

Portfolio: Planning & Sustainable Development

TOPIC: 'Site Inspections' Canberra video

Talking Points:


- I am aware of the video purporting to show alleged building defects at a Canberra property.
- Access Canberra is considering the matters raised in the video.
- I understand that the certifier for the property has engaged with the builder about some of the issues raised. This shows that our system is working – that the private certifier is raising issues with the builder so that they can be fixed before construction is complete.
- The *Building Act 2004* sets out what is considered building work. Unfinished paintwork and other 'fit and finish' matters are not building work and are not regulated under this Act. I am advised that quite a number of alleged defects noted in the video are not considered building work.
- If Access Canberra receives a complaint about this matter it will assess the complaint in line with the [Access Canberra Regulatory Complaint and Investigation Policy](#).
- If a member of the community has a complaint about building or planning matters, I encourage them to contact Access Canberra via the website or by phoning 13 22 81.

QUESTION TIME BRIEF

Portfolio: City and Government Services

TOPIC: Access Canberra 2025-26 Budget Initiatives

Initiative Titles – AC led	
1	Investing in Access Canberra’s Service Delivery <i>CMTEDD E03 – Access Canberra Business and Regulatory Improvement Program</i> <i>CMTEDD E14 – Development of Access Canberra’s licensing capability</i>
SC2	Modernising Traffic and Parking Systems <i>CMTEDD E04 – Modernising our traffic and parking systems</i> <i>CMTEDD C03 – Continuity and uplift of Road Transport ICT Systems</i> NOTE: Combined initiative with TCCS R01 – Paid Parking and Permit Fees
3	Improving Safety of Drivers – Driver Licence Medical Assessments <i>CMTEDD E05 – Improving Safety of Drivers – Driver Licence Medical Assessments</i>

Initiative Titles – other Directorates																															
1	<i>CMTEDD E21 - Sustainable Household Scheme Extension</i>																														
Portfolio: CGS																															
Investing in Access Canberra’s Service Delivery <i>CMTEDD E03 – Access Canberra Business and Regulatory Improvement Program</i>																															
																															
	<table border="1"> <thead> <tr> <th></th> <th>2025-26</th> <th>2026-27</th> <th>2027-28</th> <th>2028-29</th> <th>Total</th> </tr> <tr> <th></th> <th>\$'000</th> <th>\$'000</th> <th>\$'000</th> <th>\$'000</th> <th>\$'000</th> </tr> </thead> <tbody> <tr> <td>Expenses</td> <td>11,062</td> <td>2,774</td> <td>0</td> <td>0</td> <td>13,836</td> </tr> <tr> <td>Revenue</td> <td>-154</td> <td>-259</td> <td>-267</td> <td>-208</td> <td>-888</td> </tr> <tr> <td>Net cost of services</td> <td>10,908</td> <td>2,515</td> <td>-267</td> <td>-208</td> <td>12,948</td> </tr> </tbody> </table>		2025-26	2026-27	2027-28	2028-29	Total		\$'000	\$'000	\$'000	\$'000	\$'000	Expenses	11,062	2,774	0	0	13,836	Revenue	-154	-259	-267	-208	-888	Net cost of services	10,908	2,515	-267	-208	12,948
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<p>The Government will provide substantial and fundamental support Access Canberra to continue to deliver high quality services to the Canberra community. In doing so, the Government will support Access Canberra in meeting significantly increased community demand for the Working with Vulnerable People (WWVP) Scheme and maintain regulatory compliance with Payment Card Industry Data Security Standards. This initiative is partially offset through the introduction of a new \$11 fee for individuals applying for WWVP registration for volunteer work.</p> <p>This initiative builds on recent Government actions in this area including the 2024-25 Budget initiative <i>Streamlining IT processes for Access Canberra</i>.</p> <p>This initiative contributes to the wellbeing domains of Access and connectivity and Safety.</p>																															
Expense: <ul style="list-style-type: none"> 15 FTE for WWVP for 2 years only. 																															

Cleared as complete and accurate: 18/06/2025
 Cleared for public release by: Chief Operating Officer Ext:
 Contact Officer name: Yu-Lan Chan Ext: 50319
 Lead Directorate: Chief Minister, Treasury and Economic Development
 Objective Ref: 24/139816

QUESTION TIME BRIEF

- \$1.066 million in operating expenses for WWVP (criminal history checks and physical cards).
- 1.5 FTE in 2025-26 only for PCI-DSS compliance plus \$226,080 for DDTs/Digital Canberra contractors.
- \$309,134 million in operating expenses for PCI-DSS Compliance.
- \$7.950 million for 2025-26 to address staffing/operational budget pressures (approximately 50 FTE).

Revenue:

- A \$11 application fee will be introduced for WWVP volunteers from September 2025 to assist with the cost of the criminal history check and card consumables.

Further Information:

- Volunteer registrations account for approximately 45% of the WWVP scheme. Volunteer registration has been free since the commencement of the scheme in 2011. The ACT Government continues to absorb the full staffing costs of these registrations, in recognition of the social and economic value volunteering contributes to the ACT community.
- Access Canberra will also work with CSD to improve the sustainability of the WWVP scheme to reduce budget pressures in the future. As of the end of May 2025, the scheme included approximately 170,000 active registrations (approximately 50% of the working age population holds a registration).
- PCI-DSS compliance is a mandatory global standard that must be met to allow Access Canberra to facilitate card payments, which totalled \$467 million in 2023-24. This can include complex technical work on ICT networks and firewalls, depending on requirements. Additional staffing will supplement existing 0.5 SOG C for the PCI-DSS Compliance program.
- To ensure Access Canberra can continue delivering services to the high standard the community expects, additional base funding has been provided for one year.
- In 2023-24 Access Canberra:
 - Registered 6,023 births
 - Processed 31,456 WWVP (new and renewal) applications and 3,933 replacement cards
 - Issued 3,846 Building Approvals and 4,545 Certificates of Occupancy and Use
 - Conducted 8,163 roadworthy inspections
 - Conducted 3,238 government practical driving assessments
 - Managed 22,042 complaints and enquiries about regulated industries
 - Handled 347,150 calls via the Contact Centre

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QUESTION TIME BRIEF

- Completed 461,916 transactions in the Service Centre

Portfolio: CGS and Planning and Sustainable Development

Investing in Access Canberra's Service Delivery

CMTEDD E14 – Development of Access Canberra's licensing capability



Access & connectivity

	2025-26 \$'000	2026-27 \$'000	2027-28 \$'000	2028-29 \$'000	Total \$'000
Capital	593	0	0	0	593
Net Capital	593	0	0	0	593
Depreciation	0	119	119	119	357
Expenses	809	721	731	742	3,003
Savings – Provision	0	-5	-5	-5	-15
Offset – Revenue	-711	-735	-761	-788	-2,995
Net cost of services	98	100	84	68	350

The Government will support the expansion of the Common Licensing Capability (CLC) platform to a further 20 licence types across construction, water and community licences. Evaluation of the CLC solution for potential extension to other business and occupation licences outside Access Canberra will also be undertaken.

This initiative builds on recent Government actions in this area including, the 2024-25 Budget initiatives *Improving Building Quality and Safety – property developer licensing and Improving building quality and safety - Implementing property developer licensing*.

This initiative contributes to the wellbeing domain of Access and connectivity. Other domains which this initiative significantly contributes to are Economy and Time.

Capital:

- 3.5 FTE in 2025-26 to design and implement CLC Stage 2 capability.

Expense:

- 4 FTE ongoing for CLC product management and maintenance.
- \$100,000 for DDTS/Digital Canberra to conduct a desktop-based assessment of the CLC platform for Whole of Government extensibility.

Revenue/Savings:

- Initiative to be partially offset by a 7.95% increase to *all* licence fees for occupations/registrations that use CLC platform (excluding Liquor, Professional Engineers and Developers) from July 2025. Small savings of \$15,000 over the out years can be expected with the decommissioning of obsolete databases.

NOTE: Most fees will increase by 11.55% in total, due to the addition of WPI and 0.35% increase to all regulatory fees to account for COVID-19 fee freeze.

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Further Information:

- Approximately 22,830 individual licences across 20 occupation types are in scope for Stage 2 of the CLC. This stage will see the transition of licences housed in legacy systems including construction related licences and work health and safety licences, water licences and the remaining trader/community licences not included in Stage 1.
- The CLC program supports Access Canberra's regulator functions and can grow to accommodate new licensing schemes (eg. Trade licences).
- CLC uses design and enterprise capabilities in a future-focused way enabling integration with systems such as ASIC and payment capabilities. It supports potential future expansion to other licence types (i.e, the design is extensible) in a cost effective and efficient manner (minimising the need for significant capital investment). An assessment conducted by DDTS/Digital Canberra will determine additional potential uses across government.
- Stage 1 licences include Professional Engineers, Liquor, General Induction (White Card), Real Estate Agents and Security.
- Occupational Licence renewals are tax deductible.
- Around 30,000 licence holders will experience a 7.95% fee increase at the point of renewal due to this initiative, including:
 - Plumber, Electrician and Gasfitter to increase by \$16.20
 - Architect to increase by \$23.88
 - Builder Licences to increase by \$28.93 (Class A,B,C,D) and Owner Builder to increase by \$22.03
 - Real Estate Agent to increase by \$77.12
 - Security Licence to increase by \$11.53
- These regulatory fees will also be subject to further indexation of 3.6% due to WPI (3.25%) and an increase implemented (in 2024-25, across three years) to correct for regulatory fee freezes during Covid. The total licence fee payable in 2025-26, for 1 year in select occupations are:
 - Plumber, Electrician and Gasfitter will pay \$227.28
 - Architect will pay \$335.09
 - Builder Licences will pay \$405.92 (Class A,B,C,D) and Owner Builder will pay \$309.07
 - Real Estate Agent will pay \$1082.00
 - Security Licence will pay \$161.00

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Portfolio: CGS
Modernising Traffic and Parking Systems
CMTEDD E04 – Modernising our traffic and parking systems


	2025-26	2026-27	2027-28	2028-29	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Capital	452	423	0	0	875
Net capital	452	423	0	0	875
Depreciation	0	90	175	175	440
Expenses	2,854	309	0	0	3,163
Net cost of services	2,854	399	175	175	3,603

The Government will continue the Traffic Parking Enforcement Systems Program by undertaking a comprehensive Request for Proposals evaluation and negotiation process to replace the current traffic and parking assets, and ICT infrastructure.

This initiative builds on recent Government investments in this area including the 2024-25 Budget initiative *Modernising our traffic and parking systems – Speeding and seatbelt detection capability*.

This initiative contributes to the wellbeing domains of Safety and Governance and institutions.

Capital:

- \$875,000 over two years to engage a solutions architect and ICT intergration specialist (plus 10% contingency).

Expense:

- \$1.01 million in 2025-26 for professional advisory services (legal, probity, privacy advisors and security assessments).
- 6 FTE for two years for project/procurement management team and to undertake strategic negotiation and planning activities.
- 0.25 FTE in 2025-26 for system and business process Subject Matter Expertise to provide advice/input during the procurement phases.
- \$430,000 in 2025-26 for regulatory planning activities and policy development.
- \$250,000 in 2025-26 to engage a business analyst and DDTS/Digital Canberra procurement support.

Further Information:

- Funding will support the current procurement approach which leverages external expertise to support this highly complex procurement. Work will progress as planned with contract execution end of 2025 and implementation expected to commence in mid 2026.

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QUESTION TIME BRIEF

- The TAPES procurement approach was approved by the Government Procurement Board first in September 2023 and more recently on 5 March 2025.
- An Advance Tender Notice was released to industry on 17 March 2025 followed by a Request for Proposal (RFP) on 14 April 2025. The intent is to have a contract/s awarded December 2025.
- By 2028, the current camera fleet will be obsolete.
- The ACT uses a range of camera types (with specific software) to support safer roads. These cameras will be transitioned out, and new integrated capabilities installed as part of the TAPES procurement. Current assets include:
 - 13 fixed red light/speed cameras
 - 13 fixed speed cameras
 - one point to point speed camera
 - 10 mobile speed camera vans
 - 3 transportable mobile device detection cameras
 - 2 fixed mobile device detection cameras

Portfolio: CGS and Public Service

Modernising Traffic and Parking Systems

CMTEDD C03 – Continuity and uplift of Road Transport ICT Systems



Access & connectivity

	2025-26	2026-27	2027-28	2028-29	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Capital	2,907	0	0	0	2,907
Net capital	2,907	0	0	0	2,907
Depreciation	0	581	581	581	1,743
Expenses	500	0	0	0	500
Net cost of services	500	581	581	581	2,243

The Government will continue the gradual transformation of the ACT's road transport ICT ecosystem through the development of a future state plan and modularisation strategy for the Rego.ACT system. This investment will support improving interactions with the ACT Government and enable future-proofing of the Rego.ACT system.

This initiative builds on recent Government investments in this area including the 2024-25 Budget initiative *Investing in Public Services – Upgrading Access Canberra's IT Systems*.

This initiative contributes to the wellbeing domain of Access and connectivity. The other domain which this initiative significantly contributes to is Economy.

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QUESTION TIME BRIEF

Capital:

- 9 FTE to continue the gradual transformation of the ACT's road transport ICT ecosystem
- \$1.309 million to engage four DDTS specialist developer external contractors (including \$119,040 in contingency)

Expense:

- \$500,000 to undertake a market assessment.

Further Information:

- Modularisation presents a low-cost and low-risk approach to gradually reducing complexity and rigidity within the robust, but ageing, Road Transport ICT system.
- In 2024-25 funding was granted to deliver government priorities through the Rego Modernisation Phase 2 business case. This includes work to improve digital experience for citizens such as online Unregistered Vehicle Permits and online Notice of Disposals. Work is currently underway to enable monthly payments for vehicle registrations and MAI.
- This year's further funding will provide tangible and immediate benefits to citizens through new digital services, including pilot initiatives to link road transport systems with the ACT Digital Account.
- Other jurisdictions in Australia have seen significant financial failure when trying to rapidly replace similar critical systems. We are managing this risk through instead taking the approach of continuous gradual transformation.
- There are approximately 320,000 driver licence holders and 360,000 vehicle operators with active records stored in Rego.Act.

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Portfolio: CGS and Health

Improving Safety of Drivers – Driver Licence Medical Assessments
CMTEDD E05 – Improving Safety of Drivers – Driver Licence Medical Assessments


	2025-26	2026-27	2027-28	2028-29	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Expenses	1,278	1,259	1,281	1,305	5,123
Offset – Savings	-68	-69	-71	-73	-281
Revenue	-1,166	-1,204	-1,243	-1,283	-4,896
Net cost of services	44	-14	-33	-51	-54

The Government will continue support for the Medical Monitoring Team within Access Canberra, and the Fitness to Drive Medical Clinic (FTDMC) within the Canberra Health Service (CHS) to meet increasing demand. This will assist CHS' capacity to meet demand for Drivers Licence Medical Assessments and Access Canberra's capacity to process and review the assessments.

This initiative builds on recent Government investment in the 2024-25 Budget initiative *Expanding driver safety assessments*.

This initiative contributes to the wellbeing domains of Safety and Access and connectivity.

Expense:

- 6 FTE ongoing for the Medical Monitoring Team at Access Canberra.
- 0.3 FTE in 2025-26 to develop a communication strategy.
- 1.8 FTE ongoing for the Fitness to Drive Medical Clinic (FTDMC) at Canberra Health Services.
- \$20,000 over four years (including \$5,000 indexed and ongoing) for operational costs associated with the FTDMC.

Revenue/Savings:

Proposal will be offset by an 10.69% increase to all driver licence fee types from September 2025 with an additional \$281,000 in realised savings over four years as Occupational Therapy driving assessments transition to a user pays model for some clients.

Further Information:

- Driver Licence Medicals are a legislative requirement. There is a growing workload due to population growth, demographic shifts and recent road safety policy initiatives (i.e. mandatory regular medical assessments for heavy vehicle drivers and mandatory reporting by medical professionals).

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QUESTION TIME BRIEF

- The number of driver licence holders who are subject to medical monitoring has increased from 33,673 in July 2020 to 62,101 in January 2025. By the end of 2026 Access Canberra anticipates monitoring over 85,000 licence holders with medical and/or visual conditions on their driver licence.
- Licence holders are referred to the FTDMC by Access Canberra. Access Canberra relies on the FTDMC clinical advice in its driver licence decision-making processes. Many FTDMC assessments result in the person's driver licence being suspended or cancelled by Access Canberra as delegate of the RTA.
- After several years of temporary funding, the Driver Licence Medical Monitoring function now has ongoing funding to support demand and capacity now and into the future. The Government has previously invested in an online medical report solution (to be delivered in 2026) which will alleviate administrative burden and impost on medical practioners and provide processing efficiencies.
- All drivers are responsible for road safety. Funding will be offset by a 10.69% increase to all Driver Licence fees from September 2025:
 - Full licence valid for 10 years will increase by \$47.00 to \$486.80
 - Full licence valid for 5 years will increase by \$25.20 to \$261.60
 - Issue of a learner driver licence will increase by \$6.10 to \$63.30
 - Provisional licence will increase by \$15.40 to \$160.30

Resourcing for Access Canberra from other sources.

CMTEDD E21 - Sustainable Household Scheme (SHS) Extension

- Access Canberra will receive funding for 1 x ASO6 Electrical Inspector for three years to 2027-28.
 - Current funding (2 ASO6 Electrical Inspectors) from past initiative ceased in 2024-25.
- The Scheme is an ACT Government Initiative that provides zero-interest loans to help with the costs of energy-efficient upgrades including:
 - rooftop solar systems
 - batteries
 - ceiling insulation
 - replacement of gas or inefficient electric appliances with efficient electric appliances.

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QUESTION TIME BRIEF

- An Electrical Inspector is provided to Access Canberra to meet the increased demand for inspections of new electrical installations.

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Portfolio: Gaming Reform

ISSUE: Gambling and Racing Commission Audit Report

KEY MESSAGES

- The ACT Government acknowledges the findings in the Audit Office's performance audit of 'Gaming Machine Licensee Regulation' and will thoroughly consider the recommendations and the focus areas for improvement.
- The ACT Government will work with the ACT Gambling and Racing Commission (the Commission) to prepare a response to the report.

Cleared as complete and accurate: 18/06/2025
Cleared for public release by: Chief Executive Officer Ext: 70252
Contact Officer name: Giuseppe Mangeruca Ext: 70252
Lead Directorate: Chief Minister, Treasury and
Economic Development
Objective Reference: 24/139816

QUESTION TIME BRIEF

Background Information

- The ACT Auditor-General wrote to the Head of Service on 6 June 2025 enclosing the *Final Proposed Report* on the Audit Office's performance audit of 'Gaming Machine Licensee Regulation'.
- The Audit-General requested a written response by 5.00pm on Tuesday 17 June 2025, confirming that there are no factual errors and inviting further comments to be considered for inclusion. Written responses from the Commission and Access Canberra were provided.
- The audit report highlights perceived shortcomings in governance and administration and compliance and enforcement activities of the Commission.
- Access Canberra provides services to the Commission under a Memorandum of Understanding.
- It is expected that the report will be delivered to The Speaker on 27 June 2025 to be tabled in the Assembly (or possibly earlier).
- The formal Government Response is due back 4 months after tabling.

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Portfolio: Gaming Reform

ISSUE: Current Gambling and Racing Commission Data

KEY MESSAGES

Exclusion Data

- During 2023-24, **221** self-exclusions were created.
 - Year to date (YTD 2024-25), **264** self-exclusions have been created.
- During 2023-24, **32,095** gambling harm incidents were reported.
 - YTD 2024-25 **42,231** gambling harm incidents during this period.
- Most gambling harm incidents recorded relate to money seeking and playing at high intensities. This has been consistent since 2022-23.
- Data on the nature of incidents started being recorded in July 2022.

Gaming Machine Data

- As of **1 June 2025**, there were **3,494** gaming machine authorisations and **3,395** active gaming machines in operation across **42** licenced venues in the Territory.
- In 2023-24, the Gross Gaming Machine Revenue (GGMR) collected by all licenced venues totalled **\$186,545,683**.

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Objective Reference:	24/139816	

QUESTION TIME BRIEF

Background Information

- The ACT Gambling Exclusion Database (ACTGED) was developed and is administered by the ACT Gambling and Racing Commission.
- In July 2022 an improved database was launched with enhanced reporting capabilities and user experience. Its design was informed by consultation with industry.
- More detailed current exclusion and incident data is provided below.

Self-exclusions & Gambling Harm incidents

Table 1: Number of self-exclusions and gambling harm incidents recorded by financial year.

	2022-23	2023-24	2024-25 YTD*
Self-exclusions	226	221	264
Gambling harm incidents	29,523	32,095	42,231

*Data current as of 31 May 2025

Table 2: Type of gambling harm incidents by financial year.

Incident description	2022-23*		2023-24		2024-25 YTD**	
	Number	Proportion of incidents	Number	Proportion of incidents	Number	Proportion of incidents
Money seeking	17,897	64.3%	21,377	66.6%	32,139	76.1%
Playing at high intensities	16,954	60.9%	18,627	58.0%	22,464	53.2%
Loss of Control	3,519	12.6%	4,007	12.5%	4,036	9.6%
Rituals, superstitions	181	0.7%	107	0.3%	154	0.4%
Emotional behaviours	130	0.5%	100	0.3%	147	0.3%
Antisocial behaviour	118	0.4%	105	0.3%	125	0.3%

Note: Percentages sum to more than 100% as multiple signs can be selected for each incident.

*This data was only available from the implementation of the new exclusion database on 26 July 2022.

**Data current as of 31 May 2025

Gaming Machine statistics

- As of 1 June 2025, there were 3395 gaming machines in operation across 42 licenced venues in the Territory (39 clubs and 3 hotels/taverns).
- In total there are 3494 gaming machine authorisations (with 3464 held by clubs and 30 held by hotels and taverns). This represents the total theoretical number of machines able to be operated by venues if all entitlements were fully utilised.
- The number of authorisations has gradually reduced over time due to government initiatives such as the Electronic Gaming Machine trading scheme and various surrender incentives. Since the start of the trading scheme on 31 August 2015, the number of authorisations has reduced by 1528 from 5022.

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QUESTION TIME BRIEF

- The current surrender incentive scheme, which ran from 21 March 2024 to 1 May 2025, has resulted in the voluntary surrender of 296 authorisations, with two venues going completely 'pokie-free' (Canberra Bowling Club and Statesman Hotel). The scheme had a target of reducing to 3500 authorisations by 1 July 2025.
- As the target of 3500 was achieved, with the final number of authorisations at 1 May 2025 standing at 3494, the compulsory round will not be needed.
- In 2023-24 the GGMR collected by all licenced venues totalled \$186,545,683. GGMR represents gross profit from machines before any taxes or expenses. Subtracting 24% as well as tax results in Net Gaming Machine Revenue (NGMR). A comparison across recent financial years is provided below:

Table 3: Gaming machine revenue data by financial year (in \$million).

	2018-19	2019-20*	2020-21*	2021-22*	2022-23	2023-24
GGMR	\$166.974	\$126.125	\$156.278	\$145.173	\$188.500	\$186.699
Tax	\$32.385	\$24.501	\$30.624	\$28.452	\$37.260	\$37.397
NGMR	\$134.589	\$101.624	\$125.654	\$116.721	\$151.240	\$149.302

* Reduced trade due to COVID-19 lockdown measures.

- In addition to the progressive tax applied directly to GGMR, venues are required to make several other payments which variously scale with machine profit or the number of active authorisations. These include:
 - 0.75% of GGMR - Gambling Harm Prevention and Mitigation Fund Levy,
 - 0.4% of NGMR - Chief Minister's Charitable Fund Contribution,
 - 0.4% of NGMR - Gambling Harm Prevention and Mitigation Fund Contribution,
 - 8% min of NGMR – Community Contributions, and
 - A calculated payment per authorisation held each tax period - Diversification and Sustainability Support Fund Contribution.
- As of 30 April 2025, the GGMR for the current 2024-25 financial year totalled \$158,270,258. This is broadly consistent with, if slightly higher than, the same 9-month period in 2023-24 which totalled \$155,182,844.

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Portfolio: Gaming Reform**ISSUE: 2024 ACT Gambling Survey****KEY MESSAGES**

- The 2024 ACT Gambling Survey, conducted by CQUniversity and released on 6 June 2025, offers the latest insights into gambling behaviours and impacts in the ACT.
- This is the fifth survey funded by the ACT Gambling and Racing Commission since 2001. Over 10,000 randomly selected Canberra adults participated in the 2024 survey.
- Gambling participation in the ACT has declined from 73 percent in 2001 to 53 percent in 2024. However, those who continue to gamble are more likely to experience harm.
- In 2024, 1 in 6 adults, around 58,000 people, reported experiencing at least one form of gambling harm. 1 in 10 adults reported harm from their own gambling, while 6 percent were harmed by someone else's gambling.
- Electronic Gaming Machines (EGMs) use has halved since 2009 (from 30 percent to 16 percent). Despite this decline, EGMs still cause the greatest share of gambling harm, accounting for about one-third of total harm.
- 27 percent of Canberrans now gamble online—more than those who use EGMs. Yet, EGMs remain the most harmful form of gambling overall.
- A small group—just 1.4 percent of gamblers—accounts for 46 percent of all gambling losses in the ACT. These are individuals experiencing severe problem gambling.
- The report highlights key areas for harm reduction: Reducing access to high-risk products like EGMs; Restricting gambling advertising; Improving outreach and support services for vulnerable individuals.

Cleared as complete and accurate: 18/06/2025
Cleared for public release by: Chief Executive Officer Ext: 70252
Contact Officer name: Giuseppe Mangeruca Ext: 70252
Lead Directorate: Chief Minister, Treasury and
Economic Development
Objective Reference: 24/139816

QUESTION TIME BRIEF

Background Information

Harm and Problems in the last 12 months

- One in ten (9.1 percent) ACT adults reported harm from their own gambling.
- 5.7 percent experienced harm from another person's gambling.
- 9.4 percent reported some degree of problem gambling, with 0.8 percent meeting the criteria for problem gambling.

Financial impacts

- ACT residents lost \$433m in 2022-23 – or \$1,190 per capita. The largest amount of money lost gambling was on EGMs (\$519 per capita) with wagering (online gambling and race betting combined) (\$333 per capita).
- The majority (71.7 percent) of the money lost gambling was accounted for by people endorsing at least one problem gambling item, with nearly half (45.5 percent) coming from the 1.4 percent of people meeting the criteria for problem gambling.

Demographics, gambling and harm

- Gambling continues to be more common amongst men (57.5 percent) than women (49.3 percent).
- Younger men - especially those without tertiary education - experienced a disproportionately large share of population-level harm. Specifically, males aged under 40 represent 22.6 percent of the population but account for 51.5 percent of the burden from gambling harm.
- Younger women, especially those not married or living with a partner, were most at risk for experiencing harm from someone else's gambling.
- Our Culturally and Linguistically Diverse community are experiencing a similar degree of harm and problems but are less informed about available supports and services.

Information and help-seeking

For gamblers:

- The survey found that the percentage of people wanting or receiving help for gambling issues remains low, with only 1.5 percent of gamblers having ever wanted help.
- Just under half (47.6 percent) those experiencing problems for their own gambling reported having wanted help and of these, however all had sought help at some point.
- Most people who sought help found the help they received somewhat or very helpful.

For affected others:

- Amongst those experiencing issues because of someone else's gambling, 12.7 percent reported wanting help, and 10.9 percent reported receiving help. Most (86.5 percent) of these individuals reported the help they received was somewhat or very helpful.
- Women aged 35-54 were most likely to want help for issues experienced from someone else's gambling, but they were not more likely to seek help.
- Wanting, but not receiving, help from harm experienced because of someone else's gambling was also higher for people whose main language at home was not English and those born in another country.

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Geographic trends

- The survey shows where we can focus our efforts. For instance, the gambling participation rate was highest in Tuggeranong (61.1 percent) However, Belconnen accounted for the greatest share in the burden of gambling harm (23.5 percent) followed by Gungahlin 20.1 percent) and Tuggeranong (19.4 percent).
- A quarter of the burden of harm experienced by family and/or friends was accounted for by Tuggeranong (25.2 percent).

Attitudes

- Nearly two thirds of the ACT adult population (65.9 percent) supported a decrease in the number of EGMs. A third (33.1 percent) thought the number of EGMs should stay the same.
- Support for either a large or small decrease was strongest amongst non-gamblers (76.2 percent) and people meeting the criteria for problem gambling (64.8 percent).

Gambling harm prevention

- Effective outreach and service delivery – particularly through self-exclusion and other harm-reduction programs –requires more targeted communication aimed at those with more limited awareness, particularly our Culturally and Linguistically Diverse community.
- The report suggests the most effective harm-reduction measures may include limiting the availability and convenience of the most harmful gambling products, such as EGMs and certain forms of wagering. They also recommend restrictions on gambling advertising to limit exposure and reduce harm.

Survey methodology

- Computer Assisted Telephone Interviews were conducted with 10,007 ACT adults from August through September 2024.
- This was the first gambling survey in the ACT to be conducted entirely using mobile phone numbers, sourced from the Integrated Public Number Database (IPND). The IPND provides the most comprehensive list of ACT resident phone numbers available, crucial in maximising the representativeness of the findings.
- The survey content was formed considering an agreed consultation process, questions from the previous surveys, and gambling research developments.

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Contact Officer name:	Giuseppe Mangeruca	Ext: 70252
Lead Directorate:	Chief Minister, Treasury and Economic Development	
Objective Reference:	24/139816	

Portfolio: City and Government Services

TOPIC: Asbestos Contaminated Mulch

Talking points:

- In 2024, the ACT Government agreed to remediate residential sites impacted by asbestos contaminated mulch.
- The initial source of the mulch was south-west Sydney based business Greenlife Resource Recovery Facility.
- The ACT Government was informed of the potentially contaminated mulch in February 2024, and moved immediately to inspect potentially contaminated sites and establish a cross government taskforce led by Worksafe and the Environment Protection Authority (EPA). Contact tracing was conducted to identify who received the mulch, to enable testing.
- Forty sites were identified as potentially receiving asbestos contaminated mulch and assessed for asbestos contamination. WorkSafe issued prohibition notices to all site owners to isolate and not interfere with or remove this mulch.
- The ACT Government offered to remediate residential sites that still have asbestos in the mulch. This includes removing the asbestos using licensed asbestos removalists, replacing the mulch with a clean alternative and providing a certificate of clearance for the site.
- Sites confirmed for the government funded remediation include seven private residential sites and four Housing ACT sites:
 - All four of the Housing ACT sites have been remediated,
 - ~~All Four~~ of the seven private residential properties have been remediated.
 - ~~Procurement activities have been completed for a project to remediate the final three sites. Work is now progressing on the site remediation, with the intention to complete by mid-year.~~
- The Government has not undertaken to remediate sites for commercial entities.

Cleared as complete and accurate:	16/06/2025	
Cleared for public release by:	Executive Branch Manager	Ext: 79703MS Teams
Contact Officer name:	Su Wild-River Rodney Dix	Ext: 71191MS Teams
Lead Directorate:	Chief Minister, Treasury and Economic Development	
Objective Ref:	24/139816	

QUESTION TIME BRIEF

Key Information

- Remediation of the remaining sites is taking longer due to the complexity of the areas to be remediated at the two large multi-unit sites. Current work is ensuring value for money through an appropriate remediation methodology.
- In response to this incident, the EPA contacted composting facility operators and confirmed that conditions and current practices were appropriate for the management of Construction and Demolition Waste (C&D). This informal review of the arrangements concluded that none of those operating in the ACT make use of the recycled timber products which caused issues in NSW.
- The incidence of asbestos-contaminated mulch, and consideration of activities in other jurisdictions has highlighted some issues that could be addressed outside of environmental authorisations, including asbestos removal at source, and subsequent endorsement procedures by asbestos assessors or removalists. Policy consideration of these matters will be considered as part of delivering on Priority focus area [“7c. Audit of waste recycling facilities”](#) in the EPA’s Statement of Expectations 2024-25. Changes made in NSW as a result of asbestos contamination in mulch have brought in more extensive powers to investigate and punish environmental offences, and have thereby reduced the likelihood of future importation of asbestos-contaminated mulch into the ACT. For instance legislative changes which commenced on 4 April 2024:
 - increased maximum court penalties for Tier 2 offences involving asbestos to \$4 million for companies and \$1 million for individuals, including failing to comply with the requirements of a resource recovery order. The Tier 1 offences are the most serious offences, involving proof of wilfulness or negligence, harm or likely harm to the environment and Tier 2 offences are all other offences.
 - NSW has conducted proactive compliance campaigns across industry with public warnings about people and companies not following the relevant guidelines.

Background Information

- Infrastructure Canberra is leading procurement and management of the remediation of impacted residential sites.
- The Environment Protection Authority has oversight of the response to asbestos mulch contamination through the cross-government taskforce.
- Stonehenge Beltana has requested information regarding compensation for those sites that self-remediated rather than engaging in the ACT Government remediation program. Advice provided to Stonehenge Beltana is that compensation for self-remediation undertaken is outside the scope of the remediation program.
- Commercial sites are not in scope for government-funded remediation, but details for suitably qualified asbestos removalists can be provided to support them in organising remediation.

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Cleared for public release by: Executive Branch Manager Ext: [79703MS Teams](#)
Contact Officer name: [Su-Wild-RiverRodney Dix](#) Ext: [71191MS Teams](#)
Lead Directorate: Chief Minister, Treasury and Economic Development
Objective Ref: 24/139816

Portfolio: Planning & Sustainable Development

TOPIC: Big Splash Water Park, Macquarie

Talking Points:

- Big Splash is a privately owned recreational facility. The Crown lease permits use including an aquatic and indoor sports and recreation centre and an unlicensed family restaurant.
- The lease requires the owner to maintain, repair and keep the premises in repair to the satisfaction of the Territory Planning Authority.
- Access Canberra is engaging with the owner about the safety of the site and the future of the recreational facility.
- Due to immediate safety concerns Access Canberra liaised with the Owner who has advised that quotes have been obtained for the fencing. The owner intends to fully fence the property with a Colourbond fence.
- Whilst the date of completion for the fence is **unknown** the matter is being monitored by Access Canberra inspectors.
- If members of the community observe concerning behaviour by individuals or groups accessing the site, they are encouraged to report incidents to Crime Stoppers on 1800 333 000 or online via its website www.crimestoppersact.com.au. For any planning related concerns, the public can contact Access Canberra via its website.

Portfolio: Planning & Sustainable Development

TOPIC: Brindabella Christian College Planning Issues

Talking Points:

- Brindabella Christian Education Limited, the lessee of the Brindabella Christian College (BCC) land, appealed the ACAT decision to close the car park in the Supreme Court and obtained a stay order permitting its use.
- Since then, an administrator was appointed to BCC and the school has now been sold to Christian Community Ministries (CCM).
- ACT Education Directorate (ACTEDU) has organised a network of relevant ACT Government agencies to provide CCM with updates and advice on any residual regulatory compliance actions that remain outstanding when BCC was in operation with the previous owner.
- Access Canberra, as delegates of the Chief Planner, and ACTEDU met with representatives of CCM in late May and outlined the history of the Controlled Activity Order (CAO) for the carpark and issues with the Development Approval conditions issued over the site.
- Access Canberra will continue to engage with CCM with assistance of ACTEDU and have provided information and documents to assist with their ongoing work to progress any outstanding compliance matters.
- CCM have been proactive in engaging in this matter and Access Canberra is satisfied with the current engagement and understanding of CCM in relation to the legal matters surrounding the carpark.
- While the matter is being resolved with the new ownership previous court proceeding decisions are still in force meaning that **the carpark can remain open while the matter is before the Courts** or until a resolution is achieved with new ownership.
- The ACT Government is aware of community concerns regarding a third demountable placed along Brigalow Street that was constructed without Building Approval. BCC has since obtained a **Building Approval** for this structure; but a **Certificate of Occupancy and Use** has not been issued.

Planning and Sustainable Development

TOPIC: Construction Occupations Licensing

Talking points:

- Assessment for builder licence applications is complex, involving analysis of work history, interviews, exams and review of qualifications. This is essential to ensure builders in the ACT are suitably qualified and experienced to undertake their jobs.
- The 'Construction Licences' section of the Planning website advises that a builder licence application assessment takes at least four weeks.
- Licence applications from apprentices who have recently completed their electrical or plumbing apprenticeships are processed within 21 days if they are submitted within 14 days of the apprentice receiving their certificate and transcript. This supports those applicants in cases where such a pay increase is not granted by their employer until they are issued with their tradesperson licence. This also assists the community by having more licensed skilled labour available.
- In 2023-24, there were a total of 4,642 active builder licences in the ACT, with 696 new licences issued within the financial year.
- As at **13 June 2025**, **292 builder licencing applications** were pending assessment, most assessments are completed within four weeks.
 - The oldest application of those pending for interstate applicants was received **27 May 2024**.
 - The oldest application of those pending for applicants in the ACT and surrounding region was received **2 June 2025**.
- The above timeframes reflect the complexity and rigour of the assessment process.
- In issuing a licence, it is critical that applicants provide full evidence that they have the qualifications and necessary experience to undertake the work permitted under their licence. Where delays occur, it usually relates to the applicant being able to provide evidence of the skills and experience for their particular licence application.
- If a builder has a concern about the status of their application, they can contact CWPL@act.gov.au for assistance or call 02 6207 8096.

Portfolio: City and Government Services

TOPIC: Library Closures

- In the 2025-26 FYTD (28 July) Libraries ACT have had 2 ad-hoc branch closures, both due to staff shortages because of unplanned absences:
 - Erindale and Kippax, Monday 28 July 2025.
- In the 2024-25 FY ~~to date (17 April 2025)~~, Libraries ACT ~~have had~~ 102-108 ad-hoc branch closures. Of these closures:
 - ~~79-89 were have been~~ full-day closures ~~due to staff shortages~~;
 - ~~18-19 were have been~~ part-day closures ~~due to staff shortages~~; and
 - 5-5 of the above were due to unexpected events outside the control of Libraries ACT such as heating, ventilation and air conditioning issues, power and water outages.
- Each public library has experienced at least one closure over the period, with ~~r~~
- ~~The most often closed sites have been~~ Gungahlin (21), Erindale (14), and Belconnen (~~12~~13) experiencing the most.
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- Libraries ACT works hard to ensure unplanned closures are kept to a minimum and only closes branches when necessary. An example of this includes when decreased staffing levels on a given day are not sufficient to operate a viable service. This is difficult to predict when unscheduled absences occur along with planned staff leave.
- Where branches open with a lower operating number for consecutive days, a backlog of tasks, including returns, reservations, Home Library Service and Mystery Box selections as examples, can arise.
- Where necessary, a branch may remain closed to provide staff with the opportunity to catch-up this work so risks of further service disruption can be mitigated.
- Libraries ACT aims to avoid consecutive closures of the same branch to minimise community disruption.

Cleared as complete and accurate:

01/05/2025 18/06/2025

Cleared for public release by:

Deputy Director-
General Executive Group
Manager

Ext: MS Teams

Contact Officer name:

Peta Harding

Ext: MS Teams

Lead Directorate:

Transport Canberra and City
Services City and
Environment

Objective Ref:

25/0245888

QUESTION TIME BRIEF

- Consideration is also given to programming, community room bookings and level of patronage when assessing branch closures.
- ~~Libraries~~ ACT recognises the impact these closures have on the community and is exploring multiple avenues to improve reliability of service and address the root causes behind unplanned closures.
- Libraries ACT has completed onboarding of recently onboarded 2434 casual staff. This pool of staff will be utilised to help try to lower ad-hoc branch closures going forward.
- At the end of June 2025, Libraries ACT headcount was 126.

Assembly Resolution

- ~~The Government is responding to this Assembly Resolution in two parts. An update on the Libraries ACT Strategic Plan was tabled on Thursday 9 April and an update on resource financial modelling will be tabled in the 13-15 May sitting week.~~

Independent Working Group

- In response to unplanned closures across Libraries ACT branches, I initiated an Independent Working Group to examine the root causes behind service reliability issues.
- I directed the Group to work ~~hand-in-hand~~ together with staff, unions and other similar areas of Government in order to produce reasonable and actionable recommendations to address the issues.
- The Group has begun it's work and is currently assessing a wide range of data and information alongside meetings been undertaking with staff across Libraries ACT.
- The Working Group will aim to deliver a report on findings in the coming ~~months~~ weeks.

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Cleared for public release by: Deputy Director-
General Executive Group
Manager Ext: MS Teams
Contact Officer name: Peta Harding Ext: MS Teams
Lead Directorate: Transport Canberra and City
Services City and
Environment
Objective Ref: 25/0245888

Portfolio: Gaming Reform

ISSUE: Regulatory Environment

KEY MESSAGES

- As of 1 June 2025, there were **3395** gaming machines in operation across 39 ACT venues. Approximately 99% of these are operated by ACT clubs. Only 30 machines are operated by hotels/taverns.
- In the ACT, Electronic Gaming Machines (EGMs) are networked together at the club or venue level and report to Venue Management Systems. There is no direct connection between venue systems and government systems.
- Gaming machines in the ACT conform to an older technology known as X-series. NSW currently operate the largest X-series based gaming machine market in Australia.
- The ACT currently has an arrangement which leverages NSW testing in our approvals.
- As of 31 March, there were **87,789** EGMs in operation in NSW across 2143 venues. Approximately 74% of these were operating in NSW Clubs, with the remaining 26% in hotels.
- NSW is currently considering several changes linked to its own regulatory reforms which may have a significant impact on the ACT gaming machine market.
- The ACT is continuing to work closely with NSW in relation to approvals.

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Cleared for public release by:	Chief Executive Officer	Ext: 70252
Contact Officer name:	Giuseppe Mangeruca	Ext: 70252
Lead Directorate:	Chief Minister, Treasury and Economic Development	
Objective Reference:	24/139816	

Background Information

- The Gambling and Racing Commission (the GRC) is an independent statutory authority responsible for, among other things, the regulation of gaming machines in the Territory.
- As of 1 June 2025, there were **3494** gaming machine authorisations and **3395** gaming machines in operation across ACT venues. The majority of these are operated by ACT clubs. Only 30 machines are operated by hotels/taverns.
- In the ACT, Electronic Gaming Machines (EGMs) are networked together at the club or venue level and report to Venue Management Systems (VMSs). These VMSs vary in their design and capability.
- There is no direct connection between venue systems and government systems. In order to maintain oversight, the GRC requires regular reporting out of these venue-level systems which it then utilises to audit machine activity. In-person audits may also be conducted on machines to verify their settings.
- The reporting format and data available to the GRC is determined by the machine technology. Gaming machines in the ACT conform to an older technology known as X-series. X-series, by virtue of its simplicity, is the only technology currently available in the Australian market adapted for operation in a fully manual unconnected regulatory environment as exists in the ACT.
- Due to the age and limitations of X-series, many other Australian jurisdictions have begun moving away from it.
- Historically, the ACT has had the benefit of being located within NSW which has operated the largest X-series-based gaming machine market in Australia. The ACT currently has an arrangement which leverages NSW testing in our approvals.
- The majority of current market support for the machines in the ACT comes as a side effect from its relation to the NSW market.

NSW Gaming Machine Reforms

- As of 31 March, there were **87,789** gaming machines in operation in NSW across 2143 venues. Approximately 74% of these were operating in NSW Clubs, with the remaining 26% in hotels.
- On 26 October 2022, the NSW Crime Commission released a report following 'Project Islington', an inquiry into money laundering via EGMs in NSW Hotels and Clubs.
- A key finding of the Inquiry was that a significant amount of money put through poker machines in NSW venues was the proceeds of crime, or 'dirty money'. The inquiry also found that the level of data captured by the NSW Central Monitoring System (CMS) was not sufficient to identify suspicious money laundering activity.
- The report recommended that the NSW Government introduce a mandatory cashless gaming system to minimise EGM related money laundering within pubs and clubs and create a legislative or regulatory framework requiring certain standardised data be maintained for EGMs to better flag suspected money laundering.

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QUESTION TIME BRIEF

- Following this, on 13 July 2023, the NSW Government established the Independent Panel on Gaming Reform. The Panel oversaw a cashless gaming trial on EGMs in a range of venues across NSW whilst also examining a range of harm minimisation and gaming reform opportunities.
- In November 2024, the Panel delivered its Roadmap for Gaming Reform to the NSW Government.
- The report makes numerous recommendations, notably that the NSW Government introduce a mandatory statewide account-based gaming system. This account-based gaming system should comprise a statewide integrated system that links to a centralised database for players.
- The report is notably agnostic on the underlying technology to give effect to these recommendations; however, it is evident that changes would be required to the NSW CMS as the current underlying infrastructure for monitoring and regulating machine use in the state.
- The report drew notable criticism from industry bodies, particularly on what was perceived as an ambitious timeline. The NSW Government has acknowledged but not yet made formal comment on the report.

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Portfolio: City and Government Services

TOPIC: Timeframes – Motor Vehicle Dealers, Occupational Licensing, Working with Vulnerable People and Driver Licence Medicals

[If asked about Occupational Licensing](#)

[If asked about Working with Vulnerable People](#)

[If asked about Driver Licence Medicals](#)

Talking points: Occupational Licensing

[Access Canberra occupational licence issue timeframes.](#)

- Over the past 12 months, there have been periods of time where the processing of occupational licenses has not always met the expectation of the community and stakeholder groups.
- Often the increased timeframes for a licence approval are outside of the control of Access Canberra.
- Applicants are encouraged to have all the necessary documents ready before applying for a licence or registration. Access Canberra’s Business Assist team is available to support and guide businesses in this process.
- Target timeframes for occupational licences are published on the [Access Canberra website](#) for public awareness.

Key Information

- From 1 July 2024 to ~~31 May 2025~~ [22 July 2025](#), average processing timeframes for common occupational and business licences were:

Application Type	New Applications	Renewal Applications
Real Estate Agents	4451	7172
Assistant Agents	4140	8887
Security Employees	5652	2726
Traders	5148	2321
Liquor Licence (new)	132155	N/A
Tobacco Licence (new)	1520	1

Cleared as complete and accurate: [18/06/2025](#)

Cleared for public release by: [Executive Branch Manager](#)
[Executive Group Manager](#)

Ext: [53732MS Teams](#)

Contact Officer name: [Derise Cubin](#)
 Lead Directorate: [Chief Minister, Treasury and Economic Development](#)
[City and Environment](#)

Ext: [53732MS Teams](#)

Objective Ref: [24/139816](#)

Background Information

- **Public consultation:**

- Several business licences and permits facilitated by Access Canberra require mandatory public consultation, enabling members of the general public and identified stakeholders to make submissions on proposed licensees for consideration as part of any licensing decision;
- This requirement influences overall licence processing timeframes. Consultation periods vary based on licence or permit type, but are typically around 2-4 weeks;
- This includes liquor licences (minimum of 30 days) and public unleased land permits (15 days).

- **Security licences:**

- Security licence applications include a mandatory requirement for the provision of a fingerprint verified police check;
- This requirement provides for higher confidence in authentication of documents to assess personal suitability to hold a security licence. Fingerprint services are limited to being offered by Access Canberra.

- **Liquor licences:**

- Applicants typically make an application several months in advance of opening their premises;
- This is often prior to being able to demonstrate that the premise meets the suitability requirements as set out in the Liquor Act. Access Canberra works with the applicant to ensure that the premise will be suitable for the issue of a liquor licence.
- As a result, this can make it seem as though the average processing time for a liquor licence is high.

Talking points: Working with Vulnerable People

[Working With Vulnerable People](#)

- The Working with Vulnerable People (WWVP) scheme is administered by the Commissioner for Fair Trading, who is bound by strict provisions relating to protected information about applicants or registrants.

Cleared as complete and accurate: **18/06/2025**
Cleared for public release by: [Executive Branch](#) Ext: [53732MS Teams](#)
[Manager Executive Group](#)
[Manager](#)
Contact Officer name: Derise Cubin Ext: [53732MS Teams](#)
Lead Directorate: [Chief Minister, Treasury and Economic Development](#)
[City and Environment](#)
Objective Ref: 24/139816

QUESTION TIME BRIEF

- As such, quite appropriately, I have no knowledge of individual cases or WWVP applications.
- Almost one in four Canberrans are registered under the WWVP scheme. Currently there are over **1702,000** active registrations.

[If asked about processing times](#)

- The average processing time (as at **2116 Julyne 2025**) for a straightforward application was **1721** business days.
- Applications that require risk assessment, receipt of additional information from other entities and/or jurisdictions, or have pending legal considerations, can take additional time to process. These can exceed 60 working days.
- Application processing times are published on the Access Canberra website.
- The WWVP application and renewal process is designed to reduce the risk of harm to vulnerable people. Access Canberra carefully considers if approving an application is in the best interests of vulnerable people and this does take time.

[If asked about amendments to legislation](#)

- Canberrans are able to obtain a single registration to work or volunteer with children and vulnerable people, including NDIS services that require a worker clearance.
- A WWVP registration is valid for ~~and will now only need to apply to renew their registration every~~ 5 years.
- All WWVP registration holders are subject to continuous monitoring throughout the duration of their registration.

Talking points: Driver Licence Medicals

[Driver Licence Medical Timeframes and Issues](#)

- Access Canberra in its delegated capacity as the Road Transport Authority (RTA), is responsible for Driver Licence related matters, including monitoring medical restrictions and requirements of drivers in the ACT. It is also responsible for notifying a licence holder of the relevant licensing requirements and outcomes of any assessments of their fitness to drive.

Cleared as complete and accurate: **18/06/2025**

Cleared for public release by:

~~Executive Branch~~
~~Manager Executive Group~~
~~Manager~~

Ext: ~~53732MS Teams~~

Contact Officer name:

Derise Cubin

Ext: ~~53732MS Teams~~

Lead Directorate:

~~Chief Minister, Treasury and~~
~~Economic Development~~
~~City and Environment~~

Objective Ref:

24/139816

QUESTION TIME BRIEF

- The requirement for a medical assessment/eyesight test applies to public vehicle drivers, motorists aged 75 years and over, drivers requiring corrective lenses (spectacles/contact lenses), and motorists with one or more medical condition such as heart disease, diabetes, epilepsy, muscular skeletal conditions, and cognitive disorders.
- A medical assessment/eyesight test is one element in a suite of road safety measures and is an important regulatory tool to safeguard all road users.
- ACT driver licence holders are required to report to Access Canberra any long-term or permanent injury or illness (including a visual condition) that may affect their ability to drive. Access Canberra may also receive reports from medical professionals and police.
- Once a condition has been reported it will be assessed against the nationally approved Assessing Fitness to Drive Guidelines. The nature of the medical condition will determine the action taken by Access Canberra and if required the frequency in which a licence holder must provide a medical assessment form to Access Canberra.
- It is important for all road users, including the drivers themselves, that if they have a medical condition it is disclosed to Access Canberra and managed – this includes ensuring documentation on eye and medical tests are provided for assessment.

[If asked about individual customers' providing necessary paperwork and it not being processed in time, resulting in licence suspension.](#)

- Access Canberra manages over 60,000 drivers annually with a medical or visual condition applied to their driver licence. This number has more than tripled over the past 15 years as Canberra's population grows and ages.
- Given this number, automatic driver licence suspension notifications are the best way to mitigate the very real safety risks of people driving with medical conditions that need to be monitored by a medical professional.
- Because suspension letters are sent by post, there is sometimes an overlap between when an automatic letter is sent, and relevant paperwork being processed.

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Cleared for public release by:

Executive Branch
Manager Executive Group
Manager

Ext: 53732MS Teams

Contact Officer name:

Derise Cubin

Ext: 53732MS Teams

Lead Directorate:

Chief Minister, Treasury and
Economic Development City
and Environment

Objective Ref:

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QUESTION TIME BRIEF

- Driver licence medical and eye tests currently submitted to Access Canberra are entered into the driver licence system (rego.ACT) through a manual process.
- Access Canberra is progressing work to introduce an online option for the submission of medical and eye test forms which would allow for medical practitioners/optometrists to directly submit the forms into the rego.ACT system, thereby eliminating a range of manual processes.
- An interim measure to automatically record medicals received, and prevent clients being incorrectly suspended while the medical is processed by staff has been implemented.
- As at **11 June 2025** there are **196** driver licence medicals to be processed that are past their due date. There are **449** letters waiting to be drafted and sent imposing licence conditions or requiring further specialist reports, with the oldest matter dated **6 May 2025**.
- If any members of the community feel they have received a driver licence suspension notice in error, or would like to discuss their medical assessment status, they should contact the Access Canberra medical monitoring team by calling (02) 6207 7002, or via email rusmedicals@act.gov.au.

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18/06/2025

Cleared for public release by:

~~Executive Branch~~
~~Manager Executive Group~~
~~Manager~~

Ext: ~~53732MS Teams~~

Contact Officer name:

Derise Cubin

Ext: ~~53732MS Teams~~

Lead Directorate:

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~~City and Environment~~

Objective Ref:

24/139816

Portfolio: City and Government Services

TOPIC: Traffic Camera Expansion

[If asked about road safety](#)

[If asked about enforcement](#)

[If asked about options to manage infringements](#)

[If asked about community engagement](#)

[If asked about registering a vehicle](#)

[If asked about statistics](#)

[If asked about updating contact details with Access Canberra](#)

[If asked about the expansion of the network](#)

Talking points:

- To improve road safety outcomes in our community, in August 2024 the ACT Government introduced a new pathway for the detection of unregistered vehicles being driven on our road network (Traffic Camera Expansion project phase 1).
- Drivers detected committing traffic offences by the road safety camera network now also have their vehicle details checked for whether their registration is up to date.
- No new offences were introduced, only an additional pathway for the detection of unregistered vehicles through the existing traffic camera network.
- The detection of unregistered vehicles is the latest phase in the ACT Government's commitment to keeping Canberra's roads safe for all road users, which follows the commencement of infringements for mobile device detection camera offences in February 2024.
- **1393** unregistered vehicle infringements have been issued for the period 27 August 2024 to **8 June 2025**.
 - **1096 (78.7%)** of these infringements were issued to ACT vehicles
 - **297 (21.3%)** to interstate vehicles.
 - This is an average of **4.85** infringements per day.

Cleared as complete and accurate: **18/06/2025**

Cleared for public release by:

Executive Branch Manager

Ext: MS Teams

Contact Officer name:

Jodie Vaile

Ext: MS Teams

Lead Directorate:

City and Environment

Objective Ref:

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QUESTION TIME BRIEF

- Phase two of the Traffic Camera Expansion project will see the ACT Government upgrading road safety camera technology to detect seatbelt non-compliance in 2025.
- Phase three of the Traffic Camera Expansion project in 2026 will extend speed limit enforcement to all traffic cameras in the network. This phase will be delivered as part of the broader Traffic and Parking Enforcement Solution.
- All drivers are urged to ensure their vehicle registration is up to date or they risk significant fines for driving an unregistered vehicle.
 - This is on top of the fines received for committing other offences detected by the road safety cameras.

[If asked about road safety](#)

- All road users must drive safely and legally in the ACT. This includes driving or riding a vehicle that is registered and insured.
- In the ACT, if your vehicle is unregistered, it is also uninsured.
- Without registration, vehicles do not have motor accident injuries (MAI) insurance (also known as compulsory third party (CTP) insurance in other jurisdictions), which means the driver is not protected from the financial impact of causing injury or death to other road users as the result of a motor vehicle accident.

[If asked about enforcement](#)

- ACT Policing and Access Canberra vehicle inspectors currently monitor and issue infringements to drivers they detect driving an unregistered vehicle.
- ACT residents caught driving an unregistered vehicle face a fine of \$700 since August 2024.
- The assessment of registration details will be undertaken when processing other traffic infringements.
- Additional penalties for driving uninsured will be implemented following legislative amendments planned for 2025.
- A person who receives an infringement notice can manage it via the Access Canberra website.

QUESTION TIME BRIEF

If asked about options to manage infringements

- There are multiple ways for Access Canberra to assist people in managing their infringement notice, including avenues to specifically assist vulnerable people.
- Requests to withdraw an infringement notice are considered in accordance with the *Road Transport (General) Withdrawal of Infringement Notices Guidelines 2019 (No 1)* and can be lodged via the Access Canberra website.
- Infringement plans are available for individuals who may need assistance in managing infringement debt. That repayment amount can vary depending on circumstances. \$10 per fortnight is the minimum repayment amount.
- Vulnerable people may apply for a waiver to remove the financial component of the infringement notice or apply to complete an approved community work or social development program to reduce the financial amount owed.
- This information is displayed on every infringement notice.

If asked about community engagement

- In June 2024, there was a media announcement about the Traffic Camera Expansion project - [Canberra traffic cameras to check rego details - Our Canberra](#).
- On the 7 June 2024 we wrote to ACTCOSS and Care Financial as community and financial support stakeholders to advise them of the new process and inform them of financial support options for vulnerable Canberrans.
- On the 12 June 2024 we wrote to road and transport stakeholders, NRMA and Office of Road Safety, to advise them of the new process and what happens if drivers and corporations are infringed.
- On 14 June 2024 we wrote to ACT Cabs, Uber, 13WATS and Didi as taxi and rideshare providers to advise them of the new process and what happens if drivers and corporations are infringed.
- Targeted communication was prepared for unregistered vehicle operators. Unregistered vehicle operators were sent up to two pieces of direct communication from Access Canberra – an SMS message where relevant, and an email or posted letter.

QUESTION TIME BRIEF

- Between 25 - 31 July 2024, correspondence was sent to the last known operators of vehicles that had been unregistered in the ACT for between 14 days and 2 years.
- Approximately 59,500 recipients received an email or a letter via Australia Post. Approximately 46,000 of these recipients also received an SMS.

Note: the SMS recipients are the same cohort of email and letter recipients.

[If asked about registering a vehicle](#)

- You can renew registration for most vehicles online if it has been unregistered for less than 12 months.
- You can renew your vehicle registration for 3 months, 6 months or 12 months at a time, which can assist in spreading the registration cost over the year.
- If your vehicle has been unregistered for more than 12 months, it will require a roadworthy inspection, and you will need to visit an Access Canberra Service Centre to establish the vehicle registration.
- You can also check the registration status of your vehicle online and sign up for email and SMS reminders, so you will know when your registration is due for renewal.

[If asked about statistics](#)

- The number of “Renew Registration”/”Dealer Renew Registration” transactions for each month since the start of FY 23/24 are as follows:

Month	Jul 23	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23
Renewal Registration Transactions	49,706	51,269	49,019	50,838	48,386	44,993
	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24
	49,903	50,239	50,930	51,378	48,648	52,538

Month	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24
Renewal Registration Transactions	54,923	52,830	49,260	53,995	48,611	46,686
	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25
	51,355	50,382	52,316	52,074	53,609	-

- The number of registration renewals peaked in June, July, and August 2024, coinciding with increased communications about unregistered vehicle infringements.

QUESTION TIME BRIEF

- The average number of registration renewals in the FY24/25 to date is **51,458** per month, which is **3.8%** percent higher than the average of **49,574** per month for the same period in FY23/24. This increase indicates a positive response to ongoing efforts to improve road safety and ensure vehicles are properly registered.

[If asked about updating contact details with Access Canberra](#)

- It is important to keep all your details up to date with Access Canberra so you won't miss any important reminders.
- You can update your contact details online or by calling 13 22 81. You do not need to visit a service centre.
- If you have an ACT driver licence, or an ACT registered vehicle, you have 14 days to let us know of any change of address (this includes residential, postal and garaging address).

[If asked about the expansion of the network](#)

- As part of the ACT Road Safety Action Plan, the ACT Government supports the rollout of additional features of the Mobile Device Detection Cameras, including their ability to detect unregistered vehicles, seatbelts and speeding.
- The ACT is planning to implement these additional capabilities progressively on our road network throughout 2024 – 2026.

Portfolio: Planning & Sustainable Development**TOPIC:** Unclean Leasehold and Vacant Blocks**Talking points:**

- Access Canberra inspects blocks in the ACT in accordance with the *Planning Act 2023* (the Act). Inspections consider the lease state in relation to rubbish visibility, building completion timeframe, and adherence to the Crown Lease provisions.
- Access Canberra assesses risks to the public, including securely fenced vacant blocks, review building approvals and compliance with Crown Lease provisions. Crown Lease requirements apply to rural, residential, and commercial leases.
- Leases contain development covenants, construction timeframes, and potential termination clauses for non-use for more than one year.
- Generally, a new block owner has 12 months to commence development and 24 months for completion, but this time can be extended under section 374 of the Act. Blocks may remain undeveloped for various reasons such as inclement weather, or delays with securing funding, materials or a builder.
- Crown lease requirements vary and are assessed on a case-by-case basis.
- The ACT Government introduced regulations in 2024 to better manage block cleanliness, improving the capacity of the Territory Planning Authority to investigate complaints about unclean blocks.
- Community concerns about an unclean or vacant block can be reported via Fix My Street, the feedback forms on the Access Canberra website or calling Access Canberra on 13 22 81.
- Access Canberra actively reviews undeveloped blocks and considers regulatory options for blocks undeveloped for a long period of time.
- The public can check lease conditions and responsibilities either on the Planning website or by contacting Access Canberra.
- I can take specific block details on notice but if a block is under compliance action or investigation, the information I can provide may be limited for privacy and protection of regulatory actions.



‘Site Inspections’ Canberra Video

Talking points

- I am aware of the video purporting to show alleged building defects at a Canberra property.
- Access Canberra **has engaged with the owners and the builder about** the matters raised in the video.
- I understand that the certifier for the property has engaged with the builder about some of the issues raised. This shows that our system is working – that the private certifier is raising issues with the builder so that they can be fixed before construction is complete.
- The *Building Act 2004* sets out what is considered building work. Unfinished paintwork and other ‘fit and finish’ matters are not building work and are not regulated under this Act. I am advised that quite a number of alleged defects noted in the video are not considered building work.
- Access Canberra is assessing and investigating the complaint in line with the **Access Canberra Regulatory Complaint and Investigation Policy** and its other policies.
- If a member of the community has a complaint about building or planning matters, I encourage them to contact Access Canberra via the website or by phoning 13 22 81.



TransUrban Incorrect Fines

Talking points

- ACT motorists have been incorrectly charged tolls for trips on NSW motorways.
- ACT licensed vehicles with the same licence plates as NSW motorists have been incorrectly identified and charged for trips on motorways not taken by them.
- Transurban – operates a toll management company called Linkt.
- Linkt are providing full refunds for impacted customers, plus an additional payment which recognises the inconvenience caused and time taken to resolve.
- ACT motorists can contact Linkt on 1300 381 570 if they have been charged for trips they didn't take.
- Access Canberra's Commissioner for Fair Trading has requested information from Linkt about how they will address the incorrect charging for ACT licensed vehicles.
- The Commissioner will assess the response received from Linkt to determine if any action it should take on behalf of ACT motorists.

Key Information

- Under the Australian Consumer Law, any information or claim that a business provides about its products or services must be accurate, truthful and based on reasonable grounds.
- In making claims, businesses should be able to back up claims with facts and evidence.
- The function of the Commissioner is set out in section 33 of the *Fair Trading (Australian Consumer Law) Act 1992 (ACT)*.
- The Commissioner is responsible for regulating the Australian Consumer Law in the ACT.
- The Commissioner is committed to assisting and protecting the ACT community by taking a risk-based compliance approach that targets areas where the risk of harm, unsafe practices or misconduct are the greatest.

Cleared as complete and accurate:

28/08/2025

Cleared for public release by:

Executive Group Manager

Ext: MS Teams

Contact Officer name:

Louise Bassett

Ext: MS Teams

Lead Directorate:

City and Environment

Background Information

- The ACT Government does not impose fines in relation to unpaid toll notices, nor are there any toll roads within the ACT.
- All road safety camera and parking fines issued in the ACT are reviewed, adjudicated and issued by an authorised officer within Access Canberra.
- Authorised officers cross reference number plate and vehicle details against the vehicle in person, or displayed in evidentiary images, prior to an infringement being issued.
- While it is rare, there is always the possibility of human error resulting in an incorrect infringement being issued in the ACT.
- If a person believes they have been incorrectly issued an infringement notice in the ACT, they can seek a review by applying through the Access Canberra website.
- If the issue cannot be resolved online, or if further support is required, we encourage our customers to call Access Canberra on 13 22 81 or to visit a Service Centre.
- NSW Government has established (1 July 2025) the NSW Motorways office to manage issues related to toll roads.
- In addition to other dispute resolution mechanisms, the NSW Government is setting up an industry wide toll customer Ombudsman to provide motorists with a single point of contact to escalate complaints about any toll road on the network.

Cleared as complete and accurate:	28 August 2025	
Cleared for public release by:	Executive Group Manager	Ext: MS Teams
Contact Officer name:	Louise Bassett	Ext: MS Teams
Lead Directorate:	City and Environment	



2025-26 Budget Initiative Description – 2025 liquor licence fee reductions

Talking points

Supporting local hospitality venues and supporting local artists in local venues – liquor licence fee reductions



	2025-26	2026-27	2027-28	2028-29	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Revenue forgone	400	407	0	0	807
Net cost of services	400	407	0	0	807

The Government will support local hospitality businesses and venues and encourage more live music and entertainment, by building on existing reforms and reducing annual liquor licence fees by 50 per cent for two years:

- for restaurants and cafes with occupancies between 81 and 150 people, and businesses with a General Licence with occupancies between 21 and 150 people; and
- for eligible licensed venues with occupancies between 151 and 350 people who regularly showcase live music, artists and other cultural activities, upon approved application.

This initiative contributes to the wellbeing domain of Economy.

Key information

- The budget initiative is contained in Chief Minister and Economic Development Directorate new initiatives section of the 2025-26 Budget Outlook [here](#).
- The expanded liquor licence fee reductions have been announced as part of a broader package of support measures to help businesses impacted by construction work associated with Light Rail Stage 2A.
 - However, these reductions apply to **all** eligible hospitality businesses and venues across Canberra.

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Cleared for public release by: Executive Group Manager

Ext: MS Teams

Contact Officer name:

Jodie Vaile

Ext: MS Teams

Lead Directorate:

City and Environment

- In addition to supporting businesses, these reforms support businesses to invest in hiring local artists and performers, encourage appreciation of and support for the arts, and provide increased opportunities for community engagement with arts and culture.
- The commencement of these reforms delivers key 2024 night-time economy election commitments.
- These reforms are in addition to the significant suite of reforms supporting NTE businesses implemented in 2024 (see QTB on NTE).

Financial benefits to businesses of new reforms

- Reform one: for a restaurant licensed to midnight with an occupancy of 150 people the annual licence fee has automatically been reduced to **\$875**;
- Reform two: A general licence holder with 2am trading hours and an occupancy of 250 people would see the annual licence fee of \$14,074 halved to \$7,037 upon successful application.

Take up of new reduction

- As of 1 July, the take up of reductions in annual licence fees for restaurant, café and general licences:
 - 160 licenced restaurant and cafes with occupancies between 81-150 people had their licences automatically reduced by 50 per cent; and
 - 33 businesses with a General licence and occupancies between 21 and 150 people had their licence renewal fees reduced by 50 per cent.
- **As of 22 August 2025, 11 applications** have been received for the 50 per cent reduction for eligible licensed venues with occupancies between 151 and 350 people who regularly showcase live music, artists and other cultural activities. Of those applications:
 - **9** have been approved; and
 - 2 have been refused for a reduction due to occupancy loading levels higher than 350.
- Advice on applications:
 - the expanded reforms have only been in place since 1 July 2025. Based on patterns observed from the 2024 reform, approximately half of all applications received in the first year were made 4-8 weeks after reform implementation;
 - the administrative burden to applying is relatively low, though is it still anticipated that collating the evidence to meet the Guidelines may see venues delaying their applications in the meantime.

Liquor fee reductions and occupancy levels:

- In relation to the reform to support venues that regularly showcase artists, musicians and other cultural activities, the occupancy level of 350 was set to align to the existing fee occupancy categories included in the *Liquor (Fees) Determination 2025*.
- These reforms are an extension of the existing reforms to provide more support to small to medium sized hospitality businesses and venues that are critical to Canberra's NTE and supporting local artists and performers and the Canberra community.

- The new reforms balance supporting small to medium venues to thrive and the diversification of businesses operating in the night-time economy with the need for harm minimisation considerations.

Relationship to reforms introduced in 2024:

- These reforms are an extension of the existing reforms, but the level of discount for these new reforms has changed.
- The reforms introduced in 2024 will remain in place unchanged. I.e:
 - reducing licence fees for small cafés and restaurants (capacity of 80 persons or less) by 50 per cent and automatically allowing them to trade to 2:00am at no further cost;
 - reducing licence fees for general licences with very low occupancies (20 persons or less) by 80 per cent;
 - reducing licence fees for bars with very low occupancies (30 persons or less) by 80 per cent; and
 - cutting liquor licence fees by 80 per cent for venues with an occupancy of 150 people or less that showcase artists and musicians.
- Businesses that have received automatic liquor licence fee reductions can also apply for liquor fee reductions if they regularly showcase live music, artists and other cultural activities and meet eligibility requirements.

Relationship to Artist Registry:

- The reforms will be supported by the artsACT Artist Database which was launched in February 2025. It connects businesses wishing to showcase cultural events with local artists. Artists are invited to self-nominate through the artsACT website ([Media release with link](#)).

Background information

Costings

- The breakdown of costings by reform are as follows:

Breakdown of expenses	2025-26	2026-27	Total
Fee reduction for Restaurants, Cafes (81-150 capacity) and general licences (21-150 capacity)	217	222	439
Fee Reductions for eligible venues with capacity of 151-350 that host live music, entertainment and other cultural activities	183	185	368
Total revenue foregone	400	407	807

- The revenue foregone forecasts are based on a number of assumptions that align to the Treasury costings of the 2024 Election commitments ([LAB034](#)). This includes the indexation (WPI) rate; growth rate in liquor licences, take up rates.
- The actual revenue impacts are subject to actual growth rates in applicable licences and the take up rates for fee reductions from eligible venues that host live events.
- In particular, the actual WPI set by Treasury for 2025-26 has been set lower than was assumed when preparing the business case.

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 Cleared for public release by: Executive Group Manager Ext: MS Teams
 Contact Officer name: Jodie Vaile Ext: MS Teams
 Lead Directorate: City and Environment

Further information

- The 2025 liquor licence reforms have been acknowledged here: [Access Canberra Liquor licences webpage](#).
- Details of the 2024 NTE reforms can be found here: [ACT Law Reforms](#).

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Contact Officer name: Jodie Vaile Ext: MS Teams
Lead Directorate: City and Environment

Access Canberra 2025-26 Budget Initiatives

Talking points

Initiative Titles – Access Canberra led	
1	<p>Investing in public services – Strengthening Access Canberra's service delivery – Budget Outlook, pg 104</p> <p><i>CMTEDD E03 – Access Canberra Business and Regulatory Improvement Program</i> <i>CMTEDD E14 – Development of Access Canberra’s licensing capability</i></p>
2	<p>Modernising our traffic and parking systems – Budget Outlook, pg 105</p> <p><i>CMTEDD E04 – Modernising our traffic and parking systems</i></p> <p><i>CMTEDD C03 – Continuity and uplift of Road Transport ICT Systems</i> NOTE: Combined initiative with <i>TCCS R01 – Rationalisation of pay parking fees and parking permit fees.</i></p>
3	<p>Expanding driving safety assessments – Budget Outlook, pg 101</p> <p><i>CMTEDD E05 – Improving Safety of Drivers – Driver Licence Medical Assessments</i></p>

Initiative Titles – Other Directorates	
1	<i>CMTEDD E21 - Sustainable Household Scheme Extension</i>
2	<i>CMTEDD E06 - Supporting local hospitality venues and supporting artists in local venues - liquor licence fee reductions</i>

Investing in public services – Strengthening Access Canberra's service delivery



	2025-26	2026-27	2027-28	2028-29	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Capital	593	0	0	0	593
Net capital	593	0	0	0	593
Depreciation	0	119	119	119	357
Expenses	11,871	3,495	731	742	16,839
Offset – Savings – Provision	0	-5	-5	-5	-15
Offset – Revenue	-865	-994	-1028	-996	-3,883
Net cost of services	11,006	2,615	-183	-140	13,298

NOTE: a portion of the revenue recorded against this initiative will be impacted due to the government decision to review the WWVP scheme's sustainability prior to the introduction of an \$11 fee for WWVP volunteer applications. The financial impact is forecast to be \$154,000 forgone in 2025-26, and pending further government decisions, up to \$888,000 over four years.

As per the published Budget Papers: The Government will provide substantial support for Access Canberra to continue to deliver high quality services to the Canberra community. This funding will support Access Canberra in meeting significantly increased community demand for the Working with Vulnerable People (WWVP) Scheme and maintain regulatory compliance with Payment Card Industry Data Security Standards.

The Government will also support the expansion of the Common Licensing Capability (CLC) platform to a further 20 licence types across construction, water and community licences. Evaluation of the CLC solution for potential extension to other business and occupation licences outside Access Canberra will also be undertaken.

This initiative builds on recent Government actions in this area including the 2024-25 Budget initiative Streamlining IT processes for Access Canberra and Improving Building Quality and Safety – property developer licensing.

This initiative contributes to the wellbeing domains of Access and connectivity, Safety and Time.

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Cleared for public release by: Executive Group Manager
Contact Officer name: Jodie Vaile
Lead Directorate: City and Environment

Ext: MS Teams
Ext: MS Teams

Breakdown of proposals incorporated in the *Investing in public services – Strengthening Access Canberra's service delivery initiative*

Funding component attributed to:

- Access Canberra Business and Regulatory Improvement Program

	• Portfolio: CGS				
	2025-26	2026-27	2027-28	2028-29	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Expenses	11,062	2,774	0	0	13,836
Revenue	-154	-259	-267	-208	-888
Net cost of services	10,908	2,515	-267	-208	12,948

NOTE: Revenue is associated with the introduction of an \$11 application fee for WWVP volunteer registrations from September 2025. As per Government's announcement on 18 July 2025 the **commencement of this \$11 fee has been deferred pending a sustainability review of the WWVP Scheme.**

Expense:

- 15 FTE for WWVP for 2 years only.
- \$1.066 million in operating expenses for WWVP (criminal history checks and physical cards).
- 1.5 FTE in 2025-26 only for PCI-DSS compliance plus \$226,080 for Digital Canberra contractors.
- \$309,134 million in operating expenses for PCI-DSS Compliance.
- \$7.950 million for 2025-26 to address staffing/operational budget pressures (approximately 50 FTE).

Further Information:

- Volunteer registrations account for approximately 45% of the WWVP scheme. Volunteer registration has been free since the commencement of the scheme in 2011. The planned \$11 fee was to cover only the direct production costs, i.e. Criminal history check and the card production/postage costs. The ACT Government will continue to absorb the full cost of these registrations, in recognition of the social and economic value volunteering contributes to the ACT community.
- Access Canberra will also work with Health and Community Services Directorate to improve the sustainability of the WWVP scheme to reduce budget pressures in the future. As of the end of May 2025, the scheme included approximately 170,000 active registrations (almost 50% of the working age population holds a registration).
- PCI-DSS compliance is a mandatory global standard that must be met to allow Access Canberra to facilitate card payments, which totalled \$467 million in 2023-24. This can include complex technical work on ICT networks and firewalls, depending on requirements. Additional staffing will supplement existing 0.5 SOGC for the PCI-DSS Compliance program.

- To ensure Access Canberra can continue delivering services to the high standard the community expects, additional base funding has been provided for one year.
- In 2023-24 Access Canberra:
 - Registered 6,023 births
 - Processed 31,456 WWVP (new and renewal) applications and 3,933 replacement cards
 - Issued 3,846 Building Approvals and 4,545 Certificates of Occupancy and Use
 - Conducted 8,163 roadworthy inspections
 - Conducted 3,238 government practical driving assessments
 - Managed 22,042 complaints and enquiries about regulated industries
 - Handled 347,150 calls via the Contact Centre
 - Completed 461,916 transactions in the Service Centre

Investing in public services – Strengthening Access Canberra's service delivery

Funding component attributed to:

- Development of Access Canberra's licensing capability – Stage 2

Portfolio: CGS and Planning and Sustainable Development

	2025-26 \$'000	2026-27 \$'000	2027-28 \$'000	2028-29 \$'000	Total \$'000
Capital	593	0	0	0	593
Net Capital	593	0	0	0	593
Depreciation	0	119	119	119	357
Expenses	809	721	731	742	3,003
Savings – Provision	0	-5	-5	-5	-15
Offset – Revenue	-711	-735	-761	-788	-2,995
Net cost of services	98	100	84	68	350

Capital:

- 3.5 FTE in 2025-26 to design and implement CLC Stage 2 capability.

Expense:

- 4 FTE ongoing for CLC product management and maintenance.
- \$100,000 for Digital Canberra to conduct a desktop-based assessment of the CLC platform for Whole of Government extensibility.

Revenue/Savings:

- Initiative to be partially offset by a 7.95% increase to *all* licence fees for occupations/registrations that use CLC platform (excluding Liquor, Professional

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 Cleared for public release by: Executive Group Manager Ext: MS Teams
 Contact Officer name: Jodie Vaile Ext: MS Teams
 Lead Directorate: City and Environment

Engineers and Developers) from July 2025. Small savings of \$15,000 over the out years can be expected with the decommissioning of obsolete databases.

NOTE: Most fees will increase by 11.55% in total, due to the addition of WPI and 0.35% increase to all regulatory fees.

Further Information:

- Approximately 22,830 individual licences across 20 occupation types are in scope for Stage 2 of the CLC. This stage will see the transition of licences housed in legacy systems including construction-related licences, work health and safety licences, water licences and the remaining trader/community licences not included in Stage 1.
- The CLC program supports Access Canberra's regulator functions and can grow to accommodate new licensing schemes (eg. Trade licences).
- CLC uses design and enterprise capabilities in a future-focused way enabling integration with systems such as ASIC and payment capabilities. It supports potential future expansion to other licence types (i.e, the design is extensible) in a cost effective and efficient manner (minimising the need for significant capital investment). An assessment conducted by Digital Canberra will determine additional potential uses across government.
- Stage 1 licences include Professional Engineers, Liquor, General Induction (White Card), Real Estate Agents and Security.
- Occupational Licence renewals are tax deductible.
- Around 30,000 licence holders will experience a 7.95% fee increase at the point of renewal due to this initiative, including:
 - Plumber, Electrician and Gasfitter to increase by \$16.20
 - Architect to increase by \$23.88
 - Builder Licences to increase by \$28.93 (Class A,B,C,D) and Owner Builder to increase by \$22.03
 - Real Estate Agent to increase by \$77.12
 - Security Licence to increase by \$11.53
- These regulatory fees will also be subject to further indexation of 3.6% due to WPI (3.25%) and an increase implemented (in 2024-25, across three years) to correct previous regulatory fee freezes. The total licence fee payable in 2025-26, for 1 year in select occupations are:
 - Plumber, Electrician and Gasfitter will pay \$227.28
 - Architect will pay \$335.09
 - Builder Licences will pay \$405.92 (Class A,B,C,D) and Owner Builder will pay \$309.07
 - Real Estate Agent will pay \$1082.00
 - Security Licence will pay \$161.00

Modernising our traffic and parking systems



Access & connectivity

	2025-26 \$'000	2026-27 \$'000	2027-28 \$'000	2028-29 \$'000	Total \$'000
Capital	3,359	423	0	0	3,782
Net capital	3,359	423	0	0	3,782
Depreciation	0	671	756	756	2,183
Expenses	3,504	309	0	0	3,813
Revenue	351	348	357	378	1,434
Revenue – Provision	0	393	817	1,315	2,526
Net cost of services	3,153	239	-419	-937	2,036

As per the published Budget Papers: The Government will continue the gradual transformation of the ACT's road transport ICT ecosystem through the development of a future state plan and modularisation strategy for the Rego.ACT system. This investment will support improving interactions with the ACT Government and enable future-proofing of the Rego.ACT system. The Government will also continue the Traffic Parking Enforcement Systems Program by undertaking a comprehensive Request for Proposals evaluation and negotiation process to replace the current traffic and parking assets, and ICT infrastructure.

In order to contribute to the cost of managing and maintaining parking infrastructure, parking and permit fees will increase by six per cent in 2025-26. The Government will also undertake a review of parking demand across key urban and town centres to support future consideration of paid parking locations and fees.

This initiative builds on recent Government investments in this area including the 2024-25 Budget initiatives Investing in Public Services – Upgrading Access Canberra's IT Systems and Modernising our traffic and parking systems – Speeding and seatbelt detection capability.

This initiative contributes to the wellbeing domains of Access and connectivity, Safety, Governance and institutions and Economy.

Breakdown of proposals within the *Modernising our traffic and parking systems* initiative

Modernising our traffic and parking systems

Funding component attributed to:

- Modernising our traffic and parking systems (TAPES)

Portfolio: CGS

	2025-26 \$'000	2026-27 \$'000	2027-28 \$'000	2028-29 \$'000	Total \$'000
Capital	452	423	0	0	875
Net capital	452	423	0	0	875

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Lead Directorate: City and Environment

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Depreciation	0	90	175	175	440
Expenses	2,854	309	0	0	3,163
Net cost of services	2,854	399	175	175	3,603

Capital:

- \$875,000 over two years to engage an inhouse solutions architect and ICT integration specialist (plus 10% contingency).

Expense:

- \$1.01 million in 2025-26 for professional advisory services (legal, probity, privacy advisors and security assessments).
- 6 FTE for two years for project/procurement management team and to undertake strategic negotiation and planning activities.
- 0.25 FTE in 2025-26 for system and business process Subject Matter Expertise to provide advice/input during the procurement phases.
- \$430,000 in 2025-26 for regulatory planning activities and policy development.
- \$250,000 in 2025-26 to engage a business analyst and Digital Canberra procurement support.

Further Information:

- Funding will support the current procurement approach which leverages external expertise to support this highly complex procurement. Work will progress as planned with contract execution end of 2025 and implementation expected to commence in mid 2026.
- The TAPES procurement approach was approved by the Government Procurement Board first in September 2023 and more recently on 5 March 2025.
- An Advance Tender Notice was released to industry on 17 March 2025 followed by a Request for Proposal (RFP) on 14 April 2025. The intent is to have a contract/s awarded December 2025.
- By 2028, the current camera fleet will be obsolete.
- The ACT uses a range of camera types (with specific software) to support safer roads. These cameras will be transitioned out, and new integrated capabilities installed as part of the TAPES procurement. Current assets include:
 - 13 fixed red light/speed cameras
 - 13 fixed speed cameras
 - 2 point to point speed camera
 - 10 mobile speed camera vans
 - 3 transportable mobile device detection cameras
 - 2 fixed mobile device detection cameras

Modernising our traffic and parking systems

Funding component attributed to:

- Continuity and uplift of Road Transport ICT Systems (Rego.ACT)

Portfolio: CGS and Public Service

	2025-26 \$'000	2026-27 \$'000	2027-28 \$'000	2028-29 \$'000	Total \$'000
Capital	2,907	0	0	0	2,907
Net capital	2,907	0	0	0	2,907
Depreciation	0	581	581	581	1,743
Expenses	500	0	0	0	500
Net cost of services	500	581	581	581	2,243

Capital:

- 9 FTE to continue the gradual transformation of the ACT's road transport ICT ecosystem
- \$1.309 million to engage four specialist developer external contractors via Digital Canberra (including \$119,040 in contingency)

Expense:

- \$500,000 to undertake a market assessment.

Further Information:

- Modularisation presents a low-cost and low-risk approach to gradually reducing complexity and rigidity within the robust, but ageing, Road Transport ICT system.
- In 2024-25 funding was granted to deliver government priorities through the Rego Modernisation Phase 2 business case. This includes work to improve digital experience for citizens such as online Unregistered Vehicle Permits and online Notice of Disposals. Work is currently underway to enable monthly payments for vehicle registrations and MAI.
- This year's further funding will provide tangible and immediate benefits to citizens through new digital services, including pilot initiatives to link road transport systems with the ACT Digital Account.
- Other jurisdictions in Australia have seen significant financial failure when trying to rapidly replace similar critical systems. We are managing this risk through instead taking the approach of continuous gradual transformation.
- There are approximately 320,000 driver licence holders and 360,000 vehicle operators with active records stored in Rego.Act.

Modernising our traffic and parking systems

Funding component attributed to:

- TCCS R01 – Rationalisation of pay parking fees and parking permit fees

Portfolio: CGS and Planning and Sustainable Development					
	2025-26	2026-27	2027-28	2028-29	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Expenses	150	0	0	0	150
Revenue	351	348	357	378	1,434
Revenue Provision	0	393	817	1,315	2,526
Net cost of services	-201	-741	-1,175	-1,693	-3,810

NOTE: this was a TCCS proposal that is assigned as a CED initiative in the Budget Outlook.

Expense:

- \$150,00 for a parking utilisation survey to ensure that further government decisions are evidence/needs based and meet parking management objectives.

Revenue:

- Revenue is associated with an additional 6 % increase to all parking and permit fees (excludes fees for mobility/disability permits).
- Fee increases are deferred until late 2025 to allow time for the development of new fee instruments and to put in place the necessary operational implementation such as updating parking meters and apps.

Additional Information:

- Pay parking fees at a multi-stay parking in the City Centre will increase by \$1 per hour in 2025-26. An annual 'Loading Zone' 30-minute parking permit will increase by \$46.10 (6 per cent), from \$768.30 to \$814.40
- Parking pricing serves as a powerful tool to encourage a shift in travel modes and can signal the true cost of parking infrastructure to the community including opportunity loss and land availability.
- Parking in the ACT remains competitively priced compared to other metropolitan areas and with private operators in the ACT.

Portfolio: CGS and Health

Expanding driver safety assessments



	2025-26 \$'000	2026-27 \$'000	2027-28 \$'000	2028-29 \$'000	Total \$'000
Expenses	897	868	881	894	3,540
Expenses – Canberra Health Services	381	391	400	411	1,583
Offset – Savings	-68	-69	-71	-73	-281
Revenue	1,166	1,204	1,243	1,283	4,896
Net cost of services	44	-14	-33	-51	-54

As per the published Budget Papers: The Government will continue support for the Medical Monitoring Team within Access Canberra and the Fitness to Drive Medical Clinic (FTDMC) within the Canberra Health Service (CHS) to meet increasing demand. This will assist CHS' capacity to meet demand for Driver Licence Medical Assessments and Access Canberra's capacity to process and review the assessments.

This initiative builds on recent Government investment in the 2024-25 Budget initiative Expanding driver safety assessments.

This initiative contributes to the wellbeing domains of Safety and Access and connectivity.

Expense:

- 6 FTE ongoing for the Medical Monitoring Team at Access Canberra.
- 0.3 FTE in 2025-26 to develop a communication strategy.
- 1.8 FTE ongoing for the Fitness to Drive Medical Clinic (FTDMC) at Canberra Health Services.
- \$20,000 over four years (including \$5,000 indexed and ongoing) for operational costs associated with the FTDMC.

Revenue/Savings:

Proposal will be offset by an 10.69% increase to all driver licence fee types from September 2025 with an additional \$281,000 in realised savings over four years as Occupational Therapy driving assessments transition to a user pays model for some clients.

Further Information:

- Driver Licence Medicals are a legislative requirement. There is a growing workload due to population growth, demographic shifts and recent road safety policy initiatives (i.e. mandatory regular medical assessments for heavy vehicle drivers and mandatory reporting by medical professionals).
- The number of driver licence holders who are subject to medical monitoring has increased from 33,673 in July 2020 to 62,101 in January 2025. By the end of 2026

Access Canberra anticipates monitoring over 85,000 licence holders with medical and/or visual conditions on their driver licence.

- Licence holders are referred to the FTDMC by Access Canberra. Access Canberra relies on the FTDMC clinical advice in its driver licence decision-making processes. Many FTDMC assessments result in the person’s driver licence being suspended or cancelled by Access Canberra as delegate of the RTA.
- After several years of temporary funding, the Driver Licence Medical Monitoring function now has ongoing funding to support demand and capacity now and into the future. The Government has previously invested in an online medical report solution (to be delivered in 2026) which will alleviate administrative burden and impost on medical practioners and provide processing efficiencies.
- All drivers are responsible for road safety. Funding will be offset by a 10.69% increase to all Driver Licence fees from September 2025:
 - Full licence valid for 10 years will increase by \$47.00 to \$486.80
 - Full licence valid for 5 years will increase by \$25.20 to \$261.60
 - Issue of a learner driver licence will increase by \$6.10 to \$63.30
 - Provisional licence will increase by \$15.40 to \$160.30

Resourcing for Access Canberra from other sources/ or related initiatives.

Climate action – Extending the Sustainable Household Scheme



	2025-26 \$'000	2026-27 \$'000	2027-28 \$'000	2028-29 \$'000	Total \$'000
Capital – Outflows – Loans issued	24,000	30,000	21,000	0	75,000
Offset – Capital – Loan repayments	-1,105	-3,329	-5,766	-6,787	-16,986
Net capital	22,895	26,671	15,234	-6,787	58,013
Expenses – Cash	2,551	2,868	2,436	709	8,564
Expenses – Non-cash	3,072	2,325	386	-2,854	2,929
Offset – Revenue	-257	-944	-1,560	-1,730	-4,491
Net cost of services	5,366	4,250	1,261	-3,875	7,002

As per the published Budget Papers: The Government will extend the Sustainable Household Scheme by providing \$75 million in low-interest loans for battery storage, zero emissions vehicles and chargers, ceiling insulation and energy efficient electric appliances. To help balance the Scheme’s objectives, a 3 per cent interest rate will be applied to all loans written from 1 July 2025 (excluding Home Energy Support and Owners Corporation Program loans). Rooftop solar will only be included as an eligible product for Home Energy Support Program loans.

This initiative builds on recent Government actions in this area including the 2024-25 Budget initiative Climate action – Improving the energy efficiency of Canberra’s public housing which funded the electrification and insulation of all feasible public and community housing by 2030, and the

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 Contact Officer name: Jodie Vaile Ext: MS Teams
 Lead Directorate: City and Environment

2023-24 Budget initiative Climate action – Extending the Sustainable Household Scheme which provided an additional \$80 million to extend the Scheme.

Access Canberra related expenses:

- Access Canberra will receive funding for 1 x ASO6 Electrical Inspector for three years to 2027-28.
- Current funding (2 ASO6 Electrical Inspectors) from past initiative ceased in 2024-25.
- The Scheme is an ACT Government initiative that provides zero-interest loans to help with the costs of energy-efficient upgrades including:
 - rooftop solar systems
 - batteries
 - ceiling insulation
 - replacement of gas or inefficient electric appliances with efficient electric appliances.
- An Electrical Inspector is provided to Access Canberra to meet the increased demand for inspections of new electrical installations.

Boosting business and the economy – Supporting local hospitality venues and artists



	2025-26	2026-27	2027-28	2028-29	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Revenue forgone	400	407	0	0	807
Net cost of services	400	407	0	0	807

As per the published Budget Papers: The Government will support local hospitality businesses and venues and encourage more live music and entertainment, by building on existing reforms and reducing annual liquor licence fees by 50 per cent for two years:

- for restaurants and cafes with occupancies between 81 and 150 people, and businesses with a General Licence with occupancies between 21 and 150 people; and
- for eligible licenced venues with occupancies between 151 and 350 people that regularly showcase live music, artists and other cultural activities, upon approved application.

This initiative contributes to the wellbeing domain of Economy.

Key Information:

- This initiative is attributed to CMTEDD (not CED) in the 2025-26 Budget Outlook. The proposal was initiated by the Better Regulation Team that joined Access Canberra following the formation of CED.
- The reform supports the election commitment to Canberra’s night-time economy and contributes to the broader package of support measures to help businesses impacted by construction work associated with Light Rail Stage 2A
- Reductions apply to all eligible hospitality businesses and venues across Canberra.

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 Contact Officer name: Jodie Vaile Ext: MS Teams
 Lead Directorate: City and Environment

Financial benefits for the industry:

- For a restaurant licensed to midnight with an occupancy of 150 people the annual licence fee is automatically reduced to \$875.
- A general licence holder with 2am trading hours and an occupancy of 250 people would see the annual licence fee of \$14,074 halved to \$7,037 upon successful application.

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Cleared for public release by: Executive Group Manager
Contact Officer name: Jodie Vaile
Lead Directorate: City and Environment

Ext: MS Teams
Ext: MS Teams



Gambling and Racing Commission Audit Report

KEY MESSAGES

- The ACT Government acknowledges the findings in the Audit Office's performance audit of 'Gaming Machine Licensee Regulation' and will thoroughly consider the recommendations and the focus areas for improvement.
- The ACT Government will work with the ACT Gambling and Racing Commission (the Commission) to prepare a response to the report.

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Cleared for public release by:
Contact Officer name:
Lead Directorate:

26/08/2025
Chief Executive Officer
Giuseppe Mangeruca
City and Environment

Ext: MS Teams
Ext: MS Teams



Background information

- The ACT Auditor-General wrote to the Head of Service on 6 June 2025 enclosing the *Final Proposed Report* on the Audit Office's performance audit of 'Gaming Machine Licensee Regulation'.
- The Audit-General requested a written response by 5.00pm on Tuesday 17 June 2025, confirming that there are no factual errors and inviting further comments to be considered for inclusion. Written responses from the Commission and Access Canberra were provided.
- The audit report highlights perceived shortcomings in governance and administration and compliance and enforcement activities of the Commission.
- Access Canberra provides services to the Commission under a Memorandum of Understanding.
- It is expected that the report will be delivered to The Speaker on 27 June 2025 to be tabled in the Assembly (or possibly earlier).
- The formal Government Response is due back 4 months after tabling.

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Chief Executive Officer

Ext: MS Teams

Contact Officer name:

Giuseppe Mangeruca

Ext: MS Teams

Lead Directorate:

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Current Gambling and Racing Commission Data

KEY MESSAGES

• Exclusion Data

- During **2024-25, 295** self-exclusions were created.
 - In **2025-26, 33** self-exclusions have been created.
- During **2024-25, 47,337** gambling harm incidents were reported.
 - In **2025-26 6,354** gambling harm incidents have been reported.
- Most gambling harm incidents recorded relate to money seeking and playing at high intensities. This has been consistent since 2022-23.
- Data on the nature of incidents started being recorded in July 2022.

• Gaming Machine Data

- As of **1 August 2025**, there were **3,490** gaming machine authorisations and **3,404** active gaming machines in operation across **42** licenced venues in the Territory.
- In 2023-24, the Gross Gaming Machine Revenue (GGMR) collected by all licenced venues totalled **\$186,545,683**.
- In 2024-25, the Gross Gaming Machine Revenue (GGMR) collected by all licenced venues totalled **\$190,730,144**.

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Cleared for public release by:
Contact Officer name:
Lead Directorate:

26/08/2025
Chief Executive Officer
Giuseppe Mangeruca
City and Environment

Ext: MS Teams
Ext: MS Teams

Background information

- The ACT Gambling Exclusion Database (ACTGED) was developed and is administered by the ACT Gambling and Racing Commission.
- In July 2022 an improved database was launched with enhanced reporting capabilities and user experience. Its design was informed by consultation with industry.
- More detailed current exclusion and incident data is provided below.

Self-exclusions & Gambling Harm incidents

Table 1: Number of self-exclusions and gambling harm incidents recorded by financial year.

	2023-24	2024-25	2025-26*
Self-exclusions	221	295	33
Gambling harm incidents	32,095	47,337	6,354

*Data current as of 31 July 2025

Table 2: Type of gambling harm incidents by financial year.

Incident description	2023-24*		2024-25		2025-26**	
	Number	Proportion of incidents	Number	Proportion of incidents	Number	Proportion of incidents
Money seeking	21,377	66.6%	36,482	77.1%	5,424	85.4%
Playing at high intensities	18,627	58.0%	24,675	52.1%	2,674	42.1%
Loss of Control	4,007	12.5%	4,379	9.3%	375	5.9%
Rituals, superstitions	107	0.3%	161	0.3%	13	0.2%
Emotional behaviours	100	0.3%	162	0.3%	17	0.3%
Antisocial behaviour	105	0.3%	138	0.3%	11	0.2%

Note: Percentages sum to more than 100% as multiple signs can be selected for each incident.

*This data was only available from the implementation of the new exclusion database on 26 July 2022.

**Data current as of 31 July 2025

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 Contact Officer name: Giuseppe Mangeruca
 Lead Directorate: City and Environment

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Gaming Machine statistics

- As of **1 August 2025**, there were 3404 gaming machines in operation across 42 licenced venues in the Territory (39 clubs and 3 hotels/taverns).
- In total there are 3490 gaming machine authorisations (with 3460 held by clubs and 30 held by hotels and taverns). This represents the total theoretical number of machines able to be operated by venues if all entitlements were fully utilised.
- The number of authorisations has gradually reduced over time due to government initiatives such as the Electronic Gaming Machine trading scheme and various surrender incentives. Since the start of the trading scheme on 31 August 2015, the number of authorisations has reduced by 1532 from 5022.
- The current surrender incentive scheme, which ran from 21 March 2024 to 1 May 2025, has resulted in the voluntary surrender of 296 authorisations, with two venues going completely ‘pokie-free’ (Canberra Bowling Club and Statesman Hotel). The scheme had a target of reducing to 3500 authorisations by 1 July 2025.
- As the target of 3500 was achieved, with the final number of authorisations at 1 May 2025 standing at 3494, the compulsory round was not needed.
- **GGMR represents gross profit from machines before any taxes or expenses. Net Gaming Machine Revenue (NGMR) is calculated by subtracting 24% from gross revenue and gaming machine tax. A comparison across recent financial years is provided below:**

Table 3: Gaming machine revenue data by financial year (in \$million).

	2018-19	2019-20*	2020-21*	2021-22*	2022-23	2023-24	2024-25
GGMR	\$166.974	\$126.125	\$156.278	\$145.173	\$188.500	\$186.545	\$190.730
GGMR – 24%**	\$126.900	\$95.856	\$118.771	\$110.332	\$143.260	\$141.891	\$144.955
Tax	\$32.385	\$24.501	\$30.624	\$28.452	\$37.260	\$37.397	\$38.284
NGMR***	\$94.515	\$71.354	\$88.147	\$81.879	\$106.000	\$104.495	\$106.672

* Reduced trade due to COVID-19 lockdown measures.

** The 24% GGMR deduction covers the licensee’s operating costs. Levies are based on NGMR, which is the amount left after taxes are taken out.

*** Calculations use exact figures, so there may be small rounding differences.

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 Contact Officer name: Giuseppe Mangeruca Ext: MS Teams
 Lead Directorate: City and Environment



Question Time Brief

25/0245888

Portfolio: Gaming Reform

- In addition to the progressive tax applied directly to GGMR, venues are required to make several other payments which variously scale with machine profit or the number of active authorisations. These include:
 - 0.75% of GGMR - Gambling Harm Prevention and Mitigation Fund Levy,
 - 0.4% of NGMR - Chief Minister's Charitable Fund Contribution,
 - 0.4% of NGMR - Gambling Harm Prevention and Mitigation Fund Contribution,
 - 8% min of NGMR – Community Contributions, and
 - A calculated payment per authorisation held each tax period - Diversification and Sustainability Support Fund Contribution.
- The GGMR for the 2024-25 financial year totalled \$190,730,144. This is broadly consistent with, if slightly higher than the 2023-24 financial year which totalled \$186,545,683.

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Contact Officer name: Giuseppe Mangeruca
Lead Directorate: City and Environment

Ext: MS Teams
Ext: MS Teams



2024 ACT Gambling Survey

KEY MESSAGES

- The 2024 ACT Gambling Survey, conducted by CQUniversity and released on 6 June 2025, offers the latest insights into gambling behaviours and impacts in the ACT.
- This is the fifth survey funded by the ACT Gambling and Racing Commission since 2001. Over 10,000 randomly selected Canberra adults participated in the 2024 survey.
- Gambling participation in the ACT has declined from 73 percent in 2001 to 53 percent in 2024. However, those who continue to gamble are more likely to experience harm.
- In 2024, 1 in 6 adults, around 58,000 people, reported experiencing at least one form of gambling harm. 1 in 10 adults reported harm from their own gambling, while 6 percent were harmed by someone else's gambling.
- Electronic Gaming Machines (EGMs) use has halved since 2009 (from 30 percent to 16 percent). Despite this decline, EGMs still cause the greatest share of gambling harm, accounting for about one-third of total harm.
- 27 percent of Canberrans now gamble online—more than those who use EGMs. Yet, EGMs remain the most harmful form of gambling overall.
- A small group—just 1.4 percent of gamblers—accounts for 46 percent of all gambling losses in the ACT. These are individuals experiencing severe problem gambling.
- The report highlights key areas for harm reduction: Reducing access to high-risk products like EGMs; Restricting gambling advertising; Improving outreach and support services for vulnerable individuals.
- The Commission is in the process of making the survey data available through the Australian Data Archives.

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Cleared for public release by:

Chief Executive Officer

Ext: MS Teams

Contact Officer name:

Giuseppe Mangeruca

Ext: MS Teams

Lead Directorate:

City and Environment

Background information

Harm and Problems in the last 12 months

- One in ten (9.1 percent) ACT adults reported harm from their own gambling.
- 5.7 percent experienced harm from another person's gambling.
- 9.4 percent reported some degree of problem gambling, with 0.8 percent meeting the criteria for problem gambling.

Financial impacts

- ACT residents lost \$433m in 2022-23 – or \$1,190 per capita. The largest amount of money lost gambling was on EGMs (\$519 per capita) with wagering (online gambling and race betting combined) (\$333 per capita).
- The majority (71.7 percent) of the money lost gambling was accounted for by people endorsing at least one problem gambling item, with nearly half (45.5 percent) coming from the 1.4 percent of people meeting the criteria for problem gambling.

Demographics, gambling and harm

- Gambling continues to be more common amongst men (57.5 percent) than women (49.3 percent).
- Younger men - especially those without tertiary education - experienced a disproportionately large share of population-level harm. Specifically, males aged under 40 represent 22.6 percent of the population but account for 51.5 percent of the burden from gambling harm.
- Younger women, especially those not married or living with a partner, were most at risk for experiencing harm from someone else's gambling.
- Our Culturally and Linguistically Diverse community are experiencing a similar degree of harm and problems but are less informed about available supports and services.

Information and help-seeking

For gamblers:

- The survey found that the percentage of people wanting or receiving help for gambling issues remains low, with only 1.5 percent of gamblers having ever wanted help.
- Just under half (47.6 percent) those experiencing problems for their own gambling reported having wanted help and of these, however all had sought help at some point.
- Most people who sought help found the help they received somewhat or very helpful.

For affected others:

- Amongst those experiencing issues because of someone else's gambling, 12.7 percent reported wanting help, and 10.9 percent reported receiving help. Most (86.5 percent) of these individuals reported the help they received was somewhat or very helpful.
- Women aged 35-54 were most likely to want help for issues experienced from someone else's gambling, but they were not more likely to seek help.
- Wanting, but not receiving, help from harm experienced because of someone else's gambling was also higher for people whose main language at home was not English and those born in another country.

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Contact Officer name:	Giuseppe Mangeruca	Ext: MS Teams
Lead Directorate:	City and Environment	

Geographic trends

- The survey shows where we can focus our efforts. For instance, the gambling participation rate was highest in Tuggeranong (61.1 percent) However, Belconnen accounted for the greatest share in the burden of gambling harm (23.5 percent) followed by Gungahlin 20.1 percent) and Tuggeranong (19.4 percent).
- A quarter of the burden of harm experienced by family and/or friends was accounted for by Tuggeranong (25.2 percent).

Attitudes

- Nearly two thirds of the ACT adult population (65.9 percent) supported a decrease in the number of EGMs. A third (33.1 percent) thought the number of EGMs should stay the same.
- Support for either a large or small decrease was strongest amongst non-gamblers (76.2 percent) and people meeting the criteria for problem gambling (64.8 percent).

Gambling harm prevention

- Effective outreach and service delivery – particularly through self-exclusion and other harm-reduction programs –requires more targeted communication aimed at those with more limited awareness, particularly our Culturally and Linguistically Diverse community.
- The report suggests the most effective harm-reduction measures may include limiting the availability and convenience of the most harmful gambling products, such as EGMs and certain forms of wagering. They also recommend restrictions on gambling advertising to limit exposure and reduce harm.

Survey methodology

- Computer Assisted Telephone Interviews were conducted with 10,007 ACT adults from August through September 2024.
- This was the first gambling survey in the ACT to be conducted entirely using mobile phone numbers, sourced from the Integrated Public Number Database (IPND). The IPND provides the most comprehensive list of ACT resident phone numbers available, crucial in maximising the representativeness of the findings.
- The survey content was formed considering an agreed consultation process, questions from the previous surveys, and gambling research developments.

Portfolio: City and Government Services

TOPIC: Asbestos Contaminated Mulch

Talking points:

- In 2024, the ACT Government agreed to remediate residential sites impacted by asbestos contaminated mulch.
- The initial source of the mulch was south-west Sydney based business Greenlife Resource Recovery Facility.
- The ACT Government was informed of the potentially contaminated mulch in February 2024 and moved immediately to inspect potentially contaminated sites and establish a cross-government taskforce led by Worksafe and the Environment Protection Authority (EPA). Contact tracing was conducted to identify who received the mulch, to enable testing.
- Forty sites were identified as potentially receiving asbestos contaminated mulch and assessed for asbestos contamination. WorkSafe issued prohibition notices to all site owners to isolate and not interfere with or remove this mulch.
- The ACT Government offered to remediate residential sites that still have asbestos in the mulch. This includes removing the asbestos using licensed asbestos removalists, replacing the mulch with a clean alternative and providing a certificate of clearance for the site.
- Sites confirmed for the government funded remediation included seven private residential sites and four Housing ACT sites:
 - All four of the Housing ACT sites have been remediated.
 - All seven private residential properties identified in scope of the initial program, including two large multi-unit complexes, have been remediated and received clearance certificates.
 - Four additional properties, located at one of the multi-unit complexes, not initially identified as receiving asbestos contaminated mulch, are being remediated at the request of the owners.
- The Government has not undertaken to remediate sites for commercial entities.

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Cleared for public release by:	Executive Branch Manager	Ext: MS Teams
Contact Officer name:	Rodney Dix	Ext: MS Teams
Lead Directorate:	Chief Minister, Treasury and Economic Development	
Objective Ref:	25/0245888	

QUESTION TIME BRIEF

Key Information

- Remediation of the last three residential sites in the initial program took longer than initially anticipated due to the complexity of the areas to be remediated at the two large multi-unit sites and the need to ensure value for money. These were completed in August 2025.
- The additional four properties (small unit courtyards) were identified at the conclusion of the remediation process. Remediation is anticipated to conclude in the first week of September 2025.
- In response to this incident, the EPA contacted composting facility operators and confirmed that conditions and current practices were appropriate for the management of Construction and Demolition Waste (C&D). This informal review of the arrangements concluded that none of those operating in the ACT make use of the recycled timber products which caused issues in NSW.
- The incidence of asbestos-contaminated mulch, and consideration of activities in other jurisdictions has highlighted some issues that could be addressed outside of environmental authorisations, including asbestos removal at source, and subsequent endorsement procedures by asbestos assessors or removalists. Policy consideration of these matters will be considered as part of delivering on Priority focus area "[7c. Audit of waste recycling facilities](#)" in the EPA's Statement of Expectations 2024-25. Changes made in NSW as a result of asbestos contamination in mulch have brought in more extensive powers to investigate and punish environmental offences and have thereby reduced the likelihood of future importation of asbestos-contaminated mulch into the ACT. For instance, legislative changes which commenced on 4 April 2024:
 - increased maximum court penalties for Tier 2 offences involving asbestos to \$4 million for companies and \$1 million for individuals, including failing to comply with the requirements of a resource recovery order. The Tier 1 offences are the most serious offences, involving proof of wilfulness or negligence, harm or likely harm to the environment and Tier 2 offences are all other offences.
 - NSW has conducted proactive compliance campaigns across industry with public warnings about people and companies not following the relevant guidelines.

Background Information

- Infrastructure Canberra led the procurement and management of the remediation of impacted residential sites.
- The Environment Protection Authority maintained oversight of the response to asbestos mulch contamination through the cross-government taskforce.
- Stonehenge Beltana requested information regarding compensation for those sites that self-remediated rather than engaging in the ACT Government remediation program. Advice provided to Stonehenge Beltana is that compensation for self-remediation undertaken is outside the scope of the remediation program.

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Contact Officer name:	Rodney Dix	Ext: MS Teams
Lead Directorate:	Chief Minister, Treasury and Economic Development	
Objective Ref:	25/0245888	

QUESTION TIME BRIEF

- Commercial sites are not in scope for government-funded remediation, but details for suitably qualified asbestos removalists were provided to support them in organising remediation.

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Big Splash Water Park, Macquarie

Talking points

- Big Splash is a privately owned recreational facility. The Crown lease permits use including an aquatic and indoor sports and recreation centre and an unlicensed family restaurant.
- The lease requires the owner to maintain, repair and keep the premises in repair to the satisfaction of the Territory Planning Authority.
- Access Canberra is engaging with the owner about the safety of the site and the future of the recreational facility.
- Due to immediate safety concerns Access Canberra liaised with the Owner who has advised they intend to fully fence the property with a Colourbond fence.
- Whilst the date of completion for the fence is **unknown** the matter is being monitored by Access Canberra inspectors.
- If members of the community observe concerning behaviour by individuals or groups accessing the site, they are encouraged to report incidents to Crime Stoppers on 1800 333 000 or online via its website www.crimestoppersact.com.au. For any planning related concerns, the public can contact Access Canberra via its website.



Brindabella Christian College Planning Issues

Talking points

- Brindabella Christian Education Limited, the lessee of the Brindabella Christian College (BCC) land, appealed the ACAT decision to close the car park in the Supreme Court and obtained a stay order permitting its use.
- Since then, an administrator was appointed to BCC and the school has now been sold to Christian Community Ministries (CCM).
- ACT Education Directorate (ACTEDU) has organised a network of relevant ACT Government agencies to provide CCM with updates and advice on any residual regulatory compliance actions that remain outstanding when BCC was in operation with the previous owner.
- Access Canberra, as delegates of the Chief Planner, and ACTEDU met with representatives of CCM in late May and outlined the history of the Controlled Activity Order (CAO) for the carpark and issues with the Development Approval conditions issued over the site.
- Access Canberra will continue to engage with CCM with assistance of ACTEDU and have provided information and documents to assist with their ongoing work to progress any outstanding compliance matters.
- CCM have been proactive in engaging in this matter and Access Canberra is satisfied with the current engagement and understanding of CCM in relation to the legal matters surrounding the carpark.
- While the matter is being resolved with the new ownership previous court proceeding decisions are still in force meaning that the **carpark can remain open while the matter is before the Courts** or until a resolution is achieved with new ownership.
- The ACT Government is aware of community concerns regarding a third demountable placed along Brigalow Street that was constructed without Building Approval. BCC has since obtained a **Building Approval** for this structure; but a **Certificate of Occupancy and Use** has not been issued.



Construction Occupations Licensing

Talking Points

- Assessment for builder licence applications is complex, involving analysis of work history, interviews, exams and review of qualifications. This is essential to ensure builders in the ACT are suitably qualified and experienced to undertake their jobs.
- The 'Construction Licences' section of the Planning website advises that a builder licence application assessment takes at least four weeks.
- Licence applications from apprentices who have recently completed their electrical or plumbing apprenticeships are processed within 21 days if they are submitted within 14 days of the apprentice receiving their certificate and transcript. This supports those applicants in cases where such a pay increase is not granted by their employer until they are issued with their tradesperson licence. This also assists the community by having more licensed skilled labour available.
- In 2024-25, there were a total of 4,286 active builder licences in the ACT, with 584 new licences issued within the financial year.
- As of 21 August 2025, 97 builder licence have been issued for the 2025-26 financial year.
- As of 21 August 2025, 260 builder licencing applications were pending assessment, with most assessments being completed within four weeks.
 - The oldest application pending for the ACT and surrounding region is 1 July 2025.
 - The oldest interstate application pending was received 7 June 2024.
- The above timeframes reflect the complexity and rigour of the assessment process.
- In issuing a licence, it is critical applicants provide full evidence that they have the qualifications and necessary experience to undertake the work permitted under their licence. Where delays occur, it usually relates to the applicant being able to provide evidence of the skills and experience for their particular licence application.
- If an applicant has a concern about the status of their application, they can contact CWPL@act.gov.au for assistance or call 02 6207 8096.

Portfolio: City and Government Services

TOPIC: Libraries

Improvement activity

- In March 2025, the ACT Government commissioned an Independent Working Group (IWG) to undertake a comprehensive review of Libraries ACT services.
- I shared the findings of this review with staff on 30 July 2025.
- In response to the IWG report, the Head of Access Canberra has initiated a staff-led program of reform and improvement, developed in close collaboration with staff and union representatives.
- The IWG report also been publicly released to ensure transparency in government decision-making and to uphold public trust in the reform process and can be accessed on the Libraries ACT [website](#) .
- Publishing the report demonstrates the government's commitment to openness, accountability, and evidence-based service improvement.
- I will share more information and updates on this work when the government's response to the report is tabled later this year.

Closures

- No branches have been closed in August 2025.
- There were two unplanned closures in July 2025.
- Libraries ACT works hard to ensure unplanned closures are kept to a minimum and only close branches' when necessary. An example of this includes when decreased staffing levels on a given day are not sufficient to operate a viable service. This is difficult to predict when unscheduled absences occur along with planned staff leave.
- Libraries ACT recognises the impact these closures have on the community and is working to support improvements to rostering, leave and culture to reduce unplanned closures.
- 34 casual staff have been engaged to support staffing, as well as cross-skilling of a pool of officers from Access Canberra who have experience in service delivery and operations who can provide support as required.



Night-Time Economy

Talking points

- The government will continue prioritising and developing Canberra's night-time economy (NTE) in line with its vision:

A city where the night brings exciting opportunity for all Canberrans and visitors to connect, explore culture, work and have fun. A city after dark that is safe, easy to get around and accessible. Where there is plenty to see and do, which is visible or easily found. Where the talents and creativity of businesses, artists and entrepreneurs are readily showcased and valued. Canberra, day and night, a better experience for everyone.

- The government is committed to implementing further NTE reforms to support Canberra's musicians, artists and the venues that back them.
- Expanded liquor licence fee reductions for eligible licensed businesses commenced on 1 July 2025.
 - These reforms deliver on key government commitments.
 - Information on these reforms can be found in *Question Time Brief 2025-26 Budget Initiative Description – 2025 liquor licence fee reductions*.
- They build on existing reforms that were introduced in 2024 to support a diverse and vibrant NTE, including:
 - amending the Liquor Act to reduce fees for smaller venues, and to support and incentivise businesses to stay open later, host events and showcase artists and creatives;
 - introducing new fit-for-purpose Noise Standards for entertainment noise in the City Centre Entertainment Precinct (CCEP) Core and Frame; and
 - implementing a 12-month trial for free loading zone permits for musicians.
- These reforms are critical to support businesses being impacted by the current economic environment.

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Cleared for public release by: Executive Group Manager

Ext: MS Teams

Contact Officer name:

Fiona Chesworth

Ext: MS Teams

Lead Directorate:

City and Environment

Key Information

2024 reforms

Liquor licence reforms

- All small cafés and restaurants (occupancy up to 80) have enjoyed significantly reduced annual liquor fees.
- Small cafés and restaurants (occupancy up to 80) with an on licence for standard licensed times are able to stay open longer at no extra cost.
- All general licence holders no longer require separate areas for on-premises and off-premises alcohol consumption.
- Eligible venues (occupancy up to 150) that showcase live music, artists and cultural activities can have their fees reduced by 80 per cent.
 - 20 venues have been approved as at 22 August 2025.
 - Of these, four venues have successfully applied for their second 12-month reduction for the 2025-26 financial year.
 - four applications were refused due to insufficient evidence being provided.
- All venues can apply for 10 extended trading authorisations for licensee events in any 12-month period.
 - 37 authorisations for events have been approved across 17 venues as at 22 August 2025.
 - All venues can apply for 10 temporary floorplan extensions for special or licensee events in any 12-month period.
 - four have been approved across four venues as at 22 August 2025.

New noise standards for the City Centre Entertainment Precinct

- The new Noise Standards for the CCEP apply to entertainment noise generated from a place other than a dwelling within the CCEP.
- Existing noise settings will continue to apply to any other noise emissions in the CCEP such as construction noise, mechanical plant noise, machinery and residential noise.
- The new noise settings will protect and future proof entertainment venues and uses in the CCEP while also respecting the health and wellbeing of the community.

Future reforms - Government commitments

- In addition to liquor reforms that have commenced, the NTE related government commitments that will be progressed include:
 - Continuing to deliver and promote the CCEP to continue growing the NTE.
 - A review of the CCEP, following its one year establishment.
 - Examining town centres and other areas across the ACT that are suitable to be defined as entertainment precincts.

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- Investigating reforms relating to the management of “vexatious” noise complaints against venues and consideration of the order of occupancy.

Other Government commitments announced or commenced in 2025

- The artsACT Artist Database has been launched and will connect businesses wishing to showcase cultural events with local artists. Artists are invited to self-nominate through the artsACT website (Media release with link).
- The government will continue to provide musicians with a free loading zone permit following an evaluation of the trial and the benefits it has delivered.

Council of Capital Cities Lord Mayors statistics

- The [Measuring the Australian Night Time Economy 2025](#) report commissioned by the CCLM show that in 2023-24:
- Canberra’s Core NTE sector represents **13 per cent** of employment; **6 per cent** of all ACT businesses; and **6 per cent** of sales turnover in Canberra’s economy.
- As compared to 2022-23, the number of Canberra’s employed in the NTE decreased by **8 per cent** to **32,205** workers; the number of establishments increased by **4 per cent** to **2,300**; and sales turnover increased by **6 per cent**, totalling **\$4.7 billion**.

Recent venue closures

- The current economic conditions including rising business costs, the rising cost of living, and changing consumer trends are having an impact on the capacity of ACT businesses to participate in the NTE. These factors have been cited in the recent closure of Transit Bar, Bleachers Sport Bar and the announcement of Cube's imminent closure.
- In response to these conditions, the government introduced a raft of NTE reforms aimed at removing regulatory barriers and reducing costs for hospitality and entertainment businesses and providing certainty for musicians, artists and performers.
- See above and *Question Time Brief - 2025-26 Budget Initiative Description – 2025 liquor licence fee reductions* for details of reforms.

Disruption in the city centre due to light rail works

- The government acknowledges the disruption in the city centre associated with the delivery of light rail to Commonwealth Park.
- In the lead up to construction and throughout the construction process we have been engaging regularly with businesses in the direct construction footprint.
- A dedicated City Construction Information Group was established in 2024 to provide a specific forum for businesses in the area to understand planned works and to raise any challenges or concerns directly.
- Infrastructure Canberra has been leading work with local businesses to develop a range of support measures based on feedback.
- The support package includes developing an ‘Open for Business’ campaign to promote businesses on LRS2A route being open for business, on-the-ground activations to keep the area attractive to customers, increased safety measures, free parking during certain hours, outdoor dining permit fee waivers, and a business capacity building program.

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Contact Officer name: Jodie Vaile Ext: MS Teams
Lead Directorate: City and Environment

Media

CCCLM 2023-24 data

- On 21 July 2025, The Canberra Times reported on the new CCCLM report ([link to article](#)).
- The article reported that employment in the ACT's NTE sector fell by 8 per cent in 2023-24, resulting in the loss of more than 2600 jobs, despite the number of businesses growing by 4 per cent, ahead of a 1.8 per cent national increase.
- The author of the report, Anna Edwards (University of Melbourne), is quoted in the article. She notes that:
 - Rates of employment in the NTE sector have remained relatively flat nationally despite a surge in sales turnover and business numbers.
 - A drop in employment in the sector could be attributed to businesses adjusting their operating models, the prevailing economic conditions impacting businesses nationally, and changing consumer preferences including alcohol consumption.

Recent venue closures

- On 20 July 2025, The Canberra Times reported that Bleachers Sport Bar in the Melbourne Building is closing after seven years ([link to article](#)).
 - The article connects the venue's recent loss of revenue to light rail construction, lack of parking, cost-of-living, and high costs for business that include rates, liquor licence fees and payroll tax.
 - MLA Thomas Emerson is quoted in the article calling for more financial support for businesses impacted by light rail construction.
- The venue is part of business that owns multiple venues under a single liquor licence. It is understood the venue will re-open under a different model.
- On 4 July, Region Canberra published an article that referred to the recent closure of Bada Bing. The article notes the business cited ongoing roadworks, road closures and decreased foot traffic in the city as reasons for closure ([link to article](#)).
 - It is understood that the owners will establish a new venue in its place.
- On 30 April 2025, The Canberra Times published an article stating that Cube nightclub in Civic will be closing at the end of 2025 ([link to article](#)).
 - In the article, the venue manager cites high costs, declining drink sales and disruption from the light rail works as reasons for closure.
- On 18 February 2025, Region Canberra reported that Transit Bar was closing its doors ([link to article](#)).
- In 2024, live music venue Sideway on East Row, Civic closed its doors after five-and-a-half-years in operation ([link to article](#)). It was replaced by a new business in the same venue.

Regulatory Environment

KEY MESSAGES

- As of **1 August 2025**, there were **3404** gaming machines in operation across 42 ACT venues. Approximately 99% of these are operated by ACT clubs. Only 30 machines are operated by hotels/taverns.
- In the ACT, Electronic Gaming Machines (EGMs) are networked together at the club or venue level and report to Venue Management Systems. There is no direct connection between venue systems and government systems.
- Gaming machines in the ACT conform to an older technology known as X-series. NSW currently operate the largest X-series based gaming machine market in Australia.
- The ACT currently has an arrangement which leverages NSW testing in our approvals.
- As of 31 March, there were **87,789** EGMs in operation in NSW across 2143 venues. Approximately 74% of these were operating in NSW Clubs, with the remaining 26% in hotels.
- NSW is currently considering several changes linked to its own regulatory reforms which may have a significant impact on the ACT gaming machine market.
- The ACT is continuing to work closely with NSW in relation to approvals.

Cleared as complete and accurate:

26/08/2025

Cleared for public release by:

Chief Executive Officer

Ext: MS Teams

Contact Officer name:

Giuseppe Mangeruca

Ext: MS Teams

Lead Directorate:

City and Environment

Background information

- The Gambling and Racing Commission (the GRC) is an independent statutory authority responsible for, among other things, the regulation of gaming machines in the Territory.
- As of **1 August 2025**, there were **3490** gaming machine authorisations and **3404** gaming machines in operation across ACT venues. The majority of these are operated by ACT clubs. Only 30 machines are operated by hotels/taverns.
- In the ACT, Electronic Gaming Machines (EGMs) are networked together at the club or venue level and report to Venue Management Systems (VMSs). These VMSs vary in their design and capability.
- There is no direct connection between venue systems and government systems. In order to maintain oversight, the GRC requires regular reporting out of these venue-level systems which it then utilises to audit machine activity. In-person audits may also be conducted on machines to verify their settings.
- The reporting format and data available to the GRC is determined by the machine technology. Gaming machines in the ACT conform to an older technology known as X-series. X-series, by virtue of its simplicity, is the only technology currently available in the Australian market adapted for operation in a fully manual unconnected regulatory environment as exists in the ACT.
- Due to the age and limitations of X-series, many other Australian jurisdictions have begun moving away from it.
- Historically, the ACT has had the benefit of being located within NSW which has operated the largest X-series-based gaming machine market in Australia. The ACT currently has an arrangement which leverages NSW testing in our approvals.
- The majority of current market support for the machines in the ACT comes as a side effect from its relation to the NSW market.

NSW Gaming Machine Reforms

- As of 31 March, there were **87,789** gaming machines in operation in NSW across 2143 venues. Approximately 74% of these were operating in NSW Clubs, with the remaining 26% in hotels.
- On 26 October 2022, the NSW Crime Commission released a report following 'Project Islington', an inquiry into money laundering via EGMs in NSW Hotels and Clubs.
- A key finding of the Inquiry was that a significant amount of money put through poker machines in NSW venues was the proceeds of crime, or 'dirty money'. The inquiry also found that the level of data captured by the NSW Central Monitoring System (CMS) was not sufficient to identify suspicious money laundering activity.
- The report recommended that the NSW Government introduce a mandatory cashless gaming system to minimise EGM related money laundering within pubs and clubs and create a legislative or regulatory framework requiring certain standardised data be maintained for EGMs to better flag suspected money laundering.

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- Following this, on 13 July 2023, the NSW Government established the Independent Panel on Gaming Reform. The Panel oversaw a cashless gaming trial on EGMs in a range of venues across NSW whilst also examining a range of harm minimisation and gaming reform opportunities.
- In November 2024, the Panel delivered its Roadmap for Gaming Reform to the NSW Government.
- The report makes numerous recommendations, notably that the NSW Government introduce a mandatory statewide account-based gaming system. This account-based gaming system should comprise a statewide integrated system that links to a centralised database for players.
- The report is notably agnostic on the underlying technology to give effect to these recommendations; however, it is evident that changes would be required to the NSW CMS as the current underlying infrastructure for monitoring and regulating machine use in the state.
- The report drew notable criticism from industry bodies, particularly on what was perceived as an ambitious timeline. The NSW Government has acknowledged but not yet made formal comment on the report.

Traffic Camera Expansion

Talking points

- To improve road safety outcomes in our community, in August 2024 the ACT Government introduced a new pathway for the detection of unregistered vehicles being driven on our road network (Traffic Camera Expansion project phase 1).
- Drivers detected committing traffic offences by the road safety camera network now also have their vehicle details checked for whether their registration is up to date.
- No new offences were introduced, only an additional pathway for the detection of unregistered vehicles through the existing traffic camera network.
- The detection of unregistered vehicles is the latest phase in the ACT Government's commitment to keeping Canberra's roads safe for all road users, which follows the commencement of infringements for mobile device detection camera offences in February 2024.
- 1598 unregistered vehicle infringements have been issued for the period 27 August 2024 to 20 August 2025.
 - 1233 (77.2%) of these infringements were issued to ACT vehicles
 - 365 (22.8%) to interstate vehicles.
 - This is an average of 4.45 infringements per day.
- Phase two of the Traffic Camera Expansion project will see the ACT Government upgrading road safety camera technology to detect seatbelt non-compliance in 2025.
- Phase three of the Traffic Camera Expansion project in 2026 will extend speed limit enforcement to all traffic cameras in the network. This phase will be delivered as part of the broader Traffic and Parking Enforcement Solution.
- All drivers are urged to ensure their vehicle registration is up to date or they risk significant fines for driving an unregistered vehicle.
 - This is on top of the fines received for committing other offences detected by the road safety cameras.

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Cleared for public release by: Executive Group Manager

Ext: MS Teams

Contact Officer name:

Fiona Chesworth

Ext: MS Teams

Lead Directorate:

City and Environment

If asked about road safety

- All road users must drive safely and legally in the ACT. This includes driving or riding a vehicle that is registered and insured.
- In the ACT, if your vehicle is unregistered, it is also uninsured.
- Without registration, vehicles do not have motor accident injuries (MAI) insurance (also known as compulsory third party (CTP) insurance in other jurisdictions), which means the driver is not protected from the financial impact of causing injury or death to other road users as the result of a motor vehicle accident.

If asked about enforcement

- ACT Policing and Access Canberra vehicle inspectors currently monitor and issue infringements to drivers they detect driving an unregistered vehicle.
- ACT residents caught driving an unregistered vehicle face a fine of \$700 since August 2024.
- The assessment of registration details will be undertaken when processing other traffic infringements.
- Additional penalties for driving uninsured will be implemented following legislative amendments planned for 2025.
- A person who receives an infringement notice can manage it via the Access Canberra website.

If asked about options to manage infringements

- There are multiple ways for Access Canberra to assist people in managing their infringement notice, including avenues to specifically assist vulnerable people.
- Requests to withdraw an infringement notice are considered in accordance with the *Road Transport (General) Withdrawal of Infringement Notices Guidelines 2019 (No 1)* and can be lodged via the Access Canberra website.
- Infringement plans are available for individuals who may need assistance in managing infringement debt. That repayment amount can vary depending on circumstances. \$10 per fortnight is the minimum repayment amount.
- Vulnerable people may apply for a waiver to remove the financial component of the infringement notice or apply to complete an approved community work or social development program to reduce the financial amount owed.
- This information is displayed on every infringement notice.

If asked about community engagement

- In June 2024, there was a media announcement about the Traffic Camera Expansion project - [Canberra traffic cameras to check rego details - Our Canberra](#).
- On the 7 June 2024 we wrote to ACTCOSS and Care Financial as community and financial support stakeholders to advise them of the new process and inform them of financial support options for vulnerable Canberrans.
- On the 12 June 2024 we wrote to road and transport stakeholders, NRMA and Office of Road Safety, to advise them of the new process and what happens if drivers and corporations are infringed.
- On 14 June 2024 we wrote to ACT Cabs, Uber, 13WATS and Didi as taxi and rideshare providers to advise them of the new process and what happens if drivers and corporations are infringed.
- Targeted communication was prepared for unregistered vehicle operators. Unregistered vehicle operators were sent up to two pieces of direct communication from Access Canberra – an SMS message where relevant, and an email or posted letter.
- Between 25 - 31 July 2024, correspondence was sent to the last known operators of vehicles that had been unregistered in the ACT for between 14 days and 2 years.
- Approximately 59,500 recipients received an email or a letter via Australia Post. Approximately 46,000 of these recipients also received an SMS.

Note: the SMS recipients are the same cohort of email and letter recipients.

If asked about registering a vehicle

- You can renew registration for most vehicles online if it has been unregistered for less than 12 months.
- You can renew your vehicle registration for 3 months, 6 months or 12 months at a time, which can assist in spreading the registration cost over the year.
- If your vehicle has been unregistered for more than 12 months, it will require a roadworthy inspection, and you will need to visit an Access Canberra Service Centre to establish the vehicle registration.
- You can also check the registration status of your vehicle online and sign up for email and SMS reminders, so you will know when your registration is due for renewal.

If asked about statistics

- The number of “Renew Registration”/” Dealer Renew Registration” transactions for each month since the start of **FY 2024/25** are as follows:

Month	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24
Renewal Registration Transactions	54,923	52,830	49,260	53,995	48,611	46,686
	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25
	51,355	50,382	52,316	52,074	53,609	51841

Month	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25
Renewal Registration Transactions	49,873	-	-	-	-	-

- The number of registration renewals peaked in June, July, and August 2024, coinciding with increased communications about unregistered vehicle infringements.
- The number of registration renewals in July 2025 is **49,873** which is **9.2% percent lower** than the **54,923** in the corresponding month last year, but approximately equal to the number of registration renewals in July 2023 (49,706). This indicates a return to the long-term registration trend.

If asked about updating contact details with Access Canberra

- It is important to keep all your details up to date with Access Canberra, so you won't miss any important reminders.
- You can update your contact details online or by calling 13 22 81. You do not need to visit a service centre.
- If you have an ACT driver licence, or an ACT registered vehicle, you have 14 days to let us know of any change of address (this includes residential, postal and garaging address).

If asked about the expansion of the network

- As part of the ACT Road Safety Action Plan, the ACT Government supports the rollout of additional features of the Mobile Device Detection Cameras, including their ability to detect unregistered vehicles, seatbelts and speeding.
- The ACT is planning to implement these additional capabilities progressively on our road network throughout 2024 – 2026.

Unclean Leasehold and Vacant Blocks

Talking Points

- Access Canberra inspects ACT blocks under the *Planning Act 2023* (the Act). Inspections consider the lease state in relation to rubbish visibility, building completion timeframe, and adherence to the Crown Lease provisions.
- Access Canberra assesses public risks, including securely fenced vacant blocks, building approvals and Crown Lease compliance for all lease types.
- Most leases contain development covenants, construction timeframes, and potential termination clauses for non-use for more than one year.
- Usually, a new block owner has 12 months to start development and 24 months to complete, with possible extensions under section 374 of the Act. Delays may stem from weather, funding, or from materials or builder availability issues.
- As of 22 August 2025, there were approximately*
 - **385 blocks** undeveloped for two years or more from the issue of the lease;
 - **117 blocks** undeveloped for five years or more from the issue of the lease; and
 - **73 blocks** undeveloped for ten years or more from the issue of the lease.
- Crown lease requirements vary and are assessed on a case-by-case basis.
- In 2024, the ACT Government introduced regulations to better manage block cleanliness and improve the Territory Planning Authority's capacity to investigate complaints.
- Community concerns about an unclean or vacant block can be reported via Fix My Street, the feedback forms on the Access Canberra website or by calling Access Canberra on 13 22 81.
- Access Canberra reviews undeveloped blocks and considers regulatory options for blocks undeveloped for a long time.
- The public can check lease conditions and responsibilities either on the Planning website or by contacting Access Canberra.

* Figures on undeveloped blocks are compiled through a complex manual process and updated every six months, with little expected change between updates.

- I can note specific block details, but the information may be limited if it is under compliance action or investigation for privacy and regulatory reasons.