



# Department of Territory and Municipal Services **ANNUAL REPORT** 2009–2010

st Park | **sportsgrounds** | rubbish and recycling | **libraries** | pools | **sport and recreation** | playgrounds | **sustainable transport planning** | Yarra  
nd planning | **Manuka Oval** | heritage | **Canberra Connect** | cemeteries | **Exhibition Park in Canberra** | road user services | **territory records** | A

## Volume 1

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## Transmittal Certificate

Jon Stanhope, MLA, Minister for Territory and Municipal Services, Minister for Transport, Minister for the Arts and Heritage  
Andrew Barr, MLA, Minister for Tourism, Sport and Recreation

ACT Legislative Assembly  
London Circuit  
Canberra City ACT 2601

Dear Ministers

I present the 2009–10 Annual Report of the Department of Territory and Municipal Services (TAMS), which is in two volumes. The first volume contains information about the department's performance and the second volume contains the financial reporting. The report has been prepared under section 5(1) of the *Annual Reports (Government Agencies) Act 2004*, and in accordance with the requirements of the Chief Minister's Annual Report Directions. It has been prepared by the department in line with other legislation applicable to the preparation of annual reports.

I hereby certify that the attached annual report is an honest and accurate account and that all material information on TAMS' operations during the period 1 July 2009 to 30 June 2010 has been included.

I also hereby certify that fraud prevention has been managed in accordance with Public Sector Management Standard 2, Part 2.4.

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

Yours sincerely

Gary Byles  
Chief Executive  
Department of Territory and Municipal Services

15 September 2010

Office of the Chief Executive  
GPO Box 158 Canberra ACT 2601  
Canberra Connect: 13 22 81



## Statement of reference to subsumed and annexed reports

Jon Stanhope, MLA, Minister for Territory and Municipal Services, Minister for Transport, Minister for the Arts and Heritage  
Andrew Barr, MLA, Minister for Tourism, Sport and Recreation

ACT Legislative Assembly  
London Circuit  
Canberra City ACT 2601

Dear Ministers

The 2009–10 Department of Territory and Municipal Services Annual Report complies with the directions set out by the Chief Minister's Department. As part of this compliance, Shared Services and ACTION are subsumed within this report and the ACT Heritage Council, the Animal Welfare Authority and the Report of the Director of Territory Records are annexed reports.

I advise that the above sections are occasionally referred to throughout the body of the report. In instances of such referral, you should direct your attention to the relevant section in the report for further information.

Yours sincerely

Gary Byles  
Chief Executive  
Department of Territory and Municipal Services

15 September 2010

Office of the Chief Executive  
GPO Box 158 Canberra ACT 2601  
Canberra Connect: 13 22 81

## ACKNOWLEDGMENT TO COUNTRY

The Australian Capital Territory is Ngunnawal country. The ACT Government acknowledges the Ngunnawal people as the traditional custodians of the Canberra region.

The region was also an important meeting place and significant to other Aboriginal groups.

The ACT Government acknowledges the historical and continuing dispossession of Aboriginal and Torres Strait Islander peoples and also acknowledges their vital contribution to the ACT community.

## ABOUT THIS REPORT

The Department of Territory and Municipal Services (TAMS) 2009–10 Annual Report is the organisation's primary accountability document to the ACT Government and the Canberra community.

The report is divided into two volumes:

- Volume One contains information regarding the department, including the Chief Executive's review, analysis of agency performance and consultation and government reporting
- Volume Two contains the management discussion and the financial statements.

The report has been prepared under section 5(1) of the *Annual Reports (Government Agencies) Act 2004*, and in accordance with the requirements referred to in the Chief Minister's Annual Report Directions and other relevant legislation.

Changes to the administrative arrangements in 2009–10:

- Australian Capital Tourism moved from TAMS to the Chief Minister's Department on 9 November 2009 and is reported on in the 2009–10 Chief Minister's Department Annual Report (except financial statements for the period of 1 July 2009 to 9 November 2009 which are included in relevant sections of this report).
- ACT Property Group moved to the new Department of Land and Property Services on 1 December 2009 and is reported on in the 2009–10 ACT Department of Land and Property Services Annual Report (except financial statements for the period of 1 July 2009 to 1 December 2009 which are included in relevant sections of this report).
- The Government and Assembly Library was transferred to the Speaker of the Legislative Assembly on 1 July 2009.



# SECTION A

## PERFORMANCE AND FINANCIAL REPORTING





## OUR ROLE

The Department of Territory and Municipal Services (TAMS) delivers a wide range of services which Canberrans rely on every day. These include collecting recycling and rubbish, running public libraries and ensuring municipal infrastructure such as streetlights and public barbeques are in good working order.

TAMS is responsible for managing our roads, footpaths and cycle paths; operating our public transport system (ACTION); and overseeing transport regulation, such as driver licensing, vehicle safety and accreditation for taxis.

Most of the ACT's recreation facilities, such as sportsgrounds, playgrounds and public swimming pools, are managed by the department. TAMS also looks after the ACT's parks and reserves, such as Tidbinbilla Nature Reserve, Namadgi National Park and the reserves that make up Canberra Nature Park.

Canberra Connect, which is the main contact point for ACT Government information, services and payments, is also part of the department.

The department also runs a number of the ACT Government's commercial operations, including Canberra Stadium, Manuka Oval, Stromlo Forest Park, Exhibition Park in Canberra, Capital Linen Service, Yarralumla Nursery and the ACT Public Cemeteries Authority (which includes Woden, Gungahlin and Hall cemeteries).

TAMS provides a number of key services to other ACT Government agencies. These include information and communication technology, procurement, publishing and records services, as well as human resource and finance services.

## OUR VISION

Our vision is 'to make Canberra an even better place to live'.

## OUR MISSION

Our mission is 'great people delivering great services'.

## OUR CLIENTS AND STAKEHOLDERS

The department's programs and services are diverse and affect all Canberrans including:

- Chief Minister, Minister for Territory and Municipal Services, Minister for Transport, Minister for the Arts and Heritage
- Minister for Tourism, Sport and Recreation
- Legislative Assembly for the ACT
- ACT residents
- visitors to the ACT
- ACT businesses
- community organisations and peak representative groups

- ACT and federal government agencies
- suppliers and contractors
- professional bodies and unions.

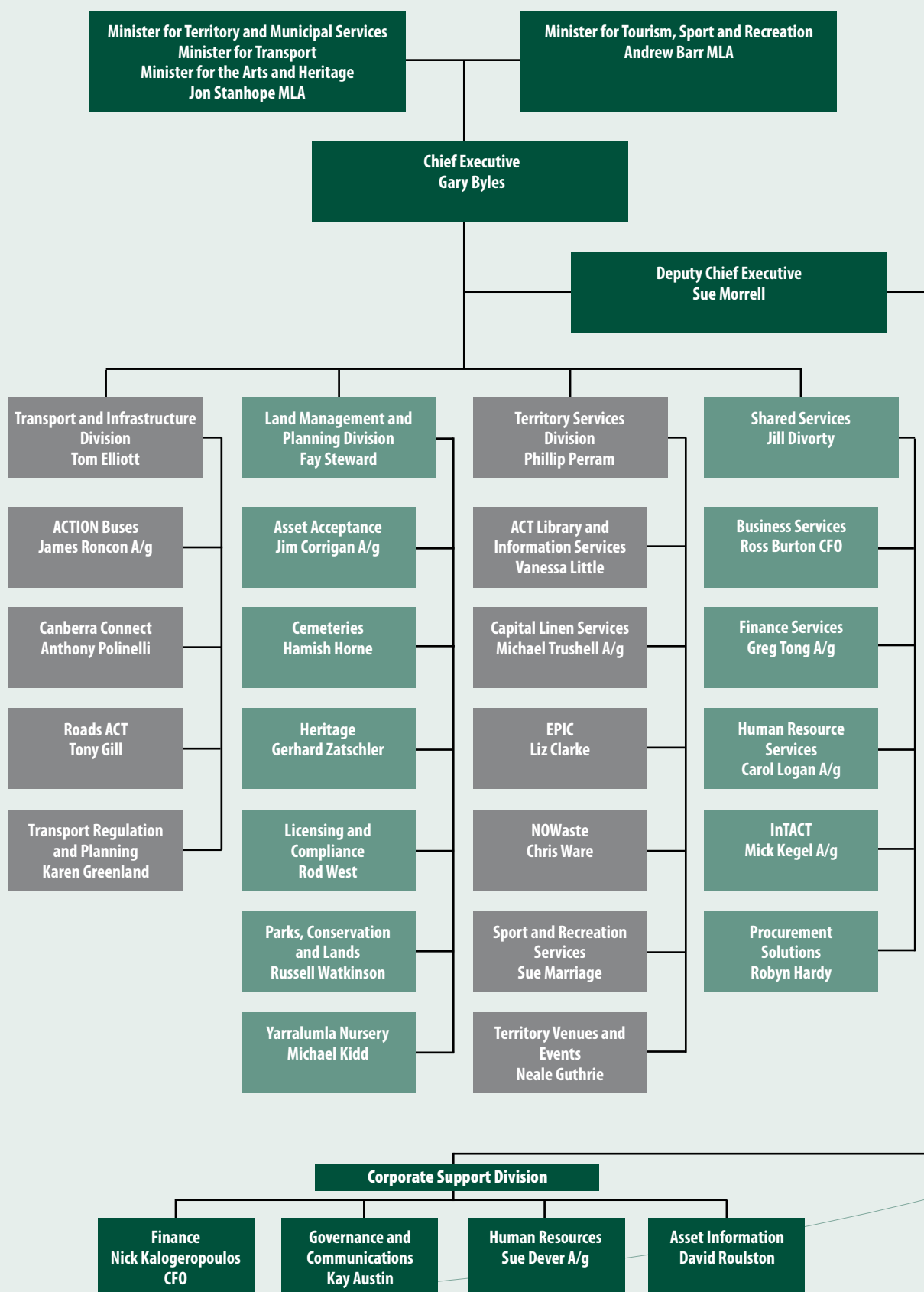
## OUR STRUCTURE

Chart 1 on page 3 illustrates the department's organisational structure on 30 June 2010. The organisational structure and management committees are explained in section C5, Internal accountability, page 69.

Chart 1

## TAMS ORGANISATION CHART

30 JUNE 2010



## A2 OVERVIEW

During 2009–10 the department reported to two ministers:

- Mr Jon Stanhope MLA—Minister for Territory and Municipal Services, Minister for Transport, Minister for the Arts and Heritage
- Mr Andrew Barr MLA—Minister for Tourism, Sport and Recreation.

*The TAMS Strategic Plan 2009–2013* provides the strategic direction for the department. It ensures we are working towards government priorities and replaces the *TAMS Strategy Map 2007–2010*.

In 2008 Ernst and Young conducted a Strategic Budget Review (SBR) of the department's operations (excluding ACTION). The report contained 22 recommendations that would provide a more robust financial management framework and improve consistency in balancing service delivery and fiscal control throughout the department.

The department has implemented the majority of these recommendations including strengthened governance structures, improved planning and reporting practices, and introduced greater rigour in budget related processes. The remainder have a longer term focus and so are being implemented by transforming the relevant ongoing management activities.

In August 2009, following the SBR, a new management structure was introduced so the department could more effectively achieve government priorities.

Five divisions were created to oversee:

- transport and infrastructure
- land management and planning
- territory-owned corporations and fee-for-service government businesses
- corporate services
- whole-of-government services.

Other significant changes to the department's structure in 2009–10 included the transfer of:

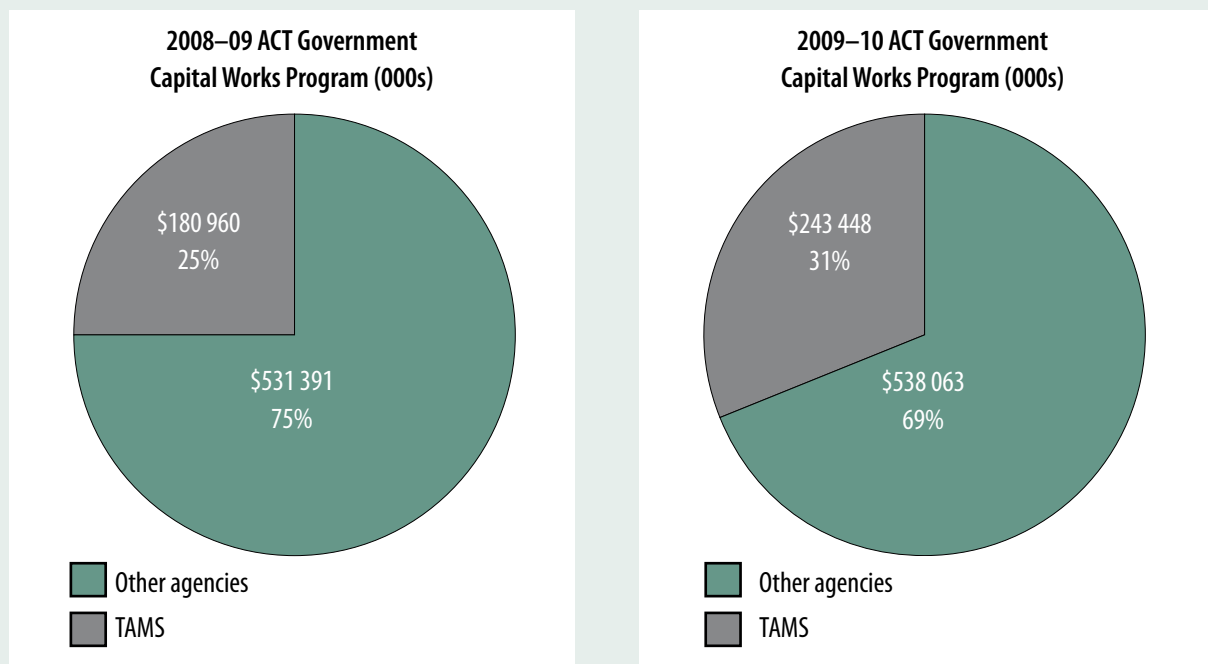
- the Government and Assembly Library to the Speaker of the Assembly on 1 July 2009
- Australian Capital Tourism to the Chief Minister's Department on 9 November 2009
- ACT Property Group to the new Department of Land and Property Services on 1 December 2009.

TAMS worked closely with other ACT Government agencies in 2009–10 to release new land, improve road safety regulations and ensure the sustainable management of the Territory's parks and open spaces. These agencies included the ACT Planning and Land Authority, the Department of Environment, Climate Change, Energy and Water, the Department of Land and Property Services and the Department of Justice and Community Safety (JACS).

TAMS administered legislation relating to municipal, heritage and road transport areas. The associated regulatory operations such as parking fines and outdoor café licences were managed by JACS.

In 2009-10 TAMS managed a greater proportion of one of the largest capital works packages in the Territory's history. The department's share of the ACT Government capital works budget increased by 34.5 per cent from 2008-09 to 2009-10.

**Chart 2: Capital works comparison**



This included the largest road infrastructure capital works program since self-government which was designed to reduce road congestion, improve safety and provide access to new housing estates. Projects included completing the road upgrade project around the Canberra International Airport and continuing the Gungahlin Drive Extension Stage 2 works.

Several projects were also undertaken to improve sustainable transport options. These included ACTION's successful REDEX trial – a new high frequency bus service from Gungahlin, through the City and Kingston to the railway station – and a major review, with public consultation, of the ACT's cycling and pedestrian network.

The environment continued to be a key area of focus with the Tidbinbilla draft plan of management issued for public comment and work undertaken to finalise management plans for Namadgi and Jerrabomberra Wetlands. The department completed or commenced 96 per cent of its bushfire management plan, as well as undertaking an additional 45 activities over and above the recommended tasks.

A scheme was introduced to ensure all television waste was recycled and the department worked with Apple Pty Ltd to deliver the most successful e-waste recycling event in Australia.

Drought-proofing work took place at several sporting facilities such as Hawker Enclosed Oval which was converted to synthetic grass.

In the sporting sector, the department also completed draft master plans for Canberra Stadium, Manuka Oval and Stromlo Forest Park, which played host to the 2009 UCI Mountain Bike and Trials World Championships in September. An independent report by Ernst & Young found the event injected \$7.9 million into the local economy.

Another highlight for the year was the opening of the state-of-the-art shopfront library in the Kingston shopping precinct.

Several other new capital works projects and new services were initiated or completed in 2009-10. Key achievements are summarised on pages 8-11.

The department also worked with the federal government on numerous projects in 2009-10 under the Nation Building program. These included:

- jointly funding and completing the Eddison Park youth recreation facility which provides a state-of-the-art skate park
- installing traffic lights at the busy intersection of Mawson Drive and Yamba Drive in Woden to improve traffic safety
- commencing replacement of 6520 square metres of paving in Glebe Park to improve drainage, safety and durability to accommodate service vehicle traffic
- coordinating 16 applications for heritage projects including restoration work to huts in Kowen and conservation work at Calthorpes' House.

An online blog was a popular communications tool used in the consultation phase of the \$1.4 million Eddison Park Youth Plaza, a Nation Building project.



## AWARDS SNAPSHOT

TAMS proudly recognises its achievements throughout 2009–10.

- 2009 Australian Computer Society's prize for Educational Program for InTACT's traineeship program
- Canberra Connect Shopfront services won the ACT Chief Minister's Inclusion Award for customer service by a government agency
- Canberra Stadium received:
  - an award presented by the European–Australian Environmental Assurance and Recognition Initiative recognising an 'Eco-mapping' audit and future environmental management initiatives
  - ACT Business Smart Accreditation in recognition of significant initiatives made in the area of waste management
- finalist for the ACT Training Awards in the Indigenous Trainee and Apprentice of the Year category
- in partnership with the NSW and Victorian governments, rehabilitation work to sub-alpine bogs in the Australian Alps was recognised by the Society for Ecological Restoration International as one of the top ecological restoration projects in Australia and New Zealand
- four TAMS employees received *The Heroes and Rescue Award* from the Justice Institute of British Columbia Foundation. The award recognised the role they played as part of the Australian contingent sent over to help fight the British Columbia wildfires
- runner-up in the 2009 Federal Minister for Education's Awards for Excellence for Employers of Australian Apprentices in the ACT region
- Yarralumla Nursery received:
  - Best Government Nursery award for NSW and the ACT from the Nursery and Garden Industry Association
  - Schools First Award (in association with Black Mountain School) for outstanding performance in establishing school and community partnerships
  - Chief Minister's Award for 50 years in the ACT
- ACT Library and Information Service was recognised at the 2010 ACT Architecture Awards:
  - Belconnen library won the *25 Year Award for Enduring Architecture*
  - Kingston library received a commendation in the *Interior Architecture Category*.
- Director, ACT Library and Information Service, Vanessa Little, received a 2009 ACT Public Service Executive Award in recognition of her exemplary service to the government and people of the ACT community.



## 2009–10 PRIORITIES AND ACHIEVEMENTS AT A GLANCE

Completed—began in 2009–10 or earlier and achieved in 2009–10.

Underway—began in 2009–10 or earlier and due for completion in future financial years.

Ongoing—continuous improvement, no set end date.

**Table 1: Priorities and achievements at a glance**

### TERRITORY AND MUNICIPAL SERVICES

2009–10 INITIATIVE	PERFORMANCE
<b>OUTPUT CLASS 1: MUNICIPAL SERVICES</b>	
<b>Information services</b>	
Complete the implementation of the ACT Library and Information Service radio frequency identification system	Completed
Establish the Kingston library	Completed
Develop a draft strategic plan for the ACT Public Library and Information Service	Completed
Replace the whole-of-government receipting and payment system	Underway
Begin construction of the Gungahlin library	Completed
Transfer the management of the Government and Assembly Library to the Legislative Assembly	Completed
<b>OUTPUT CLASS 1: MUNICIPAL SERVICES</b>	
<b>Office of Transport</b>	
Continue the ACT Government's roads capital works program	Underway
Install safety screens on high and medium risk bridges over roads with a speed limit greater than 60km/h	Underway
Continue cycling projects, including the construction of a shared-use path on Mouat Street in Lyneham	Ongoing
Continue road safety improvements and upgrades of traffic lights	Ongoing
Update Roads ACT's asset management plan for 2010–13	Completed
Further the ACT Parking Strategy by developing the <i>Transport for Canberra</i> package	Underway
Develop a <i>Transport for Canberra</i> action plan	Underway
Improve signage and upkeep of Canberra's roads and cycle paths	Ongoing
Complete 2009–10 improvements to rego.act <sup>1</sup>	Completed
Continue the taxi industry review	Underway
Develop proposals to deter drink driving	Underway
Develop a new action plan for accessible public transport	Completed
Continue business and service improvements in ACTION	Ongoing

1 The rego.act computer system is the Territory's register of motor vehicles, drivers' licences, traffic and parking infringements

2009–10 INITIATIVE	PERFORMANCE
<b>OUTPUT CLASS 1: MUNICIPAL SERVICES</b>	
<b>Waste and recycling</b>	
Reduce the amount of rubbish going to landfill by improving recycling at the Mugga transfer station	Ongoing
Develop a new rubbish removal strategy with the ACT Department of Environment, Climate Change, Energy and Water	Underway
<b>OUTPUT CLASS 1: MUNICIPAL SERVICES</b>	
<b>Land management</b>	
Improve Canberra's city centre including replacing paving and street furniture around the Melbourne and Sydney buildings and improving pedestrian links	Ongoing
Upgrade shopping centres including in Garran	Completed
Release a kangaroo management plan	Completed
Improve management of Mulligans Flat Woodland Sanctuary	Completed
Support Greening Australia's tree planting activities in the Lower Cotter catchment for the next five years (2009–13)	Underway
Implement the Urban Forest Renewal Program	Underway
Develop a draft plan of management for Tidbinbilla	Completed
Plant trees under the One Million Trees initiative	Underway
Develop the <i>Healthy Parks Healthy People</i> program	Ongoing
<b>OUTPUT CLASS 1: MUNICIPAL SERVICES</b>	
<b>Environmental regulation</b>	
Build relationships with interstate counterparts and the RSPCA	Ongoing
Participate in national decision-making committees	Ongoing
Encourage retention of the urban forest	Ongoing

2009–10 INITIATIVE	PERFORMANCE
<b>OUTPUT CLASS 1: MUNICIPAL SERVICES</b>	
<b>Sport and recreation</b>	
Continue implementation of the <i>'Where will we play?'</i> strategy	Ongoing
Plan for a new basketball centre for the ACT	Underway
Develop a design for the Gungahlin leisure centre	Underway
Upgrade Hawker enclosed oval	Completed
Implement the Australian School Based Apprenticeship program	Completed
Upgrade Nicholls neighbourhood oval	Underway
Deliver an economic impact report for the ACT sport and recreation industry	Completed
Develop an online sportsground booking system	Completed
Continue to redevelop Lyneham sports precinct	Underway
Support the Children's Physical Activity Foundation	Completed
<b>OUTPUT CLASS 2: ENTERPRISE SERVICES</b>	
<b>Government services</b>	
Complete stage one of the deciduous tree propagation program	Completed
Implement a master plan for water use at Yarralumla Nursery	Completed
Start restoration works on Hobday's Cottage and gardens	Completed
Replace the integrated dryer system at Capital Linen Service to improve work flow and productivity	Underway
<b>OUTPUT CLASS 2: ENTERPRISE SERVICES</b>	
<b>Tourism and events</b>	
Implement priorities in the draft ACT Motorsport Strategy	Underway
Host the 2009 Union Cycliste Internationale (UCI) Mountain Bike and Trials World Championships	Completed
Upgrade security and undertake minor capital works at Canberra Stadium, Manuka Oval and Stromlo Forest Park	Completed
Develop draft master plans for Canberra Stadium, Manuka Oval and Stromlo Forest Park	Completed
Resolve the long-term ownership of Canberra Stadium	Ongoing
Finalise Canberra Stadium hiring agreements with the Brumbies and Canberra Raiders	Completed

## 2009–10 INITIATIVE

## PERFORMANCE

## ACTION

OUTPUT CLASS 1: PUBLIC TRANSPORT	
Public transport	
Improve ACTION's bus network to meet customers' travel needs	Ongoing
Implement improvements to ACTION buses, including capital investment and improvements to bus shelters and seats	Ongoing
Increase the number of people using ACTION buses	Ongoing
Provide more information on ACTION's services for customers	Ongoing
Buy 100 new buses over four financial years	Underway
Continue major maintenance works to current fleet	Ongoing
Introduce ACTION's new ticketing system	Underway
Continue workplace reform to improve productivity and efficiencies	Ongoing

## SHARED SERVICES

OUTPUT CLASS 1: INTACT	
InTACT	
Manage ACT Government IT systems and replace older technology as required	Underway
Review sourcing of services to ensure value for money	Underway
OUTPUT CLASS 2: PROCUREMENT SUPPORT SERVICES	
Procurement support services	
Improve procurement documentation	Underway
Implement recommendations from the procurement process review	Underway
Implement the new procurement business system	Completed
OUTPUT CLASS 3: HUMAN RESOURCE SERVICES	
Human resource services	
Improve and streamline all work processes	Underway
Improve reporting on recruitment activities	Completed
Deliver training through the ACT Public Service training calendar	Completed
Support agencies in implementing Workplace Health and Safety and Injury Management improvement plans	Ongoing
Plan and prepare for the roll-out of phase two of HR21	Underway
OUTPUT CLASS 4: FINANCE SERVICES	
Finance services	
Improve information on key finance activities	Ongoing
Maintain a focus on training and development of finance services staff	Ongoing

## A4 OUTLOOK

The effects of the global financial crisis and the Commonwealth Grants Commission's decision to reduce the Territory's share of GST revenue have put the ACT Budget under pressure for 2010–11. The ACT Government's commitment to balance its budget by 2013–14 means the department will have to continue to apply fiscal constraint. The department will also continue to address recommendations from the Strategic Budget Review.

The 2010–11 ACT Budget outlined new infrastructure investment of more than \$393 million over four years, with over 50 per cent of this work being managed by TAMS. The department will work with other agencies to deliver on the priorities outlined in the ACT Government's Infrastructure Plan, released in June 2010.

Strategic and operational priorities for 2010–11 include:

- implementing the first stage of the *Transport for Canberra* program funded in the 2010–11 ACT Budget. Policies covering new public transport, parking, cycling and walking strategies will be finalised in 2010–11. They include a transport infrastructure plan, and a *Transport for Canberra* action plan
- extending the REDEX ACTION bus service to a large commercial shopping hub in Fyshwick as part of the new network to be rolled out in late 2010

A \$124 million facelift of Belconnen Town Centre will give people better access to the shopping mall, simpler bus routes and easier pedestrian access to the town centre. The project, which includes the mall expansion and public transport improvements, is expected to be completed by the end of 2010.



- delivering the new \$8 million 'MyWay SmartCard' ticketing system. This will mean quicker boarding times, increased flexibility for passengers and the ability to monitor passenger trends so services can be adjusted accordingly
- building on the 'Vision Zero' philosophy by developing a new Road Safety Strategy with government, business and the community
- enhancing conservation efforts in Mulligans Flat Nature Reserve, the Jerrabomberra Wetlands and Mount Painter Reserves, as well as meeting the updated ACT Strategic Bushfire Management Plan V2, released in October 2009
- planning for the Great Canberra Walk in the lead-up to Canberra's centenary
- developing new tourism programs at Tidbinbilla
- developing new breeding programs for Tasmanian Bettongs and Grassland Earless Dragons and continuing the Corroboree Frog breeding program at Tidbinbilla
- upgrading sporting facilities including the Canberra Stadium, the Narrabundah Ball Park facility, Manuka Oval, the Lyneham sports precinct, and designing the Throsby multisport complex, the Belconnen skate park and a major recreational leisure centre in Gungahlin
- completing the new Gungahlin library
- reducing the amount of rubbish going to landfill by extending the life of the Mugga Lane Resource Management Centre, finding long-term solutions for the Territory's landfill needs, trialling a bulky rubbish collection program and investigating potential new markets for recycled materials.

The new Gungahlin library will open in early 2011. It will be almost 3000 square metres and nearly 10 times the size of the current Gungahlin library.



## A5 MANAGEMENT DISCUSSION AND ANALYSIS

## A6 FINANCIAL REPORT

## A7 STATEMENT OF PERFORMANCE

## A8 STRATEGIC INDICATORS

These sections have been included in Volume 2 of this report.



## LAND MANAGEMENT AND PLANNING

TAMS is responsible for the planning and management of the majority of ACT's parks, reserves, public open spaces and city places, including lakes and street trees. TAMS oversees the provisions of the *Heritage Act 2004* and assists in the conservation of the ACT's heritage assets to ensure their protection. TAMS manages Yarralumla Nursery and the Domestic Animal Services (DAS) shelter under the *Domestic Animals Act 2000* and other licensing and compliance services. The ACT Public Cemeteries Authority also sits within the department's structure.

TAMS plays a key role in the ACT Government's land release program. It reviews development proposals and applications, and inspects and accepts civil and landscape works for the Territory. (See section C12 Strategic Asset Management, for more information.)

During 2009–10 TAMS received a total of 7189 land management submissions, which was a 15 per cent increase on 2008–09.

**Table 2: Land management submissions**

PLAN TYPE	2008–09	2009–10
Estate development plans	45	47
Design acceptance submissions	690	731
Operational acceptance submissions	276	339
Final acceptance submissions	163	173
Development applications (DAs)	1391	1417
Application for stormwater easement and waste compliance	3029	3627
New driveway approvals	671	855
<b>Total</b>	<b>6265</b>	<b>7189</b>

During 2009–10 about \$85 million in assets from residential developments was transferred to the department. This included roads, stormwater infrastructure, street lighting, paths, trees, shrubs and landscape furniture.

In 2009–10 TAMS:

- ran a program of monthly consultations with industry groups including developers, landscape architects and civic consultants
- held two workshops with stakeholders to find ways to minimise damage to recently constructed public assets and reduce littering
- completed the McMillan Change Management program that clarified the roles and responsibilities of staff, reviewed procedures, and implemented processes to improve the working relationship with the ACT Planning and Land Authority (ACTPLA)
- updated procedures for processing development applications and related submissions.

### FUTURE DIRECTIONS

In 2010–11 TAMS will continue to support the ACT Government's accelerated land release program.

## ACT PUBLIC CEMETERIES AUTHORITY

The ACT Public Cemeteries Authority manages Woden, Gungahlin and Hall cemeteries. It is a financially separate business unit of TAMS. The department supports the Chief Executive Officer of the ACT Public Cemeteries Authority and the Minister for Territory and Municipal Services, as part of the *Cemeteries and Crematoria Act 2003* and a Memorandum of Understanding between the department and the authority.

The ACT Public Cemeteries Authority produces its own annual report, available at [www.canberracemeteries.com.au](http://www.canberracemeteries.com.au)

## HERITAGE

The Heritage Unit, guided by the *Heritage Act 2004*, assists in conserving the ACT's heritage assets. It ensures these assets are identified, protected and maintained. The unit also provides administrative and operational support to the ACT Heritage Council. The ACT Heritage Council produces its own annual report, annexed in this annual report.

Highlights for the Heritage Unit included:

- coordinating 16 applications to the federal government for the heritage component of the Nation Building stimulus package. In October 2009 the then Minister for the Environment, Heritage and the Arts, the Hon Peter Garrett, announced \$453 000 for heritage places in the ACT as part of this package. Projects included restoration work at Gorman House and to huts in Kowen, and new signage and conservation work at Calthorpe's House
- continuing work on the Heritage Registration Strategy, targeting a backlog of historic sites, natural places and objects nominated for inclusion on the Heritage Register. A workshop was held with the Heritage Council in April 2010 to develop a plan for dealing with the nominations. Outcomes of the workshop included:
  - working groups to focus on different themes (such as Aboriginal, rural or urban) and to meet regularly to review nominations to assess priority. This work will be followed up with site visits as appropriate
  - preparing a statement of reasons for those places which cannot be assessed and should be removed from the backlog (for example, places destroyed in the 2003 Canberra bushfires)
  - continuing to work with other ACT agencies to assess nominations which require prompt decisions
- amending the ACT Heritage Register with:
  - ten nominations—seven were accepted and three were rejected
  - seven decisions on provisional registration
  - five decisions on full registrations
  - one decision on a (partial) cancellation proposal
- beginning a major review of the *Heritage Act 2004* and releasing a discussion paper in March 2010. The Act must be reviewed after its first five years of operation. Public comment on the discussion paper closed on 7 May 2010 with 34 submissions received. Analysis of the submissions will be included in a final report to the ACT Legislative Assembly in September 2010
- drafting Aboriginal Heritage Guidelines which will be finalised after the review of the *Heritage Act 2004* is completed

The 2010 Canberra and Region Heritage Festival attracted more than 7000 visitors and featured over 100 events.

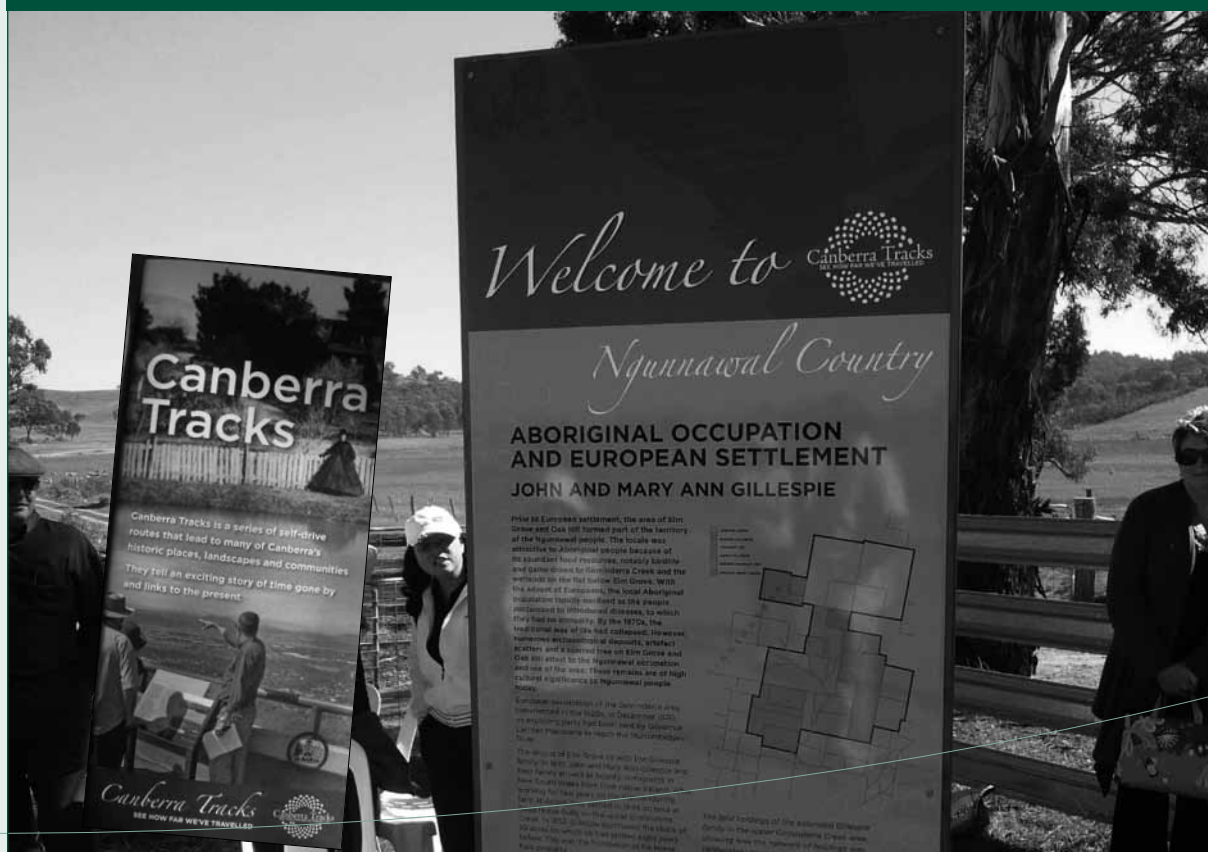


- coordinating the audit of all ACT Government agencies to identify and manage heritage places and objects for which they are responsible
- supporting the ACT Heritage Council on four registration decisions appealed in the ACT Civil and Administrative Tribunal (ACAT)
- advising the Conservator of Flora and Fauna on a range of Conservation Management Plans for historic and Aboriginal assessed sites. The unit responded to a total of 150 development applications for historic and Aboriginal heritage sites
- funding for 28 projects totalling \$342 170 under the 2009–10 ACT Heritage Grants Program, including a model of Walter Burley Griffin's 1918 plan for Australia's capital city, restoration of the Canberra carousel organ—Stage 6, and a conservation plan for Aboriginal rock art sites in Namadgi National Park
- releasing *Canberra Tracks*, a brochure outlining the four self-drive heritage trails in the ACT
- installing 33 interpretive signs across the Territory as part of *Canberra Tracks*
- coordinating the 2010 Canberra and Region Heritage Festival which featured over 100 events, activities and exhibitions. It involved over 50 groups and individuals from government, community and private sectors. Festival attendance grew by 30 per cent from the previous year. The theme for the 2010 Heritage Festival was 'Hunters and Collectors'.

## FUTURE DIRECTIONS

In 2010–11 the Heritage Unit will finalise the *Heritage Act 2004* review, the ACT Government agency audit and the Heritage Registration Strategy targeting the backlog of nominations to the register. From 1 July 2010 the Heritage Unit will become part of the Chief Minister's Department.

In 2009–10 TAMS installed 33 interpretive signs and created an information brochure to guide visitors around Canberra's heritage trails.



## LICENSING AND COMPLIANCE

The Domestic Animal Services (DAS) shelter complies with the *Domestic Animals Act 2000*. Other licensing and compliance services include city ranger services, biosecurity planning and coordination, administration of licensing under the *Nature Conservation Act 1980* and tree protection according to the *Tree Protection Act 2005*.

TAMS re-homed 96 per cent of dogs available at the Mugga Lane shelter. This is among the highest re-homing rates in the country.



Highlights for 2009–10 included:

- finding homes for 96 per cent of the 1785 suitable dogs that came through the DAS facility at Mugga Lane. This makes it one of the most successful dog shelters in Australia
  - amending the *Domestic Animals Act 2000* to help victims of dog attacks or harassment to seek compensation, and to improve protection of rangers and their families from threats from members of the public
  - changing the operating hours of the DAS facility allowing rangers to spend more time on patrol and more opportunities to promote responsible pet ownership and to respond to incidents more effectively
  - participating in national committees and advising on a number of biosecurity incidents and cooperative arrangements across Australia. This included issues such as the outbreak of red imported fire ants in South East Queensland, the detection of Asian honey bees in Far North Queensland and the attempt to eradicate European house borers from Western Australia
  - processing more than 1600 individual applications for tree damaging activity
  - examining the implications to trees of 362 development applications
  - issuing 361 new licenses for native flora and fauna activities under the *Nature Conservation Act 1980*, and 10 licences under the *Fisheries Act 2000*
  - working with supermarkets to address the issue of discarded shopping trolleys in urban open space
- responding to calls for greater activity on the Significant Tree Register by providing a dedicated tree protection officer to examine and assist with the registration process. As a result, 49 individual trees and six groups of trees (including Haig Park, City Hill and Olims Hotel trees), have been entered in the ACT Significant Tree Register
  - attending to more than 1180 reports of abandoned vehicles and responding to 331 reports of syringes found in public places resulting in the collection of more than 4265 discarded and used syringes.

## FUTURE DIRECTIONS

In 2010–11 TAMS will further streamline processes so rangers are more visible in the community and better able to respond to issues.

TAMS will also continue to address the issue of discarded shopping trolleys throughout Canberra suburbs.



## PARKS, CONSERVATION AND LANDS

TAMS manages 73 per cent of Canberra's land, including parks, reserves, plantations and urban open space. It promotes the appropriate use of parks and reserves in the ACT, and maintains the look and feel of the city.

TAMS regularly seeks community feedback on how it manages parks and open spaces (including shopping precincts) in the ACT. The 2009–10 user survey again showed high satisfaction ratings. This includes:

- 91 per cent satisfaction with the management of town and district parks
- 76 per cent satisfaction with the management of street and park trees—up five per cent from 2008–09
- 82 per cent satisfaction with the management of the city—consistent with 2008–09.

Managing and conserving parks and reserves is a priority for the department. In May 2010 TAMS released the Tidbinbilla draft plan of management for public comment. The plan will expand the precinct's captive breeding programs, conserve Tidbinbilla's Aboriginal and European heritage and develop new education programs targeting school children and visitors.

Work continued on finalising plans of management for Namadgi National Park and Jerrabomberra Wetlands Nature Reserve. A final Namadgi National Park Plan of Management is expected to be tabled in the Legislative Assembly in August 2010. The Jerrabomberra Wetlands Nature Reserve revised draft plan of management was forwarded to the Standing Committee on Environment, Climate Change, Energy and Water in June 2010.

A key area of focus during 2009–10 was work on the Urban Forest Renewal Program. The program was postponed while the Commissioner for Sustainability and the Environment investigated the ACT Government's management of urban trees and the need for the program. This was in response to community concerns about the removal of urban trees in decline. It is expected the Commissioner's report will be completed in September 2010. In the meantime, TAMS worked with the Commissioner to improve communication and processes for removing dead and hazardous trees. Several changes were made including providing more information to residents living in adjoining properties, notification signs and placing details of tree removals on the TAMS website.

TAMS spends about \$4.5 million maintaining approximately 5132 hectares of grass every year.



TAMS undertook a city-wide audit of street and park trees to better understand conditions and maintenance requirements. An extra tree maintenance team was established in Gungahlin to improve the life and safety of trees in the region.

About 6250 trees and shrubs were planted in streets, parks and along suburban roads as part of the One Million Trees initiative, while over 2600 trees were planted around Canberra's urban lakes. A further 588 trees were planted at 23 urban sites across Canberra to replace trees removed due to poor condition or for safety reasons.

Capital works projects undertaken in 2009–10 included:

- commencing construction of eight new community parks at former school sites in Macarthur, Kambah (two), Cook, Holt, Chifley, Weston, and Rivett
- upgrading five play spaces
- upgrading of Garran and Deakin local shopping centres, commencing an upgrade at Ainslie shops and completing design work for Farrer, Lyons, Red Hill, Scullin and Waramanga shopping centres
- constructing a new off-leash dog park in Weston Park after consulting the community to identify a preferred site
- commencing replacement of 6520 square metres of paving in Glebe Park
- completing the Eddison Park youth recreation facility which was jointly funded by the ACT Government and the federal government through their Regional and Local Community Infrastructure Program. The facility provides a leading-edge skate park, performance space, shaded seating and landscaping
- commencing a major upgrade to Bunda Street in the City which included new paving, trees, street lighting, street furniture and resurfacing of the road.

In 2009-10, over 40 Brown Treecreepers were released into Mulligans Flat Woodland Sanctuary.



Other key highlights in 2009–10 included:

- releasing over 40 Brown Treecreepers into Mulligans Flat Woodland Sanctuary, the first native animal to be reintroduced into the area after a predator proof fence was constructed
- releasing six Southern Brush-tailed Rock-wallabies, captive-bred at Tidbinbilla, into the wild in Victoria as part of a national breeding program
- recommencing commercial harvesting operations in Kowen Forest, which had been on hold since 2004
- removing weeds and restoring sites at Lake Burley Griffin and the Molonglo River in line with the ACT weed strategy
- controlling rabbit numbers, often in conjunction with local ParkCare groups, at Mount Ainslie, Mount Majura, Callum Brae Nature Reserve, Jerrabomberra Wetlands, Jerrabomberra West Nature Reserve and Mount Painter, which reduced rabbit numbers by over 75 per cent at those sites
- releasing the Kangaroo Management Plan following comprehensive consultation. The plan sets out the ACT Government's approach to managing the environmental, economic and social impacts of eastern grey kangaroos in the ACT, while ensuring the long-term welfare of the animals
- undertaking conservation culls of Eastern Grey Kangaroos to protect grassland and woodland within Canberra Nature Park

- completing feral horse, wild dog and pig control programs in Namadgi National Park
- welcoming 182 479 visitors to Tidbinbilla in 2009–10, compared to 88 108 in 2008–09
- holding the Tidbinbilla Extravaganza event in April 2010 which attracted 6000 visitors, doubling the previous year's attendance
- successfully breeding 1050 Northern Corroboree Frogs at Tidbinbilla. The program did, however, suffer a setback when about 1000 frogs died in December 2009 due to a problem with the refrigeration unit in one of the purpose-built containers in which they were housed. This led to a review of the facility and new safety mechanisms being put in place
- planting for the successful 2009 Floriade event
- completing key tasks under the Bushfire Operations Plan (BOP) including removing fuel from 456 hectares of land (13 of the 456 hectares being subject to commercial thinning in Kowen Forest), 6506 hectares of slashing, 4532 hectares of grazing and the upgrade of 613 kilometres of fire trails
- successfully completing 3423 hectares of prescribed burning identified in the BOP, including the largest burn ever undertaken at Mount Clear in Namadgi, plus an extra seven burns totalling 123 hectares
- deploying fire fighters to help control remote fires in Michelago and the Blue Mountains in NSW, the East Gippsland region in Victoria and British Columbia, Canada
- four TAMS employees received *The Heroes and Rescue Award* from the Justice Institute of British Columbia Foundation. The award recognised the role they played as part of the Australian contingent sent to help fight the British Columbia wildfires
- providing information and assistance to the 2003 Canberra bushfires civil litigation case.

## FUTURE DIRECTIONS

In 2010–11 TAMS will:

- form a Woodlands and Wetlands Trust for Mulligans Flat Woodland Sanctuary and Jerrabomberra Wetlands reserves
- continue work on the *Healthy Parks Healthy People* program in partnership with the ACT Department of Health
- develop new tourism programs at Tidbinbilla
- respond to the Commissioner for Sustainability and the Environment's reviews of management of Canberra Nature Park and urban tree management
- expand the BOP in line with the Strategic Bushfire Management Plan V2
- plan for the Canberra Centenary project—including the Great Canberra Walk
- put in place plans to reduce water demand for parks and urban open space.



## YARRALUMLA NURSERY

The Yarralumla Nursery is a government-owned commercial wholesale and retail plant nursery. It is the largest wholesale nursery in the southern tablelands and sells high quality, competitively priced plants to the landscape, wholesale and retail industries, landcare groups and state and local governments. The nursery propagates and grows cold climate plants, including local, rare and endangered species, from its own plant stock and seed bank.

As well as selling plants, the nursery's retail outlet manages the ACT Government's Plant Issue and 'Own Place for Franklin' schemes and gives advice to the general public. It is a training institution for apprenticeships, including school-based apprenticeships, work experience and adult education in horticulture. The nursery has a longstanding involvement with the ACT community and takes part in programs such as special needs education, work for the dole, return to work rehabilitation and volunteers.

In 2009–10 Master Builders Group Training apprentice carpenters completed the restoration on one of Yarralumla Nursery's oldest glasshouses. Work on a second glasshouse will start in October 2010. The government's \$50 000 project will restore the glasshouses' significant heritage value.

The nursery continued its deciduous tree propagation program, introducing a pot-in-field growing system which produces trees which use less water and labour, and are resistant to strong climates. Stage one is complete with 1000 trees growing and stage two has now begun.

Implementing the Water Use Master Plan had positive results in 2009–10. These included:

- upgrading irrigation to improve watering, decrease evaporation and reduce water wastage
- developing a new method of direct-striking cuttings that reduced labour, improved the number of cuttings to take root and shortened the turn-around time
- using a new lower-price super-tube container that reduced production costs and was popular with customers.

Restoration work on the historic Hobday's Cottage was completed and landscaping of the gardens will be finished in September 2010. These works improve the visitor experience and educate the public about the history of Canberra's original early plantings.

In 2009–10 Yarralumla Nursery gave 13 463 free plants to eligible home owners as part of the Plant Issue Scheme.



The Plant Issue Scheme, first introduced in 1930 to preserve the 'Garden City Concept' of Walter Burley Griffin, provides owners of new residential land in the ACT with free plants to help establish the new suburbs. In 2009–10 the nursery issued 13 463 plants to eligible home owners. The nursery also manages 'Own Place for Franklin'—a \$200 voucher which is part of the Affordable Housing initiative of the ACT Government and Land Development Agency. In 2009–10 the nursery issued 437 plants under the scheme.

Yarralumla Nursery received the following awards in 2009–10:

- Best Government Nursery award for NSW and the ACT from the Nursery and Garden Industry Association, the peak industry body for the Australian nursery and garden sector
- Schools First Award (in association with Black Mountain School) for outstanding performance in establishing school and community partnerships
- Chief Minister's Award for 50 years in the ACT.

Yarralumla Nursery was part of the tree selection working group for the Urban Forest Renewal Program and was on the ACT Government's consultative committee to select Canberra's Centenary native plant.

It supplied the National Arboretum Canberra with nine varieties of trees for planting in 2009–10, with another 16 scheduled for winter 2010.

In 2009–10 Yarralumla Nursery also supplied plant material and support to:

- Floriade 2010
- two retirement village community projects at Goodwin and Bellerive
- the ACT Government's Winter 2008–09 Tree Replacement and Million Trees programs
- a range of ACT Government urban open space projects and shopping centre upgrades
- a University of Canberra student accommodation project.

## FUTURE DIRECTIONS

The plant nursery industry faces critical challenges in response to climate change and the associated issues of water use and cost. In responding to these challenges, Yarralumla Nursery remains an active member of the Nursery and Plant Association, Landscape Contractors Association and Australian Institute of Landscape Architects, advising on plant species suitable for the changing environment and keeping up-to-date with design trends.

Additionally, a depressed market environment has kept prices low. Yarralumla Nursery will continue to confront this challenge with production efficiencies including enabling wholesale customers' access to the online catalogue, promoting drought-tolerant plant species, upgrading its quotation system to be more competitive in the market and regular analysis of sales and stock reports to ensure its species list is appropriate.

# TRANSPORT

TAMS administers most aspects of transport for the Territory including transport policy, legislation and regulations, road safety, public transport services (ACTION), infrastructure management (roads, bridges and stormwater) and customer service and support through Canberra Connect.

## ACTION

ACTION runs regular bus services and dedicated school services to and from Canberra suburbs. It operates a special needs transport service for clients of the ACT Department of Education and Training as well as charter services for schools, sporting bodies and other organisations hosting Territory events and festivals. ACTION's objective is to deliver safe, reliable, accessible and responsive public transport in the ACT.

ACTION achieved major improvements in number of buses, service frequency and communication with the public in 2009–10. ACTION added new services and had 414 buses in service at 30 June 2010. The total number of wheelchair accessible buses in the fleet was 140 at 30 June 2010. The government provided \$49.5 million to include eight high-capacity 'steer tag' buses. The replacement program will continue until June 2012. ACTION is aiming to achieve the Commonwealth *Disability Discrimination Act 1992* requirement for 55 per cent of the fleet to be accessible buses by the end of 2012. The new \$8 million MyWay 'SmartCard' ticketing system is due to be implemented in late 2010. This will mean quicker boarding times, greater flexibility for patrons and the ability to monitor passenger trends and adjust services accordingly. A user guide about ACTION services was delivered to every Canberra household in June 2010.

ACTION improved safety and security for patrons and staff by installing CCTV on buses and at interchanges. It began relocating its communications centre from the Belconnen bus depot to ACT Policing's Winchester Centre to improve communication to and from drivers. This should be finalised in August 2010.

The new REDEX bus service proved popular with record patronage of 2559 passengers on 26 February 2010.



In November 2009 ACTION introduced the REDEX trial—a new, high frequency bus service from Gungahlin, through the City and Kingston to the railway station. This trial was a major step towards the 'frequent network' concept—an objective of *Transport for Canberra*.

The REDEX service operated every 15 minutes between 7 am and 7 pm, Monday to Friday until 30 June 2010. The success of the trial—including record patronage on 26 February 2010 of 2559—led to a decision by government to adopt it as part of the main network and extend it to a large commercial shopping hub in Fyshwick. This is due in late 2010.

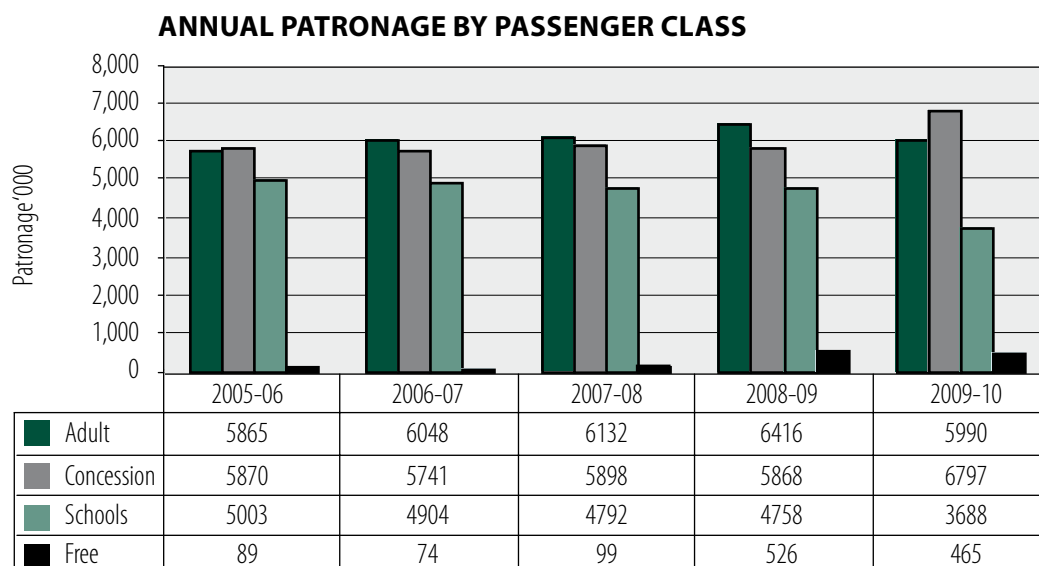
ACTION continued its popular Gold Card program that provides free travel on buses for all Canberrans 75 years of age or older. Throughout the year ACTION issued 1179 Gold Cards and averaged 1347 Gold Card passengers on weekdays.

Over the Christmas and New Year period ACTION delivered the Nightrider service which left Civic every 45 minutes after 1 am on Friday and Saturday nights. The service ran from 11 to 19 December with additional early morning services on New Year's Eve. For \$10, patrons could travel from the city to Belconnen, Gungahlin, South

Canberra and Tuggeranong. These services carried a total of 1141 passengers over the period—153 in the first week, 241 in the second week and 747 on New Year's Eve.

Although overall numbers of passengers fell in the early part of 2009–10, there was a marked increase towards the end of the financial year. ACTION came close to record daily patronage on 23 February 2010 by carrying 77 130 passengers. Chart 3 shows annual patronage over five years.

**Chart 3: ACTION patronage—five-year comparison**



The ACTION fleet included 140 wheelchair accessible buses at 30 June 2010.



ACTION was involved in joint projects with Canberra Connect including conducting an in-depth customer service survey and introducing an improved customer feedback system. ACTION set up the Accessible Transport Group to make recommendations for a more accessible transport system. The Schools Transport Liaison Committee continued its work of maintaining effective relationships with schools, students and parents.

ACTION also began Certified Agreement negotiations to achieve greater efficiency and flexibility and to address the significant budget challenges it faces. At 30 June 2010 negotiations were continuing with ACTION's workforce.

## FUTURE DIRECTIONS

In 2010–11 ACTION will design and deliver Network 10, a new bus network based around the new Belconnen interchange and the 'frequent network' concept. ACTION will also work with transport planning to introduce the MyWay 'SmartCard' ticketing system in late 2010.

The bus replacement program will continue with a further 44 wheelchair accessible, Euro Standard buses due to be delivered in 2010–11. Capital projects of \$1.564 million over two years will improve driver seating, water-efficient bus washes and bus park brake control devices.

ACTION will undertake a comprehensive feasibility study of its two major depots to determine the most effective way to manage these assets.

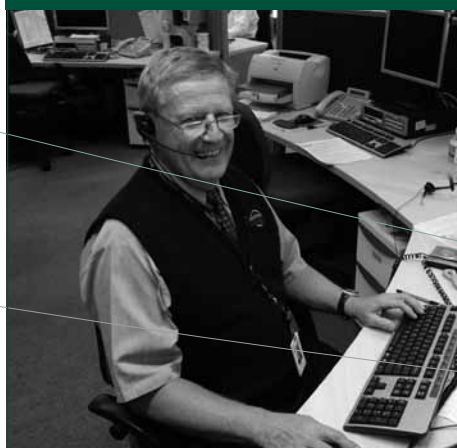
## CANBERRA CONNECT

Canberra Connect provides information, payment and emergency support services to the ACT community on behalf of all ACT Government agencies. Canberra Connect service channels include:

- four full-service shopfronts located in Tuggeranong, Woden, Dickson and Belconnen
- a drivers licence service in the Civic library
- a telephone contact centre on 13 22 81
- online at [www.canberraconnect.act.gov.au](http://www.canberraconnect.act.gov.au) and [www.contact.act.gov.au](http://www.contact.act.gov.au)

Canberra Connect also manages whole-of-government arrangements for Australia Postbillpay®, Commonwealth Bank CommWeb electronic payments gateway and BPay®.

During 2009–10, the Canberra Connect Contact Centre received over 880 000 calls.



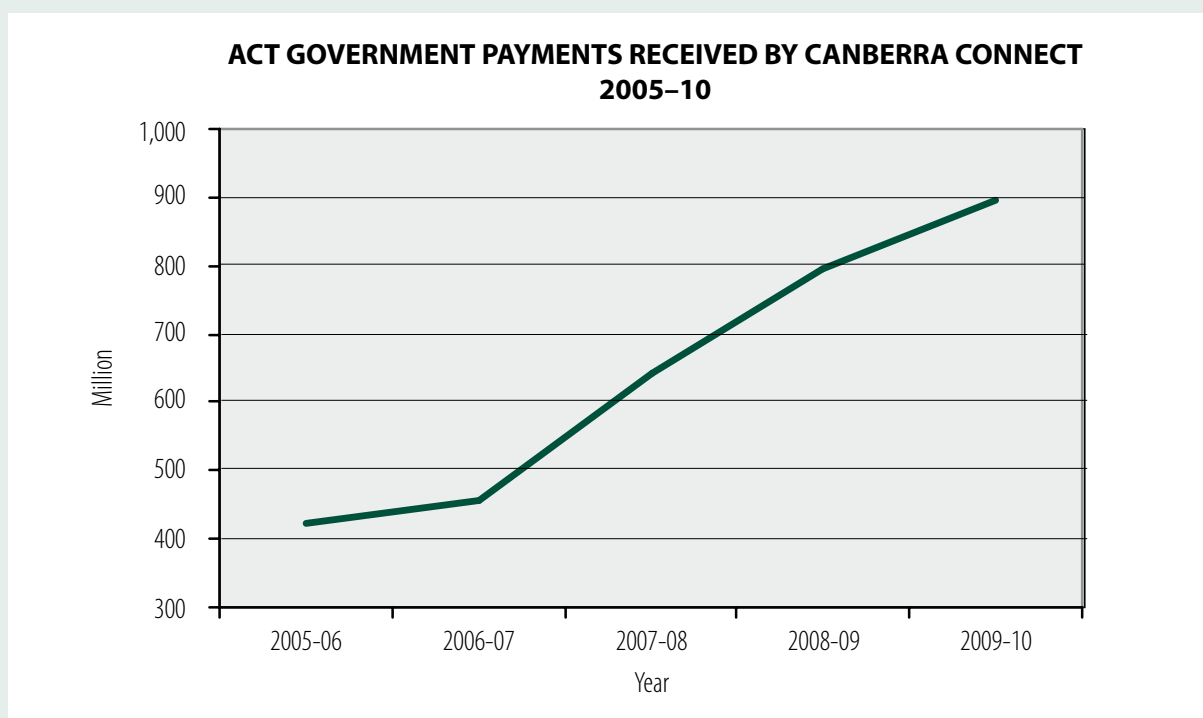
During 2009–10 Canberra Connect Shopfronts served more than 480 000 customers and processed more than 560 000 transactions. The Canberra Connect Contact Centre received over 880 000 calls, and visits to the online sites provided by Canberra Connect increased by more than seven per cent from the previous year. The value of transactions received by Canberra Connect on behalf of the ACT Government increased in 2009–10, to over \$900 million. Chart 4 on page 27 shows a five-year comparison.

In October 2009 Canberra Connect Shopfront services won the ACT Chief Minister's Inclusion Award for customer service by a government agency. This award recognises the efforts of Canberra Connect in ensuring face-to-face services are accessible to all people.

In 2009–10 Canberra Connect upgraded many online services to the community on behalf of government. This included:

- upgrading the online forms facility, SmartForms, to ensure the system continues to operate during network outages



**Chart 4: ACT Government payments received by Canberra Connect—five-year comparison**

- improving the ACT Government feedback system, allowing government staff to receive attachments with feedback from the community. The Google maps™ function was incorporated into the feedback system, so the location of issues reported by members of the community can be clearly identified
- upgrading the ACT Government directory, ensuring government contacts and descriptions of services remain accessible to staff and the community
- launching 'Fix My Street'—an online service where Canberrans can report neighbourhood issues such as cracked footpaths or potholes. The service will help the ACT Government improve its response to community issues
- reviewing the ACT Government ([www.act.gov.au](http://www.act.gov.au)) and Canberra Connect websites. Both sites now have a fresh look and improved usability.

Throughout the year, Canberra Connect Shopfronts served more than 480 000 customers.



In 2009–10 the Canberra Connect Contact Centre joined a number of ACT government agencies to make the contact centre the single gateway to ACT Government information, payments and services. The contact centre:

- successfully integrated the ACT Public Library and Information Service enquiries, increasing the hours for public access
- supported the ACT State Emergency Services, answering all calls during major storm events on the 13 25 00 assistance number
- received record call volumes over several months, highlighting the popularity of this service with the ACT community.

In 2009–10 Canberra Connect also upgraded the emergency information website ([www.emergencyinformation.act.gov.au](http://www.emergencyinformation.act.gov.au)), adding Web 2.0 capabilities such as Twitter. This website is only used in times of emergency and has been specifically designed to be accessible using hand-held devices such as internet-capable mobile phones.

In 2008–09 Canberra Connect began replacing the whole-of-government receipting and payment system (RAPS). This \$3 million upgrade was the largest project ever undertaken by Canberra Connect and the new system will begin in 2010–11. Work on this project continued in 2009–10 and the implementation and testing phase is now in progress. Over 100 staff will use the new RAPS system when it is introduced.

## TERRITORY RECORDS

Canberra Connect incorporates the Territory Records Office. This includes the statutory role of the Director, Territory Records Office, and responsibilities under the *Territory Records Act 2002*. It also includes the TAMS Records Manager who provides advice to the Chief Executive, and supports staff in complying with the record keeping practices required under the Act. The Territory Records Office also helps members of the public find records of interest through Archives ACT.

An independent review of the *Territory Records Act 2002* began in February 2010 to ensure the Act meets community expectations on records management and access to archives within government agencies. Results of the review will be tabled in the Legislative Assembly in 2010–11. Recommendations of the review included recognising the role of digital records, enabling the transfer of ACT records to other governments when required, and introducing a regular date for release of records to the public.

## FUTURE DIRECTIONS

During 2010–11 Canberra Connect will continue to invest in online services. This will include:

- an automated vehicle crash reporting form
- further enhancements to the government feedback system ([www.contact.act.gov.au](http://www.contact.act.gov.au))
- implementing a new website for TAMS in addition to the development and launch of a stand-alone 'transport' site ([www.transport.act.gov.au](http://www.transport.act.gov.au)).

Canberra Connect supports users of public transport through its customer services. This will include supporting users of the new ACTION SmartCard ticketing system to be launched in late 2010. Through Canberra Connect, ACTION users will have access to a range of ticketing information, services and payment options.

In 2010–11 the Territory Records Office will carry out proposed legislative amendments following the review of the *Territory Records Act 2002*.



## ROADS ACT

Roads ACT manages the construction, operation and maintenance of roads and associated infrastructure such as bridges, community paths, driveways, street signs, line marking, traffic signals, street lighting and stormwater.

### NATION BUILDING PROGRAM

Roads ACT carried out work funded under the federal government's Black Spot Program. The federal government provided \$966 000 to the ACT Government in addition to the normal funding as part of the Nation Building stimulus package.

Roads ACT used the funding to install traffic lights at the busy intersection of Mawson Drive and Yamba Drive in Woden to improve traffic safety. Several other intersections across Canberra were upgraded under the Black Spot Program including: Hindmarsh Drive/Dalrymple Street, Cooyong Street/Mort Street, Morphett Street/Northbourne Avenue, Ginninderra Drive/Kingsford Smith Drive, Drakeford Drive/Erindale Drive and Luxton Street/Lathlain Street. The works at these locations ranged from improvements to signs and line-marking to surface upgrades, intersection realignments and traffic light improvements.

### CAPITAL WORKS

During 2009–10 Roads ACT managed the largest road infrastructure capital works program since self-government. This program was designed to reduce road congestion, improve safety and provide more housing options for Canberrans. Highlights included:

- completing the duplication of Pialligo Avenue between Fairbairn Avenue and Brindabella Circuit and associated on-road cycle lanes. This completed the road upgrade project around the Canberra International Airport
- continuing the Gungahlin Drive Extension Stage 2 works to complete the duplication from the Barton Highway to Glenloch Interchange (including the construction of nine major bridges and a number of overpasses)

During 2009–10 TAMS managed the largest road capital works program since self-government. One of the many projects completed was the road upgrade around Canberra International Airport.



- commencing Lanyon Drive duplication stage two works from Sheppard Street to Tompsitt Drive
- completing stage two of the Tharwa Bridge upgrade to strengthen its foundations, and commencing stage three replacing bridge decking and timber trusses
- starting stage one of road works for the Molonglo Valley development including constructing an arterial road, new pond and pedestrian bridge
- continuing Flemington Road duplication from Wells Station Drive to Hibberson Street at the gateway to the Gungahlin Town Centre
- resealing work on London Circuit and Northbourne Avenue
- improving Belconnen Town Centre in partnership with Westfield. Highlights included demolishing the Belconnen bus interchange, extending Cohen Street through to Emu Bank and constructing a new pedestrian bridge providing access from the Churches Centre to Westfield Belconnen
- completing Tharwa Drive duplication between Johnson Drive and Box Hill Avenue
- starting to construct Flemington Road and Barry Drive bus lanes
- installing safety screens on five bridges across Canberra to prevent people throwing rocks at vehicles
- upgrading bridges on the main commercial routes such as Majura Road and William Slim Drive
- upgrading stormwater works in Deakin and Page.

TAMS maintains over 2400 kilometres of walking and cycle paths.



The scale and complexity of these works have made it challenging to ensure they are completed on time, within budget and in accordance with objectives.

The extent of road works, along with work undertaken by the National Capital Authority on Anzac Parade, Kings Avenue and Parkes Way, caused unavoidable delays to motorists. The works were scheduled to cause as little disruption as possible with some work done overnight and on weekends. Adjustments were also made to traffic lights and traffic movements to minimise delays.

A number of cycling and pedestrian projects continued in 2009–10. These included:

- conducting a major review, with public consultation, on the ACT's cycling and pedestrian networks to help determine future priorities and meet sustainable transport targets
- completing an 880 metre cycle path connecting the Lake Burley Griffin circuit through the Jerrabomberra Wetlands Nature Reserve
- starting a one kilometre on-road cycle path on Ginninderra Drive between Diddams Place and William Webb Drive in McKellar
- starting a shared-use path on Mouat Street in Lyneham from Rigall Place to Northbourne Avenue
- installing signs on 11 community paths about direction and distance to major destinations.

Roads ACT also coordinated major environmental assessments for the Kings Highway upgrade, Clarrie Hermes Drive extension and the Sandford Street extension to the Federal Highway.

## MAINTENANCE

Roads ACT undertook a broad range of maintenance during 2009–10:

**Table 3: Roads ACT maintenance**

MAINTENANCE WORKS	2008–09	2009–10
Road sweeping	14 894 km	18 252 km
Footpath maintenance	19 118 m <sup>2</sup>	19 537 m <sup>2</sup>
Sign maintenance/replacement	4 978 signs	5 037 signs
Incident/accident response	1 113 incidents	937 incidents
Temporary/permanent patch repairs	27 406 m <sup>2</sup>	39 486 m <sup>2</sup>
Road resurfacing	865 657 m <sup>2</sup>	699 837 m <sup>2</sup>

Roads ACT assessed the condition of local streets and main roads, unsealed roads, community paths, bridges, streetlights, road barriers and dams during the year. Using this information, it identified defects and set work priorities.

An updated asset management plan, outlining how road assets will be managed and maintained, was reviewed during the year and a plan covering the period 2010–13 was produced in June 2010.

New technical innovations were introduced. Among them, Roads ACT used a water-based, environmentally friendly road resealing product. This is safer for users and the public and the ACT is leading the country in the use of this technology.

## ROAD SAFETY

Roads ACT coordinated and implemented actions under the ACT Road Safety Strategy 2007–2010 and the ACT Road Safety Action Plan for 2009 and 2010.

The Chief Minister and NRMA Motoring and Services hosted two road safety discussions with key stakeholders to consider how the ACT could achieve a stronger 'Vision Zero' philosophy for the next ACT Road Safety Strategy.

Other highlights included:

- implementing a road safety media strategy, including launching campaigns on speeding, drink driving and driver distraction
- installing a second series of metal signs displaying road safety messages on arterial roads, and installing permanent signs to display variable traffic, road safety and community messages
- undertaking a design study for installing point-to-point safety cameras in the ACT
- consulting the public on extending 40 km/h speed zones around shopping and community facilities, with the government announcing a trial of this measure to take place in 2010–11.

## FUTURE DIRECTIONS

In 2010–11 Roads ACT will:

- deliver road maintenance services and capital works programs
- implement road safety infrastructure initiatives (such as variable message signs, point-to-point cameras and Black Spot engineering treatments)
- further develop asset management planning
- document procedures for temporary traffic management and special events on public roads.

Roads ACT will also focus on workforce planning and capability issues.

## TRANSPORT REGULATION AND PLANNING

TAMS is responsible for transport planning and analysis, including policies for making transport sustainable. It develops policies on public passenger transport, driver competency, vehicle safety, heavy vehicles and parking practices. It also contributes to road safety through the Road Transport Authority's (RTA) regulatory framework. This includes accrediting providers of public passenger transport, testing for drivers' licences, auditing accredited driving instructors, registering and inspecting vehicles and auditing heavy vehicles for compliance.

In 2009–10 TAMS began implementing the Integrated Transport Strategy as part of the *Transport for Canberra* program. This program includes policy and strategies for non-car travel. As part of this work the Draft Strategic Public Transport Network Plan was presented to the community for consultation in late 2009. This will be revisited in 2010–11 in conjunction with other policy work on land use planning and the environment.

The feasibility study of Bike 'n Ride facilities was completed in August 2009. Seven locations were identified as suitable. Two are expected to be completed by the end of 2010—Flemington Road in Gungahlin and Cohen Street in Belconnen. Funding of \$700 000 has been provided over three years to construct the remaining five.

The feasibility study of Park 'n Ride was completed in March 2010. Three locations were identified as suitable, with two of these expected to be completed in 2010–11—Purdue Street in Belconnen and Exhibition Park in Canberra. Funding of \$4.1 million has been provided over four years to construct a network of Park 'n Ride facilities across the ACT.

TAMS developed proposals for reforms to the *Road Transport (Alcohol and Drugs) Act 1977*, intended to deter drink driving. These proposals were considered, and broadly supported, by the Road Safety Roundtable convened by the Chief Minister and the NRMA in March 2010. A discussion paper on legislative options to address drug driving was released in March 2010 and an Exposure Draft Drug Driving Bill was released for comment in May 2010. The ACT Government's Exposure Draft was superseded by the Legislative Assembly passing a Private Member's Bill on drug driving in June 2010.

Road safety objectives were also supported by:

- implementing the *Road Transport (Mass, Dimension and Loading) Act 2009* and its supporting regulations
- implementing the *Road Transport (Dangerous Goods) Act 2009* and its supporting regulations
- implementing the new Australian road rules that require children up to the age of seven to be secured in appropriate capsules, car seats or restraints.

TAMS focused on ensuring that taxi services complied with required standards, and new requirements for the display of public vehicle driver identity cards came into effect in the ACT in April 2010.

The review of the taxi industry progressed and a discussion paper was released in April 2010. The review examined issues such as the supply of taxi licences, performance checks for drivers, and regulatory changes to enhance taxi services.

The Nightlink taxi service was reviewed and discontinued in late 2009 due to extremely low patronage. The department put in place new security and marshal services at the main city taxi rank, in Alinga Street in Civic, for the early hours of Saturday and Sunday mornings from December to March 2010.

TAMS worked with Canberra Connect to introduce a new wheelchair accessible taxi complaints line.

The Action Plan for Accessible Public Transport 2010–2012 was released in September 2009.

TAMS was involved in a number of national transport reform processes during 2009–10, providing input on Australian road rules, the Australian vehicle standards, performance based vehicle standards, and

heavy vehicle charges. The national agreement to develop a single heavy vehicle regulator meant that the department was heavily involved in providing ACT data which could be used to develop a plan for implementing this reform by 1 January 2013.

TAMS completed several projects as part of the rego.act enhancement program. This included making it possible to include additional Third Party Insurance providers, adding new measures to protect against people registering stolen, written-off or re-birthed motor vehicles and giving motor vehicle dealers access to additional online transactions.

Work also progressed on links between rego.act and the new whole-of-government receipting and payment system, due to start in late 2010.

## FUTURE DIRECTIONS

In 2010–11 TAMS will undertake future transport modelling to support the government's land supply program and coordinate the *Transport for Canberra* program.

TAMS will:

- implement the outcomes of the taxi review
- implement national taxi driver training competencies
- implement drink driving and drug driving reforms
- implement further rego.act enhancements including new web-based services and improving numberplate management.

# SHARED SERVICES

TAMS delivers corporate services to ACT Government agencies. Services include finance, human resources (HR), information and communication technology, procurement, publishing and records services.

## FINANCE SERVICES

TAMS, through the Shared Services Division, provides financial services to most ACT Government departments and agencies. The services include financial reporting, accounts processing, preparation of Goods and Services Tax (GST) and Fringe Benefits Tax (FBT) returns, cash management, systems development and support.

In 2009–10 Shared Services exceeded the following accountability indicators, against a target of 90 per cent:

- 100 per cent of Business Activity Statements were completed in accordance with Australian Tax Office (ATO) deadlines
- 100 per cent of FBT Returns were completed in accordance with ATO deadlines
- 100 per cent of annual financial statements were completed and sent to agencies by the due date of the ninth working day of July
- 100 per cent of availability of monthly financial information to agencies was achieved.

Shared Services also processed accounts for payment within an average of less than two working days from receipt.

## FUTURE DIRECTIONS

During 2010–11 Shared Services will be trialling the use of invoice scanning technology to improve its accounts payment processes. A tender for this service was undertaken in 2009–10.

## HUMAN RESOURCE SERVICES

TAMS also provides human resource services to government agencies. These services include payroll and personnel, salary packaging administration, recruitment, employee relations, workplace health and safety, training and development, HR management systems, reporting and information management.

In 2009–10 TAMS met or exceeded the following accountability indicators:

- 96 per cent of service requests made using the integrated customer service (ICS) system were resolved within five working days (target 80 per cent)
- 98 per cent of performance standards in recruitment services for permanent and temporary vacancies were achieved (target 90 per cent)
- 100 per cent of data for annual reports and the workforce profile were supplied to the Chief Minister's Department in accordance with the agreed timeframes (met 100 per cent target).

During 2009–10, TAMS:

- processed salary-related transactions for about 18 500 staff per fortnight and about 4500 salary packages per fortnight for staff across all ACT Public Service agencies. The total annual gross value of packages is about \$60 million
- achieved a high-level accuracy rating of payroll services in audits conducted by the ACT Audit Office. A total of 581 files, consisting of casual commencement files, terminations and resignations, processing of overtime, processing of leave and payment of final monies, were audited. This audit found a rate of less than one per cent non-compliance



- expanded the usage of HR21, a self-service HR system, with more than 6700 ACT Government employees now submitting annual and personal leave applications electronically
- tested and implemented an upgrade to the version release of Chris21, an HR information system
- conducted a customer satisfaction survey for salary packaging which revealed a very high level of satisfaction with this service. The survey found that 96 per cent of respondents had either a high or very high level of satisfaction with their current package. Ninety-three per cent of those surveyed said they would recommend salary packaging to a colleague and overall, over 90 per cent of customers are highly satisfied with the timeliness and quality of responses to queries about salary packaging
- achieved a very high level of compliance with current legislative requirements following an external audit of its salary packaging processes. The audit report concluded that most of the findings were positive with results showing that Shared Services has a 'robust framework' to address key operational risks and current controls
- held workshops for over 200 managers from across the ACTPS on dealing with misconduct and inappropriate behaviour in the workplace. One hundred per cent of participants rated the workshop as useful, helping them recognise and deal with these behaviours
- reviewed the high cost/complex claims project and developed action plans for 71 workers compensation claims
- conducted manual handling risk assessments in high risk areas and held customised manual handling workshops for 120 employees
- developed and tested a business continuity plan (BCP) for the Human Resource Management System systems environment. The BCP ensures the pay runs operate if a major event occurs.

## FUTURE DIRECTIONS

During 2010–11 TAMS will:

- complete an upgrade to HR21, the employee self-service tool, so that its look and feel can be better tailored to individual needs, and conduct a satisfaction survey of HR21 users
- start to plan and prepare for phase two of the roll-out of HR21 to non-standard employees. This was not achieved in 2009–10 due to required upgrades for both Chris21 and HR21
- review how it reports on long-service leave to improve the retrieval of an employee's service history
- consolidate the jobs.act.gov.au website with the ACT Government Gazette to reduce the time associated with publishing permanent vacancies
- investigate the feasibility of an online booking system for the ACTPS Training Calendar to improve processes and reporting across agencies.

## ICT

TAMS provides Information and Communications Technology (ICT) services to the ACT Public Service through InTACT. These services include infrastructure, applications support and development, ICT policy and project services, records management, mailroom services and publishing services.

InTACT has dedicated staff 'embedded' in ACT Government agencies, complementing central and mobile staff. This allows InTACT to respond very quickly to the business priorities of each agency while sharing infrastructure and a whole-of-government focus.

InTACT began several new initiatives in 2009–10 to improve its services. The Customer Focussed Improvement (CFI) initiative was launched in September 2009 and improved how InTACT provides project proposals to customers. CFI also proposed changes in how InTACT participates in ICT Procurements and delivers projects.

InTACT was among the first government organisations in Australia to implement the new Windows 7 Standard Operating Environment. This will continue to be rolled out to all ACT Government users in 2010–11.

InTACT managed the ‘fibre-to-schools’ project for the Department of Education and Training (DET). Fibre optic cables provide a full 1Gb (Gigabit) internet bandwidth to each site. The ACT is the only education sector in Australia, and one of few school jurisdictions in the world, with a high bandwidth network and is an example of international best practice in ICT. The network provides faster internet services, video conferencing capabilities and more responsive applications. The project was completed ahead of schedule.

In 2009–10 InTACT met or exceeded the following accountability indicators:

- email availability for ACT Government staff was maintained at 99.43 per cent during core business hours (target 98 per cent)
- 92 per cent of requests made via the InTACT Service Desk were resolved within timeframes specified in negotiated service level (target 85 per cent)
- calls made to the InTACT service desk were answered in an average of 17.5 seconds (target 20 seconds)
- costs compared well to peer organisations’ costs, as benchmarked by an independent organisation. Costs for 2009–10 overall were within five per cent of peer organisations.

In addition to these projects, key achievements for InTACT in 2009–10 included:

- a WebServices connection between rego.act, Centrelink and the Department of Veterans Affairs to validate concession details when processing licence and vehicle registrations
- completion of a detailed audit and vulnerability scan of all public internet sites hosted by the ACT Government

### TAMS manage IT, procurement, finance and HR for most ACT Government agencies



- negotiation of a whole-of-government enterprise licence agreement with Microsoft
- creating 99 per cent of files within the target of two working days and lodging 95 per cent of all outgoing mail with Australia Post on the same day
- completing the refurbishments to Building 6 and Building 7 Sandford Street in Mitchell, as well as relocating Record Services' repository to Building 7
- completing over 1600 printing, online, photography and multimedia projects. These included publishing over 30 different agency annual reports and producing a Chinese translation of a coffee table booklet for the ACT Government's trade mission for distribution at the Australian pavilion at the World Expo in Shanghai from May to October 2010.

TAMS received two awards in 2009–10:

- runner-up in the 2009 Federal Minister for Education's Awards for Excellence for Employers of Australian Apprentices in the ACT region
- 2009 Australian Computer Society's prize for Educational Program for InTACT's traineeship program.

## FUTURE DIRECTIONS

In 2010–11 TAMS will:

- relocate the ICT components of the Emergency Services Agency headquarters and communication centre from Curtin to Fairbairn
- continue with a range of green ICT initiatives including server virtualisation, power management and recycling of old ICT equipment in accordance with ISO 14001
- upgrade the whole-of-government email system to Exchange 2010
- develop a data management strategy to meet the ACT Government's future storage needs.

## PROCUREMENT

TAMS undertakes procurement and project management on behalf of ACT Government agencies for infrastructure, capital works, goods and services. Its activities include:

- advising the ACT Government on procurement and related construction industry policy
- developing and implementing the government's procurement policy
- administering pre-qualification schemes and online procurement support systems
- establishing and managing whole-of-government contracts
- providing secretariat support to the ACT Government Procurement Board.

In 2009–10, \$479.6 million was invoiced to ACT Government agencies for capital works projects. This is the largest amount ever delivered by TAMS and is 93 per cent greater than the previous year.

In terms of Quality Management System compliance with ISO 9001:2008, only one major non-conformance was identified. This related to the level of training of staff in the new business system. As a result, staff were trained specifically in how to use the new system.

During 2009–10 TAMS met its target of establishing five new whole-of-government contracts. These were: Australia Post Postbillpay<sup>®</sup> services; probity auditing; operating and finance leases and management services for heavy vehicles and plant; panel of removalists; and equipment, fire, emergency, evaluation and safety training. The number of whole-of-government contracts managed was 24.

In 2009–10 TAMS:

- achieved savings and efficiencies in whole-of-government contracts. For example, under the stationery and office supplies contract, the Territory's contract prices have not increased in two years

- implemented the Procurement Business System replacing a number of systems with one application. The new system covers all elements of goods and services procurement and the management of capital works projects
- implemented the goods and services forecast which will alert businesses to future goods and services procurement opportunities
- procured high-value goods and services including panels for short to medium-term and day-to-day nursing contracts; software, licensing and related services; and a panel of suppliers for Green Star compliant furniture for ACT Government schools
- managed the construction of a wide range of infrastructure projects, including demolishing the Belconnen Bus Interchange and installing a new pedestrian bridge between the Churches Centre and Westfield Belconnen Shopping Centre; Flemington Road duplication; Bruce CIT Horticultural School; Lanyon Drive upgrade (Stage 1); Belconnen Arts Centre; the Walk-in Centre at the Canberra Hospital; Eddison Park Skate Park; and Lyneham High School Performing Arts Centre.

Approximately 1260 contracts were executed with suppliers in 2009–10.

At 30 June 2010 there were 558 capital works projects underway and 370 goods and services procurements. Major projects under construction management at 30 June 2010 included:

- Gungahlin College
- Kambah P-10 school
- Cohen Street extension
- National Arboretum Canberra
- John Gorton Drive (Stage 1) and North Weston Pond
- Gungahlin Drive Extension (Stage 2)
- upgrade of Ginninderra Drive, Allawoona Street, Maribyrnong Street intersections
- Calwell Performing Arts Centre
- Harrison Secondary School.

Major projects in the design phase at 30 June 2010 included:

- parts of the ACT Health Capital Asset Development Program
- Molonglo infrastructure Stage 1B, 1C and 1D
- Wells Station Drive Extension
- Sandford Street Extension
- Clarrie Hermes Drive Extension
- the Canberra College Performing Arts Centre.

TAMS met the challenge posed by the demands of managing this large capital works program by moving several staff to help with various projects. Thirteen officers were out-posted to DET to deliver the Building the Education Revolution Program and to ACT Health to deliver the Capital Asset Development Program.

## FUTURE DIRECTIONS

Retaining and developing experienced staff will continue to be a challenge in 2010–11. TAMS will undertake another significant capital works program, maintain its high level of customer service, and adapt business practices for greater efficiencies. There will also be a continued focus on procurement risk management, value for money and social tendering.

# TERRITORY SERVICES

**TAMS oversees the management of many government-owned services including the ACT Library and Information Service, Capital Linen Service, Exhibition Park in Canberra, ACT NOWaste, Sport and Recreation Services and Territory Venues and Events (which incorporates Manuka Oval, Stromlo Forest Park and Canberra Stadium).**

## ACT LIBRARY AND INFORMATION SERVICE

ACT Library and Information Service (ACTLIS) is made up of nine public libraries, two mobile libraries, the home library service and the ACT Heritage Library. The Government and Assembly Library, formerly part of ACTLIS, was transferred to the Speaker of the Assembly on 1 July 2009.

ACTLIS is building a new model of library services. Increasingly it is focusing attention on literacy and lifelong learning, made possible through the resources of the library—books, electronic resources, library buildings, programs and staff.

Loans for 2009–10 did not increase although this is expected to change in 2010–11 as the full effect of the ACT Government's investment in the library's collection is realised. The use of the library's online resources continues to grow, demonstrating that this is something the community values and finds easy to use.

ACTLIS offered a wider range of programs in 2009–10 including topics on health and wellness, writing, parenting, art, poetry and literature. As part of this, it introduced an early literacy program called 'Giggle and Wiggle' for babies in all nine libraries.

With a membership of over 50 per cent of the Canberra population, libraries are clearly valuable places for many parts of government to engage with the community. Libraries can use social media sites to reach the community online. ACTLIS has embraced this by sharing information about library programs, events and services through its blog, Twitter account and Flickr photo sharing. A YouTube account has been created, and ACTLIS also has plans for a Facebook page.

In 2009–10 loan periods for borrowed items were extended to four weeks with unlimited loans. This gave library users more time to read books and more flexibility to return borrowed items.

In December 2009 the ACT Government opened the state-of-the-art shopfront library in the Kingston shopping precinct, fulfilling a commitment in the Labor–Greens Parliamentary Agreement. The Kingston library is the first in the ACT to offer free wireless internet access, allowing users to connect to the internet and the library's catalogue through a personal laptop. In another first for the ACT, the library offers 'Playaway' technology, a next generation form of digital audio book.

The Kingston library shopfront model came about in response to community consultation in 2008, which revealed that 73 per cent of Canberrans wanted access to libraries that were co-located with shops. The Kingston library demonstrates the benefits of locating libraries in a shopping precinct and how this improves community access.

**Fifty per cent of Canberrans are a member of their public library.**





[illegible]

In 2009–10 ACTLIS implemented the Radio Frequency Identification (RFID) System, as part of the government's commitment to improve library services. The technology replaces barcodes, and means people can borrow items without staff assistance. It also means the collection is better managed and library staff can dedicate more time to customers.

- continued to develop a draft *2010-2015 Libraries and Lifelong Learning in the National Capital Strategy* setting out a plan for libraries in the ACT for the next five years
- began installing wireless internet access into public libraries to improve community access to online and internet resources. This was funded by the ACT Government as a capital upgrade
- audited the ACT Heritage Library's capacity to store digital information and make it accessible. This audit raises important issues about the methods and costs of data storage and gives the ACT Heritage Library (ACTHL) a number of issues to investigate.

## FUTURE DIRECTIONS

The new Gungahlin library will open in early 2011. ACTLIS released the plans in September 2009. This is a major milestone in the transformation of ACTLIS. The new library will be a centre for lifelong learning and will offer a range of programs and experiences for the Gungahlin community. The library will be co-located with the new secondary college and CIT Gungahlin Flexible Learning Centre.

Library staff need new skills in addition to traditional library skills. This will be a challenge for ACTLIS next year and will be addressed through staff development activities.

The capture and management of electronic information, such as websites, is a challenge for the ACTHL. In 2010–11 the ACTHL will consider and may implement recommendations from the Digital Collection Management and Preservation Report.

ACTLIS will expand partnerships with other ACT Government agencies by encouraging the use of libraries as meeting places for community engagement, education and information sharing.



## CAPITAL LINEN SERVICE

Capital Linen Service (CLS) rents and launders linen for a wide range of clients in the ACT. In 2009–10 it delivered over 5500 tonnes of linen to its customers, which included public and private hospitals and other health providers, aged care providers, hotels, restaurants, major tourist attractions and emergency services.

CLS achieved a strong financial result in 2009–10 despite the loss of a major customer in March 2009. It improved productivity and achieved record sales from July 2009 to March 2010. The accommodation market was especially strong this year with the *Masterpieces from Paris* exhibition at the National Gallery of Australia boosting tourism.

CLS's output per employee increased by seven per cent and the cost per kilogram of linen processed decreased by nine per cent from the previous year. This was partly achieved by replacing and maintaining equipment, including a new integrated dryer system in February 2010. The new dryer system increases productivity, improves workplace health and safety, and reduces energy use.

Surveys showed continued high levels of customer satisfaction. CLS communicates with its customers to ensure the service remains responsive and relevant. CLS worked closely with The Canberra Hospital to design and supply a specialised gown for oncology patients, which has been well received. A number of new products were introduced to customers in the accommodation sector.

The business achieved AS/NZS ISO 9001:2008 re-certification for its quality management system.

Training and development was a key focus for CLS. The CLS workforce is diverse, particularly in terms of education, culture and language, and this is reflected in its training and development programs.

In 2009–10 there was a focus on strengthening the organisation's on-the-job training in production areas. The training program also covered areas such as safe work practices, working in confined spaces, first aid, leadership, disability awareness, performance management, prevention of workplace bullying, project management, and fraud and ethics. A number of staff completed vocational courses in government.

CLS is committed to providing a safe and healthy workplace and this is reflected in the new policies for the improved management of contractors and visitors.

In November 2009 CLS donated a shipping container and surplus linen to the Samoa Tsunami Appeal. Staff also contributed to the appeal through a number of fundraising activities.

### FUTURE DIRECTIONS

The CLS vocational program in laundry operations was reviewed and will be offered to staff in 2010–11.

In 2011–12 CLS will buy a new ironing line to cater for increased demand and the size of bed linen used in the accommodation sector.

Capital Linen Service  
processed a record 5500  
tonnes of linen in 2009–10.



In 2009-10, because of efficiencies at Capital Linen Service, productivity increased by seven per cent and costs decreased by nine per cent.



## EXHIBITION PARK IN CANBERRA

Exhibition Park in Canberra (EPIC) is a Territory-owned national exhibition centre and is the largest of its kind in the region. EPIC hosts indoor and outdoor events for businesses and the community.

It is managed by the Exhibition Park Corporation, which is governed by a board established by the *Exhibition Corporation Act 1976*. Exhibition Park Corporation is in the Territory and Municipal Services portfolio.

Exhibition Park Corporation produces its own annual report, available at [www.epic.act.gov.au](http://www.epic.act.gov.au)

## ACT NOWASTE

ACT NOWaste manages domestic rubbish and recycling collection for over 137 000 Canberra households, commercial rubbish collection and recycling facilities. It supports the recycling sector by collecting and analysing data so that policy and public education programs will help Canberrans recycle more effectively.

In 2009–10 capital works focused on enhanced recycling, safety and landfill management. ACT NOWaste continued with sillage pit and borrow pit remediation works at the West Belconnen Resource Management Centre and developed master plans for the Mugga Lane and West Belconnen Resource Management Centres and the Hume Resource Recovery Estate.

In 2009–10 ACT NOWaste:

- extended the Mitchell Reusables Facility to provide more covered floorspace, allowing the facility to accept more reusable goods for storage and sale
- completed the design and began construction of the dangerous goods facility at the Mugga Lane Resource Management Centre to accept household hazardous waste
- commenced setting up a waste water (leachate) re-injection and non-potable water system at the Mugga Lane Resource Management Centre to improve landfill management practices
- began the design and installation of litter netting to prevent wind-blown litter at the Mugga Lane Resource Management Centre.

Overall community satisfaction with waste and recycling services remained high in 2009–10 at 94 per cent.

ACT NOWaste worked closely with the ACT Department of Environment, Climate Change, Energy and Water to develop the future waste strategy for the ACT and will continue with this in 2010–11.

Resource recovery activities by government and the private sector again delivered excellent results, with 587 700 tonnes of material recovered in 2009–10. This was an improvement on the 2008–09 result of 584 000 tonnes recovered.

Increases in waste to landfill is partly due to increased waste generated by the construction and demolition sector, which is likely caused by Canberra's current high levels of construction and increased activity as a result of federal government stimulus package initiatives. Resource recovery as a proportion of overall waste generation was 72 per cent.

ACT NOWaste undertook detailed research in 2009–10 to find the best ways to establish large-scale recycling facilities at the Hume Resource Recovery Estate. Industry provided feedback on possible solutions and type of assistance businesses would need. ACT NOWaste will seek tenders in 2010–11 for organisations to establish a commercial waste processing facility in the estate. The new facility

ACT NOWaste worked with Apple Pty Ltd to deliver the most successful e-waste recycling event in Australia, with 500 tonnes collected in the ACT.



In 2009–10 community satisfaction with garbage and recycling services remained high at 94 per cent.



will combine with other government strategies to address commercial and industrial waste going to landfill. Following the liquidation of a contractor in July 2009, a new contractor has operated the Mugga Lane Reusables Facility since January 2010.

In 2009-10 the ACT Government was the first jurisdiction in Australia to stop televisions going into landfill.



Other highlights for ACT NOWaste in 2009–10 included:

- stopping televisions going to landfill and recycling all television waste in the ACT ahead of the National E-Waste Scheme due to begin in 2011. The ACT was the first jurisdiction in Australia to introduce such a ban
  - working with Apple Pty Ltd to deliver the most successful e-waste recycling event in Australia with over 500 tonnes of equipment collected for recycling
  - conducting open days and tours at the Materials Recovery Facility in Hume and providing information at community events for over 10 000 visitors to help educate Canberrans in recycling
  - extending the contract for household garbage and recycling collections by one year
  - completing waste audit reports which provided valuable data about the composition of domestic waste and recycling and what rubbish was going to landfill
  - conducting extensive reviews of contract payments and claims, which resulted in savings of over \$100 000 and improved contract performance and compliance
- collecting \$13.7 million in Territory revenue and \$3.3 million in departmental revenue, which was higher than projected. Sound financial management and comprehensive auditing remain key priorities
  - conducting trials for sorting and recovering recyclable material received at Mitchell and Mugga Lane transfer stations
  - developing a master plan for rehabilitation of old landfill sites at the West Belconnen Resource Management Centre and remediation of historic sullage ponds at that site.

## FUTURE DIRECTIONS

Major projects in 2010–11 will include progressing a new waste to resources facility at the Hume Resource Recovery Estate and new initiatives from the Future Waste Strategy. Programs such as the National E-waste Scheme (for free recycling of televisions and computers), which is due to start in 2011, are expected to affect operations.

Other projects in 2010–11 include:

- commencing a bulky waste collection 12-month trial providing collections for households on a fee-for-service basis, with one free collection for pensioners and concession card holders
- supporting the recycling sector in identifying ways to help reduce waste to landfill
- developing master plans and feasibility studies to provide rubbish and recycling services at Mugga Lane Resource Management Centre for the future
- implementing improvements to extend the lifespan of the current landfill.



## SPORT AND RECREATION SERVICES

Sport and Recreation Services (SRS) is responsible for ensuring that sport and recreation programs and facilities are professionally organised and promoted to increase community participation. It is responsible for managing government sporting facilities and planning. It also supports local athletes to reach their potential through the ACT Academy of Sport (ACTAS).

In 2009-10, SRS continued to develop a range of non-potable water solutions for priority sportsgrounds. SRS commenced investigation of options to develop a stormwater harvesting scheme from Lake Tuggeranong to irrigate a number of priority sportsgrounds. This work complements a range of other drought proofing initiatives, including the completion of the Hawker Enclosed Oval redevelopment that involved the playing surface being converted to synthetic grass.

In partnership with the Department of Education and Training, SRS upgraded Nicholls Neighbourhood Oval to a synthetic grass surface using a \$2.5 million grant from the Federal Department of Education, Employment and Workplace Relations.

Many sporting facilities were upgraded including converting three diamonds to more drought tolerant couch grass at the Hawker Softball Centre and installing a new irrigation system at Reid Oval to reduce water consumption.

Major capital works carried out during 2009–10 included the completion of the new \$2.3 million pavilion for Phillip Oval and commencement of the new \$1.5 million pavilion at Harrison District playing fields.

SRS achieved numerous important industry outcomes in 2009–10. These included:

- distributing more than \$2.2 million in grants for projects such as extending the Canberra City Gymnastics Club, renovating an outdoor equestrian arena for Pegasus Riding for the Disabled, and developing a junior lifeguard program by the Royal Life Saving Society ACT
- providing \$450 000 to Canberra's elite sporting teams through the National League Team Funding program, including the Women's National Basketball League premiers Canberra Capitals

In 2009-10 synthetic grass was installed at Hawker Enclosed Oval as part of the ACT Government's *'Where Will We Play?'* sportgrounds drought-proofing program.



- supporting facility planning activities of local sporting organisations including ACT Baseball, ACT Rowing and Tennis ACT
- negotiating new performance agreements with Brumbies Rugby and the Canberra Raiders which maintains their long-term presence at Canberra Stadium
- introducing a new online booking system providing a more efficient process for booking sportsgrounds in the ACT
- implementing a program to place 60 Australian school-based apprentices in the sport and recreation industry over the next four years
- re-signing an agreement with the Australian Olympic Committee which accredits ACTAS as an Endorsed Olympic Training Centre
- delivering an economic contribution study for the ACT sport and recreation industry highlighting the industry's contribution to gross state product, employment, health and tourism. The study estimated the overall value of sport and recreation to the ACT economy was \$245.2 million per year, employing 2860 full-time equivalent workers
- producing education resources for the Kids at Play program to help early childhood carers
- encouraging active play and appropriate eating for children aged 0–5 years. This program is the culmination of three years' work by SRS, ACT Health and the Heart Foundation.

Many programs were conducted through a service level agreement with the Australian Sports Commission, primarily in Indigenous sport, disability sport, junior sport, coaching and officiating.

The national sporting industry experienced uncertainty during 2009–10 in anticipation of the federal government's response to the Crawford Report into the future of Australian sport. A business review of ACTAS was completed in December 2009 identifying areas for improvement and clarifying key ACTAS values. This review will guide the Territory's response to any future federal structural reform.

The ACT Sport and Recreation Inclusion Framework will be finalised once the outcomes of the new national sport and active recreation framework are known.

ACTAS supported its 150 scholarship holders in achieving their sporting potential. In 2009–10, 34 ACTAS athletes were world championship representatives. Successes included gold medals for softball champions Andrew Kirkpatrick and Michael Tanner, a world champion title for mountain bike rider Caroline Buchanan and a quad scull silver medal for Amy Fowler at the Rowing Junior World Championships.

## FUTURE DIRECTIONS

In 2010–11 work will continue on the Gungahlin Enclosed Oval and the infrastructure within the Gungahlin well-being precinct. Construction is likely to begin in mid-2011. SRS will continue working on the design of the Throsby multi-sports complex.

Redevelopment of the Lyneham precinct (Southwell Park), in accordance with the master plan for the area, began in June 2010 and will continue in 2010–11.

The studies to assess long-term site options for the Canberra Olympic Pool and design for the Gungahlin Leisure Centre will be progressed in 2010–11.



## TERRITORY VENUES AND EVENTS

Territory Venues and Events (TVE) manages Manuka Oval, Canberra Stadium and Stromlo Forest Park and promotes them as Canberra's leading sporting venues. In 2009–10 TVE hosted over 28 major events (cricket, AFL, NRL, Super 14, A-League, mountain biking and football) and 234 community events (such as local AFL and cricket) across the three venues.

TVE completed draft master plans and supporting business cases for Canberra Stadium, Manuka Oval and Stromlo Forest Park. These will be presented to government during 2010–11 and will help with developing and expanding these venues.

In May 2010 Canberra was named one of the 10 host cities in Australia's bid to host the 2022 FIFA World Cup. If successful, this will mean building a new rectangular 26 500 permanent seat FIFA World Cup-compliant stadium beside the Canberra Stadium in Bruce. The Federal and ACT Governments agreed to fund the new stadium. This development has delayed the decision on long-term ownership of the existing Canberra Stadium site. The FIFA World Cup decision is expected in December 2010.

TVE further developed the ACT Government's Motorsport Strategy which included work to establish an off-road facility for recreational motorcycle riding. Most of the work undertaken during 2009–10 has been to confirm what land is available as this will affect how the strategy is implemented. The government will formally consider the strategy during 2010–11.

Canberra Stadium is still self-funded due to its existing relationships with the major hirers, memberships, sponsorships and signage arrangements. This is in spite of economic conditions in 2009–10 which did affect revenue.

In 2009–10 Manuka Oval hosted 103 national and local cricket matches and training sessions. It also hosted 131 local AFL matches and training sessions.



Total attendance at all events at Canberra Stadium in 2009–10 was 276 108.



Both the Canberra Raiders and the Brumbies signed new hiring agreements with Canberra Stadium, which secures their home games at the venue for ten and six years respectively.

Canberra Stadium hosted its second international rugby test match with the Wallabies playing Fiji in June 2010. It hosted its first A-League premiership matches when the Central Coast Mariners played in September and October 2009. Canberra Stadium also hosted its first Super X (elite motorbike) event in November 2009 and was transformed into an international supercross race track.

During 2009–10 total attendance and game statistics at Canberra Stadium were:

- 127 820 at 11 Canberra Raiders games
- 98 739 at seven Brumbies games
- 13 823 at Wallabies v Fiji test match
- 35 726 at other events or games.

Total attendance at all events in 2009–10 was 276 108.

A total of 108 functions and conferences were held at Canberra Stadium during the year. This represents a slight fall (three per cent) from previous years. TVE will continue to develop this as a revenue stream.

Significant work at Canberra Stadium in 2009–10 included:

- renovation of the turf playing surface
- installation of 76 solar panels at the southern end of the venue
- first stage of light tower upgrade
- installation of electronic security gate at the west entrance
- installation of astroturf at players tunnel
- refurbishment of safety and emergency lighting in the Meninga Stand.

The 2009 UCI Mountain Bike and Trials World Championships injected \$7.9 million into the local economy and were screened to an estimated global TV audience of over 34 million.



Photo by Damian Breach

Attendance and game statistics at Manuka Oval were:

- total attendance of 5370 at the Prime Minister's XI v West Indies cricket match
- total attendance of 25 326 at three major AFL matches
- 103 national and local cricket matches and training sessions
- 131 local AFL matches and training sessions.

A total of 328 functions and conferences were held in the executive boardroom and Bradman function room at Manuka Oval during the year. This represents a continued growth from previous years.

Work at Manuka Oval in 2009–10 included construction of the venue's ring road and security upgrades.

Stromlo Forest Park grew in popularity in 2009–10 with both the general public and specific user groups. The main highlight for the year was the hosting of the 2009 UCI Mountain Bike and Trials World Championships which attracted 685 participants from 45 different countries. An independent report by Ernst and Young found the event injected \$7.9 million into the local economy, with 55 per cent of those who attended being non-ACT residents. The event was screened to an estimated global TV audience of over 34 million people and an online audience of over 100 000 people.

Other events held at the venue included the 2009 Australian Junior Road Championships, 2009 Australian Road Masters (cycling)

Championships, 2009 Scott Australian 24-hour Mountain Bike Race, 2010 Canberra Tour, Round 4 of the MTBA 2010 National Mountain Bike Series and the 2010 Stromlo Running Festival.

Works at Stromlo Forest Park in 2009–10 included:

- re-grassing the cross-country running track surface with couch grass
- tree planting
- upgrading the cross-country running track irrigation system
- refurbishing the criterium track
- completing a new recreation park, including a children's bike track, playground and landscaping adjacent to the event pavilion.

## FUTURE DIRECTIONS

In 2010–11 TVE will:

- seek government endorsement for new master plans for Canberra Stadium, Manuka Oval and Stromlo Forest Park
- negotiate a new agreement for AFL premiership matches in Canberra in 2011, and support plans for AFL in Canberra for 2012 and beyond
- develop commercial options for Stromlo Forest Park
- seek a naming rights sponsor for Canberra Stadium
- support plans for an expanded event calendar in 2013 for Canberra's Centenary
- implement the ACT Motorsport Strategy
- finalise the long-term ownership arrangements for Canberra Stadium, once a decision is known on Australia's bid to host the 2022 FIFA World Cup.

## ACT STRATEGIC PLAN FOR POSITIVE AGEING 2010–2014

For details on TAMS' progress against the *ACT Strategic Plan for Positive Ageing 2010–2014: Towards an age-friendly city* refer to Appendix 1.

# A10 TRIPLE BOTTOM LINE REPORTING

**Table 4: Triple bottom line reporting**

	INDICATOR	2009–10 RESULT	2008–09 RESULT	% CHANGE
ECONOMIC	Employee expenses			
	▪ Number of staff employed (head count, not FTE)	2 853	2 989	-4.5
	▪ Total employee expenditure	\$243.4m	\$245.1m	-1
	Operating statement			
	▪ Total expenditure	\$807.6m	\$840m	-4
	▪ Total own source revenue	\$341.7m	\$388.3m	-12
	▪ Total net cost of services	\$465.9m	\$451.7m	+3
	Economic viability			
	▪ Total assets	\$8.6 billion	\$8.3 billion	+4
	▪ Total liabilities	\$247.1 million	\$233.1 million	+6
ENVIRONMENTAL	Transport			
	▪ Total number of fleet vehicles	268	577	N/A
	▪ Total transport fuel used (kilolitres)	340.5	1 397.5	N/A
	▪ Total direct greenhouse emissions of the fleet (tonnes of CO <sub>2</sub> e)	1 115	N/A	N/A
	Energy use in megajoules			
	▪ Total office energy use	16 168 813	14 688 121	+10
	▪ Office energy use per person	36 581 (FTE)	36 178 (HC)	N/A
	▪ Office energy use per m <sup>2</sup>	2 233	1 692	+32
	Greenhouse emissions in tonnes of CO <sub>2</sub> e			
	▪ Total office greenhouse emissions—direct and indirect	2 853	N/A	N/A
	▪ Total office greenhouse emissions per person	6.6	N/A	N/A
	▪ Total office greenhouse emissions per m <sup>2</sup>	0.4	N/A	N/A
	Water consumption in kilolitres			
	▪ Total water use	5 196	5 744	-9.5
	▪ Office water use per person	11.75 (FTE)	14 (HC)	N/A
	▪ Office water use per m <sup>2</sup>	0.72	0.76	-5
	Resource efficiency and waste			
	▪ Total co-mingled office waste per FTE (litres)	408 720	N/A	N/A
	▪ Total paper recycled (litres)	530 400	N/A	N/A
	▪ Total paper used (by reams) per FTE (litres)	N/A	N/A	N/A
	▪ Percentage of paper recycled (%)	99 (est)	99 (est)	No change

	INDICATOR	2009-10 RESULT	2008-09 RESULT	% CHANGE
SOCIAL	The diversity of our workforce as a percentage of the total workforce			
	▪ Women (female FTEs)	33.5	34.7	-3
	▪ People with a disability	1.7	1.9	-10.5
	▪ Aboriginal and Torres Strait Islander people	0.8	0.9	-11
	▪ Staff with English as a second language	19.9	19.9	No change
	Staff health and wellbeing			
	▪ OH&S incident reports	469	454	+3
	▪ Accepted claims for compensation (at 31 August 2010)	99	81	+22
	▪ Staff receiving influenza vaccinations	337	650	-48
	▪ Workstation assessments requested	N/A	N/A	N/A

## EXPLANATORY NOTES

The 2009-10 figures for transport energy relate to light commercial and passenger vehicles for the whole of TAMS. The figures for 2008-09 were for vehicles reported by Rhodium Asset Services and included heavy vehicles, plant and equipment. Leasing arrangements have now changed and in future TAMS will document transport energy through the use of Online System for Comprehensive Activity Reporting (OSCAR). The transport figures for both years do not include ACTION buses which are reported separately in Section C21.

The above entries for office energy use, office greenhouse emissions, office water use and office waste are for the main office building occupied by TAMS - Macarthur House. TAMS officers occupy a large number of buildings under a variety of arrangements and each business unit has started to collect and report data through OSCAR. At this stage, however, insufficient data is held to provide reliable statistics for all office buildings occupied. Section C21 also provides resource use data on most, but not all, of the premises occupied by the Shared Services Division of TAMS.

Accepted claims for compensation includes all claims accepted by Comcare within the 14 months from 1 July in each financial year where the injury was sustained between 1 July and 30 June and the claim was accepted between 1 July and 31 August the following year.

Due to the diverse nature of occupations within TAMS, the number of workstation assessments requested is not available. Workstation assessments in TAMS are managed by individual business units and provided on an ad hoc basis. TAMS employees have access to workplace health and safety workstation self-assessment checklists and guidance.

Diversity numbers are based on employees self-identifying.

# SECTION B

## CONSULTATION AND SCRUTINY REPORTING





# B1 COMMUNITY ENGAGEMENT

Almost every ACT resident interacts with TAMS daily. This includes renewing vehicle registration through Canberra Connect, visiting one of nine public libraries, putting out recycling for collection, using a road or footpath, enjoying one of Canberra's parks and catching an ACTION bus. The department must work closely with the community to inform them about the services it provides, but also to learn from them.

The *TAMS Community Engagement Policy* embraces the values of the International Association for Public Participation and is consistent with the *ACT Government Community Engagement Manual—Your Guide to Engaging with the Community*. The policy allows the community to influence and improve the department's services. It also helps the department to collect valuable feedback. This ensures that TAMS can improve services to meet community needs and helps to shape future priorities.

TAMS worked closely in 2009–10 with the Chief Minister's Department (CMD) to develop a cohesive whole-of-government approach to community engagement, and contributed to a review of the ACT Government's community engagement framework.

TAMS community engagement achievements in 2009–10 included:

- training approximately 50 staff to raise their awareness about community engagement. They learnt about the most effective tools and techniques to consult the community
- consulting its Community Advisory Group (CAG) on a range of community projects. The CAG met three times and was also consulted out-of-session
- developing 28 online surveys and feedback forms as well as the more traditional methods of engagement
- conducting two community satisfaction surveys of 1000 ACT residents, in November 2009 and June 2010
- coordinating diverse community events that raised awareness of TAMS' programs and services and encouraged community spirit. Held in Canberra nature parks and other locations, events included:
  - Dogs' Day Out events were held at Lake Ginninderra on 20 September 2009 and at Lake Tuggeranong Foreshore on 28 March 2010 and attracted more than 5500 people combined
  - Father's Day Party in the Park was held in Weston Park on 6 September 2009 and attracted 8000 people
  - Teddy Bears' Picnic was held in Tuggeranong Town Park on 11 October 2009 and attracted 4000 people
  - eight Music in the City and Films at Twilight events were held in Garema Place in November 2009. More than 4000 people attended
  - Christmas in Gungahlin was hosted on behalf of the Land Development Agency and attracted 4000 people
  - Tidbinbilla Extravaganza was held on 11 April 2010 as part of the two-week 2010 Canberra and Region Heritage Festival and attracted almost 6000 people
  - Mother's Day Party in the Park was held in Glebe Park on 9 May 2010 and attracted 10 000 people.

The Tidbinbilla Extravaganza attracted 6000 visitors in 2009–10, more than double previous attendance.



## FUTURE DIRECTIONS

In 2010-11 TAMS will continue to develop new strategies to engage the community and build even greater confidence with the department and its services. Activities will include:

- incorporating the updated *ACT Government Community Engagement Guidelines* into the department's community engagement activities
- participating in the ACT Government's community engagement working group to gather ideas from other agencies and ensure effective coordination of engagement activities
- upgrading the TAMS website to improve ease of access to information and make greater use of technologies such as RSS feeds
- developing Web 2.0 tools to enable greater community engagement and information sharing, particularly with younger people and those who do not use traditional media
- undertaking evaluation surveys of community engagement activities so that improvements can be made.

The table in Appendix 2 on page 140 lists the many ways TAMS engaged with the community during 2009–10. It demonstrates the department's commitment to include the community in the decision-making process. More information on specific projects can be requested from the relevant contact officer.

### For more information

Director, Governance and Communications  
Phone: (02) 6207 5040

The 2010 Mother's Day Party in the Park attracted 10 000 Canberrans.



## B2 INTERNAL AND EXTERNAL SCRUTINY

During 2009–10 the ACT Ombudsman released no reports that specifically related to TAMS.

In June 2010 the Auditor-General released a report, *Delivery of Budget Initiatives*. Some of the recommendations in this report related to TAMS:

**Table 5: ACT Auditor-General's Report *Delivery of Budget Initiatives* (June 2010)**

AUDITOR-GENERAL RECOMMENDATIONS	TAMS RESPONSE TO THE RECOMMENDATIONS
Agencies should adopt a formalised project management framework to manage the implementation of budget initiatives.	Agreed. However, the establishment of a formal Project Management framework will need an appropriately skilled workforce. The department has established a Project Management Community of Practice Forum which follows the principles of the Australian Institute of Project Management. The forum gives staff a better understanding of project management practices and encourages development and training.
Agencies should: <ul style="list-style-type: none"> <li>- identify early the skills and expertise required to manage budget funded projects</li> <li>- provide appropriate training to project management staff</li> <li>- allocate staff specifically to the project management aspects of large capital projects.</li> </ul>	Agreed. As outlined above, TAMS is developing its workforce to increase skills in project management. The department already provides dedicated staff to project manage aspects of its larger infrastructure projects, routinely including a project control group.
Agencies should: <ul style="list-style-type: none"> <li>- develop, for each project, an implementation plan, appropriate to the size and complexity of the project</li> <li>- include in the implementation plan sufficient details to allow adequate monitoring, including timeframe, phases of implementation, procurement strategy, roles and responsibilities, resources, stakeholder management, monitoring and evaluation.</li> </ul>	Agreed. TAMS will develop appropriately detailed implementation plans as part of the budget initiative process.
Agencies should: <ul style="list-style-type: none"> <li>- review their existing performance reporting system to improve the monitoring and reporting of project performance, especially against project milestones</li> <li>- undertake and document post-implementation reviews of projects to identify any lessons learnt that may assist in the delivery of future initiatives.</li> </ul>	Agreed. The department has been improving its capital works reporting system in areas such as financial and physical performance data, major project milestones, and commentary on specific issues. This process will be regularly reviewed to improve the quality of data produced. Post-implementation reviews will be explored as an extension to the activities outlined above.

## OUTSTANDING REPORTS FROM 2008–09

**Table 6: Outstanding report 1/2009**

REPORT NO.	TITLE	DATE PRESENTED
1/2009	Roads Projects: Fairbairn Avenue Upgrade and Horse Park Drive	24 February 2009

The audit made six recommendations. All were partly or fully agreed in principle by TAMS. The audit gave an independent opinion on whether relevant government agencies planned and managed the road projects effectively.

Roads ACT has followed the recommendations for carrying out, managing and evaluating capital works. The Black Spot Road Safety program and the Athllon Drive duplication construction works have been evaluated to determine their effectiveness.

The Public Accounts Committee (PAC) examines all Auditor-General's reports once they are presented to the Legislative Assembly. A government submission has been given to the PAC.

**Table 7: Outstanding report 2/2009**

REPORT NO.	TITLE	DATE PRESENTED
2/2009	Follow-up Audit: Implementation of Audit Recommendations on Road Safety	1 May 2009

The audit made four recommendations to improve how TAMS implements the original audit recommendations. TAMS agreed or agreed in part to all recommendations. This follow-up audit reported to the Legislative Assembly on how TAMS has addressed and resolved issues or deficiencies identified in the 2006 audit report.

The audit focused on:

- procedures established within TAMS for monitoring and reporting on the implementation of performance audit recommendations
- the extent to which TAMS had implemented accepted recommendations made in the original report.

A government submission has been given to the PAC.

## OUTSTANDING REPORT FROM 2007–08

**Table 8: Outstanding report 3/2008**

REPORT NO.	TITLE	DATE PRESENTED
3/2008	Records Management in ACT Government Agencies	26 June 2008

The audit made recommendations about: compliance with the legislation consistency in record management practices; training, procedures and guidelines, and dissemination of guidance material; risks associated with physical storage; improving electronic record keeping; and monitoring and reviewing record keeping practices.

A government submission has been given to the PAC.

### For more information

Director, Governance and Communications  
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# B3 LEGISLATIVE ASSEMBLY COMMITTEE INQUIRIES AND REPORTS

The following Legislative Assembly committee inquiries relate to the operations of the department and were presented during the term of the current government:

## STANDING COMMITTEE INQUIRIES

**Table 9: Standing Committee on Planning and Environment**

REPORT NO.	TITLE	DATE PRESENTED
24 of 2003*	Inquiry into the Road Transport (Public Passenger Services) Amendment Bill 2003	11 December 2003
29 of 2007*	ACTION Buses and the 2004 Sustainable Transport Plan	28 August 2007
33 of 2008*	Annual and Financial Reports 2006–2007	9 April 2008
34 of 2008*	Inquiry into Namadgi National Park Draft Plan of Management	5 August 2008
1 of 2009*	Annual and Financial Reports 2007–2008	6 May 2009

**Table 10: Standing Committee on Planning, Public Works and Territory and Municipal Services**

REPORT NO.	TITLE	DATE PRESENTED
3 of 2009*	Enquiry into Crimes (Bill Posting) Amendment Bill	18 August 2009
5 of 2009	Annual and Financial Reports 2008–2009	23 March 2010

**Table 11: Standing Committee on Public Accounts**

REPORT NO.	TITLE	DATE PRESENTED
7 of 2009	Annual and Financial Reports 2008–2009	23 March 2010

\* For progress on the recommendations, see Appendix 3 on page 150.

## REPORT NO. 5 OF 2009 ANNUAL AND FINANCIAL REPORTS 2008–2009

The committee presented the report in the Legislative Assembly on 23 March 2010. A government response to the report, coordinated by Chief Minister's Department, was being prepared at 30 June 2010. Implementation of the recommendations will be reported on in the 2010–11 TAMS Annual Report.

## REPORT NO. 7 OF 2009 ANNUAL AND FINANCIAL REPORTS 2008–2009

The committee presented the report in the Legislative Assembly on 23 March 2010. A government response to the report, coordinated by Chief Minister's Department, was being prepared at 30 June 2010. Implementation of the recommendations will be reported on in the 2010–11 TAMS Annual Report.

### For more information

Director, Governance and Communications  
Phone: (02) 6207 5040



# B4 LEGISLATION REPORT

At 30 June 2010 the department was responsible for the following legislation in accordance with administrative arrangements orders.

**Table 12: Legislation report**

MINISTER	ACT
<b>Minister for Territory and Municipal Services</b>	<i>Animal Diseases Act 2005</i>
	<i>Animal Welfare Act 1992</i>
	<i>Cemeteries and Crematoria Act 2003</i>
	<i>Domestic Animals Act 2000</i>
	<i>Fertilisers Act 1904</i>
	<i>Government Procurement Act 2001</i>
	<i>Gungahlin Drive Extension Authorisation Act 2004</i>
	<i>Litter Act 1977</i>
	<i>Pest Plant and Animals Act 2005</i>
	<i>Plant Diseases Act 2002</i>
	<i>Stock Act 2005</i>
	<i>Territory Records Act 2002</i>
	<i>Tree Protection Act 2005</i>
	<i>Trespass on Territory Land Act 1932</i>
	<i>Utilities Act 2000 Part 14, and sections 254 and 256 in relation to Part 14</i>
	<i>Waste Minimisation Act 2001</i>
<b>Minister for Transport</b>	<i>Dangerous Goods (Road Transport) Act 2009</i>
	<i>Interstate Road Transport Act 1985 (Cwlth)</i>
	<i>Interstate Road Transport Charge Act 1985 (Cwlth)</i>
	<i>Motor Vehicle Standards Act 1989 (Cwlth)</i>
	<i>NRMA—ACT Road Safety Trust Act 1992</i>
	<i>Road Transport (Alcohol and Drugs) Act 1977</i>
	<i>Road Transport Charges (Australian Capital Territory) Act 1933 (Cwlth)</i>
	<i>Road Transport (Dimensions and Mass) Act 1990</i>
	<i>Road Transport (Driver Licensing) Act 1999</i>
	<i>Road Transport (General) Act 1999, except Part 10*</i>
	<i>Road Transport (Public Passenger Services) Act 2001</i>
	<i>Road Transport (Safety and Traffic Management) Act 1999</i>
	<i>Road Transport Reform (Dangerous Goods) Act 1995 (Cwlth)</i>



MINISTER	ACT
<b>Minister for Transport cont.</b>	<i>Road Transport Reform (Vehicles and Traffic) Act 1993 (Cwlth)</i>
	<i>Road Transport (Vehicle Registration) Act 1999</i>
	<i>Road Transport (Mass, Dimensions and Loading) Act 2009</i>
	<i>Roads and Public Places Act 1937*</i>
<b>Minister for Arts and Heritage</b>	<i>Heritage Act 2004</i>
<b>Minister for Tourism, Sport and Recreation</b>	<i>Boxing Control Act 1993</i>
	<i>Drugs in Sport Act 1999</i>
	<i>Exhibition Park Corporation Act 1976</i>
	<i>Nudity Act 1976</i>
	<i>Public Baths and Public Bathing Act 1956</i>

\* Some functions under these Acts are delegated to the Chief Executive of the Department of Justice and Community Safety for sub-delegation to officers of that department.

#### For more information

Director, Governance and Communications  
Phone: (02) 6207 5040

# SECTION C

## OTHER REPORTING



# C1 RISK MANAGEMENT AND INTERNAL AUDIT

## RISK MANAGEMENT

TAMS identifies and manages risk at all levels of the department. It has developed a framework based on the risk management standard AS/NZS 4360:2004. The framework is now being reviewed to conform to the new standard AS/NZS ISO 31000:2009. The TAMS Internal Audit Committee (IAC), and the Executive Leadership Team (ELT) are overseeing the review.

The framework is managed by the Risk Management Steering Group (RMSG), which meets monthly to update the department's risk register and identify and assess risks across the department. It reports to the IAC and ELT. The RMSG is supported by the Risk Management Reference Group (RMRG) made up of staff from all business units within TAMS, as well as the ACT Insurance Authority (ACTIA). The RMRG meets bi-monthly.

Besides reporting on emerging risks at the bi-monthly RMRG meetings, business units also report these to the Steering Group to determine if they should be included in the departmental risk register.

ACTIA is responsible under the ACT Government's Risk Management Policy for helping agencies implement risk management policies and procedures across government. The department works closely with ACTIA to ensure its risk management framework and policies meet all relevant guidelines. TAMS has maintained its corporate membership of the Risk Management Institution of Australasia (RMIA), with members of the RMSG representing TAMS. Being a member of RMIA ensures it stays up-to-date with risk management practices in many industries and has access to risk training and professional development opportunities.

## INTERNAL AUDIT

The IAC reports to the Chief Executive on the department's governance, risk and internal control environment. The IAC oversees the development and implementation of the three-year Strategic Internal Audit Plan and the 12-month Audit Work Plan. Both plans use a risk-based methodology to identify areas of strategic and operational risk.

TAMS internal audit is a co-sourced function which uses the ACT Government's whole-of-government internal audit services panel contract. Audit services under this contract include performance, compliance and information technology. In 2009–10, 14 audits were presented to the IAC for consideration.

The IAC has five members: an independent chair, a deputy chair, an independent member external to government, an external member from another ACT Government agency, and the Executive Director of Shared Services. The committee's membership is reviewed annually. During 2009–10 the committee met six times including the review of the department's financial statements.

Table 13 sets out the IAC membership and meeting attendance for 2009–10:

**Table 13: Audit Committee membership**

NAME OF MEMBER	POSITION	DURATION	MEETINGS ATTENDED	ELIGIBLE MEETINGS
Will Laurie	Chair (Independent)	July 2009 to June 2010	6	6
Sue Morrell	Deputy Chair, Deputy Chief Executive	September 2009 to June 2010	4	5
Ian Male	Independent	July 2009 to June 2010	6	6
Mark Whybrow	Independent	July 2009 to June 2010	4	6
Jill Divorty	Executive Director, Shared Services	February 2010 to June 2010	2	3
Anne Thomas (past member)	Previous acting Executive Director, Shared Services	July 2009 to January 2010	2	2
Michael Vanderheide (past member)	Previous Executive Director, Shared Services	July 2009	1	1

**For more information**

Director, Governance and Communications  
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## C2 FRAUD PREVENTION

The TAMS Internal Audit Committee oversees and reviews the integrity and fraud control arrangements for the department, including monitoring reports of fraudulent activity. The committee advises the Chief Executive and the senior executive responsible for business integrity risk of any concerns about the management and integrity of fraud risk strategies.

A comprehensive internal audit program is conducted annually to address issues of high and medium integrity and fraud risk, identified through both risk assessment and integrity risk assessment processes.

Risk assessments are based on formal and informal inputs, including reviews of the risks identified in the Fraud and Corruption Prevention Plan, feedback from business units, and oversight of actual cases of fraud and corruption across the department. As well as the Internal Audit Committee, the Risk Management Steering Group and Reference Group also monitor business integrity risk.

The TAMS Fraud and Corruption Prevention Plan 2009–11 aims to prevent all incidents of fraud and corruption in the department. It describes how the department deters and detects fraud and corruption and meets its obligations under the ACT Integrity Policy. To support the plan, the department promotes the prevention of fraudulent behaviour through general awareness training for staff and targeted training for areas identified as high risk. Information on ethics, conduct and related issues is available on the TAMS intranet. In 2009–10, 568 staff in 21 business units undertook fraud and ethics training.

### FRAUD DETECTION— INCIDENTS OF FRAUD REPORTED IN 2009–10

Six instances of suspected fraudulent behaviour were reported in 2009–10. In two, a perpetrator was not identified and in both of these cases security and procedures were improved. In one of the remaining cases a perpetrator was identified and their employment terminated. No evidence of fraudulent behaviour was found in the fourth case although staff were reminded of their obligations. Two remaining cases were still being investigated at 30 June 2010.

#### **For more information**

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Director, Governance and Communications  
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## C3 PUBLIC INTEREST DISCLOSURE

This report is provided in accordance with section 11 of the *Public Interest Disclosure Act 1994*. The Act enables people to report wrongdoing in the ACT public sector (otherwise known as whistle blowing). A report can be made by an officer or a member of the public.

### PROCEDURES MAINTAINED BY TAMS

The TAMS Public Interest Disclosure Procedure Statement provides information for people who may be considering making a disclosure. It outlines how the department, after receiving a disclosure, will:

- advise contact details of officers who can provide information and help
- list staff responsible for receiving and handling disclosures
- provide information on how a person making the disclosure is protected against reprisals
- provide assurance on the impartiality of the process
- provide advice on possible outcomes.

The Public Interest Disclosure Procedure Statement was updated in 2009–10 and is available on the department's intranet and internet sites.

### DISCLOSURES RECEIVED

In 2009–10 TAMS received two public interest disclosure on disclosable conduct as described in section 4(2)(b) of the Act. Both were being investigated at 30 June 2010.

No other disclosures were received, referred or investigated by TAMS during 2009–10.

#### **For more information**

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Director, Governance and Communications  
Phone: (02) 6207 5040

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# C4 FREEDOM OF INFORMATION

This report is prepared in accordance with section 79 of the *Freedom of Information Act 1989*. The details listed below reflect the administrative arrangements at 30 June 2010. The FOI Act:

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

**Table 14: Comparative statistics of FOI applications 1 July 2007 to 30 June 2010**

APPLICANT TYPE	2007-08		2008-09		2009-10	
	NO.	PER CENT	NO.	PER CENT	NO.	PER CENT
Member of public	45	73	27	47	28	39
Solicitor	8	12	12	21	10	14
ACT Legislative Assembly member	7	11	15	26	27	37
Association	1	2	2	4	1	2
Company	0	0	1	2	2	3
Organisation	0	0	0	0	0	0
Consultant	0	0	0	0	0	0
Journalist	0	0	0	0	4	5
Other	1	2	0	0	0	0
<b>Total</b>	<b>62</b>	<b>100</b>	<b>57</b>	<b>100</b>	<b>72</b>	<b>100</b>

## SUMMARY—OUTCOMES OF FOI REQUESTS

There were 72 requests during 2009–10. This included one internal review from 2008–09.

The number received in 2009–10 increased by 15 from 2008–09.

Eight requests that carried over from 2008–09 were also completed during this period.

**Table 15: Outcomes of FOI requests**

DECISION	2007–08		2008–09		2009–10	
	REQUESTS LODGED	PER CENT	REQUESTS LODGED	PER CENT	REQUESTS LODGED	PER CENT
Full release	13	24	9	16	16	22
Partial release	39	71	33	59	30	42
Entire exemption	0	0	1	2	4	5
Technical refusal #	1	2	4	7	12	17
Withdrawn ##	2	3	9	16	5	7
Transfer to other departments	*	*	*	*	5	7
<b>Totals</b>	<b>55</b>	<b>100</b>	<b>56</b>	<b>100</b>	<b>72</b>	<b>100</b>

\* data not previously recorded

# no documents exist

## documents were provided through a separate process for most of these requests

At 30 June 2010 six requests were pending. These will be completed in 2010–11.

## RESPONSE TIMES

**Table 16: Response times to FOI applications**

YEAR	0–30 DAYS	31–45 DAYS	46–60 DAYS	61–90 DAYS	90+ DAYS
2009–2010	53 (74%)	14 (19%)	3 (4%)	2 (3%)	0
2008–2009	50 (89%)	4 (7%)	1 (2%)	1 (2%)	0
2007–2008	38 (69%)	13 (24%)	3 (5%)	1 (2%)	0
2006–2007	44 (71%)	11 (18%)	4 (6%)	3 (5%)	0
2005–2006	46 (92%)	2 (4%)	0	0	0
2004–2005	39 (87%)	5 (11%)	1 (2%)	0	0

## APPEAL OF DECISIONS

There were five applications for internal review:

- decision upheld—three
- documents released in full—one
- at 30 June 2010 there was one internal review pending. This will be completed in 2010–11.

Also there were no:

- appeals to the Administrative Appeals Tribunal (AAT)
- complaints on an FOI matter lodged with the ACT Ombudsman
- requests to amend personal records.

## FEES AND CHARGES

A fee of \$410.60 was imposed on one request in 2009–10.

### Measures to assist the public

Copies of the Freedom of Information leaflet and application form are available from the department's FOI coordinator by calling (02) 6207 5672 or by visiting the TAMS website.

### Section 7 statement

Section 7 of the FOI Act requires the department to prepare and publish a statement outlining organisation, functions and powers, the categories of documents available and facilities provided for access to documents.

### Organisation, functions and powers

The organisation and functions of the agency are described in Section A of this annual report. Legislation administered by TAMS is published in full in the Administrative Arrangements Order.

### Public participation in decision-making

The public can participate in decision-making by:

- making public submissions to inquiries
- discussing issues at public meetings
- discussing issues with consultative committees for specific purposes
- accessing records through FOI requests
- commenting on draft documents
- commenting on Bills before the Legislative Assembly
- contacting the relevant minister.

## CATEGORIES OF DOCUMENTS

The department holds several basic categories of documents:

- those that are free to any member of the public
- those for sale including ones that are part of a public register
- all other kinds of documents that may be available under the FOI Act.

## FREE DOCUMENTS

These include publications produced by the department on its activities. They are distributed from public counters and libraries throughout the ACT and may be available on the ACT Government's websites.

## DOCUMENTS AVAILABLE FOR SALE

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

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

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

### Facilities for access to information

Those wanting information are encouraged to contact the department before starting the more formal FOI procedure. In many cases it may be possible to access information more easily. Physical access to the documents of the agencies is available at the address listed below.

All FOI requests should be directed to:

Chief Executive  
Territory and Municipal Services  
PO Box 158  
CANBERRA ACT 2601

The department's street address is:

Macarthur House  
12 Wattle Street  
Lyneham ACT 2602

### Section 8 statement

A copy of the section 8 statement is not published in this report, but is available on request from the department's FOI contact officer. It is also available on the TAMS website: [www.tams.act.gov.au](http://www.tams.act.gov.au)

### For more information

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Director, Governance and Communications  
Phone: (02) 6207 5040

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## ORGANISATIONAL STRUCTURE

An organisation chart is included in Section A1, page 3.

On 31 August 2009 new management arrangements were introduced to more effectively deliver government priorities. Key features of the new arrangements were as follows:

- the appointment of a **Deputy Chief Executive** and abolition of the Executive Director position within the Office of the Chief Executive
- the creation of **Transport and Infrastructure Division**—this replaced Community and Infrastructure Services. The division's name and structure more clearly reflect the roles of the business units and the links between the planning and operational aspects of transport
- the creation of **Territory Services Division**—this replaced Enterprise Services and focuses on delivering a range of city and Territory services. Reporting lines for business units previously in the Environment and Recreation and Community and Infrastructure Services networks changed. It enabled better alignment of Sport and Recreation Services with Territory Venues and Events who already worked closely together
- the creation of **Land Management and Planning Division**—previously the Environment and Recreation network, this combines all TAMS' land management and planning functions into one division to achieve better coordination. It also included businesses who reported through the Enterprise Services and Community and Infrastructure Services networks
- the creation of a new **Corporate Support Division**—this included abolition of the Office of the Chief Executive. The division is made up of five business units which work cooperatively to develop and provide administrative, policy, communications and governance advice to TAMS. The division also has the task of shaping the department's asset information system which will be a key indicator in determining TAMS' resource requirements.

Four Executive Directors were appointed in December 2009 and started in January 2010. There were a number of acting arrangements throughout 2009–10.

The department's Executive Leadership Team is made up of the Chief Executive, Deputy Chief Executive, four Executive Directors and the Chief Finance Officer.

## CHIEF EXECUTIVE

The Chief Executive is responsible for the efficient administration of the department and its corporate and strategic directions. The Chief Executive is the delegate for the Road Transport Authority under the *Road Transport (General) Act 1999*.

Mr Gary Byles was appointed as Chief Executive on 16 June 2009.

## DEPUTY CHIEF EXECUTIVE

The Deputy Chief Executive supports the Chief Executive at the strategic level, coordinates operational activities across divisions and leads the Corporate Support Division.

The position of Deputy Chief Executive was created on a temporary basis on 18 August 2009 and Ms Sue Morrell was placed in this position temporarily from 31 August 2009. After a job-sizing process, a permanent Deputy Chief Executive position was created and Ms Morrell was appointed on 9 February 2010.

Before the divisions were restructured, Ms Tracy Hicks was the Executive Director, Strategic Coordination and Continuous Improvement within the Office of the Chief Executive. Ms Hicks resigned in July 2009 and Ms Sue Dever acted in the role until the position of Deputy Chief Executive was created.

## EXECUTIVE DIRECTOR, SHARED SERVICES DIVISION

The Executive Director is responsible for Shared Services Division which incorporates Finance and Human Resource Services, InTACT and Procurement Solutions.

Mr Michael Vanderheide was the Head of Shared Services. He resigned on 23 October 2009. Ms Jill Divorty is the Executive Director for Shared Services and was appointed on 25 January 2010.

## EXECUTIVE DIRECTOR, LAND MANAGEMENT AND PLANNING DIVISION

The Executive Director, Land Management and Planning Division, is responsible for Asset Acceptance, Cemeteries, Heritage, Licensing and Compliance, Parks, Conservation and Lands, and Yarralumla Nursery. The position holds the statutory responsibility for the Animal Welfare Authority. The statutory responsibility for the Conservator for Flora and Fauna transferred to the Department of Environment, Energy, Climate Change and Water on 1 August 2009.

Mr Hamish McNulty was the previous Executive Director for the Environment and Recreation Network. Mr McNulty moved to a role in the Stimulus Package Taskforce on 31 August 2009 and then transferred to the Chief Minister's Department during formation of the ACT Department of Land and Property Services on 2 November 2009. Ms Fay Steward is the Executive Director for Land Management and Planning and was appointed on 18 January 2010.

## EXECUTIVE DIRECTOR, TERRITORY SERVICES DIVISION

The Executive Director, Territory Services Division, oversees the management of a range of government-owned services including ACT Library and Information Services, Capital Linen Service, Exhibition Park in Canberra, ACT NOWaste, Sport and Recreation Services and Territory Venues and Events (which incorporates Manuka Oval, Stromlo Forest Park and Canberra Stadium).

Mr Phillip Perram is the Executive Director, Territory Services Division and was appointed on 1 January 2010. Mr Perram was previously the Director of Asset Acceptance in TAMS, from 3 August 2009.

## EXECUTIVE DIRECTOR, TRANSPORT AND INFRASTRUCTURE DIVISION

The Executive Director, Transport and Infrastructure Division, oversees the administration of most aspects of transport for the Territory including transport policy, legislation and regulations, road safety, transport systems, public transport services (ACTION), infrastructure management (roads, bridges, stormwater) and customer support through Canberra Connect.

Mr Tom Elliott was the Acting Executive Director of the Enterprise Services Network before the restructure and was appointed to the role of Executive Director, Transport and Infrastructure Division on 18 January 2010.

## CHIEF FINANCE OFFICER, TAMS

The Chief Finance Officer (CFO) is responsible for the financial management of the department, including overseeing budget development and operational responsibility for preparing the department's financial statements. The CFO also provides regular advice to ELT on the financial performance, position and fiscal outlook of the department.

Mr Nick Kalogeropoulos was appointed on 3 October 2008.



TAMS Executive Leadership Team: Left to right (seated) Sue Morrell, Gary Byles and Jill Divorty. (standing) Tom Elliott, Nick Kalogeropoulos, Fay Steward and Phillip Perram.



## CORPORATE AND OPERATIONAL PLANS

### STRATEGIC PLAN 2009–2013

The strategic plan, which replaced the Strategy Map 2007–10, outlines the department's approach to its strategic and business planning and also covers the subsequent monitoring and reporting of department, division and business unit performance—as required by the Auditor-General.

The strategic plan ensures a common vision and direction, underpins the work across the department, and is used to regularly review, measure and communicate progress against agreed government, department and division priorities and department performance targets. It is the key reference document when developing business unit business plans and staff performance agreements.

The planning process encompasses:

- an annual review of the strategic plan
- updating government and department priorities
- developing an annual business plan
- developing an agreement on staff performance management.

**Table 17: TAMS' senior management committees**

NAME OF COMMITTEE	ROLE OF COMMITTEE	MEMBERSHIP
TAMS Executive Leadership Team (ELT) (formerly Senior Management Team)	Ensures the department's strategic directions are aligned with the priorities of the government and reviews all aspects of business across the department to ensure they are operating efficiently.	Chief Executive (CE) Deputy Chief Executive (DCE) Executive Directors (EDs) Chief Finance Officer (CFO)
TAMS Internal Audit Committee (IAC)	Oversees the department's governance, risk and internal control environment on behalf of the Chief Executive and provides assurance as to its effectiveness.	External chair DCE CFO EDs Audit Manager Risk Manager Director, Governance and Communications
TAMS Finance Committee	Provides a strategic coordination role and facilitates decisions/recommendations from the ELT.	CE/DCE CFO EDs
TAMS Capital Works Committee	Oversees the capital works budget and project management.	CE/DCE EDs CFO Director, Asset Information Division Business Managers
TAMS Information Management—Information and Communications Technology Committee (IM-ICT)	Advises executive on whole-of-government ICT strategic and policy related issues.	DCE EDs General Manager, InTACT Manager, ICT Contracts
TAMS Strategic Asset Management Committee (SAMC)	Provides a strategic overview of asset management and develops, implements and manages a framework to ensure compliance with regulatory requirements. The committee exercises governance oversight on the management of the department's physical asset portfolio and the systems that are used to manage it.	DCE CFO ED, Territory Services Division ED, Land Management and Planning Division Director, Asset Acceptance Director, Asset Information Directors/GMs of each major asset owner Director, Property Group, ACT Department of Land and Property Services (LAPS)

NAME OF COMMITTEE	ROLE OF COMMITTEE	MEMBERSHIP
TAMS Nation Building Governance Committee	Plans, coordinates, monitors, reports and delivers all matters relating to the TAMS Nation Building stimulus package.	ED, Land Management and Planning Taskforce Member Director, Roads ACT Director, Parks, Conservation and Lands Business Manager, Transport and Infrastructure Business Manager, Land Management and Planning Director, ACT Property Group, LAPS
TAMS Enterprise Agreement Steering Committee	Oversees the Enterprise Agreement development process for the progression of the TAMS Agreements.	DCE EDs Director, Human Resources Manager, Employee Relations Director, Finance
TAMS Business Improvement Committee	Guides departmental business improvement activities, including improved corporate policies and processes; and communications systems and processes.	Director, Governance and Communications Senior Manager, Community Engagement and Communications Manager, Planning and Performance Director, HR Director, Finance Division Business Managers Internal Facilitator representative Internal Communications Officer
TAMS Workplace Health and Safety Steering Committee	Provides leadership and direction in the management of workplace health and safety across the department.	DCE (chair) EDs One workplace safety representative from each division
TAMS Risk Management Steering Group	Oversees the risk management processes within TAMS and reports to the ELT and IAC on the department's key risks.	ED, Transport and Infrastructure Director, Governance and Communications Senior Manager, Governance and Policy Business Manager, Shared Services Manager, Asset Information

## REMUNERATION

As specified in the *Remuneration Tribunal Act 1995*, the Remuneration Tribunal reviews the remuneration of senior executive officer positions and full and part-time statutory authority positions.

### For more information

Director, Governance and Communications  
Phone: (02) 6207 5040

# C6 HUMAN RESOURCE PERFORMANCE

## MANAGING OUR PEOPLE

TAMS' Human Resources Branch (HR) provides a range of services and advice to the department. The *TAMS Strategic Plan 2009–2013* focuses on developing leadership capabilities, engaging staff to contribute to business improvement and workplace safety and recognising individual and team achievements.

TAMS has a strong work culture with the average length of service in TAMS being nine years. HR is committed to ensuring the department attracts and retains a skilled workforce dedicated to providing municipal services to the ACT community.

## WORKFORCE PLANNING

During 2009–10 HR began developing a workforce planning framework and started a pilot project with Roads ACT. It collated detailed data on Roads ACT's workforce and made recommendations for future workforce strategies. The pilot demonstrated the use and importance of developing a timely, committed and appropriately skilled workforce. HR plans to roll out this project across TAMS.

## ANNUAL EXCELLENCE AWARDS

In December 2009 HR coordinated the Annual Excellence Awards to recognise and celebrate the achievements of staff and teams across the department. The awards encourage staff to excel in their work.

TAMS has 2853 staff employed at locations ranging from nature reserves to public libraries.



## APPRENTICES, GRADUATES, TRAINEESHIPS AND AUSTRALIAN SCHOOL-BASED APPRENTICESHIPS

TAMS is committed to continuous capacity building within the department. HR manages and coordinates several entry-level programs to ensure prospective staff are familiar with the TAMS work environment and aware of employment opportunities.

### WHOLE-OF-GOVERNMENT ACTIVITIES

In 2009–10 TAMS participated in the ACT Public Service (ACTPS) Indigenous Traineeship program, with two trainees expected to graduate in August 2010. One trainee was nominated for the ACT Training Awards in the Indigenous Trainee and Apprentice of the Year category and has progressed to the final round.

TAMS participated in the 2009–10 ACTPS Graduate Development program, hosting two graduates. One graduate accepted a position within the ACT Library and Information Service and the second graduate joined the program with TAMS in February 2010.

Throughout 2009–10 TAMS employed 20 apprentices, most of whom were engaged in apprenticeships in horticulture or as heavy vehicle diesel mechanics. Four of those apprentices have since completed their apprenticeship, with two appointed to trade positions. During the year, six apprentices based within ACT Property Group moved with that business unit to the Department of Land and Property Services.

As an Australian School-Based Apprenticeships (ASBA) host, TAMS provided nine high school students one-day per week work placements.

### SPORT AND RECREATION SERVICES

The ASBA scheme provides opportunity for the employment of apprentices in industry organisations over the next four years. In 2009–10 Sport and Recreation Services funded 11 trainees and committed to placing up to 15 apprentices each year for the life of the program.

### InTACT

During 2009–10 InTACT continued its commitment to training and development of staff, with 29 full-time ICT trainees throughout the year. The section attained the following commendations:

- 2009 runner-up in Federal Education Minister, (the then) Hon. Julia Gillard's Awards for Excellence for Employers of Australian Apprentices in the ACT region
- 2009 Education Award from the Australian Computer Society.

Graduates in December 2009 included:

- Diploma of IT (Networking)—five full-time ICT trainees graduated with four employed by InTACT at 30 June 2010
- Certificate II (IT)—four part-time trainees (ASBAs) graduated with three employed as full-time trainees at 30 June 2010.

Graduates in June 2010 included:

- Diploma of IT (Networking)—10 employees
- Certificate IV (Networking)—10 employees
- Certificate IV (Web)—one employee
- Certificate III (Web)—two employees
- Certificate III (Networking)—five employees
- Certificate III (Systems Administration)—one employee.

Many of these staff will continue their training and development by progressing to the next certificate or diploma level.

Other training for InTACT staff included:

- Certificate III in Business—one employee
- Certificate II in ICT—completed by seven part-time ASBAs, who intend to graduate in December 2010.

## PARKS, CONSERVATION AND LANDS (PCL)

The Aboriginal and Torres Strait Islander Trainee program is a two-year program within PCL, as distinct from the ACTPS Indigenous Traineeship program referred to previously under whole-of-government activities. In February 2010 two trainees from the 2008 intake of the Aboriginal and Torres Strait Islander Trainee program successfully completed their traineeship and secured permanent positions within the department.

## DIVERSITY CONTACT OFFICERS

The TAMS workplace diversity contact officers supports staff and advise on workplace discrimination, harassment and bullying. These contact officers act as the first point of contact for staff.

## DIVERSITY COMMITTEE

The Diversity Committee is accountable to the Executive Leadership Team (ELT) to develop and implement the equity and diversity interests of the department. There are a number of sub-committees, including the Women's Committee and the Aboriginal and Torres Strait Islander Interest Group.

The TAMS Diversity Committee champions employment, equity and diversity through:

- promoting the benefit of valuing differences and the capacity and ability of people with a diverse range of experiences to enrich the overall working environment
- consistently maintaining, developing and reviewing the policies, strategies and programs affecting equity and diversity in employment
- providing guidance, advice and feedback to the ELT on equity and diversity related matters
- reviewing the department's performance on the implementation of strategies and desired goals.

## TAMS ABORIGINAL AND TORRES STRAIT ISLANDER INTEREST GROUP

The TAMS Aboriginal and Torres Strait Islander interest group met seven times in 2009–10 to promote involvement in, and progress of, Aboriginal and Torres Strait Islander matters within the department. It also acted to ensure effective coordination and development of policies and procedures that affect Aboriginal and Torres Strait Islander staff.

In 2009–10 the interest group oversaw the development of an Aboriginal and Torres Strait Islander communication strategy to help all staff with engaging, communicating and furthering their understanding of Aboriginal and Torres Strait Islander communities and cultural traditions. The interest group's priority for 2010–11 is to support the Aboriginal and Torres Strait Islander employment strategy to help attract and retain Aboriginal and Torres Strait Islander staff.



## TAMS WOMEN'S COMMITTEE

The TAMS Women's Committee met five times throughout 2009–10, reaffirming the department's commitment to improving work conditions and opportunities for women. The committee helped organise TAMS' involvement in the One Million Women campaign in Civic Square, on 6 May 2010. The aim of the One Million Women campaign was to show women how they could contribute to collectively reducing carbon dioxide (CO<sub>2</sub>) emissions, the main greenhouse gas pollutant triggering climate change.

### **For more information**

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Director, Human Resources

Phone: (02) 6207 5506

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## C7 STAFFING PROFILE

TAMS has 2853 staff, including many field-based workers. Most staff are currently permanent full-time employees. The following tables outline the breakdown of staff by classification, employment category, average length of service and age profile at 30 June 2010.

**Table 18: Full-time equivalent (FTE) and headcount at 30 June 2010**

	FEMALE	MALE
FTE by gender	886.5	1791.6
Headcount by gender	957	1896
% of workforce	34%	66%

**Table 19: Employment type at 30 June 2010**

PERMANENT	TEMPORARY	CASUAL
2495	252	106

**Table 20: Staff headcount classification at 30 June 2010**

CLASSIFICATION GROUP	FEMALE	MALE	TOTAL
Administrative officers	504	297	<b>801</b>
Bus operators	59	583	<b>642</b>
Capital linen service officers	50	35	<b>85</b>
Executive officers	11	19	<b>30</b>
General service officers and equivalent	44	350	<b>394</b>
Information technology officers	18	93	<b>111</b>
Professional officers	31	23	<b>54</b>
Rangers	10	27	<b>37</b>
Senior officers	201	339	<b>540</b>
Technical officers	19	102	<b>121</b>
Trainees and apprentices	10	28	<b>38</b>
<b>TOTAL</b>	<b>957</b>	<b>1896</b>	<b>2853</b>

**Table 21: Employment category by gender at 30 June 2010**

EMPLOYMENT CATEGORY	FEMALE	MALE	TOTAL
Casual	31	75	<b>106</b>
Permanent full-time	692	1428	<b>2120</b>
Permanent part-time	144	231	<b>375</b>
Temporary full-time	82	139	<b>221</b>
Temporary part-time	8	23	<b>31</b>
<b>TOTAL</b>	<b>957</b>	<b>1896</b>	<b>2853</b>

**Table 22: Average length of service by gender by age group at 30 June 2010**

AVERAGE LENGTH OF SERVICE (YEARS)	FEMALE	MALE	TOTAL
0-2	193	400	<b>593</b>
2-4	183	356	<b>539</b>
4-6	116	204	<b>320</b>
6-8	115	170	<b>285</b>
8-10	86	115	<b>201</b>
10-12	44	96	<b>140</b>
12-14	40	53	<b>93</b>
14+	180	502	<b>682</b>

**Table 23: Total average length of service by gender at 30 June 2010**

GENDER	AVERAGE LENGTH OF SERVICE (YEARS)
Female	8.2
Male	9.8
<b>AVERAGE</b>	<b>9.2</b>

**Table 24: Age profile at 30 June 2010**

AGE GROUP	FEMALE	MALE	TOTAL
<20	13	23	<b>36</b>
20–24	75	96	<b>171</b>
25–29	100	131	<b>231</b>
30–34	97	171	<b>268</b>
35–39	112	198	<b>310</b>
40–44	118	236	<b>354</b>
45–49	150	302	<b>452</b>
50–54	133	281	<b>414</b>
55–59	101	241	<b>342</b>
60–64	48	154	<b>202</b>
65–69	9	51	<b>60</b>
70+	1	12	<b>13</b>

**Table 25: Agency profile at 30 June 2010**

DIVISION	FTE	HEADCOUNT
Corporate Support	99.6	101.0
Transport and Infrastructure	1073.3	1187.0
Land Management and Planning	427.6	438
Territory Services	228.0	253
Shared Services	849.7	874
<b>TOTAL</b>	<b>2678.1</b>	<b>2853.0</b>

**Table 26: Agency profile by employment type at 30 June 2010**

DIVISION	PERMANENT	TEMPORARY	CASUAL
Corporate Support	90	11	0
Transport and Infrastructure	1066	48	73
Land Management and Planning	373	59	6
Territory Services	224	11	18
Shared Services	742	123	9
<b>TOTAL</b>	<b>2495</b>	<b>252</b>	<b>106</b>

**Table 27: Equity and workplace diversity at 30 June 2010**

	A	B	C		
	Aboriginal and/or Torres Strait Islander employment	Culturally and linguistically diverse (CALD) employment	Employment of people with a disability	Number of employees who identify in any of the equity and diversity categories*	Women
Headcount	24	567	49	625	957
% of total staff	0.8	19.9	1.7	21.9	33.5

\* Diversity numbers are based on employees self-identifying for one or more of the above categories

The statistics exclude board members, staff not paid by the ACT Public Service and people on leave without pay. Staff members who have separated from the ACT Public Service but received a payment have been included.

#### For more information

Director, Human Resources  
Phone: (02) 6207 5506

# C8 LEARNING AND DEVELOPMENT

## INDUCTION PROGRAM

During 2009–10, 265 staff were inducted into the department. Induction aims to enhance the skills and capabilities of new starters by providing key information at the start of employment. The Chief Executive attended sessions to welcome new starters and provide a strategic overview of the department.

## MANAGING FOR RESULTS

A two-day personal development program for new and middle managers was developed to build management and leadership capability. In 2009–10, 265 staff attended this program.

## INTERNAL FACILITATORS

The Internal Facilitators program developed staff skills in facilitation and leadership. In April 2010, 13 staff completed three and a half days of facilitation training conducted by SPECTRA consultants. The newly-trained staff joined an existing pool of internal facilitators, who were trained in 2007 and 2008.

In 2009–10 internal facilitators facilitated:

- a series of focus groups to gather feedback from Canberra Connect staff
- two workshops for Parks, Conservation and Lands to improve its business processes and participated in regular learning circles.

## PRODUCTIVITY PLACEMENT PROGRAM

The Productivity Placement Program (PPP) is part of the Federal Government's Skilling Australia for the Future initiative and aims to reduce skill shortages and increase productivity of industry and enterprise. PPP is a jointly funded partnership between the Federal and ACT Governments.

In 2009–10 the partnership funded 40 staff to participate in the Certificate IV and the Diploma of Government with the Canberra Institute of Technology. Participants will complete their program by the end of 2010.

## YOUNG PROFESSIONALS' NETWORK

The Young Professionals' Network (YPN) connects young professionals across the ACT Public Service through professional development and training events. The connections formed provide the foundation for future collaboration and assist in retaining valuable staff. The total number of YPN members within TAMS was 60. The YPN hosted nine events during 2009–10.

## TAMS STUDIES ASSISTANCE

TAMS encourages staff to develop their capabilities in areas that will be mutually beneficial to the individual and the workplace. During 2009–2010 studies assistance was granted to 69 employees.



## ACT GOVERNMENT MANAGEMENT PROGRAMS

TAMS actively supports use of the whole-of-government training calendar coordinated by Shared Services. In 2009–10 TAMS' staff attended the training courses listed below.

**Table 28: ACT Government management programs**

INITIATIVE	NO. OF PARTICIPANTS
ACTPS Graduate program	2
Young Professionals' Network	32
Take the Lead/Future Leaders program	6
Executive Development program	2
Public Sector Management program	5
Sponsored training for first-time and frontline managers	1
Australia and New Zealand School of Government	1

## OTHER TRAINING UNDERTAKEN ACROSS BUSINESS UNITS

**Table 29: Other training undertaken across TAMS**

TRAINING COURSE	NO. OF PARTICIPANTS
Performance management training	135
Managing for results	265
Having difficult conversations	60
TAMS induction	265
Managers induction	60

### For more information:

Director, Human Resources  
Phone: (02) 6207 5506

# C9 WORKPLACE HEALTH AND SAFETY

## LEADERSHIP

### WORKPLACE HEALTH AND SAFETY MANAGEMENT PRACTICES

The TAMS workplace health and safety management system ensures there are appropriate health and safety processes across TAMS in accordance with the requirements of the *ACT Public Service Workplace Health Strategic Plan 2008–2010*. In 2009–10 TAMS:

- reported against the workplace health and safety improvement strategy baseline gap analysis
- started a program which provided tailored workplace health and safety advice to every business unit to address their risks.

### WORKPLACE HEALTH AND SAFETY STRUCTURES AND REPORTING

In line with the *Work Safety Act 2008* TAMS conducted a major review in 2009–10 of the arrangements of worker consultation units (WCUs) and the introduction of a communication and consultation framework. This included updating all of TAMS' workplace health and safety consultation structures in line with current legislation and the current TAMS divisional structure. This process ensured there were work safety representatives (WSRs) in all WCUs and that internal reporting structures were introduced across the department.

## INJURY PREVENTION

### POLICY AND PROCEDURE DEVELOPMENT

The TAMS workplace health and safety policy and the TAMS return to work policy were reviewed and updated during 2009–10.

### WORKPLACE HEALTH AND SAFETY EMERGENCY PROCEDURES STRUCTURE

Throughout 2009–10 TAMS continually updated its emergency control organisations. Continual audits were conducted to ensure fire wardens, floor wardens, first aid officers and work safety representatives are certified and authorised to perform these services. Emergency management processes were updated in accordance with changing workplace arrangements.

### WORKPLACE HEALTH AND SAFETY TRAINING AND INDUCTION

The TAMS induction program included relevant workplace health and safety information for new staff. The information was regularly reviewed and was in line with the *Work Safety Act 2008*.

### WORK SAFETY REPRESENTATIVES

TAMS appointed WSRs and, where appropriate, deputy WSRs throughout all business units and/or workplaces. The department regularly updated contact information and provided training. WSRs played a major role in the communication consultation framework.

## HEALTH AND WELLBEING

### FLU IMMUNISATION

In 2009–10 TAMS ran a seasonal flu vaccination program and a specific H1N1 influenza vaccination program. Three hundred and thirty-seven staff were vaccinated.

### EMPLOYEE ASSISTANCE PROGRAM

PPC Worldwide provides professional, confidential counselling for staff and their immediate families. Information on the program was promoted across TAMS business units, including nine awareness-raising sessions conducted in July and August 2009.

### RISK ASSESSMENTS

Risk assessments ensure effective risk management within TAMS workplaces. In 2009–10 Shared Services' Workplace Health and Safety Team (WHS) assessed 12 TAMS business units.

### ACCIDENT/INCIDENT INVESTIGATION

Shared Services WHS reviewed and risk-assessed 369 TAMS workplace health and safety issues during 2009–10.

### REPORTING REQUIREMENTS

- Safety duties: No *Notices for Failure to Comply with Safety Duties* were issued against TAMS under Division 4.2 of the Act.
- Improvement notices: No *Provisional Improvement Notices* were issued against TAMS under Division 5.2 of the Act. No *Improvement Notices* were issued against TAMS under Division 7.4 of the Act.
- Prohibition notices: No *Prohibition Notices* were issued against TAMS under Division 7.5 of the Act.

## INJURY MANAGEMENT

### REPORTING

During 2009–10 TAMS improved reporting frameworks for managers. This gives managers a greater understanding of human resource processes and allows for greater involvement in compensation and return to work case management.

### MANAGEMENT OF HIGH COST CLAIMS

TAMS continued to focus on the long-term high-cost claims across the department. These have a significant effect on workers compensation premiums for the ACT Government. TAMS has been working collaboratively with Comcare on these claims.

### INCIDENTS

In 2009-10 there were 469 reported workplace incidents in TAMS.

## CLAIMS

**Table 30: Target 1—reduce the numbers of claims reaching five days incapacity by 40 per cent**

EXPERIENCE QUARTER ENDING	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10
Number of new claims with five days incapacity	92	96	68	81	84	73	57	54	71
Rate per 1000 employees	34.3	35.5	24.5	30.0	30.7	30.4	23.0	19.5	25.2
TAMS target	34.3	32.9	31.5	30.2	28.8	27.4	26.0	24.7	23.3
ACTPS number of new claims with five days incapacity	412	472	449	441	459	379	291	330	333
Rate per 1000 employees	25.3	27.4	25.9	25.9	26.4	21.9	16.3	17.9	17.9
ACTPS target	25.3	24.3	23.3	22.2	21.2	20.2	19.2	18.2	17.2

### **Target 2: eliminate all fatalities due to workplace injuries**

There have been no fatalities due to workplace injuries within TAMS.

**Table 31: Target 3—reduce the average lost time rate by 40 per cent**

EXPERIENCE QUARTER ENDING	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10
Weeks of Incapacity	3890.6	2828.3	2841.1	2540.4	2167.2	1944.3	2092.1	2142.7	2406.0
Rate per 1000 employees	1449.3	1046.4	1023.7	942.3	792.8	810.3	845.1	774.6	853.8
TAMS Target	1449.3	1391.3	1333.3	1275.4	1217.4	1159.4	1101.4	1043.5	985.5
ACTPS Target	801.1	769.1	737.0	705.0	672.9	640.9	608.8	576.8	544.8

### **For more information:**

Director, Human Resources

Phone: (02) 6207 5506

# C10 WORKPLACE RELATIONS

## INDUSTRIAL RELATIONS AND PEOPLE MANAGEMENT

During 2009–10 there was extensive preparation and liaison with TAMS business units in the lead up to negotiations on the two staff industrial agreements—the Department of Territory and Municipal Services Enterprise Agreement and the ACTION Certified Agreement.

The Employee Relations unit within HR continued to develop sound relationships with business units on people management issues in TAMS, with a view to providing support and guidance in dealing with difficult relationships in the workplace.

The unit helped business units successfully resolve several disputes about service conditions and used the knowledge gained in the process to support the preparation for negotiations on the two staff industrial agreements.

## AGENCY CONSULTATIVE COMMITTEE

TAMS continued to support consultative processes within the department such as the Agency Consultative Committee, which includes all industrial organisations representing TAMS employees.

## TAMS SPECIAL EMPLOYMENT ARRANGEMENTS (SEA) AND AUSTRALIAN WORKPLACE AGREEMENTS (AWA)

Existing AWAs continued to operate in 2009–10 and will continue until the AWA is terminated in accordance with ACT Government policy.

The TAMS SEA review process was initiated to ensure each SEA was justifiable.

**Table 32: TAMS SEA and AWA arrangements**

DESCRIPTION	NO. OF INDIVIDUAL SEAs	NO. OF GROUP SEAs	TOTAL EMPLOYEES COVERED BY GROUP SEAs	TOTAL
	A	B	C	(A+C)
SEAs				
Number of SEAs at 30 June 2010	55	2*	63	118
Number of SEAs entered into during period	4	0	0	4
Number of SEAs terminated during period	4	0	0	4
The number of SEAs providing for privately plated vehicles at 30 June 2010	0	0	0	0
Number of SEAs for employees who have transferred from AWAs during period	0	0	0	0

DESCRIPTION	NO. OF INDIVIDUAL SEAs	NO. OF GROUP SEAs	TOTAL EMPLOYEES COVERED BY GROUP SEAs	TOTAL
	A	B	C	(A+C)
<b>AWAs</b>				
Number of AWAs at 30 June 2010	9	0	0	9
Number of AWAs terminated/lapsed (including formal termination and those that have lapsed due to staff departures)	2	0	0	2

**Table 33: SEA and AWA classifications**

	CLASSIFICATION RANGE	REMUNERATION AT 30 JUNE 2010
Individual and group SEAs	Rangers 1–3 ASO6**–SOGA**	\$48 103–\$63 409 \$81 772–\$161 119
AWAs (includes AWAs ceased during period)	SOGC–SOGA** SITOC–SITOB**	\$91 525–\$154 429

\* This group SEA was raised following Shared Services' move to TAMS in November 2008 and was needed to transfer the terms and conditions applicable under the previous department's Collective Agreement. This SEA will be terminated on lodgment of the next TAMS Enterprise Agreement. The other group SEA was raised following a work-value review carried out for the employees classified as Rangers within Parks, Conservation and Lands. The effective date for this SEA was 2 April 2009 and will cease on approval of the next TAMS Enterprise Agreement.

\*\* Or equivalent classification.

### For more information

Director, Human Resources  
Phone: (02) 6207 5506



# C11 STRATEGIC BUSHFIRE MANAGEMENT PLAN

During 2009–10 TAMS continued to implement the Strategic Bushfire Management Plan Version 1 (SBMP V1). Version 2 of the SBMP was released on 1 October 2009 by the Emergency Services Agency (ESA). The SBMP V2 outlines the various bushfire management activities for protecting life, property and the environment.

SBMP V2 was informed by the regional fire management plans developed by TAMS and completed in July 2009. The 11 regional fire plans integrate landscape issues including soil type, vegetation, slope, threatened species, cultural issues, water quality and biodiversity into one document.

Under the *Emergencies Act 2004* land managers must produce an annual Bushfire Operations Plan (BOP). The BOP outlines the annual works program proposed to meet the requirements of the SBMP. The BOP is audited quarterly by the ESA with a full end-of-year audit being undertaken and reported back to the ACT Minister for Emergency Services.

The BOP is divided into seven sections and covers all areas of fire protection across TAMS. These sections are:

- fuel management (slashing, controlled burning, grazing, physical removal and treatment of fuel by chemicals)
- access management (construction, upgrade and maintenance of trails)
- infrastructure (such as helipad development and building water tanks)
- equipment purchase
- training
- auditing and monitoring
- response and standby.

## FUEL MANAGEMENT

Fuel management aims to reduce fire fuel loads. It includes a combination of prescribed burning, physical removal, slashing, grazing and chemical treatment of vegetation.

A total of 3433 hectares of prescribed burning was identified in the BOP for 2009–10 with all but 10 hectares completed. Major burns were completed at various locations including Mount Clear, Brandy Flat and Brindabella Road in Namadgi National Park (Namadgi), Tidbinbilla Nature Reserve (Tidbinbilla), Dunlop Native Grasslands, Umbagog Park and Cooleman Ridge.

Three minor prescribed burns totalling 10 hectares were not undertaken due to unfavourable weather conditions. These included asset protection burns for Bendora and Corin houses and an environmental burn in a native grassland in Namadgi. These burns will be moved into the 2010–11 BOP.

Seven additional burns totalling a further 123 hectares were undertaken during the year including one large area along the Murrumbidgee River Corridor where tall African lovegrass could not be reduced through grazing.

Eliminating or reducing fire fuels physically is done by hand or machinery. It often results in treated areas becoming suitable for slashing. The BOP identified 65 separate physical removal projects covering approximately 456 hectares. A total of 443 hectares was completed, with the remaining 13 hectares subject to commercial thinning in Kowen Forest. The majority of the physical removal projects were

located in the asset protection zones adjacent to the urban edge of Canberra including sites at Aranda bushland, Harman, Kaleen, Watson, Giralang, Mount Ainslie, Mount Majura, as well as sites at Mulligans Flat, Diddams Close in Belconnen, Namadgi, Stromlo Forest and Kowen Forest.

Areas adjacent to the urban edge and along roadside verges and rural roads are slashed to reduce potential fire intensity and increase suppression capability. In 2009–10, 6506 hectares were slashed. This was 348 hectares more than for the previous year.

Grazing by livestock is used to manage fire fuel loads in many areas across the ACT. Approximately 4532 hectares were identified for grazing in the 2009–10 program—an increase of nearly 500 hectares from the previous year. An internal audit of grazing activities carried out during November and December confirmed grazing was reducing spring grass growth.

Chemical herbicide is used to treat regrowth in areas that have had previous works undertaken. Approximately 213 kilometres of fire trails were treated with herbicide to control regrowth in 2009–10.

TAMS carried out a total of 3423 hectares of prescribed burning in 2009–10.



## ACCESS MANAGEMENT

Access management includes routine maintenance, upgrading and constructing of fire trails and investigating proposed new trails. TAMS manages more than 4500 kilometres of fire trails which provide for rapid access to bushfires and serve as control lines for burning operations.

More than 411 kilometres of fire trails received routine maintenance across Canberra Nature Park, Namadgi and the forestry plantations in Kowen, Pierces Creek and Uriarra. While three of the proposed areas for maintenance were deferred into the 2010–11 BOP, an additional 12 trails had maintenance carried out on them during the year.

Fourteen kilometres of new fire trails were constructed at Spencers Border Fire Trail in Namadgi, Old Boboyan Road and at Pierces Creek. Maintenance work began on the Cotter Hut fire trail in Namadgi and will be completed by August 2010.

Fire trails are upgraded to improve accessibility for different standards of vehicles. Fifty-five kilometres of fire trails were completed in this year's program. Nine remaining upgrades will be rolled into the 2010–11 BOP as they are currently awaiting planning approval before works can take place.

## FIRE INFRASTRUCTURE DEVELOPMENT

Fire infrastructure development includes constructing or developing features or facilities to help in suppressing and managing fires. Projects completed in the 2009–10 BOP included identifying and purchasing signposts for main trails, maintaining helipads, maintaining existing water points and constructing fencing and water points to support grazing.

Two major infrastructure upgrades for the year included installing a shed at the Namadgi visitor information centre to house fire tankers and constructing a dam in Naas Valley to supply water for fire fighting on the eastern edge of Namadgi. Construction of water tanks in Rob Roy (Canberra Nature Park South) also began; however, completion will be rolled into the 2010–11 BOP.

## EQUIPMENT

Fire fighting equipment, particularly boots, gloves and helmets, was replaced or renewed during 2009–10 as required.

TAMS purchased an infrared video camera for detecting hot spots at remote area fires and 20 global positioning systems to improve navigation for operation and command vehicles and bushfire-related data capture.

## TRAINING

Ensuring staff have comprehensive and up-to-date training is an essential component of fire management. Staff successfully completed over 90 per cent of the 2009–10 training program.

A total of 1042 staff days were committed to training in a range of bushfire specific training courses. This training included fire management and fire weather, aviation awareness, chemical use, leadership, equipment use and fitness.

## AUDIT AND MONITORING

For quality assurance, TAMS' internal monitoring and auditing against the BOP includes specific audits on grazing, fire equipment and appliances, fuel hazard assessments, radio communications, fire trails and emergency vehicle access. These audits help to determine work programs for the following year's BOP or immediate works required prior to the fire season.

TAMS completed a study into post-fire severity monitoring on prescribed burn sites. Using remotely sensed data, large burn areas were analysed for any adverse impact on residual vegetation. Other research activities are continuing and feasibility studies into fire trail construction began.

## RESPONSE AND STANDBY

A combination of good early spring rains and unusually high temperatures in November 2009 resulted in extensive grass fuels curing very early in the 2009–10 bushfire season. As a result, fire activity started early with TAMS crews responding to some fires at the start of the season.

Hot and dry weather continued from November through to January 2010 resulting in worsening conditions and extended periods of high fire danger. Some of the severest fire weather conditions ever recorded for the ACT occurred in December 2009. Consequently 10 fire bans were declared for the ACT, well above the long-term average of six.

TAMS staff performed fire standby duties on 83 days throughout the season and helped control 44 fires within the ACT and immediate surrounds. Despite the conditions, fires were kept to an average size of about one hectare.

Specialist remote area fire teams were deployed to help with major fires in the Blue Mountains and Michelago. Actual time spent on direct suppression by TAMS' staff equated to more than 290 days.

Heavy widespread rains in mid-February 2010 effectively ended the fire danger with only a few small fires requiring attendance from that point.

Three senior TAMS' fire-fighting staff were deployed to Canada between July and August 2009 to help with major fires in British Columbia as part of an Australian/New Zealand deployment. These staff performed senior operational and command roles at seven major fires and were highly regarded for their expertise and ability to adapt to the local conditions.

## SEASONAL CREW AND PLANT

TAMS employed 12 seasonal fire fighters from 1 October 2009 to 30 June 2010 and contracted two dozers and a grader for over three months during the fire season. The seasonal resources were used for fuel and access management activities. They were also available for fire standby and response.

## FUEL HAZARD ASSESSMENT

The 2009–10 fuel hazard assessment program included 2085 assessments from over 695 plots. The results from these assessments will be used to develop next year's BOP.

TAMS is developing the next BOP based on the regional plans and the SBMP V2. TAMS will provide input into ACT-wide policy development, standards and priority setting on bushfire-related issues. The government has agreed on a Memorandum of Understanding (MOU) with Victoria to help with hazard-reduction burning and fire fighting on request. TAMS has begun negotiating similar agreements with both NSW National Parks and Wildlife Service and Parks and Wildlife Service in Tasmania.

### **For more information**

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Director, Parks, Conservation and Lands  
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## C12 STRATEGIC ASSET MANAGEMENT

TAMS delivers a wide range of services to the ACT community on behalf of the ACT Government. Much of this relies on the planning, development and management of a significant and diverse range of assets, which were valued in 2009–10 at \$8.083 billion.

The largest asset category, infrastructure assets, includes roads, bridges, community paths, traffic signals, stormwater, waste and recycling assets. Other assets in the TAMS portfolio include sportsgrounds, public libraries, public transport and property. Assets managed include:

**Table 34: TAMS assets managed**

ASSET TYPE	
Roads	6 160 lane kilometres
Bridges	899
Community paths	3.98 million square metres
Streetlights	66 000
Stormwater	3 512 pipe kilometres
Urban open space	3 549 hectares
Urban trees	636 000
Public libraries	568 000 collection items
Playgrounds	452
BBQs	189
Toilets	115
Sportsgrounds	420 hectares

During 2009–10 TAMS revalued selected property, plant and equipment assets in accordance with ACT accounting policy resulting in an increase in the asset value of \$547.97 million.

**Table 35: TAMS asset valuation**

ASSET	VALUE \$'M	REVALUATION INCREMENT \$'M
Infrastructure	6087.23	449.22
Heritage and community	1778.62	98.75
Buildings	76.37	-
Land	60.48	-
Plant and equipment	50.42	-
Leasehold improvements	1.80	-
Intangible assets	.53	-
Biological assets	27.70	-
<b>Total</b>	<b>8083.15</b>	<b>547.97</b>

The TAMS asset value of \$8.083 billion also includes a \$194.88 million increase in value arising from the following acquisitions and transfers:

- new assets, the majority of which relate to completed capital works infrastructure transferred on to the departmental asset register, totalling \$142.83 million
- new infrastructure assets added to the departmental asset register from the Land Development Agency of \$45.63 million
- assets transferred from the ACT Planning and Land Authority (ACTPLA) of \$6.42 million.

During 2009–10 TAMS' asset base was reduced by the following interagency transfers totalling \$437.97 million:

- heritage and community assets transferred to the Legislative Assembly valued at \$0.164 million
- plant and equipment transferred to the Department of the Environment, Climate Change, Energy and Water (DECCEW) valued at \$.050 million
- land, buildings and infrastructure assets transferred to the Department of Disability, Housing and Community Services valued at \$6.862 million
- land, buildings and leasehold improvements transferred to the Chief Minister's Department valued at \$5.543 million
- land, buildings and various property related assets transferred to the Department of Land and Property Services valued at \$425.351 million.

As well as the asset values identified above, ACTION has operational assets worth \$80 million comprising:

- a bus fleet of 437 buses and 18 special needs vehicles
- land and buildings including depots, bus ports and workshops at Belconnen and Tuggeranong sites
- workshop plant and equipment
- automated ticketing equipment, scheduling and workshop management systems
- office equipment.

Shared Services manages a further \$33.787 million in assets at 30 June 2010. These assets include the following:

- Leasehold improvements: Refit/refurbishment of Callam Offices; fit-out of the basement area and Level 5, 40 Allara Street; fit-out of the basement area and Level 3 to 9 Eclipse House and fit-out of Building 6 and 7, 9 Sandford Street Mitchell. The total value of these assets at 30 June 2010 was \$6.159 million.
- Plant and equipment: Approximately 55 000 active information and communication technology assets (ICT), office equipment and other assets across government including Canberra Institute of Technology (CIT) and ACT Government schools. The total value of plant and equipment at 30 June 2010 was \$21.084 million.
- Infrastructure assets: Includes three major computer centres, over 1 100 Windows, UNIX and Linux Servers, more than 140 terabytes of data storage, over 1500 network devices, a government-wide IP telephone system, an integrated fibre-optic voice and data network, and high-speed internet connectivity. This infrastructure supports more than 1500 key business applications used by 18 000 ACT public servants, 20 000 tertiary students and 35 000 school students across the ACT. The total value of these assets at 30 June 2010 was \$6.544 million.

During 2009–10 approximately 12 500 ICT assets (deployed across ACT Government, CIT and ACT Government schools) as part of Shared Services ICT equipment refresh/replacement program were added to the Shared Services asset register.



During 2009–10 approximately 9000 ICT assets were removed from the Asset Register as part of a regular refresh program, particularly within the desktop environment.

Notes 20 through 29 of the department's financial statements, published in Volume Two of this annual report, provide further details on the asset classifications managed by the department. Asset classifications managed by Shared Services and ACTION, as separate reporting entities, are identified in the financial statements and associated notes on these entities.

## ASSET MAINTENANCE AND UPGRADE

Excluding capital works, expenditure on capital upgrades undertaken in 2009–10 totalled \$25.156 million consisting of:

- stormwater improvements \$3.377 million
- roads and bridges—safety measures and rehabilitation \$3.663 million
- major venues—facilities upgrades \$1.132 million
- sports facilities \$2.077 million
- infrastructure upgrades \$3.763 million
- urban and non urban open space \$2.970 million
- sustainable and public transport initiatives \$.370 million
- ACT NOWaste \$.783 million
- ACTION—engine overhauls and other upgrades \$2.391 million
- city and shopping centres \$3.158 million
- heritage upgrades \$.200 million
- libraries \$1 million
- weed eradication \$.272 million.

In 2009–10 direct expenditure on repairs and maintenance was \$66.146 million which represented 29 per cent of the total government payment for outputs.

## STRATEGIC ASSET MANAGEMENT INITIATIVES

### DEPARTMENTAL APPROACH TO INTEGRATED ASSET MANAGEMENT

TAMS is strongly committed to sound fiscal, asset, capital upgrades and capital works management, above all, value for money to the ACT community. This means delivering effective public services and infrastructure that meets the community's needs, while being affordable.

During the reporting period the Strategic Asset Management Committee (SAMC) was created to update and further develop governance arrangements for the department. The Asset Information Branch was also established. As part of the Corporate Support Division it is responsible for developing, implementing and supporting the Integrated Asset Management System (IAMS) and the Strategic Asset Management Framework (SAMF). Asset Information Branch supports the department in developing asset management plans and the business processes underpinning asset management activities. These systems provide the capability for the transition of infrastructure, landscape and other natural assets from capital works and development projects across the ACT.

Over the coming years TAMS will develop the SAMF on behalf of the SAMC. The SAMF will be an integrated strategy to improve asset management, capital investment and financial management across the department. This process will see an investment in updating and developing asset management plans, maintenance plans, asset condition assessments, disposal plans and greater

integration between the assets and capital works programs to achieve total life-cycle management and as a consequence lower through-life costs.

The IAMS project was completed early in the reporting period with further development continuing to provide the asset managers with an enhanced management tool. This corporate system is now capable of collecting, maintaining and providing access to integrated data on TAMS' assets from many previously independent databases. This availability of centrally managed data ensures maximum access by the asset managers on a day-to-day basis. This system provides a central repository for all of TAMS' assets with Roads ACT, ACT NOWaste and Parks, Conservation and Lands being the primary users. Many other areas are also using the data produced or stored in IAMS with further migration to take place over the next 12 months. The IAMS infrastructure incorporates several databases and asset registers. The most significant are the Corporate Geographic Database, the Traffic Control Device Register, Performance Monitoring System and asset imagery. Collectively, this will provide a leading-edge system on which to build the SAMF into the future.

IAMS currently contains data on 231 asset types and 1 678 651 assets managed within the system.

## TERRITORY VENUES AND EVENTS (TVE)

TVE has started developing strategic asset management and maintenance plans for Canberra Stadium, Manuka Oval and Stromlo Forest Park. The plans will place a greater focus on asset management initiatives through the integration of existing planning processes, controls and service-delivery outcomes. In the long term, these plans will maximise value for money by commissioning a single maintenance contract for all three venues.

A master planning process for TVE venues concluded in 2009–10. The plans support development of world class facilities consistent with community considerations (through consultation) and recognised benchmarks for sporting events to an international standard. The planning process completes the first step in delivering to Canberra three major sporting venues able to attract major events, as well as addressing current and anticipated design standards applicable to the provision of sporting facilities.

Significant asset maintenance replacement works undertaken in 2009–10 include:

- Stromlo Forest Park:
  - children's bicycle circuit, playground and BBQ facilities
  - upgraded irrigation system for cross-country running track
  - culvert extensions on the criterium cycling circuit
  - soil conservation works
  - amenity tree planting
  - ACT bushfire memorial to cycle path and road sealing
  - mountain bike track upgrades
  - re-grassing cross-country running track
- Manuka Oval:
  - completion of the internal ring road
- Canberra Stadium:
  - continued electrical and lighting upgrade
  - field of play surface replacement
  - public safety upgrades
- Canberra Stadium and Stromlo Forest Park:
  - security upgrades

## CAPITAL LINEN SERVICE

Capital Linen Service undertook plant and equipment maintenance and linen replacement in accordance with its strategic asset and linen replacement plans. An integrated dryer system was commissioned in February to replace ageing equipment.

## ACTION

During 2009–10 ACTION continued its 100 bus replacement program by taking delivery of 36 MAN and 8 Scania steer tag buses. Work also continued on development of the ticketing project which is due to start operating in late 2010. Other major work undertaken in 2009–10 included CCTV upgrades at the interchanges and on 54 Scania buses and capital upgrades at the depots.

## ROADS ACT

Since the Roads ACT Asset Management Plan 2004–2007 was prepared, the development of strategic plans for individual road assets and community paths has continued. During 2009–10 the review of the asset management operational plan for community paths was completed.

Consultants completed the Roads ACT Asset Management Plan 2010–2012. The plan outlines the broad approach that Roads ACT will adopt to manage the condition and use of road assets. The plan also provides future directions for road use, recurrent maintenance and capital works programs for key road assets.

## ACT LIBRARY AND INFORMATION SERVICE (ACTLIS)

In 2009–10 the ACT Government provided an additional \$1.5 million to enable ACTLIS to improve its collections. Of this \$0.7 million was allocated to establish the collection for the new Kingston library and the balance of funds (\$0.8 million) used to revitalise the collections in the other eight branches.

Library materials are purchased in accordance with collection development guidelines, standing order lists of authors and series, subject profiles, and customer suggestions for purchase. This approach ensures that balanced and relevant additions are made to the collection on behalf of the ACT community.

The library collection can only remain dynamic and useful if the materials purchased are supported by an appropriate disposal program. The disposal program is carried out according to ACTLIS collection guidelines. These cover the accuracy and relevance of information, physical condition of items, and availability of similar types of material or sources of information.

ACTLIS also implemented the Radio Frequency Identification (RFID) project in 2009–10. Each item in the library collection now has an RFID chip which enables self-check out and multiple items to be checked out at once. It also supports a more robust security system for library materials.

## SPORT AND RECREATION SERVICES (SRS)

Using the 2009–10 Facilities Improvement Program (FIP), SRS continued to enhance the opportunities for the community to participate in sport and recreation activity by providing additional, improved and more functional facilities. The program in 2009–10 supported an upgrade of the baseball back net at Stirling, provided significant car park improvements at Jerrabomberra Oval in Narrabundah, replaced the perimeter fence at Jamison enclosed oval and, in partnership with the Ainslie Football Club, installed lighting at the Majura district playing fields.

The long-term challenge remains to protect sport and recreation from the potentially dire impacts of drought and to reduce the amount of potable water used to maintain facilities. SRS embarked on significant drought-proofing projects through the 2009–10 FIP including:

- installing drought-tolerant couch grass at the Hawker softball centre and Ngunnawal neighbourhood oval
- replacing the antiquated irrigation system at Reid Oval to reduce water consumption and better maintain the turf
- in partnership with the ACT Department of Education and Training, installing a synthetic playing surface at the Nicholls neighbourhood oval.

There has also been a significant amount of forward planning for sportsgrounds in 2009–10. This includes the redesign of lighting infrastructure at the Narrabundah Ball Park to cater for Australian Baseball League competition and continued work with DECCEW and ACTPLA on the potential application and use of non-potable water to irrigate priority sportsgrounds.

In 2009–10 comprehensive asset management plans were completed for the four swimming pools at Dickson, Manuka, Canberra Olympic and Lakeside Leisure Centre. Planning of the design of the Gungahlin Leisure Centre began and significant progress achieved on the Canberra Olympic Pool long-term options study. Design was also finalised on the water park at Dickson Pool and the Manuka pool café, projects that will both be completed through FIP in 2010–11.

In 2009–10 consultation and design for the Lyneham precinct master plan was also undertaken. The plan is now finalised, development approval has been received and the contractor appointed for the first stage of works.

## PARKS, CONSERVATION AND LANDS (PCL)

The Urban Forest Renewal Program was developed to prepare and implement a strategic plan to manage Canberra's urban trees, particularly ageing and declining ones.

In December 2009 the Chief Minister asked the Commissioner for Sustainability and the Environment to investigate the ACT Government's management of urban trees and the need for the Urban Forest Renewal Program. The Commissioner's review is expected to be completed in September 2010.

While the review is underway the program was suspended with the exception of the following four activities: a city-wide audit of Canberra's urban forest; cyclic maintenance (pruning) of trees in Gungahlin; tree planting; tree selection and species profiling.

The first of these, the audit has been completed with over 460 000 trees being assessed. Information from this audit is being analysed and will be recorded in IAMS by September 2010.

The review into the suitability of tree species for Canberra is almost complete and the new Design Standard for Urban Infrastructure, No. 23, Plant Species for Urban Landscape project aims to be complete and available online by early 2011. Cyclic maintenance and tree planting activities are continuing.

During 2009–10 about 5700 trees were planted in the urban area and 1700 dead and hazardous trees removed. About 6250 trees and shrubs were planted in public open spaces and along arterial roads under the One Million Trees initiative.

During 2009–10 PCL began managing an additional 30 hectares of urban open space, in new suburbs in Gungahlin, Belconnen and Tuggeranong. Besides this new parkland PCL is managing an additional 85 seats, 25 park shelters, 30 tables, 13 drinking fountains, eight playgrounds, six barbecues, two jetties and assorted other assets.

PCL has also started to manage eight new community parks built on former school sites.

In 2009–10 PCL transferred its asset records for its non-urban areas within the ACT into IAMS. PCL is working towards having all its assets recorded and managed within this system.

## ACT NOWASTE

As part of strategic management planning, master plans were prepared for both West Belconnen Resource Management Centre (WBRMC) and the Mugga Lane Resource Management Centre (MLRMC). This included an assessment of the condition of assets, planning for their repair and maintenance, and consideration of the current and future needs for the asset. This then contributed to long-term master planning for the individual assets and for the site overall. Implementation of the WBRMC master plan and associated Action Plan will begin in 2010–11. There will be further assessing of options at MLRMC and at the Hume Resource Recovery Estate (HRRE) in 2010–11 before a long-term management plan for the development, management and eventual de-commissioning of assets at the MLRMC and HRRE is implemented.

In 2009–10 ACT NOWaste also finalised assessments of the capacity of the MLRMC to accept waste beyond 2013, and of the options for waste disposal beyond this date. Several options for extending the life of the existing landfill through technical and operational improvements were examined in detail. Preliminary assessments were also conducted into options for future landfill operations. More detailed feasibility assessments of potentially viable options will be conducted in 2010–11.

ACT NOWaste worked closely with DECCEW to develop a new waste strategy for the ACT and to identify future strategies for improving resource and energy recovery, minimising waste to landfill and other environmental impacts. This will affect the nature of public and private assets developed within the HRRE and elsewhere.

## SHARED SERVICES

On 4 November 2009 Shared Services launched a new procurement business system which replaced several outdated systems. This system supports procurement solutions business operations for managing procurements, delivering capital works projects, and for tenders and contracts—with significantly improved functionality and reporting capabilities.

Other significant strategic asset management initiatives undertaken in 2009–10 included:

- relocating of Record Services from Fyshwick to Mitchell to consolidate records management in one facility with sufficient capacity to meet projected agency needs
- purchasing rather than leasing telecommunication equipment resulting in a significant saving and return on investment
- upgrading the core hardware and software used for data backup and archiving to ensure capacity to meet projected agency needs
- improving the redundancy of the fibre optic network by installing two new connections in Belconnen and Gungahlin, and new dual-path connections to 51 government sites.

## OFFICE ACCOMMODATION MANAGEMENT

At 30 June 2010 TAMS employed a total of 2853 staff or 2678 full-time equivalent staff.

1441 office-based employees occupied 21 435 m<sup>2</sup> at the following sites:

- Macarthur House, 442 employees in 7239 m<sup>2</sup>
- Dickson Motor Vehicle Registry, 105 employees in 1782 m<sup>2</sup>
- Fyshwick Depot, 22 employees in 305 m<sup>2</sup>
- North Building, 29 employees in 411 m<sup>2</sup>
- Eclipse House, 293 employees in 4051 m<sup>2</sup>
- 40 Allara Street, 49 employees in 1145 m<sup>2</sup>
- Callam Offices, 333 employees in 4940 m<sup>2</sup>
- Level 3 Bowes Place, 38 employees in 585 m<sup>2</sup>
- Building 6, 9 Sandford Street Mitchell, 15 employees in 264 m<sup>2</sup>
- Dame Pattie Menzies House, 115 employees in 1787 m<sup>2</sup>.

The average area occupied by each employee is 14.5 m<sup>2</sup>.

A further 1412 staff are employed in non-office environments. These include staff in libraries, bus interchanges, shopfronts, linen services and depots.

### For more information

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Director, Finance

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## C13 CAPITAL WORKS

In 2009–10 the department invested a record \$175.8 million into the capital works program which included:

- a) new works expenditure of \$56.3 million
- b) works in progress expenditure of \$94.4 million
- c) capital upgrades expenditure of \$25.1 million.

A detailed breakdown of capital works is at Appendix 4 on pages 178–198.

### For more information

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## C14 GOVERNMENT CONTRACTING

### PROCUREMENT PRINCIPLES AND PROCESSES

TAMS uses contractors to provide services to the community. During 2009–10 the procurement selection and management processes for all contractors, including consultants, complied with the *Government Procurement Act 2001*, *Government Procurement Regulation 2007*, and policy circulars.

TAMS is committed to ensuring that suppliers meet all of their industrial relations obligations in the performance of any contract activities. TAMS may request details from suppliers, including an Ethical Suppliers Declaration, which may be sent to the relevant union (through Unions ACT), WorkSafe ACT, the Office of Regulatory Services and/or the Long Service Leave Board for verification.

### EXTERNAL SOURCES OF LABOUR AND SERVICES

The table at Appendix 5 lists, by output class, contractor/consultancy services used by TAMS in providing services to the community. Building and other capital works are identified in the capital works program table at Appendix 4.

#### For more information

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## C15 COMMUNITY GRANTS, ASSISTANCE AND SPONSORSHIP

In 2009-10 TAMS delivered more than \$3 million in grants and sponsorship to eligible individuals and organisations to manage programs, services and facilities for the benefit of the Canberra community. These included:

- sport and recreation grants which support participation in active lifestyles
- National League Team Funding Program which enhance elite sports in the ACT
- Heritage Grants Program which assist the community in working to conserve and promote the heritage of the ACT
- grant funding for environmental publications.

A list detailing the grants and their recipients is at Appendix 6.

#### For more information

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## C16 TERRITORY RECORDS

The *Territory Records Act 2002* requires an agency to address all of the elements set out in section 16 of the Act, as well as those set out in the Standards released by the Director of Territory Records under the Act. In implementing its approved records management program for 2009–10, TAMS met the requirements as specified in the *Territory Records Act 2002*.

Introductory records and information management training continued throughout the year. Thesaurus training was also introduced to help staff with the naming of files. The number of staff trained in 2009–10 was:

**Table 36: Territory records training**

TRAINING SESSION	NO. OF ATTENDEES
Introductory records and Information management training	48
Thesaurus training	50

Records are sentenced by using an authorised disposal schedule to identify how long they will be kept. Disposal is either by physical destruction or transfer of records to another department.

In 2009–10 sentencing and disposal of records was undertaken in Shared Services, Parks, Conservation and Lands, Heritage, Roads ACT, ACTION and Canberra Connect. The records sentencing for Parks, Conservation and Lands, Heritage, Roads ACT and ACTION was completed within the TAMS Records Management budget.

**Table 37: Agency-specific records disposal schedules**

RECORDS DISPOSAL SCHEDULE NAME	EFFECTIVE	YEAR AND NO.
ACT Government Veterinarian	4 July 2008	NI2008—253
Cemeteries and Crematoria Management	15 December 2004	NI2004—477
Development Approval and Asset Acceptance	28 October 2005	NI2005—400
Environmental Management	4 July 2008	NI2008—254
Information and Communications Technologies	19 June 2007	NI2007—176
Parks Reserves and Public Places	4 July 2008	NI2008—252
Procurement	9 October 2007	NI2007—312
Roads Management	15 December 2004	NI2004—474
Sport and Athlete Development	14 December 2006	NI2006—448

**Table 37: Agency-specific records disposal schedules *continued***

RECORDS DISPOSAL SCHEDULE NAME	EFFECTIVE	YEAR AND NO.
Stormwater Drainage	15 December 2004	NI2004—475
Tourism Records	14 November 2003	NI2003—455
Traffic and Transport	18 June 2004	NI2004—180
Venue and Event Management	28 October 2005	NI2005—402
Waste Management	7 September 2004	NI2004—336

**Table 38: Records sentenced by business unit**

BUSINESS UNIT	NO. RECORDS SENTENCED
ACTION	200
Canberra Connect	23
Heritage	107
Parks, Conservation and Lands	2773
Roads ACT	603
Shared Services	990

**Table 39: Records disposed by business unit**

BUSINESS UNIT	RECORDS DISPOSED
Canberra Connect	13
Parks, Conservation and Lands	996
Roads ACT	330
Shared Services	379

TAMS also carried out records sentencing for the Department of Environment, Climate Change, Energy and Water, and Totalcare during the year. This work was funded by the respective agencies.

In December 2009 Property Group transferred from TAMS to the Department of Land and Property Services. This resulted in 9447 records being transferred from TAMS to the new department.

During 2009–10 TAMS responded to 10 public access requests for records and information. Many of the requests were for information about heritage-listed buildings.

#### **For more information**

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# C17 HUMAN RIGHTS ACT 2004

The *Human Rights Act 2004* became effective on 1 July 2004. It is part of the government's commitment to build a human rights culture in the ACT Public Service and to ensure that staff are working within a human rights framework. All public officials have a duty to interpret legislation under which they operate consistently with human rights, unless the Territory law clearly authorises otherwise.

Section 40B of the Act, which creates a duty on public authorities to act consistently with human rights, commenced on 1 January 2009.

## EDUCATION AND TRAINING

Seventy-two TAMS staff members attended training provided by the Human Rights Commission during 2009-10.

## LIAISON

In 2009-10 TAMS consulted Human Rights advisors in the ACT Department of Justice and Community Safety (JACS) on proposed legislation and regulations. The following human rights issues were identified:

- Dangerous Goods (Road Transport) Bill 2009—strict liability offences and alterations to legal burdens of proof engaged the right to the presumption of innocence
- Animal Welfare Amendment Bill 2010 and the Animal Welfare Amendment Regulation 2010—strict liability offences engaged the right to the presumption of innocence
- Domestic Animals Amendment Bill 2009—public access to the domestic animals register in limited circumstances engaged the right to privacy.

Statements of compatibility were provided for all new Bills introduced in the Legislative Assembly.

Also, the development of exposure drafts of the proposed Road Transport (Drug Driving) Bill 2010 and *Road Transport (Drug Driving) Regulation 2010*—which engaged the prohibition on arbitrary detention, the right to privacy, the right not to be subjected to medical treatment without consent and the presumption of innocence—were developed in consultation with JACS.

In 2009-10 TAMS revised policies on the private use of public land, taking into account human rights principles, such as the right not to be discriminated against, the right to move freely about the Territory, and the right of peaceful assembly.

### For more information

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# C18 COMMISSIONER FOR SUSTAINABILITY AND THE ENVIRONMENT

TAMS provides assistance to the Commissioner for Sustainability and the Environment in a variety of ways, principally in relation to the preparation of the State of Environment Report, on investigations carried out by the Commissioner and action in relation to recommendations arising from those investigations.

## INVESTIGATION INTO CANBERRA NATURE PARK (NATURE RESERVES), MOLONGLO RIVER CORRIDOR (NATURE RESERVES) AND GOOGONG FORESHORES

The nature reserves of Canberra Nature Park, the Molonglo River Corridor and Googong Foreshores are managed by TAMS. The rural areas in the ACT that adjoin nature reserves are generally managed under a rural lease subject to a Land Management Agreement (a mandatory requirement of the lease) or under an agistment licence issued by TAMS.

The investigation will assess the condition of the forests, woodlands and grassy woodlands including how they are affected by stock and kangaroo grazing and by vertebrate pests and weeds. The investigation will also review existing land management programs and practices and identify actions to protect and enhance these areas.

TAMS is helping the Commissioner with the investigation, and has attended meetings and provided responses to a series of questions about it.

## INVESTIGATION INTO THE GOVERNMENT'S TREE MANAGEMENT PRACTICES AND THE RENEWAL OF CANBERRA'S URBAN FOREST

The Urban Forest Renewal Program was identified as Action 25 in the *ACT Climate Change Strategy 2007–2025* and received funding of \$19.1 million from 2010–13. In November 2009, in response to community concern, the Chief Minister requested the Commissioner to review the government's tree management practices and the renewal of Canberra's urban forest. The program was halted during the Commissioner's investigation.

The Commissioner is expected to report on the investigation in September 2010.

Four elements of the program were allowed to continue during the review. These were:

- a city-wide audit of Canberra's urban forest
- cyclic maintenance (pruning) of trees in Gungahlin
- tree planting
- tree selection and species profiling.

A city-wide audit of Canberra's urban forest of about 460 000 trees is complete and results will be available in September 2010. Information from this audit will be used to determine the current health of Canberra's trees and will form the basis for predictions on future management requirements. Information from the audit will also be compared with assessments made by the Australian National University's study in 2002–03.

More information about these investigations is available on the Commissioner's website at [www.envcomm.act.gov.au](http://www.envcomm.act.gov.au)

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**For more information**

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# C19 ACT MULTICULTURAL STRATEGY 2010–2013

TAMS undertakes various activities to support the ACT Government's vision to be recognised as a leader in multicultural affairs and human rights.

The table below sets out the department's progress against the six focus areas of the *ACT Multicultural Strategy 2010–2013*. The strategy is the product of a comprehensive consultation process which brought together voices throughout the ACT and is a continuation of the *ACT Multicultural Strategy 2006–2009*.

**Table 40: TAMS' progress against the ACT Multicultural Strategy 2010–2013**

FOCUS AREA	PROGRESS
<b>Languages</b> <ol style="list-style-type: none"> <li>To provide opportunities for all Canberrans to value, acquire, utilise and maintain language skills for the benefit of the broader community</li> <li>To ensure that services and programs are accessible to all Canberrans who do not speak the English language well or at all.</li> </ol>	<p>Community-based English language programs are provided by the ACT Library and Information Service (ACTLIS), including the provision of library materials to support learning English as a second language. English conversation classes are also provided in six libraries.</p> <p>Bilingual story time is conducted in ACT public libraries, with library staff working in partnership with bilingual community volunteers as storytellers to celebrate and support multilingual skills from early life.</p> <p>Installation of the Radio Frequency Identification (RFID) system in ACT public libraries was completed in 2009–10, enabling library customers to self-check books from the library. RFID self-check machines also translate library messages into languages other than English (LOTE).</p> <p>ACTLIS partners with state and territory libraries to provide the MyLanguage web portal which provides access to search engines, web directories and news in over 60 languages.</p> <p>Officers of the ACT Heritage Unit are fluent in three foreign languages. Two of the officers are of Aboriginal descent, and are continually developing their Indigenous language skills.</p> <p>TAMS provides funding for learner licence applicants who need language interpreter assistance when undertaking the Road Ready Course and the online Road Rules Knowledge Test. LOTE collections are held in ACT public libraries for use by the community.</p> <p>Canberra Connect uses the telephone interpreter service to assist customers with ACT Government information, payments and services in Shopfronts and the Contact Centre.</p>

FOCUS AREA	PROGRESS
<b>Children and young people</b> <ol style="list-style-type: none"> <li>1. To provide children and young people of multicultural backgrounds with access to age appropriate support services</li> <li>2. To enhance social participation of young people from multicultural backgrounds</li> <li>3. To improve access to services which support the mental health of children and young people of multicultural backgrounds.</li> </ol>	<p>ACTLIS provide LOTE age-appropriate library materials which supplement bilingual story time.</p> <p>ACTLIS is currently investigating the provision of bilingual materials for early year literacy.</p> <p>TAMS, in partnership with ACT Health and the Heart Foundation ACT, delivers the Kids at Play, Active Play and Eating Well projects to advance the health and well-being of ACT children aged 0–5 years by promoting healthy eating and physical activity.</p>
<b>Older people and aged care</b> <ol style="list-style-type: none"> <li>1. To optimise the positive ageing of older people from multicultural backgrounds by increasing recreational activities and opportunities for participation in community life including the provision of appropriate services</li> <li>2. Support older people from multicultural backgrounds to achieve a positive sense of mental health and well-being.</li> </ol>	<p>TAMS has made capital investments in a wide range of areas that contribute to an increased ability for older people from multicultural backgrounds to participate in community life. These include local shopping centre upgrades and forward design studies that include input from cultural planners and provision of eight new community parks at former school sites involving design input from all community sectors.</p> <p>Additionally ACTLIS provide LOTE collections in books, DVDs and talking books which help older people access library products and services.</p>
<b>Women</b> <ol style="list-style-type: none"> <li>1. To increase representation and recognition of multicultural women on boards, in leadership and in the workforce</li> <li>2. To provide and promote resources which meet the needs of women from multicultural backgrounds</li> <li>3. Address the health needs of women from multicultural backgrounds.</li> </ol>	<p>LOTE library collections continue to be developed with the needs of women in mind.</p>
<b>Refugees, asylum seekers and humanitarian entrants</b>	<p>This is not an area relevant to the department's activities.</p>

FOCUS AREA	PROGRESS
<p><b>Intercultural harmony and religious acceptance</b></p> <ol style="list-style-type: none"> <li>1. To provide opportunities to showcase, celebrate and increase community understanding about the cultural diversity of Canberra</li> <li>2. Increase the capacity of the multicultural community sector.</li> </ol>	<p>Aboriginal and Torres Strait Islander people have opportunities to participate in land management and have roles in increasing community understanding through:</p> <ul style="list-style-type: none"> <li>• the cooperative management of Tidbinbilla Nature Reserve and Birrigai school</li> <li>• the Yankee Hat Rock Art Site Conservation Management Plan</li> <li>• Murrumbung Yurung Murra (Ngunnawal for Good, Strong, Pathways—connection to lore and Country) as a platform for connection to country for Aboriginal and Torres Strait Islander staff in Parks, Conservation and Lands.</li> </ul> <p>TAMS provides an Aboriginal and Torres Strait Islander Traineeship program and a further three identified Indigenous positions were created in 2009–10. The staff in these positions have an important role in increasing cross-cultural understanding and interpreting Indigenous culture.</p> <p>Thirty staff undertook interpretation training which included cultural awareness and communication aspects in 2009–10.</p> <p>TAMS provided heritage grants to various intercultural religious groups in 2009–10 to promote their place in Canberra society. This included through publications and assistance for the restoration of places of worship. In 2009–10, 28 grants totalling over \$340 000 were awarded to community groups and individuals.</p> <p>TAMS also organised the Canberra and Region Heritage Festival in April 2010 which hosted over 100 events representing community groups, organisations and individuals from across the community.</p>

#### For more information

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# C20 ABORIGINAL AND TORRES STRAIT ISLANDER REPORTING

In 2002 Australian governments committed to overcoming the disadvantage experienced by Aboriginal and Torres Strait Islanders. As part of that commitment, governments agreed to a regular public report on progress—the *Overcoming Indigenous Disadvantage: Key Indicators* report which is prepared by the Productivity Commission.

The Productivity Commission reports are important because they draw on extensive evidence to identify areas where government policies will have the greatest effect. The reports have been used by governments and the broader community to understand the nature of Aboriginal and Torres Strait Islander disadvantage and as a result inform the development of policies to address this disadvantage. Specific actions taken by TAMS to address the social and economic needs of Aboriginal and Torres Strait Islander people in the ACT have been guided by those reports and by the *ACT Whole-of-Government Aboriginal and Torres Strait Islander Framework 2006–2013*.

The following information is provided consistent with the strategic areas for action and strategic change indicators as provided in the July 2009 Productivity Commission *Report on Overcoming Indigenous Disadvantage*.

## GOVERNANCE AND LEADERSHIP—GOVERNANCE CAPACITY AND SKILLS

TAMS representatives attended the second Australian Alps First People's Gathering at Jindabyne in April 2010. Approximately 100 Aboriginal Elders, Traditional Owners and national parks staff from across the Australian Alps region attended the gathering. It was arranged by the Australian Alps National Parks Co-operative Management program, which operates under an MOU between the governments of the ACT, New South Wales, Victoria and the federal government. The primary purpose of the gathering was to bring together Traditional Owners of Country to rebuild relationships, share information, and experiences and discuss future involvement in the management of the Australian Alps National Parks. It also provided a forum for Traditional Owners and national park staff from each jurisdiction to meet, establish ongoing connections, and discuss park management issues.

## GOVERNANCE AND LEADERSHIP—ENGAGEMENT WITH SERVICE DELIVERY

The ACT Mobile Library Service continues to visit the Winnunga Nimmityjah Aboriginal Health Centre on a monthly basis, where the library collection is accessible to Aboriginal and Torres Strait Islander people.

## SAFE AND SUPPORTIVE COMMUNITIES—PARTICIPATION IN ORGANISED SPORT, ARTS OR COMMUNITY GROUP ACTIVITIES

Sport and Recreation Services (SRS), in partnership with the Australian Sports Commission (ASC), continued to deliver an Indigenous sport program to encourage the active participation and skills development of Aboriginal and Torres Strait Islander people in the ACT and surrounding region.

Under the terms of its annual funding agreement with the ASC, SRS employed a full-time project officer to manage the partnership and to deliver programs and services that aimed to:

- encourage Aboriginal and Torres Strait Islander people to be more active and to play sport at all levels
- increase opportunities for Aboriginal and Torres Strait Islander people to learn the skills needed to organise, deliver and manage community-based sport

- assist talented Aboriginal and Torres Strait Islander sportspeople to access the support they need to reach their sporting goals.

Highlights achieved by SRS under the Indigenous Sport program in 2009-10 included:

- coordinating a multi-sport participation day, in partnership with the Australian Federal Police and the Aboriginal Corporation for Sporting and Recreational Activities, in National Aboriginal Islander Day of Observance Committee (NAIDOC) Week, attracting more than 250 community members
- partnering with local community organisations, SRS developed and implemented a range of sport participation activities to build the confidence of Indigenous children and families to participate in mainstream sporting clubs and activities. Examples of partnership activities included:
  - Softball Gala Day, delivered in partnership with Softball ACT, in September 2009 which attracted 180 students from nine ACT and Queanbeyan primary schools
  - Cricket Gala Day, delivered in partnership with Cricket ACT, in December 2009 which attracted 210 participants from 15 local primary schools
  - Fit Sisters—Women's Gym and Health program, delivered in partnership with the YMCA of Canberra and ACT Health between October to December 2009, which attracted 40 Indigenous women from the ACT and Queanbeyan region
- promoting the Indigenous Sport program through attendance at community forums and events, and meetings with key Indigenous groups and stakeholders
- consulting with Aboriginal and Torres Strait Islander communities within the region to gain feedback on existing sport and active recreation programs and to seek input into the development of future programs and partnerships
- consulting with relevant ACT Government agencies, including ACT Health and the Department of Education and Training, to ensure the ongoing needs of the Indigenous community were considered in broader government planning and delivery
- supporting local sport and recreation organisations to develop and implement programs to suit the needs of Indigenous people and their families in the ACT and surrounding region, and to improve participation pathways into mainstream programs
- promoting and accessing funding opportunities such as the National Elite Indigenous Travel and Accommodation Assistance program to Indigenous communities to pursue their sporting goals
- securing funding from the ASC for 2010–11 to support ongoing delivery of the Indigenous Sport program in the ACT and surrounding region.

## EDUCATION AND TRAINING—TRANSITION FROM SCHOOL TO WORK

TAMS has been developing an Aboriginal and Torres Strait Islander Employment Strategy with the objective of creating employment, training opportunities and enabling retention of Aboriginal and Torres Strait Islander employees across the department.

The strategy focuses on:

- promoting and marketing the strategy to stakeholders internally and externally
- ensuring recruitment and selection procedures are culturally sensitive and encouraging Aboriginal and Torres Strait Islander representation across all levels of employment
- developing initiatives that provide a supportive and culturally friendly workplace for Indigenous employees
- developing non-Indigenous employee capabilities to work sensitively and more effectively with existing and new Aboriginal and Torres Strait Islander employees
- developing and strengthening community relationships and partnerships to create employment opportunities for Aboriginal and Torres Strait Islander people.

## TAMS ABORIGINAL AND TORRES STRAIT ISLANDER INTEREST GROUP

TAMS has established an internal Aboriginal and Torres Strait Islander interest group which brings together Aboriginal and Torres Strait Islander staff from across the department, along with staff who have an interest or who provide employment or services for Aboriginal and Torres Strait Islander people. The interest group is committed to facilitating initiatives and sharing information in the department. Membership is open to any staff member who has an interest in Aboriginal and Torres Strait Islander issues.

Achievements include:

- promoting NAIDOC week activities across the department
- promoting Aboriginal and Torres Strait Islander artwork on ACTION buses
- appointing two Aboriginal staff as internal Aboriginal liaison officers to assist and support Aboriginal and Torres Strait Islanders employed within TAMS
- developing a communications strategy to assist staff with engaging with Aboriginal and Torres Strait Islander people.

## INDIGENOUS ELECTED BODY

TAMS' executive met with the Aboriginal and Torres Strait Islander Elected Body at the Estimates Hearing in August 2009. This was an important opportunity for the department to explain its approach on a range of issues including departmental Aboriginal and Torres Strait Islander advisory committees, the number and proportion of the department's workforce who identify themselves as Aboriginal and Torres Strait Islanders and specific programs provided or funded by the department for the Aboriginal and Torres Strait Islander community.

### **For more information**

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# C21 ECOLOGICALLY SUSTAINABLE DEVELOPMENT

TAMS is committed to minimising the impacts of its wide range of services on the environment. While some services are provided directly by TAMS employees (such as the ACTION bus service and public libraries) others are provided through commercial contracts (such as waste collection, disposal and recycling). Throughout all of its operations, TAMS endeavours to ensure its operations are consistent with the ACT Government's environment and sustainability objectives.

Managing resources in an environmentally consistent way requires the collection and recording of a large and diverse quantity of relevant data. To achieve this, and consistent with the government's undertakings in these areas, a process began in 2009-10 to train officers in every TAMS business unit to ensure sustainability data is collected and recorded in the Online System for Comprehensive Activity Reporting (OSCAR). OSCAR is a web-based data gathering and benchmarking tool to enable the input and update of data on energy and water use, waste and greenhouse gas emissions.

In future years OSCAR will be used to track the department's achievements in areas such as reducing greenhouse gas emissions and reducing energy and water use. As the uptake of the OSCAR program is relatively recent, the department is unable to use OSCAR to report in a comprehensive and comparable way across all of its operations in 2009-10. Table 41 (multiple) provides data in relation to the main office building occupied by TAMS – Macarthur House in Lyneham and for the major office buildings occupied by the Shared Services Division of TAMS. Care needs to be taken in year-to-year comparisons as there have been substantial movements of officers into and out of the building as changes have been made to the administrative structures of agencies.

Energy, water and waste audits have been undertaken in a number of premises occupied by TAMS, including Macarthur House. These audits guide areas where investments in reducing resource use and maximising recycling can be made. The next step is the development of a departmental resource management plan in accordance with the government's *Weathering the Change: Action Plan 1 2007-2011*. This process will be guided by the experience of business units in TAMS such as the Dickson Motor Vehicle Registry which has a resource management plan for the building it occupies.

## AGENCY RESOURCE USE

**Table 41 (a): Macarthur House**

	INDICATOR AS AT 30 JUNE	UNIT	2008-09		2009-10	
	GENERAL					
A	Occupancy – office staff full-time equivalent	Numeric (FTE)	406 Head Count (HC)		442 (FTE)	
	Occupancy – total staff full-time equivalent (including non-office)	Numeric (FTE)	406 (HC)		442 (FTE)	
B	Area office space – net lettable area	Square metres (m²)	7 485		7 239	
	Area non-office space – net lettable office area	Square metres (m²)	N/A		N/A	
	STATIONARY ENERGY USE					
	Electricity use (total)	Kilowatt hours	2 902 902		2 447 727	
X	Electricity use (office)	Kilowatt hours	2 902 902		2 447 727	
Y	Renewable energy use (GreenPower)	Kilowatt hours	870 870		819 786	
	Percentage of renewable energy used (Y / X x 100 )	Percentage	30.0		33.5	
	Gas use (total)	Megajoules	4 237 674		4 405 767	
	Gas use (office)	Megajoules	4 237 674		4 405 767	
C	Total office energy use	Megajoules	14 688 121		16 168 813	
	INTENSITIES (OFFICE)					
	Energy intensity per office FTE (C / A)	Megajoules / FTE	36 178 (HC)		36 581 (FTE)	
	Energy intensity per square metre (C / B)	Megajoules / m²	1 692		2 233	
	TRANSPORT ENERGY		Office	Other	Office	Other
D	Total number of vehicles	Numeric	N/A	577	N/A	268
	Transport fuel (Petrol)	Kilolitres	N/A	276	N/A	89.4
	Transport fuel (Diesel)	Kilolitres	N/A	743	N/A	245.3
	Transport fuel (LPG)	Kilolitres	N/A	38	N/A	5.8
	Transport fuel (CNG)	Kilolitres	N/A	0	N/A	0
	Transport fuel (Aviation)	Kilolitres	N/A	0	N/A	0
E*	Total transport energy use	Gigajoules	N/A	2 724	N/A	14 884
	WATER CONSUMPTION					
	Water use (total)	Kilolitres	5 744		5 196	
F	Water use (office)	Kilolitres	5 744		5 196	
	INTENSITIES (OFFICE)					
	Water use per office FTE (F / A)	Kilolitres / FTE	14(HC)		11.75 (FTE)	
	Water use per square metre floor area (F / B)	Kilolitres / m²	0.76		0.72	

	INDICATOR AS AT 30 JUNE	UNIT	2008-09	2009-10
<b>WASTE</b>				
	Reams of paper purchased	Reams	22 154	26 830
	Recycled content of paper purchased	Percentage	N/A	42
	Estimate of general waste (based on bins collected)	Litres	N/A	312 000
	Estimate of co-mingled material recycled (based on bins collected)	Litres	N/A	96 720
	Estimate of waste paper recycled (based on bins collected)	Litres	N/A	430 560
	Estimate of secure paper recycled (based on bins collected)	Litres	N/A	99 840
<b>OFFICE GREENHOUSE GAS EMISSIONS</b>				
*	Direct greenhouse gas emissions (Scope 1)	Tonnes CO <sub>2</sub> -e	N/A	226
*	Indirect greenhouse gas emissions (Scope 2)	Tonnes CO <sub>2</sub> -e	N/A	2 238
*	Other indirect greenhouse gas emissions (Scope 3)	Tonnes CO <sub>2</sub> -e	N/A	389
G*	Total office greenhouse gas emissions (All Scopes)	Tonnes CO <sub>2</sub> -e	N/A	2 853
<b>TRANSPORT GREENHOUSE GAS EMISSIONS</b>				
*	Direct greenhouse gas emissions (Scope 1)	Tonnes CO <sub>2</sub> -e	N/A	1 036
*	Indirect greenhouse gas emissions (Scope 2)	Tonnes CO <sub>2</sub> -e	N/A	N/A
*	Other indirect greenhouse gas emissions (Scope 3)	Tonnes CO <sub>2</sub> -e	N/A	79
H*	Total transport greenhouse gas emissions (All Scopes)	Tonnes CO <sub>2</sub> -e	N/A	1 115
<b>GREENHOUSE GAS INTENSITIES</b>				
	Office greenhouse gas emissions per person (G / A)	Tonnes CO <sub>2</sub> -e / FTE	N/A	6.6
	Office emissions per square metre (G / B)	Tonnes CO <sub>2</sub> -e / m <sup>2</sup>	N/A	0.4
	Transport greenhouse gas emissions per person (H / A)	Tonnes CO <sub>2</sub> -e / FTE	N/A	2.5

\* Calculated with information entered into OSCAR.

## EXPLANATORY NOTES

The Department of Environment, Climate Change, Energy and Water (DECCEW) also occupies part of Macarthur House. Its share of energy and water is metered separately and is reported separately.

The office space figure used in the above calculations includes 'non-office space' as Macarthur House contains a large data processing centre. The data centre, which is not metered separately, is air conditioned continuously with the system frequently cycling between cooling, humidification and dehumidification modes. The presence of the data centre therefore contributes to higher energy use than for a building occupied solely by office workers.

The 2009-10 figures for transport energy relate to light commercial and passenger vehicles for the whole of TAMS. The figures for 2008-09 were for vehicles reported by Rhodium Asset Services and included heavy vehicles, plant and equipment. Leasing arrangements have now changed and, in future years, TAMS will document transport energy through OSCAR. The transport figures for both years do not include ACTION buses which are reported separately in the table below.

The figure for reams of paper used is for the whole of TAMS as a breakdown was not available at the time of preparing this report.

The estimate of waste paper recycled includes cardboard.

**Table 41 (b): ACTION buses**

		2008-09	2009-10
Total number of buses		411	437
Fuel (Petrol)	Kilolitres	0	0
Fuel (Diesel)	Kilolitres	6 528	7 228
Fuel (LPG)	Kilolitres	0	0
Fuel (CNG)	Kilolitres	1 936	2 554
<b>Total fuel energy use</b>	<b>Gigajoules</b>	<b>381 705</b>	<b>392 850</b>

**Table 41 (c): Shared Services' premises**

	INDICATOR AS AT 30 JUNE	UNIT	2008-09	2009-10
<b>GENERAL</b>				
A	Occupancy – office staff full-time equivalent (FTE)	Numeric (FTE)	830	895
	Occupancy – total staff full-time equivalent (including non-office)	Numeric (FTE)	830	895
B	Area office space – net lettable area	Square metres (m2)	13 147	13 705
	Area non-office space – net lettable office area	Square metres (m2)	N/A	N/A
<b>STATIONARY ENERGY USE</b>				
	Electricity use (total)	Kilowatt hours	3 213 275	3 891 975
X	Electricity use (office)	Kilowatt hours	3 213 275	3 891 975
Y	Renewable energy use (GreenPower)	Kilowatt hours	N/A	1 206 925
	Percentage of renewable energy used (Y / X x 100 )	Percentage	N/A	31.0
	Gas use (total)	Megajoules	547 810	1 520 322
	Gas use (office)	Megajoules	547 810	1 520 322
C	Total office energy use	Megajoules	12 115 600	19 876 362
<b>INTENSITIES (OFFICE)</b>				
	Energy intensity per office FTE (C / A)	Megajoules / FTE	14 597	22 208
	Energy intensity per square metre (C / B)	Megajoules / m2	921.5	1 450.3
<b>WATER CONSUMPTION</b>				
	Water use (total)	Kilolitres	5 214.32	5 493
F	Water use (office)	Kilolitres	5 214.32	5 493
<b>INTENSITIES (OFFICE)</b>				
	Water use per office FTE (F / A)	Kilolitres / FTE	N/A	9.93
	Water use per square metre floor area (F / B)	Kilolitres / m2	N/A	0.65
<b>WASTE</b>				
	Reams of paper purchased	Reams	23 078	10 252
	Recycled content of paper purchased	Percentage	N/A	72
	Estimate of general waste to landfill (based on bins collected)	Litres	29 930	N/A
	Estimate of comingled material recycled (based on bins collected)	Litres	N/A	114 320
	Estimate of waste paper recycled (based on bins collected)	Litres	185 520	192 480
	Estimate of secure paper recycled (based on bins collected)	Litres	N/A	130 080

	INDICATOR AS AT 30 JUNE	UNIT	2008-09	2009-10
	<b>OFFICE GREENHOUSE GAS EMISSIONS</b>			
*	Direct greenhouse gas emissions (Scope 1)	Tonnes CO2-e	N/A	N/A
*	Indirect greenhouse gas emissions (Scope 2)	Tonnes CO2-e	N/A	N/A
*	Other indirect greenhouse gas emissions (Scope 3)	Tonnes CO2-e	N/A	N/A
G*	Total office greenhouse gas emissions (All Scopes)	Tonnes CO2-e	N/A	N/A
	<b>GREENHOUSE GAS INTENSITIES</b>			
	Office greenhouse gas emissions per person (G / A)	Tonnes CO2-e / FTE	N/A	N/A
	Office emissions per square metre (G / B)	Tonnes CO2-e / m2	N/A	N/A
	Transport greenhouse gas emissions per person (H / A)	Tonnes CO2-e / FTE	N/A	N/A

\* Calculated with information entered into OSCAR.

### EXPLANATORY NOTES

The above data represents resource use in the major premises occupied by the Shared Services Division of TAMS. The buildings included in the data are Dame Patti Menzies House, Dickson Motor Vehicle Registry, Callum Offices, 40 Allara Street and Eclipse House. In each of these buildings, Shared Services staff occupy only part of the building. Resource use has been calculated on the area occupied. Data was not available for all buildings occupied by Shared Services staff at the time of preparation of this report.

Water consumption figures were not available for 40 Allara Street and Eclipse House at the time of preparation of this report. The water intensities were therefore calculated on the number of Shared Services offices and square metres occupied in Dame Patti Menzies House, the Dickson Motor Vehicle Registry and Callum Offices only.

The estimate of waste paper recycled excludes cardboard which is collected in shared hoppers at each office and is recycled.

## TAMS CORE BUSINESS

TAMS undertook numerous activities in 2009-10 to improve its environmental management and sustainability. Highlights included:

### ICT equipment

- extending the replacement of personal computers across the ACT Government to every four years rather than every three years
- consolidating the ACT Government's business applications onto fewer servers which has resulted in reduced energy consumption
- signing a contract in late-2009 with a broker for the disposal of ICT equipment which is replaced. While the vast majority of equipment is sold for re-use, the broker is required to dispose of the other equipment (which is either unserviceable or has no monetary value) to companies which recycle them in accordance with ISO 14000 Environmental Management Standards

### Procurement

- assisting agencies, through Shared Services, to develop requests for tender which consider sustainability elements. An example was assisting the ACT Department of Education and Training (DET) to set up a panel of green star compliant suppliers of furniture for ACT schools which utilise environmentally friendly materials, manufacturing processes, packaging and delivery arrangements
- encouraging the establishment of whole-of-government contracts which have a strong focus on encouraging sustainability in both buyer behaviour and usage of services

### Transport

- commencing the implementation of the Integrated Transport Strategy through the initial iteration of the *Transport for Canberra* program. This program aims to support the objectives of the *Sustainable Transport Plan 2004*. *Transport for Canberra* includes policy and strategy outcomes for non-car travel modes, as well as long-term vision and investment in these modes
- undertaking community consultation for the Draft Strategic Public Transport Network Plan. This initial consultation is expected to be revisited in 2010-11 in conjunction with associated policy work on land use planning and the environment
- continuing ACTION's 100-bus replacement program with 44 Euro 3 emission standard (or better) buses added to the fleet
- constructing a new Park'n Ride and Bike'n Ride facility at Mawson to encourage use of public transport
- continuing the lower stamp duty scheme for new vehicles with low emissions, the only scheme of its kind in the country

### Land management and planning

- scientifically-based management plans establish the basis for sustainable management and development of protected areas. Work continued on finalising plans of management for Namadgi National Park and Jerrabomberra Wetlands Nature Reserve
- releasing the Kangaroo Management Plan which sets out the government's approach to managing the environmental, economic and social impacts of Eastern Grey Kangaroos in the ACT, while ensuring the long-term welfare of the animals
- undertaking kangaroo population counts and measuring grazing impacts on a number of sites in Canberra Nature Park
- finalising the *Weed Control Plan 2009-14* and working with DECCEW to update the *ACT Weeds Strategy*
- commencing a review, in conjunction with DECCEW, of the *Pest Animal Strategy 2010-2020*

- undertaking monitoring of threatened species and ecological communities, including Macquarie Perch and Two-spined Black Fish in the Cotter River. Results indicated that Macquarie Perch populations are increasing and Black Fish populations are stable. A number of threatened plant species were shown to be maintaining stable populations
- continuing to support University of Canberra-led, and ACTEW-funded, fish research to determine strategies for reducing the impacts of the Enlarged Cotter Dam. A large salvage operation to relocate Macquarie Perch and other native fish from the stilling basin at the base of the existing dam wall was successfully undertaken
- undertaking the ongoing post-2003 bushfire monitoring in Namadgi National Park which indicated a significant recovery of small mammal populations and that the majority of plant species have matured since the fire and are now reproducing
- developing a formal review process and guidelines for monitoring land management agreements with rural lessees to help reduce the likelihood of serious environmental impacts arising from agricultural activity

### **Fire management**

- implementing the annual Bushfire Operations Plan which sought to balance ecological considerations with minimising bushfire risk
- continuing work with stakeholders such as the ACT Planning and Land Authority (ACTPLA) to develop environmental impact statements for proposed upgrades to Mount Franklin Road, Cotter Hut Road, Stockyard Spur Fire trail and Stockyard Link Walking Track in Namadgi National Park. While this process has taken longer than expected, due to the need to fully meet ACTPLA requirements, it is important to ensure an appropriate balance is reached between the need for fire access and the need to protect the values of Namadgi
- undertaking six ecological burns in areas such as Umbagog District Park, Uriarra Forest and Namadgi
- purchasing a mobile weed wash unit for use on all the department's hazard reduction burns to reduce potential weed spread into reserves and national parks

### **Community partnerships**

- establishing interim Boards of Management for the Mulligans Flat Woodland Sanctuary and Jerrabomberra Wetlands to help in their sustainable management
- undertaking numerous projects in conjunction with the Australian National University and CSIRO within Mulligans Flat Woodland Sanctuary, such as the reintroduction of the Brown Tree Creeper and the eradication of foxes, cats and rabbits
- commencing the next phase of community-based tree planting and weed removal in the Lower Cotter Catchment through an ongoing partnership with Greening Australia
- working with Butt Free Australia to deliver the Butt Free Canberra 2010 campaign to educate people about the impact of cigarette butt littering on streets, nature parks and waterways
- consulting with the Tidbinbilla Pioneers Association about the installation of a solar panel at the 120-year-old Nil Desperandum homestead which provides lighting
- undertaking rabbit control in high conservation areas in Canberra Nature Park with the assistance of local Parkcare Groups

### **Urban trees**

- pruning over 40 000 trees to help maintain Canberra's urban forest into the future while managing safety issues
- watering 21 000 urban trees under five years of age using non-potable water



### **Urban refurbishment projects**

- utilising environmentally friendly and recycled materials in projects such as shopping centre upgrades
- using drought resistant plants and water harvesting methods to direct stormwater run-off into plants
- reducing the size of Eddison Park Pond by two-thirds and installing an underground storage system connected to the adjacent stormwater system to enable use of non-potable water

### **Waste and recycling**

- resource recovery activities by government and the private sector again delivered excellent results, with 587 700 tonnes of material recovered in 2009-10. This was an improvement on the 2008-09 result of 584 000 tonnes recovered
- undertaking detailed market research to help develop the Hume Resource Recovery Estate as a best-practice recycling hub for the ACT and region
- stopping televisions going to landfill and implemented recycling of all television waste in the ACT ahead of the National E-Waste Scheme due to commence in 2011. The ACT was the first jurisdiction in Australia to introduce such a ban
- working with Apple Pty Ltd to deliver the most successful e-waste recycling event in Australia which resulted in over 500 tonnes of equipment collected for recycling

### **Sport and Recreation**

- commencing a feasibility study into establishing a scheme to use stormwater from Lake Tuggeranong to irrigate priority sportsgrounds in the area. The study, which is expected to be completed in early 2010-11, is being undertaken in partnership with other ACT agencies as part of the Canberra Integrated Urban Waterways Project
- recommissioning an old pump station and infrastructure to irrigate the Gordon District Playing Fields and the nearby Point Hut District Park with non-potable water from Point Hut Pond
- working in partnership with DET to convert the Nicholls Neighbourhood Oval to a synthetic grass surface. It is expected this will be completed by August 2010
- installing a more water efficient irrigation system at Reid Oval
- converting a number of sportsgrounds to a full couch-grass surface, including Narrabundah Ball Park and Hawker International Softball Centre

### **Canberra Stadium**

- conducting an 'eco mapping' audit of Canberra Stadium to generate a statement of its environmental performance and establish future steps towards achieving an ISO 14001 environmental management system. To acknowledge this work, an award was presented to Canberra Stadium by the European-Australian Environmental Assurance and Recognition Initiative
- receiving ACT Business Smart Accreditation in recognition of its initiatives to improve the collection and separation of recyclables. This led to a 40 per cent increase in recycled waste and a similar reduction in landfill waste
- conducting a pilot trial for the separation and collection of food waste by a local worm farmer
- working in partnership with DECCEW to install 72 photovoltaic solar panels at Canberra Stadium to enable 'self-sufficient' operation during normal business hours and help offset energy costs over time

### Office-based initiatives

- extending the roll-out of HR21, a self-service HR system, to administrative staff in five large ACT Government agencies to reduce the need for paper forms, such as leave forms
- TAMS is working towards full accreditation under the ACT Government's ACTSmart Office Program. As part of this process TAMS continues to have a number of programs in Macarthur House and other locations where possible that contribute to workplace recycling and waste reduction. For example:
  - organic waste collection bins are established in Macarthur House and signage in place to educate staff on recycling and composting
  - the ACT Library and Information Service joined the ACTSmart Office Smart program to reduce waste and increase recycling with each library branch participating.

### For more information

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Director, Governance and Communications  
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## C22 ACT WOMEN'S PLAN 2010–2015

The Minister for Women, Joy Burch MLA, launched the *ACT Women's Plan 2010-2015* in March 2010. The plan builds on the *ACT Women's Plan 2004-2009* and links to the *Canberra Plan: Towards Our Second Century*. The revised plan assists the ACT Government to work with the community to improve the status and lives of women and girls in the ACT.

A female TAMS executive was appointed to the advisory group which guided the development of the plan.

**Table 42: TAMS progress against the ACT Women's Plan 2010–2013**

ECONOMIC	SOCIAL	ENVIRONMENTAL
<b>Strategic outcome</b> Women and girls equally and fully participate in and benefit from the ACT economy.	<b>Strategic outcome</b> Women and girls equally and fully participate in sustaining their families and communities and enjoy community inclusion and well-being.	<b>Strategic outcome</b> Women and girls equally and fully participate in planning and sharing a safe, accessible and sustainable city.
<b>Priority areas</b> <ul style="list-style-type: none"> <li>• Responsive education, training and lifelong learning</li> <li>• Flexible workplaces</li> <li>• Economic independence and opportunities</li> <li>• Leadership and decision making</li> </ul>	<b>Priority areas</b> <ul style="list-style-type: none"> <li>• Safe and respectful relationships</li> <li>• Good health and well-being</li> <li>• Safe and accessible housing</li> </ul>	<b>Priority areas</b> <ul style="list-style-type: none"> <li>• Safe and responsive transport and urban planning</li> <li>• Sustainable environment</li> </ul>
<b>Indicators of progress Evidence of:</b> <ul style="list-style-type: none"> <li>• Education and training pathways for women and girls</li> <li>• Increased opportunities for the advancement of women in the workforce</li> <li>• Increased economic leadership and decision-making opportunities for women and girls</li> <li>• Improved financial equity</li> </ul>	<b>Indicators of progress Evidence of:</b> <ul style="list-style-type: none"> <li>• Recognition of women and girls' contributions to the community</li> <li>• Increased community leadership and decision-making opportunities for women and girls</li> <li>• Affordable and accessible gender and culturally sensitive services</li> <li>• Pathways for women experiencing disadvantage, social exclusion and isolation</li> <li>• Addressing violence against women and their children and protection and support for victims</li> </ul>	<b>Indicators of progress Evidence of:</b> <ul style="list-style-type: none"> <li>• Available opportunities for women and girls in decisions about urban planning, transport and the environment</li> <li>• Consideration towards women and girls' safety, security and accessibility when designing, building or retrofitting public facilities</li> </ul>

ECONOMIC	SOCIAL	ENVIRONMENTAL
<b>TAMS WOMEN'S COMMITTEE</b>		
		<p>The TAMS Women's Committee continued to meet throughout 2009-10, reaffirming the department's commitment to improving workplaces for women. The committee was involved in planning and organising the One Million Women Campaign, which raised awareness about climate change, in Civic Square in May 2010. The ACT Library and Information Service (ACTLIS) partnered with the committee for the campaign, using Civic library's computers to join women to the campaign.</p> <p>The committee ran two staff familiarisation events - "Let's do Lunch" visits at CSIRO Sustainable Ecosystems and visits to the Materials Recycling Facility in Mitchell.</p>
<b>ACTION AND SUSTAINABLE TRANSPORT</b>		
<p>In 2009-10 ACTION developed a recruitment strategy to increase the proportion of female drivers. As a result, all ACTION recruitment marketing identifies female participation and encourages females to apply. A new recruitment process commenced in January 2010 and the information night attracted 124 attendees of which 10 per cent were women. A female driver also presented on the night. At 30 June 2010, women made up nine per cent of ACTION's workforce.</p>		<p>The ongoing implementation of the Public Transport Strategy will deliver reliable and affordable public transport.</p> <p>The implementation of <i>Transport for Canberra</i> will contribute to improved travel options. These measures are identified in the Women's Plan as being critical to supporting healthy lifestyles and community participation.</p>

ECONOMIC	SOCIAL	ENVIRONMENTAL
<b>ACT LIBRARY AND INFORMATION SERVICE (ACTLIS)</b>		
<p>Lifelong learning and literary programs for women and families have been included in the draft <i>2010-2015 Libraries and Lifelong Learning in the National Capital Strategy</i>.</p> <p>ACTLIS engages with educational institutions as a pathway for professional development for library staff who are predominately female.</p>	<p>ACTLIS provides library spaces for women's activities and programs.</p> <p>Literacy and social inclusion programs for women and families continue as part of the draft <i>2010-2015 Libraries and Lifelong Learning in the National Capital Strategy</i> within lifelong learning opportunities.</p>	
<b>SPORT AND RECREATION SERVICES</b>		
<p>The ACT Sport and Recreation Minister's Advisory Council provides advice to the Minister on issues including grants and funding priorities, facility needs, industry development, and participation and equity issues. There are five people on the Council, three of whom are female.</p>	<p>In 2009-10 Sport and Recreation Services, through its National League Team Funding Program (NLTF), provided \$275 000 in financial assistance to eight women's teams - Capitals (basketball), United (football), Strikers (hockey), Darters, (netball), Meteors (cricket), Diamonds (softball), Cockatoos (orienteering), Heat (volleyball). Further funding was made available to support the Australian Opals and the Royal Canberra Ladies Classic development programs taking the 2009-10 total to \$300 000. Total funding for the NLTF was \$450 000.</p>	

### For more information

Director, Governance and Communications  
Phone: (02) 6207 5040

## C23 MODEL LITIGANT REPORTING

This report is prepared in accordance with section 5AC of the *Law Officer Act 1992*.

The Chief Executive has the following procedures in place to ensure that the department is aware of and complying with the guidelines:

- i) all instructions in relation to disputes are passed through a central point within the executive of TAMS and a report is available to the Chief Executive in relation to the progress of matters
- ii) TAMS' legal services are provided by the ACT Government Solicitor's office (ACTGS), which reviews the department's instructions to ensure compliance with the guidelines. The department is able to rely upon the ACTGS to identify those matters where a question arises as to compliance with the Model Litigant Guidelines and to address it or elevate it within the department as appropriate
- iii) all staff involved in claims procedures or other decisions which may at some point become the subject of litigation are informed of the guidelines and instructed to comply with them, referring any queries to the ACTGS.

No breaches of the model litigant guidelines by TAMS occurred during 2009–10.

### **For more information**

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Director, Governance and Communications  
Phone: (02) 6207 5040

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# ANNEXED REPORTS





# ANIMAL WELFARE AUTHORITY

TAMS is the government's lead department for animal welfare in the ACT. The *Animal Welfare Act 1992* regulates offences related to animals, such as animal cruelty, and is administered by TAMS. The Act has a range of enforcement powers to promote and monitor acceptable standards of care, and protect animals from cruelty or welfare offences. The Executive Director of Land Management and Planning Division in TAMS is appointed as the Animal Welfare Authority.

At 30 June 2010, two inspectors from the RSPCA (ACT), two officers from TAMS and all sworn AFP officers were authorised under the Act.

The Animal Welfare Advisory Committee (AWAC) met five times in 2009-10. The following codes of practice were reviewed by AWAC and referred to stakeholders for comment:

- Code of Practice for the Humane Destruction of Kangaroos in the ACT
- Code of Practice for the Welfare of Orphaned, Sick or Injured Wildlife.

The following codes of practice were reviewed by AWAC and recommended to the Minister for Territory and Municipal Services for adoption:

- Code of Practice for the Welfare of Dogs in the ACT
- Code of Practice for the Welfare of Poultry: Non Commercial
- Code of Practice for the Welfare of Animals used on Film Sets
- Code of Practice for the Sale of Animals in the ACT.

## PERMITS, INVESTIGATIONS AND PROSECUTIONS

In 2009-10 the authority:

- received and approved two applications for a permit to conduct a circus in the ACT
- issued four written warnings.

A total of 1124 complaints regarding the alleged mistreatment of animals were investigated during the year by inspectors from the RSPCA (ACT).

Four matters were before the courts at 30 June 2010.

### For more information

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Executive Director, Land Management and Planning

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# THE DIRECTOR OF TERRITORY RECORDS

In carrying out the broad range of functions listed in the *Territory Records Act 2002*, the director works closely with each ACT government agency's chief executive and nominated records manager.

The Territory Records Office (TRO), led by the director of Territory Records:

- provides advice to agencies and monitors agency compliance with the Act
- maintains the whole-of-government records management thesaurus which makes sure names are consistent across the ACT Government
- provides support for the Territory Records Advisory Council
- helps members of the public to find records
- develops standards and guides for record management
- advises on record management.

The Territory Records Advisory Council met four times during 2009–10. Membership of the council at 30 June 2010 was

- Mr Steve Stuckey (chair)
- Ms Veronica Pumpa (deputy chair)
- Ms Jill Caldwell
- Dr David Headon
- Mr Andrew Kefford
- Ms June Penny
- Ms Rebecca Stubbs
- Mr Greg Wood (Mr Wood resigned during the year because of other commitments)
- Mr David Wardle.

For the first time since records were opened to public access in July 2008, records management in ACT Government agencies was reviewed, as were the recommendations in a report by the ACT Auditor-General into *Records Management in ACT Government Agencies* (No. 3/2008). The review found the records management regime in the ACT to be comprehensive and effective.

During 2009–10 each agency was surveyed about:

- how up-to-date their records management plan (RMP) was
- procedures and training that support the program
- the role of the agency's records manager
- the extent and location of paper records
- how to manage digital records.

The director then used the survey data as the basis for a number of more detailed agency-based assessments.

The number of records made available for public access grew steadily over the year, and the range of research guides and finding aids was expanded. The 'Find of the Month', which publicises an interesting piece of information that has come to light, became increasingly popular and featured on local ABC radio.

## 100TH ANNIVERSARY CELEBRATIONS IN 2013

The director is considering the proposal to set up an ACT archives and heritage centre to celebrate the centenary of Canberra in 2013. The centre would house significant records and objects held by ACT Government agencies, and help ensure their preservation.

## COUNCIL OF AUSTRALASIAN ARCHIVES AND RECORDS AUTHORITIES

The director represents the ACT at the biannual meeting of the Council of Australasian Archives and Records Authorities to ensure that ACT records management is consistent with other Australian jurisdictions and Australian best practice. Ongoing issues include the increasing importance of digital records, the recordkeeping practices of contractors, and providing public access to records.

## AUDITOR-GENERAL'S REPORT

The Public Accounts Committee of the Legislative Assembly is currently inquiring into the ACT Auditor-General's performance audit report *Records Management in ACT Government Agencies* (No. 3/2008).

In its response to the committee, the government recognised that recordkeeping must not be compromised by the daily pressures of service delivery. It restated its commitment to improving records management as part of the transparency and accountability of government and the documentary heritage of the community.

To help agencies in an increasingly digital environment, TRO will develop a standard to allow the eventual disposal of some source records after digital copies are made.

The director monitors agencies' compliance with their own RMPs. As recommended in the Auditor-General's report, the director increased the monitoring of agency compliance.

## REVIEW OF THE *TERRITORY RECORDS ACT 2002*

Section 58 of the *Territory Records Act 2002* required the minister to review the operation of the Act as soon as possible after 1 July 2009 and report to the Assembly within a year. Mr Paul Macpherson, the Manager of Records and Archives at the University of NSW, undertook an independent review in 2009. He consulted widely with agencies, professional organisations, community organisations, the Territory Records Advisory Council and the public. His review built on reviews of the standards and guidelines for records management completed in the previous financial year. Mr Macpherson's report was tabled in the Legislative Assembly. Issues raised in the review included:

- updating the name, definitions and functioning of the Act
- broadening the ACT to include executive documents, Territory health records, legal practice records of the Legal Aid Commission, and complaints records of the Human Rights Commission
- recognising a greater role for the director in managing digital records
- enabling the transfer of ACT records to another jurisdiction when necessary
- introducing an annual date for the release of records to the public
- clarifying relations with other Acts.

## FUTURE DIRECTIONS

Each year the director, the chair of the Territory Records Advisory Council and the TRO hold a joint planning day to establish the work program for the year. This program establishes the TRO's priorities for the year.

Two priorities have been set for 2010–11. The first is completing legislative amendments to the *Territory Records Act 2002* in response to the Act's review. The second is to implement changes in response to the Auditor-General's report, so that the TRO's day-to-day operations reflect the government's commitment to a rigorous and robust records management regime. This will involve liaison with all stakeholders, including the Territory Records Advisory Council.

### **For more information**

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The Director of Territory Records

Phone: (02) 6207 0194

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# ACT HERITAGE COUNCIL

## LEGISLATIVE FRAMEWORK AND FUNCTIONS

The ACT Heritage Council was established under the *Heritage Act 2004*. It advises the Minister for the Arts and Heritage about a variety of issues including:

- the criteria used to determine the heritage significance of places and objects
- incentives for the conservation of heritage places and heritage objects
- promoting public awareness of heritage places, heritage objects and other heritage issues in the Territory.

## MEMBERSHIP

The council has two permanent members—the Chief Planning Executive of the ACT Planning and Land Authority (ACTPLA) and the Conservator of Flora and Fauna. The Minister for the Arts and Heritage appoints up to nine other members.

The Minister for the Arts and Heritage appointed the new council for three years beginning on 6 May 2008. A total of nine members were appointed, six with expertise in various disciplines and three public representatives. Membership of the ACT Heritage Council at 30 June 2010:

- Dr Michael Pearson (chair)
- Dr Dianne Firth (deputy chair)
- Mrs Louise Brown
- Dr Lenore Coltheart
- Mr David Johnston
- Mr John Kemister
- Dr Warren Nicholls
- Mr Colin Stewart
- Mr Josip Zivco

## MEETINGS

The council held seven meetings during 2009-10. It dealt with heritage registrations, gave heritage advice on development applications referred to it by ACTPLA, and advised the minister on heritage issues in the ACT.

## TASKFORCES

During 2009–10 council taskforces continued to give members the opportunity to participate in various projects. Papers were also circulated for members to consider out-of-session.

Thirteen taskforce meetings were held during the year covering work in a range of heritage-related areas. These included:

### **Development Applications Taskforce**

This taskforce held three meetings to consider development applications referred to it by ACTPLA. Taskforce members were Dr Michael Pearson, Mr Josip Zivko, Mr Colin Stewart and Dr Dianne Firth.

### **Heritage Grants Taskforce**

This taskforce met once in 2009–10 and made recommendations for the 2010–11 ACT Heritage Grants Program. The members of the taskforce were Mr John Kemister, Mr Colin Stewart, Mr David Johnston and Dr Warren Nicholls.

### **Register Assessment Taskforce**

The Register Assessment Taskforce continued its work assisting to review and update the ACT Heritage Register to reflect the full range of the ACT's heritage. Membership of the taskforce consisted of Dr Michael Pearson, Dr Dianne Firth, Dr Lenore Coltheart, and Dr Warren Nicholls. The taskforce met four times in 2009–10.

### **Aboriginal Heritage Taskforce**

Taskforce members were Dr Michael Pearson, Mr David Johnston, Mrs Louise Brown and Dr Warren Nicholls. The taskforce met four times in 2009–10 and considered a number of more complex issues out-of-session.

### **Conservation Management Plan (CMP) Taskforce**

The CMP Taskforce was established in 2008–09 to consider CMPs submitted to council for endorsement. The taskforce, which met once during 2009–10, consisted of Dr Michael Pearson, Dr Lenore Coltheart and Mr John Kemister.

## **PROMOTION OF HERITAGE AWARENESS**

The council held or supported many diverse activities, events and projects to promote and celebrate the ACT's heritage. The largest of these was the 2010 Canberra and Region Heritage Festival, held in April. The theme for the festival was 'Hunters and Collectors' and attracted more than 7000 attendees across a 15-day program of over 100 events. These heritage celebrations are important in promoting our heritage, in raising awareness and in education.

A new newsletter titled *Heritage Talks* was published to raise the profile of heritage in the ACT. This biannual six-page newsletter was issued in August 2009 and February 2010. It is available at Canberra Connect shopfronts and ACT public libraries, as well as on the TAMS website.

## **INTER-GOVERNMENT RELATIONS**

### **Heritage Chairs and Officials of Australia and New Zealand (HCOANZ) Forum**

Both the chair and the secretary of the council participated in this forum in Christchurch in February 2010. The secretary also attended a meeting for heritage officials in Melbourne in August 2009. The role of the HCOANZ is to encourage the exchange of information between governments in Australia and New Zealand, and to share knowledge, expertise and experiences. It also prepares agenda papers for the Environment Protection and Heritage Ministerial Council.

### **ACT Heritage Grants program**

The 2009–10 program funded 28 projects totalling \$342 170. The program is the main source of funding for individuals and community organisations involved in heritage conservation in the ACT. The council advises the minister on the grants program.

### **Conserving Aboriginal heritage**

The council is working closely with the Land Development Agency (LDA) on plans for the Gubur Dhaura (Red Hill ochre quarry) heritage area in Franklin. The heritage area is located within the new development and will form an important and striking feature of this suburb. The proposed management of the area includes interpretation and signage of the Old Well Station Track, the iron mine testing area, pipe clay pits, farming use and significant Aboriginal heritage in the area.

Upcoming challenges for this area include managing visitor access and facilities and controlling both weeds and vertebrate pests. This area will gradually be restored to a more natural state through the planting of suitable vegetation and pest management.

The four representative Aboriginal organisations, the council, the LDA and the Heritage Unit will continue to consult on the management and interpretation of this area.

Consultation about the proposed Guidelines for the Management of Aboriginal Heritage in the ACT has been suspended because the review of the *Heritage Act 2004* may affect its future scope.

In June 2010 the Heritage Unit finalised its second Aboriginal Heritage Bulletin which will update the representative Aboriginal organisations (RAOs) and archaeologists on current projects such as the Gubur Dhaura heritage area.

## HERITAGE REGISTER

### Heritage registration strategy

The council continued to process the backlog of about 230 historic places and objects nominated to the Heritage Register over many years. During 2009–10:

- nine nominations were made to the ACT Heritage Register
- seven decisions were made on provisional registration
- five decisions were made on full registration
- one decision was made on a partial cancellation to the register.

### Appeals in the ACT Civil and Administrative Tribunal (ACAT)

The council attended hearings in ACAT on four appealed registration decisions:

- one application appealing council's decision to register 16 Ryrie Street, Campbell was withdrawn by the applicant
- one council decision not to provisionally register 27 Campbell Street, Ainslie was affirmed by ACAT
- two hearings for the former bus depot, Kingston and 24 Arthur Circle, Forrest are ongoing.

### Administrative support

The Heritage Unit continued to provide administrative support for the council during 2009–10.

### Remuneration

Council members are entitled to remuneration under the *ACT Remuneration Tribunal Act 1995*.

### 2009–10 payment

Remuneration paid to council members in 2009–10 totalled \$35 718.

### For more information

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Manager, Heritage Unit  
Phone: (02) 6207 6147

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# APPENDICES



## TAMS PROGRESS AGAINST PRIORITIES IN THE ACT STRATEGIC PLAN FOR POSITIVE AGEING 2010–2014

ACTIONS FOR 1ST REPORTING PERIOD TO JUNE 2011	PERFORMANCE INDICATORS	ACHIEVEMENTS AGAINST THE ACTIONS TO 30 JUNE 2010
Enhance and promote the ACT Government Seniors Information Line administered by Canberra Connect, and the face-to-face concierge service at ACT Government Shopfronts.	Number of calls to the Seniors Information Line  Number of concierge services provided.	Canberra Connect provides a single telephone number for seniors to access ACT Government services.  Canberra Connect provides concierge staff for shopfronts who provide information and assistance to seniors on a range of government services.
Develop and promote information communication technology (ICT) services and training for seniors.	Estimated percentage of ACT public library computer users who are seniors.	Approximately 40 per cent of ACT public library computer users are estimated to be seniors.
Investigate the introduction of more publicly accessible telephone lines for seniors to Canberra Connect in ACT Government buildings.	Number of telephones available in public buildings	Canberra Connect has installed telephone hotlines in each shopfront that connect directly through to the Contact Centre.
Promote lifelong health and fitness through the Health Promotion Branch and Sport and Recreation Services.	'Regular participation rate' of people aged 45 + in annual Exercise, Recreation and Sport Survey.  The <i>Actively Ageing</i> framework is reviewed with stakeholders.	The 2009 Exercise, Recreation and Sport Survey reported a regular participation rate of approximately three times a week across the following age groups: <ul style="list-style-type: none"> <li>45–54 = 55.4 per cent</li> <li>55–64 = 56.3 per cent</li> <li>65 and over = 55.9 per cent.</li> </ul> Sport and Recreation Services (SRS) has commenced working with ACT Health to identify strategies to reinvigorate the <i>Actively Ageing</i> framework. Through targeted programs, such as the Healthy Community Initiatives Program, SRS will support opportunities for older adults to be physically active. Program details will be developed in 2010–11.

ACTIONS FOR 1ST REPORTING PERIOD TO JUNE 2011	PERFORMANCE INDICATORS	ACHIEVEMENTS AGAINST THE ACTIONS TO 30 JUNE 2010
Encourage people of all ages to maintain their physical health by getting out into our parks.	Number and nature of promotions of the <i>Healthy Parks Healthy People</i> program.	<i>Healthy Parks Healthy People</i> was featured regularly in TAMS' publications promoting healthy activity and access to public open spaces during 2009–10. The number and nature of community activities will be reported on at the end of the first reporting period (June 2011).
Encourage people of all ages to maintain their mental health through reading and participating in lifelong learning programs in ACT public libraries.	The number of programs provided by ACT public libraries.	Over 150 programs for all ages were held in 2009–10.
Promote positive inter-generational relationships.	Number of ACT public libraries with the 'Grandparents in Libraries' program and number of volunteers.	It is intended this program will commence later in the life of this plan.  In 2009–10 over 150 volunteers worked with the ACT Library and Information Service. Volunteers range in age and reporting is not compulsory; therefore ages of volunteers are not available.
Ensure that public transport is accessible to seniors with mobility limitations.	Percentage of ACTION fleet that is wheelchair accessible.  Use of compliant signage for identification of priority seating.  New options for securing mobility aids in buses and taxis.	At 30 June 2010, 34.5 per cent of ACTION's fleet was wheelchair accessible. ACTION is aiming to achieve the <i>Commonwealth Disability Discrimination Act 1992</i> requirement for 55 per cent of the fleet to be accessible buses by the end of 2012.  Bus routes with easy access are listed on each trip via the ACTION website. Passengers can also contact ACTION to check which trips have easy access buses.  ACTION's bus fleet is fitted with compliant signage for identification of priority seating.  ACTION is researching options to restrict sideways movements of wheelchairs.  Restraints are currently fitted to community and special needs transport vehicles.  TAMS is finalising a Public Transport Strategy that will include a social inclusion and transport accessibility policy consistent with the aims and targets of the Strategic Plan for Positive Ageing.

ACTIONS FOR 1ST REPORTING PERIOD TO JUNE 2011	PERFORMANCE INDICATORS	ACHIEVEMENTS AGAINST THE ACTIONS TO 30 JUNE 2010
Provide additional bus shelters and seats for seniors.	Number of bus shelters and seats.	<p>Roads ACT has embarked on a major bus stop seat installation program which is expected to deliver close to 700 additional seats by the end of December 2011. This program will ensure that bus stops which are primarily 'pick up' locations (as compared to 'drop off') will have seating for all bus users.</p> <p>This program has already provided 105 shelters and, although the program has been delayed due to the impacts of the global economic downturn on the provider, at least another 20 shelters are expected to be installed by December 2010.</p> <p>Another 100 bus shelters are also included in the 2010–11 capital works program (over two years). This will further improve comfort for bus patrons waiting at bus stops, particularly the elderly.</p>
Introduce an ACTION 'SmartCard' ticketing system that is connected to the Seniors Cards Program for easy use.	<p>SmartCard introduced.</p> <p>Number of SmartCards issued and used by Seniors Card holders.</p>	<p>The new \$8 million MyWay 'SmartCard' ticketing system is due to be implemented in late 2010. Seniors will be the first community group to use the combined card (MyWay/Seniors).</p> <p>A memorandum of understanding with the ACT Council on the Ageing (COTA) has been completed.</p>
Review Canberra's taxi services to improve service levels and regulation.	Service improvements are identified and implementation program developed.	<p>The taxi review commenced in late 2009 and is due to report to government in late 2010. The review has included a survey of users of Wheelchair Accessible Taxi (WAT) users. The survey has confirmed the need for measures to improve the performance of WATs. The review is also examining issues including how many taxis are needed to provide an improved level of service to the community, as well as how to improve the service provided by drivers.</p>
Evaluate the operation of the Regional Community Bus Service to ensure that it is effectively meeting the needs of clients, including seniors.	Service improvements are identified and implementation program developed.	<p>TAMS will review the delivery of transport services through a study in 2010–11, which will be coordinated with the ACT Department of Disability, Housing and Community Services' review of the regional community bus service. The adequacy of route and community services for different client needs will be reviewed as part of this study, which is expected to commence in October 2010.</p>

ACTIONS FOR 1ST REPORTING PERIOD TO JUNE 2011	PERFORMANCE INDICATORS	ACHIEVEMENTS AGAINST THE ACTIONS TO 30 JUNE 2010
Promote community transport options and concessions.	<p>Number and nature of promotions of concessions, including the 2009 National Agreement regarding reciprocal public transport concessions for Seniors Card holders.</p>	<p>On 29 October 2007 holders of an ACT Seniors Card became eligible to purchase a concession ticket in the peak periods when travelling on an ACTION bus. Eligibility was communicated via:</p> <ul style="list-style-type: none"> <li>▪ media release</li> <li>▪ contact with COTA</li> <li>▪ ACTION's website.</li> </ul> <p>Concessions for interstate seniors are available on the ACTION website.</p> <p>In June 2008 the ACT Government announced free travel on ACTION buses for all Canberrans 75 years of age or older from 1 July 2008. This was communicated via:</p> <ul style="list-style-type: none"> <li>▪ media release</li> <li>▪ contact with COTA</li> <li>▪ ACTION's website</li> <li>▪ Canberra Connect shopfronts and Contact Centre.</li> </ul>
Improve disability parking in the ACT.	<p>Number of disability parking spaces.</p> <p>Parking space ratios.</p> <p>The ACT works with the Australian Government on a proposed nationwide parking permit scheme with nationally consistent eligibility criteria.</p>	<p>Currently the ACT planning requirement to provide disability parking spaces exceeds the national standards.</p> <p>Improvements identified in the ACT Disabled Parking Review are expected to start in September 2010.</p> <p>ACT Government officials have participated in the development of a new Australian disability parking permit and are progressing its implementation in the ACT.</p> <p>The National Disability Parking Permit scheme is progressing with Disability and Transport Ministers having agreed on its framework. The permit has been designed and agreed with ongoing progress for the roll-out of the new permit.</p>

ACTIONS FOR 1ST REPORTING PERIOD TO JUNE 2011	PERFORMANCE INDICATORS	ACHIEVEMENTS AGAINST THE ACTIONS TO 30 JUNE 2010
Respond promptly to reported pathway and streetlight maintenance issues to maximise seniors' ease of access and safety on pathways.	<p>Pathways and streetlights are repaired within the timeframes of agency standards.</p> <p>Seniors Information Service accepts referrals to TAMS and ACTEW about pathway and lighting issues.</p>	<p>Canberra Connect provides full service during office hours for the receipt of complaints about footpaths and lighting issues and an emergency service for after hours calls. For streetlight issues other than outages, however, the Seniors Information Service should be advised to forward correspondence directly to Roads ACT. It should be noted that ActewAGL no longer receives calls from the public on streetlight matters.</p> <p>Roads ACT has a responsive repair and replacement service for footpaths. Hazards are barricaded off as soon as possible. Urgent repairs are completed on a same day basis. Non-urgent repairs are carried out in three to seven days. Once repairs to remove hazards are completed, replacement of failed sections are undertaken, as necessary, on a priority basis and subject to maintenance funding.</p> <p>Roads ACT currently has a 10-day repair time for single streetlight outages reported to Canberra Connect. Through negotiation with the streetlight maintenance contractor, if this is identified as an access route for senior citizens and there is only a single street light outage where a globe requires changing, the response time may be lowered to seven days.</p>
Support older people to assess their driving competency and, where appropriate, to better regulate their driving habits or explore alternative transport options.	<p>Number of 'Older Driver Handbooks' distributed to drivers when they turn 75 years old.</p> <p>Number of driver assessments done through the Driver Assessment and Rehabilitation Service for those aged 75 years and over.</p>	<p>During 2009–10, 2700 handbooks were distributed.</p> <p>During 2009–10, 147 assessments were carried out.</p>

### For more information

Director, Governance and Communications  
Phone: (02) 6207 5040



## B1 COMMUNITY ENGAGEMENT ACTIVITIES TABLE

**Key: Outcomes**

- A Strengthened partnerships and informed the community  
 B Improved mutual understanding  
 C Deepened participation and involvement in the community  
 D Built capacity and collaborated with the community

**Key: Approximate number consulted**

- \* Open to all residents in the community  
 + Open to all residents in the suburb/peak industry

LINE AREA	PROJECT	CONSULTATION PROCESS	GROUPS/ INDIVIDUALS CONSULTED	APPROXIMATE NUMBER CONSULTED	OUTCOME
<b>Transport and Infrastructure Division</b>					
Canberra Connect (Archives ACT)	<i>Territory Records Act 2002</i> review	TAMS website, ACT Community Noticeboard, media release, letters to peak industry, public meeting	ACT community, peak industry groups, other government departments	*	B
Transport regulation and planning	Sustainable public transport strategic network plan	TAMS website, advertising, media release, online survey, hardcopy survey, letters to peak industry groups, briefings, stakeholder interviews, public workshops	ACT community, peak industry groups, TAMS Community Advisory Group, other government departments	*	C
Transport regulation and planning	Footpath motorcycle parking	Stakeholder and peak industry meetings, working group	Stakeholders, peak industry groups, other government departments	+	B
Transport regulation and planning	ACT travel survey	Online survey, TAMS and regoACT websites, flyers, media release, ACT Community Noticeboard	ACT community, car registration renewals	2090+	C



LINE AREA	PROJECT	CONSULTATION PROCESS	GROUPS/ INDIVIDUALS CONSULTED	APPROXIMATE NUMBER CONSULTED	OUTCOME
Transport regulation and planning	ACT taxi industry review	Roundtable workshop, meetings, briefings, TAMS website, letters to stakeholders, ACT Community Noticeboard, media release, discussion paper, draft terms of reference	ACT community, Canberra Taxi Industry Association, Canberra Cabs, CabXpress, peak industry, stakeholders, other government departments	40+	C
ACTION	ACTION SmartCard ticketing system	Meetings	Tertiary institutions, high schools	+	A
ACTION	REDEX service	Survey	ACT community, bus commuters	+	C
Roads ACT	Lanyon Drive duplication	Displays, information of the TAMS website, advertising, media release, letterbox drop, briefings and public information session	ACT community, peak industry groups, TAMS Community Advisory Group	*	A
Roads ACT	Major road works	TAMS website, advertising, media release, letterbox drops, letters to peak industry groups	ACT community, peak industry groups, TAMS Community Advisory Group, other government departments	600+	A
Roads ACT	Stormwater upgrades in Chapman, Page, Deakin and Turner	Letterbox drop, media release	Local traders, peak industry groups, other government departments, local residents	+	A
Roads ACT	Belconnen Town Centre improvements	Briefings, stakeholder interviews, advertising, information on the TAMS and ACTION websites, signage	ACT community, peak industry groups, other government departments	*	A

LINE AREA	PROJECT	CONSULTATION PROCESS	GROUPS/ INDIVIDUALS CONSULTED	APPROXIMATE NUMBER CONSULTED	OUTCOME
Roads ACT	ACT Cycling and Walking Path priority report	Briefings, stakeholder interviews, advertising, TAMS website, displays, ACT Community Noticeboard, media release, hard copy and online survey	ACT community, peak industry groups, other government departments, community councils	*	C
Roads ACT	Gungahlin Drive Extension (GDE) Stage 2	Displays, signage, advertising, ACT Community Noticeboard, TAMS and GDE websites, media release	ACT community, peak industry groups, other government departments, community councils	*	A
Roads ACT	Roadside memorials in the ACT	TAMS website, ACT Community Noticeboard, hard copy and online surveys, media release, letters to peak stakeholders	ACT community, peak industry groups, other government departments	176+	C
Roads ACT	40 km/h speed limits around shopping centres and community facilities	Workshops, stakeholder meetings, TAMS website, ACT Community Noticeboard, online and hardcopy questionnaire, TAMS website, media release	ACT community, peak industry groups, other government departments	775	C
Roads ACT	Tharwa bridge restoration	TAMS website, ACT Community Noticeboard, media release, letterbox drops	ACT community	*	A
Roads ACT	Road safety strategy	Advertising, stakeholder interviews and briefings	ACT community, peak industry groups, other government departments	*	A
Roads ACT	Road safety survey	Telephone survey, media release	ACT community	1000	C

LINE AREA	PROJECT	CONSULTATION PROCESS	GROUPS/ INDIVIDUALS CONSULTED	APPROXIMATE NUMBER CONSULTED	OUTCOME
<b>Territory Services Division</b>					
Territory Venues and Events	Canberra Stadium and Manuka Oval master plans	Displays, TAMS and Canberra Stadium websites, advertising, media release, letters to peak industry groups, briefings, stakeholder interviews, information sessions, internet blog, feedback forms	ACT community, peak industry groups, community councils, other government departments	*	C
Territory Venues and Events	Stromlo Forest Park master plan and feasibility study	Media release, advertising, information sessions, TAMS and Stromlo Forest Park websites	ACT community, peak industry groups, event attendees, other government departments	*	C
Sport and Recreation Services	Gungahlin Leisure Centre feasibility study	Stakeholder briefings and consultations	Stakeholders (sport and community bodies) and other government departments	30+	B
Sport and Recreation Services	Canberra Olympic Pool long-term options study	Stakeholder briefings and consultations	Stakeholders (sport and community bodies) and other government departments	30+	B
Sport and Recreation Services	Lyneham Precinct master plan	TAMS website, media release, advertising, request for community comment, ACT Community Noticeboard	Stakeholders (sport and recreation), ACT community and community groups	*	C
Sport and Recreation Services	Gungahlin Leisure Centre forward design study	Stakeholder briefings	Stakeholders (sport and community bodies) and other government departments	+	B

LINE AREA	PROJECT	CONSULTATION PROCESS	GROUPS/ INDIVIDUALS CONSULTED	APPROXIMATE NUMBER CONSULTED	OUTCOME
ACT Library and Information Service	Kingston library	TAMS and ACT public library websites, letters to peak industry groups, consultative committee, media release, ACT Community Noticeboard, advertising, flyers	ACT community, peak industry groups, stakeholders, TAMS Community Advisory Group, other government departments	+	A
ACT Library and Information Service	Gungahlin library	Letters to peak industry groups, briefings, stakeholder interviews, public workshops, consultative committee	ACT community, peak industry groups, TAMS Community Advisory Group, other government departments	+	C
ACT NOWaste	Market research for the commercial organic waste processing facility	TAMS website, ACT Community Noticeboard, peak industry briefings	ACT community, peak industry groups, other government departments	*	C
<b>Land Management and Planning Division</b>					
ACT Public Cemeteries Authority	Proposed Southern Cemetery and Crematorium	Displays, fact sheets, information on the TAMS and authority websites, advertising, media release, letterbox drop, online survey, hardcopy survey, phone survey, letters to peak industry groups, briefings, stakeholder interviews, information sessions	ACT community, peak industry groups, community councils, other government departments	*	D
Heritage	<i>ACT Heritage Act 2004</i> review	TAMS website, discussion paper, media release, advertising, letters to peak industry groups, briefings, stakeholder interviews	ACT community, peak industry groups, stakeholder groups, other government departments	20+	C

LINE AREA	PROJECT	CONSULTATION PROCESS	GROUPS/ INDIVIDUALS CONSULTED	APPROXIMATE NUMBER CONSULTED	OUTCOME
Parks, Conservation and Lands	Bunda Street upgrade	TAMS website, advertising, media release, newsletter, briefing sessions and information sessions, flyers	ACT community, local traders, peak industry groups, other government departments	*	B
Parks, Conservation and Lands	Deakin shopping centre	Displays, TAMS website, feedback forms, advertising, media release, letterbox drop, stakeholder interviews, stakeholder briefings	ACT community, peak industry groups, other government departments	*	C
Parks, Conservation and Lands	Tree replacement program	TAMS website, letterbox drop, letters to peak industry groups, briefings, media release	ACT community, peak industry groups	+	A
Parks, Conservation and Lands	Corroboree Park tree management plan	TAMS website, letterbox drop, letters to peak industry groups, briefings, public meetings, media release	ACT community, peak industry groups, other government departments	50+	C
Parks, Conservation and Lands	Horse holding paddocks	TAMS website, media, advertising, letters to peak industry groups, briefings, stakeholder interviews, draft statement of requirement	ACT community, peak industry groups, industry	+	B
Parks, Conservation and Lands	Belconnen skate park and Eastern Valley Way inlet project	Displays, TAMS website, advertising, feedback forms, events, media release, industry groups, briefings, stakeholder meetings, onsite public meetings	ACT community, peak industry groups, TAMS community advisory group, event attendees, other government departments, Ginninderra College, Canberra University	*	C

LINE AREA	PROJECT	CONSULTATION PROCESS	GROUPS/ INDIVIDUALS CONSULTED	APPROXIMATE NUMBER CONSULTED	OUTCOME
Parks, Conservation and Lands	Eastern Valley Way wetlands proposal	Displays, TAMS website, community meeting onsite, ACT Community Noticeboard, letterbox drop	ACT community, stakeholders	*	B
Parks, Conservation and Lands	Glebe Park works (shade sails and seating wall)	TAMS website, media release, flyers	ACT community, local traders and leaseholders	*	A
Parks, Conservation and Lands	Green Square consultation	Displays, TAMS website, media release, letter to traders and leaseholders	ACT community, local traders and leaseholders	*	B
Parks, Conservation and Lands	Forward design studies for Farrer, Scullin and Waramanga shopping centres	Displays, TAMS website, feedback forms, advertising, media release, letterbox drop, stakeholder interviews, stakeholder briefings	ACT community, peak industry groups, other government departments	*	C
Parks, Conservation and Lands	Hazard reduction works and tree planting at Lake Ginninderra	TAMS website, advertising, media release, letterbox drop	Local residents	+	A
Parks, Conservation and Lands	Fire hazard reduction works	TAMS website, advertising, media release, letterbox drop, briefings	ACT community	*	A
Parks, Conservation and Lands	Inner South and North dog parks	TAMS website, online survey, letters to local community groups, media release, ACT Community Noticeboard	ACT community, peak stakeholders, peak industry, other government departments	295+	C

LINE AREA	PROJECT	CONSULTATION PROCESS	GROUPS/ INDIVIDUALS CONSULTED	APPROXIMATE NUMBER CONSULTED	OUTCOME
Parks, Conservation and Lands	Eddison Park youth recreation facility	Stakeholder meetings, flyers, TAMS website, feedback via an internet blog	ACT community, peak industry groups, community council, community youth groups, school aged children and young adults	*	B
Parks, Conservation and Lands	Weston Park master plan	TAMS website, advertising, media release, online survey, hardcopy survey, letters to peak industry groups, stakeholder interviews, ACT Community Noticeboard, public meeting	ACT community, peak industry groups, other government departments	250+	D
Parks, Conservation and Lands	Draft plan of management for Tidbinbilla	TAMS website, advertising, media release, letters to peak industry groups, discussion paper, briefings, stakeholder interviews, ACT Community Noticeboard, consultative committee	ACT community, peak industry groups, other government departments	*	C
Parks, Conservation and Lands	Rabbit control in Mount Painter nature reserve	TAMS website, media release, ACT Community Noticeboard, letterbox drop	ACT community	+	A
Parks, Conservation and Lands	Fox poisoning at Mulligans Flat Woodland Sanctuary	TAMS website, media release, ACT Community Noticeboard, letterbox drop	ACT community	+	A



LINE AREA	PROJECT	CONSULTATION PROCESS	GROUPS/ INDIVIDUALS CONSULTED	APPROXIMATE NUMBER CONSULTED	OUTCOME
Parks, Conservation and Lands	Play space renewals	Letterbox drops, posters, public notice, online survey, feedback forms, media release, TAMS website, letters to peak industry groups	ACT community, peak industry groups, schools	Approximately 130	C
Parks, Conservation and Lands	Tuggeranong Town Park stage	Media release, advertising, TAMS website, briefings, stakeholder interviews, onsite information sessions, questionnaire, displays	ACT community, peak industry groups, event attendees, TAMS community advisory group, other government departments	26	C
Parks, Conservation and Lands	Community parks consultation	TAMS website, advertising, media release, presentations at local shopping centres, feedback forms, online surveys, stakeholder briefings	ACT community, peak industry groups, event attendees, other government departments	Approximately 720	C
<b>Corporate Support Division</b>					
Community Engagement and Communications	TAMS community forums	Invitation to peak industry and community stakeholders, roundtable discussions, forum	Peak industry groups, local community councils, stakeholders	+	B
Community Engagement and Communications	Cabinet in the community	ACT Community Noticeboard, TAMS and ACT community engagement websites	ACT community	*	B
Community Engagement and Communications	TAMS customer satisfaction survey	Telephone survey held every six months. Web summaries on TAMS website	ACT community	2000	C
Community Engagement and Communications	Community advisory group	TAMS consultative committee meeting held on regular basis	TAMS Community Advisory Group	8	C

LINE AREA	PROJECT	CONSULTATION PROCESS	GROUPS/ INDIVIDUALS CONSULTED	APPROXIMATE NUMBER CONSULTED	OUTCOME
Community Engagement and Communications	Canberra Show community information display	Large ACT Government display including fact sheets, giveaways	Event attendees	*	A
Community Engagement and Communications	Event evaluation <i>'round town</i> community events	Surveys and interviews conducted during events to inform future planning, pre- and post-event stakeholder meetings (to seek input and provide feedback), telephone and email contact to ensure regular communication. Event information on TAMS website	ACT community, peak industry groups, other government departments, local retailers	45 000	B

## B3 IMPLEMENTATION OF RECOMMENDATIONS OF ASSEMBLY COMMITTEE REPORTS

### REPORT NO. 24 OF 2003: INQUIRY INTO THE ROAD TRANSPORT (PUBLIC PASSENGER SERVICES) AMENDMENT BILL 2003

The Road Transport (Public Passenger Services) Amendment Bill 2003 gave effect to the government's taxi and hire car reform program announced in 2002. It included the introduction of an accreditation scheme for hire car operators; regulating powers to provide for categories of restricted hire cars; and regulating powers for the staged release of additional taxi and hire car licences by auction. The government response was tabled in June 2004. As reported in the TAMS 2006–07 Annual Report most of the recommendations have been addressed. Progress on the outstanding recommendations is:

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
That the arrangements for the Queanbeyan hire cars to operate in the ACT be formalised, but this not be restricted to any number and be subject to mutual recognition of accreditation standards in both the ACT and Queanbeyan.	Agreed. The introduction of accreditation for hire cars (as contained in the Bill) will provide the framework for mutual recognition with NSW hire cars. Any differences in licence values between NSW and the ACT may be barriers to mutual recognition. After the buy-back of hire car licences, the licence fees charged in each jurisdiction will become more closely aligned.	Cross-border hire car arrangement investigations have commenced and progressed during 2009–10.
<p>The committee recommends that the ACT Government should:</p> <ul style="list-style-type: none"> <li>• interpret 'community-wide' as region-wide because of the cross-border issues with NSW</li> <li>• work with the NSW Government to create a greater choice for consumers through a single taxi and hire car regulatory regime, as well as encouraging other network providers to come into the market.</li> </ul>	Agreed in part. A single ACT–Queanbeyan taxi area has been in place, either as a trial or a permanent arrangement, for over two years. The introduction of accreditation for hire cars will provide the framework for mutual recognition with NSW hire cars.	A proposal was put to the NSW Ministry of Transport but no approval was given. NSW allows ACT hire/wedding car operators to do cross-border trips into and out of NSW without NSW driver authorisation or vehicle licensing, subject only to NSW accreditation.

## REPORT NO. 29 OF 2007: ACTION BUSES AND THE SUSTAINABLE TRANSPORT PLAN

The committee made 47 recommendations. A number related to the development of Network 08; accessibility standards and services for the elderly and people with disabilities; promotion of Park 'n Ride, Bike 'n Ride and the walking school bus and the economic, social and environmental benefits of public transport use. The government tabled a response to the report in October 2009 which highlighted that a considerable number of the recommendations had already been implemented. Progress on the outstanding recommendations is:

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that as part of the review for Network 08 and future service planning, that relevant ACT Government agencies and the National Capital Authority review inter-town and Xpresso routes in view of the projected completion of the Gungahlin Drive Extension in 2008, and the proposed urban expansion in Molonglo.	<p>Agree. A comprehensive consultation process was undertaken prior to the design and implementation of Network 08. The Government is currently developing the <i>Sustainable Transport Action Plan 2010–2016</i>, which once developed will set the steps that the Government needs to take to meet our Sustainable Transport targets.</p> <p>Consultation is under way on this plan which will include a plan for public transport, cycling and walking, parking and the infrastructure that will be needed to support transport needs in the future.</p>	There were extensive community consultations regarding future service planning. During 2009–10, there were two workshops, one open forum and an online consultation process on the future of public transport service planning and public transport network design. The service planning included planning of public transport in eight phases of Molonglo development, and TAMS continues to work closely with LAPS, ACTPLA and the NCA (where relevant) to integrate public transport outcomes into land use planning. In addition, the REDEX rapid service was introduced in 2009–10 and will be fully integrated into the bus network from 2010–11 to support the inter-town corridor between Gungahlin to City and other major Commonwealth employment areas.
The committee recommends that the ACT Government continue to seek a federal government review of the statutory formula for Fringe Benefits Tax (FBT) concessions to remove the perverse incentive for increased kilometres of car travel, and/or to seek the extension of tax exemptions or other incentives to public transport users.	<p>Agree.</p> <p>FBT is the responsibility of the federal government. The ACT Government will pursue the issue as appropriate opportunities occur.</p>	The ACT participates in national transport working groups, and will continue to raise the issue of FBT through those channels.

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that ACTION develop Network 08 in explicit compliance with human rights principles.	Agree.  As part of planning for Network 08 ACTION conducted a comprehensive survey of passengers and their travel needs. The community, particularly those who do not regularly use the service, were also invited to comment on the factors that would encourage their future use of the service.	There will continue to be extensive consultations regarding future services/ network planning.
The committee recommends that the ACT Government continue to support the delivery of <i>Travelsmart</i> or equivalent programs in Canberra.	Agree.  The ACT Government has completed <i>Travelsmart</i> programs for 11 000 households in Belconnen and approximately 30 schools. The effectiveness of the <i>Travelsmart</i> household program was evaluated by an independent consultant with the results showing a reduction in car travel of 12.7 per cent within the project area.	Travel behaviour change/ travel promotion is included on a project by project basis as part of the <i>Transport for Canberra</i> package funded in the 2010–11 ACT Budget. For example, each new Park'n Ride facility will be promoted to nearby residents, and TAMS and the LDA will promote public transport, cycling and walking options to residents in new medium density developments along Flemington Road. The implementation of specific <i>Travelsmart</i> programs will be considered in the future with reference to <i>Transport for Canberra</i> (when finalised).
The committee recommends that ACTION, when developing Network 08, review the comments made in submissions to this inquiry about ACTION services in general, and about particular bus routes in Network 06.	Agree.  The comments have been examined and have been addressed as far as possible in designing the new network. Network 08 provided a significant improvement on Network 06 as it attended to poor frequency (resulting in long waits for service and/or connections), inadequate service span (services starting too late or finishing too early) and the pattern of urban development which has placed new requirements on the bus service with regard to travel requirements.	Further improvements, including the permanent adoption of the REDEX rapid service, will be included in a new network from late 2010.

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that as part of the development of Network 08, that ACTION reviews its bus timetables to ensure that services are not avoidably clustering.	Agree.  New schedules and timetables were introduced for Network 08, with limited clustering of services (where possible).	Network 2010 will include a number of improvements to avoid clustering of services, particularly in central Canberra and south Belconnen.
The committee recommends that the ACT Government not support any weakening of the Disability Standards for Accessible Public Transport in the context of the five-yearly review of the standards.	Agree.  The ACT Government has and continues to express public support for the disability standards. The government will examine options to improve monitoring of compliance with the disability standards. The government's fleet replacement strategy which aims to achieve 55 per cent of the fleet be fully accessible by 2012 is a demonstration of the government's commitment to the current standards.	TAMS is creating a reporting template to assist operators to understand their legal obligations under the Act and document the steps they are taking to meet those obligations.
The committee recommends that ACTION continue to consult closely with disability advocacy groups and individuals, and continue to adapt its services for people with disabilities, consistent with human rights principles.	Agree.	ACTION chairs an Accessible Transport Group. It has members from various groups and individuals with interests in relation to accessible transport. The group meets monthly to ensure continued consultation on the delivery of accessible transport.
The committee recommends that the ACT Government continue to lobby for increased Australian Government funding for public transport improvements, including for more accessible services.	Agree.  The government notes that the mechanisms for obtaining federal government funding are limited. However, where there is an opportunity to seek support for improved public transport from the federal government the ACT Government will ensure that opportunity is pursued.	The ACT Government seeks funding for public transport improvements when available.

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that the ACT Government examine the role of community transport provided by Regional Community Services under the Home and Community Care Program, with a view to strengthening this program to assist it in providing alternative, affordable and flexible transport options for the elderly and people with disabilities.	Agree.  The ACT Government provided funding in 2007 for the introduction of a community on-demand, wheelchair accessible mini-bus service to supplement public transport. This initiative benefits older Canberrans and others isolated by lack of transport options – such as people with a disability, new migrants, and people who may be temporarily unable to move easily in their community. Six mini-buses provide on-demand bus services. The on-demand services are administered by regional community services.	The Home and Community Care Program is funded and administered by ACT Health with support from the federal government. The community on-demand wheelchair accessible mini-bus service is funded by the ACT Government and administered by the Department of Housing and Community Services (DHCS) in conjunction with ACTION. ACTION leases and maintains the vehicles and DHCS employs drivers and delivers the service. Since its introduction the service has been well-used. A review of options for community on-demand services will occur in 2010–11.
The committee recommends that the review of government concessions be completed, and that favourable consideration be given to extending the permitted use of ACT Seniors Cards for concession travel on ACTION buses, as soon as is reasonably practicable.	Agree.  In 2007 the ACT Government introduced an initiative to allow all holders of an ACT Seniors Card to use concession fares on ACTION buses during peak periods. Previously non-aged pension ACT Seniors were not eligible for concession travel in the peak periods.	All holders of a Seniors Card issued by any Australian state or territory are eligible for concession travel at any time.
The committee recommends that demand-responsive travel be re-examined for possible future re-introduction to the ACT, once an integrated SmartCard ticketing system is in place and functioning effectively, and the Belconnen interchange has been refurbished or replaced.	Agree.  ACTION's new SmartCard ticketing system will be introduced in the second half of 2010.	The government has funded an examination of demand responsive transit under the <i>Transport for Canberra</i> program. The investigation will be undertaken during 2010–11.



RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that the Minister for Health and the Minister for Territory and Municipal Services include the ACT Walking School Bus Program within a broad marketing and health promotion campaign linking physical activity with sustainable transport, including ACTION bus services.	Agree.  ACT Health and TAMS have agreed to collaborate to promote active transport in the ACT. The ACT Government has provided three year funding to ACT Health for the Walking School Bus Program.	The ACT Walking School Bus program is managed by the YWCA of Canberra and supported by the ACT Government under the ACT Health Promotions Grants Program. ACTION promotes the ACT Walking School Bus Program on its website under 'School Services'.
The committee recommends that the ACT Government work with the Australian Institute of Sport and sporting clubs in the ACT to enlist one or more high profile athletes to assist in promoting physically active sustainable transport options in the ACT.	Agree.	TAMS will investigate options to engage local sporting personalities to assist in promoting physically active sustainable transport options.
The committee recommends that the ACT Government assist the YWCA of Canberra to secure adequate and sustainable long-term funding to support the growth and development of the ACT Walking School Bus Program.	Agree in principle.  This program has benefits in several areas, including children's health, sustainable transport, environment and school children's safety. The program has a web link established with ACTION's web site providing information on school bus services and on regular route services.	The ACT Government supports the growth and development of the ACT Walking School Bus Program. ACT Health has provided funding for its implementation over three years.

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that pay parking be introduced in all major employment areas in the ACT, with restrictions on long stay parking in nearby areas, but with incentives provided for multi-occupant vehicles. Where the federal government is responsible for pay parking policy, the committee recommends that the ACT Government encourage the implementation of a pay parking regime.	<p>Agree.</p> <p>Pay parking is in place in the city and those town centres which are major employment areas. ACT Government car parks provide short-term parking closest to retail and commercial areas, where short term parking is needed for customers and clients to have convenient access to these businesses. Long-stay, commuter parking is provided in car parks further away from the retail and commercial activity. The ACT Government will continue to provide incentives for multi-occupant vehicles, such as the 3 for Free scheme, where this is feasible in ACT Government car parks.</p> <p>While it is, ultimately, a matter for the federal government to determine whether pay parking will be introduced in areas under its control, it will be important for pay parking to be introduced in a coordinated way, so that the impact of the introduction of pay parking can be effectively managed (for example, to avoid displacement and overspill issues). The ACT will continue working with federal government agencies on the introduction of pay parking.</p>	The ACT Government continues to advocate pay parking within the Parliamentary Triangle, and is an active participant on an inter-agency working group along with the NCA and other stakeholders.
The committee recommends that the Minister for Territory and Municipal Services ensure that visitor information placed by ACTION in ACT tourism publications includes both the ACTION phone number and web address.	<p>Agree.</p> <p>It is normal practice for ACTION's phone number and web address to be displayed in advertising and every effort will be made to ensure both appear in the future.</p>	ACTION has developed an information brochure specifically to help tourists to use the service and has distributed these to all major attractions.
The committee recommends that ACTION ensure that its call centre number is more prominent in future telephone directories for the Canberra–Queanbeyan–Yass region.	<p>Agree.</p> <p>As part of improving customer information, ACTION's call centre number is more prominent in the telephone directory.</p>	Completed.

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that the Minister for Territory and Municipal Services ensure that ACTION bus services for the Causeway area are reviewed, taking account of the views expressed in submissions to this inquiry.	Agree.  Services were reviewed as part of Network 08 and improvements in services to the Causeway implemented.	Completed.
The committee commends the initiative in the ACT Government's Climate Change Action Plan permitting cyclists who use the bike bus racks to travel without charge as this will reduce the likelihood that bus services will be delayed by cyclists using this service, as their fare payment time will be eliminated.	Noted.  Free travel on ACTION buses for cyclists mounting their bike on the rack was provided until June 2009. However, now that cyclists are used to using the bike racks, such an incentive is not necessary.	Completed.
The committee recommends that the Minister for Territory and Municipal Services consider better promoting the Bike 'n Ride service to increase its uptake during off-peak periods.	Agree in principle.  ACTION's Bike 'n Ride service is well patronised. In addition, ACTION has recently introduced a new policy for fold-up bikes. Fold up bikes that are designed to be carried on public transport can be carried on ACTION buses.	During 2009–10, 18 additional bike lockers were constructed to support Bike 'n Ride. The ACT Government provided \$0.7 million over three years as part of the 2010–11 <i>Transport for Canberra</i> Budget package to construct Bike 'n Ride facilities across the bus network. Additionally, bike racks will be provided to a number of key bus stops. The federal government provided funding of \$0.25 million to provide an additional two Bike 'n Ride cages.
The committee recommends that the ACT Government reopen the Woden depot for ACTION buses, and examine the viability of the provision of a gas re-fuelling station in north Canberra.	Agree.  From the second half of 2009, the former Woden depot will be re-opened as an operational overflow depot.  There is no operational requirement at this stage to establish a gas refuelling station in north Canberra.	The former Woden Depot reopened for operational overflow in April 2010.

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that the ACT Government ensures that adequate time is provided for driver rest breaks in Network 08.	Agree.  Driver rest breaks meet the current ACTION Certified Agreement. ACTION is currently timing all routes to ensure services are scheduled appropriately.	At 30 June 2010 a new Certified Agreement was being negotiated which will address the issues of driver rest breaks.
The committee recommends that the ACT Government increase bus fares for Network 08, but that an appropriate level of concession protection should continue for disadvantaged and low income passengers.	Noted.  ACTION bus fares were increased in July 2009. The government has agreed to include tertiary and concession fares in its Concessions review.	Fares were increased in July 2010 in line with indexation.
The committee recommends that ACTION consider the introduction of family fares on ACTION buses.	Not agreed.  ACTION will be introducing a new SmartCard ticketing system in 2010. The use of a family ticket will not identify the number of passengers boarding and alighting a bus or the origin and destination of the journeys. Patronage statistics is a key performance indicator for ACTION in its reports to the government and Legislative Assembly. This information is also vital for services planning.	

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that the ACT Government's strategic policy documents better engage with and more explicitly address the challenges likely to arise from declining supplies of fossil fuels.	<p>Agree.</p> <p>The ACT Government's sustainability framework document, <i>People Place Prosperity: a policy for sustainability in the ACT</i> states that sustainability for the ACT Government is about 'providing for people, protecting our place and creating prosperity – now and in the future.' Inherent in this, is the need to recognise those factors which will impact on future prosperity, such as challenges arising from declining supplies of fossil fuel.</p>	<p>Since the release of that document and the 2004 <i>Sustainable Transport Plan</i> (STP), there has been a substantially increased world wide focus on the issue of 'peak oil' and the implications of declining supplies of fossil fuel. There are many experts, around Australia and worldwide, who are predicting that declining fuel supplies and rising prices will reduce the level of travel using private vehicles and increase demand for efficient and environmentally sustainable public transport.</p> <p>The government is currently developing <i>Transport for Canberra</i>, which will include short-medium term actions to help implement the mode share targets in the STP. Encouraging people to use more sustainable forms of transport like public transport, cycling and walking, is part of the government's policy framework to deal with both climate change and fossil fuel shortages into the future.</p>
The committee recommends that Park 'n Ride services be extended to new sites as a priority action under the 2004 <i>Sustainable Transport Plan</i> .	<p>Agree.</p> <p>A new Park 'n Ride facility is being constructed at Mawson. In addition feasibility studies are being undertaken in 2009 to consider the suitability of sites at Erindale and Mitchell for Park 'n Ride and Bike 'n Ride facilities. A Park 'n Ride Strategy will be included as part of the <i>Sustainable Transport Action Plan 2010-2016</i> (when finalised).</p>	<p>The <i>Transport for Canberra</i> program provided \$4.1 million over four years to expand and promote the network of park and ride facilities across the ACT. A new Park 'n Ride facility was opened at Mawson in early 2010.</p>

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that ACTION's information services be improved and that targets be developed to assist with monitoring the implementation of those targets.	<p>Agree in part.</p> <p>ACTION has improved its information services and communication of services, leading up to the introduction of Network 08 and beyond. Improvements included the supply and distribution of new timetables, new timetable bollards, improved <i>Disability Discrimination Act 1992</i> compliant signage at interchanges and major bus stops, promotion of ACTION's bus services.</p>	The ACT Government provided \$0.1 million in 2009–10 for improved information which facilitated the development, printing and distribution of a number of user guides (general user guide, tourist user guide and Parliamentary Triangle user guide). This funding also provided for improved information at bus stops, major stations and interchanges. Public transport information will continue to be improved in line with the finalisation of <i>Transport for Canberra</i> .
The committee recommends that the Chief Minister's Annual Report Directions be amended to require that each agency report on the actions it has taken to implement specified actions in the <i>Sustainable Transport Plan 2004</i> (STP), including initiatives to support employees' use of sustainable transport.	<p>Agree in principle.</p> <p>The STP progress reports in TAMS already include progress reports on implementation of STP actions by other agencies. The <i>Sustainable Transport Action Plan 2010–2016</i> (STAP) will also include a detailed reporting and monitoring framework to track the implementation of its actions across the government, including STAP progress reports in the TAMS annual reports from 2009–10.</p> <p>The government continues to support the simplification of annual reporting requirements for the ACT public sector, acknowledging that this requires balancing the interests of simple and streamlined government reporting with the recommendations of Assembly Committees and public accountability. It is government's view that policy implementation reporting should be co-ordinated by relevant policy departments, in this case TAMS, rather than included in each agency's reports.</p>	ACTION reports against STP targets through its Strategic and Accountability Indicators published annually in the Budget papers.

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that when developing Network 08, that ACTION focus on the integration of services, convenience, frequency, safety, comprehensibility and accessibility of services.	Agree in principle.  All of these principles were applied as far as possible in the development of Network 08. It should be recognised, however, that at times these principles may be in conflict. For example, to achieve a more frequent service, it may be necessary for parallel services to be removed, requiring passengers to walk further to a bus stop.	All of these principles were applied as far as possible in the development of Network 08, and will be continued to be considered in subsequent network planning. It should be recognised, however, that at times these principles may be in conflict. For example, to achieve a more frequent service, it may be necessary for parallel services to be removed, requiring passengers to walk further to a bus stop.
The committee recommends that resources be provided for the development, implementation, monitoring and evaluation of workplace sustainable transport plans.	Agree in principle.  The ACT Government will consider how the workplace sustainable transport (transport option) plan, which has been undertaken with a large federal employer, could be implemented within ACT Government. The role of these and similar travel demand management programs will be addressed further in the <i>Sustainable Transport Action Plan 2010-2016</i> .	This will be considered as part of the <i>Transport for Canberra</i> plan.
The committee recommends that the ACT Government amend the <i>Discrimination Act 1991</i> (ACT) to require public bodies to promote access, equity and equality.	Not agreed.  It is not necessary to legislate to ensure ACT Government agencies promote access, equity and equality. These outcomes can be achieved through a range of administrative mechanisms.	
The committee recommends that the Sustainable Transportation Contribution Fund proposed in the ACT Government's 2007 Draft ACT Parking Strategy be progressed.	Agree in principle.  Mechanisms to deliver a Parking Offset Fund are being investigated in 2009 to help finalise the Parking Strategy, which will form part of the <i>Sustainable Transport Action Plan 2010-2016</i> .	This fund is under review.



RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that TAMS favourably consider the strategic priorities of increasing patronage, improving economic sustainability, and improving environmental sustainability.	Agree.  These issues are being addressed in the development of a Public Transport Strategy on which TAMS has conducted substantial public consultation during 2009.	A draft public transport strategy was developed during 2009-10 based on extensive public consultation and strategic investigation. The final strategy will be released in 2010 as part of <i>Transport for Canberra</i> , and will reflect these principles (which are already reflected in the existing STP framework).
The committee welcomes the proposed introduction of real-time information for ACTION bus services.	Noted.  The government acknowledges the benefits of introducing real-time information technology and supports its introduction. The introduction of ACTION's new SmartCard ticketing system is the first phase of the introduction of real time information is the provision of on-bus technology to display timing points. This facility is being implemented now with the new fleet. The next phase is to display this information on platforms, which will follow the implementation of the new ticket system.	The ACT Government provided \$12.5 million over three years to implement a real time passenger information system as part of the 2010-11 <i>Transport for Canberra</i> Budget package.
The committee recommends that bus travel time relative to cars be measured and reported.	Agree in principle.  The feasibility of establishing a program of travel time measures and reporting will be examined in the context of developing a Public Transport Strategy and the <i>Sustainable Transport Action Plan 2010-16</i> .	The implementation of the Real Time Information System will track buses and be able to report on average travel speeds of buses. Similar measurement on cars are resource intensive; however, TAMS will work with Austroads to identify smart monitoring options.
The committee commends the Poetry in ACTION initiative and recommends that it be continued.	Noted.  The government is supportive of the use of advertising on buses to promote the arts. This initiative is proposed to be ongoing.	This program is continuing.

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that the Minister for Territory and Municipal Services suggests to PR Edge that the cover theme for future White Pages telephone directory for Canberra, Queanbeyan and Yass, relate to a sustainable transport theme, and if possible, include an image of the Canberra Bus Map on the front cover for the local directory.	Noted.  This suggestion will be considered for future marketing campaigns.	This will be considered for future marketing campaigns.
The committee recommends that the maps in the Yellow Pages include ACTION bus routes and bus stops.	Noted.  The feasibility of this proposal has been explored. However, additional information on these maps would be difficult for customers to read.	Due to the changing nature of bus timetables, this is not recommended.
The committee recommends that ACTION should increase its marketing efforts and promote public awareness of the economic, social and environmental benefits of public transport use.	Agree.  Additional funding was provided in the 2007–08 Second Appropriation Bill to increase marketing and public awareness of ACTION's services.	Completed.
The committee recommends that every ACTION bus stop should provide a user-friendly current timetable and route map, and information about the closest alternate route bus stop.	Agree in principle.  ACTION continues to enhance the provision of information at bus stops, with the successful implementation of bollards at major stops and interchanges. ACTION aims to provide timetable information at every alternate stop as an ongoing program of customer improvement.	ACTION is undertaking a program to provide timetable information at an additional 500 stops in Canberra.

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that the STP not be substantially amended in relation to its references to busways.	<p>Agree.</p> <p>The STP provides a strategic framework to guide planning, development and implementation of a sustainable transport system for Canberra over a 25-year period. The STP has identified busways, will form part of the forward planning for improved services as part of the <i>Sustainable Transport Action Plan</i>.</p> <p>The government's implementation of the STP—and commitment to achieving the STP mode share targets—continues to be progressed in 2009 through the development of the STAP. Included in this plan will be a Public Transport Strategy that sets out a long-term backbone network for the public transport system. It is important to establish the long-term geography of the transport system before making detailed decisions about particular technologies (busways, light rail etc).</p>	The ACT Government developed a <i>Transport for Canberra</i> program for 2010–11 within the policy framework of the <i>Sustainable Transport Plan</i> , and committed four years of funding to a \$97 million program to implement key sustainable transport projects.
The committee recommends that ACTION assess the feasibility of reintroducing a loop bus service or city circulator through central Canberra and the Parliamentary Zone.	<p>Agree.</p> <p>TAMS is working with the Canberra CBD Limited on a feasibility study to define the route.</p>	The ACT Government has been working with Canberra CBD Limited to more clearly communicate and promote the high volume of frequent services that already operate through central Canberra and the Parliamentary Zone. Following some route re-timing, targeted promotion in this area will be announced later in 2010.
The committee recommends that the ACT Government encourage major employers in the ACT, including the ACT Public Service, to introduce bike fleets at their workplaces.	<p>Agree.</p> <p>The ACT Government will promote bike fleets at work places as part of any <i>Travelsmart</i> work place projects. A number of ACT Government workplaces, including Macarthur House (TAMS and DECCEW) already have bike fleets in place.</p>	The ACT Government will promote bike fleets at work places as part of any <i>Travelsmart</i> work place project. A number of ACT Government workplaces, including Macarthur House (TAMS and DECCEW) already have bike fleets in place.

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that the ACT Government assess the Adelaide, Melbourne and Sydney initiatives on inner-city cycling as part of an assessment of a possible trial of a free bike hire service for Canberra's town centres and universities.	Noted.  The ACT Government will examine the initiatives that support cycling, including free bike hire schemes, through the development of a cycling strategy as part of the <i>Sustainable Transport Action Plan 2010–2016</i> .	This will be considered as part of <i>Transport for Canberra</i> .
The committee recommends that ACTION review the frequency of services as a priority issue and increase frequency where that would be consistent with human rights principles, stakeholder feedback and the goals of the <i>Sustainable Transport Plan</i> .	Agree.  The ACT Government has already made progress towards improving the frequency of public transport services since this report was tabled. The REDEX Trial will also provide high frequency services.	In the immediate term, the REDEX rapid will be a permanent part of the bus network from 2010–11, and will be extended further east into Fyshwick.  In the longer term, the Public Transport Strategy that is currently being finalised as part of <i>Transport for Canberra</i> proposes a 'frequent network' of rapid and local services to form a fast, reliable backbone for public transport in Canberra by 2031. Plans have been developed by TAMS, ACTPLA and other stakeholders for progressive implementation for short, medium and long-term elements of the frequent network.  The <i>Draft Strategic Public Transport Network Plan</i> proposes minimum speed targets for the frequent network. A speed standard means that these particular routes would attract priority for infrastructure spending and public transport priority measures (bus lanes, rapid transit etc.) to ensure the speed standard is maintained if congestion increases.

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that the ACT Government progress the upgrading, at the earliest opportunity, of the bus interchanges at Woden and Belconnen.	<p>Agree.</p> <p>The government continues to progress planning for upgrading interchange facilities as part of a larger plan to improve bus operations in and around the Belconnen Town Centre. These improvements will involve layover and additional bus stop facilities as well as the integration of bus stop facilities into the Westfield Shopping Centre. These developments are currently being constructed and scheduled to be completed by the end of next year.</p> <p>Relevant agencies on behalf of the government have commenced negotiations with Westfield regarding Woden bus interchange.</p>	<p>Improvements to the bus operations in and around the Belconnen Town Centre are ongoing.</p> <p>The government is discussing with Westfield a similar concept for the Woden bus interchange.</p>

## REPORT NO. 33 OF 2008: ANNUAL AND FINANCIAL REPORTS 2006–2007

The government tabled a response in March 2009.

The committee made two recommendations which related to TAMS.

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The ACT Government clarify the future of the two busway projects and the progress of the Real Time Passenger Information System implementation.	<p>Agreed.</p> <p>The <i>Sustainable Transport Plan 2004</i> (STP) identified the transport corridors from Belconnen to the city and Gungahlin to the city as key short-term priorities. It acknowledged that a bus based system offers the flexibility to reinforce transport corridors progressively through bus priorities and right of way arrangements. In relation to the Gungahlin to city corridor, the government has already constructed a bus lane on Flemington Road and completed a feasibility study in relation to a segregated bus lane along Northbourne Avenue. The government considers the Northbourne Avenue project is a medium-term priority, which would only be progressed once more fundamental improvements are made to ACTION bus services. A preliminary assessment of the possible route for the Belconnen to city busway has been completed, which will enable the reservation of a route for a future transitway to be made. The 2008–09 Budget committed funding of \$3.5 million to progressively construct bus lanes and priority measures at the key intersections along this corridor. This will improve the travel time of bus commuters. The government has completed a concept design for a Real Time Passenger Information System (RTPIS). This process identified that RTPIS would be most cost effectively provided in conjunction with an upgraded bus ticketing system. As the first stage, the government has provided funding of \$8 million to upgrade ACTION's bus ticketing system. RTPIS will be considered as a medium term project.</p>	<p>The government recognises the importance of clearly identifying transport corridors between major employment, residential and other activity centres. The draft Public Transport Strategic Network Plan released in August 2009 for public consultation, indicates the location of those corridors, including the ones running between the City and town centres. The plan also outlines the steps which would be required in terms of improvements to infrastructure and services to achieve improved public transport patronage in line with the targets in the STP. Measures could include real time passenger information and dedicated transit ways. However, the timing of such initiatives would be considered with other competing priorities.</p>

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The ACT Government ensure the implementation of the STP is adequately resourced.	<p>Agreed.</p> <p>The ACT Government's STP is aimed at supporting alternative transport modes. To date, the government is on track to meet its 2011 targets for alternative transport. The 2008–09 Budget committed significant funding to progress a range of initiatives, consistent with the STP framework, for road infrastructure, public transport, parking management and cycling and walking. Specific STP implementation initiatives, committed in the budget process, include:</p> <ul style="list-style-type: none"> <li>• construction of bus lanes and bus priority measures (\$3.5 million)</li> <li>• construction of Park 'n Ride and Bike 'n Ride facility (\$0.53 million)</li> <li>• Belconnen town centre bus system improvement (\$16.5 million).</li> <li>• the replacement of around 100 buses over the next four years to improve the efficiency and accessibility of the ACTION fleet (\$49.5 million).</li> <li>• additional bus services by implementing ACTION's Network 08 (about \$38 million)</li> <li>• implementation of bike on bus initiative \$0.189 million</li> <li>• concession bus travel for seniors (\$1.173 million)</li> <li>• providing free travel on ACTION buses for residents over 75 years of age (\$0.5 million)</li> <li>• cycling and walking infrastructure upgrades (about \$1.5 million)</li> <li>• improving Cotter road on-road cycle connections (\$2.3 million).</li> </ul>	<p>In addition to the significant sustainable transport-related measures in the 2008–09 Budget, TAMS is leading the development of a <i>Sustainable Transport Action Plan 2010–2016</i> (STAP) to continue implementing the STP. The STAP will include long term strategies on parking, public transport, walking and cycling, and the transport infrastructure to support these strategies. It will detail actions and initiatives demonstrating how the government plans to meet transport demand and move closer to the targets of STP in the short to medium term. The STAP will be released in 2010.</p> <p>In the 2010–11 capital works program there are a number of construction programs that support the plan.</p> <ul style="list-style-type: none"> <li>• construction of walking and cycling facilities (\$1 million)</li> <li>• installation of bus shelters (\$0.5 million)</li> <li>• Bike 'n Ride facilities (\$0.25 million)</li> <li>• Park 'n Ride facilities (\$0.9 million)</li> <li>• accessibility improvements at bus stops (\$0.379 million)</li> </ul>



## REPORT NO. 34 OF 2008: INQUIRY INTO NAMADGI NATIONAL PARK DRAFT PLAN OF MANAGEMENT

The committee made 22 recommendations. These included recommendations about bushfire management and fire trails, the interim Namadgi Advisory Board, recreational horse riders, indicative guide to events and monitoring of usage by different groups. The government tabled a response in May 2010. Implementation of the recommendations is detailed below.

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
<p>The committee recommends that the Department of Territory and Municipal Services comply with the <i>ACT Government Community Engagement Manual</i>.</p> <p>(In particular, the requirement to respond to each individual submission providing information about how their submission influenced or otherwise, the final draft plan.)</p>	<p>Recommendation is noted.</p> <p>Organisations and individuals who made a submission on the draft plan received a letter or email of acknowledgement including information on the legislative actions required to finalise the plan. A report providing a summary of the key issues raised (<i>Namadgi National Park Draft Plan of Management – Report on Submissions</i>) was provided to the committee and is available on the committee website. The report will be promoted, including on the TAMS website, when the final plan of management is approved for release.</p> <p>While the <i>Community Engagement Manual</i> provides options for providing feedback (pages 10–11), it is acknowledged that ongoing communication is required during such a long and detailed planning process.</p>	<p>The government recognises the importance of community engagement and continues to comply with the <i>ACT Government Community Engagement Manual</i>.</p>

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that TAMS finalise the future role, if any, of the Interim Namadgi Advisory Board.	<p>Recommendation is agreed.</p> <p>Options for Aboriginal involvement in land management will be canvassed as part of the review of the <i>Nature Conservation Act 1980</i> and associated committees that may be established under, or separate to, legislation.</p>	<p>Parks, Conservation and Lands, the Office of Aboriginal and Torres Strait Islander Affairs and the Department for the Environment, Climate Change, Energy and Water are continuing discussions on the most appropriate way forward.</p> <p>The Chief Minister has requested that a meeting of former members of the Interim Namadgi Board of Management be convened to discuss the creation of a permanent board of management for the park (following individual discussions with signatories to the <i>2001 Agreement between the Territory and the ACT Native Title Claimants</i>).</p>
The committee recommends that TAMS update members of the Interim Namadgi Advisory Board on the status of the Board and thank members for their participation.	<p>Recommendation is noted.</p> <p>As outlined in the response to Recommendation 3, options for Aboriginal involvement in land management will be canvassed as part of the review of the <i>Nature Conservation Act 1980</i> and associated committees that may be established under, or separate to, legislation.</p>	Members of the interim board have been kept up-to-date on the status of the Board and thanked for their participation.

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
If the Interim Board ceases to function, the committee recommends that a joint management board be established for permanent cooperative management, taking into account the experiences and knowledge of the former Interim Namadgi Advisory Board members.	<p>Recommendation is noted.</p> <p>As outlined in our response to Recommendation 3, options for Aboriginal involvement in land management will be canvassed as part of the review of the <i>Nature Conservation Act 1980</i> and associated committees that may be established under, or separate to, legislation.</p>	<p>Parks, Conservation and Lands, the Office of Aboriginal and Torres Strait Islander Affairs and the Department for the Environment, Climate Change, Energy and Water are continuing discussions on the most appropriate way forward.</p> <p>The Chief Minister has requested that a meeting of former members of the Interim Namadgi Board of Management be convened to discuss the creation of a permanent board of management for the park (following individual discussions with signatories to the <i>2001 Agreement between the Territory and the ACT Native Title Claimants</i>).</p>
The committee recommends that any future advisory board is appropriately resourced and supported, including suitable remuneration arrangements for board members.	<p>Recommendation is noted.</p> <p>As outlined in our response to Recommendation 3, options for Aboriginal involvement in land management will be canvassed as part of the review of the <i>Nature Conservation Act 1980</i> and associated committees that may be established under, or separate to, legislation.</p>	<p>Parks, Conservation and Lands, the Office of Aboriginal and Torres Strait Islander Affairs and the Department for the Environment, Climate Change, Energy and Water are continuing discussions on the most appropriate way forward.</p>
The committee recommends that TAMS' outdoor recreation strategy should include an educative component to develop an understanding in the community on why certain activities are not permitted in national parks.	<p>Recommendation is agreed.</p>	<p>When developed, an outdoor recreation strategy will include an educative component to develop an understanding in the community on why certain activities are not permitted in national parks.</p>

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that Schedule 3 from the 2005 Namadgi National Park Draft Plan of Management 'indicative guide to events in Namadgi' be reinstated in the final plan of management.	Recommendation is agreed in principle.  An amended Schedule 3 which does not include caps on the size or number of events per year will be included in the final plan of management.	The plan has been amended to include the development of a policy document to guide the assessment of applications for events of different types and sizes within the park, including large events.
The committee recommends that TAMS evaluate the cost and environmental impact of creating a horse riding track parallel to Boboyan Road as an alternative to the realigned Grassy Creek fire trail, prior to allowing access to the Grassy Creek trail for the trial period.	Recommendation is not agreed.  Recently constructed fire trails provide horse riders with a safe alternative to riding along the Boboyan Road, therefore evaluation of a parallel track is unnecessary.	As identified in the <i>Strategic Bushfire Management Plan for the ACT</i> , Burnt Hill and Potters fire trails have been constructed from Mount Clear Horse Pound to the ACT/NSW border (at the Boboyan Road) and the Grassy Creek fire trail has been realigned along the ACT/NSW border.  These new fire trails provide horse riders with a safe and pleasant alternative to the Boboyan Road. Construction of a riding trail parallel to Boboyan Road is not needed and therefore an evaluation is unnecessary.
The committee recommends that, for consistency and clarity, the reference to horse feed in section 13.4 of the Plan should make reference to section 39.32 for more detail on horse feed requirements both prior to and during travel through the national park.	Recommendation is agreed.  Draft plan amended.	The plan has been amended.
The committee recommends that TAMS use a visitor log book at one of the combination locked gates along the Grassy Creek fire trail section of the realigned Bicentennial National Trail to assist in monitoring track usage by different user groups.	Recommendation is agreed.  Draft plan amended.	The plan has been amended.

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that TAMS erect signs at the combination locked gates along the Grassy Creek fire trail section of the realigned Bicentennial National Trail to reinforce the need for riders to remain on-track.	Recommendation is agreed. Draft plan amended.	The plan has been amended.
The committee recommends that the requirement for horses to be tethered at least 30 metres from lakes, streams, huts and camping areas be included in the plan of management to reinforce the importance of protecting the huts and surrounding areas as important cultural and environmental assets.	Recommendation is agreed. Draft plan amended.	The plan has been amended.
The committee recommends that signs be erected at huts indicating the above tethering requirements.	Recommendation is agreed. Draft plan amended.	The plan has been amended.
The committee recommends that the plan of management should include details of the monitoring and reporting arrangements that will be implemented to assess the trial use of the realigned Grassy Creek fire trail by recreational horse riders as an alternative to Boboyan Road on the Bicentennial National Trail.	Recommendation is not agreed. It is not appropriate to include detailed monitoring and reporting in the plan, however, the methodology and reporting will be available on the TAMS website.	The plan of management calls for a range of monitoring programs and it would be inappropriate for the detail of each program to be included in the plan. The methodology for monitoring the trial usage of the Grassy Creek fire trail which has been developed by Parks, Conservation and Lands will be provided on the TAMS website together with reports.
The committee recommends that TAMS require commercial recreational providers operating in Namadgi National Park to prepare environmental management plans for their operations in the park.	Recommendation is agreed. Draft Plan amended.	The plan has been amended.

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that TAMS adopt a one-year trial period for new operators as required under the Kosciuszko Plan of Management, or a similar arrangement, to ensure satisfactory performance of commercial operations, in keeping with the primary management objectives of the park.	Recommendation is agreed. Draft plan amended.	The plan has been amended.
The committee recommends that TAMS take into account the value of current community activities in the Gudgenby Homestead precinct when assessing the opportunities for re-use of the precinct for accommodation.	Recommendation is agreed. Draft plan amended.	The plan has been amended.
The committee recommends that the development of the subregional fire plans and bushfire operation plans for Namadgi National Park are developed in accordance with the policies set out in the plan of management, and ensure that the measures for ecological processes, catchment and biodiversity protection are integrated into park fire management practices.	Recommendation is agreed.	TAMS works closely with the Emergency Services Authority to achieve this outcome.
The committee recommends that the Emergency Services Authority develop version two of the Strategic Bushfire Management Plan in consultation with TAMS and with reference to the policies set out in the Namadgi Plan of Management.	Recommendation is agreed. Consultation with TAMS was undertaken.	Consultation was undertaken in the development of the Strategic Bushfire Management Plan for the ACT V2.
The committee recommends that the fire trails and access roads not be widened to float standard without further environmental assessment, taking into consideration the precautionary principle and current scientific research.	Recommendation is agreed. An environmental assessment is always undertaken for proposed developments of this type and may require the mandatory preparation of an Environmental Impact Statement under the <i>Planning and Development Act 2007</i> (Schedule 4 Part 4.3).	Fire trails and access roads will not be widened to float standard without an environmental assessment.

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that resources already allocated for widening fire trails and access roads be redirected to support the use of remote area fire teams, small machinery and air support.	<p>Recommendation is not agreed.</p> <p>TAMS has an obligation to undertake bushfire preparation for both fire protection and suppression purposes. Access is an important strategy for both protection (fire fuel management) and suppression.</p> <p>Upgrading fire trails to tanker and float standard (where needed), the establishment of helipads and training staff for remote area fire teams are all considered to be important strategies for preparing the ACT for fire events.</p>	If a fire trail is identified as requiring an upgrade to tanker or float standard, an environmental assessment will be undertaken and mandatory preparation of an Environmental Impact Statement under the <i>Planning and Development Act 2007</i> may be required.

## REPORT NO. 1 OF 2009: ANNUAL AND FINANCIAL REPORTS 2007–2008

The committee presented the report in the Legislative Assembly on 6 May 2009. A government response was coordinated by Chief Minister's Department and tabled in October 2009. Progress on the TAMS recommendations are:

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that future annual reports of the Department of Territory and Municipal Services include more detailed reporting on Australian Capital Tourism's activities, including visitation numbers and a breakdown by Tourism campaign and activities.	<p>Noted.</p> <p>TAMS annual reports include more detailed reporting on Australian Capital Tourism activities, the department prepared its annual reports in accordance with the Chief Minister's Department's directions and guidelines.</p>	Australian Capital Tourism no longer reports to TAMS.
The committee recommends that the ACT Government consider whole-of-life costs, including environmental impact, when deciding on IT equipment purchases.	<p>Agreed.</p> <p>InTACT already considers whole-of-life costs when deciding on IT equipment purchases. Environmental impact is particularly considered but not necessarily costed. These considerations currently form part of InTACT's tender template.</p>	These considerations form part of InTACT's tender template.



RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that Exhibition Park in Canberra (EPIC) encourage other event clients to adopt and implement the Folk Festival approach to waste removal and recycling options.	Noted.  EPIC will continue to make every effort to encourage improvements in waste removal and recycling. The new rubbish removal and recycling station is complete and has been operation since 1 September 2009. This facility includes a 23 cubic metre skip that holds all recyclable items until they are collected. In addition, there are 10 bins and numerous recycling bins throughout EPIC.	EPIC continues to make every effort to encourage improvements in waste removal and recycling.

### REPORT NO. 3 OF 2009: INQUIRY INTO THE CRIMES (BILL POSTING) AMENDMENT BILL 2008

The committee made seven recommendations. The government tabled a response in August 2009 with the government agreeing to four, agreeing in principle with two and noting one recommendation. Progress on the recommendations is:

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that the ACT Government facilitate adequate legal bill posting space in all local, group and town centres.	Agreed-in-principle.  The ACT Government is committed to significantly increasing the number of bill posting silos across Canberra. Priority for the placement of new silos will be given to town centre, group centres, then local shopping centres and will be based on data collected on bill-posting hot spots.	Nineteen silos have been installed.
The committee recommends that TAMS include information on its website about the locations of community noticeboards to increase community awareness of legal bill posting facilities.	Agreed.  The TAMS website will be updated to include the recommended information.	Completed.  Information on bill posting silos can be found on the TAMS website.
The committee recommends that when information on new silo locations is published, the ACT Government also reinforce the need for good poster etiquette.	Agreed.  A reference to good poster etiquette is currently published on the TAMS website. Poster etiquette, together with information related to the cleaning of the silo sites will be published when poster sites are officially launched.	Completed.  Information on poster etiquette can be found on the TAMS website.

RECOMMENDATION	GOVERNMENT RESPONSE	ACTION TO DATE
The committee recommends that, as additional bill posting silos become available, the ACT Government undertake an awareness campaign to inform the community about the requirements of any legislation affecting bill posting activities.	Agreed.  TAMS will publicise the new bill posting silos and the rules governing them via the ACT Government's Community Noticeboard and through TAMS media releases. Canberra Connect will also be informed and links placed on the ACT Government's website.	Completed.  TAMS has publicised the new bill posting silos on the TAMS website, via the ACT Government's Community Noticeboard and through departmental media releases. Canberra Connect has also been informed and links placed on the ACT Government's website.
The committee recommends that the ACT Government provide a link on the TAMS' bill posting webpage to the Roads and Public Places (removable signs) Code of Practice 2005 in order to direct the public to further information on the use of community signs.	Agreed.  An appropriate link to the Code (together with information on the code) will be established by 31 August 2009.	Completed.  Link to removable signs code is provided on the 'moveable signs' section of the TAMS website. Information is also provided about the bill poster arrangements including silos.
The committee recommends that, in future, relevant consultation processes by undertaken by the ACT Government prior to amendments bring proposed in the ACT Legislative Assembly.	The government notes the broad ranging nature of this recommendation and will continue to consult with the Canberra Community on a range of legislative and non-legislative proposals.	The government continues to consult with the Canberra community on a variety of issues, including legislative and non-legislative proposals.
The committee recommends that the commencement of the provisions in the Crimes (Bill Posting) Amendment Bill 2008 should be delayed for six months following the introduction of the Bill to enable the ACT Government to undertake a comprehensive awareness campaign. The Bill should not be brought into effect until legal bill posting facilities are readily available.	Agreed in principle.  It should be noted that the Bill provides for delayed commencement. Commencement should therefore be aligned with the 'roll-out' of the poster sites, rather than a strict six-month period after the passage of the Bill.	Bill poster silos are expected to be finished in July 2010. Commencement of the Bill will be progressed in 2010–11.

# C13 CAPITAL WORKS 2009–10

## NEW WORKS: MAJOR NEW WORKS

Project	Revised practical completion date	Original value (\$'000)	Revised value (\$'000)	Prior year expenditure (\$'000)	2009–10 expenditure (\$'000)	Total expenditure to date
<b>Roads ACT</b>						
Hume—Lanyon Drive upgrade—stage 2	Jun-11	11 000	11 000	0	5 591	5 591
Flemington Road bus lanes—Roads to Recovery	Sep-10	2 000	2 900	0	1 916	1 916
Cycling, signage, footpaths	Aug-10	9 200	9 200	0	3 078	3 078
Gungahlin College Precinct—offsite works	Sep-10	8 530	8 530	0	2 340	2 340
Kings Highway upgrade	Nov-11	20 000	20 000	0	1 714	1 714
Barry Drive bus lanes—Roads to Recovery program	Sep-10	2 500	4 500	0	4 142	4 142
Upgrade of airport roads	Jun-15	30 000	30 000	0	5 751	5 751
<b>Land Release Program</b>						
Bruce—Braybrooke Street extension	Sep-10	4 550	4 550	0	3 835	3 835
Coombs and Wright—water supply	Sep-10	2 000	2 000	0	466	466
Forde—Mulligans Flat Road extension and water quality control pond	Jun-12	13 500	13 500	0	3 579	3 579
Bonner—Western Distributor Road and sewer	Sep-10	11 000	11 000	0	4 505	4 505

Project	Revised practical completion date	Original value (\$'000)	Revised value (\$'000)	Prior year expenditure (\$'000)	2009–10 expenditure (\$'000)	Total expenditure to date
Harrison—Wells Station Drive Extension to Horse Park Drive	Jun-11	7 000	7 000	0	117	117
Lawson South—road intersections	Dec-10	7 000	7 000	0	3 056	3 056
Mitchell—Sandford Street extension to the Federal Highway	Jun-12	9 000	14 000	0	505	505
Casey—Clarrie Hermes Drive extension to the Barton Highway	Jun-12	21 000	21 000	0	280	280
<b>Transport Regulation and Planning</b>						
Park'n Ride and Bike'n Ride facilities in Erindale and Mitchell	Sep-10	120	120	0	93	93
Temporary surface car park—southern loop Commonwealth Avenue	Apr-11	0	900	0	0	0
<b>Sport and Recreation Services</b>						
Grant for development of a new basketball centre and player amenities	Jun-11	3 000	3 000	0	0	0
Gungahlin Enclosed Oval (sports complex)	Jun-12	6 000	6 000	0	36	36
Gungahlin Leisure Centre	Jun-12	1 000	1 000	0	0	0
Improvements to Griffith Oval	Jun-11	1 050	1 050	0	0	0
Lyneham precinct—Regional Tennis and Sports Centre—Stage 2	Jun-11	8 500	8 500	0	267	267

Project	Revised practical completion date	Original value (\$'000)	Revised value (\$'000)	Prior year expenditure (\$'000)	2009–10 expenditure (\$'000)	Total expenditure to date
<b>Territory Venues and Events</b>						
Motorsport funding	Jun-11	500	500	0	197	197
<b>Parks, Conservation and Lands</b>						
Canberra CBD upgrade program	Jun-14	12 000	12 000	0	298	298
Care for Nature Reserves	Jun-12	950	950	0	204	204
Covered barbeques	Jul-10	100	100	0	92	92
Mulligans Flat signage and paths	Sep-10	100	100	0	63	63
Shopping centre upgrade program—Red Hill and Lyons	Jun-13	8 000	8 000	0	0	0
Town and District Park upgrades	May-13	6 000	6 000	0	946	946
<b>Yarralumla Nursery</b>						
Restoration of Hobday's cottage and gardens	Aug-10	200	200	0	194	194
<b>Heritage</b>						
Heritage signs	Dec-10	100	100	0	29	29
Heritage signage—Acton Precinct	Sep-10	50	50	0	2	2
<b>Total major new works (excluding the capital upgrade program)</b>		<b>205 950</b>	<b>214 750</b>	<b>0</b>	<b>43 296</b>	<b>43 296</b>

## CAPITAL UPGRADE PROGRAM 2009–10

Project	Revised practical completion date	Original value (\$'000)	Revised value (\$'000)	Prior year expenditure (\$'000)	2009–10 expenditure (\$'000)	Total expenditure to date
CCTV at bus interchanges — continue upgrade and implementation program	Dec-10	850	850	0	635	635
Playground Safety Program— upgrade of open space playground assets to meet current Australian standards	Jan-11	910	910	0	601	601
City Central infrastructure replacement, including paving, lighting and street furniture	Jun-11	1 000	487	0	240	240
Mitchell—design and construction of reuse facility and shed	Jun-10	145	195	0	195	195
Facilities improvements— provides for upgrades to aging infrastructure, irrigation systems, pavilions and toilets at pools and ovals/district playing fields	Sep-10	1 560	1 560	0	1 317	1 317
Radio system upgrade	Dec-10	300	300	0	0	0
Mitchell—design and construction of household hazardous waste drop-off facility	Jul-10	120	170	0	170	170
Tree Replacement Program— locations in the inner north and inner south regions	Oct-10	150	150	0	67	67

Project	Revised practical completion date	Original value (\$'000)	Revised value (\$'000)	Prior year expenditure (\$'000)	2009–10 expenditure (\$'000)	Total expenditure to date
Toilet refurbishment	Jul-10	516	100	0	86	86
Landscape upgrade works across Canberra, including barbecues, park and street furniture in open space and shopping centres, shrub beds and bollards	Jul-10	210	210	0	209	209
Construction projects—upgrade of Lyons local shopping centre	Oct-11	900	300	0	220	220
Mugga—Stage 2 construction of a relocatable 12-metre high litter netting	Sep-10	95	95	0	95	95
Canberra Stadium—upgrade handrails to comply with new building codes	Aug-10	75	75	0	73	73
Canberra Stadium—improvements to site security systems and installation of access control system	Aug-10	255	268	0	270	270
Canberra Stadium—purchase of architectural and engineering plans	Jul-10	50	50	0	51	51
<b>Total capital upgrades program</b>		<b>7 136</b>	<b>5 720</b>	<b>0</b>	<b>4 229</b>	<b>4 229</b>
<b>Total new works</b>		<b>213 086</b>	<b>220 470</b>	<b>0</b>	<b>47 525</b>	<b>47 525</b>



## WORKS IN PROGRESS

Project	Revised practical completion date	Original value (\$'000)	Revised value (\$'000)	Prior year expenditure (\$'000)	2009–10 expenditure (\$'000)	Total expenditure to date
<b>Prior year capital upgrades</b>						
Urban landscape and built asset improvements	Oct-10	2 115	2 115	1 342	468	1 810
Street and park trees removal and plantings	Sep-10	330	330	268	40	308
Shopping centre improvements	Sep-10	3 250	3 250	1 487	1 214	2 701
Parks and reserves—improvements to playgrounds, recreational amenities and tracks	Oct-10	2 450	2 450	1 899	550	2 449
Urban open space	Nov-10	1 343	1 343	1 037	147	1 184
Heritage	Oct-10	406	406	246	131	377
Local shopping precincts upgrades	Sep-10	1 370	1 370	205	1 087	1 292
Urban open space—upgrades	Dec-10	1 557	1 557	220	845	1 065
<b>Total capital upgrades program</b>		<b>12 821</b>	<b>12 821</b>	<b>6 704</b>	<b>4 482</b>	<b>11 186</b>
<b>Roads ACT</b>						
Flemington Road duplication	Aug-10	20 000	20 000	4 607	12 266	16 873
Belconnen Town Centre—Cohen Street extension and replacement of bus interchange	Nov-10	16 500	23 500	4 574	12 014	16 588
Restoration of Tharwa Bridge	May-11	14 700	14 700	7 979	2 669	10 648
North-south arterial road for Molonglo suburbs	Jun-11	11 000	34 500	9	2 904	2 913
North Weston pond and bridge	Jun-11	12 000	20 000	11	4 399	4 410

Project	Revised practical completion date	Original value (\$'000)	Revised value (\$'000)	Prior year expenditure (\$'000)	2009–10 expenditure (\$'000)	Total expenditure to date
<b>Sport and Recreation Services</b>						
'Where Will We Play?' outdoor facilities water reduction strategies	Jun-12	8 000	16 000	1 351	105	1 456
Enclosed oval within Crinigan Circle, Gungahlin	Jun-12	400	400	12	167	179
Harrison—District Playing Fields	Sep-10	4 250	5 250	3 530	1 353	4 883
Throsby District Playing Fields and Netball Centre	Feb-11	600	600	131	390	521
Lyneham Sports Precinct Development—Stage 1	Jun-11	8 600	8 600	1 772	971	2 743
Phillip Oval <sup>1</sup>	Sep-10	2 200	4 000	2 143	2 017	4 160
<b>ACT NOWaste</b>						
Remediation of West Belconnen Land Fill Borrow Pit	Dec-12	2 783	2 783	36	250	286
West Belconnen Landfill Sullage Pit Remediation	Jun-12	800	800	17	368	385
New landfill for the ACT	May-13	850	850	41	92	133
Master plan for West Belconnen landfill	Sep-10	120	120	11	69	80
Master plan for Mugga Lane resource management plan	Sep-10	120	120	1	118	119
<b>Territory Venues and Events</b>						
ACT Motorsports Fund	Jun-14	8 000	150	125	25	150
Stromlo Forest Park—operations and access upgrade	Jul-10	1 840	1 840	1 219	692	1 911

1. Funding from insurance for \$561 000 has been received and will be expensed against this project.

Project	Revised practical completion date	Original value (\$'000)	Revised value (\$'000)	Prior year expenditure (\$'000)	2009–10 expenditure (\$'000)	Total expenditure to date
Stromlo Forest Park—landscape and amenity planning	Jul-10	230	230	119	98	217
<b>Parks, Conservation and Lands</b>						
Drought-proofing parks and open spaces	Apr-11	2 900	2 900	1 818	636	2 454
Establishment of regional community facilities and neighbourhood halls	Sep-10	2 000	2 400	53	2 203	2 256
Molonglo corridor tree planting	Oct-10	400	400	60	3	63
Upgrade of Bunda Street paving	Dec-10	3 650	3 810	5	678	683
Lake Ginninderra Foreshore—Stage 2 (Emu Inlet Upgrade)	Sep-11	3 200	5 850	759	122	881
Establishment of new nature reserves	Jun-11	948	948	220	444	664
The Sanctuary at Tidbinbilla—Stage 2 and Birrigai Outdoor School development	Jun-11	2 200	2 200	102	349	451
<b>Local initiatives package/2nd supplementary appropriation</b>						
Bill poster silos to city and district shopping centres	Jul-10	400	400	12	333	345
Road safety message signs	Sep-10	400	400	27	297	324
Glebe Park pavement replacement	Sep-10	1 600	1 600	13	828	841
Tuggeranong Town Park Stage	Aug-10	200	200	10	118	128

Project	Revised practical completion date	Original value (\$'000)	Revised value (\$'000)	Prior year expenditure (\$'000)	2009–10 expenditure (\$'000)	Total expenditure to date
Gungahlin Drive Extension—Stage 2	Jun-12	84 600	85 500	753	23 434	24 187
<b>Total works in progress</b>		<b>228 312</b>	<b>273 872</b>	<b>38 224</b>	<b>74 894</b>	<b>113 118</b>

## PHYSICALLY COMPLETE PROJECTS

Project	Completion date	Original value (\$'000)	Revised value (\$'000)	Prior year expenditure (\$'000)	2009–10 expenditure (\$'000)	Total expenditure to date
<b>Roads ACT</b>						
Tharwa Bridge foundation works—Roads to Recovery Program	May-10	11 000	6 100	0	5 979	5 979
Upgrade of Tharwa Drive—Stage 1	Apr-10	11 000	11 000	6 196	2 894	9 090
Community Paths Program—Jerrabomberra Wetlands and Nature Reserve	Jun-10	900	900	163	674	837
<b>Land release program</b>						
Fyshwick—additional road works and intersection upgrades	May-10	200	200	0	201	201
Woden Town Centre—Wilbow and Easty Streets infrastructure	Jun-10	3 500	3 500	2 464	497	2 961
Forde—access road and trunk sewer	Mar-10	1 700	1 700	507	994	1 501
<b>ACT Library and Information Service</b>						
Kingston—inner south library	Dec-09	890	890	0	890	890

Project	Completion date	Original value (\$'000)	Revised value (\$'000)	Prior year expenditure (\$'000)	2009–10 expenditure (\$'000)	Total expenditure to date
<b>Parks, Conservation and Lands</b>						
Lake Ginninderra Foreshore Upgrade—Stage 3	Jun-10	2 800	150	1	149	150
City West Infrastructure—Stage 2—Childers Street Precinct	Jun-10	3 000	3 000	2 298	297	2 595
New dog park	Jun-10	250	250	0	230	230
<b>Capital upgrades</b>						
Mugga—design and construction of non-potable water reuse	Jun-10	180	323	0	323	323
Manuka Oval—upgrade security to main office operations facility and function area in Bradman stand	Mar-10	200	230	0	230	230
<b>Prior year capital upgrades</b>						
City Centre infrastructure upgrades	Feb-10	330	330	119	171	290
ACT Library and Information Service	Jun-10	620	620	337	282	619
ACT Library and Information Service—upgrades	Jun-10	636	636	13	624	637
<b>Total projects physically complete</b>		<b>37 206</b>	<b>29 829</b>	<b>12 098</b>	<b>14 435</b>	<b>26 553</b>

## PHYSICALLY AND FINANCIALLY COMPLETE PROJECTS

Project	Completion date	Original value (\$'000)	Revised value (\$'000)	Prior year expenditure (\$'000)	2009–10 expenditure (\$'000)	Total expenditure to date
<b>Roads ACT</b>						
Additional seats and signage at bus stops	Jun-10	240	240	0	240	240
London Circuit pavement—Roads to Recovery	Jun-10	3 000	3 000	0	3 000	3 000
Northbourne Avenue pavement rehabilitation	Jun-10	6 100	2 000	0	2 000	2 000
Convention & Exhibition facilities—finalisation funding	Jul-09	350	432	337	95	432
Lanyon Drive upgrade (Monaro Highway to Sheppard Street)	Jun-09	5 000	5 000	4 397	416	4 813
Upgrade of Airport roads—Stage 1	Mar-10	15 000	15 000	13 840	1 165	15 005
Fyshwick—stormwater augmentation	Sep-09	3 800	3 800	3 626	174	3 800
Design of Edinburgh Avenue extension	Jun-09	250	250	79	0	79
Knowles Place South—road upgrade	Sep-09	500	100	63	19	82
Upgrade of Cotter Road	Dec-09	180	180	66	77	143
Upgrade of Airport Roads—Stage 2	Mar-10	16 000	16 000	10 925	5 090	16 015
Upgrade intersection of Flemington Road, Sandford Street and Morriset Road	Jul-09	100	100	77	0	77
Burgmann Anglican School access	Sep-09	500	500	397	17	414

Project	Completion date	Original value (\$'000)	Revised value (\$'000)	Prior year expenditure (\$'000)	2009–10 expenditure (\$'000)	Total expenditure to date
Rehabilitation of Majura Road pavement	Dec-09	130	130	108	19	127
Horse Park Drive Extension to Burrumarra Avenue	Aug-09	5 000	5 000	1 801	3 086	4 887
Bushfire Memorial entrance, car park, pedestrian trail and connection to Stromlo Forest Park	Aug-09	450	450	1	449	450
West Belconnen School—access road and amenity improvements	Apr-09	1 400	1 400	1 314	25	1 339
Community Paths Program—Cotter Road Cycle Connections	Aug-09	2 338	2 338	645	1 692	2 337
Cycling infrastructure	Apr-09	2 500	2 500	1 223	1 308	2 531
Gungahlin Drive Extension	Dec-09	53 000	117 150	117 133	3	117 136
<b>Land release program</b>						
Barton—intersection upgrade	May-10	100	100	0	85	85
Fyshwick—Canberra Avenue/Hindmarsh Drive—intersection upgrade	May-10	50	50	0	48	48
Hume West Industrial Estate—additional southbound lane on Monaro Highway	May-10	150	150	0	157	157



Project	Completion date	Original value (\$'000)	Revised value (\$'000)	Prior year expenditure (\$'000)	2009–10 expenditure (\$'000)	Total expenditure to date
Macgregor West—intersections and residential street improvements (feasibility study)	May-10	100	100	0	67	67
Gungahlin—Gundaroo Drive/ Mirrabai Drive—intersection upgrade	May-10	150	150	0	136	136
Franklin—extension of Wells Station Drive	Jun-10	6 600	6 600	6 240	29	6 269
Macgregor West—Parkwood Road infrastructure	Mar-10	1 200	1 200	551	649	1 200
Crace—road intersections infrastructure	Dec-09	3 000	2 481	2 456	297	2 753
<b>Canberra Connect</b>						
Accessibility and security improvements to Canberra Connect Shopfronts	May-10	353	353	214	138	352
<b>Sport and Recreation Services</b>						
Lakeside Leisure Centre refurbishment	Feb-10	4 000	4 000	3 622	405	4 027
Canberra Olympic Pool—replacement of air dome	Apr-10	2 000	2 000	1 973	28	2 001
<b>ACT NOWaste</b>						
Additional Regional Recycling Drop-Off Centres Study	Sep-09	30	30	0	27	27

Project	Completion date	Original value (\$'000)	Revised value (\$'000)	Prior year expenditure (\$'000)	2009–10 expenditure (\$'000)	Total expenditure to date
<b>Territory Venues and Events</b>						
Investment fund for accommodation, chairlift and related development at Stromlo Forest Park	Jun-10	300	300	200	104	304
Stromlo Forest Park—commercial and operational facilities	Jun-10	100	100	67	27	94
Replacement of Hawke and Menzies Stands, and upgrade of Bradman Stand, Manuka Oval	Nov-09	500	500	373	127	500
<b>Parks, Conservation and Lands</b>						
Fire trails upgrade	Jun-10	3 910	3 910	1 730	2 178	3 908
Predator-free sanctuary—Mulligans Flat	Jun-09	1 350	1 350	1 149	154	1 303
Heritage signage	Mar-10	350	350	321	32	353
<b>Capital upgrades</b>						
Forward Design Projects—suburban centre upgrades program	Cancelled	50	0	0	0	0
Pavement rehabilitation—selected sections—Northbourne Avenue	May-10	1 105	1 105	0	1 105	1 105
Traffic light upgrades—continue with upgrade of incandescent lamps and AWA Delta 2/3 Controllers	Jun-10	103	206	0	206	206

Project	Completion date	Original value (\$'000)	Revised value (\$'000)	Prior year expenditure (\$'000)	2009–10 expenditure (\$'000)	Total expenditure to date
Road safety improvements—including upgrade of traffic signals at Melrose/Hindmarsh intersection over two years	Jun-10	265	530	0	530	530
Road barrier improvements—selected high priority barriers on various arterial roads	May-10	160	160	0	160	160
Arterial road lighting	Jun-10	210	210	0	210	210
Armour cable replacement	Jun-10	370	370	0	370	370
Bridge strengthening—expand heavy mass limits network to include Monaro Highway and access to Fyshwick, Hume, town centres and group centres	Jun-10	525	525	0	499	499
Bridge safety fencing—continue implementation of screens on pedestrian and select vehicle bridges over arterial roads	Jun-10	600	1 200	0	1 200	1 200
Stormwater—selection of projects from previous studies	May-10	440	440	0	440	440
Stormwater augmentation program	Jun-10	2 937	2 937	0	2 937	2 937

Project	Completion date	Original value (\$'000)	Revised value (\$'000)	Prior year expenditure (\$'000)	2009–10 expenditure (\$'000)	Total expenditure to date
Cycle lanes and paths—State Circle clockwise lanes	Jun-10	325	650	0	658	658
Footpath improvements—to high priority paths in various suburbs	Jun-10	370	370	0	370	370
Street lighting—upgrades at various locations	Jun-10	205	205	0	205	205
Energy efficient street lighting upgrades—sodium and metal halide lights	Jun-10	500	500	0	500	500
Traffic management measures at schools—continued implementation of safety improvements at various schools	May-10	205	205	0	216	216
Construction—implement priorities from current feasibility study of high ranked streets—Antill Street, Phillip Avenue, Majura Avenue in the Downer/Dickson/Hackett area; Flinders Way, Griffith; and Spofforth Street, Holt	Jun-10	155	155	0	164	164
Bus stop disability improvements—upgrading of selected bus stops to meet disability standards	Jun-10	370	370	0	370	370

Project	Completion date	Original value (\$'000)	Revised value (\$'000)	Prior year expenditure (\$'000)	2009–10 expenditure (\$'000)	Total expenditure to date
Pine thinning and pruning	Jun-10	50	50	0	43	43
Weed eradication—follow-up eradication works in bushfire-affected, high conservation and riparian areas	Mar-10	265	265	0	272	272
Network upgrade to Wi-Fi—all branches	Jun-10	95	95	0	94	94
Bus engine overhauls—additional engine rebuilds	Dec-09	450	450	0	450	450
CCTV upgrade—existing on-bus CCTV on 54 Scania CNG buses with actgs standard CCTV	Jan-10	450	450	0	450	450
North region and south region fuel facilities upgrades to <i>Environment Protection Act 1997</i> (EPA) standards; fuel dispensing bowzers; linked fuel monitoring software and anti-slip driveway coating	Jun-10	500	500	0	541	541
North region spray booth—upgrade to EPA standards and install OHS compliant safety harness	Jun-10	40	40	0	47	47

Project	Completion date	Original value (\$'000)	Revised value (\$'000)	Prior year expenditure (\$'000)	2009–10 expenditure (\$'000)	Total expenditure to date
Communications Centre—relocation of communications centre	Jun-10	300	300	0	268	268
<b>Prior Year Capital Upgrades</b>						
Canberra City Central	Feb-10	755	595	507	84	591
Conservation signage for Queanbeyan River Cemetery	Apr-10	100	100	40	69	109
Bunda Street paving design works	Aug-09	350	350	294	56	350
Roads and bridges	Jun-10	2 620	2 620	2 398	222	2 620
Sports facilities	Oct-09	1 130	1 130	1 031	99	1 130
Road safety measures and rehabilitation	Jun-10	3 336	3 336	3 148	188	3 336
Major venues—facilities upgrade	Jun-10	2 425	2 425	2 092	508	2 600
Sustainable transport—cycling facilities—upgrades	Jun-10	738	738	391	345	736
Neighbourhood improvements	Jun-10	615	615	372	243	615
Sports facilities—upgrades	Dec-09	1 558	1 558	899	661	1 560
Public transport infrastructure	Jun-10	369	369	334	35	369
<b>Local Initiatives Package / 2nd Supplementary Appropriation</b>						
Footpath upgrades	Jun-10	500	500	206	294	500
Expansion of the park signage program	Sep-09	100	100	0	101	101
Stormwater system upgrade works	Aug-09	2 200	2 200	2 013	187	2 200

Project	Completion date	Original value (\$'000)	Revised value (\$'000)	Prior year expenditure (\$'000)	2009–10 expenditure (\$'000)	Total expenditure to date
ACTION bus interchange and bus stop infrastructure	Apr-10	1 000	1 000	944	42	986
<b>Total projects physically and financially complete</b>		<b>168 922</b>	<b>229 218</b>	<b>189 597</b>	<b>39 002</b>	<b>228 599</b>
<b>Total projects</b>		<b>647 526</b>	<b>753 389</b>	<b>239 919</b>	<b>175 856</b>	<b>415 775</b>

## PROJECTS TRANSFERRED TO OTHER AGENCIES

Project	Completion date	Original value (\$'000)	Revised value (\$'000)	Prior year expenditure (\$'000)	2009–10 expenditure (\$'000)	Total expenditure to date
<b>Australian Capital Tourism</b>						
Permanent site for Floriade	N/A	100	190	0	91	91
Floriade Nightfest	N/A	53	53	0	53	53
<b>ACT Property Group</b>						
Upgrade and expand the Woden Gymnastics Club	N/A	550	550	0	0	0
Government offices air conditioning upgrade	N/A	1 470	1 410	240	1 107	1 347
Upgrade of Callam Offices	N/A	811	811	2	0	2
Government office accommodation and relocation	N/A	7 170	7 170	12	0	12
Refurbishment of Albert Hall	N/A	3 223	3 223	211	236	447
Arts organisation relocation	N/A	600	600	1	0	1
Demolition of 141 Canberra Avenue	N/A	250	500	50	140	190
Heritage upgrades	N/A	210	210	0	7	7
Property upgrades 2009–10	N/A	2 110	2 110	0	13	13



Project	Completion date	Original value (\$'000)	Revised value (\$'000)	Prior year expenditure (\$'000)	2009–10 expenditure (\$'000)	Total expenditure to date
Property upgrades 2008–09	N/A	2 056	2 056	1 971	85	2 056
<b>Total projects transferred to other agencies</b>		<b>18 603</b>	<b>18 883</b>	<b>2 487</b>	<b>1 732</b>	<b>4 219</b>

ACTION						
ACTION—bus fleet replacement (replace ageing bus fleet—100 buses)	May-12	49 500	76 000	0	25 223	25 223
Bike racks for free bus service	Jun-12	252	336	0	162	162
ACTION—fleet management system replacement	Jun-10	100	100	17	79	96
ACTION—new ticketing system	Dec-10	8 200	8 200	593	4 176	4 769
<b>Total ACTION</b>		<b>58 052</b>	<b>84 636</b>	<b>610</b>	<b>29 640</b>	<b>30 250</b>
<b>TOTAL COMBINED CAPITAL WORKS PROGRAM</b>		<b>724 181</b>	<b>856 908</b>	<b>243 016</b>	<b>207 228</b>	<b>450 244</b>

RECONCILIATION OF FUNDING AND EXPENDITURE	\$
<b>Reconciliation of total current year financing</b>	
Original capital works financing	245 489
Add: s16B rollovers from 2008–09	27 766
Less: Transfers—AAO transfers and EPIC	-15 073
Less: Capital injection not drawn in 2009-10	-80 032
Revised capital works financing	178 150
Add: Original financing for other capital injections	32 683
Less: GPO funded projects	-3 865
Capital injection from government per cash flow statement	206 968
<b>Reconciliation of total current year actual expenditure—against financing</b>	
<b>Total current year capital works expenditure</b>	<b>175 853</b>
Add: Expenditure for other capital injection projects	34 672
Add: AAO transfers	1 754
Less: Own-sourced capital works expenditure	-409
Less: Accruals	-3 748
Less: GPO funded projects	-1 154
Capital injection from government per cash flow statement	206 968
<b>Reconciliation of total current year actual expenditure</b>	
<b>Total current year capital works expenditure</b>	<b>175 853</b>
Add: AAO transfers	1 754
Add: Own-sourced capital works expenditure	6 267
Add: Capital improvement fund	864
Add: WIP expenditure for other capital injection projects	2 599
Less: Accruals	-3 748
Less: GPO funded projects	-1 154
<b>Total payments from investing activities as per cash flow statement</b>	<b>182 435</b>

## C14 GOVERNMENT CONTRACTING

Output class	Business unit	Contractor/consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type
1-InTACT	InTACT	ALC Training Pty Ltd	Provision of information technology infrastructure, library training and related services	Jun-06	\$113 969	Open tender
1-InTACT	InTACT	Aussoft Solutions Pty Ltd	Provision of hardware and software support for the whole-of-government receipt and payment system	Dec-09	\$191 144	Open tender
1-InTACT	InTACT	Broadcast Australia Pty Ltd	Provision of radio and communication services required for remote access communication	Jun-02	\$59 255	Single select
1-InTACT	InTACT	CITRIX Systems Asia Pacific Pty Ltd	CITRIX application support	Jun-05	\$108 767	Single select
1-InTACT	InTACT	Corporate Express Australia Ltd	Provision of information technology equipment	Dec-02	\$5 413 235	Open tender
1-InTACT	InTACT	Cybertrust Australia Pty Ltd	Provision of external firewalls	Oct-04	\$174 116	Open tender
1-InTACT	InTACT	DATA#3 Group	Provision of Microsoft products	Oct-07	\$4 060 255	Open tender
1-InTACT	InTACT	Dimension Data Australia Pty Ltd	Provision of telecommunications products and services	Oct-05	\$4 185 397	Open tender
1-InTACT	InTACT	Diverse Data Communications	Provision of infrastructure and network services	Mar-07	\$3 543 995	Open tender
1-InTACT	InTACT	EB2B.COM Pty Ltd	Provision of data encryption solution	Feb-06	\$58 337	Select tender
1-InTACT	InTACT	Ecowise	Provision of underground fibre optic cabling	Jul-08	\$886 328	Open tender
1-InTACT	InTACT	Edsoft Pty Ltd	Provision of hardware and software support	Mar-10	\$1 178 272	Standing offer arrangement
1-InTACT	InTACT	Frontier Software Pty Ltd	Provision of licences and support for the Human Resource Management System	Jul-04	\$331 673	Open tender
1-InTACT	InTACT	Fujitsu Australia Ltd	Provision of hardware and software support	Mar-10	\$634 586	Standing offer arrangement

Output class	Business unit	Contractor/ consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type
1-InTACT	InTACT	Gartner Australasia Pty Ltd	Provision of information communication and technology consulting services	Apr-07	\$73 386	Single select
1-InTACT	InTACT	Hewlett Packard Australia Ltd	Provision of information communication and technology equipment, maintenance and support	Feb-09	\$10 194 263	Open tender
1-InTACT	InTACT	IDC Australia Pty Ltd	Provision of benchmarking services	Jul-08	\$97 191	Open tender
1-InTACT	InTACT	Intersect Alliance Pty Ltd	Provision of security software support and maintenance	Oct-07	\$42 545	Single select
1-InTACT	InTACT	Intravision Pty Ltd	Provision of data cabling and associated electrical services	Feb-07	\$549 820	Open tender
1-InTACT	InTACT	Macquarie Equipment Finance Pty Ltd	Provision of information technology equipment leasing services	Jan-00	\$25 277	Open tender
1-InTACT	InTACT	Macquarie Technology Services Pty Ltd	Provision of asset logistics services	Aug-09	\$423 240	Open tender
1-InTACT	InTACT	MBA Loans Pty Ltd	Provision of brokerage services for information communication and technology asset disposal	Dec-09	\$46 406	Open tender
1-InTACT	InTACT	MRB Communications	Provision of data cabling and associated electrical services	Jan-07	\$27 920	Open tender
1-InTACT	InTACT	Objective Corporation Ltd	Provision of management services for the Human Resource Management System	Nov-06	\$479 093	Open tender
1-InTACT	InTACT	Open System Australia	Provision of Contentkeeper software and hardware	Feb-06	\$275 122	Open tender
1-InTACT	InTACT	Optus Networks Pty Ltd	Provision of mobile phones and user charges	Sep-04	\$1,010,361	Open tender
1-InTACT	InTACT	Pro-Tech Services Pty Ltd	Provision of data cabling and associated electrical services	Nov-06	\$145 212	Open tender
1-InTACT	InTACT	Ricoh Australia Pty Ltd	Provision of copying and multi-function services and equipment	Dec-02	\$1 318 905	Open tender

Output class	Business unit	Contractor/ consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type
1-InTACT	InTACT	Ross Human Directions Ltd (previously Verossity Pty Ltd)	Provision of human resources and recruitment services	Jul-07	\$24 534 237	Open tender
1-InTACT	InTACT	Shearwater Solutions Pty Ltd	Provision of security software support	Mar-10	\$42 281	Standing offer arrangement
1-InTACT	InTACT	SRC Solutions Pty Ltd	Provision of staff rehabilitation services	Jul-04	\$43 274	Single select
1-InTACT	InTACT	Stowe Australia Pty Ltd	Provision of communication cabinets	Apr-07	\$58 266	Open tender
1-InTACT	InTACT	Sun Microsystems Australia Pty Ltd	Provision of enterprise servers and support	Sep-02	\$360 640	Open tender
1-InTACT	InTACT	Telstra Corporation Ltd	Provision of analogue telephone and internet services	Jan-07	\$3 369 059	Open tender
1-InTACT	InTACT	Transact Capital Communications Pty Ltd	Provision of voice products and services —data lines and Voice over internet protocol telephone services	Apr-07	\$6 824 534	Open tender
1-InTACT	InTACT	Unify Solutions Pty Ltd	Provision of identity and access management consulting services and products	Jun-09	\$157 308	Select tender
1-InTACT	InTACT	Verizon Australia Pty Ltd	Provision of hardware and software support	Mar-10	\$83 736	Standing offer arrangement
1-InTACT	InTACT	VPerformance Pty Ltd	Provision of Virtual Network Management System application support, maintenance and training	Oct-03	\$85 750	Single select
1-InTACT	InTACT	Walter Turnbull	Provision of audit services	Nov-07	\$20 250	Select tender
1-InTACT	InTACT	Wayne Smith and Co.	Provision of probity audit services	Jul-07	\$26 268	Select tender
1-InTACT	InTACT	Whitegold Solutions Pty Ltd	Provision of Barracuda spam filters and support	Aug-08	\$135 670	Single select
1-InTACT	InTACT	Zallcom Pty Ltd	Provision of ADOBE and Oracle software support	Mar-10	\$1 010 187	Standing offer arrangement
1-Municipal Services	ACT Library and Information Service	Capezio and Co Pty Ltd	Kingston library awning, signage and fit out	Jul-09	\$37 374	Select tender

Output class	Business unit	Contractor/ consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type
1-Municipal Services	ACT Library and Information Service	Chubb Security Services Ltd	Cash collection and security services	May-05	\$35 521	Open tender
1-Municipal Services	ACT Library and Information Service	Informed Sources Pty Ltd	Contract labour hire	Feb-06	\$1 205 858	Open tender
1-Municipal Services	ACT Library and Information Service	Langdale Consulting Pty Ltd	Facilitation of Tuggeranong Library agreement	Jun-09	\$26 840	Quotations
1-Municipal Services	ACT Library and Information Service	Macroplan Australia Pty Ltd	Research on libraries in shopping centres	Nov-09	\$26 200	Quotations
1-Municipal Services	ACT Library and Information Service	Pickwick Cleaning Services	Cleaning services	Oct-07	\$261 921	Open tender
1-Municipal Services	ACT Library and Information Service	The One Umbrella	Recruitment	Dec-06	\$34 779	Open tender
1-Municipal Services	ACT NOWaste	APC Environmental Management	Waste audits	Mar-09	\$59 156	Open tender
1-Municipal Services	ACT NOWaste	Australasian Antislip Solutions	Repairs and maintenance to Mugga Transfer Station	Mar-10	\$23 870	Quotations
1-Municipal Services	ACT NOWaste	Beemak Enterprises	Various repairs and maintenance works	Jul-09	\$32 388	Open tender
1-Municipal Services	ACT NOWaste	Canberra Sand and Gravel	Green waste processing	Aug-01	\$218 569	Open tender
1-Municipal Services	ACT NOWaste	Chemsal Pty Ltd	Collection and disposal of household chemical/ hazardous waste	Mar-09	\$85 015	Open tender
1-Municipal Services	ACT NOWaste	Cleanaway	Collection of domestic waste and recyclable materials	Sep-02	\$8 947 439	Open tender
1-Municipal Services	ACT NOWaste	Corkhill Bros	Green waste processing	Aug-01	\$361 719	Open tender
1-Municipal Services	ACT NOWaste	Dale & Hitchcock Civil Engineering & Landscaping	Design of minor works	Apr-10	\$31 546	Quotations
1-Municipal Services	ACT NOWaste	Effective People Pty Ltd	Contract labour hire	Jul-09	\$106 769	Quotations
1-Municipal Services	ACT NOWaste	Effective People Pty Ltd	Contract labour hire	Mar-10	\$47 025	Open tender
1-Municipal Services	ACT NOWaste	GHD Pty Ltd	Technical reports and master plans	Dec-08	\$47 389	Open tender

Output class	Business unit	Contractor/consultant	Description/reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type
1-Municipal Services	ACT NOWaste	Hays Specialist Recruitment Australia Pty Ltd	Contract labour hire	Jul-09	\$86 186	Quotations
1-Municipal Services	ACT NOWaste	Impact Environmental Consulting Pty Ltd	Development of documents for the Hume Resource Recovery Estate	Jul-09	\$26 530	Quotations
1-Municipal Services	ACT NOWaste	Infoactiv Logistics Solutions Pty Ltd	Transportation and processing of electronic waste	Jul-09	\$25 300	Quotations
1-Municipal Services	ACT NOWaste	R D Gossip Pty Ltd	Technical design of works	Jul-09	\$21 854	Quotations
1-Municipal Services	ACT NOWaste	Riggall and Associates	Technical reports	Jul-09	\$37 611	Open tender
1-Municipal Services	ACT NOWaste	Samarkos Earthmoving Pty Ltd	Resource recovery services at the Mugga Lane Resource Management Centre	Jun-07	\$1 021 905	Open tender
1-Municipal Services	ACT NOWaste	SEMF Pty Ltd	Environmental monitoring at landfills	Feb-09	\$74 681	Open tender
1-Municipal Services	ACT NOWaste	Thiess Services Pty Ltd	Management services at the Mugga Lane and Mitchell Resource Management Centres, and the Hume Material Recovery Facility.	Jan-01	\$4 477 689	Open tender— Landfill  Single select— Weighbridge
1-Municipal Services	ACT NWaste	Tinys Painting and Home Maintenance	Improvements to fittings and fixtures at Mugga Lane Reuse Facility	Jan-10	\$31 475	Quotations
1-Municipal Services	ACT NOWaste	Trintole Group	Various repairs and maintenance works	Mar-10	\$78 097	Quotations
1-Municipal Services	Asset Information	AAMHatch Pty Ltd	Weave implementation	Jan-10	\$35 015	Quotations
1-Municipal Services	Asset Information	Exor Corporation Pty Ltd	Systems support for the Integrated Asset Management System	Oct-09	\$96 392	Open tender
1-Municipal Services	Asset Information	Lau and Partners Pty Ltd	Upgrade database	May-10	\$33 800	Quotations
1-Municipal Services	Canberra Connect	Andrew J Earl	Workplace occupational health and safety	Jul-09	\$21 714	Open tender
1-Municipal Services	Canberra Connect	Avoka Technologies Pty Ltd	Information technology support and development	Feb-06	\$34 768	Open tender



Output class	Business unit	Contractor/ consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type
1-Municipal Services	Canberra Connect	Chubb Security Services Ltd	Cash delivery and collection, security services	Jul-09	\$148 886	Open tender
1-Municipal Services	Canberra Connect	Joe Deren Signs	Shopfront signage upgrade	Jul-09	\$32 251	Quotations
1-Municipal Services	Canberra Connect	Kelly Services Australia Ltd	Shopfront and Contact Centre labour hire	Jul-06	\$48 395	Open tender
1-Municipal Services	Canberra Connect	Market Solutions Pty Ltd	Market research	Feb-08	\$30 591	Quotations
1-Municipal Services	Canberra Connect	Randstad Pty Limited	Shopfront and Contact Centre labour hire	Jul-06	\$74 147	Open tender
1-Municipal Services	Canberra Connect	Recall Information Management Pty Ltd	Records sentencing	Nov-07	\$150 988	Open tender
1-Municipal Services	Canberra Connect	Regent Personnel Pty Ltd	Shopfront and Contact Centre labour hire	Mar-10	\$2 063 063	Open tender
1-Municipal Services	Canberra Connect	Rightnow Technologies Australia Pty Ltd	Information technology support and upgrade to the Integrated Customer Services System.	Jun-05	\$42 972	Open tender
1-Municipal Services	Canberra Connect	Ross Human Directions Limited	Shopfront and Contact Centre labour hire	Jul-06	\$543 610	Open tender
1-Municipal Services	Canberra Connect	SNP Security	Security services	Aug-09	\$117 171	Quotations
1-Municipal Services	Corporate	Adcorp Australia Pty Ltd	Publishing design and artwork	Jul-09	\$23 575	Standing offer arrangement
1-Municipal Services	Corporate	Australian Valuation Office	Asset valuation services	Jul-09	\$95 682	Standing offer arrangement
1-Municipal Services	Corporate	Careers Unlimited	Contract labour hire for the provision of a Personal Assistant	Aug-09	\$20 026	Quotations
1-Municipal Services	Corporate	Excelerated Consulting	Financial systems development (asset register)	Dec-09	\$48 262	Single select
1-Municipal Services	Corporate	Excelerated Consulting	Financial systems support, licences and training	Jun-08	\$97 275	Single select
1-Municipal Services	Corporate	Ford Kelly Executive Connections	Executive recruitment for Deputy Chief Executive and Executive Directors	Nov-09	\$52 190	Standing offer arrangement
1-Municipal Services	Corporate	Jaikrish Pty Ltd	Management Accounting Services	Jun-08	\$109 838	Select tender
1-Municipal Services	Corporate	Micromex Research	Customer satisfaction surveys	Dec-08	\$106 940	Open tender
1-Municipal Services	Corporate	Oakton Services Pty Ltd	Internal audit	Oct-08	\$111 297	Open tender

Output class	Business unit	Contractor/ consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type
1-Municipal Services	Corporate	PCA People Pty Ltd	Contract HR adviser	Sep-09	\$25 589	Quotations
1-Municipal Services	Corporate	PPC Worldwide	Employee assistance program	Sep-08	\$22 875	Standing offer arrangement
1-Municipal Services	Corporate	Recall Information Management Pty Ltd	Waste collection service	Jul-09	\$27 430	Quotations
1-Municipal Services	Corporate	Regent Personnel Pty Ltd	Contract labour hire for Macarthur House reception	Jul-09	\$37 909	Standing offer arrangement
1-Municipal Services	Corporate	Walter Turnbull	Internal audit	Sep-08	\$87 635	Open tender
1-Municipal Services	Heritage	Duncan Antong Marshall	Review of the ACT Heritage Act	Mar-10	\$25 000	Select tender
1-Municipal Services	Heritage	PCA People Pty Ltd	Contract labour hire for Aboriginal archaeologist and interpretive signage and registration services	Jul-09	\$27 186	Quotations
1-Municipal Services	Licensing and Compliance	Capital City Heavy Haulage Pty Ltd	Haulage services for abandoned vehicles	Jul-09	\$22 198	Quotations
1-Municipal Services	Licensing and Compliance	Inner South Veterinary Hospital	Supply of veterinary services	Jul-09	\$40 854	Standing offer arrangement
1-Municipal Services	Licensing and Compliance	RSPCA ACT Inc	Supply of veterinary services	Jul-09	\$28 532	Standing offer arrangement
1-Municipal Services	Parks, Conservation and Lands	24/7 Facility Services Pty Ltd	Cleaning of bus interchanges, plus monthly clean of Stromlo and Hume depots	Jun-07	\$115 049	Open tender
1-Municipal Services	Parks, Conservation and Lands	3rd Man Innovation	Code of Sustainable Land Management	Jul-09	\$28 300	Quotations
1-Municipal Services	Parks, Conservation and Lands	ACT Earthmoving and Truck Repairs Pty Ltd	Dry land grass mowing	Jul-06	\$976 149	Open tender
1-Municipal Services	Parks, Conservation and Lands	Active Training and Personnel	First aid training	Jul-09	\$20 656	Quotations
1-Municipal Services	Parks, Conservation and Lands	Adcorp Australia Limited	Public notifications and recruitment advertising	Jul-09	\$29 332	Quotations

Output class	Business unit	Contractor/consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type
1-Municipal Services	Parks, Conservation and Lands	Adecco	Contract labour hire for horticultural maintenance and cleaning, land management programs and administrative support	Jul-07	\$3 449 641	Open tender
1-Municipal Services	Parks, Conservation and Lands	Allstaff Australia Ltd	Contract labour hire for horticultural maintenance and cleaning, and land management programs	Jul-09	\$26 833	Open tender
1-Municipal Services	Parks, Conservation and Lands	Auswide Projects	Chainsaw training for horticultural maintenance, fire preparedness and fire fuel management programs	Jul-09	\$21 570	Open tender
1-Municipal Services	Parks, Conservation and Lands	Bayldon Agricultural Supplies	Service and repair of horticultural maintenance machinery and equipment	Jul-09	\$76 201	Quotations
1-Municipal Services	Parks, Conservation and Lands	Beemak Enterprises	Dry land mowing, water tanker hire, stump cutting and weed control services	Jul-06	\$658 675	Open tender
1-Municipal Services	Parks, Conservation and Lands	Bellarine Tree Services Pty Ltd	Removal of dead and drought-affected trees	Jul-09	\$146 300	Open tender
1-Municipal Services	Parks, Conservation and Lands	Big Island Corporation Pty Ltd	Design and art production for signs, banners, and brochures related to various events, and land management and conservation activities	Jul-09	\$27 085	Quotations
1-Municipal Services	Parks, Conservation and Lands	Blayney Airfarmers Pty Ltd	Environmental weed control at Gungaharra and Mulangarri Grasslands, Mulligan's Flat and Mount Ainslie	Jul-09	\$27 314	Quotations
1-Municipal Services	Parks, Conservation and Lands	Blueline Plant Hire	Seasonal plant and operator hire for maintenance of fire trails and rural access roads	Oct-06	\$369 843	Open tender

Output class	Business unit	Contractor/ consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type
1-Municipal Services	Parks, Conservation and Lands	Brindabella Irrigation	Maintenance and testing of plumbing infrastructure including irrigation systems in urban parks	Oct-06	\$163 542	Open tender
1-Municipal Services	Parks, Conservation and Lands	Bullmore Rural Services	Fencing in Molonglo, Kowen and Lanyon	Jul-09	\$27 068	Quotations
1-Municipal Services	Parks, Conservation and Lands	Buoyage Systems Australia	Installation of barrier floats in lakes and waterways	Jul-09	\$38 285	Quotations
1-Municipal Services	Parks, Conservation and Lands	Canberra Horticulture Pty Ltd	Horticultural maintenance and cleaning services in the Inner North region	Jul-06	\$1 728 046	Open tender
1-Municipal Services	Parks, Conservation and Lands	Canberra Institute of Technology	Certificate IV Frontline Management training	Jul-09	\$48 190	Quotations
1-Municipal Services	Parks, Conservation and Lands	Canberra Locksmiths	Supply, service and repair of locks	Jul-09	\$24 355	Quotations
1-Municipal Services	Parks, Conservation and Lands	Canberra Mowing Pty Ltd	Dry land grass mowing	Feb-08	\$154 953	Open tender
1-Municipal Services	Parks, Conservation and Lands	Canscape	Tree stump cutting	Apr-06	\$139 998	Standing offer arrangement
1-Municipal Services	Parks, Conservation and Lands	Capital Weed Control	Mowing dry land grass and environmental weed control	Jun-07	\$238 311	Open tender
1-Municipal Services	Parks, Conservation and Lands	Chubb Fire Safety Ltd	Installation of security equipment	Jul-09	\$20 553	Quotations
1-Municipal Services	Parks, Conservation and Lands	CIT Solutions	Staff development and training, including training related to occupational health and safety and land management activities	Jul-09	\$85 184	Quotations
1-Municipal Services	Parks, Conservation and Lands	Cleanaway	Waste collection from nature parks, reserves, depots and other rural locations	Feb-07	\$114 612	Open tender

Output class	Business unit	Contractor/ consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type
1-Municipal Services	Parks, Conservation and Lands	Conservation Volunteers Aust	Conservation and revegetation works at various locations including Scrivener Dam and Westbourne Woods	Jul-09	\$43 132	Quotations
1-Municipal Services	Parks, Conservation and Lands	Core Enviro Solutions	Spraying and treatment services for wasps, ants, and weeds	Jul-08	\$76 324	Quotations
1-Municipal Services	Parks, Conservation and Lands	Cre8ive Australasia Pty Ltd	Brand development and website design, development and hosting for Tidbinbilla Nature Reserve	Jul-09	\$23 095	Quotations
1-Municipal Services	Parks, Conservation and Lands	CSIRO	Gungahlin accommodation and utilities costs	Jul-08	\$125 183	Quotations
1-Municipal Services	Parks, Conservation and Lands	Currie Communications Pty Ltd	Public relation services for the Urban Forest Renewal Program	Jul-09	\$24 850	Quotations
1-Municipal Services	Parks, Conservation and Lands	Custom Made Landscapes	Construction of flower beds and planting of bulbs and annuals for Floriade	Mar-06	\$193 036	Open tender
1-Municipal Services	Parks, Conservation and Lands	Dabakala Pty Ltd	Cleaning, maintenance and repair of electric and gas barbeques	Sep-06	\$143 534	Open tender
1-Municipal Services	Parks, Conservation and Lands	Deeble B and C Pty Ltd	Water tanker hire for watering of young trees	Mar-06	\$100 639	Open tender
1-Municipal Services	Parks, Conservation and Lands	Deneefe Signs Pty Ltd	Signage and traffic control devices	Jul-09	\$33 162	Quotations
1-Municipal Services	Parks, Conservation and Lands	Deves Field Pty Ltd	Maintenance and testing of plumbing infrastructure including irrigation systems in urban parks	Oct-06	\$253 529	Open tender
1-Municipal Services	Parks, Conservation and Lands	DFP Recruitment Services	Contract labour hire for the Australian Alps National Parks Program	Jul-09	\$45 680	Open tender
1-Municipal Services	Parks, Conservation and Lands	Directions Management & Consulting Pty Ltd	Playground comprehensive safety inspections	Feb-10	\$31 296	Open tender

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1-Municipal Services	Parks, Conservation and Lands	Drain King Act Pty Ltd	Installation of a circulation pump at the Tidbinbilla Nature Reserve Sanctuary	Jul-09	\$24 000	Quotations
1-Municipal Services	Parks, Conservation and Lands	Driver Education Centre of Australia Ltd	Four wheel drive training for operational staff	Apr-07	\$20 250	Open tender
1-Municipal Services	Parks, Conservation and Lands	DSI Consulting Pty Ltd	Fire plot analysis for the Australian Alps National Parks Program	Jul-09	\$20 000	Quotations
1-Municipal Services	Parks, Conservation and Lands	Ecowise	Electrical and plumbing repairs and maintenance on parks, open space and other public infrastructure	Jul-09	\$93 895	Quotations
1-Municipal Services	Parks, Conservation and Lands	Effective People Pty Ltd	Contract labour hire for land management programs and administrative support	Jul-08	\$280 519	Open tender
1-Municipal Services	Parks, Conservation and Lands	Feral Management Pty Ltd	Pest control in nature parks and reserves	Feb-10	\$30 445	Open tender
1-Municipal Services	Parks, Conservation and Lands	Forest Air Helicopters Australia	Chemical spraying and aerial boron fertiliser application at Uriarra	Mar-09	\$84 871	Single select
1-Municipal Services	Parks, Conservation and Lands	Forestrack Pty Ltd	Plant and operator for maintenance of access roads, fire fuel management and pest control	Nov-07	\$522 165	Open tender
1-Municipal Services	Parks, Conservation and Lands	Friends of Grasslands	Preparation of Grassland and Woodland Flora publications	Jul-09	\$44 120	Quotations
1-Municipal Services	Parks, Conservation and Lands	FTJ Forestry Services	Weed control, pine plantation planting and pine regrowth management in the Lower Cotter Catchment and in other rural areas	Jul-06	\$789 881	Open tender
1-Municipal Services	Parks, Conservation and Lands	Fyshwick Outdoor Power Centre	Service and repair of horticultural maintenance machinery and equipment	Jul-09	\$62 872	Quotations
1-Municipal Services	Parks, Conservation and Lands	GHD Pty Ltd	Tree audit services	Jul-09	\$160 345	Quotations

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1-Municipal Services	Parks, Conservation and Lands	GM Mobile Mechanical Repairs	Service and repair of horticultural maintenance machinery and equipment	Jul-09	\$26 295	Quotations
1-Municipal Services	Parks, Conservation and Lands	Greg Seberry & Assoc Pty Ltd	Occupational health and safety consultancy and risk assessment services	Jul-09	\$28 310	Quotations
1-Municipal Services	Parks, Conservation and Lands	Group One Pty Ltd	Plant hire for maintenance of access roads and fire fuel management	Apr-05	\$1 780 752	Open tender
1-Municipal Services	Parks, Conservation and Lands	Heli Surveys Pty Ltd	Helicopter services for surveys, remote lifting and pest control programs	Apr-09	\$50 617	Open tender
1-Municipal Services	Parks, Conservation and Lands	Homewood Consulting Pty Ltd	Tree audit and data collection	Jul-09	\$374 273	Open tender
1-Municipal Services	Parks, Conservation and Lands	Intech Industrial Technicians	Service and repair of horticultural maintenance machinery and equipment	Jul-09	\$23 642	Quotations
1-Municipal Services	Parks, Conservation and Lands	Iwink	Repairs and maintenance on park infrastructure	Jul-09	\$34 110	Quotations
1-Municipal Services	Parks, Conservation and Lands	J & M Kennedy	Fencing alterations at Dunlop	Jul-09	\$29 515	Quotations
1-Municipal Services	Parks, Conservation and Lands	J and S Finch	Environmental weed control in rural areas	Jul-06	\$117 764	Standing offer arrangement
1-Municipal Services	Parks, Conservation and Lands	J and V Jauncey Farm Contractors	Repair and maintenance of weed control equipment	Jul-09	\$24 338	Quotations
1-Municipal Services	Parks, Conservation and Lands	Jagumba Consulting Pty Ltd	Consulting and facilitation services for the Australian Alps National Parks Program	Jul-09	\$25 705	Quotations
1-Municipal Services	Parks, Conservation and Lands	Jaikrish Pty Ltd	Contract labour hire for financial analysis of tree management programs	Jul-09	\$23 442	Quotations
1-Municipal Services	Parks, Conservation and Lands	JT and NC Emery	Water tanker hire for watering of young trees	Feb-07	\$75 546	Open tender



Output class	Business unit	Contractor/ consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type
1-Municipal Services	Parks, Conservation and Lands	KD Carratt	Urban tree maintenance services	Jul-06	\$95 673	Open tender
1-Municipal Services	Parks, Conservation and Lands	Kerrie Prutti	Cleaning services at rural facilities including national parks, reserves and depots	Jul-09	\$26 845	Quotations
1-Municipal Services	Parks, Conservation and Lands	Koorinal Co Pty Ltd	Kangaroo fences at Mulligan's Flat and Goorooyaroo reserve	Jul-09	\$21 100	Quotations
1-Municipal Services	Parks, Conservation and Lands	Landscape Direct	Horticultural, cleaning and maintenance services in the Woden/ Weston region	May-07	\$2 511 864	Open tender
1-Municipal Services	Parks, Conservation and Lands	Laz Mobile Welding Services	Welding repairs to park infrastructure and horticultural maintenance equipment	Oct-08	\$22 623	Open tender
1-Municipal Services	Parks, Conservation and Lands	Lemke Timber Training Pty Ltd	Chainsaw training for horticultural maintenance, fire preparedness and fire fuel management programs	Jul-09	\$34 164	Quotations
1-Municipal Services	Parks, Conservation and Lands	Lines Signs and Pavements Pty Ltd	Provision of signage and temporary traffic management training	Jul-09	\$25 921	Quotations
1-Municipal Services	Parks, Conservation and Lands	Lou Jenal	Hire of bobcat and operator for replacing softfall in playgrounds	Jul-09	\$22 240	Quotations
1-Municipal Services	Parks, Conservation and Lands	M N and S Gregory	Fencing of remnant vegetation and pest control works at various locations	Jul-07	\$164 121	Quotations
1-Municipal Services	Parks, Conservation and Lands	Mag Welding Services Pty Ltd	Welding repairs to park infrastructure and horticultural maintenance equipment	Oct-08	\$89 853	Open tender
1-Municipal Services	Parks, Conservation and Lands	Makintrax Australia	Walking track upgrades and installation of infrastructure at nature parks and reserves	Jul-09	\$48 740	Quotations

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1-Municipal Services	Parks, Conservation and Lands	Manpower Services Aust Pty Ltd	Contract labour hire for horticultural maintenance, cleaning and land management programs	Jul-09	\$56 841	Open tender
1-Municipal Services	Parks, Conservation and Lands	Market Attitude Research Services	Survey to determine awareness, usage and satisfaction with public sportsgrounds, parks, recreation areas, reserves and the open space system	Apr-08	\$93 609	Single select
1-Municipal Services	Parks, Conservation and Lands	McLachlan and Sons	Weed control, pine plantation planting and pine regrowth management in the Lower Cotter Catchment and in other rural areas	Feb-09	\$200 976	Open tender
1-Municipal Services	Parks, Conservation and Lands	McMahon's Lawn Turf and Maintenance Pty Ltd	Turf restoration of Commonwealth Park after Floriade	Oct-06	\$126 759	Open tender
1-Municipal Services	Parks, Conservation and Lands	Mindpath Pty Ltd	Professional human resource management services	Jul-09	\$30 000	Quotations
1-Municipal Services	Parks, Conservation and Lands	Mitchell Lawn Mower Centre	Service and repair of horticultural maintenance machinery and equipment	Jul-09	\$44 490	Quotations
1-Municipal Services	Parks, Conservation and Lands	NSW Rural Fire Service	Imagery of hazard reduction burns	Jul-09	\$20 615	Quotations
1-Municipal Services	Parks, Conservation and Lands	Out and About Landscapes	Establishment of drainage and planting beds at Floriade	Dec-07	\$170 212	Open tender
1-Municipal Services	Parks, Conservation and Lands	Outland Resources Pty Ltd	Removal of pine wildings at the Lower Cotter Catchment. Native plantings at the Lower Cotter Catchment and the Murrumbidgee River Corridor	Feb-09	\$37 517	Standing offer arrangement
1-Municipal Services	Parks, Conservation and Lands	Ozbestos Pty Ltd	Removal, disposal and containment of asbestos from contaminated sites and infrastructure	Jul-08	\$38 880	Quotations

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1-Municipal Services	Parks, Conservation and Lands	Parry Plumbing and Irrigation Services Pty Ltd	Plumbing and irrigation repairs and maintenance in urban parks	Jul-07	\$64 718	Open tender
1-Municipal Services	Parks, Conservation and Lands	Patterson Rural Contracting	Weed control and fencing works in rural areas and reserves	Jul-06	\$303 005	Open tender
1-Municipal Services	Parks, Conservation and Lands	PEPworldwide Pty Ltd	Productivity and efficiency training services	Jul-09	\$25 333	Quotations
1-Municipal Services	Parks, Conservation and Lands	Plateau Tree Service	Timber processing and shearing services at Curtin and Mitchell wood yards	Jul-09	\$53 357	Quotations
1-Municipal Services	Parks, Conservation and Lands	Randstad Pty Limited	Contract labour hire for horticultural maintenance, cleaning and land management programs	Jul-09	\$450 905	Open tender
1-Municipal Services	Parks, Conservation and Lands	Robert Taylor Plumbing	Plumbing upgrades, and repairs and maintenance at various rural locations	Jul-09	\$42 509	Quotations
1-Municipal Services	Parks, Conservation and Lands	Robins Consulting	Professional services related to tree management	Jul-09	\$55 055	Quotations
1-Municipal Services	Parks, Conservation and Lands	Robson Environmental	Environmental audit, analysis and remediation services for asbestos contaminated sites	Jul-09	\$47 485	Quotations
1-Municipal Services	Parks, Conservation and Lands	S and J Morrison	Weed spraying at various parks, reserves and rural locations	Jul-08	\$330 869	Open tender
1-Municipal Services	Parks, Conservation and Lands	Sapphire Coast Tree Service and Tower Hire	Tree maintenance services	Jul-06	\$790 616	Open tender
1-Municipal Services	Parks, Conservation and Lands	SD and JL Pty Ltd	Tidbinbilla Nature Reserve repairs and maintenance	Jul-09	\$37 492	Quotations
1-Municipal Services	Parks, Conservation and Lands	Security 1 (ACT) Pty Ltd	Security monitoring, and locking gates and toilets at parks and depots	Jul-09	\$54 975	Quotations

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1-Municipal Services	Parks, Conservation and Lands	Southern Sullage Service	Waste collection services from various reserves and rural locations	Jul-09	\$24 455	Quotations
1-Municipal Services	Parks, Conservation and Lands	Southern Weed Management	Weed control at the Lower Cotter Catchment, Molonglo River and various rural locations	Jul-06	\$210 622	Open tender
1-Municipal Services	Parks, Conservation and Lands	Spaseski and Associates Pty Ltd	Repairs and maintenance to park infrastructure	Jul-09	\$25 086	Quotations
1-Municipal Services	Parks, Conservation and Lands	Specialized Construction of Protected Environments Pty Ltd	Planting and landscaping services at several non urban locations including the Murrumbidgee River Corridor	Jul-09	\$31 890	Quotations
1-Municipal Services	Parks, Conservation and Lands	Steve Locke Diving	Repairs and maintenance to infrastructure at Lake Ginninderra	Jul-09	\$28 203	Quotations
1-Municipal Services	Parks, Conservation and Lands	Strathbogie Wildlife Pty Ltd	Pest control in parks and reserves	Jul-09	\$42 636	Quotations
1-Municipal Services	Parks, Conservation and Lands	Techni-Clean Aust	Removal of graffiti from ACT Government assets	May-07	\$562 148	Open tender
1-Municipal Services	Parks, Conservation and Lands	The Playground People	Supply, install and repair playground equipment	Jul-09	\$42 897	Quotations
1-Municipal Services	Parks, Conservation and Lands	Tinderry Rural Services	Plumbing at Honeysuckle Creek	Jul-09	\$23 338	Quotations
1-Municipal Services	Parks, Conservation and Lands	Tree Logic Pty Ltd	Tree inventory—data collection, development methodology and ancillary costs	Jul-09	\$267 025	Open tender
1-Municipal Services	Parks, Conservation and Lands	Trintole Group	Pest control in reserves and minor fencing works	Feb-09	\$23 475	Open tender
1-Municipal Services	Parks, Conservation and Lands	United Aero Helicopters	Helicopter services for pest control and fire fuel management programs	Apr-09	\$151 336	Open tender

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1-Municipal Services	Parks, Conservation and Lands	University of Canberra	Water quality monitoring and research, native grassland and fauna conservation scholarships	Mar-08	\$67 854	Quotations
1-Municipal Services	Parks, Conservation and Lands	University of Technology Sydney	Playground inspector training	Jul-09	\$23 296	Quotations
1-Municipal Services	Parks, Conservation and Lands	Wizard Corporate Training Pty Ltd	Computer software application training	Jul-09	\$40 675	Quotations
1-Municipal Services	Parks, Conservation and Lands	Woodpecker Tree Services	Removal of dead and drought-affected trees from reserves, picnic areas and other rural areas	Mar-07	\$136 435	Open tender
1-Municipal Services	Parks, Conservation and Lands	Works Plumbing Services	Plumbing at agistment facilities	Jul-09	\$58 794	Quotations
1-Municipal Services	Parks, Conservation and Lands	XCS Consulting Pty Ltd	European wasp awareness program and insect identification service	Sep-08	\$50 468	Open tender
1-Municipal Services	Parks, Conservation and Lands	Yass Outdoor Power Centre	Service and repair of horticultural maintenance machinery and equipment	Jul-09	\$42 049	Quotations
1-Municipal Services	Road Transport	Canberra Taxi Industry Association Ltd	Nightlink and Alinga Street marshals	Mar-08	\$25 900	Single select
1-Municipal Services	Road Transport	Freebott Pty Ltd	Interpreter services to assist Road Ready applicants	Apr-05	\$54 179	Quotations
1-Municipal Services	Road Transport	Freebott Pty Ltd	Support for applicants attending the Road Ready course to obtain a drivers licence	Jun-08	\$65 335	Quotations
1-Municipal Services	Road Transport	GKY Internet	Hosting and maintaining the Road Ready website	Aug-07	\$31 272	Single select
1-Municipal Services	Road Transport	McCormick Rankin Cagney Pty Ltd	ACT Strategic Public Transport Plan consultation	Aug-09	\$46 404	Single select

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1-Municipal Services	Road Transport	McCormick Rankin Cagney Pty Ltd	ACT Strategic Public Transport Plan—consultation and Network 10 consultation support	Dec-09	\$36 364	Quotations
1-Municipal Services	Road Transport	Price Waterhouse Coopers	Provide independent financial analysis services to the taxi review	Jun-10	\$106 408	Open tender
1-Municipal Services	Road Transport	Secom Australia (ACT) Pty Ltd	Nightlink and Alinga Street marshals	Oct-08	\$24 507	Open tender
1-Municipal Services	Road Transport	Stay Upright Motorcycle Techniques	Rider training courses and provisional licence assessments	Apr-09	\$45 780	Open tender
1-Municipal Services	Road User Services	Adecco	Contract labour hire for website management	Mar-10	\$37 985	Quotations
1-Municipal Services	Road User Services	Aspect Traffic	Installation and maintenance of traffic cameras	Sep-06	\$280 309	Open tender
1-Municipal Services	Road User Services	Data Key Systems ACT Pty Ltd	Hardware and software supply and maintenance for driver licensing	Nov-09	\$229 354	Open tender
1-Municipal Services	Road User Services	Effective People Pty Ltd	Contract labour hire administrative and medical services	Mar-10	\$466 484	Open tender
1-Municipal Services	Road User Services	Licensys Pty Ltd	Supply of number plates	Jul-08	\$371 827	Open tender
1-Municipal Services	Road User Services	RB and R Daintree Pty Ltd	Security services CCTV	Jul-09	\$26 030	Quotations
1-Municipal Services	Road User Services	Regent Personnel Pty Ltd	Contract labour hire for training officers	Mar-10	\$60 922	Open tender
1-Municipal Services	Road User Services	Salmat Businessforce Pty Ltd	Production and postage of business forms	Oct-08	\$277 707	Open tender
1-Municipal Services	Road User Services	SNP Security	Cash collection and banking	Sep-09	\$40 301	Open tender
1-Municipal Services	Road User Services	Velvet Ruby Pty Ltd	Traffic Camera Office systems and rego.act support	May-09	\$149 310	Single select
1-Municipal Services	Roads ACT	ActewAGL Distribution	Surveillance of ACT Government dams	Dec-00	\$156 138	Single select
1-Municipal Services	Roads ACT	Aecom Australia Pty Ltd	Acton tunnel investigations	Apr-10	\$32 795	Open tender
1-Municipal Services	Roads ACT	Aecom Australia Pty Ltd	Engineering technical advice	Jul-09	\$2 623	Quotations

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1-Municipal Services	Roads ACT	Aecom Australia Pty Ltd	Assistance with development and design of 2009–10 and 2010–11 Roads ACT capital works program	Jul-09	\$304 373	Open tender
1-Municipal Services	Roads ACT	Aecom Australia Pty Ltd	Point to point camera study	Jul-09	\$99 670	Open tender
1-Municipal Services	Roads ACT	Akron Roads Pty Ltd	Mulligan's Flat road resurfacing	Jul-09	\$92 843	Open tender
1-Municipal Services	Roads ACT	ARRB Group Ltd	Traffic Management Centre consultancy	Jul-09	\$51 050	Select tender
1-Municipal Services	Roads ACT	ARRB Transport Research Ltd	Road condition data collection	Aug-09	\$184 473	Open tender
1-Municipal Services	Roads ACT	ARRB Transport Research Ltd	Road safety audit priority report	Jul-09	\$33 724	Single select
1-Municipal Services	Roads ACT	Asphalt Laying Services Pty Ltd	Street bond surfacing of cycle lanes	May-10	\$47 525	Quotations
1-Municipal Services	Roads ACT	Aurecon Australia Pty Ltd	Consultancy for bridge bearing replacement	Jul-09	\$82 496	Open tender
1-Municipal Services	Roads ACT	Aurecon Australia Pty Ltd	Telopea Park stormwater assessment services	Jun-10	\$18 300	Quotations
1-Municipal Services	Roads ACT	Aust Grinding Company Pty Ltd	Footpath grinding to reduce footpath trip hazards	May-08	\$355 145	Open tender
1-Municipal Services	Roads ACT	Bellarine Tree Services Pty Ltd	Bridge maintenance works	Jul-09	\$2 310	Quotations
1-Municipal Services	Roads ACT	Bellarine Tree Services Pty Ltd	Traffic management services	Jul-09	\$314 644	Open tender
1-Municipal Services	Roads ACT	Beno Excavations Pty Ltd	Various minor stormwater/drain maintenance work, concrete work and road shoulder repairs	Jul-09	\$35 869	Quotations
1-Municipal Services	Roads ACT	Boss Haulage	Hire of plant and operator for various projects	Jul-09	\$537 015	Quotations
1-Municipal Services	Roads ACT	Bost Pty Ltd	Gravel road resurfacing works	Dec-09	\$374 481	Open tender
1-Municipal Services	Roads ACT	Brown Consulting (Act) Pty Ltd	Road pavement assessments for 2009–10 resurfacing program	Jul-09	\$120 503	Open tender
1-Municipal Services	Roads ACT	Brown Consulting (Act) Pty Ltd	Design rehabilitation works for Fairbairn Avenue	Sep-07	\$23 202	Open tender



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1-Municipal Services	Roads ACT	Brown Consulting (Act) Pty Ltd	Superintendence services for resurfacing works	Sep-09	\$190 359	Open tender
1-Municipal Services	Roads ACT	Brown Consulting (Act) Pty Ltd	Superintendence services for rehabilitation works on Fairbairn Avenue	Jul-08	\$14 430	Open tender
1-Municipal Services	Roads ACT	Capital Landscape Contractors Pty Ltd	Dam maintenance Majura Road	Jul-09	\$6 250	Quotations
1-Municipal Services	Roads ACT	Capital Landscape Contractors Pty Ltd	Re-seeding grassed areas	Jul-09	\$20 455	Quotations
1-Municipal Services	Roads ACT	Capital Lines and Signs	Various minor new works including pavement marking and sign installation	Jul-08	\$209 168	Quotations
1-Municipal Services	Roads ACT	Capital Lines and Signs	Guide sign replacement program	Jul-09	\$81 323	Open tender
1-Municipal Services	Roads ACT	Capital Lines and Signs	Various pavement marking projects	Jul-09	\$262 588	Open tender
1-Municipal Services	Roads ACT	Cardno (NSW) Pty Ltd	Review of temporary traffic management and special events procedures	Sep-09	\$11 970	Open tender
1-Municipal Services	Roads ACT	Cardno (NSW) Pty Ltd	Assistance with development and design of 2009–10 and 2010–11 Roads ACT capital works program	Jul-09	\$60 967	Open tender
1-Municipal Services	Roads ACT	Cardno Young Pty Ltd	Assistance with development and design of 2009–10 and 2010–11 Roads ACT capital works program	Jul-09	\$59 025	Open tender
1-Municipal Services	Roads ACT	CB Excavations Pty Ltd	Footpath repairs and associated works to maintain assets	Mar-09	\$938 805	Standing offer arrangement
1-Municipal Services	Roads ACT	Charman Earthmoving and Heavy Haulage Pty Ltd	Vehicle float	Jul-09	\$22 165	Quotations
1-Municipal Services	Roads ACT	Civil Werxs Pty Ltd	Various minor stormwater/drain maintenance work, concrete work and road shoulder repairs	Jul-09	\$296 639	Quotations
1-Municipal Services	Roads ACT	Civilscope Consult Pty Ltd	Technical support to Roads ACT	Jul-09	\$17 135	Open tender

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1-Municipal Services	Roads ACT	Contour Constructions	Footpath repairs and associated works	Jul-09	\$276 038	Quotations
1-Municipal Services	Roads ACT	Croker Glass Service	Maintenance of public transport assets	Jul-09	\$37 253	Quotations
1-Municipal Services	Roads ACT	Custom Metal Fabrications Pty Ltd	Heritage streetlight pole and mould	Mar-09	\$22 382	Quotations
1-Municipal Services	Roads ACT	Dale and Hitchcock Civil Engineering and Landscaping	Bridge maintenance works	Jul-09	\$42 083	Quotations
1-Municipal Services	Roads ACT	Dale and Hitchcock Civil Engineering and Landscaping	Various minor earthmoving works	Jul-09	\$200 871	Quotations
1-Municipal Services	Roads ACT	Dale and Hitchcock Civil Engineering and Landscaping	Various minor stormwater and drain maintenance works	Jul-09	\$346 873	Quotations
1-Municipal Services	Roads ACT	Dale and Hitchcock Civil Engineering and Landscaping	Footpath repairs and associated works	Jul-09	\$163 778	Standing offer arrangement
1-Municipal Services	Roads ACT	Datacol Research Pty Ltd	Traffic data collection	May-06	\$32 186	Single select
1-Municipal Services	Roads ACT	Deeble B and C Pty Ltd	Earthmoving works, grading on unsealed roads and road shoulder repairs	Apr-08	\$427 514	Open tender
1-Municipal Services	Roads ACT	Downer Edi Works Pty Ltd	Road profiling services	Jul-09	\$167 501	Quotations
1-Municipal Services	Roads ACT	Downer Edi Works Pty Ltd	Resealing works and micro surfacing	Sep-08	\$6,080,551	Open tender
1-Municipal Services	Roads ACT	Ecowise	Electrical repairs to public transport assets	Jul-08	\$2 952	Quotations
1-Municipal Services	Roads ACT	Ecowise	Operation and maintenance of hydrometric services	Jul-00	\$173 087	Single select
1-Municipal Services	Roads ACT	Ecowise	Water quality testing of dams	Jul-08	\$768	Quotations
1-Municipal Services	Roads ACT	Ecowise	Bulk lamp replacement	Jun-09	\$470 365	Open tender
1-Municipal Services	Roads ACT	Ecowise	Loop cutting and relocation of street lights	Jul-09	\$90 413	Quotations
1-Municipal Services	Roads ACT	Ecowise	Traffic signal maintenance	May-08	\$1 008 449	Open tender
1-Municipal Services	Roads ACT	Electrix Pty Ltd	Steel streetlight pole inspection program	Sep-09	\$57 631	Open tender
1-Municipal Services	Roads ACT	Flexible Drain Clear Service	Stormwater/drain maintenance work	Jul-09	\$502 739	Quotations

Output class	Business unit	Contractor/ consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type
1-Municipal Services	Roads ACT	G. D. Samaritan Service	Public transport asset maintenance and bridge maintenance works	Jul-09	\$20 289	Quotations
1-Municipal Services	Roads ACT	G. D. Samaritan Service	Footpath repairs and associated works	Jul-09	\$63 659	Quotations
1-Municipal Services	Roads ACT	GHD Pty Ltd	Federal Highway environmental audit	Jul-09	\$37 010	Single select
1-Municipal Services	Roads ACT	GHD Pty Ltd	Design and superintendence of bridge works	Feb-10	\$24 900	Select tender
1-Municipal Services	Roads ACT	GHD Pty Ltd	Engineering technical advice	Jul-09	\$2 360	Quotations
1-Municipal Services	Roads ACT	GHD Pty Ltd	Assistance with development and design of the 2009–10 and 2010–11 Roads ACT capital works program	Jul-09	\$106 536	Open tender
1-Municipal Services	Roads ACT	GK Ellery and Associates Pty Ltd	Various stormwater and footpath investigations	Jul-09	\$48 420	Quotations
1-Municipal Services	Roads ACT	Group One Pty Ltd	Footpath repairs and associated works. Various minor stormwater/drain maintenance works	Jul-09	\$42 520	Quotations
1-Municipal Services	Roads ACT	GTA Consultants	Assistance with development and design of the 2009–10 and 2010–11 Roads ACT capital works program	Jul-09	\$20 900	Open tender
1-Municipal Services	Roads ACT	GTA Consultants	Fyshwick off street parking feasibility study	Jul-09	\$44 100	Open tender
1-Municipal Services	Roads ACT	Hawkins Civil Engineering Pty Ltd	Lake Ginninderra bridge bearing replacement	Jun-10	\$490 315	Open tender
1-Municipal Services	Roads ACT	Health Futures Pty Ltd	Health and well-being advice to Roads ACT	May-09	\$21 305	Single select
1-Municipal Services	Roads ACT	Hennes Concrete Contractors	Footpath repairs and associated works	Jun-09	\$251 077	Standing offer arrangement
1-Municipal Services	Roads ACT	Hennes Concrete Contractors	Various minor new works including minor stormwater and drain maintenance works	Jul-09	\$246 460	Quotations
1-Municipal Services	Roads ACT	Hewatt Grader Hire	Maintenance of plant and equipment	Jul-09	\$109 019	Quotations

Output class	Business unit	Contractor/ consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type
1-Municipal Services	Roads ACT	HMS Civils Pty Ltd	Bridge expansion joint repair program	Jun-08	\$532 851	Open tender
1-Municipal Services	Roads ACT	Hugill Consulting Pty Ltd	Superintendency 2009–10 bridge handrail painting	Jan-10	\$17 100	Select tender
1-Municipal Services	Roads ACT	Kenoss Contractors Pty Ltd	Fairbairn Avenue rehabilitation	Mar-09	\$935 623	Open tender
1-Municipal Services	Roads ACT	KJ & MR Excavations Pty Ltd	Various minor stormwater/drain maintenance work, concrete work and road shoulder repairs	Jul-09	\$231 964	Quotations
1-Municipal Services	Roads ACT	Lines Signs and Pavements Pty Ltd	Various minor new works	Jul-09	\$102 060	Quotations
1-Municipal Services	Roads ACT	Lines Signs and Pavements Pty Ltd	Various pavement marking and sign installation projects	Jul-09	\$238 254	Quotations
1-Municipal Services	Roads ACT	Lyons Consulting Engineers	Bridge expansion joint program	Dec-08	\$43 780	Select tender
1-Municipal Services	Roads ACT	Mercer (Australia) Pty Ltd	Workforce planning advice Roads ACT	May-09	\$22 656	Single select
1-Municipal Services	Roads ACT	Michael Deane Fencing Pty Ltd	Guardrail and fencing works	Jul-09	\$203 868	Quotations
1-Municipal Services	Roads ACT	Michael Lonergan	Various fencing works	Jul-09	\$21 270	Quotations
1-Municipal Services	Roads ACT	Micromex Research	Road safety survey	Jul-09	\$28 284	Open tender
1-Municipal Services	Roads ACT	NJ & MA Young Trading Trust	Resealing designs for 2009–10 resealing program	Jul-09	\$13 495	Quotations
1-Municipal Services	Roads ACT	NJ & MA Young Trading Trust	Reseal inspection services	Sep-09	\$12 445	Quotations
1-Municipal Services	Roads ACT	Northrop Consulting Engineers	Bridge inspection program	Nov-07	\$122 629	Open tender
1-Municipal Services	Roads ACT	Northrop Consulting Engineers	Street light superintendence	Jun-08	\$426 714	Open tender
1-Municipal Services	Roads ACT	Northrop Consulting Engineers	Engineering technical advice	Jul-09	\$225	Quotations
1-Municipal Services	Roads ACT	Northrop Engineers Pty Ltd	Engineering technical advice	Jul-09	\$480	Quotations
1-Municipal Services	Roads ACT	Opus International Consultants NSW Pty Ltd	Asset Management Plan	Feb-09	\$31 262	Open tender
1-Municipal Services	Roads ACT	Patrick G Kearins	Maintenance of public transport assets and bridges	Jul-09	\$12 537	Quotations

Output class	Business unit	Contractor/ consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type
1-Municipal Services	Roads ACT	Patrick G Kearins	Footpath repairs	Jul-09	\$8 565	Quotations
1-Municipal Services	Roads ACT	Paul Abbey Constructions Pty Ltd	Maintenance of public transport assets and bridges	Jul-09	\$50 303	Quotations
1-Municipal Services	Roads ACT	Paul Abbey Constructions Pty Ltd	Footpath repairs and associated works. Minor stormwater/drain maintenance works	Jul-09	\$181 950	Quotations
1-Municipal Services	Roads ACT	PBC (ACT) Pty Ltd	Footpath repairs and associated works	Jul-09	\$46 477	Quotations
1-Municipal Services	Roads ACT	Programmed Maintenance Services Pty Ltd	2009–10 bridge handrail painting	Apr-10	\$151 558	Open tender
1-Municipal Services	Roads ACT	R D Gossip Pty Ltd	Consultancy for road marking and on road bicycle lanes	Jul-09	\$131 434	Open tender
1-Municipal Services	Roads ACT	R D Gossip Pty Ltd	Speed limit study	Jul-09	\$115 791	Open tender
1-Municipal Services	Roads ACT	R D Gossip Pty Ltd	Minor new works investigations	Dec-06	\$98 329	Single select
1-Municipal Services	Roads ACT	Randstad Pty Limited	Contract labour hire for road maintenance services	Jul-09	\$28 438	Quotations
1-Municipal Services	Roads ACT	Roads and Traffic Authority NSW	Road network testing	Oct-09	\$36 605	Single select
1-Municipal Services	Roads ACT	Roads and Traffic Authority NSW	Road condition data collection	Oct-06	\$47 648	Select tender
1-Municipal Services	Roads ACT	Rural Services	Minor stormwater/drain and road maintenance works	Jul-09	\$560 848	Quotations
1-Municipal Services	Roads ACT	Simeonov Civil Engineering ACT Pty Ltd	Maintenance of pavement marking	Sep-08	\$200 785	Open tender
1-Municipal Services	Roads ACT	SMEC Australia Pty Ltd	Inspection, assessment and concept design Alinga Street bridge	Jun-09	\$41 478	Select tender
1-Municipal Services	Roads ACT	SMEC Australia Pty Ltd	Superintendency Federal Highway stormwater improvements	Jul-09	\$5 000	Quotations
1-Municipal Services	Roads ACT	SMEC Australia Pty Ltd	Bridge loading assessments for dimensions and mass permits	Jun-08	\$35 436	Single select

Output class	Business unit	Contractor/ consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type
1-Municipal Services	Roads ACT	TMC Contractors Pty Ltd	Footpath repairs and associated works	Jul-09	\$260 068	Standing offer arrangement
1-Municipal Services	Roads ACT	Vic Roads	Road network testing program	Jul-09	\$65 451	Select tender
1-Municipal Services	Roads ACT	Weldwise	Bridge maintenance works	Jul-09	\$19 880	Quotations
1-Municipal Services	Roads ACT	Wizard Personnel and Office Services Pty Ltd	Traffic management contract labour hire	Jul-08	\$70 456	Select tender
1-Municipal Services	Sport and Recreation	Adecco	Hire of labour for sportsgrounds	Mar-10	\$90 538	Standing offer arrangement
1-Municipal Services	Sport and Recreation	Athletic Logic Pty Ltd	Supply of ACT Academy of Sport athlete database modules	Jul-09	\$38 000	Single select
1-Municipal Services	Sport and Recreation	Australian Cycling Federation Inc	Engagement of ACT Academy of Sport assistant coach	Jul-09	\$25 000	Single select
1-Municipal Services	Sport and Recreation	Beemak Enterprises	Hire of machinery and labour for sportsground renovation	Jul-09	\$87 507	Quotations
1-Municipal Services	Sport and Recreation	Belgravia Leisure Pty Ltd	Management contract	Jul-08	\$390 290	Open tender
1-Municipal Services	Sport and Recreation	Belgravia Leisure Pty Ltd	Management contract	Jun-10	\$510 000	Open tender
1-Municipal Services	Sport and Recreation	Bronze Empire Property Services	Cleaning of pavilions at sportsgrounds	Mar-10	\$102 745	Open tender
1-Municipal Services	Sport and Recreation	Canberra Verti-Drain	Hire of machinery and labour for ground renovation at ACT sportsgrounds	Jul-09	\$45 870	Quotations
1-Municipal Services	Sport and Recreation	Capital City Heavy Haulage Pty Ltd	Moving of goal posts and other items on sportsgrounds	Jul-09	\$21 668	Quotations
1-Municipal Services	Sport and Recreation	Class Concreting	Concreting services on 12 southside jobs	Jul-09	\$34 001	Quotations
1-Municipal Services	Sport and Recreation	Cleanaway	Removal of waste from hoppers at sporting pavilions	Feb-07	\$88 736	Open tender
1-Municipal Services	Sport and Recreation	Complete Turf Renovation Services Pty Ltd	Aeration, line marking and turf renovation of sportsgrounds	Jul-09	\$55 821	Quotations
1-Municipal Services	Sport and Recreation	Deves Field Pty Ltd	Maintenance of 'Comtrol' irrigation system	Jul-09	\$52 910	Quotations
1-Municipal Services	Sport and Recreation	Dickson Aquatic Centre	Management contract	Jul-08	\$254 528	Open tender

Output class	Business unit	Contractor/ consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type
1-Municipal Services	Sport and Recreation	Dysetee Pty Ltd— Manuka Swimming Pool	Management contract	Aug-07	\$159 782	Open tender
1-Municipal Services	Sport and Recreation	Ecowise	Inventory, repairs and maintenance on floodlights at sportsgrounds	Jul-09	\$142 204	Quotations
1-Municipal Services	Sport and Recreation	Fertspread	Fertilising of sportsgrounds	Jul-09	\$45 214	Quotations
1-Municipal Services	Sport and Recreation	GG Plumbing	Installation of a water tank at the Waramanga Depot	Jul-09	\$21 187	Quotations
1-Municipal Services	Sport and Recreation	Intech Industrial Technicians	Servicing of sportsgrounds maintenance plant and equipment	Jul-09	\$35 842	Quotations
1-Municipal Services	Sport and Recreation	Jenda Investments Trust	Provision of medical services to ACT Academy of Sport	Jan-09	\$42 308	Single select
1-Municipal Services	Sport and Recreation	Laz Mobile Welding Services	Welding services at all sportsgrounds such as minor fencing repairs and building security	Jul-09	\$102 060	Quotations
1-Municipal Services	Sport and Recreation	Mag Welding Services Pty Ltd	Manufacturing of ambulance gates at all sportsgrounds	Jul-09	\$23 954	Quotations
1-Municipal Services	Sport and Recreation	Mastro 5 Design Pty Ltd	Repairs and maintenance to sportsgrounds buildings and facilities	Jul-09	\$102 901	Quotations
1-Municipal Services	Sport and Recreation	Michael Lonergan	Security and safety fences at Stirling, Phillip and Narrabundah sporting ovals	Jul-09	\$55 875	Quotations
1-Municipal Services	Sport and Recreation	Milan Milovanovic	ACT Academy of Sport men's football head coach	Jan-09	\$79 184	Open tender
1-Municipal Services	Sport and Recreation	Nuturf Pty Ltd	Soil testing, fertiliser, and chemicals for sportsgrounds	Jul-09	\$165 960	Quotations
1-Municipal Services	Sport and Recreation	Ray Junna	ACT Academy of Sport women's football head coach	Mar-10	\$32 390	Open tender
1-Municipal Services	Sport and Recreation	Regional Group Training Ltd	Turf management apprenticeship	Mar-10	\$30 386	Standing offer arrangement

Output class	Business unit	Contractor/ consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type
1-Municipal Services	Sport and Recreation	Robert Hooker	ACT Women's football team—head coach services	Jan-09	\$40 471	Open tender
1-Municipal Services	Sport and Recreation	Sally McCreedy	ACT Academy of Sport Softball Head Coach salary and program expenses	Jan-09	\$23 312	Single select
1-Municipal Services	Sport and Recreation	Tread Lightly Earthmoving	Screening soil and seeding of ovals	Jul-09	\$26 518	Quotations
1-Municipal Services	Sport and Recreation	Turf Management Aust Pty Ltd	Provision of line marking service	Jul-09	\$54 871	Quotations
1-Municipal Services	Transport and Infrastructure Executive	Walter Turnbull	Strategic Transport Action Plan—strategy/ funding model development	Jan-10	\$43 525	Quotations
1-Municipal Services	Transport and Infrastructure Executive	WDS Scott Asia Pty Ltd	Strategy for low volume transactions for infringements	Sep-09	\$54 000	Select tender
1-Municipal Services	Yarralumla Nursery	Adecco	Contract labour hire for office administrative support	Jul-09	\$44 849	Standing offer arrangement
1-Municipal Services	Yarralumla Nursery	Easy Rain	Irrigation maintenance and repair	Jul-09	\$32 754	Quotations
1-Municipal Services	Yarralumla Nursery	Henry & Linda Olsen	Potting and plant propagation	Jul-09	\$52 488	Quotations
1-Municipal Services	Yarralumla Nursery	Koomarri	Potting and plant maintenance	Jul-09	\$66 000	Single select
1-Municipal Services	Yarralumla Nursery	Plant Freight	Plant deliveries	Jul-09	\$104 754	Quotations
1-Municipal Services	Yarralumla Nursery	Randstad	Contract labour hire for potting, plant maintenance and general operational support	Jul-09	\$126 495	Standing offer arrangement
2-Procurement Support Services	Procurement Solutions	Archinfotech Pty Ltd	Provision of project management and director services	Sep-08	\$105 280	Single select
2-Procurement Support Services	Procurement Solutions	Evalua Pty Ltd	Provision of services for the electronic receipt and evaluation of quotations	May-09	\$41 000	Quotations
2-Procurement Support Services	Procurement Solutions	Kingsway Financial Assessments Pty Ltd	Provision of pre- qualification financial/ assessment advice	Nov-08	\$42 494	Open tender



Output class	Business unit	Contractor/ consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type
2-Procurement Support Services	Procurement Solutions	Riley Nominees Trust	Provision of project management and director services	May-08	\$167 972	Single select
2-Procurement Support Services	Procurement Solutions	Walter Turnbull	Provision of audit services	Sep-08	\$48 567	Open tender
2-Procurement Support Services	Procurement Solutions	Wizard Corporate Training Pty Ltd	Provision of training services	Feb-08	\$38 837	Quotations
2-Enterprise Services	ACTION	Effective People	Contract labour hire for charter and ticketing support officer	Aug-09	\$129 073	Single select
2-Enterprise Services	ACTION	HBA Consulting	Communications strategy for the ACTION Certified Agreement	Jul-09	\$22 125	Single select
2-Enterprise Services	ACTION	Indec Consulting	Benchmarking report	May-09	\$20 000	Single select
2-Enterprise Services	ACTION	Indec Consulting	Update the Woden depot cost benefit report	May-09	\$43 552	Single select
2-Enterprise Services	ACTION	Indec Consulting	Prepare the business case for the Woden depot upgrade	Feb-09	\$31 400	Single select
2-Enterprise Services	ACTION	Indec Consulting	Contract labour hire for specialist scheduler	Dec-09	\$52 252	Single select
2-Enterprise Services	ACTION	Manidis Roberts P	ACTION business reform communications strategy	Jul-09	\$67 951	Single select
2-Enterprise Services	ACTION	McCormick Rankin	ACTION Network 08 Review	Aug-09	\$29 355	Single select
2-Enterprise Services	ACTION	McCormick Rankin	ACTION business process reengineering, scheduling and planning	Aug-09	\$11 106	Single select
2-Enterprise Services	ACTION	McCormick Rankin	ACT Transport Capability Review	Jan-10	\$79 280	Single select
2-Enterprise Services	ACTION	Robson Environment	Air quality assessment Cohen Street bus sheds	Jul-09	\$13 870	Single select
2-Enterprise Services	Territory Venues and Events	A Cut Above Tree Services	Removal of trees at Manuka Oval	Jan-10	\$24 571	Quotations
2-Enterprise Services	Territory Venues and Events	ACT Cricket Association	Ground maintenance for Manuka Oval	Jan-08	\$211 506	Open tender
2-Enterprise Services	Territory Venues and Events	Acton Building	Minor works at Canberra Stadium and Manuka Oval	Various	\$212 144	Quotations
2-Enterprise Services	Territory Venues and Events	All Leisure Hospitality	Catering services at Canberra Stadium	Jan-07	\$396 667	Open tender

Output class	Business unit	Contractor/ consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type
2-Enterprise Services	Territory Venues and Events	Aspen Medical Services	Provision of medical services at 2009 UCI Mountain Bike and Trials World Championships	Aug-09	\$20 273	Quotations
2-Enterprise Services	Territory Venues and Events	Australian Federal Police	Police services for events at Canberra Stadium	Various	\$57 090	Quotations
2-Enterprise Services	Territory Venues and Events	Australian Sports and Event Signage	Signage for 2009 UCI Mountain Bike and Trials World Championships	Aug-09	\$60 437	Single select
2-Enterprise Services	Territory Venues and Events	Australian Temporary Fencing	Fencing at Stromlo Forest Park for 2009 UCI Mountain Bike and Trials World Championships	Aug-09	\$60 005	Quotations
2-Enterprise Services	Territory Venues and Events	Beemak Enterprises	Landscaping works for Stromlo Forest Park	May-09	\$63 367	Select tender
2-Enterprise Services	Territory Venues and Events	Bina Locks	Access control system and replacement of locks at Manuka Oval	Various	\$53 563	Quotations
2-Enterprise Services	Territory Venues and Events	Blayney Airfarmers	Weed control at Stromlo Forest Park	Various	\$78 974	Quotations
2-Enterprise Services	Territory Venues and Events	Broadlex Services	Cleaning services at Canberra Stadium, Stromlo Forest Park and Manuka Oval	Feb-06	\$355 066	Open tender
2-Enterprise Services	Territory Venues and Events	Coates Hire Operations	Equipment hire for 2009 UCI Mountain Bike and Trials World Championships	Aug-09	\$129 358	Single select
2-Enterprise Services	Territory Venues and Events	Compu-TERRA	IT maintenance and support at Canberra Stadium	Jan-05	\$40 340	Single select
2-Enterprise Services	Territory Venues and Events	Content Group	Media advice and support services for Canberra Stadium	Various	\$53 577	Quotations
2-Enterprise Services	Territory Venues and Events	Dale & Hitchcock	Road preparation works at Stromlo Forest Park	Various	\$152 257	Quotations
2-Enterprise Services	Territory Venues and Events	Economic Futures Australia	Consulting services for Canberra Stadium, Stromlo Forest Park and Manuka Oval	Various	\$58 400	Quotations

Output class	Business unit	Contractor/ consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type
2-Enterprise Services	Territory Venues and Events	Elite Sound & Lighting	Sound and lighting equipment for 2009 UCI Mountain Bike and Trials World Championships	Aug-09	\$38 562	Single select
2-Enterprise Services	Territory Venues and Events	FIFE Capital	Commercial advice consultancy for Stromlo Forest Park development	Nov-09	\$25 000	Quotations
2-Enterprise Services	Territory Venues and Events	Gema Group	Catering at 2009 UCI Mountain Bike and Trials World Championships	Aug-08	\$82 446	Single select
2-Enterprise Services	Territory Venues and Events	Gerards Fences	Fence replacement at Manuka Oval	Various	\$31 661	Quotations
2-Enterprise Services	Territory Venues and Events	Green Fusion	Sustainable and environmental consulting and training	Oct-09	\$27 053	Quotations
2-Enterprise Services	Territory Venues and Events	Hirotec Maintenance	Repairs and maintenance at Canberra Stadium	Dec-05	\$392 849	Open tender
2-Enterprise Services	Territory Venues and Events	Kennards Hire	Equipment hire for 2009 UCI Mountain Bike and Trials World Championships	Aug-09	\$145 225	Single select
2-Enterprise Services	Territory Venues and Events	KPMG	Stromlo Forest Park and Canberra Stadium master plan	Feb-09	\$24 521	Open tender
2-Enterprise Services	Territory Venues and Events	Kydan	Provision of screen operations at Canberra Stadium, Stromlo Forest Park and Manuka Oval	Various	\$139 430	Quotations
2-Enterprise Services	Territory Venues and Events	Makin Trax Australia P/L	Track design and maintenance at Stromlo Forest Park	Various	\$64 796	Quotations
2-Enterprise Services	Territory Venues and Events	Oztime Technologies	Security sliding gate at Canberra Stadium	Feb-10	\$78 946	Open tender
2-Enterprise Services	Territory Venues and Events	Premier Artists	Entertainment for 2009 UCI Mountain Bike and Trials World Championships	Aug-09	\$28 000	Single select
2-Enterprise Services	Territory Venues and Events	Purdon Associates	Community consultation services for Canberra Stadium and Manuka Oval master plans	Feb-09	\$151 628	Quotations

Output class	Business unit	Contractor/consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type
2-Enterprise Services	Territory Venues and Events	Robson Environmental	Asbestos removal monitoring at Fairbairn Park	Nov-09	\$24 510	Single select
2-Enterprise Services	Territory Venues and Events	Run For Your Life	Stromlo Forest Park Running Festival—event management	Sep-08	\$63 636	Open tender
2-Enterprise Services	Territory Venues and Events	Screenmakers Pty Ltd	Manuka Oval and Stromlo Forest Park signage	Various	\$67 763	Quotations
2-Enterprise Services	Territory Venues and Events	SD & JL Pty Ltd	General repairs and maintenance—Tidbinbilla Nature Park and Stromlo Forest Park	Various	\$40 867	Quotations
2-Enterprise Services	Territory Venues and Events	SNP Security	Security services—Canberra Stadium, Stromlo Forest Park and Manuka Oval	Jan-08	\$461 280	Open tender
2-Enterprise Services	Territory Venues and Events	Sound Advice	Public Address System requirements at Canberra Stadium	Jun-09	\$42 491	Open tender
2-Enterprise Services	Territory Venues and Events	Sports Video Services	Camera operations for events at Canberra Stadium	Various	\$23 758	Quotations
2-Enterprise Services	Territory Venues and Events	Swell Design Group	Design, supply and installation of Stromlo Forest Park signage	Various	\$29 848	Quotations
2-Enterprise Services	Territory Venues and Events	Traffic Technologies	Traffic management for events at Canberra Stadium	Various	\$67 737	Quotations
2-Enterprise Services	Territory Venues and Events	VIPeople	Provision of customer service staff at Canberra Stadium and Manuka Oval	Jan-08	\$111 845	Open tender
2-Enterprise Services	Territory Venues and Events	Xact Project Consultants	Preparation of procurement documentation for Stromlo Forest Park development	Jul-09	\$21 325	Quotations
2-Enterprise Services	Capital Linen Service	Adtec ACT Pty Ltd	Linenweb maintenance	Jul-07	\$20 133	Quotations
2-Enterprise Services	Capital Linen Service	Colleys Drycleaning Maintenance	Laundry maintenance services	Jul-07	\$113 912	Quotations
2-Enterprise Services	Capital Linen Service	Kannegiesser Australia	Machinery servicing	Jul-07	\$23 109	Quotations

Output class	Business unit	Contractor/ consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type
3-Human Resource Services	Human Resource Services	Carla Boehme, Business Consultant	Provision of business analysis for strategic direction of the ACT Government's Human Resources Management System	Feb-10	\$51 215	Single select
3-Human Resource Services	Human Resource Services	Ross Human Directions Ltd (previously Verossity Pty Ltd)	Provision of human resources and recruitment services	Jul-07	\$59 127	Open tender
3-Human Resource Services	Human Resources Services	Walter Turnbull	Provision of audit services	Nov-07	\$41 600	Select tender
4-Finance Services	Finance Services	ASG Group Ltd	Provision of Oracle support staff and services	Whole-of-government contract managed by Treasury	\$55 019	Standing offer arrangement

## SELECT AND SINGLE SELECT PROCUREMENTS OVER \$200 000

Output Class	Business unit	Contractor/consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type	Reason for select tender
1-InTACT	InTACT	EMC Australia	Provision of storage area network and backup infrastructure	Dec-05	\$764 723	Select tender	Only a limited number of firms can supply specific goods and services.
2-Enterprise Services	Territory Venues and Events	Eurocam	Production of 2009 World Mountain Bike Championships	Aug-09	\$295 759	Select tender	Specialist skills and experience
1-InTACT	InTACT	AUSDOC Information Management Pty Ltd (formerly Recall Total Information Management)	Provision of secure office paper recycling services	Feb-05	\$355 591	Single select	Only a single firm can supply specific goods and services.
1-InTACT	InTACT	Emerson Network Power Global Services Australia	Supply and maintenance of uninterruptible power supply and related equipment for internet protocol telephony	Jul-05	\$227 465	Single select	Only a single firm can supply specific goods and services.
1-InTACT	InTACT	MAC 1 Pty Ltd	Provision of APPLE products mainly for Canberra Institute of Technology and Department of Education and Training	Jan-08	\$814 746	Single select	Only a single firm can supply specific goods and services.
1-InTACT	InTACT	Microsoft Pty Ltd	Provision of Microsoft support	Jul-09	\$931 440	Single select	Only a single firm can supply specific goods and services.

Output Class	Business unit	Contractor/consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type	Reason for select tender
1-InTACT	InTACT	Oracle Corporation Australia Pty Ltd	Provision of Oracle Financials licences and products	May-07	\$1 391 904	Single select	Only a single firm can supply specific goods and services.
1-InTACT	InTACT	Technology One Ltd	Provision of hardware and software support for the Territory revenue system	Sep-09	\$326 949	Single select	Only a single firm can supply specific goods and services.
1-Municipal Services	Parks, Conservation and Lands	Conservation Volunteers Aust	Visitor services at Tidbinbilla Nature Reserve	Jul-08	\$312 591	Single select	Specialist skills and experience
1-Municipal Services	Parks, Conservation and Lands	Greening Australia Capital Region Ltd	Planting, landscaping and survey services in high conservation areas	Aug-09	\$259 309	Single select	Specialist skills and experience
1-Municipal Services	Parks, Conservation and Lands	Koomarri Association	Contract labour hire for cleaning of sportsgrounds and pavilions and other public infrastructure	Aug-07	\$282 497	Single select	The agency was able to source the most suitable applicants at the time of recruitment
1-Municipal Services	Roads ACT	ActewAGL Distribution	Street light maintenance	Jan-01	\$5 478 361	Single select	ActewAGL had consistently demonstrated value for money in the previous long-term contracts covering the provision of the services

Output Class	Business unit	Contractor/consultant	Description/reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type	Reason for select tender
1-Municipal Services	Roads ACT	ActewAGL Distribution	Stormwater maintenance	Jul-08	\$3 151 125	Single select	ActewAGL had consistently demonstrated value for money in the previous long-term contracts covering the provision of the services
2-Procurement Support Services	Procurement Solutions	Oracle Corporation Australia Pty Ltd	Development of Procurement Solutions' Business System	Mar-09	\$661 723	Single select	Alternative solutions were considered but due to the specifications of this project and the need for compatibility with the whole-of-government Oracle Financial System Single Instance Project, a single select process was undertaken.
2-Enterprise Services	ACTION	Manpower Services	Contract labour hire for support staff located at bus interchanges	Apr-10	\$374 705	Single select	Specialist services
2-Enterprise Services	ACTION	Maximus Solutions	Contract labour hire for financial support services	Jan-09	\$215 660	Single select	Specialist services
2-Enterprise Services	Territory Venues and Events	Earlybird Marketing and Events	Event management for 2009 UCI Mountain Bike and Trials World Championships	Aug-09	\$250 430	Single select	Skills, experience and understanding of venues



Output Class	Business unit	Contractor/ consultant	Description/ reason contract let	Approval date (date contract let)	Actual expenditure (GST exc)	Procurement type	Reason for select tender
2-Enterprise Services	Territory Venues and Events	Stadium Turf Management	Horticultural maintenance for Canberra Stadium and Stromlo Forest Park	Nov-07	\$449 964	Single select	Skills, experience and expertise in delivering turf management to an international standard for major sporting events
2-Enterprise Services	Capital Linen Service	Jobwire	Contract labour hire	Jul-07	\$1 177 819	Single select	Availability of appropriate service skills range and access to broader network of suppliers

## C15 COMMUNITY GRANTS, ASSISTANCE AND SPONSORSHIP

### SPORT AND RECREATION GRANTS

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
1	Access Economics Pty Ltd	Development of a model to collect sports tourism data	Collection of sports tourism data to support tourism and benefits to sports industry	\$6 000
2	ACT & SNSW Rugby Union Ltd	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$42 000
3	ACT Badminton Association Inc	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$4 000
4	ACT Baseball Association Inc	Narrabundah ball park upgrade	Contribution towards specialised components of facility upgrade	\$65 000

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
5	ACT Baseball Association Inc	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$26 000
6	ACT BMX Association Inc	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$4 000
7	ACT Boccia Inc	National championship	Financial assistance for ACT Boccia to host national championship in Canberra	\$400
8	ACT Broomball Association Inc	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$2 000
9	ACT Canine Association	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$6 000

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
10	ACT Chess Association Inc	Purchase of equipment for junior chess tournaments	Purchase of competition timing clocks for use by ACT Junior Chess League competitions	\$1 390
11	ACT Chess Association Inc	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$2 000
12	ACT Cricket Association Inc	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$42 000
13	ACT Cross Country Club	Introduction of new timing system	Purchase of electronic recording system used at fun run/walk events	\$1 500
14	ACT Cycling Federation	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$26 000
15	ACT Equestrian Association Inc	Ride-on mower	Purchase of mower for use at ACT Equestrian Park	\$12 370

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
16	ACT Equestrian Association Inc	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$6 000
17	ACT Fencing Association Inc	Fencing scoring equipment	Purchase of scoring equipment for use at training and competitions	\$2 800
18	ACT Fencing Association Inc	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$5 000
19	ACT Gridiron Inc	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$5 000
20	ACT Gymnastic Association Inc	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$42 000

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
21	ACT Hang Gliding and Paragliding Association	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$2 500
22	ACT Ice Hockey Association Inc	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$4 000
23	ACT Little Athletics Association Inc	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$14 000
24	ACT Monaro District Golf Association Inc	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$6 000
25	ACT Netball Association Inc	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$42 000

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
26	ACT Pistol Association	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$4 000
27	ACT Rogaining Association Inc	Purchase of Navlight system	Purchase of navigational system for use at sporting events	\$17 900
28	ACT Rogaining Association Inc	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$4 000
29	ACT Rowing Association Inc	Lake users facility feasibility study	Coordination with lake users for feasibility study on Lake Burley Griffin use	\$20 000
30	ACT Rowing Association Inc	Lake Burley Griffin navigation lighting	Purchase of navigational lighting system for use on Lake Burley Griffin	\$2 400
31	ACT Rowing Association Inc	Course maintenance	To maintain the Canberra rowing course in excellent condition to facilitate competition and training activity	\$2 500

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
32	ACT Rowing Association Inc	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$26 000
33	ACT Schools Boys Rugby League	Australian secondary schools rugby league 15 years national championship	Support for ACT schools rugby league to host national championship	\$3 500
34	ACT Softball Association	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$42 000
35	ACT Squash Rackets Association Inc	Purchase of Woden Squash Centre—Sport Loan Industry Subsidy Scheme (SLISS)	Support for ACT Squash purchase of the Woden facility	\$18 731
36	ACT Squash Rackets Association Inc	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$26 000



	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
37	ACT Swimming Inc	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$26 000
38	ACT Tenpin Bowling Association	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$6 000
39	ACT Touch Association	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$42 000
40	ACT Veterans Athletic Club Inc	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$14 000
41	ACT Volleyball Inc	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$26 000

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
42	ACT Water Polo Inc	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$4 000
43	ACT Water Ski Association Inc	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$4 000
44	ACT Wrestling Inc	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$2 000
45	ACTSPORT Inc	Summer Down Under Wheelchair Racing Series Reception	Support towards Canberra hosting Wheelchair Racing Series Reception	\$2 800
46	ACTSPORT Inc	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$81 200

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
47	AFL Canberra Ltd	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$42 000
48	Athletics ACT Association Inc	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$14 000
49	Australian Handball Federation	Gallipoli Tri-nation Tournament travel assistance	Financial assistance to attend Tri-nation Tournament in Turkey	\$400
50	Basketball ACT	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$42 000
51	Billiards & Snooker Association ACT	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$4 000

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
52	Black Mountain Rowing Club Inc	Coaching an '8' in safe and supportive environment	Program and purchase of motor to enhance safety and training environment	\$2 300
53	Bluearth Foundation	Bluearth Program in ACT Schools	Bluearth program to promote physical activity in ACT schools	\$9 091
54	Bowls ACT	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$26 000
55	Boxing ACT Inc	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$4 000
56	Burley Griffin Canoe Club Inc	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$4 000
57	Calisthenics ACT Inc	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$9 000

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
58	Campbell Tennis Club	Clubhouse Extension	Upgrade clubhouse for members and allied community use	\$33 000
59	Canberra City Gymnastic Club Inc	Floor space extension—Stage 7	Support for Canberra City Gymnastics Club to extend club facility to enhance training capabilities	\$116 000
60	Canberra City Gymnastic Club Inc	Facility extension (SLISS)	Will enable club to provide higher class facility and increase membership opportunities	\$24 806
61	Canberra District Rugby League	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$26 000
62	Canberra Dragon Boat Association Inc	ACT Junior Women's crew to Prague	Support for Junior Women's Dragon Boat team to attend world championship in Czech Republic	\$750
63	Canberra Dragon Boat Association Inc	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$4 000

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
64	Canberra International Clay Target Club	Purchase of new traps	Update clay target throwers (traps) for national championships	\$7 000
65	Canberra Rifle Club Inc	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$3 000
66	Corroboree (Nth Canberra) Little Athletics Centre	Coaching development and equipment improvement	Train and improve skills for coaches and purchase of competition equipment	\$1 000
67	Dance Central Canberra	DC Crew Hip Hop Championships	Support for Dance Crew to attend World Hip Hop Championships in Las Vegas	\$750
68	Ginninderra Cricket Club	Rejuvenation of Kippax Cricket	Raise standard of Kippax cricket nets	\$2 000
69	Gungahlin Wildcats Gridiron Club Inc	Purchase of equipment	Purchase of necessary gridiron equipment to set up club	\$3 900
70	Heart Foundation ACT	Kids at Play	Complete planning and implementation of ACT Early Childhood Active Play and Eating Well Project	\$70 000

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
71	Hockey ACT	Tuggeranong hockey field	Construction of a synthetic grass hockey field to expand competitions and increase number of players and teams	\$250 000
72	Hockey ACT	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$42 000
73	Hockey ACT	Tuggeranong Hockey Park (SLISS)	Support for Hockey ACT to purchase the Tuggeranong facility	\$197
74	Judo Federation of Australia ACT Inc	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$4 000
75	Kambah Tennis Club	Kambah Tennis Club court replacement	Tennis court resurfacing with synthetic grass	\$23 000
76	Ngunnawal Indigenous Higher Education Centre	National Industry Tertiary Education Student Games	Provide assistance to University of Canberra's Ngunnawal Indigenous Territory Education Centre Student Games	\$750
77	North Woden Tennis Club Inc	Refurbishing tennis courts	Tennis court repairs	\$4 650

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
78	Orienteering ACT Inc	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$26 000
79	Pedal Power ACT Inc	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$14 000
80	Pegasus—Riding For the Disabled ACT Inc	Renovation of outdoor equestrian sand arena	Provision of a fully operational outdoor equestrian sand arena for use in Pegasus programs	\$50 000
81	Pines Tennis Club	Tennis court upgrade	Tennis court resurfacing with synthetic grass	\$26 000
82	Regional Group Training Apprenticeship	Australian School-Based Apprenticeships	Offering 15 sports industry apprenticeships annually	\$53 181
83	Snow Sports ACT Ltd	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$26 000
84	South Canberra Netball Association Inc	Resurfacing and repair of all-weather courts	Upgrading netball courts for safer playing environment	\$34 000



	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
85	Southern Canberra Gymnastics Club	Stage 2 extensions to Erindale facility	Last stage of the club's facility extension aimed at retention and increase of membership through use of a modern complex	\$52 011
86	Sporting Shooters Association of Australia ACT Inc	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$5 000
87	Sports Medicine Australia—ACT Branch	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$33 600
88	Table Tennis ACT Inc	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$14 000
89	Tennis ACT	Water saving measures— resurfacing tennis courts	Resurfacing tennis courts to lower maintenance costs and reduce water consumption	\$45 320

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
90	Tennis ACT	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$42 000
91	The Australian Institute of Company Directors	Sport and recreation industry training program	Professional development opportunities for the sport and recreation industry	\$6 828
92	The Royal Life Saving Society (RLSS) Australia—ACT Branch	Safe Waters ACT Action Plan—2010–2013 ‘Target Zero’	Support to RLSS to continue work on Safe Waters ACT Action Plan Report	\$36 000
93	The Royal Life Saving Society Australia—ACT Branch	ACT Junior Lifeguard Program	Targeting children aged 10–16 years offering a unique aquatic alternative for those who love the water	\$18 250
94	The Royal Life Saving Society Australia—ACT Branch	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$8 000
95	Triathlon ACT	Triennial operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$42 000

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
96	Tuggeranong Archery Club	Indoor facility in Greenway	A strategic plan to develop Tuggeranong Archery and community indoor facility	\$4 550
97	Tuggeranong BMX Club	Facilities upgrade	Upgrade club facilities to enable development of skills in a safe environment	\$2 500
98	Tuggeranong United Football Club	Kambah spectator shelter	Provision of a permanent shelter to cover stands at Kambah 2-1 playing field	\$8 100
99	Tuggeranong Vikings Swim Club Inc	Upgrading of timekeeping and starting equipment	Upgrade timekeeping equipment to electronic wireless format	\$1 500
100	Turner Tennis Club Inc	Upgrade courts and lighting	Tennis court resurfacing with synthetic grass and lighting upgrade	\$58 000
101	Vision Impaired Sport ACT	Vision impaired program	Introduction to new sports for vision impaired	\$3 280
102	Weston Creek Bowling Club	Construction of a synthetic bowling green	Synthetic bowling green increasing number of greens, providing a drought-proof facility and introducing the concept of synthetic bowling greens to bowlers	\$40 000

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
103	Weston Creek Bowling Club	Weston Creek synthetic green and lighting	Provision for lighting and completion of synthetic green to cater for increasing numbers of bowlers in the Weston Creek district	\$59 000
104	Yachting ACT	Operational assistance	Financial assistance to support the continued operation, promotion and development of the peak sporting body	\$6 000
105	YMCA of Canberra	YMCA Youth at Risk Project	To provide, in partnership with the Ted Noffs Foundation, ongoing gym-based fitness program for young males at risk	\$4 680
<b>TOTAL</b>				<b>\$2 238 385</b>

## NATIONAL LEAGUE TEAM FUNDING PROGRAM

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
1	ACT Comets (men's cricket)	Operational assistance	Financial assistance to support operational costs for participating in national league	\$24 000
2	ACT Diamonds (women's softball)	Operational assistance	Financial assistance to support operational costs for participating in national league	\$15 000
3	Australian Opals	Junior Development Camp	Financial assistance to leverage junior development activity during the Opals game in Canberra	\$15 000
4	Canberra Capitals (women's basketball)	Operational assistance	Financial assistance to support operational costs for participating in national league	\$120 000
5	Canberra Colts (baseball)	Start-up assistance	Financial assistance for start-up costs of the new Australian Baseball League franchise in Canberra	\$20 000
6	Canberra Darters (netball)	Operational assistance	Financial assistance to support operational costs for participating in national league	\$24 000

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
7	Canberra Gunners (men's basketball)	Operational assistance	Financial assistance to support operational costs for participating in national league	\$31 000
8	Canberra Heat (men's volleyball)	Operational assistance	Financial assistance to support operational costs for participating in national league	\$10 000
9	Canberra Heat (women's volleyball)	Operational assistance	Financial assistance to support operational costs for participating in national league	\$10 000
10	Canberra Knights (men's ice hockey)	Operational assistance	Financial assistance to support operational costs for participating in national league	\$24 000
11	Canberra Lakers (men's hockey)	Operational assistance	Financial assistance to support operational costs for participating in national league	\$31 000
12	Canberra Strikers (women's hockey)	Operational assistance	Financial assistance to support operational costs for participating in national league	\$31 000

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
13	Canberra United (women's football)	Operational assistance	Financial assistance to support operational costs for participating in national league	\$65 000
14	Cockatoos (men's orienteering)	Operational assistance	Financial assistance to support operational costs for participating in national league	\$10 000
15	Cockatoos (women's orienteering)	Operational assistance	Financial assistance to support operational costs for participating in national league	\$10 000
16	Royal Canberra Golf Club	Junior development camp	Financial assistance to create and run a junior development activity during the 2010 Royal Canberra Ladies Golf Classic	\$10 000
<b>TOTAL</b>				<b>\$450 000</b>

## HERITAGE

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
1	Carousel Organ Restoration Group	Carousel organ restoration project—Stage 6	Purchase additional book music for the 100 year old Carousel Organ	\$10 000
2	Retired ACT Transport Employees Club Inc	'Fares Please' oral histories	Record oral histories of former ACT bus drivers and conductors	\$4 000
3	National Parks Association (NPA) of the ACT Inc	50th anniversary photography exhibition	A 50th anniversary photographic display of NPA members' photography	\$3 450
4	Southern ACT Catchment Group	Tales of Tidbinbilla—visitors' resource	A publication about the Tidbinbilla–Birrigai–Jedbinbilla precinct pioneer and Indigenous heritage	\$10 000
5	Paul Carmody	Elm Grove and Oak Hill Gungahlin interpretive signage	Installation of an interpretive sign at Elm Grove Heritage Precinct and at the summit of Oak Hill, adjacent to ACT and NSW border	\$6 000
6	Edwin Braggett	Publication <i>A Social and Religious History of early ACT Anglican Centres</i>	A publication tracing the social and religious history of early Anglican centres in the ACT	\$12 216



	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
7	Richard Snashall	Webcan100—10 short films on Canberra's heritage	Ten imaginative short films that showcase particular aspects of Canberra's heritage in the lead-up to the 2013 centenary	\$19 550
8	Uniting Church in Australia (ACT) Property Trust	Preparation of a Conservation Management Plan (CMP)	A CMP for the Canberra Korean Uniting Church at Reid	\$8 500
9	National Trust of Australia (ACT)	Murray family oral history	An oral history of the surviving members of the Murray family who first arrived in Canberra in 1909 and farmed along the Molonglo River	\$3 500
10	Downer Community Association	Downer 50th anniversary celebration CD and brochure	Produce a CD and brochure to commemorate the Downer community's 50th anniversary celebration day in March 2010	\$8 000
11	Darani Lewers	Restoration of Lewers Mosaic—Canberra Rex Hotel	Conservation works to the Margot Lewers <i>Expansion</i> mural at the Canberra Rex Hotel	\$16 705
12	YMCA of Canberra	Publication <i>The History of the YMCA in Canberra</i>	An illustrated publication to celebrate the 70th anniversary of the YMCA in Canberra as well as a mobile display of the YMCA's history for the 2013 centenary of Canberra	\$10 000

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
13	Friends of ACT Arboreta in association with Royal Canberra Golf Club	A new guide book for Westbourne Woods	Preparation of a new and revised edition of <i>Westbourne Woods</i> by A Rost and KG Eldridge (1983) which was out of print and out of date	\$6 000
14	Susan Conroy	Reproduction of Kingston storyboards	Reproduce the 700 metres of 222 hoarding size panels of images and text, known as the Kingston Foreshore Storyboards, in more permanent and distributable forms	\$9 000
15	Canberra Services Club	Refurbishment of Canberra Services Club's dining room chairs	Repair and restore the heritage listed Canberra Services Club's dining room chairs which were previously used in the House of Representative's dining room at Old Parliament House	\$10 000
16	Fire Brigade Historical Society of the ACT Inc	Restoration of a 1914 Hotchkiss fire appliance— Stage 1	Restoration of a 1914 Hotchkiss appliance which was one of the first motorised appliances to be used by the Canberra Fire Brigade from 1926	\$3 000

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
17	Village of Hall & District Progress Association Inc	Hall School House Museum—CMP for Collection	A CMP for the Hall School Museum and a handbook of training resource modules to be used in the training of volunteer guides/ interpreters to transmit the heritage values of the museum for future generations	\$8 745
18	Ardeshir Gholipour	A visual documentary of the history and development of faith groups in the ACT	Documenting the creation and development of various faith groups that exist in the ACT	\$21 000
19	Australian Red Cross	Conservation of ACT Red Cross heritage collection	Conservation of archives and memorabilia in the Australia Red Cross heritage collection located in the ACT	\$3 000
20	Anthony Hoffman	Beaufort Steel House— reinstatement of exterior	Restoration of the building's exterior fabric to the original design configuration that was present at the time of its completion/ public display in 1947	\$1 750

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
21	Conservation Council ACT Region	Gungahlin's Treasures online	To develop an online version of Gungahlin's Treasures booklet funded in the 2008–09 ACT Heritage Grant Program and include more detailed information for featured sites, additional heritage sites and a more detailed holistic exploration of the heritage of the region	\$10 000
22	Conservation Council ACT Region	Belconnen's Treasures booklet	Produce a full- colour booklet of 40 pages featuring maps and many images intended to encourage residents and visitors to explore the rich cultural and natural heritage of Belconnen and to assist them in interpreting its heritage values	\$18 000

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
23	Stepwise Heritage & Tourism	Namadgi Rock Art Conservation Project—Stage 2	Development of a CMP for the four main rock art sites of Namadgi National Park. Stage 1, which was funded by a 2008–09 grant, is ongoing; Stage 2 will involve the practical implementation of this plan	\$16 685
24	Tuggeranong Community Arts Association	Canberra Gold Oral Histories	Produce Digital Stories—autobiographical mini movies from Canberra’s Gold recipients about life in the Territory during the past 50 years	\$9 502
25	Alice Gorman, Flinders University	Orroral Valley NASA Tracking Station—the archaeology of Australia’s space heritage	To investigate the material culture of space exploration at the Orroral Valley NASA tracking station, using archival research and geophysical survey to map subsurface structures and the extent of demolition. The project will provide new data for significance assessment and management, identify issues for oral history and raise awareness of this unique heritage	\$8 189

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
26	Philip Selth	<i>More than Just a Game</i> publication of Canberra's early sporting history	Publication of book completed by Don Selth shortly before his death in 2007 about Canberra's sporting heritage/history 1854–1954	\$2 500
27	Australian Institute of Architects	Celebrating the Centenary—a built model of Griffin's 1918 plan	To produce a built model of Walter Burley Griffin's 1918 plan for Australia's Capital City, Canberra	\$10 000
28	Geological Society of Australia, ACT Branch	Dating the fossil megafauna at Hume	To measure the age of fossil bones and teeth of giant kangaroos which have been recovered from a site in Hume using a state-of-the-art technique, known as Electron Spin Resonance dating, only available in Australia at the Australian National University	\$5 385
29	Philip Leeson Architects	Heritage Advisory Service	Provision of one hour free heritage and architectural advice for prospective purchasers and/or renovators of heritage-listed properties	\$25 000

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
30	Heritage Festival	Heritage Festival	To run the two-week annual Heritage Festival with a wide range of community groups and celebrate the ACT's Indigenous, historic and natural heritage	\$55 000
31	Heritage Emergency Fund	Heritage Emergency Fund	To set aside funding for urgent requests that may arise between formal funding rounds to protect and/or conserve heritage places and objects	\$7 493
<b>TOTAL</b>				<b>\$342 170</b>

## PARKS, CONSERVATION AND LANDS

	ORGANISATION/ RECIPIENT	PROJECT DESCRIPTION/ PROCESS/ PERIOD OF TIME ENGAGED	OUTCOMES	AMOUNT
1	Friends of Grasslands (FOG)	<i>Enhance Grasslands</i> publication. Project to be undertaken March 2010 to January 2012	Establishment of coordination committee, planning for the publication and development of the <i>Woodlands Field Guide</i> as a companion publication	\$44 000
<b>TOTAL</b>				<b>\$44 000</b>

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Appendix 4 Capital works (Section C13)

Appendix 5 Government contracting (Section C14)

Appendix 6 Community grants/assistance/sponsorship (Section C15)

# LIST OF ABBREVIATIONS AND ACRONYMS

AAO	Administrative Arrangement Orders
ABC	Australian Broadcasting Corporation
ACAT	ACT Civil and Administrative Tribunal
ACT	Australian Capital Territory
ACTAS	ACT Academy of Sport
ACTGS	ACT Government Solicitor's office
ACTIA	ACT Insurance Authority
ACTION	ACT Internal Omnibus Network
ACTLIS	ACT Library and Information Service
ACTPLA	ACT Planning and Land Authority
ACTPG	ACT Property Group
AFL	Australian Football League
AFP	Australian Federal Police
AGIMO	Australian Government Information Management Office
ANU	Australian National University
ASBA	Australian School-Based Apprenticeships
ATO	Australian Tax Office
AWA	Australian Workplace Agreement
AWAC	Animal Welfare Advisory Committee
BCP	Business Continuity Plan
BOP	Bushfire Operational Plan
BPay®	Bill Pay
CAG	Community Advisory Group
CCTV	Closed circuit television
CFI	Customer Focussed Improvement Initiative
CIT	Canberra Institute of Technology
CLS	Capital Linen Service
CMD	Chief Minister's Department

CMP	Conservation Management Plan
CNG	Compressed natural gas
COAG	Council of Australian Governments
COTA	Council on the Ageing
DAS	Domestic Animal Services
DECCEW	ACT Department of Environment, Climate Change, Energy and Water
DET	ACT Department of Education and Training
DHCS	ACT Department of Disability, Housing and Community Services
EAP	Employee Assistance Program
EEO	Equal Employment Opportunity
ELT	Executive Leadership Team
EPA	Environment Protection Authority
EPIC	Exhibition Park in Canberra
ESA	Emergency Services Authority
ESL	English as a second language
FBT	Fringe Benefits Tax
FIFA	International Federation of Association Football
FIP	Facilities improvement program
FOI	Freedom of information
FTE	Full-time equivalent
GDE	Gungahlin Drive Extension
GSO	General Service Officer
GST	Goods and Services Tax
HCOANZ	Heritage Chairs and Officials of Australia and New Zealand
HR	Human Resources
HRRE	Hume Resource Recovery Centre
IAMS	Integrated Asset Management System

ICS	Integrated Customer Service
ICT	Information and communications technology
IDC	Inter Departmental Committee
InTACT	IT for the ACT Government
IT	Information technology
IWD	International Women's Day
JACS	ACT Department of Justice and Community Safety
LAPS	ACT Department of Land and Property Services
LDA	ACT Land Development Agency
LMAs	Land management agreements
LOTE	Languages other than English
km	kilometres
m <sup>2</sup>	metres squared
MBA	Master Builders Association
MLA	Member of the Legislative Assembly
MLRMC	Mugga Lane Resource Management Centre
MOU	Memorandum of Understanding
NAIDOC	National Aboriginal Islander Day of Observance Committee
NCA	National Capital Authority
NRL	National Rugby League
NRMA	National Roads and Motorists' Association
NSW	New South Wales
OHS	Occupational Health and Safety
OCSE	Office of the Commissioner for Sustainability and the Environment
OSCAR	Online System for Comprehensive Activity Reporting
PAC	Public Accounts Committee
PCL	Parks, Conservation and Lands
PPP	Productivity Placement Program
Pty Ltd	Proprietary Limited

RAFT	Remote Area Fire Team
RAOs	Representative Aboriginal Organisations
RAPS	Whole-of-government payment and receipting system
REDEX	Rapid Express Direct Service
RFID	Radio Frequency Identification
RMIA	Risk Management Institution of Australasia
RMP	Records Management Plan
RMSG	Risk Management Steering Group
RMRG	Risk Management Reference Group
RSPCA	Royal Society for the Prevention of Cruelty to Animals
RTA	Roads and Traffic Authority
RTPIS	Real Time Passenger Information Service
SBMP	Strategic Bushfire Management Plan
SEA	Special employment arrangement
SES	ACT State Emergency Service
SHR	Strategic Human Resources
SAMC	Strategic Asset Management Committee
SAMF	Strategic Asset Management Framework
SLISS	Sport Loan Industry Subsidy Scheme
SMT	Strategic Management Team
SRS	Sport and Recreation Services
STAP	Sustainable Transport Action Plan
STP	Sustainable Transport Plan
TAMS	ACT Department of Territory and Municipal Services
TRG	Transport Reference Group
TRO	Territory Records Office
TVE	Territory Venues and Events

TWU	Transport Workers Union
UC	University of Canberra
UCI	International Cycling Union
WAT	Wheelchair accessible taxi
WBRMC	West Belconnen Resource Management Centre
WCU	Worker Consultation Unit
WESP	Work Experience and Support Program
WHS	Workplace Health and Safety
WIP	Work in progress
WISE	Working in Safe Environments
WNBL	Women's National Basketball League
WSR	Work Safety Representative
YPN	Young Professionals' Network
YMCA	Young Men's Christian Association

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C18	Commissioner for Sustainability and the Environment
C19	<i>ACT Multicultural Strategy 2010–2013</i>
C20	Aboriginal and Torres Strait Islander reporting
C21	Ecologically sustainable development
C22	<i>ACT Women's Plan 2010–2015</i>
C23	Model litigant guidelines

# OTHER SOURCES OF INFORMATION ABOUT TAMS

## WEBSITES

[www.tams.act.gov.au](http://www.tams.act.gov.au)  
[www.canberraconnect.act.gov.au](http://www.canberraconnect.act.gov.au)  
[www.territoryrecords.act.gov.au](http://www.territoryrecords.act.gov.au)  
[www.archives.act.gov.au](http://www.archives.act.gov.au)  
[www.library.act.gov.au](http://www.library.act.gov.au)  
[www.action.act.gov.au](http://www.action.act.gov.au)  
[www.stromloforestpark.com.au](http://www.stromloforestpark.com.au)  
[www.manukaoval.com.au](http://www.manukaoval.com.au)  
[www.canberrastadium.com.au](http://www.canberrastadium.com.au)  
[www.epic.act.gov.au](http://www.epic.act.gov.au)  
[www.shareservices.act.gov.au](http://www.shareservices.act.gov.au)  
[www.intact.act.gov.au](http://www.intact.act.gov.au)  
[www.procurement.act.gov.au](http://www.procurement.act.gov.au)  
[www.rego.act.gov.au](http://www.rego.act.gov.au)  
[www.canberracemeteries.com.au](http://www.canberracemeteries.com.au)

## PUBLICATIONS

A range of hard copy publications about TAMS' programs, services and facilities is available from Canberra Connect Shopfronts.

Previous annual reports and other corporate documents are available online at [www.tams.act.gov.au](http://www.tams.act.gov.au)

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