

Chris Steel MLA

Treasurer

Minister for Planning and Sustainable Development

Minister for Heritage

Minister for Transport

Member for Murrumbidgee

RESPONSE TO QUESTION ON NOTICE

Questions on Notice Paper No. 2

7 February 2025

Question No. 156

Asked by MR CAIN MLA –

1. How many complaints relating to alleged unapproved structures did Access Canberra receive in (a) 2023-24 and (b) 2024-25 at the time of asking this question.
2. What was the mean amount of time for Access Canberra to resolve complaints relating to alleged unapproved structures in (a) 2023-24 and (b) 2024-25 at the time of asking this question.

MR STEEL MLA - The answer to the Member's question is as follows:

1. Access Canberra received the following number of complaints relating to alleged unapproved structures:

(a) 381

(b) 233 as of 7 February 2025

2. It is not possible to calculate the mean amount of time to resolve a complaint. Access Canberra does not record the time spent on each complaint or investigation.

Resolution times for complaints relating to alleged unapproved structures can vary significantly depending on factors such as the nature of the complaint, its specific details, the parties involved, and the resources required for resolution. Some complaints may be straight forward and resolved relatively quickly, while others might be more complex and require more investigation and coordination. A number of regulatory decisions relating to alleged unapproved structures can be reviewed by the ACT Civil and Administrative Tribunal, which can also extend the time taken to resolve the complaint.

Approved for circulation to the Member and incorporation into Hansard.



Chris Steel MLA
Minister for Planning and Sustainable Development

Date: 26/2/25