

Tara Cheyne MLA

Manager of Government Business

Attorney-General

Minister for Human Rights

Minister for City and Government Services

Minister for the Night-Time Economy

Member for Ginninderra

RESPONSE TO QUESTION ON NOTICE**Questions on Notice Paper No 5****Friday, 11 April 2025****Question No. 299****MS BARRY:** To ask the Minister for City and Government Services —

Given that a recent newsletter from the Council of the Ageing (COTA) ACT indicated that it has partnered with Transport Canberra to provide in person support at public libraries to assist with, and are available in person to assist with, MyWay+ inquiries, however, Libraries ACT has decided that COTA ACT will no longer be visiting Kippax Library in 2025, why has Libraries ACT decided to deny constituents access to this service.

Ms Tara Cheyne MLA – The answer to the Member's questions are as follows:

Libraries ACT continually reviews its events and programs to better serve the community.

In 2024, Libraries ACT piloted a Community Corner program across five public library branches: Tuggeranong, Belconnen, Dickson, Kippax and Woden. This program aimed to streamline its partnership with various community organisations – of which COTA is one – by providing a 'drop in' (no bookings) program where patrons can engage with a maximum of 3-4 community groups and/or organisations per date and location.

To ensure more balanced access across Canberra in 2025, Libraries ACT now provide two programs in the south (Tuggeranong and Woden) and two in the north (Belconnen and Dickson). Larger in size, these branches can more readily accommodate the program without impacting on day-to-day operations.

Libraries ACT values the role it plays as community connector and regularly supports community engagement for other government agencies and community groups outside of the Community Corner program where it can. Interested organisations can approach Libraries ACT directly at any



time to discuss how they can support providing access to information to the community and if there is a particular need that extends beyond the Community Corner program. This is the approach that has been taken by COTA, Transport Canberra, Domestic Animal Services, Medicare and LegalAid ACT in the past.

Approved for circulation to the Member and incorporation into Hansard.


Tara Cheyne MLA

Minister for City and Government Services

Date: 12/5/25

This response required 50 mins to complete, at an approximate cost of \$112.80