data is being shared with the Bushfire Cooperative Research Centre.

Infrastructure

ACT Forests undertook maintenance of their water points, signing of all designated Float and Tanker roads and signing of water and Emergency meeting Points throughout the Kowen Forests.

Future Directions

Urban Services' land managers will continue to develop the next Bushfire Operational Plan that details annual fuel and fire management activities and will continue to provide input into the Strategic Bushfire Management Plan version 2.

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Analysis of Financial Performance

Asset Management

Capital Works Management

Procurement Contracting Principles and Processes

Government Contractual Debt (Interest)



Overview

Urban Services employs asset management plans to help optimise the use of its assets, which at 30 June 2005, were valued at approximately \$4 billion. These assets are diverse and include:

- infrastructure such as roads, bridges, traffic signals, cyclepaths, footpaths and stormwater assets;
- · waste and recycling assets;
- urban park assets including sportsgrounds;
- · public libraries;
- · public transport; and
- property assets.

The department also uses asset management plans to support service delivery and to ensure facilities are maintained at levels appropriate to their use and life cycle costs.

Asset Strategy Initiatives

A number of initiatives relating to the development and implementation of asset strategies were undertaken during the year:

Waste Management and Resource
Recovery Infrastructure Development:
Mugga Lane new landfill cell development
works were undertaken with the cell being
fully excavated, shaped and associated
drainage works completed. Works have
commenced for the expansion of the Hume
Resource Recovery Estate to allow for a
dedicated precinct for resource recovery
and recycling businesses to establish within
the ACT.

- Strategic Plans for Street Lighting and Community Paths: Strategic plans for street lighting and community paths in the ACT have been prepared to support the future capital upgrade and recurrent maintenance plans. A stand alone Executive Summary of the Roads ACT Asset Management Plan has been prepared, which provides a snapshot of roads and associated assets, levels of service, condition and financial management.
- Asset Management Plan for Urban Trees:
 An economic valuation of the environmental services provided by Canberra's urban forest was commissioned from the Australian National University. This will be integrated with the Urban Trees Asset Management Plan to develop a strategic approach to the renewal of the urban forest.
- Integrated Asset Management System: A staged implementation of the new integrated asset management system (IAMS) is currently underway. The core capabilities of this system will include an asset register with Geographic Information System interface and asset condition monitoring.

Office Accommodation

The following information is provided for the 2004-05 financial year:

 Office Utilisation: As at 30 June 2005, the department's 727 office employees occupied useable office are of 11,342 m2 at nine locations. Accommodation usage was 15.6 m2 per employee in 2004-05 compared to 15.5m2 per employee in 2003-04. Office Operating Costs: Operating costs for the year totalled \$3.802 million. This was a minor increase on the previous year's cost of \$3.674m. The increase in operating costs along with the net effect of the decrease in office staff due to the transfer of Environment ACT and artsACT to the Chief Minister's Department offset by the inclusion of Fyshwick and Mitchell depots, has resulted in accommodation costs per employee of \$5,230 for 2004-05 compared with \$4,680 for the previous year.

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Department of Urban Services 2004-05 Departmental Capital Works Program

Project	Proposed Completion Date	roject Cost Original Project Value \$'000	Revised Project Value \$'000	Prior Years Expend \$'000	2004-05 Expend \$'000	Total Project Expend \$'000	
Net Works	 						
Roads ACT							
Pialligo Avenue Upgrade (Morshead Drive to the Airport)	Jun-06	5,000	5,000	0	144	144	
Heavy Vehicle Routes Bridges Upgrading Stage 5	Oct-05	1,500	1,500	0	903	903	
Community Paths - Rehabilitation	Sep-05	700	700	0	616	616	
Residential Street Improvements	Jul-05	500	500	0	446	446	
Traffic Lights Upgrades	Oct-05	250	250	0	134	134	
Road Safety Improvements	Oct-05	300	300	0	228	228	
Traffic Management at Schools	Aug-05	150	150	0	53	53	
Forward Design							
Majura Parkway	Jun-06	1,500	1,500	0	400	400	
Lake Burley Griffin water	Aug-05	80	80	0	41	41	
quality enhancement							
Kings Highway	Jul-05	50	50	0	0	0	
		10,030	10,030	0	2,965	2,965	
Roads to Recovery Program							
Sealing Boboyan Road	Apr-06	1,200	100	0	98	98	
		1,200	100	0	98	98	
ACT NoWaste							
Hume Resource Recovery Estate Development	Nov-05	800	800	0	579	579	
MNW Parkwood Road Recycling Estate Environmental Compliance	Sep-05	120	120	0	53	53	
		920	920	0	631	631	
				annualrep	ort UrbanSer	vices 115	

Project	Froposed Completion Date	Project Cos Original Project Value \$'000	Revised Project Value \$'000	Prior Years Expend \$'000	2004-05 Expend \$'000	Total Project Expend \$'000	
Net Works							
Property							
North Building Refurbishment	Dec-05	642	642	0	127	127	
MNW - Grant Cameron Community Centre	e Sep-05	250	300	0	180	180	
MNW - Yarralumla Nursery - Zero run-off	Sep-05	220	220	0	63	63	
water recycling							
		1,112	1,162	0	370	370	
Canberra Urban Parks and Places							
Landscape Upgrade Program 04/05	Jul-05	350	350	0	345	345	
Pest willow removal along Molonglo River	Dec-05	150	150	0	80	80	
		500	500	0	425	425	
Libraries Information Management							
Belconnen Library Refurbishment - Stage	1 Sep-05	241	241	0	155	155	
Civic Library Refurbishment	Jun-05	300	300	0	294	294	
		541	541	0	449	449	
Public Transport							
Forward Design							
Woden Master Plan - Relocation of							
Bus Interchange	Apr-06	400	400	0	191	191	
Ellenborough Street Bus Lay-By	Jul-05	150	150	0	130	130	
Financial and Economic Business Case							
Real Time Information System at Bus Interchang	es Sep-05	100	100	0	30	30	
		650	650	0	351	351	
City Services							
International Arboretum	Jun-08	10,000	10,000	0	401	401	
		10,000	10,000	0	401	401	
Total New Works		24,953	23,903	0	5,690	5,690	

Project (Propo Comple [sed	roject Cos Original Project Value \$'000	Revised Project Value \$'000	Prior Years Expend \$'000	2004-05 Expend \$'000	Total Project Expend \$'000	
Works in Progress (WIP)								
Roads ACT								
Neighbourhood Improvements	Auç	g-05	3,000	650	50	559	609	
Traffic Route Lighting	Au	g-05	350	350	21	313	334	
			3,350	1,000	71	872	943	
Land Development Infrastructure								
Gungaderra Creek Stormwater Infrastructure Stage 1	Oc	t-05	1,000	1,000	129	432	561	
Amaroo Infrastructure Stage 3	Sep	o-05	1,500	1,500	42	989	1,031	
Forde/Bonner Infrastructure	Oc	t-05	200	200	17	169	186	
Flemington Road Retardation Basin	•	o-05	170	170	79	54	133	
Lawson Infrastructure Stage 1 (Design)	Au	g-05	220	220	125	78	203	
			3,090	3,090	392	1,721	2,113	
Traffic Congestion and Road Safety Improv	vement	Progi	ram					
Gungahlin Drive Extension (including Caswell Drive and Glenloch Interchange Upgrade)	Fel	o-08	53,000	70,000	7,013	8,670	15,683	
Fairbairn Avenue Upgrade	No	v-05	8,000	9,700	41	8,138	8,179	
			61,000	79,700	7,054	16,808	23,862	
Roads to Recovery Program								
Sutton Road Upgrade (Yass Rd to NSW Border)	Oc	t-05	4,600	5,700	196	5,367	5,563	
On-Road Cycling Facilities (Woden Valley)	Ju	ıl-05	600	650	40	576	616	
			5,200	6,350	236	5,943	6,179	
Waste Management								
Mugga Lane Landfill Disposal Cell - Stage	2 Oc	t-05	2,400	2,400	0	1,453	1,453	
			2,400	2,400	0	1,453	1,453	

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Project	Proposed	roject Cos Original	t Revised	Prior	2004-05	Total
	Completion Date	Project Value \$'000	Project Value \$'000	Years Expend \$'000	Expend \$'000	Project Expend \$'000
Works in Progress (WIP)						
Public Transport						
Forward Design						
Belconnen Town Centre Bus Interchange	Dec-05	60	60	18	16	34
Libraries and Information Management				10		
Kippax Library	Aug-05	2,500	3,500	300	2,305	2,605
		2,500	3,500	300	2,305	2,605
Property						
Moore Street Health Building Level 5 Refurbishment	Jun-06	845	845	100	267	367
	Juli-06	845	845	100	267	367
Total WIP		78,445	96,945	8,171	29.385	37,556
			00,000			0,,000
Completed Projects Projects Financially Complete						
Roads ACT						
Neighbourhood Improvements	Cancelled	1,000	200	0	0	0
Kingston SW Augmentation Stage 3	Jun-05	600	600	0	600	600
Arterial Road Barriers Stage 2	May-05	350	350	0	350	350
Streetlighting	May-05	250	250	0	250	250
Arterial Roads Lighting	Jun-05	300	300	0	300	300
Lake Ginninderra Dam Protection Measure	es Oct-04	1,000	1,250	379	871	1,250
Kingston Foreshore Stormwater Augmentation Stage 2	Dec-04	1,100	1,100	401	699	1,100
Aikman Drive Ext to Eastern Valley Way	Feb-05	1,800	1,800	259	1,541	1,800
On Road Cycling - Woden to Dickson	Nov-04	2,500	2,736	2,019	717	2,736

		Pi	roject Cost	t				
Project	Propo		Original	Revised	Prior	2004-05	Total	
C	comple	tion	Project	Project	Years	Expend	-	
		Date	Value	Value	Expend	\$'000	Expend	
			\$'000	\$'000	\$'000		\$'000	
Completed Projects								
Projects Financially Complete								
Heavy Vehicle Routes Bridges Upgrading Stage 4	Ded	c-04	2,000	2,000	921	1,079	2,000	
Crime Prevention - Street Lighting	Ар	r-05	1,000	1,000	640	360	1,000	
Armour Cable Replacement	Nov	/-04	750	750	54	696	750	
Bikepath and Footpath Rehabilitation	Aug	g-04	500	500	403	97	500	
Traffic Management Measures	Jur	า-04	1,500	1,800	1,786	14	1,800	
Traffic Light Upgrades	Ар	r-05	250	250	205	45	250	
Bike Path - Gungahlin to City	Aug	g-04	100	300	89	211	300	
Forward Design								
MNW - Bridge Assessment Program (forwa	rd des	ign)Ju	ıl-04 250	250	206	44	250	
			15,250	15,436	7,362	7,874	15,236	
Traffic Congestion and Road Safety Improve	ement	Progr	am					
Morshead Dr / Pialligo (to the airport)	Ар	r-05	4,000	3,750	3,337	413	3,750	
Athllon Drive (Drakeford Dr to Isabella Dr)	Sep	o-03	11,000	10,250	10,219	31	10,250	
Majura Road - Upgrade of Existing Road	Nov	/-03	3,200	3,200	3,101	98	3,199	
Barton Highway (Federally Funded)	Sep	o-03	19,000	19,500	19,369	21	19,390	
			37,200	36,700	36,026	563	36,589	
ACT NoWaste				1				
Mugga Lane Landfill Disposal Cell - Stage	1 May	v-05	2,400	2,400	113	2,287	2,400	
- Stage	i ivia	y 00	2,400	2,400	113	2,287	2,400	
Canberra Urban Parks and Places			2,100	2, 100	110	2,207		
Campena Orban Faiks and Flaces								
City Walk West Stage 1	Jur	า-05	1,270	1,270	0	1,270	1,270	
Holt Shopping Centre Upgrade	Jur	า-05	900	900	0	900	900	
Playground Safety Program 04/05	Feb	0-05	500	500	0	500	500	
Neighbourhood Street and park tree replacement program	Ма	r-05	350	350	0	350	350	
City Rangers vehicle compound	Feb	o-05	250	250	0	250	250	
					annualrep	ort UrbanSer	vices 119	
					1	1 I I I I I		

Project	Proposed Completion Date	Project Cos Original Project Value \$'000	Revised Project Value \$'000	Prior Years Expend \$'000	2004-05 Expend \$'000	Total Project Expend \$'000
Completed Projects Projects Financially Complete						
Yarralumla Creek Restoration	Feb-05	144	144	0	144	144
Bible Lane Refurbishment	Mar-05	500	500	30	470	500
Landscape Upgrade Program	Aug-04	500	500	253	247	500
Holder Shops Refurbishment	Aug-04	500	484	449	35	484
Higgins Precinct Refurbishment	Oct-03	850	849	840	9	849
Honour Walk	Sep-03	315	307	292	15	307
Kambah Village Refurbishment	Aug-03	1,400	1,400	1,382	19	1,401
Public Toilets Refurbishment and Safety Upgrade	Nov-04	400	400	384	11	395
Woden Town Centre	Aug-03	500	600	590	7	597
Precinct Refurbishment - Three Shopping Centres	Dec-03	300	196	184	12	19
University Gateway	Dec-03	150	87	87	0	87
Precinct Refurbishment - Three Shopping Centres	Jun-04	250	132	132	0	132
Forward Design						
Harrison district playing fields and pavilio	n May-05	250	250	0	250	250
		9,329	9,119	4,623	4,489	9,112
Sport and Recreation						
Facilities Improvement Program 2004-05	Jun-05	1,000	1,000	0	1,000	1,000
Facilities Improvement Program 2003-04	Oct-04	1,000	1,000	854	146	1,000
New Filtration System - Tuggeranong Lakeside Leisure Centre	Jul-04	220	1,122	1,074	48	1,122
Forward Design						
Civic Pool - permanent enclosure and refurbishment	Jun-05	70	70	0	70	70
		2,290	3,192	1,928	1,264	3,192

Project	Propos		roject Cost Original	Revised	Prior	2004-05	Total	
1.0,000	Complet		Project	Project	Years	Expend		
	D	ate	Value	Value	Expend	\$'000	Expend	
			\$'000	\$'000	\$'000		\$'000	
Completed Projects								
Projects Financially Complete								
Public Transport								
2004-05 Minor Engineering Works	May-	-05	340	340	0	340	340	
Bicycle Racks on ACTION Buses	Cancel	led	345	345	0	0	0	
Accessible Public Transport Facilities	May-	-05	200	200	0	200	200	
Belconnen/Tuggeranong Parking	Mar-	-04	1,120	2,115	1,805	310	2,115	
2003-04 Minor Engineering Works	Jun-	-04	100	100	87	13	100	
Bus Priority Measures	Aug-	-04	50	50	18	32	50	
Forward Design								
Bus Priority Measures - Northbourne Ave	Aug-	-04	40	32	7	25	32	
			2,195	3,182	1,917	920	2,837	
Land Development Infrastructure								
NANDAL NASSESSA NESSA NASSESSA	NI	0.4	000	000	447	00	000	
MNW - Minor New Works	Nov-		200	200	117	83	200	
East O'Malley Infrastructure	Jun-		200	200	195	5	200	
SW Infrastructure - North Watson	Jun-		90	90	38	52	90	
Amaroo North Infrastructure - Stage 3	Apr-		100	99	94	5	99	
Belconnen Town Centre Infrastructure (Feasibility Study)	Apr-	-04	80	77	77	0	77	
Gundaroo Drive Extension into Forde	Cancel	led	50	2	0	2	2	
William Slim Dr and Barton Hwy Retardation Basins	Sep-	-04	60	76	65	11	76	
Cohen Street Belconnen	Aug-	-04	200	200	32	168	200	
			980	944	618	326	944	
Property								-
Moore Street Health Building								
Replacement of Roof Membrane	Cancel	led	330	0	0	0	0	
MNW - North Curtin ESB Boiler Upgrade	Jun-	-04	80	141	141	0	141	
Make Good GIO House	Jun-	-04	626	706	706	0	706	
MNW - Callam Offices Upgrade	Jun-	-04	100	175	175	0	175	
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					annuairep	ort UrbanSer	vices 121	

Project	Proposed Completion Date	roject Cos Original Project Value \$'000	Revised Project Value \$'000	Prior Years Expend \$'000	2004-05 Expend \$'000	Total Project Expend \$'000	
Completed Projects Projects Financially Complete							
Property							
MNW - Energy Savings Initiatives	Sep-04	200	177	168	9	177	
MNW - General	Sep-04	200	290	263	27	290	
MNW - Magistrates Court Rectifications	May-05	240	240	111	126	237	
MNW - Gold Creek Homestead	Mar-05	250	70	0	70	70	
MNW - Energy Efficiency Improvements	Feb-05	200	200	0	200	200	
MNW - Improved Fire, Electrical Services	May-05	0	130	0	130	130	
		2,226	2,129	1,564	562	2,126	
Projects Financially Complete		71,870	73,102	54,151	18,285	72,436	
Projects Physically but not Financially Co	mplete						
Roads ACT							
Armour cable replacement	Jun-05	250	250	0	201	201	
		250	250	0	201	201	
Traffic Congestion and Road Safety Impro	ovement Prog	ram					
Horsepark Dr (Gundaroo Dr / Federal Hig	ıhway) Feb-04	7,000	10,230	10,178	(124)	10,054	
		7,000	10,230	10,178	(124)	10,054	
Total Projects Physically but not Financial	ly Complete	7,250	10,480	10,178	77	10,255	
Total Completed Projects		79,120	83,582	64,329	18,362	82,691	
Grand Total		182,518	204,430	72,500	53,438	125,938	



Urban Services makes use of contractors in providing services to the community. The tables beginning on page 127 list the contractors used in providing those services during 2004-05. The process employed in the selection and management of contractors during the year was consistent with the ACT Government Purchasing Manual as well as Achieving Best Value for Money and Effective Use of Consultants in the ACT Public Service. The major variance in the use of contractors during the year relates primarily to the full year impact of the transfer of Facilities Management and Road Maintenance business units from Totalcare Industries to the Department, the continuation of post-bushfire recovery works and drought relief works undertaken throughout the Territory. Professional services for building and other capital works and contractors are included in the Capital Works Management report on page 115.

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Government Contractual Debt (Interest)

The Government Contractual Debts (Interest) Act 1994 requires ACT government agencies to pay interest on all overdue payments to suppliers of goods, services and works.

The Act applies to all agencies and statutory authorities and any company that is controlled by an agency or statutory authorities and any company that is controlled by an agency or statutory authority. No payments were made under the Act during the year.

The Government Contractual Debts (Interest) Act 1994 applies to all contracts entered into by the department during the year.

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Contractor Services (Greater than \$15,000)

The department makes extensive use of contractors in providing services to the community. The following lists the significant contractors used in providing those services. Building and other capital works professional services and other contractors are included in the costs of Capital Works Management Report, reported on page 115. The process used to select and manage contractors was consistent with the ACT Government Purchasing Manual and Achieving Best Value for Money and the Effective Use of Consultants in the ACT Public Service.

Business Unit	Contractor	Description	Approval Date	Actual Expenditure
Output Class 1 - Mun	icipal Services			
Customer Services and Information	Access Testing Centre	Usability and accessibility to	esting Apr - 04	\$16,170
Customer Services and Information	Acumen Alliance	Implementation and support services for the Integrated Document Management Sy		\$567,819
Customer Services and Information	Adecco	Contract labour hire	Jul - 04	\$29,967
Customer Services and Information	AUSDOC Information Management Pty Itd	Record sentencing services	3 Jul - 04	\$55,532
Customer Services and Information	Belconnen Community Services	Delivery of courses for wom in the ACT	nen May - 03	\$24,586
Customer Services and Information	Chandler McLeod Group	Call centre contract staff	Jul - 04	\$47,255
Customer Services and Information	Chubb Security Services	Cash delivery and collection services	n Mar - 02	\$91,260
Customer Services and Information	CiTR Pty Ltd	Development, implementati support of the ACT governr Portal and whole of governr search facility	nent	\$188,423
Customer Services and Information	CSC - Computer Science Corporation	rego.act contract services	Mar - 01	\$188,554
Customer Services and Information	CSC - Computer Science Corporation	Transport Regulation Inform Processing System (TRIPS) replacement project		\$44,057
Customer Services and Information	Continuum Services Pty Ltd	Support services for rego. a	act Jul - 04	\$52,135
Customer Services and Information	Digital Lucidia	Scanning and file creation s	services Jul - 04	\$16,419
Customer Services and Information	Effective People	Contract labour hire	Nov - 99	\$1,650,153
Customer Services and Information	Empire Cleaning Services	Cleaning of ACT public libra	aries Jan - 04	\$150,607
Customer Services and Information	Hays	Contract labour hire	May - 03	\$150,919

Business Unit	Contractor	Description	Approval Date	Actual
				Expenditure
Customer Services and Information	Human Solutions Pty Ltd	ACT Government Entry Point – service enhancement - design	Nov - 04	\$81,727
Customer Services and Information	Index Consulting	Provision of project management services – rego.act BPAY project	Nov - 04	\$111,341
Customer Services and Information	Information Builders Pty Ltd	rego.ACT contract services	Jul - 04	\$92,455
Customer Services and Information	Informed Sources Pty Ltd	Contract labour hire	Jul - 04	\$694,199
Customer Services and Information	Lynn Farkas Information Services Pty Ltd	Contract labour hire	Jul - 04	\$53,486
Customer Services and Information	Market Solutions	Canberra Connect – market research services	Nov - 04	\$17,459
Customer Services and Information	Moore Contracting Services	Project management services for Transport Regulation Information Processing System	Mar - 99	\$162,661
Customer Services and Information	Moore Contracting Services	Project management services for whole of government receipting project	Feb - 05	\$62,163
Customer Services and Information	Multiscreen Channel Pty Ltd	Multiscreen channel communication system	Jul - 04	\$88,880
Customer Services and Information	National Information and Library Services	Usability and accessibility testing	Apr - 04	\$48,565
Customer Services and Information	Objective Corporation Ltd	Assistance with the implementation of Integrated Document Management System	Oct - 03	\$444,422
Customer Services and Information	Opticon Australia	Project management services – Integrated Customer Support Tools (Stage 4)	Jul - 04	\$136,453
Customer Services and Information	Paxus	rego.act contract services	Jul - 04	\$50,922
Customer Services and Information	Qirx Pty Ltd	Implementation of ACT Government Online Bookings and Reservations System – Pilot (Phase 1)	May - 04	\$63,207
Customer Services and Information	Sinclair Knight Mertz	ACT node to the Australian Spatial Data Directory	Feb - 05	\$55,644
Customer Services and Information	Smalls Recruiting Pty Ltd	Online and call centre contract staff	Jul - 04	\$279,289
Customer Services and Information	Specialised Vehicle Manufacture Pty Ltd	Design, fit-out and fully equip two mobile library vehicles	May - 04	\$278,681
Customer Services and Information	Telstra Corporation Limited	After hours call handling services	Mar - 04	\$85,020
Customer Services and Information	Train.2.work	Provision of Digital Divide training services	Jul - 04	\$56,024
Customer Services and Information	Verossity Pty Ltd	Supply of contract labour	Jul - 04	\$160,024
Roads ACT	ACTEWAGL	Dam safety and surveillance services	Jul - 04	\$133,095
Roads ACT	ACTEWAGL	Stormwater inspections and maintenance	Jul - 03	\$3,596,258

Business Unit	Contractor	Description	Approval Date	Actual Expenditure
Roads ACT	ACTEWAGL	Street light operation and maintenance	Jul - 03	
Roads ACT	ARK Solutions (Aust) Pty Ltd	Infrastructure asset management services	Jul - 04	\$270,575
Roads ACT	Beemak Enterprises	Rural roads regional maintenance	Jul - 04	\$121,755
Roads ACT	Belmadah Pty Ltd	Provision of engineer services	Jul - 04	\$58,719
Roads ACT	Boral Construction Materials Group Ltd	Thin open graded asphalt surfacing of roads	Jul - 04	\$363,942
Roads ACT	Brown Consulting (Aust) Pty Ltd	Roads maintenance works	Jul - 04	\$155,474
Roads ACT	Burgess Horticultural Services	Rural Roads vegetation spraying and grass slashing	Jul - 04	\$118,708
Roads ACT	Caradoc Lic Pty Ltd	Provision of civil draftsman services	Jul - 04	\$65,478
Roads ACT	Clarke & Di Pauli Pty Ltd	ACT Traffic Control Device (TCD) Inventory Validation Project	Jul - 03	\$262,587
Roads ACT	Coffey Geosciences Pty Ltd	Maintenance works	Jul - 04	\$47,998
Roads ACT	Connell Wagner Pty Ltd	Maintenance works	Jul - 04	\$25,459
Roads ACT	CSP Landscaping Pty Ltd	Landscape maintenance works	Jul - 04	\$18,162
Roads ACT	Dale & Hitchcock Civil Engineering & Landscaping	Maintenance, post fire recovery and tree removal and stabilisation works	Jul - 04	\$2,751,248
Roads ACT	De Neefe Signs Pty Ltd	Guide sign replacement program	Jul - 04	\$177,262
Roads ACT	Ecowise Environmental Pty Ltd	Jerrabomberra Creek and Molonglo River flood studies and stream gauge monitoring	Jul - 04	\$262,832
Roads ACT	Ecowise Services	Traffic signal and streetlights maintenance	Jul - 03	\$701,605
Roads ACT	Effective People Pty Ltd	Infrastructure asset management services	Jul - 04	\$49,753
Roads ACT	Elmar Drafting Services	Provision of engineering services	Jul - 04	\$160,407
Roads ACT	Emoleum	Road patching and overlay services	Jul - 04	\$2,267,163
Roads ACT	ETM Placements Pty Ltd	Provision of technical and engineer services	Jul - 04	\$121,680
Roads ACT	Exor Corporation Pty Ltd	Implementation of the Integrated Asset Management System	Jan - 03	\$518,394
Roads ACT	Ferpau Pty Ltd	Provision of specialist engineering services	Jan - 05	\$42,168
Roads ACT	GD Samaritan Service	Maintenance works	Jul - 04	\$52,580
Roads ACT	Guideline (ACT) Pty Ltd	Bridge joint repair program	Jul - 04	\$116,985
Roads ACT	Hawkec Pty Ltd	Maintenance works	Jul - 04	\$445,231
Roads ACT	Hays	Provision of financial services	Jan - 05	\$30,077
Roads ACT	ITEC Pty Ltd	Provision of engineering services	Jul - 04	\$372,826
Roads ACT	Kylayne Pty Ltd	Provision of technical and engineer services	Jul - 04	\$69,671
Roads ACT	Lines Signs & Pavements Pty Ltd	Maintenance works	Jul - 04	\$404,750

Business Unit	Contractor	Description	Approval Date	Actual Expenditure
Roads ACT	Lyons Consulting Engineers	Maintenance works	Jul - 04	\$152,466
Roads ACT	McKenzie Group (Aust) Pty Ltd	Provision of civil draftsman services	Jul - 04	\$78,794
Roads ACT	Northrop Engineers Pty Ltd	Streetlighting maintenance contract	Jul - 03	\$380,206
Roads ACT	Palerang Council	Maintenance works	Jul - 04	\$147,839
Roads ACT	Patches Asphalt	Maintenance works	Jul - 04	\$92,348
Roads ACT	Roads & Traffic Authority of New South Wales	Road crack testing and reporting	Jan - 04	\$23,650
Roads ACT	Roads & Traffic Authority of New South Wales	Scrim testing and reporting	Jul - 03	\$24,041
Roads ACT	Roads & Traffic Authority of New South Wales	Tharwa Bridge works	Jul - 04	\$90,724
Roads ACT	SMEC Australia Pty	Investigate, design and prepare tender documentation for bridge maintenance program	Jul - 03	\$56,679
Roads ACT	SOS Recruitment	Provision of financial and administrative services	Jul - 04	\$149,706
Roads ACT	Spotless Services Aust Ltd	Minor works and bus interchange maintenance	Jul - 03	\$198,655
Roads ACT	Strawbale Developments	Infrastructure asset management services	Sep - 04	\$58,661
Roads ACT	Wizard Personnel and Office Services Pty Ltd	Provision of technical services	Jul - 04	\$37,742
ACT NOWaste	Canberra Sand & Gravel Pty Limited	Organic waste receipt and processing at Belconnen Landfill and Mitchell	Oct - 02	\$296,371
ACT NOWaste	Canberra Sand & Gravel Pty Limited	Provision of greenwaste receipt and processing at Mitchell	Jul - 04	\$190,909
ACT NOWaste	Canberra Sand & Gravel Pty Limited	Provision of greenwaste receipt and processing at Parkwood	Jul - 04	\$94,480
ACT NOWaste	Cleanaway	Provision of domestic waste and recycle materials collection services	Apr - 03	\$7,084,029
ACT NOWaste	Corkhill Brothers Sales Pty Ltd	Provision of greenwaste receipt & processing at Mugga Landfill	May - 01	\$378,694
ACT NOWaste	Ecowise Environmental Pty Ltd	Environmental monitoring at landfill sites	Jul - 04	\$23,784
ACT NOWaste	Global Remarke	Computer recycling	Jul - 04	\$26,407
ACT NOWaste	Hays	Contract staff	Jul - 04	\$65,711
ACT NOWaste	Spherion Recruitment	Supply of technical and administration services	Jul - 04	\$76,405
ACT NOWaste	Summit Commercial	Repairs to recycling centres	Jul - 04	\$20,365
ACT NOWaste	Thiess Services Pty Ltd	Operation of Mugga Land Landfill and Mitchell Resource Management Centre	Nov - 00	\$2,520,179
ACT NOWaste	URS Australia	Review of the development control code	Jul - 04	\$35,100
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Business Unit	Contractor	Description	Approval Date	Actual Expenditure
ACT NOWaste	Westaff Aust Pty Ltd	Contract staff	Jul - 04	\$24,321
Canberra Urban Parks & Places	Allstaff Aust Pty Ltd	Provision of policy advice, data collection, performance monitoring and fire management services	Jul - 04	\$24,980
Canberra Urban Parks & Places	BellarineTree Services Pty Ltd	Removal of urban pines, fire damaged and dead trees	May - 05	\$179,042
Canberra Urban Parks & Places	Bestime Party Hire	'round town program	Jul - 04	\$40,822
Canberra Urban Parks & Places	Bolans Tree Service Pty Ltd	Removal of drought affected trees	May - 05	\$77,000
Canberra Urban Parks & Places	Burgess Horticultural Services	Removal of woody weeds and dead timber from Yarralumla Creek	Jul - 04	\$20,047
Canberra Urban Parks & Places	Canberra Horticultural Maintenance	Graffiti removal from public and private assets	Jul - 04	\$205,096
Canberra Urban Parks & Places	Canberra Horticultural Maintenance	Provision of cleaning and horticultural services	Jul - 04	\$1,575,466
Canberra Urban Parks & Places	Canberra Locksmiths	Security at sportsgrounds	Jul - 04	\$31,478
Canberra Urban Parks & Places	Canberra Olympic Pool	Maintenance of swimming pool facilities	Jul - 04	\$82,076
Canberra Urban Parks & Places	Canberra Sand & Gravel Pty Ltd	Post-fire recovery works - Regreening Canberra	May - 05	\$17,596
Canberra Urban Parks & Places	Canberra United Landscapers	Tuggeranong Pool forecourt maintenance	Sep - 04	\$40,570
Canberra Urban Parks & Places	Capital Weed Control	Lake maintenance services, environmental weed control and treatment of ants, termites, bees and wasps etc.	Apr - 04	\$327,767
Canberra Urban Parks & Places	CQS Australia	Fire fuel reduction	Dec - 04	\$23,680
Canberra Urban Parks & Places	Dan & Dan Pty Ltd	Replanting round-a-bouts Northbourne and Pialligo Avenues	Jun - 04	\$108,899
Canberra Urban Parks & Places	Dan & Dan Pty Ltd	Tuggeranong model boat driver's stand	Dec - 04	\$18,457
Canberra Urban Parks & Places	Dickson Aquatic Centre	Swimming pool management services	Jul - 04	\$239,948
Canberra Urban Parks & Places	Dysetee Pty Ltd	Swimming pool management services	Aug - 04	\$135,796
Canberra Urban Parks & Places	Ecowise Services	Repairs and maintenance - sportsgrounds	Jul - 04	\$160,693
Canberra Urban Parks & Places	Effective People	Asset data collection services, sportsground and swimming pool management	Jul - 04	\$265,384
Canberra Urban Parks & Places	F-B Heavy Plant Sales & Services Pty Ltd	Dead tree removal	May - 05	\$59,430
Canberra Urban Parks & Places	Guideline ACT Pty Ltd	Power supply to Christmas Tree - Civic	Dec - 04	\$46,096
Canberra Urban Parks & Places	Image Analysis & Mapping Pty Ltd	Mapping of dog restricted zones & fuel management zones	Sep - 04	\$9,498

Business Unit	Contractor	Description	Approval Date	Actual Expenditure
Canberra Urban Parks & Places	Leisure Australia Inc.	Swimming pool management services - Canberra Olympic & Tuggeranong Lakeside	Jul - 04	\$342,393
Canberra Urban Parks & Places	Maad Communication	'round town program	Jul - 04	\$15,485
Canberra Urban Parks & Places	Mag Welding Services Pty Ltd	Repairs and maintenance of sportsgrounds	Aug - 04	\$60,774
Canberra Urban Parks & Places	Minchem (Canberra) Pty Ltd	Lake revitalisation program	Sep - 03	\$38,969
Canberra Urban Parks & Places	Mlakar Signs	Beach signs	May - 05	\$16,234
Canberra Urban Parks & Places	National Capital Authority	Microbiological Examination of Lake Burley Griffin waters	Jan - 05	\$8,800
Canberra Urban Parks & Places	Nick's Maintenance	Renovation of domestic animal dog pound - Symonston	Jul - 04	\$28,655
Canberra Urban Parks & Places	P & J Nott	Fire hazard reduction works	Feb - 05	\$41,322
Canberra Urban Parks & Places	Park Management Systems	Asset and tree management system development and routine database development	Sep - 03	\$31,980
Canberra Urban Parks & Places	Pastures Rural Centre	Fire fuel reduction program	Dec - 04	\$17,018
Canberra Urban Parks & Places	Quadrate Solutions	Provision of financial services	Jul - 04	\$67,425
Canberra Urban Parks & Places	Re-Gen Industries Pty Ltd	Processing of green waste	Aug - 04	\$39,061
Canberra Urban Parks & Places	Sapphire Coast Tree Services	Lake maintenance services and post-fire recovery works including fire fuel management and removal of trees	Aug - 04	\$274,550
Canberra Urban Parks & Places	Spherion Recruitment Solutions Pty Ltd	Provision of asset information systems development	Aug - 04	\$31,297
Canberra Urban Parks & Places	Spotless Group Limited	Provision of cleaning and horticultural services	Jul - 04	\$2,359,961
Canberra Urban Parks & Places	Techni-Clean Australia Pty Ltd	Graffiti removal from public and private assets	Jul - 04	\$463,972
Canberra Urban Parks & Places	Tuggeranong Leisure Centre	Repairs and maintenance of swimming pools	Jul - 04	\$39,285
Canberra Urban Parks & Places	Wargeila Pty Ltd	Provision of financial services	Jul - 04	\$83,847
Canberra Urban Parks & Places	Westaff Aust Pty Ltd	Asset maintenance services	Jul - 04	\$164,333
Canberra Urban Parks & Places	Woodpecker Tree Services	Removal of dead trees	May - 05	\$62,250
City Management Executive	One Umbrella	Record management services	Apr - 04	\$88,804
Office of the Chief Executive	Benchmarking Plus	Development of benchmarks for service delivery	Oct - 04	\$78,256

Business Unit	Contractor	Description		Approval Date	Actual Expenditure	
Office of the Chief Executive	Global Foresight Network	Strategic change	facilitation	Jan - 05	\$25,826	
Office of the Chief Executive	Hansen and Searson	Executive recruitn	nent	Apr - 04	\$17,852	
Office of the Chief Executive	HLB Mann Judd	Review of Urban S		Sep - 04	\$53,696	
Corporate	6A PTY LTD	Business planning benchmarking se		Sep - 04	\$61,455	
Corporate	Acumen Alliance	Internal audit serv	rices	Sep - 02	\$111,845	
Corporate	Equine Recovery Services	Financial and cor planning services		Oct - 04	\$123,565	
Corporate	Excelerated Consulting	Implementation o management sys	f internal budge	et Jan - 03	\$40,389	
Corporate	Hudson Global Resources (Aust) Pty Ltd	Provision of legal staff		Jul - 04	\$170,563	
Corporate	Information Management and Review	Financial and acc	ounting service	es Sep - 04	\$69,634	
Corporate	Kelly Parkinson	Crisis & Risk Com Seminar	nmunications	Feb - 05	\$22,688	
Corporate	KPMG	Compilation of 20	05 FBT Return	Apr - 05	\$17,805	
Corporate	Latemore & Associates	Leaders of the Fu	ture Program	May - 03	\$38,963	
Corporate	OSA Group	Employee Assista	ance Program	Oct - 03	\$28,110	
Corporate	PricewaterhouseCoopers	Internal audit serv	rices	Sep - 02	\$137,705	
Corporate	RB & R Daintree Pty Ltd	Supply and install	security syster	n Aug - 04	\$27,250	
Corporate	RPR Consulting	Women's Develop		Mar - 05	\$27,000	
Corporate	SOS Recruitment	Provision of finance administrative support		Jul - 04	\$65,199	
Corporate	Walter Turnbull	Internal audit serv		Sep - 02	\$140,279	
	Other Contractors	Below reporting th	nreshold		\$651,174	
Output Class 2 - Trai	nsport					
Road Transport	Dallarooma	Rural School Bus	Service	Jan - 05	\$24,190	
Road Transport	Freebott Pty Ltd	Provision of the R to non school app Ready Plus Cours	olicants & Road		\$38,300	
Road Transport	Kayboa Pty Ltd	Rural School Bus	Service	Jan - 05	\$15,567	
Road Transport	Keir's of Canberra Charter Coaches	Rural School Bus	Service	Jan - 05	\$143,897	
Road Transport	Ned Noel Software	Provision of IT ser	vices	Jul - 04	\$21,552	
Road Transport	Stay Upright Motorcycle Techniques	Motorcycle rider t	raining	Apr - 04	\$18,882	
Road Transport	Transborder Express	Rural School Bus	Service	Jan - 05	\$90,972	
Output Class 5 - Fee	e for Service					
ACT Records	Wizard Personnel and Office Services Pty Ltd	Contract labour h	ire	Jul - 04	\$15,880	

Business Unit	Contractor	Description	Approval Date	Actual Expenditure
City Services Administration	Hays	Contract labour hire	Jun - 05	\$99,933
City Services Administration	The Green & Green Group	Contract labour hire	Mar - 05	\$47,616
City Operations Executive	Assist Pty Ltd	Oracle Financials implementation	Jul - 04	\$35,000
City Operations Executive	Phillips Fox Lawyers	Traffic Camera Office - red light camera maintenance	Apr - 05	\$20,449
City Operations Executive	RB & R Daintree Pty Ltd	Security services	Jul - 04	\$24,624
City Rangers	Capital City Heavy Haulage	Pickup abandoned vehicles	Jul - 04	\$30,271
Domestic Animal Service	Lane Print Group	Dog registration mail outs	May - 05	\$17,518
Capital Linen Service	ACT Boiler and Burner Services	Upgrade of steam boilers	Dec - 04	\$15,900
Capital Linen Service	Centrex Technologies Pty Ltd	Business systems development and support services	Jul - 04	\$47,273
Capital Linen Service	Ensign Services (Aust) Pty Ltd	Laundering of linen	Jul - 04	\$121,775
CityScape Services	Adecco	Contract labour hire	Sep - 00	\$3,039,073
CityScape Services	Beemak Enterprises	Mowing services	May - 01	\$544,965
CityScape Services	Brindabella Irrigation	Irrigation repairs	Aug - 01	\$84,558
CityScape Services	Canberra Mower Service	Plant repair	Aug - 00	\$67,029
CityScape Services	Canscape	Stump grinding services	Jan - 04	\$102,726
CityScape Services	Capital City Heavy Haulage	Sportsground maintenance	Oct - 00	\$21,516
CityScape Services	Clearview	Mow/mulch services	Jul - 04	\$319,374
CityScape Services	CQS	Provision of temporary staff, quality assurance and plant hire services	Jul - 03	\$125,458
CityScape Services	Custom Made Landscapes	Floriade 2005 construction	Mar - 03	\$108,781
CityScape Services	Dabakala Pty Ltd	BBQ maintenance	Aug - 00	\$120,118
CityScape Services	Dale & Hitchcock Civil Engineering & Landscaping	Provision of water tanker	Jan - 05	\$41,080
CityScape Services	Deeble	Provision of water tanker	Jan - 05	\$34,227
CityScape Services	Devesfield	Irrigation repairs	Jul - 04	\$33,911
CityScape Services	Ecogrow Australia Pty Ltd	Scarab treatment	May - 03	\$19,14
CityScape Services	Gratory	Provision of water tanker	Jan - 05	\$52,552
CityScape Services	Heritage Seeds	Seed	Mar - 00	\$94,092
CityScape Services	Intech Industrial Technicians	Plant repair and maintenance	Sep - 00	\$280,425
CityScape Services	JT & NC Emery	Provision of water tanker	Jan - 05	\$35,312
CityScape Services	Kelly & Co	Supply and spread fertiliser	Oct - 00	\$82,803
CityScape Services	Koomarri Association	Horticultural maintenance	Jul - 00	\$201,284
CityScape Services	L Jenal	Mowing	Jul - 04	\$35,926
CityScape Services	MAG Welding Services	Welding & metal fabrication	Jul - 02	\$234,684
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Business Unit	Contractor	Description	Approval Date	Actual Expenditure
CityScape Services	McMahons Maintenance	Laying of turf	May - 02	\$201,120
CityScape Services	MIA Rural Services	Chemicals	Jun - 01	\$22,651
CityScape Services	Nuturf Pty Ltd	Chemicals	Jun - 01	\$107,154
CityScape Services	Out & About Landscaping	Floriade 2005 construction	Mar - 03	\$74,132
CityScape Services	Pine-gro Products	Tanbark	Jul - 03	\$78,478
CityScape Services	Rivervac	Lake weed removal	Jul - 04	\$17,949
CityScape Services	Safe Working Systems	Review of occupational health and safety in the workplace	Dec - 01	\$30,375
CityScape Services	Sapphire Coast Tree Services	Plant hire	Jul - 04	\$220,224
CityScape Services	SGS ICS	Quality assurance services	Jul - 03	\$16,176
CityScape Services	Sherrin Hire	Plant hire	Jul - 04	\$370,641
CityScape Services	SITA Environmental Solutions	Waste removal	Oct - 02	\$149,110
CityScape Services	Skilled Group Limited	Contract labour hire	Jun - 04	\$51,469
CityScape Services	Turf the Lot	Turf	May - 01	\$30,668
Facilities Management	A1 Construction	Building and maintenance services	Jun - 05	\$23,810
Facilities Management	Acme Roofing Industries	Roof works	Jul - 04	\$137,428
Facilities Management	ACT Boiler & Burner Services	Boiler and mechanical works	Jul - 04	\$154,931
Facilities Management	ACT Doorland	Door repairs and maintenance	Jul - 04	\$105,432
Facilities Management	ACT Electrics	Electrical Services	Jul - 04	\$204,058
Facilities Management		Fence replacement and repairs	Sep - 04	\$220,499
Facilities Management	ACT Tree Felling	Landscaping services	Jul - 04	\$61,730
Facilities Management	ACTEW AGL	Gas and electrical services	Jan - 05	\$17,886
Facilities Management	ADT Security	Security services	Jul - 04	\$85,321
Facilities Management	Advanced Technology Electrical Services	Electrical Services	Nov - 04	\$30,520
Facilities Management	Affinity Electrical Technologies	Electrical Services	Jul - 04	\$96,109
Facilities Management	ALKA Interiors	Building and maintenance services	Jul - 04	\$171,056
Facilities Management	Alpine Airconditioning & Electrical Contractors	Electrical services	Jul - 04	\$234,095
Facilities Management	Approved Electronics Communications Pty Ltd	Electrical services	Jul - 04	\$22,545
Facilities Management	Aris Building Services Pty Ltd	Building and Maintenance Services	Jul - 04	\$1,125,411
Facilities Management	Beaver Building Maintenance	Building and maintenance services	Jul - 04	\$260,681
Facilities Management	Bedford Carpentry	Building and maintenance services	Jul - 04	\$22,601
Facilities Management	Bellchambers Asbestos Removals	Asbestos removal	Jul - 04	\$40,851
Facilities Management	Benmax Pty Ltd	Heating/cooling repairs	Jul - 04	\$70,440
Facilities Management	Besam Australia	Door repairs and maintenance	Jul - 04	\$42,027
Facilities Management	BJ Gras	Building and maintenance services	Aug - 04	\$33,614
Facilities Management	Border Stainless Steel Pty Lt	Building and maintenance services	Jul - 04	\$253,924

Business Unit	Contractor	Description	Approval Date	Actua Expenditure
Facilities Management	Brindabella Plaster Linings	Building and maintenance services	Jul - 04	\$17,920
Facilities Management	Canberra Aluminium Windows & Doors	Window repair	Jul - 04	\$30,590
Facilities Management	Canberra Commercial Windows Pty Ltd	Window repair	Aug - 04	\$69,505
Facilities Management	Canberra Constructions	Building and maintenance services	Jan - 05	\$24,184
Facilities Management	1,7	Landscaping	Sep - 04	\$27,465
Facilities Management	Capital Electrical Services	Electrical services	Jul - 04	\$19,792
Facilities Management	Capital Territories Fencing	Fence replacement/repairs	Nov - 04	\$17,770
	Caprice Kitchens and Joinery	Building and maintenance services	Jul - 04	\$94,650
Facilities Management	Cercol Constructions Services Pty Ltd	Building and maintenance services	Jul - 04	\$231,462
Facilities Management		Plumbing repairs	Nov - 04	\$18,500
Facilities Management	Chubb Electronic Security Systems	Security services	Aug - 04	\$15,615
Facilities Management	Chubb Fire Safety Ltd	Fire and safety works	Jul - 04	\$373,24
Facilities Management	Classic Solutions	Asbestos removal	Dec - 04	\$129,48 ⁻
Facilities Management	Conservation Works Pty Ltd	Conservators	Oct - 04	\$23,773
Facilities Management	Control & Electric Pty Ltd	Electrical services	Jul - 04	\$176,34
Facilities Management	Dale & Hitchcock Civil Engineering & Landscaping	Landscaping	Sep - 04	\$15,348
Facilities Management	Dan & Dan Forestry Services Pty Ltd	Landscaping	Oct - 04	\$52,060
Facilities Management	Discount Tree Services ACT Pty Ltd	Landscaping	Jul - 04	\$59,243
Facilities Management	Dom's Painting Services	Painting services	Jul - 04	\$93,998
Facilities Management	Duncan's Plumbing Service Pty Ltd	Plumbing repairs	Sep - 04	\$27,809
Facilities Management		Building services	Sep - 04	\$107,720
Facilities Management	Ecowise Services (Australia) Pty Ltd	Waterworks	Jul - 04	\$189,959
Facilities Management	Existing Building Group Pty Ltd	Building and maintenance services	Jul - 04	\$204,74
Facilities Management	Facilities Maintenance Solutions	Building and maintenance services	Jul - 04	\$359,218
Facilities Management	Fred Palmer & Son Pty Ltd	Building and maintenance services	Jul - 04	\$18,46
Facilities Management	Future Floor Services Pty Ltd	Floor replacement and repairs	Jul - 04	\$19,850
Facilities Management	G G Plumbing	Plumbing repairs	Jul - 04	\$149,438
Facilities Management	Galeotti Building Services Pty Ltd	Building and maintenance services	Jul - 04	\$547,896
Facilities Management	Glendening Painting &	Painting services	Nov - 04	\$92,980

Business Unit	Contractor	Description	Approval Date	Actual Expenditure
Facilities Management	Haden Engineering	Mechanical works	Jul - 04	\$37,929
Facilities Management	Hans Van Deyk	Irrigation	Aug - 04	\$17,245
Facilities Management	Hawker Roofing	Roof works	Mar - 05	\$22,200
Facilities Management	Hays	Contract labour hire	Sep - 04	\$26,967
Facilities Management	Hirotec Technologies	Mechanical works	Feb - 05	\$69,207
Facilities Management	Hoods Carpet Court	Carpet replacement	Jul - 04	\$95,947
Facilities Management	Hutchings Roofing	Roof works	Jul - 04	\$47,856
Facilities Management	Hydro Industries Pty Ltd	Water treatment	Jul - 04	\$37,683
Facilities Management	Imperial Look	Fitout services	Jul - 04	\$108,125
Facilities Management	J & W Electrical Pty Ltd	Electrical Services	Jul - 04	\$24,206
Facilities Management	J and E Carpentry	Building and maintenance services	Jul - 04	\$194,059
Facilities Management	Jewell & Buckley Electrical	Electrical Services	Jan - 05	\$77,940
Facilities Management	King Air Pty Ltd	Heating/cooling repairs	Jul - 04	\$201,085
Facilities Management	L & D Dal Cortivo	Building and maintenance services	Jul - 04	\$46,514
Facilities Management	LC Hughes & Co Pty Ltd	Mechanical works	Jul - 04	\$83,785
Facilities Management	Leaves Away	Landscaping	Oct - 04	\$55,560
Facilities Management	Lighten Up Electrical	Electrical Services	Jul - 04	\$52,673
Facilities Management	Lines Signs and Pavement	Paving and landscaping services	Dec - 04	\$21,005
Facilities Management	Longley Mechanical Services	Mechanical works	Mar - 05	\$22,040
Facilities Management	M & D Konsul	Roof works	Sep - 04	\$181,992
Facilities Management	M & M Rolfe Cleaning Services	Cleaning services	Jul - 04	\$75,603
Facilities Management	Mag Welding Services	Building and maintenance services	Sep - 04	\$17,723
Facilities Management	Mal Hoy Bricklaying	Bricklaying	Oct - 04	\$37,970
Facilities Management	Manteena Pty Ltd	Roof works	Jun - 05	\$93,026
Facilities Management	Master Carpets ACT Pty Ltd	Carpet replacement	Jul - 04	\$299,370
Facilities Management	Masterbuilt Garages Pty Ltd	Building and maintenance services	Feb - 05	\$113,964
Facilities Management	Matelow Pty Ltd	Gutter cleaning & replacement	Jul - 04	\$232,479
Facilities Management	Matsari Holdings Pty Ltd	Painting services	Dec - 04	\$42,000
Facilities Management	McQuay Australia	Chiller repairs	Mar - 05	\$46,106
Facilities Management	Metal Design Pty Ltd	Structural and mechanical services	May - 05	\$31,500
Facilities Management	MTM Joinery	Joinery	Jul - 04	\$37,675
Facilities Management	National Capital Security & Fire Pty Ltd	Fire and safety works	Jul - 04	\$336,807
Facilities Management	National Fire Solutions Pty Ltd	Fire and safety works	Jul - 04	\$162,966
Facilities Management	National Fixing Pty Ltd	Building and maintenance services	Apr - 05	\$16,680
Facilities Management		Painting & Building repairs	Jul - 04	\$266,315
Facilities Management	P & A Sigismundi Carpentry	Building and maintenance services	Jul - 04	\$59,694
Facilities Management		Paving and landscaping	Jan - 05	\$30,863

Business Unit	Contractor	Description	Approval Date	Actual Expenditure
Facilities Management	Paul Abbey Constructions Pty Ltd	Building and maintenance services	Jan - 05	\$197,838
Facilities Management	Paul Smith	Building and maintenance services	Jul - 04	\$454,750
Facilities Management	Peter Ashley Electrical Services Pty Ltd	Electrical Services	Jul - 04	\$205,496
Facilities Management	Phase 4 Electrical	Electrical Services	Jul - 04	\$73,490
Facilities Management	Picasso Builders Pty Ltd	Building and maintenance services	Oct - 04	\$145,297
Facilities Management	Prestige Paving & Landscaping	Paving and landscaping	Jul - 04	\$187,370
Facilities Management	Prime ACT Pty Ltd	Paving and landscaping	Jan - 05	\$69,109
Facilities Management	Priority Trees Services	Landscaping	Sep - 04	\$79,270
Facilities Management	Programmed Maintenance Services Pty Ltd	Painting services	Feb - 05	\$18,946
Facilities Management	Q Commercial Carpets	Carpet replacement	Jul - 04	\$332,305
Facilities Management	Q M Control Pty Ltd	Building and maintenance services	Jul - 04	\$22,596
Facilities Management	Q-Max Pumping Systems	Pump services	Jul - 04	\$53,028
Facilities Management	Queanbeyan Sheetmetal Products	Building and maintenance services	Jul - 04	\$284,798
Facilities Management	Radmo Constructions Pty Ltd	Building and maintenance services	Jul - 04	\$1,237,215
Facilities Management	Ray McLaughlin Concreting	Concreting	Apr - 05	\$32,636
Facilities Management	RB & R Daintree Pty Ltd	Electrical services	Jul - 04	\$108,283
Facilities Management	Reclaim Industries Ltd	Waste management	Oct - 04	\$42,611
Facilities Management	Regional Bricklaying	Bricklaying	Jan - 05	\$60,445
Facilities Management	SAACKE Australia Pty Ltd	Boiler services	Feb - 04	\$77,000
Facilities Management	Scandia Flooring	Floor replacement/repair	Oct - 04	\$30,139
Facilities Management	Schiavello Commercial Int (ACT) Pty Ltd	Building and maintenance services	Jul - 04	\$337,200
Facilities Management	Schofield Fencing	Fence replacement/repairs	Aug - 04	\$17,443
Facilities Management	School Electrical Services	Electrical services	Jul - 04	\$18,585
Facilities Management	Serafin & Co. Glass	Glass work	Jul - 04	\$55,126
Facilities Management	Shane's Glass	Glass work	Jul - 04	\$91,870
Facilities Management	Simplex Canberra	Control services	Feb - 05	\$67,102
Facilities Management	Southern Cross Visual Communications	Data services	Jul - 04	\$19,880
Facilities Management	SPS Strategic Property Services	Building and maintenance services	Jul - 04	\$143,704
Facilities Management	Stain Busters Cleaning Systems ACT	Cleaning services	Jul - 04	\$62,706
Facilities Management		Bricklaying	Jun - 05	\$20,073
Facilities Management	· · · · · · · · · · · · · · · · · · ·	Pipe work and modifications	Sep - 04	\$152,576
Facilities Management	The Fitout Factory	Fitout services	Jul - 04	\$38,973
	ThyssenKrupp Elevator Aust. Pty Ltd	Lift repairs and maintenance	Jul - 04	\$109,648
Facilities Management		Building and maintenance services	Dec - 04	\$19,692
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Business Unit	Contractor	Description	Approval Date	Actual Expenditure
Facilities Management	Total Outdoor Living Concepts	Landscaping	Feb - 05	\$27,625
Facilities Management	Trane Australia	Mechanical works	May - 05	\$42,500
Facilities Management	VIP Lawnmowing Services	Landscaping	Nov - 04	\$18,336
Facilities Management	Westaff (Australia) Pty Ltd	Contract labour hire	Jul - 04	\$50,162
Facilities Management	Wilsons Floors Pty Ltd	Floor replacement/repair	Jul - 04	\$23,576
Facilities Management	WJ & L Cooper	Building and maintenance s	ervices Jul - 04	\$24,309
Facilities Management	Wormald Fire Systems	Fire and safety works	Jul - 04	\$261,473
Facilities Management	WR Engineering Pty Ltd	Building and maintenance s	ervices Jul - 04	\$20,986
Fire Management Unit	Allstaff Australis Pty Ltd	Contract labour hire	Jun - 05	\$130,064
Fire Management Unit	Blueline Plant Hire	Grader/Operator Hire	Apr - 05	\$79,346
	Thoravile Pastoral Co. Pty Ltd	Clear fire trails	Apr - 05	\$278,411
Parking Operations	Adecco	Contract labour hire	Jul - 04	\$50,100
Parking Operations	Chubb	Coin collections	Jul - 04	\$128,040
Parking Operations	Database Consultants	Hardware and software main	ntenance Jul - 04	\$289,217
Parking Operations	Megaside Pty Ltd	Ticket machines repairs and r	maintenance May - 05	\$70,527
Parking Operations	Tenix Solutions	Autocite maintenance and s		\$33,583
Parking Operations	TMA	Ticket machines supplies	Dec - 04	\$29,399
Property ACT	Australian Valuation Office		Jul - 04	\$31,909
Property ACT	Affinity Electrical Technologies	Electrical repairs and works	Jul - 04	\$275,675
Property ACT	Australian Valuation Office	Valuations	Jul - 04	\$31,909
Property ACT	Australian Pest Control	Pest control services	Jul - 04	\$56,134
Property ACT	Broadlex Cleaning Australia Pty Ltd	Cleaning services	Jul - 04	\$39,045
Property ACT	Budget Carpet Care	Carpet repairs and cleaning	Jul - 04	\$58,776
Property ACT	Canberra Commercial Waste	Waste removal	Jul - 04	\$17,199
Property ACT	Canberra Water Filtration (Water Plus)	Repairs and maintenance	Jul - 04	\$30,776
Property ACT	City Group Pty Ltd	Cleaning services	Jul - 04	\$23,142
Property ACT	City Reflection Pty Ltd	Cleaning services	Jul - 04	\$57,235
Property ACT	Cleanaway	Waste removal	Jul - 04	\$27,191
Property ACT	Condor Cleaning	Cleaning services	Jul - 04	\$28,781
Property ACT	Faraj Cleaning Services	Cleaning services	Jul - 04	\$48,623
Property ACT	Fred's Express Cleaning Services	Cleaning services	Jul - 04	\$178,440
Property ACT	Glendening Painting and Decorating Services	Repairs and maintenance	Jul - 04	\$22,688
Property ACT	ISS Washroom Services	Washroom services	Jul - 04	\$73,224
Property ACT	Kenro Services	Repairs and maintenance	Jul - 04	\$20,429
Property ACT	Knight Frank (QLD)	Rental payments for leased	buildings Jul - 04	\$1,456,314
, ,	Pty Ltd			
Property ACT	L J Hooker Commercial	Repairs and maintenance	Jul - 04	\$47,812

Business Unit	Contractor	Description	Approval Date	Actual Expenditure
Property ACT	Menzies Property Services Pty Ltd	Cleaning services	Jul - 04	\$106,101
Property ACT	MIL Services Pty Ltd	Security services	Jul - 04	\$86,253
Property ACT	Mitchell Aluminium	Repairs and maintenance	Jul - 04	\$23,014
Property ACT	National Australia Cleaning	Cleaning services	Jul - 04	\$24,634
Property ACT	National Cleaning Services Aust Pty Ltd	Cleaning services	Jul - 04	\$156,977
Property ACT	Nu-Lay Flooring Service	Repairs and maintenance	Jul - 04	\$22,220
Property ACT	Radmill Pty Ltd	Operating system enhancements	Jul - 04	\$19,800
Property ACT	R B & R Daintree Pty Ltd	Security services	Jul - 04	\$66,912
Property ACT	Rentokil Initial Pty Ltd	Washroom services	Jul - 04	\$40,835
Property ACT	Rose Cleaning Service	Cleaning services	Jul - 04	\$26,322
Property ACT	Salloum Cleaning Contractor	Cleaning services	Jul - 04	\$25,428
Property ACT	Shane's Glass	Repairs and maintenance	Jul - 04	\$19,165
Property ACT	SITA Environmental Solutions	Waste removal	Jul - 04	\$44,679
Property ACT	Spotless Group Ltd	Cleaning services	Jul - 04	\$329,751
Property ACT	Universal Office Cleaners Pty Ltd	Cleaning services	Jul - 04	\$193,989
Property ACT	Willow and Environmental Management Services	Repairs and maintenance	Jul - 04	\$18,920
Publishing Services	Chancler Public Relations	Provision of contract staff	Jul - 04	\$100,973
Publishing Services	Effective People	Provision of contract staff	Jul - 04	\$257,029
Publishing Services	HMA Blaze	Advertising	Jul - 04	\$117,800
Road Maintenance Services	ACT Concrete Grinding Pty Ltd	Plant and equipment hire and operat	or Jul - 04	\$16,854
Road Maintenance Services	ACT Survey (Engineering) Pty Ltd	Line marking and survey services	Jul - 04	\$39,734
Road Maintenance Services	ACTEW AGL Distribution	Standpipe and water supply	Jul - 04	\$17,097
Road Maintenance Services	Aussie Asphalt Pty Ltd	Provision of contract staff	Jul - 04	\$32,370
Road Maintenance Services	Boss Haulage and Excavations	Plant and equipment hire and operat	or Jul - 04	\$275,996
Road Maintenance Services	Canberra Constructions	Concreting services	Jul - 04	\$113,469
Road Maintenance Services	Canberra United Landscapers	Concreting services	Jul - 04	\$223,776
Road Maintenance Services	Care Traffic Services	Traffic control services	Jul - 04	\$82,915
Road Maintenance Services	Cleanaway Southern NSW	Plant and equipment hire and operat	or Jul - 04	\$29,538
Road Maintenance Services	Coates Hire	Plant and equipment hire	Jul - 04	\$67,891

Business Unit	Contractor	Description App	oroval Date	Actual Expenditure
Road Maintenance Services	Contour Constructions	Concreting services	Jul - 04	\$92,109
Road Maintenance Services	Cord Excavations Pty Ltd	Operational Building Services	Jul - 04	\$43,885
Road Maintenance Services	Dale & Hitchcock Civil Engineering & Landscaping	Concreting services	Jul - 04	\$464,917
Road Maintenance Services	Ecowise Services (Australia) Pty Ltd	Electrical services	Jul - 04	\$47,029
Road Maintenance Services	Emoleum (Australia) Ltd	Plant and equipment hire and operator	Jul - 04	\$303,328
Road Maintenance Services	Hawkins Engineering & Construction	Concreting services	Jul - 04	\$15,079
Road Maintenance Services	Henness Concrete Contractors	Concreting services	Jul - 04	\$1,118,373
Road Maintenance Services	K & T Muller	Plant and equipment hire and operator	Jul - 04	\$25,280
Road Maintenance Services	L Jenal	Plant and equipment hire and operator	Jul - 04	\$57,924
Road Maintenance Services	Paul Abbey Constructions Pty Ltd	Concreting services	Jul - 04	\$44,395
Road Maintenance Services	Prime ACT Pty Ltd	Concreting services	Jul - 04	\$161,305
Road Maintenance Services	Ready Workforce	Provision of contract staff	Jul - 04	\$46,385
Road Maintenance Services	Sapphire Coast Tree Service	Operational Building Services	Jul - 04	\$632,160
Road Maintenance Services	The Australian Grinding Company Pty Ltd	Operational Building Services	Jul - 04	\$121,543
Road Maintenance Services	TMC Contractors Pty Ltd	Operational Building Services	Jul - 04	\$704,869
Road Maintenance Services	Trafficking Roads Services	Operational Building Services	Jul - 04	\$210,913
Road Maintenance Services	Urban Contractors Pty Ltd	Operational Building Services	Jul - 04	\$23,480
Road Maintenance Services	Westaff (Australia) Pty Ltd	Provision of contract staff	Jul - 04	\$723,564
Traffic Camera Office	Chubb	Supply of operators for mobile vans	Jul - 04	\$267,682
Traffic Camera Office	Complete Constructions Australia Pty Ltd	Repairs and maintenance	Jul - 04	\$75,848
Traffic Camera Office	Ecowise	Supply of LaserCam equipment and maintenance	Jul - 04	\$62,466
Traffic Camera Office	Effective People	Provision of contract staff	Jul - 04	\$30,868
Traffic Camera Office	Lane Print Group	Printing of traffic infringements	Jul - 04	\$19,198
Traffic Camera Office	Morgan Taylor Management	Repairs to camera equipment	May - 05	\$23,253
Traffic Camera Office	National Measurement Institute	Speed measuring and certification services	May - 05	\$21,609
Traffic Camera Office	Redflex Traffic Systems	Traffic Camera repairs and maintenance	Oct - 04	\$20,635

Business Unit	Contractor	Description A	Approval Date	Actual Expenditure
Yarralumla Nursery	Beemak Enterprises	Tree planting	Aug - 04	\$16,713
Yarralumla Nursery	Dan and Dan Forestry	Tree planting and plant production	Jul - 04	\$105,067
Yarralumla Nursery	Guideline Engineering	Zero water runoff project	Aug - 04	\$205,000
Yarralumla Nursery	Henry Deakin	Plant production work	Jul - 04	\$17,789
Yarralumla Nursery	Koomarri	Weeding of nursery plants	Jul - 04	\$42,000
Yarralumla Nursery	Linda Olsen	Plant production work	Jul - 04	\$28,252
	Other Contractors	Below reporting threshold		\$2,045,053
ACT Forests Output Class 1 - Fore	estry Services			
ACT Forests	FTJ Forestry	Debris removal operations	Dec - 04	\$90,000
ACT Forests	FTJ Forestry	Pine Wilding and Eucalypt control services	Apr - 05	\$88,611
ACT Forests	Forest Air Helicopters Pty Ltd	Aerial application of herbicide and Boron and transport	Jun - 05	\$386,950
ACT Forests	FTJ Forestry Services	Agreement for Thinning & Pruning Pine Trees for Fire Protection 2005	May - 05	\$127,360
ACT Forests	The University of Canberra	Water monitoring system	Jun - 05	\$68,026
ACT Forests	Monaro Native Tree Nursery	Supply of various tree seedlings	Jan - 05	\$75,175
ACT Forests	Jayfields Nursery	Supply of various tree seedlings	Jun - 05	\$63,800
ACT Forests	Tract Consultants Pty Ltd.	Design Development and Documentation - Stromlo Forest Park	Mar - 05	\$176,165
ACT Forests	FTJ Forestry Services	Pine planting 2005	Jun - 05	\$230,847
ACT Forests	R J Hibbens Pty Ltd	Pine planting 2005	Jun - 05	\$95,896
ACT Forests	Steven Mclachlan	Pine planting 2005	Jun - 05	\$73,016
ACT Forests	Frewin Trees	Native Tree Planting	Jun - 05	\$250,000
ACT Forests	Gloss Landscaping Services Pty Ltd	Planting of natives, pine and deciduous trees	Jun - 05	\$205,000
ACT Forests	Horizon2, Colac Nursery	Supply of pinus radiata plants	Sep - 04	\$153,152
ACT Forests	Blowering Nursery	Supply of pinus radiata plants	Sep - 04	\$92,664
ACT Forests	TreeCorp Nursery	Supply of pinus radiata plants	Sep - 04	\$66,096
ACT Forests	Brindabella Logging Company	Harvesting and haulage operations	Jul - 04	\$830,797
ACT Forests	Hancock Victorian Plantations	Pine seedlings	Sep - 04	\$43,384
ACT Forests	Roadmaster	Transport and storage of pine seedlings and field delivery	Jun - 05	\$89,225
ACT Forests	Forestry Weed Control Services	Forwarder Boom Spraying Weed Con	trol Apr - 05	\$30,000



Consultant Services (Greater than \$5,000)

The process used to select and manage consultants was consistent with the ACT Government Purchasing Manual and Achieving Best Value for Money, the Effective Use of Consultants in the ACT Public Service. Building and other capital works professional services and other contractors are included in the costs of Capital Works Management reported on page 115.

Business Unit	Consultant	Description Ap	oproval Date	Actual Expenditure
Output Class 1 - Mur	nicipal Services			
Customer Services and Information	Acumen Alliance	Canberra Connect Business Information Services Review	Apr - 04	\$22,953
Customer Services and Information	Clear Lead Pty Ltd	Feasibility Analysis and Scoping Study – Integration of Community Health Intake Call Centre with Canberra Connect	May - 05	\$28,688
Customer Services and Information	Enterprise Knowledge	Records Management Consultancy Services	May - 04	\$10,100
Customer Services and Information	Freebody Cogent	Financial Management Services for Rego.act	Jul - 05	\$15,734
Customer Services and Information	Libraries Alive	Business Case for Public Library Collection Development & Management for the ACT Library and Information Service	Jun - 04	\$39,688
Customer Services and Information	McPherson Consulting	Investigation services	Aug - 04	\$13,200
Customer Services and Information	MOB Activities & Directions Pty Ltd	Review of the Information Managemen Structure within Customer Services and Information.	t Dec - 04	\$6,050
Customer Services and Information	Phillips Fox	Probity advice	Jul - 04	\$12,875
Roads ACT	Andrew O'Brien & Associates Pty Ltd	ACT warrant review procedures	Jul - 04	\$7,183
Roads ACT	ARRB Transport Research Ltd	NSW local roads deterioration models study - year 2005	Jul - 04	\$9,660
Roads ACT	ARRB Transport Research Ltd	Road network testing program - laser, visual and structural testing	Sep - 03	\$56,000
Roads ACT	Bradley Allen	Legal advice for Federal Highway duplication	Jul - 04	\$19,529
Roads ACT	Brown Consulting (Aust) Pty Ltd	Lakeside interchange Aimsun model	Jul - 04	\$13,345
Roads ACT	Brown Consulting (Aust) Pty Ltd	Trunk cycling and pedestrian master plan	n Jul - 04	\$6,425
Roads ACT	Cardno Willing Pty Ltd	Modelling the effectiveness of the Water Sensitive Urban Design water quality storages for on-site retention	er Jul - 04	\$8,512

Business Unit	Consultant	Description	Approval Date	Actual Expenditure
Roads ACT	Dan and Dan Forestry Services Pty Ltd	Tree hazard consultancy	Jul - 04	\$8,023
Roads ACT	Datacol Research Pty Ltd	Traffic Survey - 2004-05	Jul - 03	\$97,655
Roads ACT	David Hogg Pty Ltd	Safe early felling of dead and dangerous trees preliminary assessm	ent Jul - 04	\$25,430
Roads ACT	Ecowise Environmental Pty Ltd	Siltation survey - Yerrabi Pond and Jerrabomberra silt trap	Jul - 04	\$30,180
Roads ACT	G K Ellery & Associates Pty Ltd	Stormwater survey and reports	Jul - 04	\$13,839
Roads ACT	GHD Management Engineering Environment	Depreciating road earthworks study	Jul - 04	\$8,760
Roads ACT		Specialist engineering advice	Jul - 04	\$11,385
Roads ACT		Traffic issues consultancy	Jul - 04	\$27,367
Roads ACT	Piazza Consulting	Cyclepath survey	Jun - 04	\$12,185
Roads ACT	Rapid Map Global Pty Ltd	Guide signs data validation project	Jun - 04	\$48,900
Roads ACT	RD Gossip Pty Ltd	Specialist engineering advice	Jul - 04	\$59,657
Roads ACT	Sinclair Knight Merz	Roads ACT Asset Management Plan	Jul - 03	\$30,229
Roads ACT	SMEC Australia Pty Ltd	Bridge load permits	Jul - 03	\$11,440
Roads ACT	Veritas Alliance Pty Ltd	Provision of Executive and Senior Officoaching services	cer Jul - 04	\$18,300
Roads ACT	Wills Recruitment Pty Ltd	Infrastructure asset management serv	rices Jul - 04	\$11,770
ACT NOWaste	Creative & Response Research Services (Aust) Pty Ltd	Business Waste Management Survey	Jul - 04	\$24,970
ACT NOWaste	Riggall and Associates	Development of Student & Volunteer Strategy	Jul - 04	\$38,950
ACT NOWaste	Tania Parkes Consultants	Review of No Waste Strategy	Jul - 04	\$14,760
Canberra Urban Parks & Places	Australian National University	Research consultancy: Quantifying th Asset, Economic, Environmental and Social Values of Canberra's Urban Tree Estate	e Jan - 05	\$25,000
Canberra Urban Parks & Places	CIT Solutions Pty Ltd	Graffiti reduction training	Jul - 04	\$62,230
Canberra Urban Parks & Places	CSIRO	European Wasp Awareness	Jul - 04	\$39,933
Canberra Urban Parks & Places	CSIRO	Trial of sportsground irrigation	Aug - 04	\$10,000
Canberra Urban Parks & Places	DSB Landscape Architects	Beach signage consultancy	Apr - 05	\$7,576
Canberra Urban Parks & Places	Epic Promotions & Marketing	Stop the Butt Campaign	Apr - 05	\$5,655
Canberra Urban Parks & Places	Freshwater Environmental Management Pty Ltd	Harvesting of river weed	Jul - 04	\$21,420
Canberra Urban Parks & Places	Funny Bones Entertainment	round town Program	Jul - 04	\$5,720
Canberra Urban Parks & Places	It's Party Time	round town Program	Jul - 04	\$6,005

Business Unit	Consultant	Description	Approval Date	Actual Expenditure
Canberra Urban Parks & Places	John Wood Consultants	Plan of management for enclosed sportsgrounds and swimming pools - Milestone 2	Oct - 04	\$16,780
Canberra Urban Parks & Places	Market Attitude Research	Customer satisfaction survey	Jul - 04	\$48,705
Canberra Urban Parks & Places	Maunsell Australia Pty Ltd	Asset management planning suppo and seminar	rt Nov - 04	\$49,795
Canberra Urban Parks & Places	Roadshow Non- Theatrical Film & Video Hire	Civic Big Screen Program	Oct - 04	\$5,472
Canberra Urban Parks & Places	Rochford Telfer Group	Landscape design advice	Oct - 04	\$26,120
Canberra Urban Parks & Places	Sinclair Knight Merz	Integrate Geographic Information System & Fire Fuel Zone Mapping	Jul - 04	\$19,950
Canberra Urban Parks & Places	Sound Workshop	round town Program	Oct - 04	\$12,876
Canberra Urban Parks & Places	Southern Cross Ten	round town Program	Oct - 04	\$26,420
Canberra Urban Parks & Places	Tania Parks Consulting	Review of Memorials Policy	Aug - 04	\$10,890
Canberra Urban Parks & Places	University of South Australia	Customer satisfaction survey of swimming pools	Jul - 04	\$15,113
Canberra Urban Parks & Places	Veritas Alliance Pty Ltd	Executive coaching program	Jul - 04	\$10,000
City Management Executive	Minter Ellison Lawyers	City Management businesses support review	Feb - 04	\$14,938
Corporate Corporate	Artcraft Research Len Early	Customer research survey Independent Chair of the Audit Committee	Sep - 04 Jul - 03	\$84,961 \$10,227
Corporate	Pat Farrelly & Associates	Independent member of the Audit Committee	Jan - 01	\$7,084
	Other Consultants	Below reporting threshold		\$134,852
Output Class 2 - Tra	ansport			
Road Transport	Booz-Allen & Hamilton	Demand Responsive Transport Feasibility Study	Jul - 04	\$84,073
Road Transport	Cumpston Sarjeant Truslove Pty Ltd	Actuarial peer review of compulsory third party insurance premium	Apr - 05	\$17,091
Road Transport	Hughes Trueman Pty Ltd	Services in relation to the introduction of pay parking in Belconnen & Tuggeranong including superintend of civil works		\$15,677
Road Transport Road Transport	M[O]Z Consulting Market Attitude Research Services	Road Transport Review Customer Satisfaction Survey with ACTION Bus Services	Jul - 04 Jul - 04	\$18,181 \$13,090
Road Transport	Parsons Brinkerhoff	Real Time Information Study	Nov - 03	\$30,000
Road Transport	Taylor Nelson Sofres (Aust) Pty Ltd	Taxi industry satisfaction survey	Mar - 03	\$27,800

Business Unit	Consultant	Description	Approval Date	Actual Expenditure
Output Class 5 - Fee	e for Service			
City Services Executive	Acumen Alliance	Information technology migration	Jan - 05	\$81,300
City Services Executive	Assist Pty Ltd	ORACLE assessment	May - 05	\$16,000
City Services Executive	B M L and Associates Pty Ltd	Interface consulting	Jun - 05	\$35,250
City Services Executive	Colin Glenn & Associates	Business review of Capital Linen Service as part of the Totalcare Transfer Project	Dec - 04	\$41,983
City Services Executive	Dialog Information Technology	Navision consulting	Mar - 05	\$21,095
City Services Executive	Morison Consulting Pty Ltd	Price review	May - 05	\$20,975
City Services Executive	Pepamint Pty Ltd	Road and Facilities Management revie	w Jun - 05	\$90,081
City Operations Executive	CQS Australia	Quality assurance consultancy support services	Jul - 04	\$17,060
City Operations Executive	Key Energy & Recourses	Assistance with electricity supply contract	Apr - 05	\$15,956
City Operations Executive	Pepamint Pty Ltd	Internal Purchaser / Provider review	Jul - 04	\$8,000
Domestic Animal Service	Measure IT Pty Ltd	Business process development	Oct - 04	\$40,700
Fire Management Unit	CSIRO	Bushfire consultation	Jun - 05	\$28,168
Parking Operations	CQS Australia	Quality management system review and development	Jul - 04	\$13,723
Property ACT	Colliers International	Office accommodation assessments	Jul - 04	\$27,000
Property ACT	Herron Todd White	Rental valuations	Jul - 04	\$9,300
Property ACT	Talkforce Consultants and Trainers	Gold Creek Facilitation	Jun - 04	\$11,603
Road Maintenance Service	Bob Harvey	Engineering Consultant	Jul - 04	\$11,680
Road Maintenance Services	Civil Documentation Services	Professional consulting	Jul - 04	\$26,523
Road Maintenance Service	G K Ellery & Associates Pty Ltd	Engineering Consultant	Jul - 04	\$110,580
Road Maintenance Service	Ron Black Management Consultants	Management consultant	Jul - 04	\$5,450
Facilities Management	ACT Survey (Engineering) Pty Ltd	Survey services	Oct - 04	\$19,060
Facilities Management	Collard Clarke Jackson Canberra Pty Ltd	Structural engineering services	Sep - 04	\$46,650
Facilities Management Facilities Management	DSB Partners Pty Ltd	Architectural services Fire safety services	Apr - 05 Jul - 04	\$5,150 \$8,750

Business Unit	Consultant	Description	Approval Date	Actual
Business critic	Corlocated in		Approval Bato	Expenditure
Facilities Management	G K Ellery & Associates Pty Ltd	Civil engineering services	Aug - 04	\$65,528
Facilities Management Facilities Management Facilities Management	K R Digby & Associates	Architectural services Mechanical services Architectural services	Jul - 04 Jul - 04 Feb - 05	\$33,670 \$10,300 \$17,100
9	LFA (ACT) Pty Ltd Norman Disney & Young Northrop Consultants Pty Ltd	Architectural services Building structural design services Civil engineering services	Jul - 04 Jul - 04 Jul - 04	\$15,036 \$20,000 \$62,287
Facilities Management Facilities Management	Novatec Design Pty Ltd Paul Barnett Design Group Pty Ltd	Architectural services Architectural services	Jul - 04 Jul - 04	\$7,820 \$80,314
Facilities Management	Robson Laboratories Pty Ltd	Asbestos surveys	Jul - 04	\$117,110
Facilities Management	Rusden Consulting Engineers Pty Ltd	Mechanical services	Jul - 04	\$28,150
Facilities Management	Sellick Consultants Pty Ltd	Structural assessments	Feb - 05	\$5,900
Facilities Management	Stephen Sih	Electrical engineering services	Oct - 04	\$36,400
Facilities Management	Steve Coombe	Condition audit assessment	Jul - 04	\$45,800
Facilities Management	Tennant Hydraulic Consulting Services	Architectural services	Nov - 04	\$5,021
Facilities Management	Wilde & Woollard Consultants Pty Ltd	Architectural services	Jun - 05	\$9,800
	Other Consultants	Below reporting threshold		\$57,52
ACT Forests Output Class 1 - Fore	stry Services			_

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Output Class 1 - Forestry	/ Services

ACT Forests	MBAC Consulting	Finalisation of Code of Practice	Apr - 05	\$16,500
	Ptv I td			

Contractor Services (Greater than \$50,000) Selected by Select Tender Process

Business Unit	Consultant/ Contractor	Description	Approval Date	Actual Expenditure	Reason for Select Tender
Output Class 1 - Mu	ınicipal Services				
Canberra Connect	CiTEC	Supply of electronic payment services	Dec - 02	\$320,028	Continuation of Internet Payment Service on behalf of ACT Government
Canberra Connect	Wizard Information Services	IP rights for Metz* Wizdom Software	May - 03	\$177,158	Sole Supplier of the IP rights for Metz* Wizdom Software
eServices	Wizard Information Services	IP rights for Metz* Wizdom Software	May - 03	\$60,000	Sole Supplier of the IP rights for Metz* Wizdom Software
Canberra Connect	Australia Post	Bill Pay services	Mar - 04	\$125,633	Sole provider of counter, telephone and internet bill payment services
Rego.act Project	Velvet Ruby	Professional services to Rego.act	Jun - 04	\$85,360	Specialised skills and knowledge of the Rego.ACT system
Rego.act Project	Callisto Computing	Professional services to Rego.act	Jun - 04	\$296,349	Specialised skills and knowledge of the Rego.ACT system
Corporate	6A Pty Ltd	Business planning and benchmarking services	Sep-04	\$61,455	Prior expertise and knowledge base
Corporate	Equine Recovery Services	Financial and corporate planning services	Nov-04	\$123,565	Continuation of previous contract
Corporate	Information Management and Review Services	Financial and accounting services	Sep-04	\$69,634	Continuation of previous contract

Legislative/ Regulatory Data Reports

Legislation Administrated by Urban Services

Advisory and Consultative Boards and Committees

Summary of Approved Grants

Legislative Assembly Committee Inquiries

and Reports

Reports by the Auditor-General

Reports by the Ombudsman

Legislation Administered by Urban Services

The Department of Urban Services administers a wide range of legislation, including Acts, Standards and Codes of Practice, which involve the regulation of activities associated with the department's municipal and territorial responsibilities. A list of the legislation administered by the department is provided below.

Under its broad regulatory role Urban Services

ensures compliance with standards for community protection in relation to driver licensing, registration and road use safety, parks, public land including: outdoor cafes; hawkers; fundraising events; busking; and abandoned vehicles, domestic animals, waste management and parking control.

Information about the department's regulatory activities is included in the Urban Services Purchase Agreement under a number of its Output Classes in Volume 2. A range of measures, which are included in these Outputs, identify activity levels and performance against targets for particular activities.

Enactment/Laws	Responsible Administrative Group	Group Responsible for Managing Delegations
ACTION Authority Act 2001	Corporate	Corporate
Cemeteries and Crematoria Act 2003	City Management	City Management
Charitable Collections Act 2003	City Management	City Management
Domestic Animals Act 2000	City Management	City Management
Gungahlin Drive Extension Authorisation Act 2004	City Management	City Management
Hawkers Act 2003	City Management	City Management
Interstate Road Transport Act 1985 (Cwlth)	Policy, Compliance & Transport	Policy, Compliance & Transport
Interstate Road Transport Charge Act 1985 (Cwlth)	Policy, Compliance & Transport	Policy, Compliance & Transport
Litter Act 1977	City Management	City Management
Motor Vehicle Standards Act 1989 (Cwlth)	Policy, Compliance & Transport	Policy, Compliance & Transport
NRMA – ACT Road Safety Trust Act 1992	Policy, Compliance & Transport	Policy, Compliance & Transport
Nudity Act 1976	City Management	City Management
Public Baths and Public Bathing Act 1956	City Management	City Management
Road Transport (Alcohol and Drugs) Act 1977	Policy, Compliance & Transport	Policy, Compliance & Transport
Road Transport Charges (Australian Capital Territory) Act 1933 (Cwlth)	Policy, Compliance & Transport	Policy, Compliance & Transport



For more information contact:

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Advisory and Consultative Boards and Committees

The following is a summary of significant advisory and consultative boards and committees that provide high-level advice to the Minister for Urban Services.

Name	Terms of Reference/Functions	Present Membership
ACT Waste Management Forum		Mr Chris Peters (ACT Chamber of Commerce), Mr Geoff Pryor (Canberra Business Council), Ms Trish Harrup (Conservation Council of the South East Region and Canberra), Mr Klaus Pinkas (Trades and Labour Council), Dr Gary Scott (CIT) Peter Fairburn (Australian Business Ltd & MBA), Joanne Kildea (Environment Business Australia), Mr Chris Horsey and Mr Graham Mannall (ACT NOWaste) Ms Margaret Nicholson Secretariat (ACT NOWaste)
Transport Reform Advisory Group (TRAG) to review efficiency and effectiveness of public vehicle transport	1. The Transport Reform Advisory Group ("TRAG") is an advisory body appointed by the Minister for Urban Services ("the Minister") to: (a) Make recommendations to improve passenger transport services provided to the ACT public. Such advice may be provided at the request of the Minister or without such a request; and (b) Advise the Minister about matters relating to the operation of public passenger transport service providers in the ACT. The operation of service providers in the region surrounding the ACT may be	Peter Toscan (Independent Chair), Ian Cooper (Bus & Coach Association), Mark Bramston (Canberra Cabs), Tony Brisco (Canberra Cabs), Bob Sutherland (Community Rep), Chris Macar (ACROD), Craig Kelly (ACTION), Jeanette Hall (Canberra International Airport), Rob MacAulay (Limousine Association), Jeff Knight (AFP) — Appointment in progress Position Vacant (Transport

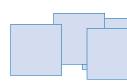
Name	Terms of Reference/Functions	Present Membership
	considered where a regional operation affects service providers in the ACT. Advice about such matters may be given at the request of the Minister or be given without such a request. 2. The role of TRAG will include providing a forum for improving	Workers Union of Australia) Position Vacant (Chief Ministers) Rosemary Garrett (DUS - Road Transport) – Appointment in progress Karen Greenland (DUS - Road Transport) – Appointment in progress
	communication between industry sectors and other interest groups, and for resolving differences of opinion between them. Should	
	TRAG be unable to resolve any issue, it is the responsibility of TRAG to brief the Minister comprehensively. 3. The membership of TRAG will comprise the following Ministerial appointments: (a) An independent chairperson; (b) A representative of ACTION; (c) Representatives of each public	
	transport industry sector (eg taxis, hire cars and private buses);	
	(d) A public transport consumer representative; (e) A representative of public transport consumers with disabilities; (f) A representative of the Canberra Tourism and Events Corporation; (g) A representative of the	
	Canberra International Airport; (h) A representative of the Department of Urban Services: (i) A representative of the Chief Minister's Department; (j) A representative of the Transport Workers' Union; (k) A representative of the Australian Federal Police; and	

Terms of Reference/Functions

Present Membership

- (I) Any other person, including, if the chairperson does not possess these skills, a person with an economics and/or financial background.
- 4. TRAG may establish sub-groups to advise it regarding issues specific to an industry sector or interest group. The terms of reference and membership of any sub-group shall be as agreed by TRAG.
- 5. Members of TRAG and of its sub-groups shall be appointed for a term of up to two years and are eligible to be considered for re-appointment. Members of TRAG and of its sub-groups may resign at any time by notifying the Minister or TRAG (as appropriate) in writing. Where the person resigning was the representative of an organisation, industry sector or interest group, that organisation, sector or group may nominate a replacement. Such a replacement shall be confirmed by the Minister or TRAG, as appropriate. 6. If a member of TRAG or of a
- 6. If a member of TRAG or of a sub-group is unable to attend a meeting, he or she may nominate an alternate member to attend in his or her place. Failure by a member to attend on a regular basis without making alternative arrangements to ensure that his or her organisation, industry sector or interest group is adequately represented may result in the continuation of his or her membership being reviewed.
- 7. TRAG shall meet at least every six months. Meetings of TRAG and of sub-groups will be held as, when and where determined by TRAG or the relevant sub-group. However, the

Name



Name	Terms of Reference/Functions	Present Membership
	chairperson of TRAG or of a	
	sub-group may, as appropriate,	
	also call a meeting of TRAG or of	
	the sub-group concerned.	
	8. No remuneration shall be	
	payable to members of TRAG or of	
	TRAG sub-groups without the prior	
	written approval of the Minister.	
	Where remuneration is approved,	
	it shall be paid at a rate determined	
	by the ACT Remuneration Tribunal.	
	9. In the absence of the	
	Chairperson of TRAG or of a	
	sub-group, TRAG or the sub-group	
	shall elect a temporary chairperson	
	for that meeting.	
	The Department of Urban Services	
	shall provide secretariat support to	
	TRAG and its sub-groups.	
For more information conta	act:	

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Summary of Approved Grants

Recipient	Project	Grant
Canberra Urban Parks and Place	es - Community Partnership Grants	
ACT Writers Centre	Canberra Young Writers Award - to enable the ACT Public Library, in Partnership with the ACT Writers Centre to implement the Canberra Young Writers Award project.	\$5,652
Belconnen Community Service	Illawarra Court Streetscape Face Lift - to enable the department, in partnership with Belconnen Community Service, to implement the Illawarra Court Streetscape Face Lift project.	\$27,850
Canberra Skateboard Association	Canberra Skateboarding Series - to enable the department, in partnership with the Canberra Skateboard Association, to implement the Canberra Skateboarding Series project	\$16,800
Environmental Outcomes Inc.	Kambah Social and Environmental Regeneration- to enable Environment ACT, in partnership with Environmental Outcomes, to implement the Kambah Social and Environmental Regeneration project.	\$29,750
Greening Australia ACT and SE Region	Mt McDonald Makeover - to enable ACT Forests, in partnership with Greening Australia ACT and SE Region, to implement the Mt McDonald Makeover project	\$29,550
Journey of Healing	Ngunnawal Stories - to enable Environment ACT, in partnership with Journey of Healing, to implement the Ngunnawal Stories Project.	\$20,000
Migrant Resources Centre of the ACT	1955 - to enable the Heritage Library, in partnership with the Migrant Resources Centre to implement the 1955 project	\$29,839
Migrant Resources Centre	Building Unity in Society project - to enable Roads ACT, in partnership with the Migrant Resources Centre to implement the Building Unity in Society project	\$28,541
National Trust of Australia (ACT)	Connections: A Heritage Competition for Children and Youth - to enable Environment ACT's Heritage Unit, in partnership with the National Trust of Australia to implement Connections: A Heritage Competition for Children and Youth	\$14,900
Northside Community Service	Tocumwal Heritage Markets - to enable Environment ACT, Heritage Unit, in partnership with Northside Community Service, to implement the Tocumwal Heritage Markets project.	\$7,200

Recipient	Project	Grant
People with Disabilities Inc.	Access for Everyone - Civic Entertainment and	\$32,000
	Retail Guide - to enable the department, in partnership	1
	with People with Disabilities to implement the Access	
	for Everyone - Civic Entertainment and Retail Guide.	
Southside Community	75 Summers at Manuka Pool - to enable the	\$29,780
Services Inc.	department, in partnership with Southside	
	Community Services to implement the 75 Summers	
	at Manuka Pool project.	
YWCA	Walking School Bus project - to enable Roads ACT,	\$18,636
	in partnership with the YWCA to implement the	
	Walking School Bus project.	
National Heart Foundation	Canberra Community Walks Project - to enable	\$40,000
of Australia	Roads ACT, in partnership with the Heart Foundation,	
	to implement the Canberra Community Walks Project.	

Legislative Assembly Committee Inquiries and Reports

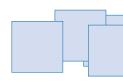
The following Legislative Assembly Committee inquiries were completed and presented during 2004-05:

Standing Committee on Planning and Environment

Report No	Title	Date Presented
24	Inquiry into the Road Transport (Public Passenger Services) Amendment Bill 2003	11 December 2003
26	Inquiry into Annual and Financial Reports 2002-2003 for the Department of Urban Services and Related	4 March 2004

Implementation of Recommendations of Assembly Committee Report No 24

Report No 24		
Recommendation	Government Response	Action to Date
Hire Cars		
That the Government implement a budget financed buy-back scheme for hire car licence plates, followed by a lease scheme for the plates.	Agreed in principle. The Government will offer to buy back hire car licences and make available for lease an unlimited number of hire car licences.	Buy back scheme implemented. Leased hire car licence scheme implemented.
That the buy-back scheme be accompanied by: • immediate adequate and appropriate compensation based on the current market value, based on recent sale prices of ACT hire car plates, or the 1997 market value of the plates as determined by the Australian Valuation Office and adjusted for CPI, which ever is the greater; and • a system of interim registration for hire car vehicles until the appropriate legislation is passed.	Agreed in part. The price offered under a buy-back must reflect a balance of the needs of licence owners and those of the ACT community. The buy-back must be fair to licence owners and affordable to the community. Funds for the buy-back will be provided as soon as possible, and no later than 1 July 2005. It will not be necessary to establish an interim registration system. Existing arrangements will continue until the buy-back scheme has been implemented and hire car licences are available on a lease basis	Buy back offer accepted by all hire car licence owners.



Government Response

Action to Date

Hire car operator accreditation

2005. Enforcement of hire car

scheme implemented March

regulations ongoing.

Hire Cars

That any legislation include a rigorous framework for enforcement of an accreditation, licensing and registration regime with penalties for operators who breach the regulations, and that the department of Urban Services be properly resourced with appropriately trained personnel to undertake the enforcement regime.

Agreed. Enforcement powers are incorporated in the accreditation regime provided under the Road Transport (Public Passenger Services) Amendment Bill. In the 2003-04 budget, \$120,000 was provided for taxi and hire car accreditation. The Enforcement and Compliance Program for hire cars will include audits of accredited operators. Many complaints about the need for enforcement have been related to the restricted number of high cost licence plates available for hire car work. When these restrictions are removed, entry to the market would be determined by accreditation requirements and payment of an annual lease fee. The focus for enforcement would then be mainly on whether or not the operator is accredited and continues to meet the accreditation requirements, not, as in the past, whether the operator has the relevant licence

The Government will introduce and implement legislation for an accreditation regime for hire cars – an arrangement supported by the Committee.

for the hiring being undertaken.

That the following be included in the legislation:

 Ten-seat stretch limousines and vehicles with similar seating capacities to be classified as hire cars not buses with MO plates. A bus should only be 19 seats and up and that everything Not agreed. It is not consistent with the Australian Design Rules nor arrangements elsewhere in Australia. This recommendation is based on preserving the high licence value of hire cars versus buses (for which there has never been a licence quota). A buy-back of licences and

Hire car operators required to display "H" numberplates. Restricted hire car operators required to display stay-fast label.

Government Response

Action to Date

Hire Cars

under that should be classified as people movers;

- RHV nomenclature should be withdrawn and all new and existing RHV vehicles issued with 'SV' (special vehicle) licences;
- Special vehicle permit holders be required to display all applicable licences and permits in the vehicle at all times when it is working;
- Only one category of H licence private hire cars;
- All advertising of hire car services to include the licence and other permit numbers held by the advertiser; and
- Regulation of all hire car licences must include the appropriate insurance, a demonstrated knowledge of the streets and roads of the ACT, some elementary mechanical nowledge, first aid qualifications, and child and infant seats and restraints (on request) and compliance with any other government safety requirements.

the introduction of accreditation would remove the need for this 'construct'. Public vehicles with 6 to 9 seats would need to lease hire car licences following a Government buy -back of licences.

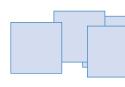
Not agreed. The Government considers there is no need to change the terminology from 'restricted hire vehicle (RHV)' to 'special vehicle'. Existing RHV vehicles are used for public passenger transport to weddings and school formals and, on certain occasions, for standard hire car work. Following a Government buy-back of hire car licences. RHV licences will continue to be available for weddings and school formal work due to its seasonal nature but anyone wishing to do other hire car work will need to obtain a hire car licence from the Government on a lease basis.

Agreed in principle. All hire car operators will be required to display their accreditation number either on the vehicle or on a stay-fast label.

Road Transport Legislation (Hire Cars) Amendment Regulation 2005 commenced in March 2005 and includes two hire car categories, leased hire car and restricted hire cars for weddings and school formals.

Included in the Road Transport Legislation (Hire Cars) Amendment Regulation 2005 commenced in March 2005.

Accreditation requirements include hire car operator responsibilities for vehicle maintenance.



Government Response

Action to Date

Hire Cars

Agreed in part. There will continue to be one type of hire car licence under which "H" numberplates must be displayed. As indicated above, the RHV licence category will be maintained for weddings and school formal services.

Agreed. The draft Regulations for the Amendment Bill include a requirement that the accreditation number of an accredited operator must be included in advertising material.

Agreed in part. Public vehicle insurance is required for public vehicles under current Road Transport legislation, and driver training is required for hire car drivers. Under the accreditation regime,

hire car operators would be required to have appropriate vehicle maintenance programs in place. First aid qualifications may be desirable but are not considered essential for hire car drivers. Child and infant restraints may be requested by the customer at the time of booking the vehicle.

That the arrangements for the Queanbeyan hire cars to operate in the ACT be formalised, but this not be restricted to any number and be subject to mutual recognition of accreditation standards in both the ACT and Queanbeyan.

Agreed. The introduction of accreditation for hire cars (as contained in the Bill) will provide the framework for mutual recognition with NSW hire cars. Any differences in licence values between NSW and the ACT may be barriers to mutual recognition. After the buy-back of hire car licences, the licence fees charged in each jurisdiction will become more closely aligned.

Appropriate cross border hire car arrangements will be investigated and formalised in 2005-06.

Government Response

Action to Date

Hire Cars

That the Government provide, within the legislative framework, regulations that will allow all potential entrants to the hire car industry to compete equitably to provide the consumer with the widest range of choice possible at the lowest possible price within standards set in the legislation.

Agreed in principle. The removal of licence quotas, the reduction in lease fees and the introduction of accreditation, would ensure entry to the industry is limited only by the applicant's ability to meet the Government's standards for safety, consumer protection, and minimum quality of service.

Implemented under the Road Transport Legislation (Hire Cars) Amendment Regulation 2005.

That the legislation deletes:

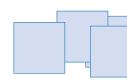
- the provision whereby hire cars may operate as unrestricted hire cars from time to time;
- the provision for the maximum number of hire car licences to be determined by the Minister; and
- all references to RHVs to be replaced with provisions as recommended in this report.

Agreed in part. Following implementation of a Government buy-back of licences, the current arrangements, whereby restricted hire cars may operate as unrestricted hire cars when the demand cannot be met by unrestricted hire cars, will cease.

The Road Transport (Public Passenger Services) Amendment Bill removes the provision for the maximum number of hire car licences to be determined by the Minister.

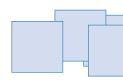
The Government considers there is no need to change the terminology from 'restricted hire vehicle (RHV)' to 'special vehicle'. Existing RHV vehicles are used for public passenger transport to weddings and school formals and. on certain occasions, for standard hire car work. Following a Government buy-back of hire car licences, RHV licences will continue to be available for weddings and school formal work due to its seasonal nature but anyone wishing to do other hire car work will need to obtain a hire car licence from the Government on a lease basis.

Implemented under the Road Transport Legislation (Hire Cars) Amendment Regulation 2005.



Recommendation	Government Response	Action to Date
Taxis		
That a buy-back scheme be implemented for taxi licences.	Not agreed. The Government will proceed with an auction of 10 taxi licences as soon as possible in accordance with the formula based approach proposed in the Road Transport (Public Passenger Services) Amendment Bill 2003. This approach will provide an objective and predictable mechanism to increase the supply of taxi licences when warranted.	Proposed taxi licence amendments deleted from Road Transport (Public Passenger Services) Amendment Bill 2003 during Assembly debate in August 2004. Formula based approach to licence reform not implemented.
That the compensation for taxi licence plates be based on the Australian Valuation Office figures for taxi licence plates current at 1 January 1997, and to include an amount equivalent to membership fee paid by licence owners to the Aerial Taxi Cabs Co-operative Society Limited.	Not agreed. As indicated in the Reform Program announced by the Government in December 2002, net revenue from the sale of new licences (after allowing for costs associated with the reforms) will be returned to current licence owners for at least two years and possibly five years.	Proposed taxi licence amendments deleted from Road Transport (Public Passenger Services) Amendment Bill 2003 during Assembly debate in August 2004. Formula based approach to licence reform not implemented.
The establishment of a new dispatch network authority operating under the auspices of ACTION.	Not agreed. The provision of taxinetwork services is not considered to be a Government function. Additional taxinetworks will become established if the market conditions are right. It is the Government's role to remove restrictions and barriers that prevent the market from operating efficiently.	
That any legislation includes a framework for enforcement of an accreditation, licensing and registration regime with penalties for operators who breach the regulations, and that the Department of Urban Services be properly resourced with appropriately trained personnel to undertake the enforcement regime.	Agreed in principle. The current legislation and funding arrangements are consistent with this recommendation.	Taxi accreditation and enforcement and compliance program are ongoing.

Recommendation	Government Response	Action to Date
Taxis		
That annual and short-term periodic licences be made available to suitable and accredited persons.	Not agreed. Taxi licences obtained at auction will be perpetual, transferable licences.	Proposed taxi licence amendments deleted from Road Transport (Public Passenger Services) Amendment Bill 2003 during Assembly debate in August 2004. Formula based approach to licence reform not implemented.
That the Government develop a transparent framework for an assured orderly release of plates so that industry does not suffer regular investor failure.	Agreed in principle. The formula based licence release scheme will provide a transparent framework for an orderly release of taxi licence plates. The process for releasing licences will be market responsive, ensuring an adequate supply of licences without a dramatic fall in licence values in any one year.	Proposed taxi licence amendments deleted from Road Transport (Public Passenger Services) Amendment Bill 2003 during Assembly debate in August 2004. Formula based approach to licence reform not implemented.
That safety precautions for all types of passengers including babies, young people and adults are more seriously addressed.	Agreed.	Advice has been provided to Canberra Cabs on the vehicle standards applying to the use of roof pods for carrying baby capsules.
That to provide a better and more safe service for children under two, the number of drop off points for baby capsules be increased and that more baby capsules be available at these extra drop-off points.	Agreed in principle. The Government encourages industry to improve arrangements for making baby capsules available to customers. The Industry has advised that it is considering extending the existing service. The Government will monitor the situation.	Advice has been provided to Canberra Cabs on the vehicle standards applying to the use of roof pods for carrying baby capsules.
That cross border taxi arrangements, allowing ACT taxis and Queanbeyan taxis to operate in both jurisdictions continue without imposing additional regulatory costs on the taxi services, subject to mutual recognition of accreditation systems in both the ACT and Queanbeyan.	Agreed. The implementation of mutual recognition of accreditation systems for taxis in the ACT and Queanbeyan was completed in July 2003. No additional regulatory costs are imposed on operators.	Arrangement completed in 2003.



Government Response

Action to Date

Wheelchair Accessible Taxis

That the wheelchair accessible fleet meets its obligations under the Disability Discrimination Act to provide equivalent services for all wheelchair users by 2007.

Agreed. Wheelchair accessible taxi service standards have improved, particularly since the introduction of the new Lift Fee and closer cooperation from Canberra Cabs. It is clear that many WAT drivers and operators take their responsibilities seriously. However some do not, and the Government is now working with the network to significantly improve the effort of all WAT drivers and operators, and both the network and the Government will apply substantial sanctions and penalties if satisfactory improvement is not forthcoming.

The Government will continue to monitor wheelchair accessible taxi services and implement new measures to improve their performance. The viability of wheelchair accessible taxi services will be enhanced by increasing the permitted vehicle age from six to eight years, consistent with arrangements in most other jurisdictions.

That WATs be assigned to the ACTION network, that the dispatch of the WATS be controlled by ACTION, and that the WATs be regularly used on low patronage bus routes to be assigned by ACTION, as well as undertaking their normal special purpose WAT services.

Not agreed. WATs will not be assigned to ACTION. On coming into office, this Government made it clear that it would not compulsorily transfer any taxi operator to a particular network. However, Urban Services has commissioned a study of the feasibility of introducing a demand responsive public transport service in the ACT. Such a service could involve ACTION in hiring taxis (both standard and wheelchair accessible) on a contract basis

for specified periods and/or services.

A Wheelchair Accessible Taxi Reference Group was established in May 2005 to develop recommendations for short, medium and long term measures to improve the level of service provided by wheelchair accessible taxis.

The permitted period a vehicle may be used as a wheelchair accessible taxi has been increased to eight years.

Government Response

Action to Date

Wheelchair Accessible Taxis

That the Government use the transfer of the WATs to the ACTION network to establish conditions that will attract a second network provider to the ACT for standard cabs.

Not agreed. Additional taxi networks will become established if the market conditions are right. It is the Government's role to remove restrictions and barriers that prevent the market from operating efficiently.

Proposed Solutions and Buy-Back Schemes

That the Government immediately implements an off-budget buy-back scheme for taxi licences that will provide adequate compensation and includes a minimum no capital loss provision and implements at the same time a budget-funded buy-back scheme for the hire car industry.

Agreed in part. The Government will offer to buy-back hire car licences and proceed with its proposed legislation for a formula based scheme for the release of taxi licences.

Proposed taxi licence amendments deleted from Road Transport (Public Passenger Services)
Amendment Bill 2003 during Assembly debate in August 2004. Formula based approach to licence reform not implemented.

To ensure the success of the buy-back scheme, current restrictions on the number of ACT taxi and hire car licences and licence quotas be removed immediately to revitalise sustainable integrated transport services for the travelling ACT public.

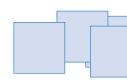
Agreed in part. The formula based approach for the release of taxi licences does not result in an unrestricted number of licences. The number of taxi licences will be determined methodically and in response to demand, rather than arbitrarily as is now the case.

An unlimited number of hire car licences will be available when the hire car licence buy-back is implemented.

It is noted that this recommendation is not consistent with the first two dot points under Recommendation 4 of this section of the Committee's report (see page 11 of this document) nor with Recommendation 6 of the "Taxis" section of the Committee's report (see page 7 of this document).

Proposed taxi licence amendments deleted from Road Transport (Public Passenger Services) Amendment Bill 2003 during Assembly debate in August 2004. Formula based approach to licence reform not implemented.

The restriction on the number of hire car licences has been removed.



Government Response

Action to Date

Wheelchair Accessible Taxis

That at the same time the buy-back scheme for the taxi licences is implemented the Government facilitate the establishment of market incentive for the entry into the industry of an additional dispatch network.

Agreed in part.

The lack of competition in the taxi network service limits choice for customers and operators. The Government notes that without competition from other networks, operators, drivers and in particular the public are without option in choosing their taxi service or its provider. Competition could also put downward pressure on network service charges which impact on operators' costs and taxi fares.

While there is no limit on the number of taxi networks that can be accredited in the ACT, there is a number of barriers to entry including the restrictions on the number of licences and the requirement for taxi networks to meet response time standards. Even if there were no restrictions at all on the number of taxi licences. the response time standards may continue to be a problem, particularly for small networks that would not be able to provide the same geographical coverage as networks that have large fleets. The Government is prepared to consider removing waiting time standards for all networks, for other than wheelchair accessible taxis, when there is more than one network in the ACT. Networks would however be required to report on their performance and this would continue to be compared with the service provided to people requiring wheelchair accessible taxi services.

Proposed taxi licence amendments deleted from Road Transport (Public Passenger Services) Amendment Bill 2003 during Assembly debate in August 2004. Formula based approach to licence reform not implemented.

Government Response

Action to Date

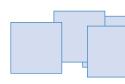
Wheelchair Accessible Taxis

That the taxi buy-back scheme must be supported by an appropriate administrative framework that will:

- Ensure that it does not unduly restrict supply and entry into the industry and allow regular release of additional licences into the industry (the actual level of take up of taxi licences would be a risk borne by the financiers);
- Agree a formula governing the release of new licences, with licence availability being linked to an appropriate measure such as the growth in passenger trips, population growth, and growth in Gross Territory Product;
- Ensure that the supply of substitute services is reviewed:
- Assure the private sector that the Government would not impose policy that would have a material adverse effect on the market for taxis and hire cars:
- Ensure that licence fees are set at a level which is less then 80 percent of existing lease charges indexed to inflation and matching the revenue base of taxi and hire car operations, to enable the benefits of reform to be immediately realised (a fixed fee over the term would required a higher initial licence fee to limit the initial

Not agreed. However, the Government will continue to regulate standards such as roadworthiness standards such as roadworthiness requirements, vehicle standards, driver presentation and knowledge to maintain consumer safety and consumer confidence, and protect the interests of a sustainable industry.

It is noted that the first two dot points are not consistent with Recommendation 2 of this section of the Committee's report (see page 10 of this document). Taxi accreditation, vehicle standards and roadworthiness programs are on-going. Proposed taxi licence amendments deleted from Road Transport (Public Passenger Services)
Amendment Bill 2003 during Assembly debate in August 2004. Formula based approach to licence reform not implemented.



Recommendation	Government Response	Action to Date
Wheelchair Accessible Taxis		
benefit of deregulation		
although over time the benefit		
would become more obvious		
as the proportion of licence		
fees to revenue decreases);		
• Ensure that it regulates		
minimum quality standards		
such as roadworthiness		
requirements, vehicle		
standards, driver presentation		
and knowledge to maintain		
consumer safety and		
consumer confidence and		
protect the interests of a		
sustainable industry;		
 Ensure that the Taxi Fund 		
would finance the		
compensation payable for		
cancellation of perpetual		
licences, so that it would not		
have to fund any capital		
outlay. This will ensure that funding of the taxi-plate		
buy-back scheme would be		
off the balance sheet for		
the Territory;		
 Ensure that at the expiry of 		
any defined term of the		
Taxi Fund, that it would		
establish framework to		
continue to generate licence		
fee income for its own		
account at whatever level it		
chose; and		
Develop guidelines for the		
buy-back structure and		
subsequent legislation.		

Government Response

Action to Date

Sustainable Transport

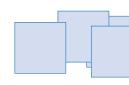
That all feasibility studies for a sustainable and integrated transport system for the ACT should include Hall and outlying areas and suburbs.

Agreed in part. While The Sustainable Transport Plan recognises that the whole of the ACT (and surrounding area) has an integrated transport system, the Plan does not specifically address the transport needs of all areas in detail. In respect of Hall and similar settlements. these are recognised as rural villages in The Canberra Spatial Plan. The main planning objective for these villages is to maintain the village character, consistent with the views of the residents. While villages like Hall benefit from improvements to the road system as Canberra develops, they may not necessarily receive the full range of transport services that apply in the urban areas. Hall is currently served by private bus services.

Implementation of Sustainable Transport Plan on-going (managed by ACT Planning Authority).

That concession on registration should be offered to those operators who elect to use energy efficient cars, such as those with hybrid engines or those that use alternative fuels such as biodiesel

Agreed in part. A 20 percent concession on registration fees is available for vehicles powered by gas, gas/petrol or electricity, including hybrid engines. The registration concession does not apply to vehicles using biodiesel. Biodiesel is designed to have the same operability characteristics as normal diesel fuel and can be used in normal diesel engines. Any registration concession for biodiesel fuel would need to be applied to all diesel vehicles



D	0	Astion to Date
Recommendation	Government Response	Action to Date
Conclusions		
The Committee recommends that the ACT Government should: • Interpret 'community wide' as region wide because of the cross border issues with NSW; • Work with the NSW Government to create a greater choice for consumers	Agreed in part. A single ACT -Queanbeyan taxi area has been in place, either as a trial or a permanent arrangement, for over two years. The introduction of accreditation for hire cars will provide the framework for mutual recognition with NSW hire cars. The Government will measure	Appropriate cross border hire car arrangements will be investigated and formalised in 2005-06. Customer satisfaction surveys of taxi services and ACTION carried out in May/June 2005.
though a single taxi and hire	customer satisfaction and assess	
car regulatory regime, as well as encouraging other network providers to come into the market; • Apply the Competition Principles Agreement to continuously assess whether the public passenger market provides services that meet customer expectations; show evidence of a competitive, sustainable, demand responsive and adaptable industry over the long term; produces adequate job opportunities for taxi drivers and operators, and hire car operators; and • Provide transport choices and ensure the transport system provides affordable transport and a reasonable level of equity of access to all sectors of the community.	the level of equity of access by methods such as customer satisfaction surveys and performance reporting by taxi industry and ACTION. Providing transport choices and a reasonable level of equity of access to all community sectors, including people with disabilities, are key goals of The Sustainable Transport Plan.	

Government Response

Action to Date

Conclusions

The committee recommends that the ACT needs a Road Transport (Public Passenger Services) Amendment Bill 2003, but that the ACT Government not proceed with the legislation in its current form.

Agreed in part. The Government will make amendments to the Road Transport (Public Passenger Services) Amendment Bill 2003 to remove references to the auctioning of hire car licences. Regulations will be drafted to provide for the leasing of an unlimited number of hire car licences.

The elements of the hire car accreditation scheme previously agreed with industry, and included in the draft Regulations, will be unchanged apart from the intended introduction of an accreditation category for 'tourist services'.

The Government will proceed with its proposed legislation for the release of taxi licences under a formula - a methodical approach ensuring that neither industry nor the public is disadvantaged.

Agreed in part. The Bill will be amended in accordance with the Government Response.

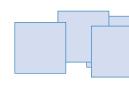
Road Transport (Public Passenger Services)
Amendment Bill 2003
amended to remove reference to auctioning of hire car licences. Road Transport Legislation (Hire Cars) Amendment Regulation 2005 commenced in March 2005 and provides for the leasing of an unlimited number of hire car licences.

Hire car operator accreditation scheme, without tourist service category of hire car, implemented March 2005.

Proposed taxi licence amendments deleted from Road Transport (Public Passenger Services) Amendment Bill 2003 during Assembly debate in August 2004. Formula based approach to licence reform not implemented.

The Committee recommends that a new Bill must be drafted to reflect an integrated sustainable transport approach, and include such changes as have been recommended in this Report, to prevent any further delay in urgently needed structural adjustment in the ACT public transport industry.

Road Transport (Public Passenger Services) Amendment Bill 2003 amended removing the reference to the auctioning of hire car licences.



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Re	ecommendation	Government Re	sponse	Action to Date
Cc	onclusions			
tha im Su	e Committee recommends at in the practical plementation, the final stainable Transport Plan the ACT will:	The Canberra S	ns are reflected in	1
a.	Locate 'trip generators' such as hospitals, schools, shops and community centres close to centres with good accessibility for public transport, walking and			
	cycling; D. Focus jobs in centres or corridors with good accessibility; D. Facilitate mixed-use centres and housing in established areas with good accessibility; D. Ensure people have transport choice in new 'greenfields' housing and access to shopping and sports facilities;			
d.				
e.	Shape parking policies to support public transport			
	use, walking and cycling; Encourage job innovations to reduce the need to travel, for example telecentres or working from home; Match the location of			
	freight generators to their transport needs; Package urban development and transport investment in identified corridors; Require regulation of development by the Land Development Agency and			

Government Response

Action to Date

Conclusions

the ACT Planning and Land Authority to help manage transport demand; and

Ensure integrated transport and land use planning and renewable and sustainable energy principles (cars are responsible for 77 percent of road transport and 19 percent of total greenhouse gas emissions in the ACT) into decision-making.

Report No 26

The Committee recommends that the department of Urban Services and the Related Agencies implement the recommendations made by the Standing Committee on Planning and Environment in its 'Inquiry into the Urban Services Portfolio 2001-2002 Annual and Financial Reports, Report No 12 February 2003'

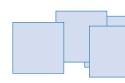
Recommendations supported by the Government have been/will be implemented as appropriate.

Recommendations implemented as appropriate.

The committee recommends that the department of Urban Service and the Related Agencies who transparent linkages between annual reports, strategic planning processes and other reporting processes, so that it is readily apparent where these fit into the overall planning and operating environment context, and what impacts the implementation of subsequent policies are having.

The Department as in previous years, will comply with the Annual Reports Directions prepared by the Chief Minister's Department. As required by the draft 2004 Annual Report Directions there will be an increased emphasis on reporting against outcomes and objectives identified in a range of strategic documents. For Urban Services these will include the Canberra Plan, "Directions and Priorities", Group business Plans, and other guiding documents, such as the Urban

The department endeavours to ensure there are clear linkages between annual reports and other strategic planning processes where possible. The 2004 Annual Report Directions provide for an increased emphasis on reporting against outcomes and objectives. These Directions have been complied with.



I	Recommendation	Government Re	esponse	Action to Date				
I	Report No 26							
		Services "Our People Plan". Significant achievements will be analysed against the outcomes, objectives and key result areas identified in these various documents, and will also include discussion of performance against						
		continue to be Volume 2 on al	I significant variances partment's Quantity, ess and Cost					
† ? ? ! !	The Committee recommends that department of Urban Services and the Related Agencies with related functional or crossover strategic responsibilities ensure that inkages are made and reported upon in individual reports, and that information be included.		nse provided above	Refer to response provided above.				
á	that information be included about partnerships with other ACT Government departments.							
† ? ? ? ? ? !	The Committee recommends that department of Urban Services and the Related Agencies improves the content and analysis of its annual reports and complying with the guidelines and legislative framework for preparing Annual Reports.	Refer to respor	nse provided above.	Refer to response provided above.				
t [6	The Committee recommends that the Chief Minister's Directions be revised to articulate the specific requirements for ACT Statutory Authorities, and that it all be clear as to how these Directions integrate with other	clarify reporting Other legislatio additional repo for specific stat entities in addit	e been reviewed to g responsibilities.					

Recommendation	Government Response	Action to Date
Report No 26		
of the legislative reporting requirements for Annual Reports.	It is not feasible to incorporate all of the individual reporting requirements in the Directions. Requirements that apply generally are already referred to in the directions.	

For more information contact:

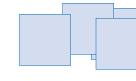
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Reports by the Auditor-General

During 2004-05 the ACT Auditor-General released the following reports that related specifically to the Department of Urban Services.

Report No	Title	Date Presented
4	Data Reliability for Reporting on the ACT 'No Waste by 2010' Strategy	3 August 2004

The Auditor-General made recommendations in relation to: revise weighbridge operations and procedures to minimise the risk of unethical conduct; development of a quality assurance framework to manage collection, recording and reporting of recycle data; ensuring the waste and recycle data recorded in official publications meets established Australian Standards (AS ISO 15489.1-2002) in terms of consistency and accuracy and formalising existing procedures for making payments to waste and recycle contractors into written procedures.

All Auditor-General's Reports are examined by the Public Accounts Committee once presented to the Assembly. A Government Submission was provided to the Public Accounts Committee on 7 April 2005 to assist in their inquiry. The Public Accounts Committee has not yet tabled a Report in the Assembly.

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Reports by the Ombudsman

During 2004-05 the ACT Ombudsman did not release any reports that related specifically to the Department of Urban Services.

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Subsumed Report

Report of the Director of Territory Records

Report of the Director of Territory Records

Introduction

Following the commencement of the main provisions of the *Territory Records Act 2002* (the Act) on 2 July 2002, the Director of Territory Records reported for the first time, as a Subsumed Report in the 2003-2004 Annual Report of the Department of Urban Services (Pp.202-205). That Report provided a brief summary of legislation that has applied to the records of governments having responsibility for the ACT, and also outlined some of the considerations that led the ACT Government to develop specific records legislation.

In September 2004 the Chief Minister, Mr Jon Stanhope MLA, opened the Records Management Association of Australasia's 21st International Convention in Canberra. He referred to the Code of Good Government released in March 2001, which provided the underpinning of the Act. He saw good records management as one of the key elements in achieving openness, responsibility and accountability in government. Through the Territory Records Advisory Council, the ACT community has "a very active role in deciding how long Government records should be kept and which records will remain in existence for future generations to understand how we have lived and how we have been governed..."

Overview

During the second full year of effective operation of the Act, government agencies have continued to make steady progress towards implementing procedures to meet their obligations under the Act.

The five Standards for Records Management under section 18 of the Act issued to date have provided the basis of agency Records Management Programs. The whole-of-

government thesaurus for titling the records of the common administrative functions of government (TVKAAA) has underpinned the Territory Administrative Records Disposal Schedule (TARDiS) for these functions. Whereas last year ten additional Records Disposal Schedules were approved, there are now 26 approved Schedules covering 84 functions of government controlling disposal of ACT Government records.

This has required a significant effort on the part of agencies. In the year ahead, in addition to the further development of agency Records Management Programs, agency attention must be directed to preparing for the access provisions of Part 3 of the Act to come into force on 1 July 2007. At the same time, the Director will commence consideration of the review of the Act that is required in the second half of calendar 2008.

Roles and Responsibilities The Director of Territory Records

Section 33 of the Territory Records Act 2002 lists the functions of the Director of Territory Records. The range of functions is very broad with responsibilities ranging from providing advice and assistance to monitoring and reporting.

The Director works closely with each agency's nominated Records Manager on the development of an agency's Records Management Program, although does not approve the Program as this responsibility rests with the Chief Executive of the agency. The Chief Executive is also required to report on agency compliance with their Records Management Program in their agency Annual Report.

The Territory Records Advisory Council

The Council's role is to advise the Director of Territory Records on the development and review of standards and codes for

records management, and for the disposal of Government records. The Council also provides advice on the preservation of records about Aboriginal and Torres Strait Islander heritage. Minutes of meetings are available on the Territory Records Office website www.territoryrecords.act.gov.au

The members of the Council represent a broad spectrum of interests within the ACT community. The Council advances the community interest in Government recordkeeping. The term of the inaugural Council ended on 28 April 2005. The Council comprised:

Mr George Nichols (Chairman)

Dr Sigrid McCausland (Australian Society of Archivists and Deputy Chair)

Ms Veronica Pumpa (Records Management Association of Australasia)

Ms Jill Downer (Canberra and District Historical Society)

Ms Judith Baskin (National Trust of Australia (ACT))

Ms Meredith Whitten (Government agencies)
Mr Lawrence Gilbert (Aboriginal and Torres
Strait Islanders)

Mr David Wardle (Director of Territory Records)

The inaugural Council scrutinised the building blocks of ACT's records regime, and provided advice to the Director regarding a wide range of Records Disposal Schedules, including the TARDiS. The vast records management experience and commitment of members of the Council was invaluable in ensuring practical and useful schedules encompassing very different subject matter. Overall, the Council provided comment on 26 disposal schedules covering 84 functions of Government. This required extensive and detailed work to ensure consistency between and within Records Disposal Schedules.

The inaugural Council admirably fulfilled its role of advising the Director on aspects of Government records management so as to maximise the value of this resource to present and future generations. The Director has greatly appreciated the goodwill, and the sincere and devoted effort and skill that Council members have brought to the task.

The Council of Australasian Archives and Records Authorities

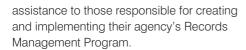
The Council of Australasian Archives and Records Authorities (CAARA) was formerly the Council of Federal, State and Territory Archives (COFSTA). The ACT is a full member of CAARA and is represented by the Director. The Council meets biannually. Great value lies in keeping abreast of recordkeeping directions across Australasia and liaising with counterpart agencies.

The ACT participated in the development of a Statement of Principle regarding "Access to records of Indigenous Australians affected by past separation policies" (www.caara.org. au), and is participating in the continuing development of a Statement of Principle about more general access to records.

The Territory Records Office

The Territory Records Office (TRO) carries out the work program of the Director of Territory Records. The TRO creates Government-wide policies and standards regarding all aspects of the management of Territory records.

An ACT Government-wide records regime Section 33 of the Territory Records Act 2002 requires the Director to develop and approve standards and codes for records management by agencies. The Standards and associated Guidelines promulgated during 2002-03 allowed agencies to create their own rigorous records regimes within these policy parameters. For each Standard, a complementary Guideline provides more



- Standard for Records Management No 1

 Records Management Programs
- Standard for Records Management No 2
 Appraisal
- 3. Standard for Records Management No 3Records Description and Control
- 4. Standard for Records Management No 4Access
- Standard for Records Management No 5 Record-keeping and Outsourced Government Business

Below the level of Standards and Guidelines sit Records Advices. These are issued to provide more detailed advice on specific records management issues. Seven Records Advices have so far been issued:

- 1. Records Advice No 1 What is a record?
- 2. Records Advice No 2 What is Normal Administrative Practice (NAP)?
- 3. Records Advice No 3 Email as a record
- 4. Records Advice No 4 What is a recordkeeping system?
- 5. Records Advice No 5 Electronically created records
- 6. Records Advice No 6 Executive Records
- Records Advice No 7 Preparation for the implementation of an Electronic Records Management System

Standards, Guidelines and Advices will continue to be issued as required, although the bulk of the work in creating the policies of the ACT's recordkeeping regime has now been established. During 2004-05 work commenced on a Standard for Digital Records. This work is expected to continue during 2005-06.

Advice and encouragement to agencies

A number of the functions specified for the Director in Section 33 of the Territory Records Act 2002 relate to working with agencies by encouraging, advising, assisting and training. The Act also requires the Director to examine, approve and report on certain aspects of the recordkeeping work of agencies. This dual role continues to be kept in balance.

Records Managers Forum

A Records Managers Forum, facilitated by the TRO, meets six times a year to provide advice and support through a network of Records Managers from agencies. This forum is appreciated by participants allowing consideration of common approaches in dealing with issues as they emerge.

Training

The Records Managers Forum identified a common need for training in records management. It was of concern to the Director that any training should properly reflect the regime instituted in the ACT. Accordingly, in 2004 a tender was issued to create a panel of training providers, including trainers both internal and external to Government. The TRO manages the whole of government contracts for Records Management Consultants and Records Management Trainers.

Common administrative functions

At the time of the development of the Act, agency Chief Executives expressed the view that there should be consistent handling of records across the ACTPS where similar types of records exist. Seventeen categories of common records were identified, ranging from human resource and OH&S, through fleet and property management, to financial management and legal services. The common approach that has been adopted is based on the functions of government.

Whole of Government thesaurus

To achieve a common functional approach and to ease the burden of compliance with the legislation in relation to these 17 common administrative functions, a disposal schedule was developed based on an approved thesaurus. The use of a common thesaurus ensures records are titled using the same terms. This becomes vital when later searching for records. The thesaurus chosen is the Territory Version of Keyword AAA (TVKAAA). Keyword AAA was developed by NSW for their use and is used under licence from the State Records Authority of NSW. The disposal schedule for these common functions is known as the Territory Administrative Records Disposal Schedule, or TARDiS. It is based on the Commonwealth Administrative Functions Disposal Authority. and the assistance of the National Archives of Australia (NAA) is acknowledged. It is an example of the high level of cooperation between jurisdictions.

Another benefit of this common, functional approach is that agencies need only develop the thesaurus and disposal schedules for the functions specific to their agency. A further benefit is the efficiencies gained when functions are transferred between agencies. For instance, when Environment ACT moved from Urban Services to the Chief Minister's Department, records were easily transferred from Records Management Program to Records Management Program.

TRO Website

Inevitably and understandably, the implementation of new procedures has involved a number of ways of providing advice and assistance to agencies during the year. Communication has been assisted by the development of both an Intranet and Internet website.

Access to records

In the first years of the operation of the Territory Records Act 2002, the issue of public access to records did not receive the attention it will come to receive. Many members of our community are most interested in gaining improved access to Territory records, and the Act establishes access as a right except in certain circumstances.

It was pleasing to see so many researchers at activities promoted by the TRO. The widespread interest in the opening of access to Government records confirmed the views underpinning the Act, namely, that Government records are a community resource that the community is well aware of. As the Chief Minister commented:

Of course records are created for the business purposes of government; however it is these records that after careful stewardship become the documentary heritage of the ACT community.

External liaison

Liaising with interested members of the community, industry and professional organisations and interstate counterparts has had a high priority since the commencement of the ACT Archives Project in 1998. The importance attached to these activities has not lessened with the operation of the Act.

As well as CAARA, working with the Australian Society of Archivists (ASA) and the Records Management Association of Australasia (RMAA) is considered to be most important. The intellectual and practical assistance given by members of all these bodies has contributed significantly to the records regime and its operation in the ACT.

The Territory Records Office has participated in the Australasian Digital Records Initiative which

was set up by all of the Australasian Archives and Records Authorities to develop a standard format for the management of digital records of long-term value.

Strategic policy

An ongoing work focus will be dealing with policy issues that arise as the continuing implementation of the Territory Records Act 2002 becomes embedded in workplace behaviours and community consciousness. The Territory Records Advisory Council will be involved in providing advice on many of the policy issues.

A few examples have emerged. The ACT may hold some records that should properly reside with the Commonwealth and vice versa. With the good will that exists between the two jurisdictions, this is worked through as cases arise.

Another example is legacy records that have been inherited from a previous administrative structure. Work has commenced on appraising and sentencing these files. Some 1.2 shelf-kilometres of files have been appraised and sentenced, of the total of some 5.6 shelf-kilometres.

In addition, the Act is required to be reviewed formally from 1July 2008 and to be completed within six months. Where a similar requirement existed in NSW, consultation commenced some 2_ years before it was due. The Director began preliminary consultation with ACTPS agency Records Managers during 2004-05. Consultation will gradually increase as a wider range of views is sought.

All Australian jurisdictions have participated in an initiative of the National Archives of Australia to place key constitutional documents on a website, "Documenting a Democracy", which is hosted by the National Archives of Australia (www.foundingdocs.gov.au). During 2004-05 the TRO worked with the National Archives of

Australia and a panel of constitutional experts to identify records of significance to the ACT's current democratic framework.

Whole-of-Government Issues

Access to Records

After 1 July 2007, Territory records will be open to the public when they reach 20 years of age. All records will open unless a Section 28 Declaration has been made under the Act. The effect of the *Territory Records Act 2002* is to turn off the *Freedom of Information Act 1989* in relation to those records and the Section 28 Declaration has the effect of reactivating the FOI Act for a limited number of exempt categories, the most important being personal privacy.

Consequently the *Territory Records Act 2002* preserves the appeal provisions of the FOI Act and ensures that those people who would have had access under the FOI Act continue to have access. Before July 2007, ACT agencies will be reviewing their records to identify those that would be exempt under the Act to ensure that those records do not inadvertently become open.

The attention of agency Records Managers has started to focus on July 2007 when records created prior to 1987 will become open for public access. There is recognition that agencies will need, by then, to have identified records which are not to be openly available and so will require a Section 28 declaration. There is also the need for adequate cataloguing and retrieval systems to allow people to find the information they are seeking. This work is likely to absorb increasing effort over the coming year.

Records Disposal

Agencies have agreed to common titling conventions and common Records Disposal Schedules for functions that affect multiple agencies. Common functional Records Disposal Schedules result in a better and more useful product, although requiring a greater initial effort.

A considerable amount of work was undertaken in 2004-05 to develop the Records Disposal Schedules for agency-specific functions. Those agencies having functions that remain without an applicable disposal schedule are aware of this requirement and are actively addressing it.

Digital Records

The *Territory Records Act 2002* is deliberately media-independent, regardless of whether the record is paper or electronic. Although most records today continue to be paper-based, it is

recognised that future records will increasingly be digital in form.

To this end, in May 2005 the Director issued Records Advice No.7 – Preparation for the implementation of an Electronic Records Management System, which sets out the steps that agencies should undertake before implementing an Electronic Records Management System.

In addition, work has commenced on a sixth Standard for Records Management, dealing with digital records. This is a sizeable task, as it must encompass a wide variety of requirements so as to promote consistency, yet not unduly constrain solutions to present concepts or technology.

Future Initiatives

In the foreseeable future, emphasis will be on ensuring the robustness of agency Records Management Programs and in preparing for the opening of access to records on 1 July 2007. Agencies must identify affected records, and members of the public must be able to find and access the records they want. Finding tools and access arrangements, such as a central reading room, will become important. In the longer term, arrangements for the preservation of recognised archival material may also require consideration.

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www.urbanservices.act.gov.au

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AAPAC ACT Access and Planning Advisory Committee

AAT Administrative Appeals Tribunal

ACROD Australian Council for Rehabilitation of Disabled

ACT Australian Capital Territory **ACTCOSS** ACT Council of Social Service **ACTION ACT Internal Omnibus Network ACTLIS** ACT Library and Information Services **ACTPLA** ACT Planning and Land Authority

ACTPS ACT Public Service AFP Australian Federal Police

Australian Institute of Landscape Architects AILA

ANU Australian National University ASO Administrative Services Officer

ATSIC Aboriginal and Torres Strait Islander Commission

AVA Australian Veterinary Association

AVCCN Agricultural and Veterinary Chemicals Coordination Network

AWA Australian Workplace Agreements **AWAC** Animal Welfare Advisory Committee

BOM Board of Management

CAARA Council of Australasian Archives and Records Authorities **CAMPFIRE** Community Assessment Monitoring Program for Fire

Impacted River Ecology

CASL Council of Australian State Libraries CCA Chromated Copper Arsenate CIC Canberra Islamic Centre CIT Canberra Institute of Technology Council of Australian Governments

CPA Career Path Appreciation

COAG

CRC Cooperative Research Centre CS&I Customer Services and Information

Commonwealth Scientific and Industrial Research Organisation **CSIRO**

CUPP Canberra Urban Parks and Places DUS Department of Urban Services DA Development Application

DAS Domestic Animal Services

DEH Department of Environment and Heritage

DV **Draft Variation**

Environmental Authorisation EΑ FAP Employee Assistance Program **EBA** Enterprise Bargaining Agreement **EEO** Equal Employment Opportunity EPA **Environment Protection Authority Environment Protection Policies EPPs**

EGIM Executive Geographic Information Management **EPHC** Environment Protection and Heritage Council

ESA Emergency Services Authority ESB Emergency Services Bureau

ESD Ecologically Sustainable Development

FMU Fire Management Authority
FOI Freedom of Information
FTE Full Time Equivalent

GBE Government Business Enterprise
GDE Gungahlin Drive Extension

GIM Geographic Information Management
GIS Geographic Information System
GSO General Services Officer
HEAT Home Energy Advisory Team

HR Human Resources

IAMS Integrated Asset Management System
IDMS Integrated Document Management System
IMC Information Management Committee
INCP Integrated Nature Conservation Plan

IP Intellectual Property
IT Information Technology

JACS Department of Justice and Community Services

LAPAC Local Area Planning Advisory Committee

L&D Learning and Development
LDA Land Development Agency
LMA Land Management Agreement
LOTF Leaders of the Future (Program)
LOTE Language other than English
MARS Market Attitude Research

MNW Minor New Works

MOU Memorandum of Understanding MRF Materials Recovery Facility NAA National Archives of Australia

NAP National Action Plan
NCA National Capital Authority
NCC National Competition Council
NESB Non English Speaking Background

NHT Natural Heritage Trust

NRM Natural Resource Management

NRMMC Natural Resource Management Ministerial Council

NSW New South Wales

OGF Oracle Government Financial (System)
OH&S Occupational Health and Safety
PIMC Primary Industries Ministerial Council

PR Public Relations

RTA Road Transport Authority

SHINE Sustainability Happening in Education

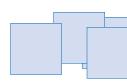
SOG Senior Officer Grade

STEP Simplified Telephone Entry Process

TCD Traffic Control Device

TARDIS Territory Administrative Records Disposal Schedule

TNR Tidbinbilla Nature Reserve TRA Territory Records Act 2002



TRAG Transport Reform Advisory Group

TRIPS Transport Registration Information Processing System

TRO Territory Records Office
TTL Take the Lead (Program)

TVKAAA: Territory Version of Keyword AAA (a thesaurus of common administrative terms

licensed from State Records NSW)

TWU Transport Workers Union

WESP Work Experience and Support Program

WIP Works in Progress

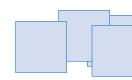
WiRC Women's Information and Referral Centre

WISE Working In Safe Environments

WR Act Water Resources Act

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Other Sources of Information About Urban Services

Websites: www.urbanservices.act.gov.au

www.canberraconnect.act.gov.au

Publications: A range of hard copy publications are available from:

Canberra Connect Shopfronts

Phone: 13 22 81 to be connected to any of the business units within Urban Services

