



## FREEDOM OF INFORMATION COVERSHEET

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

FOI reference: FOI 25-121

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Schedule	Published
4. Documents	Published
5. Additional information identified	Not applicable
6. Fees	Not applicable
7. Processing time (in working days)	30 days
8. Decision made by Ombudsman	Not applicable
9. Additional information identified by Ombudsman	Not applicable
10. Decision made by ACAT	Not applicable

11. Additional information identified by ACAT	Not applicable
---	----------------

**From:** [EDU, FOI](#)  
**To:** [CMTEDD FOI](#); [CED, FOI](#); [HCSD, FOI](#); [JACS FOI](#); [EDU, FOI](#); [iCBR FOI](#)  
**Cc:** [EDU, FOI](#)  
**Subject:** RE: Freedom of Information request - Insourcing - CMTEDDFOI 2025-382 - Partial transfer  
**Date:** Tuesday, 28 October 2025 4:13:18 PM

---

OFFICIAL

Hi all

Following conversations via email with the applicant, they have confirmed the scope of their request is for:

*Information about decisions regarding actual or planned in-sourcing of services or functions by ACT Government that are currently, or were previously, provided by private or not for profit sectors, since 15 October 2016 (date of 2016 ACT election), specifically:*

- *The name of the service/function*
- *The date of commencement (actual or planned)*
- *The number of staff brought in-house (actual or planned)*
- *The names of the affected providers of the services/functions*

Regards

Paula

Paula Murray | Senior Director Information Access  
Phone: +61 2 6205 9691 | Email: [paula.murray@act.gov.au](mailto:paula.murray@act.gov.au)  
Governance | Education | ACT Government  
GPO Box 158 Canberra ACT 2601  
[www.education.act.gov.au](http://www.education.act.gov.au) | [Facebook](#) | [Twitter](#) | [Instagram](#) | [LinkedIn](#) | [Google+](#)

*I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.*

---

**From:** CMTEDD FOI <CMTEDDFOI@act.gov.au>  
**Sent:** Monday, 27 October 2025 4:20 PM  
**To:** CED, FOI <CEDFOI@act.gov.au>; HCSD, FOI <HCSDFOI@act.gov.au>; JACS FOI <JACSFOI@act.gov.au>; EDU, FOI <EducationFOI@act.gov.au>; iCBR FOI <iCBR.FOI@act.gov.au>  
**Subject:** Freedom of Information request - Insourcing - CMTEDDFOI 2025-382 - Partial transfer

OFFICIAL

Good afternoon all

As you are aware we have a few Right to Know (RTK) FOIs at present. The attached relates to one we have received from an applicant called [REDACTED]. This email is to ask you to accept partial transfer of this request for any information your directorate may hold.

The scope is as follows:

*I am seeking any documents that list the services and functions that have been insourced by the ACT Government, the number of staff brought in-house and who the previous providers were.*

Upon clarification, the applicant advised the following:

*I am seeking information on services that were previously provided by private or not for profit providers but are now done or will be done by the ACT Government.*

*Examples in the ACT would include public school cleaning, maintenance of public housing, weighbridge operators at resource management centres and school crossing supervisors, cleaning and food services at hospitals.*

*The timeframe would be since the 2016 ACT election.*

I have attached the relevant emails for your reference. The RTK email system shortens email chains, so I have included all emails to date on this.

Kind regards

Emma

**Emma Hotham (she/her) | A/g Senior Director, Information Management**

Phone: 02 6207 0811 | [emma.hotham@act.gov.au](mailto:emma.hotham@act.gov.au)

Chief Minister, Treasury and Economic Development Directorate | **ACT Government**

Level 1, 220 London Circuit, Canberra City | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)



Anonymous  
Via email: [REDACTED]

Dear Applicant,

### **Freedom of Information – Notice of Decision**

I refer to your application under section 30 of the [Freedom of Information Act 2016](#) (the FOI Act), received by the City and Environment Directorate (CED) on 28 October 2025. Your application was received by partial transfer from the Chief Minister, Treasury and Economic Development Directorate (CMTEDD). A decision on access to information held within CMTEDD and any other agencies holding relevant information will be provided to you separately. It is my understanding you are seeking access to the following information:

*Information about decisions regarding actual or planned in-sourcing of services or functions by ACT Government that are currently, or were previously, provided by private or not for profit sectors, since 15 October 2016 (date of 2016 ACT election), specifically:*

- *The name of the service/function*
- *The date of commencement (actual or planned)*
- *The number of staff brought in-house (actual or planned)*
- *The names of the affected providers of the services/functions*

I thank you for providing the below context to assist with the interpretation of your application.

*I am seeking information on services that were previously provided by private or not for profit providers but are now done or will be done by the ACT Government.*

*Examples in the ACT would include public school cleaning, maintenance of public housing, weighbridge operators at resource management centres and school crossing supervisors, cleaning and food services at hospitals.*

*The timeframe would be since the 2016 ACT election.*

### **Timeliness**

In accordance with section 40 of the FOI Act a decision is due on your application by 9 December 2025.

### **Authority**

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

## Decision on access

A search for CED records has been completed and information relevant to your application was identified. This information has been compiled into two documents in a format consistent with your request. These records are listed in the schedule at **Attachment A**.

I have decided to:

- grant **full** access to 1 record.
- grant **partial** access to 1 record.

The reasons for my decision are detailed in the *statement of reasons* section below. Please note that some information has also been redacted as it falls outside of the scope of your application. The records being released to you are provided at **Attachment B** with redactions applied to any information contrary to the public interest to release.

In relation to the consideration of insourcing school crossing supervisors, I can confirm that that this was explored by CED, however there is no planned or actual insourcing at this time.

## Statement of reasons

The FOI Act has a pro-disclosure bias, which requires information to be disclosed unless doing so would be contrary to the public interest. As an Information Officer, I am responsible for determining whether disclosure of the information within the scope of your application would be contrary to the public interest.

My assessment begins with Schedule 1 of the FOI Act, which outlines categories of information that are taken to be contrary to the public interest to disclose. If the information does not fall within any of these categories, I must then apply the public interest test under section 17 of the FOI Act. This test involves weighing the factors favouring disclosure against those favouring nondisclosure, as set out in Schedule 2.

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

- the FOI Act
- the information that falls within the scope of your application
- the *Human Rights Act 2004*
- the ACT Ombudsman FOI Guidelines

I confirm that I have not considered any of the factors listed in section 17(2) of the FOI Act, which outlines a list of considerations that must not be taken into account when applying the public interest test.

### Schedule 1 – Information taken to be contrary to the public interest

- *No relevant factors identified*

### Schedule 2 – Public interest test

#### *Factors favouring disclosure (Schedule 2.1)*

- *Section 2.1(a)(i) - promote open discussion of public affairs and enhance the government's accountability.*
- *Section 2.1(a)(ii) - contribute to positive and informed debate on important issues or matters of public interest.*
- *Section 2.1(a)(iv) - ensure effective oversight of expenditure of public funds*

In my review of the information falling in scope of your application I have identified that disclosure is likely to promote open discussion and enhance the government's accountability to the ACTPS Insourcing framework and relevant government announcements on insourcing decisions. I have also considered that information relating to insourcing and procurement decisions is likely to contribute to an effective oversight of expenditure of public funds. I have placed moderate weight on these factors.

#### *Factors favouring nondisclosure (Schedule 2.2)*

- *Section 2.2(a)(xvi) - prejudice a deliberative process of government.*

Within record two I have identified two planned insourcing considerations, which is a current and ongoing deliberative process. The disclosure of this information at this time is likely to prejudice the deliberative process by inhibiting consultation processes and full consideration of options. I find that potential harm to the process carries significant weight.

#### *Balancing the factors*

As detailed above, I have attributed moderate weight to the factors favouring disclosure and in limited instances identified information which relates to a current government deliberative process. In balancing the factors, I find that the disclosure of the information which is information relating to current government deliberative process is, on balance, contrary to the public interest.

Consistent with the pro-disclosure intent of the FOI Act, I am satisfied that redacting only the information that is contrary to the public interest ensures compliance with the FOI Act while still providing access to the majority of the information held by CED within the scope of your application.

#### **Charges**

Processing charges are applicable for this application because the total number of pages to be released to you exceeds the charging threshold of 50 pages. However, I have decided not to impose a fee in response to your application.

#### **Online publishing – Disclosure Log**

Under section 28 of the FOI Act, CED maintains a disclosure log, which is a public record of access applications and decisions. Your original access application and my decision will be published on the CED disclosure log. Your personal contact details will not be published.

#### **ACT Ombudsman Review**

My decision on your access application is a reviewable decision as identified in Schedule 3 of the FOI Act. You have the right to seek ACT Ombudsman review of this outcome under section 73 of the FOI Act within 20 working days from the day that my decision is provided to you, or a longer period allowed by the ACT Ombudsman. If you wish to request a review of my decision, you may write to the ACT Ombudsman at:

The ACT Ombudsman  
GPO Box 442  
CANBERRA ACT 2601  
Via email: [actfoi@ombudsman.gov.au](mailto:actfoi@ombudsman.gov.au)

## **ACT Civil and Administrative Tribunal (ACAT) Review**

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

ACT Civil and Administrative Tribunal  
GPO Box 370  
Canberra City ACT 2601  
Telephone: (02) 6207 1740  
<https://www.acat.act.gov.au/>

Please contact the CED Information Access team if you have any queries in relation to your application via 6207 2987 or [CEDFOI@act.gov.au](mailto:CEDFOI@act.gov.au).

Yours sincerely

Craig Weller  
Information Officer  
City and Environment Directorate  
9 December 2025

## ATTACHMENT A – ACCESS APPLICATION SCHEDULE - FREEDOM OF INFORMATION

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates which records are intended for release online through open access via the City and Environment Directorate disclosure log:

[https://www.cityservices.act.gov.au/about-us/freedom\\_of\\_information/disclosure-log](https://www.cityservices.act.gov.au/about-us/freedom_of_information/disclosure-log)

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at: <https://www.act.gov.au/open-access>

File No.	Application Scope:
25-121	<p><i>Information about decisions regarding actual or planned in-sourcing of services or functions by ACT Government that are currently, or were previously, provided by private or not for profit sectors, since 15 October 2016 (date of 2016 ACT election), specifically:</i></p> <ul style="list-style-type: none"> <li>- <i>The name of the service/function</i></li> <li>- <i>The date of commencement (actual or planned)</i></li> <li>- <i>The number of staff brought in-house (actual or planned)</i></li> <li>- <i>The names of the affected providers of the services/functions</i></li> </ul>
<b>Reason for nondisclosure :</b>	
Schedule 2, 2.2(a)(xvi) - prejudice a deliberative process of government.	

Ref No	Page Numbers	Description	Status	Reason for nondisclosure or deferral	Open Access release status
1	1	Insourcing information	Full access	Not applicable	Disclosed information will be published on the CED Disclosure Log
2	2	UTS Insourcing	Partial access	Schedule 2, 2.2(a)(xvi)	
<b>Total No of records: 2</b>					

<b><i>The name of the service/function</i></b>	<b><i>The date of commencement (actual or planned)</i></b>	<b><i>The number of staff brought in-house (actual or planned)</i></b>	<b><i>The names of the affected providers of the services/functions</i></b>
Weighbridge operations at Territory owned landfills and transfer stations.	Planned and actual commencement 1 May 2024.	15 staff brought in house.	Community Resources Limited trading as Resource Recovery Australia.
Concrete Grinding	August 2024	3 staff brought in house.	Multiple local companies. Roads ACT maintains an existing contract with an external provider (Serendia Pty Ltd), as the internal crew cannot achieve all tasks.
Concrete Panel Replacements	May 2025	8 staff brought in house.	Any local provider that undertakes concrete works. Roads ACT also maintains a panel with 6 concrete providers (JSC, JSK Concreting, Paracorp, Wellbuilt, Vast Earthworks and All Style Concreting) that provide path maintenance services. Suppliers on the panel still provide the bulk of Roads ACT's concrete maintenance needs.
DAS Vet Services	4 January 2025	1	The affected provider was Arianna Lowe who held the licence for Vet Services at DAS, with occasional support from other local veterinarians to cover leave as needed. DAS continues to engage local vets for procedures outside our scope and during periods when our in-house veterinarian is unavailable.

Insourcing Projects	Service/Function	Date of	Staff Brought in (FTEs)	Affected Providers
Insourced Crane trucks that were on contract. No FTE as contract was for one and we have two trucks	Removal of logs/barrels after tree removal	Early 2020	0	Sapphire Coast Tree Services
Insource 3 of 5 Truck and Chipper combinations with FTEs	Chipping branches from pruning and tree removals	Mid 2020	3	Sapphire Coast Tree Services
Insourced 3 watering trucks over 3 years as Planting teams developed	Watering newly planted trees	01/10/2020	0	None, additional to current contractors, as insufficient watering trucks in the market to meet our current and future watering needs
Recently gained approval for insourcing 5 watering trucks with 5 seasonal FTEs (7 months)	Watering newly planted trees	Late 2024	5 Seasonals	None, additional to current contractors, as insufficient watering trucks in the market to meet our current and future watering needs