



**To:** Minister for City and Government Services

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**CC:** Ben McHugh, Deputy Director-General, Transport Canberra and City Services  
Kirra Cox, Executive Branch Manager, Strategic Policy and Programs, Transport Canberra and City Services

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**From:** Derise Cubin, Executive Branch Manager, Licensing and Registrations

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**Through:** Josh Rynehart, Acting Deputy Director-General, Access Canberra

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**Subject:** Driver Licence for the homeless

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**Critical Date:** Nil

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**Critical Reason:** Routine - To advise on Driver Licence internal policy settings that allow for consideration of homelessness

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**Recommendation**

That you note the information contained in this brief.

<b>Comments</b>	<p>Please engage with the relevant community sector organisations (Early Morning Centre, OneLink, CRCS, WCS et al) who have regular contact with homeless persons so that they are aware of this process / pathways for a licence and can advise clients accordingly.</p> <p>CC Minister Berry.</p>
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Tara Cheyne MLA .....  6/5/25 .....  Noted / Please Discuss

- Access Canberra issues and renews ACT driver licences under the *Road Transport (Driver Licensing) Act 1999* (the Act).
- A driver licence is often critical for mobility, employment, identification and gaining access to support services. The process for obtaining a driver licence can be challenging for people experiencing homelessness or in temporary situations where they have no fixed address.
- To issue an ACT Driver Licence, the section 10(1)(a) of the Act requires the Road Transport Authority (RTA) to be satisfied that the applicant is a resident of the ACT. Further, under The *Road Transport (Driver Licensing) Regulation 2000* (the Regulation) the RTA must show the persons ‘home address’ on a driver licence under section 12(1)(e) and must include the persons ‘home address’ in the register under section 14(1)(d).
- The Regulations express the term ‘home address’ as being an ACT address where the RTA can ordinarily make personal contact with the person, and that where there is



no postal service to the person at the 'home address', that another address must be provided for the service of notices (section 139(1)&(2)).

- The above mentioned sections of the Act and Regulations are important to ensure that the RTA can maintain communication with the licence holder to notify them of compliance issues, infringements, public safety and medical assessments. Without the means to contact a person, they may miss important notifications that potentially lead to legal consequences.
  - Acknowledging the challenges homeless people face with providing contact information, Access Canberra will apply a case-by-case approach for vulnerable people without a home address to ensure licensing decisions are made with full consideration of their circumstances whilst maintaining regulatory requirements.
  - An alternative escalation pathway will be established for Service Centre customer service officers to engage with more experienced subject matter experts or senior officers in the Licensing and Registration Administration (**LARA**) unit who can work with the client to explore 'address' options. This will lead to potential solutions that may include:
    - Leveraging an address from a charity or support organisation that is already assisting the individual.
    - Exploring the use of addresses of family members or friends.
    - Electronic contact information (such as email and phone numbers) to the client's licence as a pathway to ease reliance on a physical postal address etc.
- \*Note – Assigning 'Access Canberra' as the postal address in the first instance will enable a physical card to be received and provided in person to a client. However, the 'postal address' will need to be updated immediately after the card is produced so no further correspondence is received to Access Canberra for the client.
- It is important to note that while address solutions are available, some of which have been highlighted above, the individual must be agreeable to their use for this purpose. Should they decline, Access Canberra may be prevented, legislatively, from being able to issue the licence.
  - Updated content and staff instructions for all staff concerning the alternative escalation pathway is currently being finalised as a matter of priority.
  - The alternative escalation pathway will lead to bespoke approaches with greater flexibility in identifying a solution for the client's individual situation rather than leveraging an overarching 'fit for all' policy relating to homelessness. Drawing on the expertise of senior officers will help ensure that the practical solutions align with regulatory responsibilities for road safety while upholding the integrity principles that govern the issuance of identity credentials
  - Access Canberra is also intending to apply the process as outlined to applications for a Proof of Identity Card for individuals experiencing homelessness.



# Ministerial Brief

<b>To:</b>	Minister for Planning and Sustainable Development	<b>Tracking No.:</b> 25/0200112
<b>Date:</b>	07/07/2025	
<b>Through:</b>	Josh Rynehart, Acting Head of Access Canberra	
<b>From:</b>	Nick Lhuede, Construction Occupations Registrar	
<b>Subject:</b>	Proposed action against builder licensees who have provided fraudulent certificates	
<b>Critical Date:</b>	Nil	
<b>Critical Reason:</b>	In usual course of business	

## Recommendation

That you **note** the information contained in this brief.

Noted / Please Discuss

Chris Steel MLA .....

21/7/25

Minister's Feedback

## Background

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3. Between May 2024 and December 2024, Access Canberra identified 35 applicants, and 72 licensees linked to the above circumstances.
4. It is not alleged that any licensees or applicants engaged in fraudulent activity themselves. However, the certificates were not issued legitimately by an RTO.
5. In February 2025, Access Canberra sent notices of decision to refuse 35 pending licence applications identified to have used fraudulent qualifications.

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## Issues

### Assessment of eligibility under the Construction Occupations (Licensing) Act

9. Section 13 of the *Construction Occupations (Licensing) Regulation 2004* (the **COLR**) outlines eligibility criteria for both new applications and renewals. Applicants can qualify through two pathways.
10. The first pathway through section 13(2) of the COLR states that an entity is eligible to be licensed in a construction occupation or occupation class if:
  - a. the entity has a qualification declared by the Minister under the *Construction Occupations Licensing Act (Licensing) Qualifications Declaration 2024 (No3)* (the **Qualifications Declaration**), which for builders is a formal qualification, work experience and successful completion of an assessment (**exam**); and
  - b. the entity has the skills and knowledge reasonably necessary to satisfactorily exercise the functions of the construction occupation or occupation class.
11. At the time of application, applicants are considered to possess the necessary skills and knowledge if they meet the requirements outlined in the Qualifications Declaration.
12. The second pathway allows an applicant, if an applicant does not meet the requirements under section 13(2) of the COLR, to be assessed under section 13(3), which outlines that an applicant is also eligible to be licensed in a construction occupation or occupation class if:
  - a. The applicant does not meet the Qualification Declaration; but
  - b. The applicant has the skills and knowledge reasonably necessary to satisfactorily exercise the functions of the construction occupation or occupation class.



- 13. To determine if an applicant is eligible under section 13(3) of COLR, the Registrar may require an applicant to undertake a skill assessment under section 14 to find out whether the applicant has the skills and knowledge reasonably necessary to satisfactorily exercise the functions of the licence for which they have applied.
- 14. A skill assessment enables the Registrar to fill 'gaps' in the information the applicant has provided as part of their application that may further demonstrate the skills and knowledge to satisfy section 13(3) of COLR.

**Registrar's course of action - the 31 active licensees**

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## Financial Implications

22. Nil.

## Consultation

### Internal

23. Nil.

### Cross Directorate

24. ACT Government Solicitors Office.

### External

25. [REDACTED]

## Work Health and Safety

26. Nil.

## Benefits/Sensitivities

27. [REDACTED]

## Communications, media and engagement implications

28. This may result in media and ministerial attention. Suspensions on the grounds of public safety are published on the public disciplinary register, and any further compliance action will be undertaken through the ACAT.

Signatory Name:	Nick Lhuede	Phone:	6207 8606
Action Officer:	Gabrielle Barnes	Phone:	6205 4894



**To:** Minister for City and Government Services

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**Cc:** City Renewal Authority

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**Cc:** Chief Minister

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**From:** Josh Rynehart, Acting Deputy Director-General, Access Canberra

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**Subject:** Garema Place upgrades – Via Dolce update

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**Critical Date:** Not applicable

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**Critical Reason:** Usual course of Business

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**Recommendation**

That you **note** the information contained in this brief.

Comments

Any issues or deficiencies identified by TCCS/AC in the process should be addressed either through MOG changes or the PULA review.

Tara Cheyne MLA

6/1/25

Noted / Please Discuss

- In early 2025, the City Renewal Authority (CRA) commenced the Garema Place Upgrade to modernise the dining and retail area.
- As part of this project, several small businesses with outdoor dining permits have been impacted with the requirement to remove outdoor dining furniture and structures to allow works to happen.
- Via Dolce has a large structure in Garema Place which has been identified as being non-compliant with their outdoor dining permit and the business has been negotiating the requirement to remove the structure with the City CRA and Access Canberra.



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- On 28 May 2025, Access Canberra issued outdoor dining permit renewal notices to all eligible businesses, including Via Dolce.

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Action Officer: Kat Fleck

Date: 28 May 2025



OFFICIAL

City and Environment Directorate

# Ministerial Brief

<b>To:</b>	Minister for Planning and Sustainable Development	<b>Tracking No.:</b> 25/0243479
<b>Date:</b>	07/07/2025	
<b>Through:</b>	Josh Rynehart, Acting Head of Access Canberra	
<b>From:</b>	Nick Lhuede, Construction Occupations Registrar	
<b>Subject:</b>	Disqualification of a certifier licence under Construction Occupations (Licensing) Act 2004	
<b>Critical Date:</b>	30/07/2025	
<b>Critical Reason:</b>	To inform you of current regulatory action being taken against a certifier	

## Recommendation

That you **note** the information contained in this brief.

Noted / Please Discuss

Chris Steel MLA .....

21/7/25

Minister's Feedback

## Background

1. The *Construction Occupations (Licensing) Act 2004 (COLA)* regulates the licensing and conduct of construction occupations, including builders, in the ACT.
2. The *Building Act 2004 (Building Act)* regulates, among other things, the provision of certification work by licensed building surveyors (certifiers).
3. Section 95 of COLA outlines the consequences of a licensee incurring 15 or more demerit points within a 3-year period. ✓



4. When a licensee incurs 15 or more demerit points within a 3-year period, the Construction Occupations Registrar (**Registrar**) must consider the disciplinary incidents which the licensee incurred the demerit points and take one of the following actions:
  - a. Serve a notice of licence suspension under section 97 on the licensee in relation to the licensee’s licence in the construction occupation.
  - b. Serve a notice of licence disqualification under section 98 on the licensee in relation to the licensee’s licence in the construction occupation.
  - c. Take any other action against the licensee that—
    - (i) the ACT Civil and Administrative Tribunal (**ACAT**) could take or direct the Registrar to take; and
    - (ii) the Registrar considers appropriate.
5. In determining the appropriate action to take in this instance, the Registrar has considered the following, as required under section 95(3) of COLA:
  - a. The need to protect public safety.
  - b. The desirability of not allowing people to undertake work which they are financially unable to complete.
  - c. The seriousness and regularity of the disciplinary incidents.
  - d. The likelihood of further disciplinary incidents occurring; and any other relevant consideration.
6. Since 2023, the Registrar, consistent with the Statement of Expectations, has directed regulatory action to prevent and reduce future building quality issues by applying regulatory controls to those licensees who have repeated and significant compliance breaches.

**Issues**

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Active building works

15. As of 4 July 2025, [REDACTED] is responsible for the following active building approvals:
  - a. **93** Building Code of Australia (**BCA**) class 1 projects (new/alteration to residence), with 17 having applied for a Certificate of Occupancy and Use (**COU**).
  - b. **49** BCA class 10 projects (garage, carport, shed, etc), with 8 having applied for a COU.
  - c. **One** BCA class 5 project (commercial office fit out), which has applied for a COU.
  - d. **One** BCA class 9 project (religious building), which has not applied for a COU.
16. The Licensee is also connected to **259** projects that have an expired BA but do not have a COU. **69** of these BAs have applied for a COU but require more information or fees paid prior to being issued.



### Managing Consumer impacts

17. [REDACTED] ongoing non-compliance and practice has had financial impacts on owners, in terms of significant delays in completion and additional costs arising from approvals and building work. [REDACTED]  
[REDACTED] While the current regulatory action is important to protect consumers from further issues, there will be impacts arising from this decision in relation to the active and outstanding building works above.
18. The principal issues will be for those consumers with active projects for which [REDACTED] is the certifier and who will need to engage and pay for the appointment of a new certifier.
19. To mitigate these impacts, the Registrar has established and is leading a time-limited working group from the Construction Licencing, Construction Enforcement and Construction Audit teams. This group will coordinate and manage information and undertake engagement with the industry and consumers to mitigate these impacts. This will include:
  - a. Inspecting active building sites and issuing stop notices if appropriate;
  - b. Making an information request under section 80E of COLA requiring [REDACTED] to supply all documentation relating to active and expired Bas;
  - c. Management and filing of all [REDACTED] certification documentation;
  - d. Reviewing public registers; and
  - e. Contacting affected consumers and builders regarding [REDACTED] disqualification and advising them of the next steps.
20. Where required, owners will be advised of section 20 of the Building Act, whereby they may apply to have a government certifier appointed for their building work if they meet the following eligibility criteria outlined by section 8 of the *Building (General) Regulation 2008*:
  - a. A building approval for the work is in force;
  - b. A licensed builder has started the work; and
  - c. The owner of the land where the work is being carried out cannot, after making reasonable efforts, appoint a certifier for the work.

### **Financial Implications**

21. Nil.

### **Consultation**

#### Internal

22. Construction and Planning Regulation teams were consulted on the risks, impacts and action plan associated with [REDACTED] non-compliance, and the further regulatory action required following the disqualification of his certifier licence.



Cross Directorate

23. Nil.

External

24. Nil.

**Work Health and Safety**

25. Nil.

**Benefits/Sensitivities**

Benefits

26. Taking these actions:

- a. Protects consumers from further impacts, noting the impact of [REDACTED] ongoing non-compliance and practice has previously had financial impacts on owners.
- b. Demonstrates a strong regulatory response to non-compliance, reinforcing the importance of certifiers' licence obligations.
- c. Will deter building certifiers from similar conduct within the construction industry.

Sensitivities

27. As detailed above, the action against [REDACTED] will impact current building certification work at building sites.

**Communications, media and engagement implications**

28. The actions may result in media interest, namely:

- a. Externally driven enquiries from the affected consumers relating to the stop notices or the requirement to appoint a new building certifier on their project; and
- b. Proactive media regarding the compliance action through a media release or the disciplinary action being published on the public disciplinary register.

29. As required, Access Canberra will respond to media requests as required, and your office will be advised.

Signatory Name: Nick Lhuede

Phone: 6807 8606

Action Officer: Joel Defazio

Phone: 6205 4568



# Ministerial Brief

<b>To:</b>	Minister for Sport and Recreation	<b>Tracking No.:</b> 25/0263556
<b>Date:</b>	01/08/2025	
<b>From:</b>	Dr Louise Bassett, Controlled Sports Registrar	
<b>Through</b>	Josh Rynehart, Head of Access Canberra	
<b>Subject:</b>	Standing in Solidarity Fight Night	
<b>Critical Date:</b>	<b>07/08/2025</b>	
<b>Critical Reason:</b>	The event is scheduled for 16 August 2025 - time is required to promote the event, fulfill all registration requirements and upload the notifiable instrument.	

## Recommendations

That you:

1. **Note** the information contained in this brief;

**Noted / Please Discuss**

2. **Agree** to declare the Standing in Solidarity Fight Night as a non-registerable event pursuant to section 10(2) of the *Controlled Sports Act 2019*; and

**Agreed / Not Agreed / Please Discuss**

3. If Recommendation 2 is agreed:

- a. **Sign** the attached letter to Mr Garry Hamilton Attachment C; and

**Signed / Not Signed / Please Discuss**

- b. **Sign** the Notifiable instrument Attachment D formally declaring the “Fighting for a Cause - Standing in Solidarity” as a non-registerable event.

**Signed / Not Signed / Please Discuss**

Yvette Berry MLA ...../...../.....

Minister’s Feedback
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## Background

1. On 14 July 2025, Mr Garry Hamilton wrote to you in your capacity of Minister for Sport and Recreation, seeking you to exercise your power under section 10(2) of the *Controlled Sports Act 2019* (the Act) to declare a controlled sports event (the Event) as non-registerable (Attachment A).
2. The request is primarily being made on the basis that the proposed event “Standing in Solidarity Fight Night” (the Event) is being conducted for a charitable purpose and all proceeds will be donated to registered charities, and a registrable event will significantly reduce the funds raised for the respective charities.
3. In anticipation of the event being declared non-registerable, a non-registerable event notification was submitted on 11 July 2025 (which preceded Mr Hamilton’s request to your office) to Access Canberra (AC). Mr Hamilton is the President of Boxing ACT, an authorised controlled sports body, and a registered Promoter and Trainer under the Act.
4. AC has reviewed the notification and considers the proposed Event, on balance, meets the criteria as a registrable event pursuant to section 10(1) of the Act.
5. The Event and the request to declare it a non-registerable event is not the first of its kind. However, it is the first submitted by Mr Hamilton and whilst not a consideration in the decision making, the proposed charities receiving the funds could likely generate media attention due to their charitable cause.

## Issues

6. The Event is scheduled to be held on 16 August 2025, from 7:00 pm to 10:30 pm at the Canberra Southern Cross Club, Phillip ACT. The Premises holds a liquor licence and is also a licensed gaming machine and licensed bookmaking venue.
7. Mr Hamilton has advised that the Event will be conducted in a manner that precludes it from gambling facilities, including being held on a separate floor. Furthermore, Mr Hamilton clarifies that the event is run on a voluntary basis, contestants will not compete for valuable reward and all proceeds will be go directly to the nominated charities.
8. Additional information has been sought from Mr Hamilton to expedite the request, noting that whilst the non-registerable event notification was submitted 28 days prior to the event taking place, as legislatively required, there is only a short period of time to secure your decision and finalise next steps to enable the event to proceed.
9. The additional information that remains outstanding does not impact your ability to consider the request and it is reasoned that the information, including but not limited to such, the draw, officials’ names and weigh-in time is only pertinent to the review of the notification undertaken by AC.
10. While the request to you outlines the event as an amateur event, the Act does not define events as amateur or professional, rather, it is registerable and non-registerable. It is considered that the terminology “amateur” has been utilised to distinguish the event from one which is high profile where contestants receive a reward for competing, which could impact your decision making in considering whether to declare the event non-registerable.

11. The Event notification has provided sufficient information, including the provision of information from the authorised controlled sports body Boxing ACT who has approved the Event and will be overseeing the Event and providing the officials.
12. Whilst the submission was made by Mr Hamilton, the letter is signed off by Mr Marzen Mehri, who is the charitable collection licence holder of “No Limit Group (ACT) Pty Ltd” licence number 19001158 on 5 May 2025.
13. Charitable collection licences are issued under the *Charitable Collections Act 2003* (CC Act), by AC. The No Limit Group (ACT) Pty Ltd is not registered with the Australian Charities and Not for profit Commission (**ACNC**), as such, their reporting obligations are with AC.
14. Letters from two (2) organisations the Wish Foundation Limited (the Wish Foundation) and Palestinian Australian New Zealand Medical Association (PANZMA) can be found at ([Attachment B](#)). Both letters confirm that Mr Mehri has permission to receive proceeds which derive from the event, on the charity’s behalf.
15. Mr Hamilton has advised that there is not a political stance taken, one way or the other, the Event is purely to raise needed funds to assist those affected in Gaza.
16. In an effort to ensure the legitimacy of both charities, a review of both the Wish Foundation and PANZMA identify that the charities are registered with the ACNC and the below overviews are provided for your consideration:
17. Wish Foundation Limited identify as a non-political, non-governmental, non-profit organisation committed to the service of humanity. Humanitarian projects include Turkey/Syria Earthquake appeal, Yemen Orphan Program, Australian Bushfire Appeal, Beirut Crisis and Covid-19 food hampers.
18. PANZMA’s mission statement is “to lead in providing medical relief to Palestinians by supporting the existing healthcare services through expertise, supplies, and training. Our vision is for Palestinians to have equitable healthcare. Our values are trust, sincerity, collaboration, and transparency”. Humanitarian projects include Gaza emergency appeal, advocacy and awareness, help the children and training health care professionals.
19. In declaring the event non-registerable, section 10(3) enables you to impose conditions on the event. Should you exercise your powers to declare this event, it is recommended that the event be subject to the following conditions (in line with previous events):
  - a. Match making for the Event be overseen by Boxing ACT consistent with Boxing Australia rules;
  - b. The medical practitioner engaged for the event, is registered as an “official” in the capacity of a medical practitioner under the Act;
  - c. Participation is limited to athletes aged 18 years and over;
  - d. All officials officiating at the Event are to be registered with Boxing ACT or their relevant jurisdiction equivalent;
  - e. Within two business days following the event, AC is provided with the total number of tickets sold;



- f. Within fourteen days following the event, AC is provided with evidence of the total takings, including the provision of all proceeds distributed between the Wish Foundation Limited and the Palestinian Australian New Zealand Medical Association; and
  - g. As the event will be held at a sports bookmaking venue, the event is held in a manner that precludes the gaming area being directly accessible to event participants and ticket holders, or in the direct line of sight from the event function space.
  - h. Mr Garry Hamilton is the person responsible for the event and ensuring that all proceeds collected from the event are distributed to the Wish Foundation Limited and the Palestinian Australian New Zealand Medical Association Subject to your decision to declare the event a non-registerable event under section 10(2) of the Act, a letter of response to Mr Hamilton indicating your support is provided (Attachment C).
20. Further, subject to your agreement and pursuant to section 10(4) of the Act, the declaration is a Notifiable Instrument (**NI**) (Attachment D).
  21. To meet all of the requirements for a non-registerable event, AC will work with Mr Hamilton to ensure any outstanding components (such as draws, officials and role allocations) are received prior to the Event.
  22. It is recommended that you support the declaration of this event.

## Financial Implications

23. The declaration of the Event as a non-registerable event will mean a loss of revenue in respect to the application fee, and registration fees for both contestants and officials. The total amount of lost revenue cannot be quantified at this time as it is determined by the number of ticket sales, and registration fees.

## Consultation

### Internal

24. Nil.

### Cross Directorate

25. If approved, AC will provide advice to ACT Policing for their information regarding the possible media attention and protester actions outlined in paragraphs 33 and 34 below.

### External

26. Nil.

## Work Health and Safety

27. As with similar events of this nature, a condition has been recommended which would see a Medical Practitioner Registered under the Act to oversee the Event to add another level of



safety for all involved. AC will continue to liaise with Mr Hamilton to ensure this condition is met.

28. It cannot be anticipated; however, it should be considered that members of the community have engaged in protests for causes such as this.

### **Benefits/Sensitivities**

29. It is noted that Mr Hamilton has provided majority of the information required under the legislation to form a notification, save for the name of the registered medical practitioner and the draw and list of officials, which is typically not finalised until closer to the event. It is standard practice for non-registerable events to provide this within the week of the event. This will not impact the decision to declare the event a non-registerable event.
30. It is important to note that where the proposed funds will be donated, specifically which charity, is not a consideration in determining whether to utilise your discretionary power to declare the Event non-registerable. However, it is anticipated that the Event, due to its chosen charities, could likely garner media attention.
31. This is particularly relevant if you were minded to utilise your discretionary powers under the Act, as the general public would not be familiar with the nuance of the Event and its charitable purpose being separate matters entirely. It is considered that if the Event was to proceed as a registerable event, there would still be no role in which you, in your capacity as Minister, or AC, would be involved with in terms of charitable proceeds and its distribution.

### **Communications, media and engagement implications**

32. The event could likely garner media attention due to the chosen charities, as there is already significant media attention within this space.
33. On Monday 21 July 2025, ABC Canberra reported that pro Palestine protesters had staged a demonstration at the Electro Optic Systems building in Hume. This involved emergency services removing protesters who had handcuffed themselves to the building.
34. It is suggested that it would be advantageous to have statements prepared regarding the chosen charities, should you be approached by media.

Signatory Name: Louise Bassett

Phone: 57743

Action Officer: Rachelle Turk

Phone: 58756

## Attachments

Attachment	Title
Attachment A	Request to declare the event as non-registrable
Attachment B	Letters from the Wish Foundation and PANZMA
Attachment C	Ministerial Correspondence to Garry Hamilton
Attachment D	Controlled Sports (Non-registrable Event) Declaration (No 2)

Ms Yvette Berry MLA  
Deputy Chief Minister  
Minister for Sport and Recreation  
GPO Box 1020  
Canberra ACT 2601

9 July 2025

Via Email: [BERRY@act.gov.au](mailto:BERRY@act.gov.au)

Dear Deputy Chief Minister,

I am writing to you regarding the "Standing in Solidarity Fight Night. This amateur boxing event is the major fund raiser for the following charities: "*Wish Foundation Limited* and *Palestinian Australian New Zealand Medical Association (PANZMA)*" ("**the Charities**"). The new legislation governing combat sports in the ACT does not properly capture an event of this nature where patrons are paying to watch an amateur event with all proceeds going to a registered charity. We respectfully requests that you, in your capacity as Minister for Sport and Recreation, declare the Standing in Solidarity Charity Fight Night is a Non-registerable event under section 10(2) of the Controlled Sports Act 2019.

The Charities are registered charities and a non-profit association, registered in the Australia, operating on a totally voluntary basis to support people living Gaza and south Lebanon.

The issues in Gaza and South Lebanon has been declared by the United Nations as a humanitarian disaster and the work of the charities includes the provision of essential medical treatment for individuals where government support systems do not provide appropriate support and the supply of aid to those in need in the region.

This event has grown out of support from the local ACT and boxing community. This year's event, scheduled for 16 August is our first event.

This event is an amateur boxing event to be held on Saturday 16 August 2025, the same as those held by Boxing ACT. No fighter receives any reward for participating, our members run the event on a voluntary basis and all proceeds go directly to the work of the Charities. The safety risks associated with the event are low, with all competition conducted in accordance with Boxing ACT's regulations and under the supervision of its officials. Furthermore, the event's integrity risks are negligible, as athletes do not compete for valuable reward nor is gambling permitted.

In developing the event, we understand the licencing and compliance with the current legislative provisions. The event is completely separate and on a different floor to any of the gambling facilities at the venue, which in this particular case is the Southern Cross Club Phillip.

The Standing in Solidarity Fight Night was organised on this basis, including the cost structure, venue, sponsorship and ticket prices.

The Standing in Solidarity Fight Night is not a typical event in the ACT amateur combat sports calendar. It is a popular and large amateur event run completely on behalf of the Charities. All bouts are amateur bouts and will be run under the sanction of Boxing ACT, and Boxing Australia rules.

All proceeds from this event are directed towards the work of the Charities with all the appropriate steps taken to ensure legal compliance, including but not limited to:

- Registered the ABN for Charitable Collections; and
- Dedicated a separate bank account with two authorised signatories; and
- Arranged a charitable collections certificate; and
- Engaged a licenced accountant to oversee the charitable collection compliance and reporting obligations; and
- Received approval letters from the Charities.

I attach for your consideration letters from the Charities regarding the event.


It appears that the new legislation does not directly consider an event for a Charity Fight Night. Our event is an amateur event designed to raise funds for the charities only and is not captured by the legislation. While the proceeds are not reinvested in a sporting body as contemplated by the legislation, they are directly invested into the Charities, this is the essential difference from a Boxing ACT amateur event. Otherwise, it is the same as any Boxing ACT amateur event.

If this event was to be held as a Registerable-event, it would not change the measures we take to ensure the safety and integrity of the event. The primary effect would be to reduce the fund-raising capacity of the event by the amount the ACT Government would charge the Charities for registration and event fees together with the additional fees many service providers charge for a Registerable event. This is a considerable amount and will impact on the services we provide.

We believe this event is intended by the legislation to be a Non-registerable event. We will meet any reasonable conditions the ACT Government requires to ensure the safety of participants and integrity of the event, consistent with the new legislation.

We request that you, as Minister for Sport and Recreation, declare the Standing in Solidarity Charity Fight Night to be a Non-registerable event for the purposes of the Controlled Sports Act 2019.

Yours sincerely



Marzen Merhi  
No Limit Group  
Fighting for a Cause







**Yvette Berry MLA**  
**Deputy Chief Minister**  
Minister for Education and Early Childhood  
Minister for Homes, Homelessness and New Suburbs  
Minister for Sport and Recreation  
Member for Ginninderra

Our ref: 25/0263556

Mr Garry Hamilton

Dear Mr Hamilton

Thank you for your letter to me in my capacity of Minister for Sport and Recreation regarding your proposed controlled sports event, Standing in Solidarity Fight Night (the Event).

I note that you've sought that I utilise my discretion under section 10(2) of the Controlled Sports Act 2019 (the Act), to declare your event non-registerable. I understand that by making this declaration, it will significantly increase the charitable funds derived from the proceeds of the Event.

After considering your request, and with advice from Access Canberra, I am pleased to inform you that I support the request and declare the Event as a non-registerable event.

I am advised that you have been working with Rachelle Turk, Director of Licensing and Registrations, City and Environment Directorate, in relation to your non-registerable event notification. Ms Turk will continue to liaise with you and be the contact point in finalising your event notification.

Yours sincerely

Yvette Berry MLA

August 2025

**act.gov.au**

# Controlled Sports (Non-registrable Event) Declaration 2025 (No 1)

## Notifiable instrument NI2025–

made under the

Controlled Sports Act 2019, section 10 (2) (Meaning of registrable event)

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### 1 Name of instrument

This instrument is the *Controlled Sports (Non-Registrable Event) Declaration 2025 (No 2)*.

### 2 Commencement

This instrument commences on the day after it is notified.

### 3 Declaration

I declare that the following event is a *non-registrable event*:

- Standing in Solidarity Fight Night (to be held on 16 August 2025)

Subject to the following conditions:

- a. Match making for the Event be overseen by Boxing ACT consistent with Boxing Australia rules;
- b. The medical practitioner engaged for the event, is registered as an “official” in the capacity of a medical practitioner under the Act;
- c. Participation is limited to athletes aged 18 years and over;
- d. All officials officiating at the Event are to be registered with Boxing ACT or their relevant jurisdiction equivalent;
- e. Within two (2) business days following the event, Access Canberra is provided with the total number of tickets sold;
- f. Within fourteen (14) days following the event, Access Canberra is provided with evidence of the total takings, including the provision of all proceeds to the Wish Foundation Limited and the Palestinian Australian New Zealand Medical Association; and
- g. As the event will be held at a sports bookmaking venue, the event is held in a manner that precludes the gaming area being directly accessible to event participants and ticket holders, or in the direct line of sight from the event function space.

h. Mr Garry Hamilton is the person responsible for the event and ensuring that all proceeds collected from the event are distributed to the Wish Foundation Limited and the Palestinian Australian New Zealand Medical Association.

Yvette Berry  
Minister for Sport and Recreation

August 2025



**Transport Canberra and City Services**

**To:** Minister for City and Government Services  
Minister for Transport  
Minister for Sport and Recreation

Tracking No.: MINC2025/00572

**Date:** 22/05/2025

**From:** Executive Branch Manager, Communications

**Through** A/g Director-General, Transport Canberra and City Services  
Deputy Director-General, City Services

**Subject:** TCCS accountability and strategic indicator results 2025

**Recommendation**

That you:

- 1. Note the information contained in this brief.

**Noted / Please Discuss**

Tara Cheyne MLA ...../...../.....

Minister's Office Feedback

- 2. Note the information contained in this brief.

**Noted / Please Discuss**

Chris Steel MLA ...../...../.....

Minister's Office Feedback

3. Note the information contained in this brief.

**Noted / Please Discuss**

Yvette Berry MLA ...../...../.....

Minister's Office Feedback

**Background**

1. Transport Canberra and City Services (TCCS) measures several of its accountability indicators and some strategic indicators through an annual survey by an independent consultant.
2. These are: access to and maintenance of cycle paths and walking paths; library services; road network; waste and recycling services; management of sportsgrounds; management of municipal services; community engagement experience; and Transport Canberra bus services.
3. The 2025 survey of 1,000 Canberra residents was undertaken by Winton Research & Insights for the sixth successive year as part of its Canberra Omnibus Survey.
4. The survey was undertaken from 1 to 6 April 2025.

**Issues**

5. The 2025 survey again asked about reasons for satisfaction and dissatisfaction ratings, including suggestions for how dissatisfaction might be improved. These are summarised in the report (Attachment A).
6. A summary of the key results is provided in the table below.
7. The only significant change in satisfaction from 2024 to 2025 was satisfaction with Transport Canberra bus services, which increased by 4%.

**Year-by-year comparison of satisfaction levels**

Indicator	2023	2024	2025	Difference from 2024-25	Accountability Indicator Target	Strategic Indicator Target
1. Maintenance of cycle paths and walking paths#	73%	69%	68%	-1%	75%	N/A
2. Access to cycle paths and walking paths	84%	81%	84%	+3%	85%	N/A
3. Library services	93%	92%	91%	-1%	95%	N/A
4. Road network overall	69%	71%	72%	+1%	>75%	N/A
5. Waste and recycling services overall	89%	92%	89%	-3%	>90%	N/A
6. Management of sportsgrounds	86%	85%	84%	-1%	85%	N/A
7. Overall management of municipal services	79%	81%	82%	+1%	N/A	88%
8. Community engagement experience*	89%	80%	81%	+1%	N/A	85%
9. Transport Canberra bus service overall	78%	74%	78%	+4%	85%	88%**
10. Transport Canberra light rail service overall	89%	90%	90%	0	85%	N/A

Accountability indicator   
  % Change is not significant   
  % Significant increase   
  % Significant decrease

# Maintenance of cycle/walking paths was a new factor added in 2023. \* Caution small base size n=151 \*\* note: the accountability and strategic indicator targets are different

**Financial Implications**

8. The survey cost [REDACTED] (inc. GST).

**Consultation**

Internal

9. The results will be provided to TCCS executives.

**Communications, media and engagement implications**

10. The results from the survey will be published on the City Services website and help inform communication activities.

Geoff Virtue

Phone: 6205 0312

**Attachments**

Attachment	Title
Attachment A	TCCS satisfaction survey results 2025



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Winton Research and Insights Pty Ltd

ABN 47 002 306 381

# CANBERRA OMNIBUS SURVEY

Powered by Winton Research & Insights

2767

Results for a series of questions on  
**Attitudes to various TCCS services**

on the WintonRI  
Canberra Omnibus Survey

Conducted for Transport Canberra and City Services Directorate  
(TCCS) ACT Government

Interviews conducted 1 to 6 April 2025

Report 8 May 2025

*Final*

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# 1. Introduction

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Transport Canberra and City Services (TCCS) delivers municipal services and programs to residents of the ACT, including waste and recycling management, public transport, road construction and maintenance, library services, and management of public recreation areas.

As part of its commitment to improving service delivery to ACT residents, TCCS conducts an annual community satisfaction survey. Since 2020, the survey has been implemented, analysed and reported by Winton Research and Insights (WintonRI), using our Canberra Omnibus Survey to provide meaningful comparisons between survey waves on relevant measures.

The 2021 survey provided a fuller analysis than in previous surveys, including the addition of reasons for satisfaction and dissatisfaction ratings, and suggestions for how reasons for dissatisfaction might be improved. These additional questions have been continued in the 2022, 2023, 2024 and 2025 surveys.

## 2. The Canberra Omnibus Survey – methodology

The WintonRI Canberra Omnibus Survey is a monthly multi-client survey of 1,000 adults within the ACT boundaries.

The survey is conducted monthly, mainly by telephone with a fresh sample of 1,000 people representative of the adult Canberra community, with findings compiled into a succinct tabular report.

Keeping up with rapid changes in people's behaviour regarding market and social research surveys, we now draw melded samples of landlines, plus mobile phone numbers (to include highly mobile and younger people), plus a small online sample component (to include people who are unable or unwilling to be interviewed by telephone).

The sample is weighted by age, gender, area and education to align it with ABS population estimates, then used to provide the most accurate representation of the population.

Surveying for the April 2025 wave took place over the period 1 to 6 April 2025.

### A note on sampling tolerances:

All surveys have a range of different types of tolerances associated with them, including sampling tolerance, which depicts how confident we can be that the survey result reflects the 'real' result. In a probability sample such as that used in surveys of this kind, we can estimate the sample tolerance associated with the full sample size and with various subgroups. The table below shows the estimated maximum sample tolerance at the 95% confidence level (that is, we would expect the survey result to be within  $\pm x$  % of the real-world situation 95% of the time).

Size of sample or sub-sample	Examples	Maximum sampling tolerance at the 95 % confidence level
5,000		$\pm 1\%$
2,000		$\pm 2\%$
1,000	Total COS sample	$\pm 3\%$
900		$\pm 3\%$
500	Men, Women	$\pm 4\%$
400		$\pm 5\%$
300	Age groups	$\pm 6\%$
200		$\pm 7\%$
150	Regions, community engagement	$\pm 8\%$

In other words, what the above sampling tolerance table indicates is that if the response to a question asked of the whole 1,000 sample is, say, around 50% 'yes' versus 50% 'no', then on 19 in 20 occasions this result will be within around 3% either way of the result that would have been obtained if the whole adult population (18+ population  $\cong$  390,000) had been asked.

Sub-samples smaller than 150 should be treated with some caution (ie samples smaller than 15% of the total sample in this survey), and individual results should be considered indicative only unless they fit into a larger pattern. Samples of less than 30 are generally considered insufficient for even indicative consideration.

Only whole percentages are used in line with current statistical protocols. As a result, some columns in the tables of results may add to slightly more or slightly less than 100%, due to rounding.

Means are not provided for Likert scales as they are not considered to be effective measures as they are mostly ordinal rather than interval scales, so means will not provide useful answers to the questions managers use to make actionable decisions<sup>1</sup>.

<sup>1</sup> Technically, you can calculate the mean scores of ordinal scales, but it is generally not recommended to compare the mean scores of ordinal scales, as ordinal scales do not have equal intervals between their values. Ordinal scales are scales in which the responses are ordered, but the distances between the values are not equal. For example, a survey asking participants to rate their satisfaction with a product on a scale from 1 to 5, where 1 represents "not at all satisfied" and 5 represents "extremely satisfied", is an ordinal scale. In this scale, there is no assurance that the difference between a rating of 1 and 2 is the same as the difference between a rating of 4 and 5.

### 3. Summary of findings and insights

#### 3.1 Overview

The two tables below show year-to-year comparisons over the past six years.

##### Year-by-year comparisons of satisfaction levels

Indicator	2020	2021	2022	2023	2024	2025	Difference 2025-2024
1. Maintenance of cycle paths and walking paths#	NA	NA	NA	73%	69%	68%	-1%
2. Access to cycle paths and walking paths	90%	88%	90%	84%	81%	84%	+3%
3. Library services	96%	95%	95%	93%	92%	91%	-1%
4. Road network overall	81%	80%	80%	69%	71%	72%	+1%
5. Waste and recycling services overall	89%	90%	91%	89%	92%	89%	-3%
6. Management of sportsgrounds	85%	87%	87%	86%	85%	84%	-1%
7. Overall management of municipal services	84%	88%	87%	79%	81%	82%	+1%
8. Community engagement experience**	81%	89%	87%	89%	80%	81%	+1%
9. Transport Canberra bus service overall	74%	78%	79%	78%	74%	78%	+4%
10. Transport Canberra light rail service overall	90%	91%	88%	89%	90%	90%	0

Accountability indicator	Change is not significant	%	Significant increase in satisfaction <sup>o</sup>	%	Significant decrease in satisfaction <sup>o</sup>	%
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<sup>o</sup> Significant increase/decrease refers to statistically significant differences (minimum  $\pm 4\%$ ) between years.

# Maintenance of cycle/walking paths was a new factor added in 2023. \*\* Caution small base size n=151 in 2025

##### Year-by-year comparisons of dissatisfaction levels

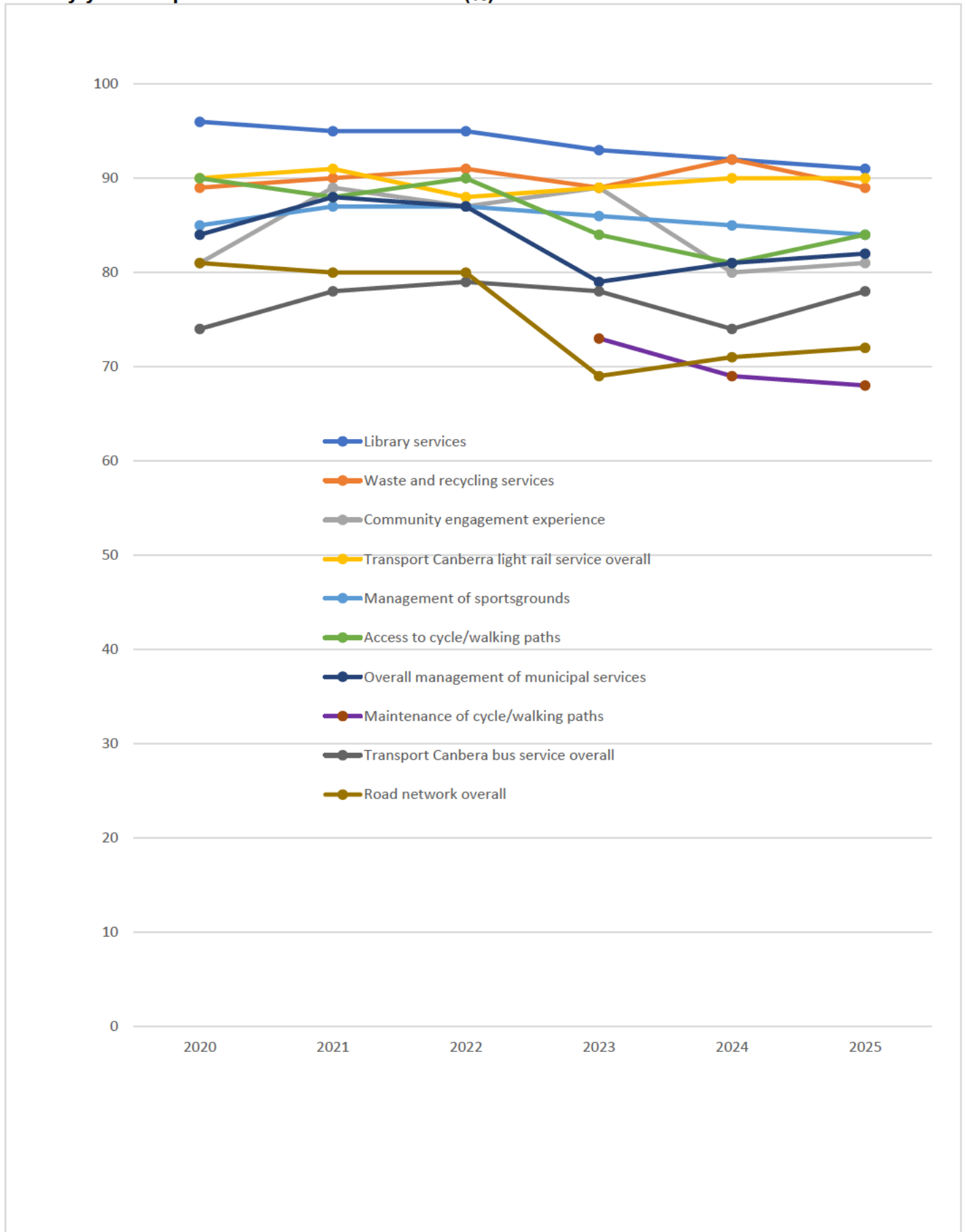
Indicator	2020	2021	2022	2023	2024	2025	Difference 2025-2024
1. Maintenance of cycle paths and walking paths#	NA	NA	NA	27%	31%	32%	-1%
2. Access to cycle paths and walking paths	10%	12%	10%	16%	19%	16%	-3%
3. Library services	4%	5%	5%	7%	8%	9%	+1%
4. Road network overall	19%	20%	20%	31%	29%	28%	-1%
5. Waste and recycling services overall	11%	10%	9%	11%	8%	11%	+3%
6. Management of sportsgrounds	15%	13%	13%	14%	15%	16%	+1%
7. Overall management of municipal services	16%	12%	13%	21%	19%	18%	-1%
8. Community engagement experience**	19%	11%	13%	11%	20%	19%	-1%
9. Transport Canberra bus service overall	26%	22%	21%	22%	26%	22%	-4%
10. Transport Canberra light rail service overall	10%	9%	12%	11%	10%	10%	0

Accountability indicator	Change is not significant	%	Significant increase in satisfaction <sup>o</sup>	%	Significant decrease in satisfaction <sup>o</sup>	%
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<sup>o</sup> Significant increase/decrease refers to statistically significant differences (minimum  $\pm 4\%$ ) between years.

# Maintenance of cycle/walking paths was a new factor added in 2023. \*\* Caution small base size n=151 in 2025

## Year-by-year comparisons of satisfaction levels (%)



## 4. Detailed tabular findings

### About the following sub-sections:

In reading the following sections, in line with the convention adopted in earlier surveys by previous research contractors, tables A and B in each section are based on those expressing an opinion. This means those who are unsure or have no opinion are left out, either because they have no interaction or knowledge of a particular service or feature, or because they have not formed an opinion about it.

As all percentages are rounded up or down to the nearest whole percent, 0% represents any percentage under half a percent.

In all tables, the percentage columns read vertically, as explained after the following table (used as an example):

### Q3 How satisfied or dissatisfied are you with library services?

Table No. 3a:

Among only those who expressed an opinion:	Total %	Age 18-39 years %	Age 40-64 years %	Age 65+ years %
Very satisfied	29	30	25	34
Satisfied	62	62	63	60
Dissatisfied	7	7	7	5
Very dissatisfied	2	2	5	0
<b>Total satisfied</b>	<b>91</b>	<b>91</b>	<b>88</b>	<b>95</b>
<b>Total dissatisfied</b>	<b>9</b>	<b>9</b>	<b>12</b>	<b>5</b>
<i>Base [n=]</i>	766	392	250	123

The table indicates that of the 392 people in the 18 to 39 age group who expressed an opinion on library services, 29% were very satisfied, 62% were satisfied, 8% were dissatisfied, and 1% were very dissatisfied. Therefore, a total of 91% of the 392 who expressed an opinion are satisfied to some or a major extent, and a total of 9% are dissatisfied to some or a major extent.

## 4.1 The maintenance of cycle paths and walking paths [new in 2023]

### Preamble to Q1:

Transport Canberra and City Services is a Directorate within the ACT Government that delivers a range of municipal services. These services include transport, road and path maintenance, city upgrade projects, public libraries, waste and recycling collection, maintenance of our cemeteries and maintenance of sportsgrounds and urban spaces.

The questions below relate to the programs and initiatives Transport Canberra and City Services delivers.

### Section 1:

Ask all

### Q1 How satisfied or dissatisfied are you with the maintenance of cycle paths and walking paths?

Table No. 1a:

Among only those who expressed an opinion:	Total %	Age 18-39 years %	Age 40-64 years %	Age 65+ years %	Gender Men %	Gender Women %	Region Belconnen %	Region Gungahlin %	Region Woden, Weston Creek, Molonglo %	Region Tuggera-nong %	Region Inner CBR %
Very satisfied	13	18 ↑	9 ↓	10	15	12	9	17	10	11	20
Satisfied	54	60 ↑	51	44	52	57	50	61	62	52	48
Dissatisfied	24	20 ↓	28	32	23	26	28	18	20	30	25
Very dissatisfied	8	3 ↓	12 ↑	14 ↑	10 ↑	5 ↓	13 ↑	3	8	7	7
<b>Total satisfied</b>	<b>68</b>	<b>78 ↑</b>	<b>60 ↓</b>	<b>54 ↓</b>	<b>66</b>	<b>69</b>	<b>59 ↓</b>	<b>79 ↑</b>	<b>72</b>	<b>64</b>	<b>68</b>
<b>Total dissatisfied</b>	<b>32</b>	<b>22 ↓</b>	<b>40 ↑</b>	<b>46 ↑</b>	<b>34</b>	<b>31</b>	<b>41 ↑</b>	<b>21 ↓</b>	<b>28</b>	<b>36</b>	<b>32</b>
<i>Base [n=]</i>	938	468	324	145	461	476	225	170	183	168	191

Ask all

### Q1 How satisfied or dissatisfied are you with the maintenance of cycle paths and walking paths?

Table No. 1b:

Among only those who expressed an opinion:	Total %	Dwelling type Detached dwelling %	Dwelling type Medium density %	Dwelling type Apartment %	Housing tenure Own outright %	Housing tenure Own with mortgage %	Housing tenure Rent privately %	Housing tenure Public housing/ other %	Education No tertiary %	Education Bachelor degree %	Education Post graduate %
Very satisfied	13	11	18	15	13	9	21 ↑	11	12	13	16
Satisfied	54	54	56	55	46	59	53	60	52	55	56
Dissatisfied	24	27	21	21	29	25	19	25	26	25	21
Very dissatisfied	8	8	5	9	13	7	6	4	9	7	7
<b>Total satisfied</b>	<b>68</b>	<b>64</b>	<b>74</b>	<b>70</b>	<b>59 ↓</b>	<b>68</b>	<b>75</b>	<b>71</b>	<b>64</b>	<b>68</b>	<b>72</b>
<b>Total dissatisfied</b>	<b>32</b>	<b>36</b>	<b>26</b>	<b>30</b>	<b>41 ↑</b>	<b>32</b>	<b>25</b>	<b>29</b>	<b>36</b>	<b>32</b>	<b>28</b>
<i>Base [n=]</i>	938	529	204	204	233	343	236	127	344	344	247

**Table No 1c: Maintenance of cycle paths – why satisfied**

	Total %	Belconnen %	Gungahlin %	Woden, Weston Creek, Molonglo %	Tuggera-nong %	Inner CBR %
Among only those who expressed an opinion:						
General satisfaction/positive sentiment (e.g. no problems/good/nice/ okay/fine)	38	42	37	33	46	34
Well-maintained/good upkeep/great/good condition	23	22	30	27	19	17
Clean/tidy/clear/unobstructed	11	9	15	15	3	9
Good quality paths/surfaces/smooth/no potholes/fit for purpose	8	7	9	9	5	7
Highly satisfied e.g. fantastic, amazing, excellent, great	7	8	7	6	5	10
Plenty of them/lots of paths/extensive network/easy to get around/ well connected	7	7	9	6	7	8
Being updated/regular upgrades/improvements/repairs/new paths being built/developed	6	5	4	3	6	9
Kept safe/secure/well lit	5	5	7	8	5	1
Repairs made quickly/efficiently/responsive	4	3	5	3	5	5
Use them regularly/get plenty of use/rely on them	3	1	2	2	5	4
Easily accessible/convenient	3	3	4	2	2	3
Grass cut/mown/weeded/clear tree branches/pruned/trimmed/not overgrown etc.	2	1	4	3	1	1
Good signage/clearly marked/good directions	2	5	3	1	0	1
Don't use often/at all	2	4	1	4	2	0
Other	0	0	0	0	0	2
Unsure/don't know/no comment	3	1	3	3	2	5
<i>Base [n=]</i>	636	133	134	132	107	130

**Table No. 1d: Maintenance of cycle paths – why dissatisfied**

	Total %	Belconnen %	Gungahlin %	Woden, Weston Creek, Molonglo %	Tuggera-nong %	Inner CBR %
Among only those who expressed an opinion:						
Damaged surfaces: Issues with potholes/uneven surfaces /bumpy/cracks/broken/damaged/lifted paths (incl. tree root damage/lifting)	44	50	37	46	40	42
Poorly maintained/low standard/require better maintenance/ in need of repair	34	35	45	37	32	28
Dangerous/hazardous/unsafe/tripping hazards	17	17	18	24	14	13
Overgrown/long grass/need mowing/weeds/trees/overhanging branches/rocks	15	17	21	4	19	13
Slow to repair/not fixed in a timely manner	8	7	8	4	2	18
Not good in my area/outer suburbs/some areas neglected	8	7	3	7	7	13
Dirty/untidy/litter/rubbish/debris/graffiti/vandalism	7	5	3	2	12	13
General negative sentiment e.g. poor, bad, not good	7	7	8	9	5	7
Not enough/insufficient paths/more paths needed/limited network/connections/paths end abruptly	5	5	0	7	4	8
Not wide enough to share/too narrow/better delineation needed between cyclists/walkers/cyclists on walking paths	4	3	3	7	5	3
Not wheelchair/disabled friendly/prams/present difficulties for those with mobility issues/elderly	3	3	5	2	5	2
Paths closed/blocked/obstructed	3	2	3	2	5	5
Poor lighting/not adequately lit (or not at all)/inaccessible at night	2	3	0	2	2	3
Too many 'quick fixes'/patch ups/temporary repairs/band-aids	1	2	0	0	0	3
Other	0	0	0	0	2	0
Unsure/don't know/no comment	5	4	5	0	9	7
<i>Base [n=]</i>	302	101	38	46	57	60

**Table No. 1e: Maintenance of cycle paths – how to fix problems or respond to the dissatisfied**

	Total %	Belconnen %	Gungahlin %	Woden, Weston Creek, Molonglo %	Tuggera-nong %	Inner CBR %
Among only those who expressed an opinion:						
Upgrades/re-surface/new pavement/replace damaged paths/lines/markings/improve quality/fix them/repair them etc.	38	43	48	44	37	20
Regular checking/scheduled maintenance/inspections/systematic reviews/monitoring/general upkeep	38	45	26	30	36	43
Mow grass regularly/cut/trim edges/tree roots/weeding/branch clearing	8	6	13	7	11	5
Quicker/more timely repairs/faster response/follow-up on reported issues	6	9	8	2	2	8
Clean-up regularly/rubbish collection/remove leaves/sweeping/litter/clearing paths/remove graffiti	6	4	8	2	12	7
Levelling paths/grinding down high bumps/fix uneven paths/prevent trip hazards/make safe	6	7	8	7	7	3
Increased funding/more resources/spend money/allocate funds/fiscal responsibility/spend tax money wisely/stop wasting money	6	10	0	6	6	5
Better planning/management/governance/show foresight e.g. not planting trees close to paths, prevention is better than cure	4	0	5	7	5	7
More/add paths/increase network/better connectivity	3	2	0	4	4	3
Make paths wider/more space for cyclists/shared paths	2	1	3	7	0	3
Easier/better/more efficient reporting of problems/issues/repairs/more consultation e.g. develop an app, issues with Fix My Street	2	1	3	4	2	2
Increase workforce/more staff/people to do the work/employees not contractors	2	1	0	0	0	7
Better/improved/more lighting (provide safety at night)	1	1	0	0	2	2
Manage/control/restrict/slow down/ban e-scooters	2	0	0	2	2	5
Segregated/separate bike path/separate walkway/bike path	1	1	5	0	0	0
Change/sack the government	1	1	0	2	0	2
Reduce/remove	1	2	0	0	0	2
More/provide bins along paths	1	0	0	0	4	0
Fix/improve/more signage	0	0	0	0	0	2
Unsure/don't know/no comment	7	6	8	4	9	10
<i>Base [n=]</i>	302	101	38	46	57	60

## 4.2 Access to cycle paths and walking paths

### Section 2:

Ask all

### Q2 How satisfied or dissatisfied are you with access to cycle paths and walking paths?

Table No. 2a:

Among only those who expressed an opinion:	Total %	Age 18-39 years %	Age 40-64 years %	Age 65+ years %	Gender Men %	Gender Women %	Region Belconnen %	Region Gungahlin %	Region Woden, Weston Creek, Molonglo %	Region Tuggera-nong %	Region Inner CBR %
Very satisfied	21	23	18	20	24	17	17	26	21	17	24
Satisfied	64	63	65	62	59	68	62	67	59	70	60
Dissatisfied	12	11	12	13	12	12	15	7	14	10	14
Very dissatisfied	4	3	5	5	4	3	7	1	6	3	2
<b>Total satisfied</b>	<b>84</b>	<b>86</b>	<b>83</b>	<b>82</b>	<b>83</b>	<b>85</b>	<b>79</b>	<b>92</b>	<b>80</b>	<b>87</b>	<b>84</b>
<b>Total dissatisfied</b>	<b>16</b>	<b>14</b>	<b>17</b>	<b>18</b>	<b>17</b>	<b>15</b>	<b>21</b>	<b>8</b>	<b>20</b>	<b>13</b>	<b>16</b>
<i>Base [n=]</i>	942	470	326	147	463	480	225	168	183	177	189

Table No. 2b

### Q2 How satisfied or dissatisfied are you with access to cycle paths and walking paths?

Among only those who expressed an opinion:	Total %	Dwelling type Detached dwelling %	Dwelling type Medium density %	Dwelling type Apartment %	Housing tenure Own outright %	Housing tenure Own with mortgage %	Housing tenure Rent privately %	Housing tenure In public housing/ other %	Education No tertiary %	Education Bachelor degree %	Education Post graduate %
Very satisfied	21	17	31 ↑	18	19	17	27	22	24	19	19
Satisfied	64	66	58	63	63	69	60	57	63	63	65
Dissatisfied	12	13	8	14	14	11	9	17	10	13	13
Very dissatisfied	4	4	2	4	5	3	3	4	4	5	3
<b>Total satisfied</b>	<b>84</b>	<b>83</b>	<b>89</b>	<b>82</b>	<b>82</b>	<b>86</b>	<b>87</b>	<b>79</b>	<b>86</b>	<b>82</b>	<b>84</b>
<b>Total dissatisfied</b>	<b>16</b>	<b>17</b>	<b>11</b>	<b>18</b>	<b>18</b>	<b>14</b>	<b>13</b>	<b>21</b>	<b>14</b>	<b>18</b>	<b>16</b>
<i>Base [n=]</i>	942	538	202	203	229	347	234	132	349	345	243

**Table No 2c: Access to cycle paths – why satisfied**

	Total %	Belconnen %	Gungahlin %	Woden, Weston Creek, Molonglo %	Tuggera-nong %	Inner CBR %
Easy access/lots of paths/availability/they are everywhere/ in many/most areas/convenient)	43	42	47	47	46	33
General satisfaction/positive sentiment (e.g. good/nice/ okay/fine)	31	30	30	27	34	34
Extensive routes/wide range/expansive network/well connected (e.g. you can cycle from one end of Canberra to the other)	9	9	8	8	8	11
Well maintained/good upkeep/great condition/clean & tidy	7	7	8	7	8	4
Highly satisfied e.g. fantastic/amazing/excellent/great	6	8	6	4	5	5
New paths being built/constantly evolving/improving	3	1	3	2	5	2
Well-designed/planned (wide paths/clear space/suit both uses)	2	2	3	1	0	3
Safe/secure	2	4	4	1	1	1
Ideal for cyclists	1	0	0	1	1	3
Good signage/clearly marked/good directions/easy to navigate/well sign-posted	1	3	2	1	0	1
Leaders/best/better than other states/source of pride for Canberra	1	0	1	2	1	2
Well used/utilised	1	1	2	1	1	1
Promotes exercise/healthy/green living	1	1	2	0	1	1
Don't use often/at all	1	1	0	2	1	0
Other	1	1	1	0	0	1
Unsure/don't know/no comment	3	2	4	2	1	6
<i>Base [n=]</i>	793	178	155	147	154	159

**Table No. 2d: Access to cycle paths – why dissatisfied**

	Total %	Belconnen %	Gungahlin %	Woden, Weston Creek, Molonglo %	Tuggera-nong %	Inner CBR %
Better maintenance needed/low standard/poorly maintained/in need of repair (including mowing/cutting back branches etc.)	23	30	8	25	14	24
Not enough/build more paths (walking/cycling not specified)	17	9	46	13	14	24
Better connections/bad planning/poorly designed/lack of connectivity/incomplete paths/gaps in the network	12	9	0	25	0	17
None/not good in my area/some suburbs neglected/overlooked	11	8	38	6	14	7
Not wheelchair/pram friendly/no disabled ramp/access	7	15	0	3	5	3
General negative sentiment e.g. poor, bad, not good	7	9	8	0	0	14
Cyclists won't use them/cyclists use roads instead/need to get cyclists off the road/better segregation from vehicle traffic/bikes should be off the road	6	12	0	3	10	3
Many paths blocked off/restricted access	6	9	8	0	14	0
No easy access/hard to access from roads/not very visible	5	6	8	3	10	3
Need more cycle paths/ don't go where I want to go	5	4	0	6	10	0
Dangerous/hazardous/unsafe	5	9	0	6	0	0
Need more walking paths/not all areas have	3	2	0	6	0	7
Parking violations/illegal/inconsiderate parking/cars blocking access	3	6	0	3	5	0
Improved maps/signage	3	2	8	3	0	3
Wider paths/too narrow	2	0	8	0	5	0
Seldom/rarely/never use	2	2	0	0	5	3
Lack of/insufficient parking/not easy to park	1	4	0	0	0	0
Remove them/get rid of them/there are too many	1	0	0	3	0	0
Poor lighting/inaccessible at night	1	2	0	0	0	0
Unsure/don't know/no comment	11	4	8	16	19	17
<i>Base [n=]</i>	149	53	13	33	21	29

**Table No. 2e: Access to cycle paths – how to fix problems or respond to the dissatisfied**

	Total %	Region Belconnen %	Region Gungahlin %	Region Woden, Weston Creek and Molonglo %	Region Tuggerang %	Region Inner CBR %
Provide/need more paths/better network/connections/complete circuit/city-wide (walking/cycling not specified)	27	19	38	21	29	41
More maintenance generally/sweeping/unblocking	12	17	0	9	14	10
Fix/repair/upgrade/replace/improve/make better - general comments	12	13	8	12	14	10
Accessibility: improved/better access for all/wheelchairs/prams/elderly/those with mobility issues e.g. ramp access	6	11	0	0	5	7
More/regular grass mowing/tree trimming	5	9	0	3	0	3
Dedicated/segregated bike/cycle lanes	5	8	0	3	5	3
Improved/more/better signage	5	4	23	0	5	3
Provide more cycling paths	4	4	8	9	0	0
Better management/forward planning	4	0	0	12	0	7
Illegal parking/violations/cars blocking pathways: prevention/enforcement/fines for offenders/tougher restrictions	4	8	0	0	5	3
More money/increased funding	3	6	0	3	0	3
Provide more walking paths/extend paths	2	0	0	6	0	3
Force cyclist off roads onto cycle paths/penalise	2	2	0	0	10	0
Safe places to cross/pedestrian crossing	2	2	0	6	0	0
Get rid of them/reduce them/replace with roads	2	2	0	3	5	0
Paths/walkways further away/removed/separate from roads/off-road/not shared with road/vehicles	1	2	0	3	0	0
Add/more lighting on paths/more/improved lighting	1	2	0	3	0	0
Widen paths/dual /shared lanes for walking/cycling	1	2	0	3	0	0
Survey/inspections/look at paths to see what needs upgrading/maintenance/consultation with users	1	2	0	0	0	0
Ban/restrict/police/rental/e-scooters	1	2	0	0	0	0
Other	3	2	0	3	5	3
Unsure/don't know/no comment	13	8	23	15	14	17
<i>Base [n=]</i>	149	53	13	33	21	29

## 4.3 Library services

### Section 3

Ask all

#### Q3 How satisfied or dissatisfied are you with library services?

Table No. 3a:

Among only those who expressed an opinion:	Total %	Age 18-39 years %	Age 40-64 years %	Age 65+ years %	Gender Men %	Gender Women %	Region Belconnen %	Region Gungahlin %	Region Woden, Weston Creek, Molonglo %	Region Tuggerang %	Region Inner CBR %
Very satisfied	29	30	25	34	30	28	25	30	29	27	34
Satisfied	62	62	63	60	57	66	65	65	61	61	56
Dissatisfied	7	7	7	5	9	5	6	4	7	9	9
Very dissatisfied	2	2	5	0	3	2	4	1	2	3	1
<b>Total satisfied</b>	<b>91</b>	<b>91</b>	<b>88</b>	<b>95</b>	<b>88</b>	<b>94</b>	<b>90</b>	<b>95</b>	<b>91</b>	<b>88</b>	<b>90</b>
<b>Total dissatisfied</b>	<b>9</b>	<b>9</b>	<b>12</b>	<b>5</b>	<b>12</b>	<b>6</b>	<b>10</b>	<b>5</b>	<b>9</b>	<b>12</b>	<b>10</b>
<i>Base [n=]</i>	766	392	250	123	369	396	187	135	154	141	147

Table No. 3b

#### Q3 How satisfied or dissatisfied are you with library services?

Among only those who expressed an opinion:	Total %	Dwelling type Detached dwelling %	Dwelling type Medium density %	Dwelling type Apartment %	Housing tenure Own outright %	Housing tenure Own with mortgage %	Housing tenure Rent privately %	Housing tenure In public housing/ other %	Education No tertiary %	Education Bachelor degree %	Education Post graduate %
Very satisfied	29	29	31	26	33	29	28	24	27	29	31
Satisfied	62	61	65	60	57	65	60	66	64	64	57
Dissatisfied	7	6	3	12	8	3	9	10	7	5	9
Very dissatisfied	2	3	1	2	3	3	3	0	2	2	3
<b>Total satisfied</b>	<b>91</b>	<b>91</b>	<b>96</b>	<b>86</b>	<b>90</b>	<b>94</b>	<b>88</b>	<b>90</b>	<b>91</b>	<b>92</b>	<b>88</b>
<b>Total dissatisfied</b>	<b>9</b>	<b>9</b>	<b>4</b>	<b>14</b>	<b>10</b>	<b>6</b>	<b>12</b>	<b>10</b>	<b>9</b>	<b>8</b>	<b>12</b>
<i>Base [n=]</i>	766	433	170	163	199	272	187	107	262	289	210

**Table No. 3c: Libraries – why satisfied**

	Total %	Belconnen %	Gungahlin %	Woden, Weston Creek and Molonglo %	Tuggera-nong %	Inner CBR %
General satisfaction/positive sentiment (e.g. good/nice/okay/fine/meets my needs)	28	29	25	28	31	27
Great/excellent service/resource/valued/community asset/very useful/use a lot	14	14	18	15	16	8
Accessible/easy to get to/well located/convenient/lots of libraries/welcoming	14	11	21	15	12	12
Highly satisfied e.g. fantastic, amazing, excellent, great	11	12	10	11	9	13
Staff: Friendly/helpful/polite/well-organised/easy going	10	12	9	9	12	5
Well stocked/up-to-date/wide selection/good availability of books/magazines etc.	10	9	10	10	8	12
Wide range/variety of services/resources/lots to offer (incl. courses, talks, classes)	8	7	10	6	7	8
Clean/well-maintained/nice building/space/surroundings/good condition	8	11	6	9	6	8
Quiet/relaxed/pleasant environment/atmosphere/welcome space/peaceful/conducive to reading/study	7	6	7	6	5	9
Easy to use systems/efficient processes (borrowing, reservations etc.)	4	4	7	2	2	5
Free service/s incl. printing, photocopy, access to computers/internet	4	5	6	1	3	5
Digitalisation/online resources/services/access: Good/useful digital services/lending services/e-books/downloads/apps etc.	4	3	5	3	3	6
Well-equipped/resourced/great facilities	3	4	2	4	1	3
Good for kids/young families	3	5	3	0	7	2
(Great/lots of/variety of) community programs/events/activities/programs (e.g. giggle and wiggle)	2	5	3	1	2	0
Good communication	0	0	0	1	0	0
Other	1	2	0	1	0	0
Unsure/don't know	4	2	3	4	3	8
<i>Base [n=]</i>	695	169	129	140	125	133

**Table No. 3d: Libraries – why dissatisfied**

	Total %
Needs updating/refreshing/upgrade/modernisation	18
Longer/extended/more convenient opening hours	13
None near me/not enough	10
Libraries have closed/are closing	9
Noisy/dirty/untidy/messy/uninviting	9
Inadequate collection/few new books/more books/magazines needed	9
General negative sentiment e.g. poor, bad, not good	7
Inefficient/slow/systems need updating	6
Unfriendly/unhelpful staff/difficult to use	6
Inaccessible/poor disability access	4
Move/transition to digital/click and collect	4
Don't use often/at all/limited experience	4
Poorly funded/resourced/not supported/higher budget needed	3
Transitioning to digital (too quickly)	3
Limited/not enough services/events/not useful	3
Becoming obsolete/irrelevant/outdated	3
Serve/function as 'drop-in centres'	3
Excessive political correctness/extreme cultural sensitivity	3
More/improved baby/kids' programs	1
Improve awareness/communication/information	1
Unsure/don't know	7
<b>Caution: small base</b>	<i>Base [n=]</i> 68

**Table No. 3e: Libraries – how to fix problems or respond to the dissatisfied**

	Total %
Build/open more libraries/expand/make bigger/improve accessibility	16
Provide better/improved service – no further information provided	15
More/new books/update collection/greater selection/range/variety	12
Longer/extended opening hours e.g. weekends/every day/later	12
Modernise/upgrade/update/refurbish	10
More/better/improved/expand offering/services e.g. activities/community events/classes incl. for children/family	9
Better/more funding/resourcing	6
Digitalisation: improved online borrowing, click and collect, build an app etc.	6
Encourage more patronage/better promotion/advertising	4
Better/improved disability access	4
Better qualified/professional staff/provide training	3
More staff/employ more people	3
Keep clean/tidy/organise better	3
Better/proper library in CBD	3
Other	9
Unsure/don't know	9
<b>Caution: small base size</b>	<i>Base [=]</i> 68

## 4.4 The road network overall

### Section 4

Ask all

#### Q4 How satisfied or dissatisfied are you with the road network overall?

Table No. 4a:

Among only those who expressed an opinion:	Total %	Age 18-39 years %	Age 40-64 years %	Age 65+ years %	Gender Men %	Gender Women %	Region Belconnen %	Region Gungahlin %	Region Woden, Weston Creek, Molonglo %	Region Tuggera-nong %	Region Inner CBR %
Very satisfied	15	18 ↑	10 ↓	13	17	12	10	20	20	8 ↓	16
Satisfied	58	57	59	59	55	60	58	55	53	57	65
Dissatisfied	21	21	20	23	20	22	21	21	22	26	15
Very dissatisfied	7	4 ↓	11 ↑	5	7	6	11 ↑	3	5	10	3
<b>Total satisfied</b>	<b>72</b>	<b>75</b>	<b>69</b>	<b>71</b>	<b>73</b>	<b>72</b>	<b>68</b>	<b>75</b>	<b>73</b>	<b>64</b>	<b>82 ↑</b>
<b>Total dissatisfied</b>	<b>28</b>	<b>25</b>	<b>31</b>	<b>29</b>	<b>27</b>	<b>28</b>	<b>32</b>	<b>25</b>	<b>27</b>	<b>36</b>	<b>18 ↓</b>
<i>Base [n=]</i>	958	474	336	148	477	481	230	176	185	177	190

Table No. 4b:

#### Q4 How satisfied or dissatisfied are you with the road network overall?

Among only those who expressed an opinion:	Total %	Dwelling type Detached dwelling %	Dwelling type Medium density %	Dwelling type Apartment %	Housing tenure Own outright %	Housing tenure Own with mortgage %	Housing tenure Rent privately %	Housing tenure In public housing/ other %	Education No tertiary %	Education Bachelor degree %	Education Post graduate %
Very satisfied	15	11 ↓	22 ↑	17	14	11 ↓	20 ↑	17	14	12	19
Satisfied	58	56	60	60	56	60	55	57	50 ↓	65 ↑	57
Dissatisfied	21	25 ↑	14 ↓	17	21	21	21	21	28 ↑	16 ↓	18
Very dissatisfied	7	8	4	5	9	8	4	4	8	7	5
<b>Total satisfied</b>	<b>72</b>	<b>66 ↓</b>	<b>82 ↑</b>	<b>78</b>	<b>70</b>	<b>71</b>	<b>75</b>	<b>75</b>	<b>64 ↓</b>	<b>77</b>	<b>76</b>
<b>Total dissatisfied</b>	<b>28</b>	<b>34 ↑</b>	<b>18 ↓</b>	<b>22</b>	<b>30</b>	<b>29</b>	<b>25</b>	<b>25</b>	<b>36 ↑</b>	<b>23</b>	<b>24</b>
<i>Base [n=]</i>	958	542	212	204	233	356	236	133	348	355	251

**Table No. 4c: Road network – reasons for satisfaction**

	Total %	Belconnen %	Gungahlin %	Woden, Weston Creek, Molonglo %	Tuggera-nong %	Inner CBR %
General satisfaction/positive sentiment (e.g. good/nice/okay/fine)	38	36	29	44	36	44
Roads well-maintained/ good condition/upgraded/potholes repaired in a timely manner	22	24	31	21	24	14
Easy to follow routes/navigate/well-connected/great road network/easy to get around (inc. good signage)	14	17	14	10	11	16
Usually free-flowing/good traffic flow/not many traffic jams/not crowded/minimal congestion	9	5	12	9	6	10
Roads well-planned/designed/traffic management/organised	6	5	4	3	6	10
Highly satisfied e.g. excellent, great	5	3	5	9	4	3
Road quality improving/recent upgrades/frequent repairs/potholes repaired/better/less	4	7	3	4	5	2
Safe (to drive on)/no potholes	4	4	6	3	3	3
Better than other places/states/cities	2	2	6	3	1	1
Wide/big/spacious roads/dual lane	1	2	2	3	0	1
Other	0	0	0	0	1	1
Unsure/don't know/no comment	3	2	2	5	2	5
<i>Base [n=]</i>	692	155	133	135	114	155

**Table No. 4d: Road network – why dissatisfied**

	Total %	Belconnen %	Gungahlin %	Woden, Weston Creek and Molonglo %	Tuggera-nong %	Inner CBR %
Poorly maintained/in need of repair/improve quality of roads/fix	24	20	31	34	20	20
Traffic jams/traffic flow/congestion/over-crowded roads/bottlenecks	14	17	13	11	14	14
General negative sentiment e.g. poor, bad, not good	14	9	20	18	10	20
Slow to upgrade/repair/not fixed in a timely manner	11	15	11	7	14	6
Too many roadworks (causing delays/disruption/slowing traffic)	11	17	4	2	14	9
More/improved/better/issues with signage/line markings (hardly visible/faded/need re-painting)	6	6	2	11	7	6
Widen roads/double/more lanes/duplication/'bigger' roads	6	7	9	0	7	3
Too many 'quick fixes'/patch ups/temporary repairs/band-aids /use of chip seal	5	11	7	2	2	0
Poor planning/management/scheduling of roadworks/forward thinking	5	4	4	7	5	9
Traffic lights/too many/uncoordinated/not synchronised	5	2	2	5	7	9
Too many road closures/carry out roadworks at night off-peak/inconvenient times	5	6	0	2	5	11
Poor/need improving/planning in some/outer/new suburbs/growing population	4	2	7	5	2	6
Confusing/dangerous road system incl. roundabouts/lanes changing	3	1	2	2	8	0
More roads/increase network/better connectivity	3	4	4	0	0	9
Increase budget/funding/more money incl. more staff/workers/maintenance crew	2	2	0	5	0	0
Specific mention of light rail causing disruption/delays	2	1	0	0	3	3
Issues with speed limits/speed zones (confusing/changing/too low/signage left up for no reason)	2	2	2	0	2	0
Unsafe/hazardous/dangerous roads/cause damage to vehicles	1	1	0	5	0	0
More regular inspection/checks on conditions of the roads/road maintenance plan	0	0	2	0	0	0
Too many speed bumps/reduced speed limits/speed limits to suit roads	0	1	0	0	0	0
Other	2	2	2	5	2	0
Unsure/don't know/no comment	3	1	9	2	2	6
<i>Base [n=]</i>	265	81	45	45	59	35

**Table No. 4e: Road network – how to fix problems or respond to the dissatisfied**

	Total %	Belconnen %	Gungahlin %	Woden, Weston Creek, Molonglo %	Tuggera-nong %	Inner CBR %
Maintenance: Better/improved/increased/more regular/ongoing/scheduled	12	7	13	20	10	14
Fix potholes: regularly/immediately/properly	11	11	11	9	14	9
Better planning/forward thinking/management	10	10	16	4	12	9
Improve traffic flow/lift congestion/combat over-crowded roads/bottlenecks/initiatives like car-pooling/better buses	9	7	11	2	14	9
Widen/bigger roads/double/duplicate/dual/extra lanes/develop existing roads/flyovers	9	16	11	2	3	6
Fix things/make repairs (general comment)	8	10	4	13	10	0
Better quality fixes/repairs/do the job properly/fewer quick fixes/'band-aids'	8	11	4	9	5	9
More/better funding/resources (incl. staff)	8	7	7	9	8	6
Less roadworks/complete faster/quicker/no long-drawn-out roadworks	6	10	4	2	7	6
Upgrades/better roads/re-surface the roads	6	4	13	4	8	0
Regular inspection/checks on conditions of the roads/assessment of conditions/be pro-active	5	1	13	2	5	3
Better/improved signage/signposting/fading line markings/re-paint/make visible (trees obstructing)	4	5	0	2	8	3
Improve/make better - general	4	2	2	2	5	11
Prompt response to issues/quick resolutions/repairs made in a timely manner	4	1	2	9	3	6
Better co-ordination of roadworks/fix roads sequentially not concurrently	4	6	0	4	3	3
Issues around traffic lights/better sequencing/fewer/synchronised	4	2	0	4	5	9
Schedule roadwork when traffic is quiet/night-work/off-peak	3	6	0	4	2	0
Prioritise/focus on public transport (light rail, buses)	3	5	0	0	3	6
Fiscal responsibility/spend tax money wisely/stop wasting money incl. issues with light rail	3	1	2	11	2	0
Improved workforce/better contractors - skilled, trained, engaged	2	0	7	0	3	0
More roads/better/larger/wider network e.g. overpasses, circular highway around Canberra	2	1	0	2	3	3
More/improved consultation/community engagement/listen to the public	2	1	2	2	2	0
Issues with speed limits e.g. inconsistency, too low, speed camera traps	2	0	0	4	2	3
Match road growth to population growth/better road network in the suburbs	1	0	4	0	2	0
Make roads safer e.g. introduce/lower speed limitsspeed humps/speed cameras	1	0	0	7 ↑	0	0
Issues/complaint around cyclists/cycle lanes e.g. ban bikes on the road	1	1	0	2	0	3
Advance notice of roadwork/communicate/provide information	1	2	0	0	0	0
Stop overbuilding to reduce congestion	0	0	0	2	0	0
Other	2	0	9	2	0	3
Unsure/don't know/no comment	11	7	18	4	10	20
<i>Base [n=]</i>	265	81	45	45	59	35

## 4.5 Waste and recycling collection services

### Section 5

Ask all

**Q5 How satisfied or dissatisfied are you with waste and recycling collection services overall?**

**Table No. 5a:**

Among only those who expressed an opinion:	Total %	Age 18-39 years %	Age 40-64 years %	Age 65+ years %	Gender Men %	Gender Women %	Region Belconnen %	Region Gungahlin %	Region Woden, Weston Creek and Molonglo %	Region Tuggerang %	Region Inner CBR %
Very satisfied	29	31	23 ↓	40	33	26	29	31	30	23	35
Satisfied	59	59	62	55	56	62	59	63	58	61	56
Dissatisfied	9	8	11	4	9	9	7	5	10	13	8
Very dissatisfied	2	2	4	1	2	2	5	1	2	2	2
<b>Total satisfied</b>	<b>89</b>	<b>90</b>	<b>85</b>	<b>95</b>	<b>89</b>	<b>89</b>	<b>88</b>	<b>94</b>	<b>87</b>	<b>84</b>	<b>90</b>
<b>Total dissatisfied</b>	<b>11</b>	<b>10</b>	<b>15</b>	<b>5</b>	<b>11</b>	<b>11</b>	<b>12</b>	<b>6</b>	<b>13</b>	<b>16</b>	<b>10</b>
<i>Base [n=]</i>	958	467	339	152	471	487	236	169	184	183	185

**Table No. 5b**

**Q5 How satisfied or dissatisfied are you with waste and recycling collection services overall?**

Among only those who expressed an opinion:	Total %	Dwelling type Detached dwelling %	Dwelling type Medium density %	Dwelling type Apartment %	Housing tenure Own outright %	Housing tenure Own with mortgage %	Housing tenure Rent privately %	Housing tenure In public housing/ other %	Education No tertiary %	Education Bachelor degree %	Education Post graduate %
Very satisfied	29	27	42 ↑	23	35	26	32	26	29	27	32
Satisfied	59	60	51	67	55	65	52	65	60	62	56
Dissatisfied	9	9	7	9	8	7	13	7	8	9	10
Very dissatisfied	2	4	0	2	2	3	3	2	3	2	3
<b>Total satisfied</b>	<b>89</b>	<b>87</b>	<b>93</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>84</b>	<b>92</b>	<b>89</b>	<b>89</b>	<b>88</b>
<b>Total dissatisfied</b>	<b>11</b>	<b>13</b>	<b>7</b>	<b>11</b>	<b>10</b>	<b>10</b>	<b>16</b>	<b>8</b>	<b>11</b>	<b>11</b>	<b>12</b>
<i>Base [n=]</i>	958	552	207	199	237	351	236	133	352	355	246

**Table No. 5c: Waste/recycling – why satisfied**

	Total %	Belconnen %	Gungahlin %	Woden, Weston Creek and Molonglo %	Tuggera-nong %	Inner CBR %
Reliable/consistent/regular/dependable/timely collections/punctual (e.g. always collect on time)	40	36	46	45	38	35
General satisfaction/meets expectations/general positive sentiment (e.g. good/nice/okay/fine)	23	25	21	26	26	19
Very good/excellent/efficient service/well-managed	17	16	18	20	16	16
No issues/problems/concerns/complaints	14	16	17	8	15	15
Easy access/convenient drop-off locations/lots of options/recycling stations	5	6	6	2	5	5
Clean/tidy post pick-up/no mess/rubbish left in bins/no overflowing/over-turned bins	4	4	3	6	1	4
Promotes/enables/assists/encourages recycling/positive action on waste/environment	3	3	4	1	4	2
Separate waste bins/collections/range/variety of options/garbage classification (3 bins of waste: yellow, green, red, bulky items etc.)	2	3	2	1	1	4
Introduction/fast roll-out/extension of green bin/collection of organic waste/food scraps/FOGO	2	2	2	3	1	2
Increased frequency of collections/bigger bins (mainly mentions of recycling)	2	3	1	3	1	3
Like/good to have green waste bin/FOGO/food scraps/organic waste/green shed	1	4	0	0	1	0
Friendly/helpful/efficient drivers/staff/workers	1	0	1	1	3	0
Good recycling initiatives: Container deposit scheme/recycling hubs/programs	2	1	3	2	1	3
Large/bulky (yearly/free) waste collection/pick-up: useful/helpful/good service	1	1	1	1	2	1
Good/clear communication/customer service/kept informed	1	0	0	2	2	1
Responsive: requests/repairs/queries dealt with in a timely manner/quickly	1	2	1	1	0	0
Maintain service/minimal disruptions (even during strikes)	0	0	0	1	1	0
Tip is great/easy to use	0	0	1	1	1	1
Other	1	1	1	0	1	1
Unsure/don't know/no comment	3	1	2	3	1	7
<i>Base [n=]</i>	<i>851</i>	<i>209</i>	<i>159</i>	<i>161</i>	<i>154</i>	<i>167</i>

**Table No. 5d: Waste/recycling – why dissatisfied**

	Total %	Belconnen %	Gungahlin %	Woden, Weston Creek and Molonglo %	Tuggera-nong %	Inner CBR %
More frequent pick-ups needed e.g. weekly/fortnightly is impractical	13	13	20	10	19	6
Better/more efficient recycling programs/facilities/options/transparency needed (not everything is recycled/minimise landfill)	12	17	0	19	4	17
Messy/rubbish/waste left on road/drivers don't care/bins not fully emptied/lids left open	10	7	20	0	26	0
Need bigger bins (red/yellow/green)	10	7	0	19	19	0
Poorly/badly managed/more efficient/better planned	9	10	0	14	7	11
General negative sentiment e.g. do better, improve, not good enough	8	10	20	5	7	0
No FOGO/organic/food waste/composting collection	6	7	0	10	4	6
Infrequent 'bulky waste/hard rubbish'/roadside pick-ups	6	7	0	10	7	0
Tardy pick-up/collections	5	17 ↑	0	0	0	0
Not enough bins in complexes/apartment blocks/houses	5	0	0	10	4	11
Issues with green bins/waste (e.g. inadequate/lack of/more/too small/more frequent collections needed)	4	10	0	0	4	0
Insufficient communication of service changes/strikes/recycling changes	4	0	0	5	0	17
Waste collection too expensive/costly/tip rates too high/have to pay for recycling	3	7	0	0	4	0
Issues with 'dumping'	1	0	10	0	0	0
Other	2	0	0	0	4	6
Unsure/don't know/no comment	14	7	30	14	11	22
<i>Base [n=]</i>	106	30	10	21	27	18

**Table No. 5e: Waste/recycling – how to fix problems or respond to the dissatisfied**

	Total %	Belconnen %	Gungahlin %	Woden, Weston Creek and Molonglo %	Tuggera-nong %	- Inner CBR %
More/better/improved recycling options/programs/facilities/increase efficiency	15	17	10	5	19	22
More frequent/regular pick-ups/collections/weekly, not fortnightly	13	10	30	5	19	11
Improve/better service/management - general	8	10	10	10	0	17
Provide bigger bins/all bins the same size (red/yellow/green)	8	3	0	19	11	0
More careful drivers/employ drivers who care/don't miss bins/empty completely (install cameras)	7	3	0	5	19	0
FOGO/organic waste/compost collection/bins (roll-out/introduce)	7	13	0	10	0	6
Better education/provide information/communication/labelling (largely around recycling)	7	0	10	10	4	17
Timely/punctual pick-up/collections/consistency/reliability	6	13	10	5	0	0
Bring back/more frequent/free pick-ups of large items collections/bulky waste pick-ups	5	7	0	10	4	0
More public bins/recycle bins e.g. sportsgrounds, caravan parks	5	0	0	10	4	11
Change the government/more government support	3	3	0	10	0	0
Improve green waste: more regular collection, additional bins	3	3	0	0	4	6
Soft plastics recycling	3	3	0	5	0	6
Make FOGO optional	2	7	0	0	0	0
More 10 cent recycling places/bottle drop-off bins/recycling initiatives	2	3	0	5	0	0
Penalties/fines/repercussions for people who do the wrong thing (recycling/dumping etc.)	2	0	0	10	0	0
Increased/better resourced (including staff/funds)	2	3	0	5	0	0
Consult the community/ask what we want	1	0	0	5	0	0
Cheaper/no cost/free to use tip/recycle	1	0	0	0	4	0
Improved/more drop-off services/centres/stations	1	0	0	0	4	0
Other	1	3	0	0	0	0
Unsure/don't know/no comment	17	10	40	10	19	22
<i>Base [n=]</i>	106	30	10	21	27	18

## 4.6 Management of sportsgrounds

### Section 6

Ask all

#### Q6 How satisfied or dissatisfied are you with the management of sportsgrounds?

Table No. 6a:

Among only those who expressed an opinion:	Total %	Age 18-39 years %	Age 40-64 years %	Age 65+ years %	Gender Men %	Gender Women %	Region Belconnen %	Region Gungahlin %	Region Woden, Weston Creek, Molonglo %	Region Tuggera-nong %	Region Inner CBR %
Very satisfied	16	19	14	12	17	15	10	19	23	13	17
Satisfied	68	68	67	72	63 ↓	73 ↑	70	69	58	74	70
Dissatisfied	12	10	14	14	15	10	15	8	13	12	12
Very dissatisfied	3	3	5	1	5	2	4	4	6	1	1
<b>Total satisfied</b>	<b>84</b>	<b>86</b>	<b>81</b>	<b>85</b>	<b>80 ↓</b>	<b>88 ↑</b>	<b>81</b>	<b>88</b>	<b>81</b>	<b>86</b>	<b>87</b>
<b>Total dissatisfied</b>	<b>16</b>	<b>14</b>	<b>19</b>	<b>15</b>	<b>20 ↑</b>	<b>12 ↓</b>	<b>19</b>	<b>12</b>	<b>19</b>	<b>14</b>	<b>13</b>
<i>Base [n=]</i>	805	405	280	120	407	398	193	147	162	151	153

Table No. 6b

#### Q6 How satisfied or dissatisfied are you with the management of sportsgrounds?

Among only those who expressed an opinion:	Total %	Dwelling type Detached dwelling %	Dwelling type Medium density %	Dwelling type Apartment %	Housing tenure Own outright %	Housing tenure Own with mortgage %	Housing tenure Rent privately %	Housing tenure In public housing/ other %	Education No tertiary %	Education Bachelor degree %	Education Post graduate %
Very satisfied	16	13 ↓	25 ↑	17	16	16	19	12	15	12	23 ↑
Satisfied	68	69	65	70	64	68	69	74	70	73	60 ↓
Dissatisfied	12	14	9	11	17	12	8	13	13	11	13
Very dissatisfied	3	5	1	3	3	4	4	2	2	4	4
<b>Total satisfied</b>	<b>84</b>	<b>81</b>	<b>90</b>	<b>87</b>	<b>80</b>	<b>84</b>	<b>88</b>	<b>85</b>	<b>85</b>	<b>85</b>	<b>83</b>
<b>Total dissatisfied</b>	<b>16</b>	<b>19</b>	<b>10</b>	<b>13</b>	<b>20</b>	<b>16</b>	<b>12</b>	<b>15</b>	<b>15</b>	<b>15</b>	<b>17</b>
<i>Base [n=]</i>	805	467	177	161	195	302	194	113	286	300	215

**Table No. 6c: Sportsgrounds – reasons for satisfaction**

	Total %	Belconnen %	Gungahlin %	Woden, Weston Creek and Molonglo %	Tuggerano %	Inner CBR %
Well managed/maintained/cared for/kept in good condition/look good	43	48	47	47	35	36
General satisfaction/positive sentiment (e.g. good/nice/okay/fine)	24	28	23	21	25	25
Regularly/mown/nice surface/good grass/lush/green (incl. well-watered)	12	10	11	11	18	12
Clean/tidy/clear of rubbish/litter/garbage/dog poop	10	10	12	13	8	5
Highly satisfied e.g. excellent, great	5	3	7	4	2	7
No issues/problems/complaints	5	5	5	3	8	3
Wide range of sportsgrounds throughout Canberra/accessible/available/inclusive	5	6	6	3	4	6
Well-utilised/used regularly	3	4	2	2	5	1
Good/quality facilities/amenities/infrastructure	2	3	4	3	0	2
Safe/well lit	2	2	5	1	2	1
Good/effective communication /online (closures, bookings etc.)	1	1	2	2	0	0
Improved/are improving/getting better	1	1	2	0	1	0
Compliment/credit to staff/green keepers/maintenance crew	0	1	0	1	1	0
Other	1	1	1	0	1	1
Unsure/don't know	5	1	3	7	3	9
<i>Base [n=]</i>	678	155	129	131	130	133

**Table No. 6d: Sportsgrounds – why dissatisfied**

	Total %	Belconnen %	Gungahlin %	Woden, Weston Creek and Molonglo %	Tuggera-nong %	Inner CBR %
Not maintained (regularly/well enough)/are neglected/poorly managed	28	30	28	19	42	25
General negative sentiment e.g. do better/improve/not good enough	20	18	33	22	21	10
Poor surfaces/weed ridden/hard ground/divots/lumpy and bumpy/unsafe	17	18	33	15	21	0
Overgrown/not mown/long/bad grass/cut grass more often	10	15	6	15	5	5
Unkempt/dirty/not looked after incl. dog poop	9	13	17	0	0	15
Facilities require upgrades/modernisation/inadequate e.g. new courts, build clubhouse/changing rooms	6	3	6	7	5	15
Insufficient watering/more regular watering	4	3	6	0	11	5
More venues/not enough grounds/parks/dedicated ovals/netball/basketball courts etc.	4	3	0	11	5	0
Waste water/over-watering/watering when raining	3	10	0	0	0	0
Issues with drainage/improve drainage systems	3	8	6	0	0	0
Insufficient funding/under-resourced/need more staff	3	3	0	7	5	0
Inequity across suburbs/sports/uneven allocation of resources	3	3	0	4	11	0
Issues with costs/fees/charges	3	3	11	0	0	5
Grounds closed/not available (too readily) due to weather etc.	2	3	6	0	0	5
Parking issues: not enough/insufficient/concreted and hot/locked	2	5	0	0	5	0
Inaccessible/hard to get to	2	5	0	4	0	0
Toilets closed at the weekend/lack of toilets	2	0	0	4	0	5
Issues with lighting e.g. not staying on/switching off early	2	3	6	0	0	0
Limited availability/difficulty booking	2	0	0	0	5	5
Insufficient bins provided/no recycling bin	1	3	0	0	0	0
Other	2	0	0	4	0	10
Unsure/don't know/no comment	6	5	0	7	5	15
<i>Base [n=]</i>	124	40	18	27	19	20

**Table No. 6e: Sportsgrounds – how to fix problems or respond to the dissatisfied**

	Total %	Belconnen %	Gungahlin %	Woden, Weston Creek and Molonglo %	Tuggera-nong %	Inner CBR %
Improve/better/more/regular maintenance	31	40	17	15	58	25
More regular mowing/weeding/keep grass short/alive	16	15	11	22	16	15
Improve service/do better/more effort (general comment)	9	5	6	11	11	15
Better qualified ground staff/improve surface/paid positions for staff	6	8	17	7	0	0
Better planning/management of resources	6	8	6	11	5	0
More staff/employ more people/workers/ground staff	5	3	6	11	0	5
More/increased funding/more resources	5	5	6	7	0	5
Upgrades/new facilities/quality repairs/no 'patch ups'	4	3	0	0	5	15
Keep grounds/fields/facilities clean/tidy/free from rubbish	4	5	11	0	0	5
More accessible/open up to the public e.g. for kids, toilets, canteens	4	3	6	4	0	10
More regular watering	3	3	0	4	11	0
More venues/not enough grounds/parks/dedicated ovals/courts for basketball/netball etc.	3	0	6	4	5	5
Limit car access/bigger/better parking	2	5	0	0	5	0
Provision of/more recycle bins	2	3	6	0	0	0
Better/improved/more facilities such as toilets, shelter, change rooms, lighting etc.	2	0	6	4	0	0
Minimise/limit/stop closures (e.g. due to weather)	2	3	0	0	5	0
Improved/better communication/notification on closures etc.	2	3	0	0	0	5
Don't over water/water during rain	1	3	0	0	0	0
Better drainage/grounds closed too readily due to rain/keep open in wet weather	1	0	0	0	0	5
Other	8	8	11	7	0	15
Unsure/don't know/no comment	10	8	17	11	11	10
<i>Base [n=]</i>	124	40	18	27	19	20

## 4.7 Overall management of city services

### Section 7

Ask all

**Q7 How satisfied are you with the overall management of municipal services?**

**Table No. 7a:**

Among only those who expressed an opinion:	Total %	Age 18-39 years %	Age 40-64 years %	Age 65+ years %	Gender Men %	Gender Women %	Region Belconnen %	Region Gungahlin %	Region Woden, Weston Creek, Molonglo %	Region Tuggera-nong %	Region Inner CBR %
Very satisfied	13	18 ↑	9 ↓	10	13	14	7 ↓	17	16	10	20 ↑
Satisfied	68	72	64	67	64 ↓	72 ↑	71	70	67	70	62
Dissatisfied	14	9 ↓	19 ↑	17	16	11	14	11	11	14	16
Very dissatisfied	5	2 ↓	8 ↑	7	7 ↑	3 ↓	8	2	6	5	2
<b>Total satisfied</b>	<b>82</b>	<b>90 ↑</b>	<b>73 ↓</b>	<b>76</b>	<b>77 ↓</b>	<b>86 ↑</b>	<b>78</b>	<b>87</b>	<b>83</b>	<b>80</b>	<b>81</b>
<b>Total dissatisfied</b>	<b>18</b>	<b>10 ↓</b>	<b>27 ↑</b>	<b>24</b>	<b>23 ↑</b>	<b>14 ↓</b>	<b>22</b>	<b>13</b>	<b>17</b>	<b>20</b>	<b>19</b>
<i>Base [n=]</i>	906	444	318	144	456	450	221	164	179	166	176

**Table No. 7b**

**Q7 How satisfied are you with the overall management of municipal services?**

Among only those who expressed an opinion:	Total %	Dwelling type Detached dwelling %	Dwelling type Medium density %	Dwelling type Apartment %	Housing tenure Own outright %	Housing tenure Own with mortgage %	Housing tenure Rent privately %	Housing tenure In public housing/ other %	Education No tertiary %	Education Bachelor degree %	Education Post graduate %
Very satisfied	13	11 ↓	18	16	16	8 ↓	18	14	15	11	15
Satisfied	68	68	69	69	57 ↓	74 ↑	68	74	65	72	68
Dissatisfied	14	15	12	11	17	14	11	9	14	13	14
Very dissatisfied	5	7 ↑	1	3	9 ↑	4	3	3	6	4	4
<b>Total satisfied</b>	<b>82</b>	<b>78 ↓</b>	<b>87</b>	<b>85</b>	<b>74 ↓</b>	<b>82</b>	<b>86</b>	<b>88</b>	<b>80</b>	<b>83</b>	<b>82</b>
<b>Total dissatisfied</b>	<b>18</b>	<b>22 ↑</b>	<b>13</b>	<b>15</b>	<b>26 ↑</b>	<b>18</b>	<b>14</b>	<b>12</b>	<b>20</b>	<b>17</b>	<b>18</b>
<i>Base [n=]</i>	906	513	201	192	233	332	219	122	318	341	243

**Table No. 7c: Overall municipal services – reasons for satisfaction**

	Total %	Belconnen %	Gungahlin %	Woden, Weston Creek and Molonglo %	Tuggera-nong %	Inner CBR %
General satisfaction/positive sentiment (e.g. good/nice/okay/fine)	41	44	35	46	41	40
No issues/complaints/problems/concerns	18	17	19	14	23	18
Well-maintained city/clean and tidy	11	12	14	13	5	10
Well-managed/runs smoothly/organised	9	8	11	6	8	10
Works well/functional/effective/good/quality service(s)	6	6	6	7	6	4
Highly satisfied e.g. excellent, great	4	4	4	4	6	2
Reliable/dependable services	3	3	5	5	2	1
Responsive to requests/repairs done quickly	3	3	5	2	2	3
Good parks/roads/gardens/green spaces/regular mowing	2	1	4	0	0	3
Easy/convenient/accessible/efficient/minimal disruption	2	3	3	2	1	2
Wonderful staff/good managers/good customer service	1	1	2	0	2	3
Regular waste collections/bins collected on time	1	1	2	1	0	1
Good communication/customer service	1	1	1	0	0	3
Moving online/apps/effective	0	0	0	1	1	0
Other	0	0	0	0	0	1
Unsure/don't know/no opinion/no comment/NA	7	6	6	7	5	9
<i>Base [n=]</i>	740	172	142	149	133	143

**Table No. 7d: Overall municipal services – why dissatisfied**

	Total %	Belconnen %	Gungahlin %	Woden, Weston Creek, Molonglo %	Tuggera-nong %	Inner CBR %
General negative sentiment (e.g. poor, bad, not good enough)	26	25	18	41	20	25
Poor maintenance of grass/open public space/parks/sportsgrounds/footpaths/walkways)/mow grass, remove trees etc.	12	8	27	7	10	13
Poor management/lacks efficiency/poor systems/services	10	13	5	22	7	3
Poor/lack of general maintenance/better maintenance planning	10	10	9	11	7	16
Looks dirty/untidy/run down/litter/overflowing bins/graffiti/vandalism etc.	10	10	5	11	13	13
Rates too high/too expensive/do not provide value for money	9	6	5	15	13	9
Unresponsive/takes too long to resolve issues/fix problems	9	8	27	4	7	6
Issues with quality of roads/lack of repairs, potholes, road works etc.	8	6	18	4	10	6
Wasting money/funds could/should be better directed (such as light rail/rainbow roundabouts etc.)	7	8	9	7	10	3
Lazy staff/demotivated workforce/disengaged workers	4	6	5	4	3	3
Issues with the quality of walking paths/uneven surfaces/unkept	4	6	0	0	7	3
Skewed/misplaced priorities/improper allocation of attention	4	8	0	4	3	0
Inefficient public transport	3	4	0	0	3	6
Neglect outer/older suburbs/inequitable/preference to certain suburbs/areas	2	4	0	4	3	0
Inadequate waste collection/rubbish removal incl. bulky waste/curbside collection, green waste, FOGO	2	4	0	0	0	3
Lack of community engagement/public consultation/communication/lack of transparency	2	0	9	0	3	0
Negative comment about MyWay	1	0	0	0	0	6
Need less bureaucracy/too much red tape	1	2	0	0	0	0
Don't listen/unresponsive generally	1	0	5	0	0	0
Underfunded/understaffed/resourced (incl. police)	1	0	0	0	0	3
Other	4	4	5	11	0	3
Unsure/don't know/no comment	7	4	5	4	10	16
<i>Base [n=]</i>	163	52	22	27	30	32

**Table No. 7e: Overall municipal services – how to fix problems or respond to the dissatisfied**

	Total %	Belconnen %	Gungahlin %	Woden, Weston Creek, Molonglo %	Tuggera-nong %	Inner CBR %
Regular/improved/increased maintenance/upkeep/repairs incl. mowing	15	17	23	11	10	13
Competent management/better management of resources	10	12	14	7	13	6
Improve/do better - general	9	8	14	7	7	13
Increase their budget/more funding	9	6	5	7	17	9
Improve staffing levels/take pride in work/show commitment to quality	7	8	18	7	7	0
Suggested service improvements (e.g. waste collection/bus services etc.)	7	8	5	15	0	9
Change of government/political view	7	10	5	11	3	3
Better planning/management/leadership/forward thinking	6	12	0	4	3	6
Stop wasting money/more effective spending	6	6	0	7	10	3
Keep Canberra/public spaces clean/tidy	5	4	0	4	10	6
More responsive/agile/proactive/quick resolution of issues/act quickly	4	2	14	4	3	3
Better/improve infrastructure: buses/roads/walking paths/cycleways etc.	4	10	5	0	3	0
More staff/increase the workforce/employ more people	3	2	5	0	7	3
Consultation/engagement with community	2	0	9	0	0	6
Regular checks/survey/monitoring/inspections	2	4	0	0	0	3
Reduce rates/reduce fees	2	0	0	7	3	0
Better communication/dissemination of information/publicity	2	0	0	0	7	3
Less bureaucracy/red tape (less talkmore action)	2	6	0	0	0	0
Privatise/outsource to private sector/shift ownership	2	2	0	0	7	0
Increased transparency/more accountability/honesty	1	0	0	0	3	3
Adopt faster response times/complete works quicker/ immediate resolution of issues	1	0	5	0	0	0
Employ staff rather than use contractors	1	0	0	4	0	0
Other	1	0	0	0	0	6
Unsure/don't know/no comment/NA	20	19	18	19	17	25
<i>Base [n=]</i>	163	52	22	27	30	32

## 4.8 Community engagement activity

### Section 8

Ask all

**Q8 Have you recently participated in a community engagement activity with the Transport Canberra and City Services Directorate, e.g. contacted the directorate, used the ACT Government's YourSay website or visited an information stall?**

**Table No. 8a:**

	Total %	Age 18-39 years %	Age 40-64 years %	Age 65+ years %	Gender Men %	Gender Women %	Region Belconnen %	Region Gungahlin %	Region Woden, Weston Creek, Molonglo %	Region Tuggera-nong %	Region Inner CBR %
Yes	16	19	15	11	17	16	11	16	19	14	22
No	79	76	81	85	79	79	86	79	75	81	73
Unsure/ can't remember	4	5	4	4	4	5	3	5	6	5	5
<i>Base [n=]</i>	1000	500	345	155	490	510	240	180	190	190	200

**Table No. 8b:**

**Q8 Have you recently participated in a community engagement activity with the Transport Canberra and City Services Directorate, e.g. contacted the directorate, used the ACT Government's YourSay website or visited an information stall?**

	Total %	Dwelling type Detached dwelling %	Dwelling type Medium density %	Dwelling type Apartment %	Housing tenure Own outright %	Housing tenure Own with mortgage %	Housing tenure Rent privately %	Housing tenure In public housing/ other %	Education No tertiary %	Education Bachelor degree %	Education Post graduate %
Yes	16	16	18	15	24 ↑	13	14	15	15	15	21
No	79	80	77	80	73	81	80	82	82	80	74
Unsure/ can't remember	4	4	5	6	2	6	5	3	4	5	5
<i>Base [n=]</i>	1000	564	220	216	243	363	251	144	368	369	258

## Section 8.1

### Q8.1 How satisfied are you with the community engagement activity?

Ask all

**Table No. 8.1a:**

Among only those who expressed an opinion:	Total %	Age 18-39 years %	Age 40-64 years %	Age 65+ years %	Gender Men %	Gender Women %	Region Belconnen %	Region Gungahlin %	Region Woden, Weston Creek and Molonglo %	Region Tuggerang %	Region Inner CBR %
Very satisfied	26	31	23	8	30	22	17	24	25	27	33
Satisfied	55	52	55	65	49	60	59	59	55	47	53
Dissatisfied	12	14	10	13	13	12	15	17	6	17	12
Very dissatisfied	7	2	13	14	9	5	8	0	15	9	3
<b>Total satisfied</b>	<b>81</b>	<b>83</b>	<b>77</b>	<b>73</b>	<b>78</b>	<b>82</b>	<b>76</b>	<b>83</b>	<b>79</b>	<b>74</b>	<b>86</b>
<b>Total dissatisfied</b>	<b>29</b>	<b>17</b>	<b>23</b>	<b>27</b>	<b>22</b>	<b>18</b>	<b>24</b>	<b>17</b>	<b>21</b>	<b>26</b>	<b>14</b>
<i>Base [n=]</i>	151	85	51	15	76	75	24	24	37	25	42
<b>Caution: small base size</b>											

**Table No. 8.1b**

### Q8.1 How satisfied are you with the community engagement activity?

Among only those who expressed an opinion:	Total %	Dwelling type Detached dwelling %	Dwelling type Medium density %	Dwelling type Apartment %	Housing tenure Own outright %	Housing tenure Own with mortgage %	Housing tenure Rent privately %	Housing tenure In public housing/ other %	Education No tertiary %	Education Bachelor degree %	Education Post graduate %
Very satisfied	26	20	36	29	22	26	36	21	20	22	35
Satisfied	55	52	56	59	52	57	45	70	60	50	54
Dissatisfied	12	16	8	9	15	14	9	9	11	18	10
Very dissatisfied	7	12	0	3	11	3	9	0	9	10	2
<b>Total satisfied</b>	<b>81</b>	<b>72</b>	<b>92</b>	<b>88</b>	<b>74</b>	<b>83</b>	<b>81</b>	<b>91</b>	<b>80</b>	<b>72</b>	<b>88</b>
<b>Total dissatisfied</b>	<b>19</b>	<b>28</b>	<b>8</b>	<b>12</b>	<b>26</b>	<b>17</b>	<b>19</b>	<b>9</b>	<b>20</b>	<b>28</b>	<b>12</b>
<i>Base [n=]</i>	151	82	37	31	56	43	33	19	49	50	52
<b>Caution: small base size</b>											

**Table No. 8.1c: Community engagement activity – reasons for satisfaction**

	Total %	Belconnen %	Gungahlin %	Woden, Weston Cree, Molonglo %	Tuggera-nong %	Inner CBR %
General satisfaction/positive sentiment (e.g. good/nice/okay/fine)	34	51	29	28	24	38
Lots of consultation/engagement/opportunity to give an opinion/provide feedback/feel valued	15	30	15	15	0	17
Customer service/friendly/helpful staff	10	5	6	10	24	8
Actively engaged in promoting/fostering/encouraging a stronger community/spirit	10	0	0	19	18	8
Good communication/kept informed/responsive/good newsletters/flyers/social media/website	9	9	19	3	13	5
Frequent/varied community events/activities available/lots to do	7	4	10	4	17	3
Well organised/efficient/professional/reliable	7	4	4	14	5	6
Good/great/enjoyable events/festivals	5	0	5	4	6	9
Highly satisfied e.g. excellent, great	4	0	9	4	0	6
No issues/problems/complaints/concerns	4	0	0	4	17	0
Easy to use (including online systems)	3	0	0	0	6	5
Surveys are enjoyable/easy/relevant	2	0	0	0	0	8
Inclusive/diverse/available for all	2	0	0	0	0	6
YourSay is good/valuable/well-managed	1	0	5	0	0	0
Unsure/don't know/no opinion/no comment/NA	11	10	15	16	5	8
<i>Base [n=]</i>	121	18	20	29	19	36
<b>Caution: small base size</b>						

**Table No. 8.1d: Community engagement activity – why dissatisfied**

	Total %
Findings ignored/community feelings not considered/listened to/acted upon	34
Lack of/insufficient/limited/no (community) engagement/consultation	17
Skeptical - propaganda/spin/vanity project/PR exercise	14
Not inclusive/only listen to certain groups/demographics/selected participants	10
General negative sentiment (e.g. poor, bad, not good enough, improve, do better)	10
Lack of/poor communication/information/awareness/not visible	7
No knowledge of available services/channels/programs/events	3
Other	3
Unsure/don't know/no comment	14
<b>Caution: small base size</b>	<i>Base [n=]</i> <b>29</b>

**Table No. 8.1e: Community engagement activity – how to fix problems or respond to the dissatisfied**

	Total %
Act on feedback/take action/listen/respond to the community	34
More (inclusive) community events/festivals/activities	17
More opportunities to engage/better consultation	14
General dissatisfaction/negative sentiment (e.g. improve, do better)	10
Engage with all members of the population/broader demographic be inclusive/include more diversity/people from the suburbs	10
Increase awareness/better promotion/advertising/communication/encourage participation	7
Unsure/don't know/no comment	14
<b>Caution: small base size</b>	<i>Base [n=]</i> <b>29</b>

## 4.9 Transport Canberra bus services overall

### Section 9

Ask all

**Q9a Have you caught a Transport Canberra bus service any time in the past twelve months?**

**Table No. 9a:**

	Total %	Age 18-39 years %	Age 40-64 years %	Age 65+ years %	Gender Men %	Gender Women %	Region Belconnen %	Region Gungahlin %	Region Woden, Weston Creek and Molonglo %	Region Tuggera-nong %	Region Inner CBR %
Yes	57	62 ↑	55	49	61	53	56	57	61	40 ↓	71 ↑
No	42	37 ↓	44	50	38	45	42	42	38	59 ↑	28 ↓
Unsure/can't remember	1	1	1	1	1	1	1	1	1	1	1
<i>Base [n=]</i>	1000	500	345	155	490	510	240	180	190	190	200

**Table No. 9b**

**Q9a Have you caught a Transport Canberra bus service any time in the past twelve months?**

	Total %	Dwelling type Detached dwelling %	Dwelling type Medium density %	Dwelling type Apartment %	Housing tenure Own outright %	Housing tenure Own with mortgage %	Housing tenure Rent privately %	Housing tenure In public housing/ other %	Education No tertiary %	Education Bachelor degree %	Education Post graduate %
Yes	57	51 ↓	66 ↑	64	61	49 ↓	61	65	48 ↓	62	64 ↑
No	42	48 ↑	33 ↓	35	39	50 ↑	37	33	51 ↑	37	35 ↓
Unsure/can't remember	1	1	1	0	0	1	1	1	1	1	2
<i>Base [n=]</i>	1000	564	220	216	243	363	251	144	368	369	258

## Section 9.1

If yes, ask:

### Q9.1 How satisfied or dissatisfied are you with Transport Canberra bus services overall?

**Table No. 9.1a:**

Among only those who expressed an opinion:	Total %	Age 18-39 years %	Age 40-64 years %	Age 65+ years %	Gender Men %	Gender Women %	Region Belconnen %	Region Gungahlin %	Region Woden, Weston Creek, Molonglo %	Region Tuggera-nong %	Region Inner CBR %
Very satisfied	23	25	17	32	27	19	26	23	21	15	27
Satisfied	55	53	60	52	49	61	49	59	59	57	53
Dissatisfied	17	19	16	11	18	15	16	15	16	22	16
Very dissatisfied	5	4	7	6	6	4	9	3	4	6	3
<b>Total satisfied</b>	<b>78</b>	<b>78</b>	<b>77</b>	<b>84</b>	<b>76</b>	<b>80</b>	<b>75</b>	<b>82</b>	<b>80</b>	<b>72</b>	<b>81</b>
<b>Total dissatisfied</b>	<b>22</b>	<b>22</b>	<b>23</b>	<b>16</b>	<b>24</b>	<b>20</b>	<b>25</b>	<b>18</b>	<b>20</b>	<b>28</b>	<b>19</b>
<i>Base [n=]</i>	<i>558</i>	<i>302</i>	<i>180</i>	<i>76</i>	<i>289</i>	<i>269</i>	<i>134</i>	<i>99</i>	<i>111</i>	<i>74</i>	<i>139</i>

**Table No. 9.1b**

### Q9.1b How satisfied or dissatisfied are you with Transport Canberra bus services overall?

Among only those who expressed an opinion:	Total %	Dwelling type Detached dwelling %	Dwelling type Medium density %	Dwelling type Apartment %	Housing tenure Own outright %	Housing tenure Own with mortgage %	Housing tenure Rent privately %	Housing tenure In public housing/ other %	Education No tertiary %	Education Bachelor degree %	Education Post graduate %
Very satisfied	23	20	33	21	24	18	27	26	29	20	22
Satisfied	55	53	54	60	53	63	49	53	50	57	58
Dissatisfied	17	21	9	17	15	15	19	18	17	17	17
Very dissatisfied	5	7	4	2	8	3	6	2	5	6	4
<b>Total satisfied</b>	<b>78</b>	<b>73 ↓</b>	<b>87</b>	<b>81</b>	<b>77</b>	<b>82</b>	<b>75</b>	<b>79</b>	<b>79</b>	<b>77</b>	<b>80</b>
<b>Total dissatisfied</b>	<b>22</b>	<b>27 ↑</b>	<b>13</b>	<b>19</b>	<b>23</b>	<b>18</b>	<b>25</b>	<b>21</b>	<b>21</b>	<b>23</b>	<b>20</b>
<i>Base [n=]</i>	<i>558</i>	<i>284</i>	<i>138</i>	<i>136</i>	<i>144</i>	<i>172</i>	<i>151</i>	<i>91</i>	<i>174</i>	<i>224</i>	<i>158</i>

**Table No. 9.1c: Bus services – why satisfied**

	Total %	Belconnen %	Gungahlin %	Woden, Weston Creek and Molonglo %	Tuggera-nong %	Inner CBR %
Punctual: Reliable/dependable/on time	22	18	28	17	25	22
General positive sentiment e.g. satisfied, good, fine	18	19	24	16	16	16
Good/efficient service/suits me/works for us	13	12	17	18	8	8
Frequent/regular/lots of buses	10	11	7	11	20	6
Extensive/comprehensive network/routes/gets me where I need to go/good connectivity	9	11	13	7	6	8
Easy to use/catch/convenient/accessible (incl. clear timetable)	8	11	5	10	6	9
Buses clean/looked after/fresh/comfortable/well-maintained/good quality/condition	8	13	8	7	6	5
Customer service/good/friendly/polite/competent/careful drivers/staff	6	7	7	3	4	6
Highly satisfied e.g. excellent, great	6	3	2	6	4	11
Weekday services/timetable are excellent	6	6	3	2	8	9
Cost effective/good value/cheap travel/free use	4	4	2	7	0	4
Free fare period/fare free Friday initiative/free travel for seniors/special events	3	2	0	5	6	3
Rapid/express service is excellent	2	3	0	2	0	4
Fast/quick/speedy service	2	1	0	3	2	4
Improved/improving/continuous improvement/much better now (incl. new timetable/ticketing system)	2	4	2	1	4	1
Valuable service/can rely upon	2	2	2	1	2	5
Introduction of electric buses/fleet modernisation/green initiatives	1	0	0	0	2	1
Good communication/informative (routes/timetable/next stops)	1	2	1	1	0	1
Convenient/upgraded payment methods (credit card/phone/tap on/off)	1	1	0	1	2	3
Not crowded/not too busy	0	0	1	0	0	0
Safe environment/secure	0	0	1	0	0	0
Unsure/don't know	3	2	2	5	0	4
<i>Base [n=]</i>	<i>437</i>	<i>101</i>	<i>82</i>	<i>88</i>	<i>53</i>	<i>112</i>

**Table No. 9.1d: Bus services – why dissatisfied**

	Total %	Belconnen %	Gungahlin %	Woden, Weston Creek, Molonglo %	Tuggera-nong %	Inner CBR %
Too infrequent/not enough services/need more buses	31	24	33	37	21	38
Unreliable/never on time/late/leave early/experience delays/waiting times	25	24	39	32	11	23
Trips take too long/routes too circuitous/indirect routes/too slow	22	19	22	11	42	19
Not convenient for me/bus stop too far away/bus routes do not suit	14	16	17	5	26	8
Poor weekend/night/off-peak timetable/ too infrequent/limited service	13	14	28	0	11	12
Poor timetables/schedules	10	5	11	21	11	8
More/better routes/expand the network/better connectivity/link-up with other services (e.g. light rail, Park and Ride)	8	16	0	11	5	4
Poor/bad service – no further information	8	11	6	16	0	8
Issues with/negative reference to MyWay+/tap on/off system	7	5	0	5	11	12
Routes cut/cancelled/reduced services (trying to force people to use the light rail)	6	5	0	16	0	8
Too expensive/not cheap enough	4	3	11	0	0	4
General negative sentiment (e.g. poor/bad/not good enough/room for improvement)	3	8	0	5	0	0
Bad drivers: poor/rude/inconsiderate/aggressive/unreliable	3	5	6	0	5	0
Map times don't match actual times	3	3	6	0	0	4
Old/outdated/dirty/uncomfortable buses	3	0	11	5	0	0
Unpleasant/uncomfortable journey/not enjoyable/feel unsafe	3	3	0	5	0	4
Overcrowded/too busy/packed buses	2	3	0	0	0	4
Under resourced/funded/budget cuts (funds channeled to light rail)	2	0	0	11	0	0
Bus stations/depots inaccessible/hard to get to	1	3	0	0	0	0
Other	2	0	0	0	0	8
Unsure/don't know/no comment	6	3	6	11	11	4
<b>Caution: small base size</b> Base [n=]	120	37	18	19	19	26

**Table No. 9.1e: Bus services – how to fix problems or respond to the dissatisfied**

	Total %	Region Belconnen %	Region Gungahlin %	Region Woden, Weston Creek and Molonglo %	Region Tuggeranong %	Region Inner CBR %	
Increase frequency/services/more often/more buses	35	41	28	40	16	42	
Better/more routes/coverage/connections/wider network/expand services - general	13	22	11	0	11	12	
Improve/fix the timetable/better scheduling incl. integration with light rail	12	8	28	5	11	12	
More direct routes/express/rapid routes (less stops) e.g. Tuggeranong to Belconnen	8	8	0	10	16	8	
Increase reliability/improve on-time running	8	8	17	10	5	4	
Reduce fares/make them cheaper/make them free	8	8	11	20	0	4	
Improve service/provide better public transport – no further information	7	3	0	10	0	19	
Reduce travel time/faster service	6	3	6	5	11	8	
Better service/more routes in the suburbs (where the light rail doesn't go)	5	3	11	0	11	4	
Better payment system/allow cash/improve MyWay+ rollout	5	5	0	5	11	4	
Increase weekend frequency/run earlier/run later/evenings/off peak times	4	3	11	0	11	0	
More bus stops	4	8	0	0	5	4	
Smaller/shuttle buses (running outside peak times)	3	0	6	0	11	0	
Ensure safe environment/provide/security/stop anti-social behaviour	3	3	0	5	0	4	
Reinstate services e.g. morning express route, airport shuttle	2	3	0	0	5	0	
Build a bus tracking app	2	3	0	0	5	0	
Hire more drivers/increase staff numbers/permanent drivers/ not contractors	2	3	0	0	0	4	
Introduce a 24-hour service	1	0	0	5	0	0	
Stop changing the timetables/go back to/restore old timetable/consistency	1	0	0	0	5	0	
More/better consultation/ask locals/bus users what they want/listen to the community	1	0	0	0	0	4	
Other	8	8	0	5	5	19	
Unsure/don't know/no comment	7	5	11	15	5	0	
<b>Caution: small base size</b>	<i>Base [n=]</i>	120	37	18	20	19	26

## 4.10 Transport Canberra light rail services overall

### Section 10

Ask all

**Q10a Have you caught a Transport Canberra light rail service any time in the past twelve months?**

**Table No. 10a:**

	Total %	Age 18-39 years %	Age 40-64 years %	Age 65+ years %	Gender Men %	Gender Women %	Region Belconnen %	Region Gungahlin %	Region Woden, Weston Creek and Molonglo %	Region Tuggerang %	Region Inner CBR %
Yes	48	55 ↑	46	31 ↓	50	46	38 ↓	77 ↑	43	20 ↓	67 ↑
No	51	44 ↓	53	69 ↑	49	53	60 ↑	22 ↓	56	80 ↑	32 ↓
Unsure/can't remember	1	1	1	0	1	1	2	1	1	1	0
<i>Base [n=]</i>	<i>1000</i>	<i>500</i>	<i>345</i>	<i>155</i>	<i>490</i>	<i>510</i>	<i>240</i>	<i>180</i>	<i>190</i>	<i>190</i>	<i>200</i>

**Table No. 10b**

**Q10a Have you caught a Transport Canberra light rail service any time in the past twelve months?**

	Total %	Dwelling type Detached dwelling %	Dwelling type Medium density %	Dwelling type Apartment %	Housing tenure Own outright %	Housing tenure Own with mortgage %	Housing tenure Rent privately %	Housing tenure In public housing/ other% %	Education No tertiary %	Education Bachelor degree %	Education Post graduate %
Yes	48	44 ↓	54	54	50	43 ↓	53	50	37 ↓	52	59 ↑
No	51	55 ↑	45	44	50	56 ↑	47	46	62 ↑	47	40 ↓
Unsure/can't remember	1	1	1	1	0	1	0	3 ↑	1	1	1
<i>Base [n=]</i>	<i>1000</i>	<i>564</i>	<i>220</i>	<i>216</i>	<i>243</i>	<i>363</i>	<i>251</i>	<i>144</i>	<i>368</i>	<i>369</i>	<i>258</i>

## Section 10.1

If yes, ask:

### Q10.1 How satisfied or dissatisfied are you with Transport Canberra light rail services overall?

Table No. 10.1a:

Among only those who expressed an opinion:	Total %	Age 18-39 years %	Age 40-64 years %	Age 65+ years %	Gender Men %	Gender Women %	Region Belconnen %	Region Gungahlin %	Region Woden, Weston Creek and Molonglo %	Region Tuggera nong %	Region Inner CBR %
Very satisfied	36	34	38	45	44 ↑	28 ↓	26	31	47	24	46 ↑
Satisfied	54	56	51	50	43 ↓	65 ↑	66 ↑	56	40 ↓	59	49
Dissatisfied	7	9	4	5	8	6	3	12 ↑	8	9	4
Very dissatisfied	3	1 ↓	7 ↑	0	5 ↑	1 ↓	5	1	4	7	1
<b>Total satisfied</b>	<b>90</b>	<b>90</b>	<b>89</b>	<b>95</b>	<b>87</b>	<b>93</b>	<b>92</b>	<b>87</b>	<b>87</b>	<b>84</b>	<b>95</b>
<b>Total dissatisfied</b>	<b>10</b>	<b>10</b>	<b>11</b>	<b>5</b>	<b>13</b>	<b>7</b>	<b>8</b>	<b>13</b>	<b>13</b>	<b>16</b>	<b>5</b>
<i>Base [n=]</i>	473	272	153	48	240	233	87	138	80	34	134

Table No. 10.1b

### Q10.1 How satisfied or dissatisfied are you with Transport Canberra light rail services overall?

Among only those who expressed an opinion:	Total %	Dwelling type Detached dwelling %	Dwelling type Medium density %	Dwelling type Apartment %	Housing tenure Own outright %	Housing tenure Own with mortgage %	Housing tenure Rent privately %	Housing tenure In public housing/ other %	Education No tertiary %	Education Bachelor degree %	Education Post graduate %
Very satisfied	36	34	41	36	42	35	34	33	40	30	42
Satisfied	54	54	50	57	46	56	54	60	56	58	46
Dissatisfied	7	8	9	3	8	5	10	7	3	10	8
Very dissatisfied	3	4	0	4	4	4	2	0	2	3	4
<b>Total satisfied</b>	<b>90</b>	<b>88</b>	<b>91</b>	<b>93</b>	<b>88</b>	<b>92</b>	<b>88</b>	<b>93</b>	<b>95</b>	<b>88</b>	<b>88</b>
<b>Total dissatisfied</b>	<b>10</b>	<b>12</b>	<b>9</b>	<b>7</b>	<b>12</b>	<b>8</b>	<b>12</b>	<b>7</b>	<b>5</b>	<b>12</b>	<b>12</b>
<i>Base [n=]</i>	473	243	114	116	118	152	131	71	135	190	148

**Table No. 10.1c: Light rail – why satisfied**

	Total %	Belconnen %	Gungahlin %	Woden, Weston Creek and Molonglo %	Tuggera-nong %	Inner CBR %
Punctual/timely/reliable service/runs on time	21	18	30	11	22	19
Speed/efficiency/fast/quick, no hold-ups, delays, interruptions	20	19	23	19	18	19
Easy to use/convenient/accessible	15	13	18	9	21	14
General positive sentiment e.g. satisfied, good, fine	14	18	11	19	11	13
Good service/works well/good transport option	14	8	15	28	13	9
Clean/comfortable/smooth ride/well maintained	13	12	19	16	4	9
Frequent/regular services	11	8	11	5	3	17
Highly satisfied e.g. excellent, great	11	11	10	9	4	14
Looking forward to extension/new links/expanded network/phase 2/needs more routes/improved coverage/limited	9	13	3	11	20	7
Good network/routes/coverage (incl. direct to city centre)	4	4	7	1	3	3
No issues/problems/complaints/concerns	3	2	6	0	4	2
Cheap/good value/affordable/cost effective/well-priced	3	3	4	3	3	3
Fun to ride/pleasant experience (kids love it)/plenty of seats /room	3	4	4	3	0	2
Landmark project/important achievement/good development/great initiative/investment/innovative	3	3	0	3	8	3
Good timetable/schedule (incl. runs late/evening)	2	3	3	0	0	2
Looks good/attractive/modern/quality	2	1	2	3	0	2
Environmentally friendly/green/gets cars off the road/reduce traffic	2	2	2	2	0	2
Customer service: staff helpful/friendly (incl. ticketing)	1	1	1	0	0	2
Safe/well-lit at night	1	1	0	2	0	1
Well utilised/frequent use/popular	0	0	1	0	0	1
Convenience of Park and Ride	0	0	2	0	0	0
Other	2	3	2	0	0	3
Unsure/don't know/no comment	3	1	2	8	0	4
<i>Base [n=]</i>	426	81	120	70	29	127

**Table No. 10.1d: Light rail – why dissatisfied**

	Total %
Doesn't go where I need to go/to enough places/benefit enough of the population/suburbs /regions/not for all Canberrans/needs expanding/no access/no service in my area/not convenient for me	50
Waste of money/no benefits/wrong use of taxpayers' money (other priorities such as health and education)	20
Poor/bad/useless service	17
Poorly planned/ill-conceived/wrong technical solution/will become obsolete	11
Expensive/costly fares/no zoning	9
Not enough light rail vehicles/not frequent enough	9
Overcrowded/too busy	7
Slower than taking the car	7
Negatively impacted bus routes/service	7
No parking near stops	4
No better/same as buses/no improvement on a good/efficient bus service/replace with electric buses	4
Dangerous/unsafe/need security/guards	4
Small carriages/light rail vehicles	4
Uncomfortable/dirty/poorly maintained/unpleasant	4
Negative references about MyWay+ card	4
Interferes with traffic flow/causes traffic jams/delays	2
Can't use it/haven't used it	2
Inadequate/insufficient access for disabled persons	2
Other	2
Don't know/unsure/no comment	7
<b>Caution: small base size</b>	<i>Base [n=]</i> 46

**Table No. 10.1e: Light rail – how to fix problems or respond to the dissatisfied**

	Total %
Extend to other areas/expand the network/better connectivity (e.g. to Belconnen, Airport connection, to Tuggeranong)	30
Add extra light rail vehicles/more services/increase frequency/run late service (to reduce overcrowding)	11
Cheaper fares/less expensive	9
Improved/better communication	9
Stop the expansion/do not expand it/stop spending money/other priorities	7
Safer environment/employ security guards	7
Less rail, more buses/bring back the buses/improve bus network	7
Get rid of it/scrap it	4
Was a waste of money/bad idea/should never have been built/electric buses would have been better	4
Improve service/better management/faster/more efficient/punctual – no further information	4
Keep clean/tidy/promote a cleaner environment	4
Privatisation/outsource to private sector	4
Improved/better/replace payment methods (MyWay+/allow credit card tap)	4
Better planning for future	2
More/increased/better funding	2
Other	13
Unsure/don't know/no comment	15
<b>Caution: small base size</b>	<i>Base [n=]</i> 46

# Appendix 1: Questionnaire sequence

Transport Canberra and City Services is a Directorate within the ACT Government that delivers a range of municipal services. These services include transport, road and path maintenance, city upgrade projects, public libraries, waste and recycling collection, maintenance of our cemeteries and maintenance of sportsgrounds and urban spaces.

The questions below relate to the programs and initiatives Transport Canberra and City Services delivers.

Note: For each of the below questions the 'No opinion/Don't know' option is not included in the response assessment. Therefore, if only 800 of the 1,000 people asked had an opinion, those opinions make up the 100%, with those with no opinion or unsure being left out of the analysis by the convention adopted in earlier surveys.

**Ask all**

**Q1a How satisfied or dissatisfied are you with the maintenance of cycle paths and walking paths?**

Very satisfied	1	{Ask
Satisfied	2	Qb1
Dissatisfied	3	{Ask
Very dissatisfied	4	Qb2
No opinion/Don't know	5	

**Ask those that responded with satisfied or very satisfied**

**Q1b1 What are the main reasons for your satisfaction with the maintenance of cycle paths and walking paths?**

**Ask those that responded with dissatisfied or very dissatisfied**

**Q1b2 What are the main reasons for your dissatisfaction with the maintenance of cycle paths and walking paths?**

**How could these issues be improved?**

**Ask All**

**Q2a How satisfied or dissatisfied are you with access to cycle paths and walking paths?**

Very satisfied	1	{Ask
Satisfied	2	Qb1
Dissatisfied	3	{Ask
Very dissatisfied	4	Qb2
No opinion/Don't know	5	

**Ask those that responded with satisfied or very satisfied**

**Q2b1 What are the main reasons for your satisfaction with access to cycle paths and walking paths?**

**Ask those that responded with dissatisfied or very dissatisfied**

**Q2b2 What are the main reasons for your dissatisfaction with access to cycle paths and walking paths?**

**How could these issues be improved?**

**Ask all**

**Q3a How satisfied or dissatisfied are you with public library services?**

Very satisfied	1	{Ask
Satisfied	2	Qb1
Dissatisfied	3	{Ask
Very dissatisfied	4	Qb2
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

**Q3b1 What are the main reasons for your satisfaction with public library services?**

Ask those that responded with dissatisfied or very dissatisfied

**Q3b2 What are the main reasons for your dissatisfaction with public library services?**

**How could these issues be improved?**

Ask all

**Q4a How satisfied or dissatisfied are you with the road network overall?**

Very satisfied	1	{Ask
Satisfied	2	Qb1
Dissatisfied	3	{Ask
Very dissatisfied	4	Qb2
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

**Q4b1 What are the main reasons for your satisfaction with the road network overall?**

Ask those that responded with dissatisfied or very dissatisfied

**Q4b2 What are the main reasons for your dissatisfaction with the road network overall?**

**How could these issues be improved?**

Ask all

**Q5a How satisfied or dissatisfied are you with waste and recycling collection services overall?**

Very satisfied	1	{Ask
Satisfied	2	Qb1
Dissatisfied	3	{Ask
Very dissatisfied	4	Qb2
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

**Q5b1 What are the main reasons for your satisfaction with waste and recycling collection services overall?**

Ask those that responded with dissatisfied or very dissatisfied

**Q5b2 What are the main reasons for your dissatisfaction with waste and recycling collection services overall?**

**How could these issues be improved?**

Ask all

**Q6a How satisfied or dissatisfied are you with the management of sportsgrounds?**

Very satisfied	1	{Ask
Satisfied	2	Qb1
Dissatisfied	3	{Ask
Very dissatisfied	4	Qb2
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

**Q6b1 What are the main reasons for your satisfaction with the management of sportsgrounds?**

Ask those that responded with dissatisfied or very dissatisfied

**Q6b2 What are the main reasons for your dissatisfaction with the management of sportsgrounds?**

**How could these issues be improved?**

**Ask all**

**Q7a How satisfied are you with the overall management of municipal services?**

Very satisfied	1	}Ask Qb1
Satisfied	2	
Dissatisfied	3	}Ask Qb2
Very dissatisfied	4	
No opinion/Don't know	5	

**Ask those that responded with satisfied or very satisfied**

**Q7b1 What are the main reasons for your satisfaction with the overall management of municipal services?**

**Ask those that responded with dissatisfied or very dissatisfied**

**Q7b2 What are the main reasons for your dissatisfaction with the overall management of municipal services?**

**How could these issues be improved?**

**Ask all**

**Q8a Have you recently participated in a community engagement activity with the Transport Canberra and City Services Directorate i.e. contacted the directorate, used the ACT Government's YourSay website or visited an information stall?**

Yes	1	Ask Q8b
No	2	Go to Q9
Unsure/can't remember	3	Go to Q9

**If yes, ask:**

**Q8b How satisfied or dissatisfied were you with your community engagement experience?**

Very satisfied	1	}Ask Qc1
Satisfied	2	
Dissatisfied	3	}Ask Qc2
Very dissatisfied	4	
No opinion/Don't know	5	

**Ask those that responded with satisfied or very satisfied**

**Q8c1 What are the main reasons for your satisfaction with your community engagement experience?**

**Ask those that responded with dissatisfied or very dissatisfied**

**Q8c2 What are the main reasons for your dissatisfaction with your community engagement experience?**

**How could these issues be improved?**

**Ask all**

**Q9a Have you caught a Transport Canberra bus service any time in the past twelve months?**

Yes	1	Ask Q9b
No	2	Go to Q10
Unsure/can't remember	3	Go to Q10

**If yes, ask:**

**Q9b How satisfied or dissatisfied are you with Transport Canberra bus services overall?**

Very satisfied	1	}Ask Qc1
Satisfied	2	
Dissatisfied	3	}Ask Qc2
Very dissatisfied	4	
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

**Q9c1 What are the main reasons for your satisfaction with Transport Canberra bus services overall?**

Ask those that responded with dissatisfied or very dissatisfied

**Q9c2 What are the main reasons for your dissatisfaction with Transport Canberra bus services overall?**

**How could these issues be improved?**

Ask all

**Q10a Have you caught a Transport Canberra light rail service any time in the past twelve months?**

Yes	1	Ask Q10b
No	2	Finished
Unsure/can't remember	3	Finished

If yes, ask:

**Q10b How satisfied or dissatisfied are you with Transport Canberra light rail services overall?**

Very satisfied	1	}Ask Qc1
Satisfied	2	
Dissatisfied	3	}Ask Qc2
Very dissatisfied	4	
No opinion/Don't know	5	

Ask those that responded with satisfied or very satisfied

**Q10c1 What are the main reasons for your satisfaction with Transport Canberra light rail services overall?**

Ask those that responded with dissatisfied or very dissatisfied

**Q10c2 What are the main reasons for your dissatisfaction with Transport Canberra light rail services overall?**

**How could these issues be improved?**



## Transport Canberra and City Services

<b>To:</b>	Minister for Transport	Tracking No.: S2025/00553
<b>Date:</b>	15/05/2025	
<b>From:</b>	A/g Chief Financial Officer	
<b>Through</b>	A/g Director-General A/g Chief Operating Officer, Transport Canberra and City Services	
<b>Subject:</b>	Proposed changes to the TCO 2025-26 Accountability Indicators and amendments to Strategic Indicator 1.6	
<b>Critical Date:</b>	<b>16/05/2025</b>	
<b>Critical Reason:</b>	To seek the Minister's agreement to the proposed 2025-26 indicators by late May 2025	

### Recommendations

That you:

1. Note the information contained in this brief;

**Noted / Please Discuss**

2. Note the proposed changes to the TCO 2025-26 accountability indicators (Attachment A);

**Noted / Please Discuss**

3. Note the letter from the Director-General to the Under Treasurer (Attachment D);

**Noted / Please Discuss**

4. Agree to the proposed amendments to Strategic Indicator 1.6.

**Agreed / Not Agreed / Please Discuss**



22/5/25

Minister's Office Feedback

**Background**

1. In April 2025, the Directorate proposed a number of changes to the TCCS (Transport portfolio) and TCO accountability indicators for inclusion in the 2025-26 Budget Statements (refer to Attachment C – Signed Ministerial Brief MIN S2025/00294).
2. In that brief and/or subsequent liaison between your office and the Directorate, you agreed to the proposed changes to the accountability indicators but with edits in relation to the following accountability indicators.
  - a. **Target to remain:**
    - i. TCO 1.1.c Public transport passenger boardings – the current target of 20.3 million is maintained for 2025-26, confirmed by your office.
  - b. **Target Update:**
    - i. TCO 1.1.g Total network operating cost per network kilometre – target increase from \$5.88 to \$7.36 due to the current trend of increasing operating costs.
  - c. **Remove:**
    - i. TCO 1.1.d Percentage of in-service fleet Euro 5 or better emission standard compliant – removal of this accountability indicator and instead adding a second measure for Strategic Indicator 1.6 as requested – see section 9 below for further information.
    - ii. TCCS 1.1.d Percentage of in-service fleet fully compliant with standards under the *Disability Discrimination Act 1992* – removal of this indicator with a target of 100% as all in service fleet are now DDA compliant and all new fleet will also be 100% DDA compliant.
  - d. **Remove and replace with another:**
    - i. TCO 1.1.h Number of Zero Emissions buses in the in-service fleet – this indicator is being replaced with 'Number of Battery Electric Buses in the in-service fleet' with a target of 106 buses as requested.
3. You did not agree to the proposed changes to the strategic indicator measure 1.6: Reduce public transport related greenhouse gas emissions and requested to add two additional measures, as clarified and confirmed by your office.

- a. Measure 1: Percentage of battery electric buses in the in-service fleet; and
- b. Measure 2: Percentage of buses in the in-service fleet which are Euro 5 or better emission standard compliant.

## Issues

### Accountability Indicators

4. Refer to Attachment A for the updated proposed changes to the 2025-26 TCCS (Transport Portfolio) and TCO Accountability Indicators.
5. Refer to Attachment B for the estimated outcomes for the 2024-25 TCCS (Transport portfolio) and TCO Accountability Indicators.
6. The Director-General of TCCS will seek approval from the Under Treasurer for these amendments to accountability indicators, in line with the Government process requirements. As requested by your Office, a draft of the letter to the Under Treasurer is included at Attachment D.

### Strategic Indicator Review

7. In response to the brief (Attachment C – Signed Ministerial Brief MIN S2025/00294), the Directorate is proposing to replace the existing measure for Strategic Indicator 1.6: Reduce public transport related greenhouse gas emissions with two new measures: Percentage of battery electric buses in the in-service fleet; and percentage of buses in the in-service fleet which are Euro 5 or better emission standard compliant.
8. The rationale for the change is set down in the Zero-Emission Transition Plan for Transport Canberra (the Plan) that outlines the pathway to achieve the ACT Government's ambition of a zero-emission public transport system by 2040. The Plan sees the government replacing the ageing fleet of diesel and compressed natural gas (CNG) buses with zero-emission buses powered with the ACT's 100% renewable electricity.
9. The 2025-26 targets for the two measures are as follows.
  - a. Measure 1: Percentage of battery electric buses in the in-service fleet.
    - i. The target for 2025-26 is 23%.
  - b. Measure 2: Percentage of buses in the in-service fleet which are Euro 5 or better emission standard compliant.
    - i. The target for 2025-26 is 95%.

## Financial Implications

10. This brief has no financial implications.

## Consultation

### Internal

11. All relevant areas of the Directorate have been consulted on the changes to the Accountability Indicators and are in support.

**Work Health and Safety**

12. Nil.

**Benefits/Sensitivities**

13. Nil.

**Communications, media and engagement implications**

14. Nil.

Signatory Name: David Morgan

Phone: 6207 6367

**Attachments**

<b>Attachment</b>	<b>Title</b>
Attachment A	Proposed Changes to the 2025-26 TCCS (Transport Portfolio) and TCO Accountability Indicators
Attachment B	Estimated Outcomes for 2024-25 TCO Accountability Indicators
Attachment C	Signed Ministerial Brief MIN S2025/00294
Attachment D	Letter from DG, TCCS to UT on 25-26 Accountability Indicator Changes

**Transport Canberra and City Services Directorate & Transport Canberra Operations Proposed Changes to Accountability Indicators 25-26 Budget**

Agency	TCCS Outputs	Type of Change	Accountability Indicator	2023-24 Reported Actuals	2024-25 Targets	2025-26 Targets	Reason for change
TCCS (Output 1 Only)	Output 1: Transport Canberra	Remove	1.1.d. Percentage of in service fleet fully compliant with standards under the Disability Discrimination Act 1992	98%	100%	-	Fleet is 100% Disability Discrimination Act (DDA) compliant and all new fleet will continue to be 100% DDA compliant.
TCO	Output 1: Transport Canberra Operations	Remove	TCO 1.1.d. Percentage of in-service fleet Euro 5 or better emission standard compliant	80%	85%	95%	This measurement will be moved to Strategic Indicator 1.6 to better align with the Zero-Emission Transition Plan for Transport Canberra that outlines the pathway to achieve the ACT Government's ambition of a zero-emission public transport system by 2040.
		Amend Target	TCO 1.1.g. Total network operating cost per network kilometre	\$7.41	\$5.88	\$7.36	i) To align with the rising costs of consumables including fuel and lubricants; and ii) To allow more time to be included for journeys across the network due to disruption and road congestion conditions relating to the delivery of major projects in multiple locations throughout ACT.
		Remove	TCO 1.1.h. Number of Zero Emission Buses in the in-service fleet	20	56	-	This indicator is being renamed as "Number of Battery Electric Buses in the in-service fleet" to better reflect the fleet of vehicles.
		New	Number of Battery Electric Buses in the in-service fleet	-	-	106	This is a new renamed indicator to replace "TCO 1.1.h Number of Zero Emission Buses in the in-service fleet".

Output 1.1: Transport Canberra	Past information		Current year			Next Budget	
	2023-24	2023-24	2024-25	2024-25	Comments on Estimated Outcome	2025-26	Existing to remain / remove / amend
	Budget Target	Actual Result	Budget Target	Estimated Outcome		Proposed Budget target	
<b>Accountability Indicators</b>							
<b>Light Rail</b>							
1.1.a. Customer satisfaction with light rail services as assessed by passenger survey	85%	90%	85%	85%	Result unknown but estimate based on previous results and potential implications from introduction of new ticketing system	85%	Retain
<b>Bus Operations</b>							
1.1.c. Customer satisfaction with bus operations services as assessed by passenger survey	85%	74%	85%	85%	Result unknown but estimate based on previous results and potential implications from introduction of new ticketing system	85%	Retain
1.1.d. Percentage of in service fleet fully compliant with standards under the <i>Disability Discrimination Act 1992</i>	100%	98%	100%	100%	Fleet is 100% DDA compliant	-	Remove

Output 1.1: Transport Canberra Operations	Past information		Current year			Next Budget	
	2023-24	2023-24	2024-25	2024-25	Comments on Estimated Outcome	2025-26	Existing to remain / remove / amend
	Budget Target	Actual Result	Budget Target	Estimated Outcome		Proposed Budget target	
<b>Accountability Indicators</b>							
<b>Light Rail</b>							
TCO 1.1.a Light rail service availability	99.5%	99.9%	99.5%	99.8%	Estimate based on current YTD (Dec 24) result	99.5%	Retain
TCO 1.1.b Light rail service punctuality	98%	99%	98%	98%	Estimate based on current YTD (Dec 24) result	98%	Retain
<b>Public Transport Passenger Boardings</b>							
TCO 1.1.c Public transport passenger boardings	19.9 million	19.9 million	20.3 million	17.3 million	Updated estimation based on current recorded data in MyWay legacy system - decreased target as we are subtracting approx 2 months for the fare free period. Uncertainty on MyWay + data as we transition.	20.3 million	Retain
<b>Bus Operations</b>							
TCO 1.1.d Percentage of in-service fleet Euro 5 or better emission standard compliant	80%	80%	85%	90%	Retirement of the CNG Fleet has been accelerated and will result in exceeding the original 2024/25 target.	-	Remove
TCO 1.1.e Bus service availability	99.5%	98.8%	99.5%	99.5%	Standard target expectation.	99.5%	Retain
TCO 1.1.f Bus service punctuality	75%	77%	75%	75%	Standard target expectation.	75%	Retain
TCO 1.1.g Total network operating cost per network kilometre	\$5.88	\$7.41	\$5.88	\$7.69	Estimated based on current forecast expenditure.	\$7.36	Amend Target
TCO 1.1.h Number of Zero Emissions buses in the in-service fleet	16	20	56	60	Expected delivery schedule of ZEB buses will be greater than original target.	-	Remove

New Indicators	Past information		Current year			Next Budget	
	2023-24	2023-24	2024-25	2024-25	Comments on Estimated Outcome	2025-26	Existing to remain / remove / amend
	Budget Target	Actual Result	Budget Target	Estimated Outcome		Proposed Budget target	
Number of Battery Electric Buses in the in-service fleet	-	-	-	-	-	106	New



Transport Canberra and City Services

To: Minister for Transport

Tracking No.: S2025/00294

Date: 14/04/2025

From: A/g Chief Financial Officer

Through Deputy Director-General, Transport Canberra and Business Services  
A/g Chief Operating Officer, Transport Canberra and City Services

Subject: Proposed changes to the TCCS (Transport portfolio) and TCO 2025-26  
Accountability Indicators and options for Strategic Indicator measures

Critical Date: 17/04/2025

Critical Reason: To seek the Minister’s agreement to the proposed 2025-26 indicators by  
early June 2025

Recommendations

That you:

- 1. Note the information contained in this brief;

Noted / Please Discuss

- 2. Agree the proposed changes to the TCCS (Transport portfolio) and TCO 2025-26  
accountability indicators (Attachment A); and

With eds  
Agree / Not Agreed / Please Discuss

- 3. Agree the proposed changes to the strategic indicator measure relating to 1.6:  
Reduce public transport related greenhouse gas emissions.

Agree / Not Agreed / Please Discuss

Chris Steel MLA ..... 22/4/25

Minister’s Office Feedback

Add: Zero emission buses - Strategic indicator

SI: Percentage of zero emission buses in fleet Target: zero emissions by 2040 or earlier

## Background

1. The 2025-26 Budget is due to be tabled in the Legislative Assembly in the sitting week of 24-26 June 2025.
2. Included in the Budget are the Agency Budget Statements. The Budget Statements present agencies' priorities, performance information (including strategic and accountability indicators), appropriations, infrastructure program as well as the budgeted statements of performance and position for the budget year and forward estimates.
3. The Budget Process Rules require changes to Accountability Indicators for the budget year to be reviewed and updated if required.
4. Any changes to Accountability Indicators require approval from the responsible Minister and the Treasurer. Changes to the Accountability Indicator targets where the same calculation methodology is used do not require Treasurer approval. Changes to the strategic indicators require approval from the relevant Minister.
5. The Budget Process Rules state that where the responsible Minister is also the Treasurer, the Director-General's request for changes to the Accountability Indicators needs to be provided to the Under Treasurer for approval. The Under Treasurer will brief the Treasurer of the change request.
6. TCCS undertook a review of its Accountability Indicators in preparation for the 2025-26 Budget Statements. This review includes the Transport portfolio indicators and is reflective of the recent business area experience.
7. Also, in March 2025, an Advisory Note was provided in relation to TCCS' intention to retain its current set of Strategic Indicators for the 2025-26 Budget due to the upcoming Machinery of Government changes. While the majority of Strategic Indicators will be retained until the formation of the new entity and the subsequent development of the new Strategic Plan, you requested that the Directorate provide you with options to review the target measures for indicator 1.6: Reduce public transport related greenhouse gas emissions.

## Issues

### Accountability Indicators Review

8. All business areas were consulted on the appropriateness of their existing indicators and were invited to provide recommendations for improvement.
9. The recommended changes, including justification, are outlined at Attachment A and can be categorised as follows:
  - a. **Target Update** (three items for Output 1: Transport Canberra Operations):

- i. TCO 1.1.c Public transport passenger boardings – changing the target from 20.3 million to 20.5 million due to the assumption that boarding numbers will increase as MyWay+ data collection improves. ✗
  - Remove
    - ii. TCO 1.1.d Percentage of in-service fleet Euro 5 or better emission standard compliant – target increase from 85% to 95% due to the retirement of the CNG Fleet resulting in a higher percentage of buses that are Euro 5 compliant or better. Doesn't reflect return to pre-covid patronage which is the current target published in the Transport Canberra Recovery Plan
    - ✓
      - iii. TCO 1.1.g Total network operating cost per network kilometre – target increase from \$5.88 to \$7.36 due to the current trend of increasing operating costs. Doesn't reflect return to pre-covid patronage which is the current target published in the Transport Canberra Recovery Plan
  - b. **Remove** (one item for Output 1: Transport Canberra and one item for Output 1: Transport Canberra Operations)
    - i. 1.1.d Percentage of in-service fleet fully compliant with standards under the Disability Discrimination Act 1992 – removal of this indicator with a target of 100% as all in service fleet are now DDA compliant and all new fleet will also be 100% DDA compliant. ✓
    - ii. TCO 1.1.h Number of Zero Emission Buses in the in-service fleet – removal of this indicator with a target of 56 as this is currently being measured as a strategic indicator. ✓
- 10. In relation to the target increase for TCO 1.1.g Total network operating cost per network kilometre travelled, there are two key reasons for this: ✓
  - a. To align with the rising costs of consumables including fuel and lubricants; and
  - b. more time required to be included for journeys across the network due to disruption and road congestion conditions relating to the delivery of major projects in multiple locations throughout ACT.
- 11. Once the major projects are completed and journey time efficiencies are realised it is expected savings will be seen across this KPI.
- 12. Subject to your agreement to the proposed changes at Attachment A, the Director-General of TCCS will seek approval from the Under Treasurer, in line with the Government process requirements. While some of the changes include target updates, which do not require your approval as the Treasurer, they have been included for completeness and visibility. This approach is consistent with the accountability indicator update process used for 2024-25 budget statement preparation except for the new communication arrangements required between the Director-General and the Under Treasurer.

Strategic Indicator Review

13. Following a review of the available datasets that can consistently inform a relevant new target measure for strategic indicator 1.6: Reduce public transport related greenhouse gas emissions, the below options have been developed for your consideration and be seen at Attachment C. The graphic in Attachment C could form the basis of a new Figure for inclusion in the budget statements to support this Indicator.

a. Fossil Fuel Consumption (CNG and Diesel) through volume / litres.

i. With the ongoing introduction of zero emission buses and prioritisation of these over fossil fuelled buses into the network, it is expected that this volume would reduce year on year.

b. Battery Electric Bus (BEB) kilometres travelled per year

i. This measure would have the benefit of seeking large increases over time as more BEBs are introduced into the fleet. As an example in 2023-24, 765,823 kilometres were travelled by ZEV buses, which can be used as a comparative baseline for 2024-25 onwards. As of February 2025, the kilometres travelled by BEBs (859,316km) is showing an increase of 72% compared with the same period in 2023-24 (498,707km).

### Financial Implications

14. This brief has no financial implications.

### Consultation

#### Internal

15. All relevant areas of the Directorate have been consulted on the changes to the Accountability Indicators and are in support.

### Work Health and Safety

16. Nil.

### Benefits/Sensitivities

17. Nil.

### Communications, media and engagement implications

18. Nil.

Signatory Name: David Morgan

Phone: 6207 6367

**Attachments**

<b>Attachment</b>	<b>Title</b>
Attachment A	Proposed Changes to the 2025-26 TCCS (Output 1 only) and TCO Accountability Indicators
Attachment B	Estimated Outcomes for 2024-25 TCCS (Output 1 only) and TCO Accountability Indicators
Attachment C	Strategic Indicator measure (1.6) Reduce public transport related greenhouse gas emissions



**ACT**  
Government

Transport Canberra  
and City Services

OFFICIAL

Russ Campbell  
A/g Under Treasurer  
Level 1, 220 London Circuit  
CANBERRA ACT 2602

Dear Under Treasurer

**RE: Proposed Changes to Transport Canberra and City Services (TCCS) Directorate (Transport portfolio) and Transport Canberra Operations (TCO) 2025-26 Accountability Indicators**

I am writing to seek approval of changes to the TCO and TCCS 2025-26 accountability indicators for the Transport portfolio. The Budget Process Rules state that where the responsible Minister is also the Treasurer, the Director-General's request for changes to accountability indicators needs to be provided to the Under Treasurer for approval. The Under Treasurer will brief the Treasurer of the change request.

Proposed accountability indicator changes include removal of indicators that are no longer relevant, replacement of an indicator to improve the naming terminology and amendments to an indicator target. Full details of these changes are provided at [Attachment A](#).

I would appreciate your consideration of the proposed changes to indicators to assist in improving the measurement of TCCS and TCO performance. Once agreed, these changes will be reflected in the 2025-26 Budget Statements.

---

Ben McHugh  
A/g Director-General  
Transport Canberra and City Services  
May 2025

**Transport Canberra and City Services**

**To:** Minister for Sport and Recreation

**Tracking No: B2025/00657**

**Date received  
in MO:** 03/06/2025

**From:** Executive Branch Manager, City Presentation

**Through:** Executive Group Manager, City Operations  
Deputy Director-General, City Services

**Date of Meeting:** Wednesday, 04 June 2025

**Time of Meeting:** 10.00-10.30am

**Location of  
Meeting:** Onsite – Legislative Assembly

**Subject:** Meeting with Eastlake Football Club executive

**Purpose of the meeting**

To discuss elements of the Preliminary Master Plan commissioned by the Eastlake Football Club for the Kingston Oval and the potential extension of the current lease over the Kingston Oval.

Minister's Feedback

<b>Purpose of the meeting:</b>	To discuss elements of the Preliminary Master Plan commissioned by the Eastlake Football Club for the Kingston Oval and the potential extension of the current lease over the Kingston Oval.
<b>Attendees:</b>	Shaun Young, General Manager Football - <span style="background-color: #cccccc;">Personal Information</span>
<b>Directorate Rep requested:</b>	Rebecca Kelley, EBM - Sport and Recreation (CMTEDD) Daniel Iglesias, EBM - Sport and Recreation Facilities (TCCS)
<b>Day / date:</b>	Wednesday, 04 June 2025
<b>Time:</b>	10.00-10.30am
<b>Venue:</b>	Minister's Office
<b>Background:</b>	<p>Eastlake Football Club (the Club) retains a 10-year sublease of Kingston Oval (Block 9, Section 22 Griffith) which is due to expire on 30 June 2026.</p> <div style="background-color: #cccccc; height: 60px; width: 100%;"></div> <p>The Club is likely to argue for further funding to assist with ongoing maintenance of the site to the level they consider appropriate to support community sport.</p> <p>The Club shared a Preliminary Master Plan in the week ending 30 May 2025 which looks to identify opportunities for capital investment.</p>
<b>Discussion:</b>	<p>The Club has publicly shared its views that the Kingston Oval would benefit from further Government investment.</p> <p>There are no barriers to discussions commencing on exactly how the Club would like to address its tenure at the Kingston Oval – extension or re-negotiation of a sublease.</p>
<b>Consultation internal:</b>	Nil
<b>Cross directorate:</b>	Discussions have been had with Sport and Recreation (CMTEDD).
<b>External:</b>	Nil
<b>Media implications:</b>	Nil
<b>Speech:</b>	N/A

## Items to be discussed

### 1.1 Topic

Tenure of Eastlake Football Club over Kingston Oval

### 1.2 Policy position

- Eastlake Football Club (the Club) retains a 10-year sublease of Kingston Oval (Block 9, Section 22 Griffith) which is due to expire on 30 June 2026.

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### 1.3 Suggested talking points

- Sport and Recreation Facilities would welcome the opportunity to initiate discussions on extending the current sublease or re-negotiating a new sublease.

### 2.1 Topic

Kingston Oval Master Plan and Kingston Oval Conservation Management Plan

### 2.2 Policy position

- The Club commissioned a Draft Preliminary Master Plan which documents the Clubs aspirations for the site and has been shared with Government. A final Preliminary Master Plan has recently been shared with Government.
- The Draft Preliminary Master Plan advocates for the development of a full Master Plan to fully explore upgrades to the site which include improved lighting, public facilities including a new pavilion and parking.
- On 9 August 2024, pursuant to the *Heritage Act 2004*, a Conservation Management Plan for Kingston Oval and surrounds was approved, with conditions, by the ACT Heritage Council.
- Those conditions called on the ACT Government to provide further advice to the Heritage Council as follows, no later than 9 August 2025:
  1. a Tree Management Plan for the site.
  2. a Traffic and Parking Assessment for the oval.
- Work on the Tree Management Plan commenced on 19 May 2025 and a parking assessment was completed in April 2025 and will be presented to the Heritage Council for their further consideration.

### **2.3 Suggested talking points**

- CMTEDD to address Master Plan capital investment.
- Sport and Recreation Facilities will work with the ACT Heritage Council to ensure both the Tree Management Plan and the Traffic and Parking Assessment meet Council requirements. Any subsequent works on site will need to be cognisant of both Plans.

### **3.1 Topic**

#### Future funding and development of Kingston Oval

### **3.2 Policy position**

- CMTEDD to provide guidance on future capital funding opportunities.
- Kingston Oval is listed on the ACT Heritage Register and managed by Sport and Recreation Facilities within TCCS.
- The CMP, prepared by Philip Leeson Architects and approved in August 2024, guides future infrastructure and development to align with heritage values.
- The Government remains committed to ensuring that any future works respect the Oval's heritage significance while supporting community sport.

### **3.3 Suggested talking points**

- Future development at Kingston Oval will be guided by the Conservation Management Plan.
- TCCS is committed to balancing heritage preservation with the needs of the sporting community.
- The CMP provides a clear framework for sustainable, heritage-sensitive upgrades.
- TCCS will continue to work with stakeholders to ensure the Oval remains a vibrant community asset.



**City and Environment Directorate**

**To:** Minister for Sport and Recreation **Tracking No.: B2025/00907**

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**Date received in MO:** 08/08/2025

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**From:** Executive Branch Manager, City Presentation

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**Through:** Deputy Director-General, City and Environment  
Executive Group Manager, City Operations

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**Date of Meeting:** Tuesday, 12 August 2025

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**Time of Meeting:** 12:30 PM – 1:30 PM

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**Location of Meeting:** Kingston Oval (8 Dawes St, Griffith ACT)

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**Subject:** Meeting with Eastlake Football Club Management

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**Purpose of the meeting**

The Club wishes to host a site visit to provide an opportunity to view and discuss the current facilities first-hand, and provide a comprehensive briefing on elements of the Club’s Preliminary Master Plan for the precinct.

Minister’s Feedback

<b>Purpose of the meeting:</b>	An Agenda and background information on each discussion item is provided at <u>Attachment A</u> .
<b>Attendees:</b>	Shaun Young, General Manager Football Lorin Joyce, Eastlakes Licensed Club Group President Aaron Bruce, Eastlakes Board Member Maureen Cahill, Eastlakes Board Member [REDACTED] Architect
<b>Directorate Rep requested:</b>	Daniel Iglesias – EBM City Presentation, CED Rebecca Kelley – EBM Sport and Recreation, CMTEDD
<b>Who will meet you (incl mobile):</b>	Daniel Iglesias - [REDACTED] Personal information Rebecca Kelley - [REDACTED] Personal information
<b>Day / date:</b>	Tuesday, 12 August 2025
<b>Time:</b>	12:30 PM
<b>Venue:</b>	Kingston Oval, 8 Dawes Street, Griffith
<b>Transport arrangements:</b>	Own transport to site
<b>Where to park:</b>	Kingston Oval carpark, located off Dawes Street
<b>Background:</b>	<p>You met with representatives of the Eastlake Football Club on 4 June 2025. The Club outlined the work they have undertaken to date in producing a Preliminary Master Plan for the site. At that meeting you agreed to attend a subsequent on-site meeting to gain a better understanding of the priorities set out by the Club in the Master Plan.</p> <p>[REDACTED]</p>
<b>Discussion:</b>	<p>Eastlake Football Club will host a walk and talk of the Kingston Oval focussing on the aspirational elements of the Preliminary Master Plan.</p> <p>The Master Plan looks to support the long term vision for the Kingston Oval as the long term home of Eastlakes Football Club. Works proposed include the expansion of the current pavilion, construction of new storage sheds, and the upgrade of parking facilities. The Plan describes improvements to the playing surface through irrigation and lighting upgrades and existing cricket nets would be moved to a new location allowing a larger footprint for nets practice.</p>

	The licensed club organisation wholly funds the operation of the Club and whilst they have not volunteered detail of a financial contribution towards the funding of the Master Plan, the Club has previously indicated this will be the case and more details may be forthcoming during the meeting.
<b>Consultation internal:</b>	Nil
<b>Cross directorate:</b>	CMTEDD, Sport and Recreation are across the Master Plan and will be in attendance at the meeting.
<b>External:</b>	Nil external engagement
<b>Media implications:</b>	Possible, given recent media in regard to facilities and facility improvements.

## Items to be discussed

### 1.1 Topic

- [Redacted]

### 1.2 Policy position

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

### 1.3 Suggested talking points

- Thank the Club for its ongoing commitment to community sport and infrastructure.
- Welcome the opportunity to hear directly from the Club President regarding financial capacity and strategic planning.
- Acknowledge the importance of multi-party collaboration to deliver the Master Plan.
- Encourage continued dialogue and transparency around funding opportunities and partnership models noting that all upgrade works must be consistent with the Conservation Management Plan over the site.
- Stress the importance of early consultation with the Heritage Council to ensure proposed works are compliant.
- Reiterate the Government's support for facility upgrades that enhance community use while respecting heritage values.
- Encourage transparent communication between the Club, Government, and Heritage Council throughout the planning process.

### 2.1 Topic

- Renewal of Sub-Lease over Kingston Oval.

### 2.2 Policy position

- Eastlake Football Club holds a 10-year sublease over Kingston Oval, expiring 30 June 2026.
- [Redacted]
- [Redacted]

### 2.3 Suggested talking points

- Acknowledge the Club's long-standing presence and contribution to Kingston Oval.
- Note the Club's right to request a lease extension and their interest in renegotiating terms.
- Confirm that Government officials are engaging with the Club to explore future lease options.

- Emphasise the importance of aligning any new lease with broader planning and heritage considerations.

### **3.1 Topic**

- Kingston Oval Conservation Management Plan (CMP).

### **3.2 Policy position**

- A CMP for Kingston Oval was approved by the ACT Heritage Council on 9 August 2024, setting conditions for future works and recommending the development of a Tree Management Plan and a Traffic and Parking Assessment, both of which have now been completed.
- A Brief is in preparation to you describing the key actions arising from both plans and noting the plans will next be provided to the Heritage Council for their review and approval.

### **3.3 Suggested talking points**

- Recognise the Club's proactive planning through the Draft Preliminary Master Plan.
- Reaffirm the Government's commitment to meeting CMP conditions, including the Tree Management Plan and Parking Assessment.
- Highlight the importance of ensuring all future works align with heritage requirements.
- Encourage collaboration between the Club and Government to develop a full Master Plan consistent with the CMP.



## Transport Canberra and City Services

<b>To:</b>	Minister for City and Government Services	Tracking No.: C2025/00033
<b>Date:</b>	08/04/2025	
<b>From:</b>	Executive Branch Manager, ACT NoWaste	
<b>Through</b>	Deputy Director-General, City Services Executive Group Manager, Infrastructure Delivery and Waste	
<b>Subject:</b>	ACT Circular Economy Strategy and Action Plan 2023-24 Progress Report	
<b>Critical Date:</b>	15/04/2025	
<b>Critical Reason:</b>	To provide you with an update on progress of the ACT Circular Economy Strategy and Action Plan 2023-2030 and seek advice on whether you would like to release a progress report for 2023-24.	

### Recommendations

That you:

1. Note the information contained in this brief;

**Noted / Please Discuss**

2. Note the draft ACT Circular Economy Strategy and Action Plan 2023-2024 Progress Report (at Attachment A); and

**Noted / Please Discuss**

3. Indicate your preferred option by either circling Option 1 (release the progress report publicly - **recommended**) or Option 2 (provide the progress report for internal use only); and

**Option 1 / Option 2 / Please Discuss**

4. Note that ACT NoWaste intends to provide a short annual update on progress of the ACT Circular Economy Strategy and Action Plan through the Transport Canberra and City Services annual report, and another progress report will be undertaken when there is significant progress against multiple actions..

noted / Please Discuss

Tara Cheyne MLA

*[Handwritten signature]* 16/5/25

Minister's Office Feedback

Page 10: why is this table/legend here in isolation? Given the amount of space in each column can we just include the descriptors in as well?  
Page 18-19: 2.1 and 2.3 - note these are both on hold due to "postponement of the introduction of a potential circular economy regulation" - can we add some additional context/background for a reader unfamiliar with this development?

Background

1. On 28 August 2023 the ACT Circular Economy Strategy and Action Plan 2023-2030 (the Strategy and Action Plan) was released. The Strategy and Action Plan sets the ACT's circular economy vision through to 2030.
2. The Strategy and Action Plan was developed in collaboration with stakeholders across the ACT Government, business, industry, and the community. While ACT NoWaste oversees implementation of the Strategy and Action Plan, the responsibility for delivering actions under the Strategy and Action Plan sits with relevant ACT Government Directorates.
3. [Redacted] (brief S2023/02156 provided at Attachment B). This approach also included the preparation of an annual report that could be released publicly.
4. [Redacted], this brief seeks advice on the approach you would like to take to report on progress of the Strategy and Action Plan in 2023-24.
5. Since the initial briefing in 2023, ACT NoWaste has reflected on the intended approach to release an annual report, including the precedent this would set and the associated administrative burden. ACT NoWaste is now proposing to release the progress report at Attachment A and complement this with updates on progress of the Strategy and Action Plan through the Transport Canberra and City Services (TCCS) Annual Report, which would reduce the administrative burden whilst supporting

- ✓ transparency and accountability. It is proposed that another progress report will be undertaken when there is significant progress against multiple actions.

## Issues

### 2023-2024 Progress Report

6. In October 2024, ACT NoWaste sought updates from relevant action owners across the ACT Government for the 2023-2024 financial year reporting period. Updates were then collated into the draft ACT Circular Economy Strategy and Action Plan Progress Report 2023-2024 (the Progress Report), provided at Attachment A.
7. The reporting process was designed to capture a high-level overview of the progress of actions, which demonstrates how circular economy principles are being embedded across ACT Government programs and initiatives.
8. The Progress Report sets out the progress of actions and highlights some key achievements from the 2023-24 financial year reporting period, with some additional updates made to include achievement of recent milestones outside of that period, where relevant.
9. During the reporting period 13 actions have been delivered and a further 34 actions with an ongoing delivery timeframe are underway. The commencement of eight actions have been delayed, four actions are not yet due to commence, and one action is no longer progressing.
10. The Progress Report has been designed to be a public facing document, if a decision is made to publish the report.

### Next steps

11. ACT NoWaste has identified two options to release the Progress Report.
  - ✓ a. Option 1 (recommended) – release this first progress report publicly.
    - i. For this option ACT NoWaste will finalise any feedback from your office on the report, have the report graphically designed by TCCS Communications, [REDACTED]
    - ✓ ii. The benefit of this approach is that it supports external transparency and accountability of the delivery of the Strategy and Action Plan. It also provides an opportunity to demonstrate the ACT’s ongoing commitment to achieving circular economy outcomes. The report would promote the circular economy and showcase ACT success stories, which may encourage community, business and industry participation.
  - b. Option 2 – provide the report for internal use only.

- i. For this option ACT NoWaste will finalise any feedback from your office on the report, prepare it on the TCCS report template and circulate it to internal ACT Government stakeholders.
- ii. The benefit of this approach is that it would support accountability and transparency across government. It would also provide internal stakeholders with insights into progress of the Strategy and Action Plan.
- iii. However, the additional benefits associated with Option 1 would not be realised, such as promotion of growing the circular economy.

### **Financial Implications**

12. Nil.

### **Consultation**

#### Internal

13. In October 2024, ACT NoWaste sought progress updates from the following areas within TCCS who have responsibility for an action in the Strategy and Action Plan.
- a. Infrastructure Planning.
  - b. Roads ACT.
  - c. City Presentation.

#### Cross Directorate

14. In October 2024, ACT NoWaste sought progress updates from the following areas who have responsibility for an action in the Strategy and Action Plan.
- a. Chief Minister, Treasury and Economic Development Directorate: Procurement ACT, Economic Development, Events ACT, Big Canberra Battery Project, and Regional Infrastructure, Planning and Transport.
  - b. Environment, Planning and Sustainable Development Directorate: Planning and Urban Policy, Building Reform, and Strategic Planning and Policy.
  - c. Infrastructure Canberra: ACT Light Rail, Canberra Theatre Redevelopment Project.
  - d. Canberra Health Services: Infrastructure and Health Support Services.
  - e. Canberra Institute of Technology: Corporate Services.
  - f. Community Services Directorate: Relationship and Contract Management, and Multicultural Festival.
  - g. City Renewal Authority: Design and Place Strategy Capital Works, and Place Experience and Marketing.
  - h. Cultural Facilities Corporation: Canberra Theatre Centre.

- i. Suburban Land Agency: Sustainability and Release Coordination and Built Form.

External

15. Nil.

**Work Health and Safety**

16. Nil.

**Benefits/Sensitivities**

- 17. The reporting process provides an opportunity for ACT NoWaste to track delivery of the Strategy and Action Plan to ensure goals and objectives can be met.
- 18. Industry, business and community stakeholders that were engaged in the process of the development of the Action Plan, and other relevant stakeholders with an interest in circular economy, would likely view the public release of the Progress Report positively so they can understand progress made by government on circular economy.

**Communications, media and engagement implications**

- 19. If you agree to release the report publicly, TCCS Communications will develop a communications plan [REDACTED]

Signatory Name: Margaret Kitchin Phone: 6207 7623

Action Officer: Arul Megaraj Phone: 6207 9979

**Attachments**

Attachment	Title
Attachment A	Draft ACT Circular Economy Strategy and Action Plan Progress Report 2023-2024
Attachment B	MIN S2023/02156 - Proposed approach to implementation for the ACT Circular Economy Strategy and Action Plan

**ACT Circular Economy Strategy and Action  
Plan**

**Progress Report 2023-2024**

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## Minister's foreword

I am pleased to present the first ACT Circular Economy Strategy and Action Plan Progress Report 2023-2024 (the Progress Report), highlighting the significant achievements made by the ACT Government during the first year of the ACT Circular Economy Strategy and Action Plan 2023-2030 (the Strategy and Action Plan). This Progress Report demonstrates our ongoing commitment towards the circular economy here in the ACT, which is centred around the key areas of food and organics, built environment, consumer goods, emerging and problematic waste streams, creating space to showcase our commitment to the circular economy, and procurement, skills, innovation and governance.

The circular economy transition requires collective efforts across the ACT Government and within our community. I am encouraged to see the ongoing commitment across the ACT Government through this Progress Report to drive progress towards greater circularity for our city.

In the 2023-24 financial year reporting period, we have delivered several key actions. This includes introduction of the *Circular Economy Act 2023*, expansion of the Food and Organics and Garden Organics (FOGO) household waste collection pilot program, and publication of the [ACT Urban Design Guide](#). We have also delivered events and programs that adopted circular economy practices, such as the City Renewal Authority Sustainable Travel Street Party, and Lunar New Year Dragon and Art gallery installations.

In 2023-24 we have continued to embed circular economy principles across our programs and services, such as trialling sustainable concrete for community pathways and the incorporation of circular economy principles into the design and construction of the Light Rail Procurement and Retrofit and Depot Expansion (LPRDE) project.

Implementation of the Strategy and Action Plan is ongoing, and some key actions will be delivered over the coming years which will further support our transition towards a circular economy. This includes key initiatives such as delivery of a new large-scale FOGO facility which will allow the expansion of FOGO collection to all households in Canberra, and construction of our new recycling facility in partnership with Veolia which will increase our resource recovery rates.

We will also continue to identify problematic waste streams, including single-use plastics with suitable alternatives that can be phased out from circulation, and look further at the potential to expand the ACT Container Deposit Scheme. Work is also underway to investigate the feasibility of a textiles hub to reduce problematic textile and clothing waste and support our craft community. All of this will make our city more circular, reduce waste to landfill, lower carbon emissions, conserve natural resources, and contribute to a cleaner and sustainable environment.

I look forward to the ongoing delivering of the Strategy and Action Plan in the coming years and the progress we will make towards a more circular economy for Canberra.

Tara Cheyne MLA  
Minister for Government and City Services

# Introduction

The ACT Government has committed to a long-term, high-level ambition for a more circular economy in the ACT. This is being delivered through implementation of the Strategy and Action Plan, which outlines circular initiatives that will be progressed through to 2030.

The Strategy and Action Plan aligns with [Australia's National Circular Economy Framework](#) (the national framework), which aims to double circularity across Australia by 2035, transforming how we use, reuse, and regenerate resources across the economy. The national framework is supported by the National Waste Policy and Action Plan 2024, which sets the strategic direction for improved waste management, resource recovery and reuse in Australia.

The Strategy and Action Plan aims to address concerns about resource scarcity, environmental pollution, and the economic limitations of current production and consumption patterns. It also seeks to maximise materials usage by keeping resources in circulation for as long as possible and reducing the reliance on natural resources.

The Strategy and Action Plan is underpinned by three key principles of a circular economy:

- designing out waste and pollution
- keeping products and materials in use at their highest value
- avoiding negative impacts on the environment and regenerating natural systems.

The Strategy and Action Plan is aligned to six key themes which provide the most transformative potential for the ACT based on their contribution to material consumption, waste generation, and greenhouse gas emissions, as well as the opportunities they provide to create change across the supply chain. The themes are:

- procurement, skills, innovation and governance
- food and organics
- built environment
- consumer goods
- emerging and problematic waste streams
- creating space to showcase our commitment to the circular economy.

The circular economy principles and approaches are multi-dimensional, requiring collaboration and engagement for success. Delivering the circular economy transition is a shared responsibility across all sectors of the economy, including the ACT Government, industry, businesses, and the community.

Whilst the Strategy and Action Plan reflects commitments right across the ACT Government, the Transport Canberra and City Services Directorate (TCCS) oversees the coordination of implementation of the Strategy and Action Plan. This report provides the best available information on the Strategy and Action Plan's performance for 2023-24. It documents the significant achievements made against the action items detailed in the Action Plan.

This Progress Report provides a progress update for each action for the 2023-24 reporting period, based on the following categories.

<b>Delivered</b>	The action has been delivered.
<b>In progress</b>	Delivery of the action is still in progress.
<b>Delayed</b>	Delivery of the action has been delayed.
<b>No longer progressing</b>	The action is no longer progressing.
<b>Not yet commenced</b>	Delivery of the action is yet to commence.

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## Summary of achievements

Key achievements from the 2023-24 reporting period include:

- The Chief Minister, Treasury, and Economic Development Directorate (CMTEDD) progressed action 1.4 by funding four projects with a circular economy focus under the ACT Government's Innovation Connect Grant (ICON) Program, delivered by the CBR Innovation Network (CBRIN). These projects are:
  - Endless Australia, which pioneers the creation of premium, eco-friendly skateboard decks using 100% recycled and recyclable plastic bottle lids, catering to environmentally conscious skateboarders and collectors seeking sustainable, Australian-made alternatives in the adrenaline sports industry.
  - Waste Check Systems, which offers an innovative Internet of Things (IoT) bulk bin weighing system for the commercial and industrial property sector, providing real-time waste weight data to enhance sustainability tracking and reduce excess waste charges.
  - Ohna, which uses technology to build climate-resilient food supply chains to connect local farmers with consumers.
  - Sprout Materials, who are developing a circular and compostable plastic alternative.
- TCCS delivered action 2.2 with the introduction of the ACT's first *Circular Economy Act 2023*. This legislation enables the continued phase out of single-use plastics and sets a framework for future opportunities to require businesses to have separate waste collection points, as well as a waste reduction plan.
- The Suburban Land Agency (SLA) delivered action 2.6 with the trial of a public food waste bin at the Whitlam Display Village, which diverted 1,375 kg of food waste from landfill between April 2023 and August 2024.
- The Environment, Planning and Sustainable Development Directorate (EPSDD) delivered action 3.2 with the publication of the ACT Urban Design Guide 2023 which provides guidance to developers on how they can incorporate good design into public spaces and places, such as embedding sustainable practices throughout the project life-cycle to design out waste and pollution and support a circular economy.
- The City Renewal Authority (CRA) delivered action 3.11 and now require their project managers to consider and incorporate circular economy principles into the design or delivery phase of public space upgrades. For example, the final designs for Garema Place upgrade include re-use of granite steps and pavers onsite; relocation of sculptural artworks; re-purpose of old seats and small granite sets onsite; old concrete pavers will be crushed for concrete fill or road base; recycled Australian hardwood timber will be used to re-clad stainless steel seats and form raised platforms.
- The SLA delivered action 3.7 by using 30% recycled content to build roads in Whitlam, Jacka, and Lawson and the introduction of low carbon concrete in the slabs for sustainable houses in North Wright.

- The SLA delivered action 3.8 and commencing Stage 1 of the North Wright Compact Housing Project which will deliver 23 sustainable terrace style homes using green concrete and recycled bricks to reduce embodied carbon.

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# Progress of the circular economy action plans

## Procurement, skills, innovation and governance action plan

Government leadership on a circular economy is important to drive change. Through the procurement, skills, innovation and governance action plan the ACT Government aims to deliver and contribute broadly to the circular economy and support job creation and innovation, the growth of markets for recovered materials and goods, and circular business models.

#	Action	Description	Lead	Timing	2023-24 status	2023-24 update
1.1	Develop a Circular Economy in Procurement guide	The Circular Economy in Procurement Guide will provide guidance to support a transition to a circular economy through ACT Government procurement.	CMTEDD	Delivered in 2024	Delayed	Procurement ACT intends to introduce a Sustainable Procurement Policy (the Policy) in 2025 to incorporate environmental responsibility, metrics and measures into the procurement lifecycle. Noting the synergies between the Policy and the Circular Economy in Procurement Guide (the Guide), Procurement ACT is working towards combining the two to streamline the policies and provide a clear policy focus on sustainability. This approach will also ensure that suppliers can apply the circular economy principles holistically in a more streamlined way through the procurement lifecycle. Procurement ACT will facilitate and work closely with Territory entities, where required, to ensure sustainable and circular economy initiatives are considered and applied where appropriate in the procurement process.

1.2	Identify potential metrics that could be used to inform the development of a wellbeing indicator for circular economy under the ACT Wellbeing Framework.	Circular economy measurement is critical to enable monitoring of progress towards circularity.	TCCS	Commencing in 2024	In progress	Work is underway to identify metrics that are suitable for a circular economy wellbeing indicator.
1.3	Establish working groups for industry and business stakeholders under each strategy theme to support ongoing collaboration and engagement.	Collaboration between government, business and industry will be critical to identifying opportunities, overcoming barriers and sharing knowledge to help to grow the circular economy.	TCCS	Commencing in 2023	In progress	Work to deliver this action is progressing with an initial focus on the consumer goods focus area, focusing on textile waste.
1.4	Encourage growth in the ACT circular economy business sector through the CBR Innovation Network, Priority Investment Program and Innovation	This initiative will drive knowledge based economic growth by strategically investing in proposals that diversify the economy, grow entrepreneurial ecosystems, attract responsible investment and increase the number of high-value jobs in the ACT, including in the	CMTEDD	Ongoing	In progress	During 2023-24, CBR Innovation Network (CBRIN) as the program delivery partner of the ACT Government's Innovation Connect Grant (ICON) Program facilitated two grant funding rounds.  Four projects/start-ups with a circular economy focus were funded in 2023-24.  Endless Australia: Endless Australia pioneers the creation of premium,

	Connect Grants program.	circular economy business sector.				<p>eco-friendly skateboard decks using 100% recycled and recyclable plastic bottle lids, catering to environmentally conscious skateboarders and collectors seeking sustainable, Australian-made alternatives in the adrenaline sports industry.</p> <p>Waste Check Systems: Waste Check offers an innovative Internet of Things (IoT) bulk bin weighing system for the commercial and industrial property sector, providing real-time waste weight data to enhance sustainability tracking and reduce excess waste charges.</p> <p>Ohna: Ohna is using technology to build climate-resilient food supply chains to connect local farmers with consumers.</p> <p>Sprout Material: Patented chemistry developing a circular and compostable plastic alternative.</p> <p>Across the reporting period CBRIN also hosted a panel at the Sustainable Canberra Expo on innovation, which included panel members representing ACT-based companies with a circular economy focus (My Green Butler, Cafe Stepping Stone and Lids for Kids). CBRIN also delivered a Collaborative Innovation Lab, in partnership with the ACT Government, focusing on business sustainability.</p>
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1.5	Develop initiatives to skill people in circular economy practices as part of the Renewables and Sustainability Industry Plan developed under Skilled to Succeed.	This initiative will support the skills and workforce development in the circular economy sector	CMTEDD	Delivered by 2023	Delivered	In the third quarter of 2024, the Industry Action Plan for the Renewables and Sustainability industry was released after a final round of stakeholder consultation. Actions in the plans will contribute to the ACT's circular economy. The Industry Action Plans are published on the Skills Canberra website.
1.6	Train the future workforce to embed best practice sustainability concepts, including circular economy, in selected Canberra Institute of Technology (CIT) education and training programs.	Through programs delivered by the CIT Hair and Beauty Department and the CIT Culinary and Hospitality Department, students learn circular economy concepts, including reducing food waste, promoting reusability, repurposing and recycling.	Canberra Institute of Technology	Ongoing	In progress	Training in sustainability concepts and applications continues as per the National Training Packages.
1.7	Explore options to develop a grants program to support grassroots action and innovation on circular economy,	Options for a small grants program will be explored to support social enterprises, not-for-profits, start-ups and businesses to adapt to changes in practices, to upscale current circular	TCCS	Future potential action	Not yet commenced	The ACT Government has committed to delivering a circular economy grants program, supporting grassroots action and innovation in social enterprises, not-for-profits, startups and businesses. This will be considered in

	aligned with the themes of the Strategy.	practices, or to test innovative ideas to grow the circular economy.				the future due to current budget constraints.
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## Food and organics action plan

The food and organics action plan is focused on delivering a circular economy where households, businesses and industry prioritise food waste avoidance or recovery at its highest market value, with organic materials to be returned to the natural environment. This approach aims to reduce emissions from waste, achieve operational efficiencies for hospitality businesses that avoid food waste, support the community to make informed choices and change food waste behaviours, create jobs, and improve the quality of our soils.

#	Action	Description	Lead	Timing	2023-24 status	2023-24 update
2.1	Through working group participation, identify and progress food waste avoidance and behaviour change opportunities to grow the circular economy.	Food waste avoidance and behaviour change were key themes arising from the industry and business workshops. While the ACT Government has committed to managing food and organic waste at the end of the supply chain, this working group will focus on opportunities to reduce the amount of food waste within the system, such as extending the life of food across the supply chain, consumer education and behaviour change, increasing the resale or donation of surplus food, or creating operational efficiencies within the retail environment.	ACT business and industry peak bodies	Commencing in 2023	Delayed	Delivery of this action has been put on hold following postponement of the introduction of a potential circular economy regulation.
2.2	Introduce circular economy legislation to require businesses to have food waste reduction plans and separate waste streams,	The creation of circular economy legislation will support the avoidance and reduction of food waste by businesses, and the diversion of organic waste from landfill. This action relates to the creation of legislation, with the expectation that requirements	TCCS	Delivered by 2023	Delivered	The <i>Circular Economy Act 2023</i> was introduced in October 2023. The Act replaces the <i>Plastic Reduction Act 2021</i> and continues the phase out of single use plastics. The Act also sets a framework for future regulations to require businesses to have a separate collection for co-mingled recycling and

	including food organics.	for businesses will be introduced at a later stage.				organic waste collection, as well as a food waste reduction plan.
2.3	Facilitate opportunities for business-to-business connections between food businesses and ACT food waste recyclers.	It is estimated that up to 8,000 tonnes of commercial food waste will be generated each year in the ACT. Requirements to separate food waste provides opportunities for the Government to provide information to food businesses to connect them with existing food recycling businesses to ensure that this valuable resource is collected and recycled.	TCCS	Delivered by 2024	Delayed	Delivery of this action has been put on hold as the introduction of the proposed circular economy regulation has been postponed.
2.4	Explore options to reduce food waste generated by patient meals, which may include implementing an on-demand service or food waste reduction plans.	Implementing a new food service model would allow patients (where appropriate) to order off a menu at a time suitable to them, which allows patients to have more flexibility in their ordering and when they receive their meals, in turn reducing food waste by preparing meals only when required.	Canberra Health Services (CHS)	Pilot project commencing in the second half of 2024	In progress	Project Control Group (PCG) has been established for a Room Service Food pilot. Design work completed and kitchen equipment has been procured. Tender for building works has been issued and tenders exceed available budget. Next steps currently being considered including possible staging of planned works over the next 2 financial years.
2.5	Support food rescue activities.	The ACT Government currently provides funding to support targeted food rescue activities across the ACT. These targeted activities enable ACT residents who are experiencing hardship to access edible food.	Community Services Directorate (CSD)	Delivered in 2023/24	Delivered	The ACT Government continues to support food rescue across the ACT beyond this initial commitment. An increase in funding was provided in the 2024/25 Budget in response to increased demand on services as a result of the cost-of-living crisis.

2.6	Complete a trial of a public food waste bin at the Suburban Land Agency Display Village in Whitlam.	A public food waste bin is the first of its kind in the ACT. This trial will evaluate its success in understanding the potential for Suburban Land Agency and the ACT Government to install more public food waste bins in the future	SLA	Delivered by 2023/24	Delivered	A public food bin has been installed in the Suburban Land Agency's (SLA) Innovation Precinct at the Whitlam Display Village since April 2023. This bin is collected by Goterra, and they provide SLA monthly reports on waste collected. From April - December 2023 this single bin prevented 785kg of food waste from going into landfill, and from January - August 2024 the bin prevented 752kg food waste from going to landfill. This is equal to 1491.5 kg of carbon dioxide equivalent emissions (CO <sub>2</sub> e) prevented in 2023, and 1428.8 CO <sub>2</sub> e prevented so far in 2024, a total of 2920.3kg of CO <sub>2</sub> e emissions prevented. Due to the success of this bin in collecting waste, reducing landfill and emissions, SLA is continuing to manage the contract for this food waste bin in Whitlam Innovation Precinct for the duration the Display Village is open.
2.7	Continue the Food Organics and Garden Organics (FOGO) pilot collection service.	This pilot is servicing 5,000 households in Belconnen and is providing an opportunity to learn how to most effectively rollout a citywide household FOGO collection service.	TCCS	Ongoing	In progress	TCCS are continuing servicing for 5,000 households in the FOGO pilot area and are intending to expand the service to an additional 1,150 households in selected multi-unit developments in Belconnen and Greenway by early 2025.
	Pilot composting collection for all food waste at a major event.	The ACT Government delivers a wide range of major events in Canberra, providing an opportunity to potentially pilot a collection service, not just for	CMTEDD	Future potential action	In progress	Events ACT has met with its waste and cleaning contractor to discuss the implementation of the pilot at either Floriade or Enlighten, to complement its current sustainable waste practises,

2.8		food organics but also for items such as compostable alternatives to single use plastic products.	CSD		Not yet commenced	elimination and hand sorting to increase diversion.  A pilot program could be considered for future events. Further engagement with TCCS is required to consider budget implications and timeline for the construction of a FOGO facility in the ACT and cost implications for the National Multicultural Festival (NMF). NMF will be in a position to engage with TCCS following the February 2025 Festival.
2.9	Build a new industrial scale FOGO facility to compost at least 50,000 tonnes of organic waste from city-wide kerbside household collections and consider acceptance of commercial collections.	This new FOGO facility will turn food waste into valuable compost that can be used to improve the soils of our whole region.	TCCS	Ongoing	In progress	Procurement planning and technical due diligence continued to progress in advance of a planned approach to market in 2024-25.

## Built environment action plan

The built environment action plan focuses on prioritising reuse, recovery and recycling in our growing built environment, with influence to develop innovative and adaptive building and planning policies and practices.

Circularity in the built environment promotes the efficient use of materials, reduces reliance on natural resources, and lowers greenhouse gas emissions.

It drives innovation by integrating new technologies to enhance the design, build, and maintenance of infrastructure with the potential to enable significant economic savings.

#	Action	Description	Lead	Timing	2023-24 status	2023-24 update
3.1	Through working group participation, identify, discuss and progress opportunities to build circular economy knowledge within the built environment sector.	Knowledge sharing was identified as the highest priority area to address from the industry and business workshops. Stakeholders also raised the need for government to set the direction for the sector on circular economy. The delivery of ACT Government actions will start to provide this signal to industry and business.	ACT business and industry peak bodies	Commencing in 2023	Delayed	Delivery of this action has been put on hold to progress other priorities.
3.2	Provide design guidance in the planning system on the circular economy through the development of an Urban Design Guide.	As part of planning system reform, work will progress to establish urban design guidance which incorporate circular economy practices such as sustainable procurement, adaptive reuse in the construction of new buildings, using prefabricated or modular building	EPSDD	Commencing in 2023	Delivered	The ACT Urban Design Guide was published in November 2023. The guide provides guidance on ways developers can incorporate good design into public spaces and places. Examples include the outside public areas around buildings, improved pedestrian access, and designing for active travel, trees and landscaping and inclusive public spaces. The guide specifically includes design

		components, up-cycling and embodying carbon.				guidance for circular economy considerations.
3.3	Update the iCBR design brief process to include a sustainability report (or equivalent) requirement for major infrastructure.	This action will incorporate consideration of circular economy initiatives throughout a project's development and construction, including requirements for designers to consider circular economy opportunities when designing and selecting materials for ACT Government major projects.	iCBR	Delivered by 2024	In progress	The Infrastructure Design Requirements (IDR) document was completed in December 2024. The consultation period has been extended due to the importance and interest it has generated. The IDR clearly outlines circular economy expectations for all ACT Government infrastructure projects. Designers are to demonstrate how the ACT Government's net zero and nature positive goals will be achieved and including considerations for circular economy opportunities when designing and selecting materials for ACT Government major projects.
3.4	Review and update the ACT Municipal Infrastructure Design Standards and Technical Specifications to encourage greater use of recycled materials and increase sustainability outcomes in the design and construction of civil and open space assets, and	The initial focus of this work will look into the use of recycled content in asphalt and concrete materials, through a review and evaluation of previous trials and consultation with industry. This will then culminate in adopting recycled content limits within ACT Municipal Infrastructure Design Standards and Technical Specifications to align those same limits adopted in other	TCCS	Ongoing	In progress	Road pavement review completed with details provided at Engineering Advisory Note 22. Concrete specifications are currently being updated.

	where suitable, align with other jurisdictions.	jurisdictions' standards and specifications.				
3.5	Undertake trials to evaluate the suitability of innovative new materials and products that contain recycled content in civil assets. Where products/materials are deemed suitable, allow for and encourage their ongoing use in the ACT.	Trial, review and evaluate new innovative asphalt and concrete products that contain new forms of recycled content, such as soft plastics, and a higher proportion of recycled content. Monitor ongoing research and trials being undertaken in ACT and other jurisdictions, and ensure future updates are made to the ACT Municipal Infrastructure Design Standards and Technical Specifications to align with future updates of specifications by other jurisdictions.	TCCS	Ongoing	In progress	Trials underway and ongoing. Examples include the use of sustainable concrete for community paths as constructed through Infrastructure Delivery.
3.6	Explore opportunities to incorporate circular design principles during the design and construction of Light Rail Stage 2.	The Light Rail Stage 2 project will investigate opportunities to: (a) prioritise recycled and reused materials during construction, where suitable; (b) collect data on material types, quantities and origin to inform future recycled content or reuse targets; (c) enable end-of-life reuse or recyclability in the selection of systems and materials	iCBR	Ongoing	In progress	The design and construction of the Light Rail Procurement, Retrofit and Depot Expansion (LPRDE) Project incorporated circular economy principles and strategies, through: <ul style="list-style-type: none"> <li>• Designing out waste and pollution: through the use of approximately 150 tonnes of excavated topsoil and spoil; and through design optimisation to reduce fill and shotcrete materials needed for</li> </ul>

used; (d) make excess waste and materials available for reuse; and (e) reduce materials and associated end-of-life waste during design and construction.

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embankment stabilisation/retaining wall;

- Keeping products and materials in use at their highest value; including the use of reclaimed crushed concrete materials the use of 15% RAP (Recycled Asphalt) in carpark asphalt, and the use of 21 tonnes of reclaimed steel rails; and
- Avoiding negative impacts on the environment and regenerating natural systems: achieving 25% replacement of Ordinary Portland Cement with fly ash, leading to a commensurate reduction in carbon emissions.

The contractual requirements for Light Rail Stage 2A (LRS2A) include:

- the head contractor responding to the ACT Circular Economy Strategy within the construction-phase Management Plans, and during procurement and purchasing;
- to apply the circular economy hierarchy in the design and selection of materials; and
- to report data on whether materials used are recycled or reused, and where neither recycled or reused, outline barriers.

						This action will continue to be implemented during the detailed design and construction of LRS2A, and outcomes from both LPRDE and LRS2A will inform opportunities to be investigated for LRS2B.
3.7	Facilitate the greater use of recycled material for road maintenance and construction.	This action aims to continue to increase the use of recycled content such as truck tyres, crushed glass, recycled asphalt pavement, soft plastics and toner cartridge powder in road maintenance and construction activities such as road resurfacing, rehabilitation and new construction works where appropriate and deemed safe to implement.	TCCS	Ongoing	Delivered	Road pavement review completed with details provided at Engineering Advisory Note 22. Ongoing maintenance programs also consider greater use of recycled materials through procurement approaches.
			iCBR		In progress	<p>The design and construction of the Light Rail Procurement, Retrofit and Depot Expansion (LPRDE) Project included the use of 15% RAP (Recycled Asphalt) in carpark asphalt.</p> <p>The contractual requirements for LRS2A include a requirement to investigate use of, where reasonably practicable, post-consumer or post-industrial recycled or waste materials including recycled asphalt, recycled aggregate, tyre-derived aggregate and crushed glass. This action will continue to be investigated and implemented during the detailed design and construction of LRS2A.</p> <p>Public Transport Interchange in Woden (CIT Woden Campus Project): The Contractor must give consideration to utilising recycled materials where practical, and consistent with the recycled content materials targets</p>

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						<p>specified in the Sustainability Technical Specification:</p> <ul style="list-style-type: none"><li>• Use recycled and recyclable materials where possible, without compromise to the structural integrity and durability of materials and structures;</li><li>• Use post-consumer, post-industrial recycled material or waste materials, including crushed glass, recycled aggregate, tyre derived aggregate, and recycled materials prioritising materials from local industries or businesses as far as reasonably practicable;</li><li>• Where possible reduce the embodied carbon of the concrete by using concrete with cement content reduction or supplementary cementitious materials, such as fly ash and ground granulated blast furnace slag.</li></ul>
			SLA		In progress	<p>Suburban Land Agency is continually exploring how to increase the use of recycled materials in road maintenance and civil construction. Asphalt with 30% recycled content is being used in the roads built in Whitlam, Jacka and Lawson, and will continue in future places with consideration of how to introduce asphalt with higher recycled</p>

						<p>content where possible. Concrete paths with e-mesh (a recycled component used instead of steel) is being used in some footpaths in Whitlam and Jacka, and will be used in future places.</p> <p>In the North Wright Sustainable Precinct, low carbon concrete was poured in the slabs for the sustainable houses. The process was used as an example for industry - it was filmed and industry representatives were invited along to watch and learn from the process.</p>
3.8	Explore innovative circular economy initiatives as part of North Wright Compact Housing design and construction.	<p>Research is being undertaken for the North Wright Compact Housing project to use less materials through compact design, fewer virgin materials and more re-used building components for greater resource efficiency. In Stage 2 of the development, prefabrication is being considered an alternative to in-situ construction as part of designing for disassembly and dematerialisation.</p>	SLA	Commencing in 2023 and delivered by 2026	In progress	<p>Construction of the North Wright Compact Housing Project Stage 1 commenced in early 2024 and will deliver 23 sustainable terrace style homes. Green concrete with 30% recycled content, recycled bricks and renewable or durable cladding systems have been used to reduce the embodied carbon of the building materials. An industry information session was undertaken to raise awareness of using recycled concrete and other materials in the construction process. The landscaping is also re-using materials and structures left over from other construction projects and crushed up concrete from within the site to support the circular economy principles. A recent addition of front doors made from reclaimed timber has also been included within the project.</p>

						Stage 2 of the project will commence in 2025 and will also look ways to incorporate circular economy initiatives.
3.9	Explore ways to encourage circular design through a circular house design guide for residents in new developments.	The design guide will provide details on how residents can design a circular home by considering what materials are made of, where they have been sourced, how they have been transported and what is involved with their installation.	SLA	Commencing in 2023	In progress	Content for this design guide is being developed, with consideration underway of the best way to provide this information - in a printed or pdf guide, or as part of other interactive content on the Suburban Land Agency Website. Content to be available in 2024-25 financial year.
3.10	Encourage circular economy and resource use considerations in land sales undertaken by the City Renewal Authority and advocate for circular economy considerations for proposed developments within the CRA precinct.	Using a Checklist for Sustainability Initiatives in Land Sales, the City Renewal Authority will include relevant circular economy principles in land release packages and land sales contracts where appropriate. The CRA advocates for circular economy principles to be considered in development applications where appropriate through their role as a referral agency.	CRA	Commencing in 2023	In progress	<p>Project managers are required to indicate on the Sustainability Initiatives in Land Sales Checklist whether circular economy principles and resource use considerations (such as re-used, recycled and repurposed materials or adaptive re-use of structures) have been considered or incorporated into a land sale or development.</p> <p>For example, the Acton Waterfront Estate Development Plan incorporates circular economy principles and resource use considerations as part of the submission for a Green Star 6 Star rating with the Green Building Council of Australia.</p> <p>Through our role as a referral entity, the Authority advocates for circular economy principles to be considered in development applications where appropriate.</p>

3.11	Encourage circular economy principles through the Sustainable Design and Delivery Checklist for City Renewal Authority public realm projects.	Using a Sustainable Design and Delivery Checklist, the City Renewal Authority will incorporate relevant circular economy principles where appropriate throughout the project design and delivery process, such as in the Statement of Requirements for design and construction tenders.	CRA	Commencing in 2023	Delivered	Project managers are required to indicate on the Sustainable Design and Delivery Checklist whether circular economy principles and resource use considerations (such as re-used, recycled and repurposed materials or adaptive re-use of structures) have been considered or incorporated into the design or delivery phase of public space upgrades.
3.12	Develop circular economy principles in building policy through the development of a 10-year pathway to progress towards world's best practice in climate ready and environmentally sustainable buildings.	Establish a roadmap to progress the Territory towards sustainable and climate resilient buildings. The roadmap will consider and develop policy to incorporate circular economy practices that encompass construction techniques, materials, and embodied carbon in the building process.	EPSDD	Commencing in 2023	Delivered	The Roadmap itself has been established and publicly released as the ACT Sustainable Buildings Pathway. It has inbuilt review-points in recognition of the changing national and jurisdictional context. The circular economy is a theme under the strategy and policies to reduce embodied carbon in the built environment are already being implemented, notably through ACT leadership and advocacy at the Building Ministers Meeting (BMM). The BMM agreed in June 2024 to establish a pathway for voluntary reporting and reduction of embodied carbon in the 2025 edition of the National Construction Code, and to investigate how to incorporate minimum standards in the 2028 edition.
3.13	Explore circular economy business ideas in future Suburban Land	Consider opportunities for circular economy businesses as part of the Horse Park Revitalisation Strategy, such	SLA	Commencing in 2023	Delayed	The Horse Park Homestead Revitalisation Strategy includes consideration for how the precinct could support circular economy businesses. However further

	Agency development sites.	as an urban timber log and recycling yard, and a share and repair café.				work on the precinct has not progressed in 2024 due to competing priorities.  Consideration for how circular businesses can be supported in future development sites like Molonglo Town Centre and the suburb of Kenny, is part of overall considerations happening during the Master Planning and detailed design of these places.
3.14	Consider initiatives around sustainable construction materials, resource recovery, flexible design and materials selection and support the share/repair economy as part of the sustainability approach for strategic development delivery projects.	As part of implementing sustainability plans for key sites, circular initiatives such as resource recovery, flexible design and materials selection will be considered during the design of strategic development delivery projects. Where relevant, places that help the community to connect with the share/repair economy will be considered.	SLA	Future potential action	In progress	As part of designing of new places like Molonglo Town Centre and Kenny, Suburban Land Agency (SLA) is exploring how to embed circular economy principles into the built environment. This will include strategies for these suburbs around embodied carbon - outlining ways to reduce embodied carbon through material selection and flexible design in public realm and civil infrastructure. SLA is also considering ways to influence reduce embodied carbon 'on block' - in built form infrastructure that will be delivered by non-ACT government developers.
3.15	Explore options for incorporating circular economy principles of adaptive reuse and refurbishment as part of the design stage of the Canberra Theatre	This project involves designing and constructing a new 2,000-seat theatre and upgrading the existing Canberra Theatre Centre, which presents an opportunity to demonstrate a circular economy.	iCBR; Cultural Facilities Corporation (CFC)	Final Preliminary Sketch Plan Report to be delivered by 2024	In progress	The Final Preliminary Sketch Plan Report has been delivered, however, design development for the Canberra Theatre Redevelopment project will continue into 2025 with early contractor involvement. Circular economy targets developed during the design phase for the first stage of the project (the new Lyric theatre) include: diverting 90% of construction and demolition waste from

	Redevelopment project.					landfill and achieving a 30% reduction in lifecycle impacts, focusing on material reuse, design for disassembly, and end-of-life re-use. Opportunities for adaptive reuse and refurbishment are being considered with the retention and refurbishment of the Playhouse and The Canberra Theatre buildings in future stages of the project.
3.16	Explore options to establish a Circular Resource Hub for Suburban Land Agency built form projects.	The Suburban Land Agency has identified a depot for storing materials. Callouts are currently being undertaken for recycled and salvaged materials across ACT Government, to be reused in Suburban Land Agency's landscape and built-form projects.	SLA	Commencing in 2023	Not yet commenced	
3.17	Develop an urban wood reuse plan for trees removed from public land.	The reuse of urban forest material (by-product) at end of life has the potential to transform what is currently a 'waste stream' for the Territory into a 'value stream'. Higher value salvaged wood can be processed into sawn timber for use by local schools, community organisations, and businesses, while low value urban wood is processed into new products such as soil and compost,	TCCS	Commencing in 2023	In progress	Development of the Draft Wood Reuse Plan is under way, and the Urban Wood Reuse Plan is anticipated to be published in the first quarter of 2025.

		soft fall mulch, bio-char and wood pellets.				
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## Consumer goods action plan

The consumer goods action plan focuses on improved design and management of consumer goods to keep materials in circulation, achieved through collaboration with all levels of government, industry, local businesses and the Canberra community.

This action plan seeks to reduce unnecessary consumption, materials use, and impacts from the production of consumer goods. It supports the transition from single-use to reusable items, and the elimination of unnecessary or environmentally harmful packaging.

#	Action	Description	Lead	Timing	2023-24 status	2023-24 update
4.1	Through working group participation, identify and progress opportunities for ACT stakeholders to influence certain stages of the circular economy for electronic goods and textiles (e.g. design, production, distribution, and use).	E-waste and textiles were raised as potential priority focus areas by industry and business stakeholders at the consumer goods and emerging and problematic waste streams workshops. This action will seek address these items before they become waste, through approaches such as behaviour change/consumer awareness, and extending the life of these products through reuse, sharing and repair.	ACT business and industry peak bodies	Commencing in 2023	In progress	This action is being delivered as part of the research and stakeholder engagement activities associated with delivering action 4.9.
4.2	Continue to advocate nationally for consumers' right to repair.	The ACT Government raised concerns with consumer affairs ministers across all Australian jurisdictions in relation to the repair of consumer products becoming increasingly difficult.	Justice and Community Safety and CMTEDD	Ongoing	In progress	In November 2023 the ACT Government provided a submission into the Commonwealth Treasury's Consultation Regulation Impact Statement on Unfair Trading Practices. In that submission the ACT

		This resulted in the Productivity Commission's 'Right to Repair' inquiry in 2021, examining the lack of competition in repair markets and lack of certainty for consumers about repairability and costs. The ACT Government awaits the response from the Commonwealth Government on the Inquiry report to inform national progress on informing consumers' right to repair.				Government suggested that Commonwealth Treasury could consider unfair trading practices related to the right to repair (such as undisclosed, planned obsolescence and not providing security updates of future support for smart products that mean they will become obsolete or at risk in an unreasonably short period). The ACT Government's submission is available on the <a href="#">Commonwealth Treasury's Consultation Regulation Impact Statement on Unfair Trading Practices</a> .
4.3	Investigate the potential to expand the scope of eligible containers in the ACT Container Deposit Scheme, with the intention of harmonising ACT's Container Deposit Scheme with other jurisdictions.	The ACT Government has consulted on expanding Canberra's container deposit scheme in line with the Environment Ministers' agreement that all states and territories will harmonise container types, refund amounts, labelling and community education across jurisdictions by 2025.	TCCS	Delivered by 2025	In progress	The ACT Government has committed to investigate expanding the ACT Container Deposit Scheme to incorporate other recyclables, such as wine bottles.  Consultation was undertaken in 2023 to seek feedback on a proposal to include additional items within the ACT Container Deposit Scheme. The ACT Government is now considering this feedback and assessing the impacts of an expanded scheme through an assessment of regulatory impacts.
4.4	Create circular economy legislation for businesses to have separate	The creation of circular economy legislation will support the diversion of co-mingled recycling from landfill. This action relates to the creation of legislation, with the expectation that	TCCS	Commencing in 2023	Delivered	The <i>Circular Economy Act 2023</i> was introduced in October 2023. It sets a framework for future regulations to require businesses to have a separate collection for co-mingled recycling and

	collections for co-mingled recycling.	requirements for businesses will be introduced at a later stage.				<p>organic waste collection, as well as a food waste reduction plan.</p> <p>Details of how these new waste reduction measures will work are contained in a draft regulation and consultation regulatory impact statement (RIS). Consultation on the draft regulation was undertaken with impacted stakeholders, business and industry in 2023.</p> <p>The ACT Government has postponed the introduction of these requirements to provide business more time to plan and adjust.</p>
4.5	Support a reformed packaging system that is industry funded, focuses on avoidance and designing out waste, and has a centralised scheme administration under a Commonwealth legislative framework.	The Commonwealth Government completed an independent legislative review of Australia's national co-regulatory framework for packaging in 2021, which found that the current system is not fit-for-purpose and reform is needed to improve environment outcomes for packaging. Following this review, Environment Ministers agreed to reform the regulation of packaging.	TCCS	Ongoing	In progress	<p>The ACT is continuing to engage with this work and advocate for an extended producer responsibility scheme through the Packaging Government Officials Group, Senior Officials Group, and the Environment Ministers' Meeting.</p> <p>In October 2024, the Commonwealth Government opened consultation to discuss options to reform Australia's packaging regulations to minimise packaging waste and pollution and build a circular economy for packaging.</p>
4.6	Consider options to trial events or activation programs that	The City Renewal Authority will seek to trial events or activation programs that adopt circular economy practices, or encourage	CRA	Commencing in 2023	Delivered	Sustainable Travel Street Party: Reusable materials were used to build stalls/F&B and program supported education on reducing individual

	encourage and promote the adoption of circular economy principles.	the community to adopt circular economy practices, such as plastic-free events or a tool lundry or 'share and repair' program at the Haig Park Community Centre.				<p>carbon footprints and sustainable travel choices.</p> <p>Lunar New Year Dragon installation: Constructed using 100% recycled wood. Materials sourced from Duntroon ACT and Sassafrass NSW.</p> <p>Art gallery installation: Originally constructed for La Fiesta 2023 made of entirely recycled materials and has been utilised at numerous events.</p> <p>Place Experience and Marketing Action Plan: supports the ongoing delivery of events aligned with the Circular Economy Strategy e.g. Suitcase Rummage in Haig Park. All event signage is made from recycled or recyclable materials. All events align with "plastic free events" program.</p>
4.7	Develop a long-term plan for phasing-out problematic and unnecessary single-use plastic items and transitioning to more sustainable alternatives, in line with circular economy principles and legislation.	The ACT Government has introduced bans on single-use plastics in three tranches. Commencing in 2023 work will be undertaken to prepare a long-term plan to set the future direction of phase outs, potential timings and a criteria by which to select items for phasing out, aligned with the circular economy. This will also provide greater certainty to business and industry on the proposed items, scope and timing of future bans.	TCCS	Commencing in 2023	In progress	<p>The ACT Government has committed to continue to identify problematic waste streams, including single-use plastics with suitable alternatives, that can be phased out from circulation</p> <p>Work to deliver this commitment is underway.</p>

4.8	Continue to collect and recycle offcut fabric from CIT Fashion courses for reuse by the gym equipment sector for the manufacture of punching bags.	Waste fabric from the CIT Fashion course is reused and recycled, diverting it from landfill.	Canberra Institute of Technology (CIT)	Ongoing	In progress	Ongoing use of waste fabric and donation from Capital Linen Services for Fashion Design and Textiles training.
4.9	Scope the establishment of a textiles hub in the ACT.	A textiles hub would help to support local designers, crafts people and industry to realise circular economy opportunities in relation to textiles as well as educate the broader community on circular economy possibilities.	TCCS	Future potential action	In progress	The ACT Government has committed to investigate the feasibility of a textiles hub to reduce problematic textile and clothing waste, in addition to supporting our craft community.  Delivery of this action commenced in August 2024. A report outlining the opportunities to improve the circularity of textiles in the ACT, as well as the feasibility of a textiles hub is anticipated in mid-2025.
4.10	Support reusable facilities at Mugga Lane and Mitchell Resource Management Centres.	The ACT Government will be undertaking a procurement to renew the services. The reusable facilities provide a safe and convenient location for the community to drop off and purchase unwanted reusable items. This will contribute to resource recovery and diversion of materials from landfill and improve the community's capacity to participate in the circular economy.	TCCS	Commencing in 2024	Delivered	Goodies Junction were the successful tenderer in the procurement process and commenced operation of the Mitchell and Mugga Lane Reusable Facilities under a new contract on 31 May 2024. Both facilities were fully operational and open to the public on 1 July 2024.

4.11	Evaluate the clothing charity bin trial at Mugga Lane Resource Management Centre to understand the potential for future expansion.	The ACT Government has extended the clothing charity bin trials through to December 2023, enabling an opportunity to evaluate the service including the identification of recommendations, to then inform decision making around its potential future expansion.	TCCS	Delivered by 2023	No longer progressing	Koomarri, a registered National Disability Insurance Scheme (NDIS) Service Provider, provided a textile collection, repurpose and recycling service at the Mugga Lane Resource Management Centre until December 2024. Due to changes in NDIS funding Koomarri ceased operations on 6 December 2024.
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## Emerging and problematic waste streams action plan

The focus of the emerging and problematic waste streams action plan is for industry to work proactively to prevent the creation of problematic waste, with nationally regulated product stewardship schemes in place in instances of industry inaction for whole-of-life product management. Benefits of this approach include avoiding lock-in effects from design decisions that impact opportunities to further cycle materials later in their life, innovation in product design and manufacturing, creation of markets and jobs associated with recovered materials.

It also seeks to achieve regulated national product stewardship arrangements for problematic products, which encourages economies of scale, reduces free riders, and facilitates opportunities for harmonising management across jurisdictions.

#	Action	Description	Lead	Timing	2023-24 status	2023-24 update
5.1	Through participation in a working group identify and progress opportunities for ACT stakeholders to influence certain stages of the circular economy for lithium-ion batteries (e.g. design, production, distribution, use, and recycling).	Batteries were raised as a potential priority focus area by industry and business stakeholders at the emerging and problematic waste streams workshop and managing lithium-ion batteries at their end-of-life is becoming increasingly challenging. This action will seek to identify and address barriers associated with managing this waste stream and identify opportunities such as improved product design to increase the circularity of these batteries.	ACT business and industry peak bodies	Commencing in 2023	Delayed	Delivery of this action has been put on hold to progress other priorities.
5.2	Advocate for nationally regulated product stewardship schemes and opportunities to design out waste for solar PV systems, general	There are opportunities for continued advocacy by the ACT on regulated product stewardship schemes and better design for these waste streams as part of the Commonwealth Government's work on establishing a regulated product stewardship scheme for solar	TCCS	Ongoing	In progress	TCCS continues to advocate for nationally regulated product stewardship schemes and opportunities to design out waste for solar PV systems, general electrical appliances and batteries. TCCS provided input to the Productivity Commission's 2024 inquiry on Australia's opportunities in the circular economy, and to the 2024 B-cycle Scheme Review.

	electrical appliances and medium and large batteries.	panels and household electronics.				Additionally, TCCS continues to advocate for stewardship for these items through the Commonwealth-led Senior Officials Group (SOG) and Environment Ministers' Meeting (EMM), and attends a jurisdictional working group for end-of-life battery management.
5.3	Ensure responsible decommissioning requirements are created, agreed to, and met for all ACT Government-owned and ACT Government financially supported batteries through the Big Canberra Battery project.	The growing investment by both Government and industry in battery systems in the ACT will lead to a higher volume of battery waste in the future when these assets are decommissioned. However, since a significant portion of battery materials can be reused or recycled, end-of-life treatments can ensure that these materials are effectively reused within the economy.	EPSDD	Ongoing	In progress	<p>There are three streams of work under the Big Canberra Battery (BCB) Project:</p> <p>Stream 1: a 250MW/500MWh battery at Williamsdale with Eku Energy;</p> <p>Stream 2: behind-the-meter batteries at government sites; and</p> <p>Stream 3: neighbourhood scale batteries across three ACT suburbs (Dickson, Fadden and Casey) respectively.</p> <p>The negotiated contracts for both stream 1 and the small behind-the-meter batteries under stream 2 include obligations for the approved Battery System Supplier to undertake appropriate end of life decommissioning. A similar obligation has not been included for the Supplier of the stream 2 large behind-the-meter-batteries. In this case EPSDD and the Office of Climate Action will work closely with the site managers to develop and execute a well sought decommissioning plan.</p> <p>Note that the ownership of all batteries installed under stream 3 of the BCB project, is likely to be transferred to a third-party operator nominated by the</p>

						Commonwealth government. To date, the Territory has not been involved in any discussions around the decommissioning of these batteries and is expecting to discuss this in the near future.
			CMTEDD	Ongoing	Delivered	There is now a contract in place with Eku Energy, this requires batteries at the end of life to be reused or recycled.
5.4	Explore legislative options to encourage product stewardship in the ACT and address free riders in product stewardship schemes.	This work will look at options to strengthen product stewardship arrangements in the ACT to reduce free riders (i.e. businesses or organisations that may benefit from a product stewardship activity, without contributing to the cost of developing and operating them).	TCCS	Delivered by 2025	Delayed	This action was considered during development of the <i>Circular Economy Act 2023</i> , however did not progress due to limited time to support the policy development process. This action is intended to be further considered in 2025.
5.5	Explore options for a potential legislative ban on e-waste to landfill.	The potential to ban e-waste from landfill will be explored for products where there are alternative pathways in place, such as existing product stewardship schemes.	TCCS	Commencing in 2024	Delayed	It is proposed that research will be undertaken on potential pathways to ban e-waste from landfill that builds on initial research in 2021.
5.6	Investigate opportunities to utilise local or national battery reuse and recycling schemes to dispose of electric bus and light rail	Opportunities will be investigated to utilise local or national reuse and recycling schemes at end of useful life for electric bus and light rail vehicle batteries. Australian battery recycling options and/or reusing batteries no longer suitable for	TCCS and iCBR	Commencing in 2023	In progress	TCCS will undertake market studies and assessments to confirm best options for recycling or reusing batteries when they reach the end of operational life. The bus fleet will incorporate options for second life or core return into the procurement requirements for new battery electric bus fleet. Batteries will still have capacity

	<p>vehicle batteries at the end of useful life.</p>	<p>powering electric buses and light rail vehicles are expected to emerge and mature over time.</p>				<p>at the end of their operational use in transport applications and could potentially be used as stationary energy storage. As the market matures more recycling options will become available. Noting that the fleet is relatively new, these batteries will be in use for a minimum of 8-10yrs.</p> <p>Canberra Metro Operations Light Rail Vehicle (CMET LRV) Battery Position: in cooperation with the LRV manufacturer and maintenance contractor, CAF, Canberra Metro will undertake market studies and assessments to confirm best options for recycling or reusing batteries when they reach the end of useful life.</p> <p>Batteries will have capacity at the end of their operational use for transport applications and could potentially be used as stationary energy storage. It is understood that Australia does not currently have 'battery bank' options for second life or re-use of lithium-ion batteries.</p> <p>There is a supply chain available in Australia for battery recycling, which recycles the dismantled batteries into a shredded format called 'mixed metal dust' and can be sold to downstream users. It is noted in the specifications provided by CAF Spain that battery recycling is mandatory under European Directive 2006/66/EC.</p>
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						More re-use and recycling options will become available as the Australian market matures. Noting that the battery fleet is relatively new, these batteries will be in use for a minimum of 12 ± 2 years (as per contractual requirements).
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## Creating space to showcase our commitment to the circular economy action plan

The focus of the creating space action plan is for a regional approach to grow a circular economy which encourages cross-border collaboration and identifies land for enterprises to establish and innovate close to the source of waste generation in the ACT and wider region. This will ensure space is reserved for circular economy activities and services, provide opportunities for cross-border collaboration and the scaling of circular economy initiatives within the region, enable space to scale up, collect and store small amounts of feedstock and manage the safe processing of waste resources to develop a strong regional economy.

#	Action	Description	Lead	Timing	2023-24 status	2023 -24 update
6.1	Work with the Canberra Region Joint Organisation (CRJO) and NSW Government through the ACT-CRJO MoU and ACT-NSW MoU for Regional Collaboration to identify opportunities for broader regional cooperation on waste management and circular economy.	This action will leverage existing commitments from the ACT Government that support cross-border engagement on a circular economy.	CMTEDD	Ongoing	In progress	The ACT have met with NSW and the CRJO to discuss the draft Canberra Region Waste and Circular Economy Roadmap. The Regional, Infrastructure, Planning and Transport Branch are facilitating discussion between the ACT Government, NSW and the CRJO to review the draft Roadmap and further its development.
6.2	Explore potential location/s for a future circular economy innovation precinct in the ACT that brings together small and	This will include investigating locations that allow for circular economy to co-locate with start-ups, research institutions and established businesses in a hub to promote collaboration and innovation, with appropriate	EPSDD	Future potential action	Not yet commenced	The District Strategies 2023 identify locations of potential innovation precincts across the ACT, which could consider industries linked to the circular economy. This implementation pathway would consider planning and non-planning initiatives to support their growth. In addition to this, the East

	large companies and non-profit organisations and provides a physical presence for an innovation ecosystem focused on the circular economy.	zoning and transport access routes.				Canberra District Strategy Initiative 2.3 could consider circular economy innovation precincts as part of its implementation. This item is for medium-term action (next 10 years).
6.3	Build a new Materials Recovery Facility (MRF) to improve the quality and capacity of recycling in the ACT.	New technology will deliver the capacity to sort, separate, and process materials for the whole Canberra region, creating higher quality resources with higher value uses, including remanufacturing.	TCCS	Delivered within 2025 to 2026	In progress	<p>Work on the procurement of the new recycling facility progressed in 2023-24 and a contract was awarded in January 2025. Veolia have been selected as the industry partner to design, build and operate the facility</p> <p>The new state-of-the-art facility will use advanced recycling and sorting technology to increase the ACT's resource recovery rates.</p> <p>The expected date for operational readiness has been revised to 2027-28.</p>
6.4	Finalise the ACT strategic waste infrastructure analysis.	This analysis aims to identify waste management and resource recovery infrastructure needed into the future to facilitate sustainable landfill diversion and resource recovery.	TCCS	Delivered by 2023	Delivered	A report has been finalised and will be used to inform waste and resource recovery planning into the future.
6.5	Explore location/s for future potential waste facilities that support reuse,	Investigate locations for waste facilities that are appropriately zoned, and allow for the range of waste reuse, repurposing and recycling facilities identified in	EPSDD	Ongoing	In progress	The new planning system commenced in late 2023, focusing on performance-based outcomes. Assessment of developments will focus on how developments perform in their setting

	repurposing and recycling, and where identified, reserve suitable land.	the Circular Economy Strategy that are isolated from sensitive users and protect/maintain buffer zones.				and how they meet the desired development outcomes. The permissible uses in land use zones were considered as part of the planning system review.  As new greenfield areas are planned, such as to the city's east and west, consideration will be given to reserving suitable land for waste and circular economy activities.
6.6	Finalise the Eastern Broadacre Strategic Assessment.	The Eastern Broadacre Strategic Assessment will identify potential areas for future employment and industrial uses including circular economy activities.	EPSDD	Commencing in 2023	In progress	The ACT Government has appointed environmental consultancy firm Umwelt (Australia) Pty Ltd to prepare the strategic assessment documentation. A draft Strategic Assessment has been prepared and reviewed by the Federal Department of Climate Change, Energy, Environment and Water (DCCEEW). The Department has raised some matters that need to be addressed prior to issuing approval for public consultation on the draft. EPSDD are currently working through these matters with Umwelt and DCCEEW. Once approval of the draft is received from DCCEEW it will be placed on public exhibition for comment and review, likely in early to mid-2025.

## Conclusion

This Progress Report demonstrates that the ACT is having a positive impact on the environment and community. A solid foundation has been established for the ACT's transition towards a more circular economy during the first year of implementing the Strategy and Action Plan.

We are at the early transition phase towards achieving circularity. Many actions in the Strategy and Action Plan are ongoing and will continue through to 2030. Significant progress has been made with the delivery of 13 actions and the progression of ongoing work on over 30 actions across the key focus areas.

The coming years provide an opportunity for the ACT to further progress circular economy practices through the implementation of more circular initiatives, such as a new large-scale FOGO facility that will allow the expansion of FOGO collection to all households in Canberra, a circular economy grants program, a potential expansion of the ACT Container Deposit Scheme, and the construction of a new recycling facility. The ACT Government will continue to forge and strengthen partnerships with industry, businesses and the community to support the ongoing collaborative approach that is required for success.

This Progress Report will be complimented by annual updates on progress of the Strategy and Action Plan through the TCCS Annual Report. A further progress report will be released once there has been significant progress against multiple actions within the Strategy and Action Plan.

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Transport Canberra and City Services

To: Minister for Transport and City Services

Tracking No.: S2023/02156

Date received in MO: 03/11/2023

From: Executive Branch Manager, ACT NoWaste

Through: Director-General
Deputy Director-General, City Services
Executive Group Manager, Infrastructure, Delivery and Waste

Subject: Proposed approach to implementation for the ACT Circular Economy Strategy and Action Plan

Critical Date: In the normal course of business

Recommendations

That you:

- 1. Note the information contained in this brief; and

Noted / Please Discuss

- 2. Agree to reporting annually on Circular Economy progress

Agreed / Not Agreed / Please Discuss

Chris Steel MLA ..... 23/11/23

Minister's Feedback

## Background


1. On 28 August 2023, the *ACT Circular Economy Strategy and Action Plan* (Action Plan) was publicly released. It sets the ACT's circular economy vision through to 2030. The Action Plan was developed in collaboration with stakeholders across ACT Government as well as business and industry.
2. On 24 October 2023, the *Circular Economy Bill 2023* (Bill) was passed in the Legislative Assembly. The delivery of this legislation is a Parliamentary and Government Agreement (PaGA) item. The Bill will phase out single use plastics and require businesses to have a separate collection for co-mingled recycling and organic waste collection, as well as a food waste reduction plan.
3. The purpose of this brief is to outline the intended approach of ACT NoWaste to guide implementation and governance of the Action Plan. Additionally, this brief provides an overview of new ACT NoWaste actions within the Action Plan and how they are intended to be delivered.

## Issues

### Resourcing

4. Two full-time-equivalent positions have been allocated from within ACT NoWaste to facilitate the implementation of the Action Plan. This includes tasks related to coordinating delivery of the Action Plan and associated governance, and the delivery of new ACT NoWaste commitments (refer to paragraph 13).

### Governance

5. As the authoring branch of the Strategy and Action Plan, ACT NoWaste will continue to provide central oversight of the Action Plan. This includes coordination of, and engagement with, internal ACT Government stakeholders and external stakeholders such as business, industry and community stakeholders.
6. The Action Plan contains initiatives across a range of ACT Government Directorates including Transport Canberra and City Services (TCCS). While the responsibility of the delivery of actions sits with each Directorate, ACT NoWaste will be available to support directorates, where appropriate and within capacity, in the form of advice or subject matter expertise in relation to the circular economy.
7.  Several approaches are being considered, including either:
  - a. Reporting progress against individual actions; or
  - b. Highlighting selected achievements, milestones and case studies that demonstrate progress in growing the circular economy.

8.

[Redacted text block]



Internal engagement

- 9. Cross-directorate consultation during the development of the Strategy and Action Plan found that a wide range of business units within ACT Government are interested in continued involvement in circular economy discussions and collaboration opportunities. To facilitate this, ACT NoWaste intends to engage executives and officers across government who are involved in the implementation of the Action Plan, through separate forums twice a year.
  - a. Executive meetings will aim to encourage ongoing commitment in the delivery of circular economy activities under the Action Plan and the identification of new opportunities. This will also assist with promoting knowledge exchange through the discussion of emerging trends and identifying synergies between projects.
  - b. Officer level meetings will aim to provide a forum for knowledge sharing across government on emerging trends in circular economy and synergies between projects. It will also provide an informal opportunity for ACT NoWaste to monitor progress of actions, and to identify potential communications or engagement opportunities.

External engagement

- 10. Action Plan item 1.3 identifies that TCCS '*Establish working groups for industry and business stakeholders under each strategy theme to support ongoing collaboration and engagement*'.
- 11. ACT NoWaste intends to organise workshops with business and industry stakeholders in quarter 2, 2024 for food and organics, built environment, consumer goods, and emerging and problematic waste streams. These would follow on from the February 2023 workshops with a renewed focus that aligns with the areas of focus identified in the Action Plan.
  - a. ACT NoWaste plan to appoint an external facilitator to lead the workshops. This impartial approach is expected to foster greater engagement and participation from industry and businesses.
  - b. The workshops will be used to gauge industry interest and willingness to advance the circular economy in the ACT region, and to identify barriers and opportunities to businesses taking action. They will also be used to test industry's views on the *Circular Economy Bill 2023* and potential areas of focus for legislation in future.



- c. This engagement will help shape the approach to future engagement and collaboration with these stakeholders, and help inform the direction of future legislation and policy beyond 2025.

ACT NoWaste actions in the Action Plan

12. ACT NoWaste will lead the delivery of 15 actions, which comprise existing and new work. These actions are:

a. Existing commitments:

- Action 2.7 Continue the Food Organics and Garden Organics (FOGO) pilot collection service.
- Action 2.9 Build a new industrial scale FOGO facility to compost at least 50,000 tonnes of organic waste from city-wide kerbside household collections and consider acceptance of commercial collections.
- Action 4.3 Investigate the potential to expand the scope of eligible containers in the ACT Container Deposit Scheme, with the intention of harmonising ACT's Container Deposit Scheme with other jurisdictions.
- Action 4.4 Create circular economy legislation for businesses to have separate collections for co-mingled recycling.
- Action 4.5 Support a reformed packaging system that is industry funded, focuses on avoidance and designing out waste, and has a centralised scheme administration under a Commonwealth legislative framework.
- Action 4.7 Develop a long-term plan for phasing-out problematic and unnecessary single use plastic items and transitioning to more sustainable alternatives, in line with circular economy principles and legislation.
- Action 4.10 Support reusable facilities at Mugga Lane and Mitchell Resource Management Centres.
- Action 4.11 Evaluate the clothing charity bin trial at Mugga Lane Resource Management Centre to understand the potential for future expansion.
- Action 5.2 Advocate for nationally regulated product stewardship schemes and opportunities to design out waste for solar PV systems, general electrical appliances and medium and large batteries.
- Action 6.3 Build a new Materials Recovery Facility (MRF) to improve the quality and capacity of recycling in the ACT.
- Action 6.4 Finalise the ACT strategic waste infrastructure analysis

b. New commitments:

- Action 1.2: Identify potential metrics that could be used to inform the development of a wellbeing indicator for circular economy under the ACT Wellbeing Framework.
- Action 1.3: Establish working groups for industry and business stakeholders under each strategy theme to support ongoing collaboration and engagement.
- Action 1.7: Explore options to develop a grants program to support grass roots action and innovation on circular economy, aligned with the themes of the Strategy.
- Action 2.3: Facilitate opportunities for business-to-business connections between food businesses and ACT food waste recyclers.
- Action 5.4: Explore legislative options to encourage product stewardship in the ACT and address free riders in product stewardship schemes.
- Action 5.5: Explore options for a potential legislative ban on e-waste to landfill.

13. The anticipated work program for new actions is outlined at [Attachment A](#). Project planning for implementing all new actions led by ACT NoWaste is underway. ACT NoWaste will engage with your office to provide updates as these projects develop and at appropriate decision points.

### **Financial Implications**

14. New initiatives led by ACT NoWaste that have been included in the Action Plan and are identified above will be absorbed through existing funding sources at this time, though may require future funding through a government budget process.

### **Consultation**

#### Internal

15. Nil.

#### Cross Directorate

16. Nil.

#### External

17. Nil.

### **Work Health and Safety**

18. Nil.

**Benefits/Sensitivities**

- 19. The approach to internal engagement will aim to elevate the government’s circular economy agenda across directorates and embed circular economy practices as business as usual.
- 20. Coordinating external workshops under the strategy themes will allow the ACT Government to re-engage with business and industry, and signal that the government is keen to continue to work with and support business and industry to grow the circular economy.

**Communications, media, and engagement implications**

- 21. ACT NoWaste will advise your office of media opportunities as they arise.

Signatory Name: Margaret Kitchin

Phone: 02 6207 7623

**Attachments**

<b>Attachment</b>	<b>Title</b>
Attachment A	ACT NoWaste Circular Economy actions