



AUSTRALIAN  
CAPITAL TERRITORY

SPECIAL

# GAZETTE

No. S24, Thursday 10 May 1990

DEPARTMENT OF URBAN SERVICES

ACT FREEDOM OF INFORMATION ACT 1989

SECTION 7 STATEMENT

*Craig Aubrey*  
MINISTER

*seventh of May 1990*  
DATE

## INTRODUCTION

With the advent of ACT self-government on 11 May 1989, the ACT FOI Ordinance 1989 (now retitled Freedom of Information Act 1989) became an enactment having effect within the ACT, and the Commonwealth's FOI Act ceased to apply to ACT Government agencies. The ACT FOI Act closely follows the Commonwealth legislation.

The ACT FOI Act requires the Minister responsible for any agency to prepare and publish FOI statements within 12 months of the effective date of the Act (i.e. 11 May 1989). The information in the statements must also be published in each agency's next available annual report.

The statement outlines the Department of Urban Services organisation, functions and powers, the categories of documents available, and facilities provided for access to documents. It is correct to 11 May 1990 and replaces the statement published in the 1988-89 annual report (volume 2) of the Department of the Arts, Sport, the Environment, Tourism and Territories.

## ORGANISATION

### DEPARTMENT OF URBAN SERVICES

#### ACTION

ACT Fire Brigade  
ACT Public Works  
Corporate Secretariat  
Parks and Conservation  
Tourism Development Bureau  
Transport and Engineering

## FUNCTIONS

The Department of Urban Services is responsible for:

- . the provision of executive support to the Minister for Finance and Urban Services
- . construction management
- . engineering and building services
- . transport policy, including roads and traffic management
- . park and recreation facilities
- . conservation and land management
- . tourism
- . public transport
- . fire suppression and prevention

## LEGISLATION CONFERRING POWERS

The Department of Urban Services derives certain powers affecting members of the public under the following legislation:

- . Air Pollution Act 1984
- . Animal Nuisance Control Act 1975

- . Apiaries Act 1928
- . Building Act 1972
- . Building and Services Act 1924
- . Canberra Water Supply (Googong Dam) Act 1974 of the Commonwealth
- . Careless Use of Fire Act 1936
- . Clinical Waste Act 1990
- . Cemeteries Act 1933 – except section 16b
- . Collections Act 1959
- . Community Development Fund Act 1981 as it relates to the administration of the Special Events and Festival Grants Programs
- . Grants Program
- . Cotter River Act 1914
- . Dangerous Goods Act 1984
- . Dog Control Act 1975
- . Enclosed Lands Protection Act 1943
- . Fire Brigade (Administration) Act 1974
- . Fire Brigade Act 1957
- . Fishing Act 1967
- . Fuels Control Act 1979
- . Gun Licence Act 1937 – sections 5 and 23 as they relate to use of firearms by officers of the Parks and Conservation Service
- . Hawkers Act 1936 – except section 8A
- . Lakes Act 1976
- . Litter Act 1977
- . Motor Omnibus Services Act 1955
- . Motor Traffic Act 1936
- . Nature Conservation Act 1980
- . Noise Control Act 1988
- . Noxious Weeds Act 1921
- . Nudity Act 1976
- . Pesticides Act 1989
- . Plant Diseases Act 1934
- . Pounds Act 1928
- . Prevention of Cruelty to Animals Act 1959 – except section 7(c)
- . Protection of Lands Act 1937
- . Public Baths and Public Bathing Act 1956
- . Public Parks Act 1928
- . Rabbit Destruction Act 1919
- . Roads and Public Places Act 1937
- . Soil Conservation Act 1960
- . Stock Act 1934
- . Stock Diseases Act 1933
- . Theatres and Public Halls Act 1928
- . Traffic Act 1937
- . Trespass on Territory Land Act 1932
- . Water Pollution Act 1984

## **POWERS CONFERRED**

The Department of Urban Services exercises the following powers which may affect members of the public:

- . Building Controller
- . Chief Inspector of Flammable Liquids

- . Chief Inspector of Machinery
- . Chief Inspector of Scaffolding and Lifts
- . Conservator of Wildlife
- . Controller of Fuels
- . Delegate of Minister under Lakes Ordinance 1976
- . Pollution Control Authority
- . Registrar of Dogs
- . Registrar of Hawkers Licences
- . Registrar of Machinery
- . Registrar of Motor Vehicles
- . Registrar of Pesticides
- . Superintendent, Weights and Measures

There is also legislative provision for the following:

- . the establishment of a bus service
- . operation and maintenance of the bus service
- . fares and ticketing arrangements including concessions (in conjunction with ACT Housing and Community Services Bureau)

For members of the Brigade to:

- . fight fires
- . enter premises
- . use water
- . close roads
- . destroy buildings or part of buildings
- . control entry or compel persons to leave buildings
- . search premises and retain material found on them
- . seek orders closing premises lacking in fire safety measures

## **ARRANGEMENTS FOR PUBLIC PARTICIPATION IN DECISION MAKING**

Avenues include public submissions to various inquiries, discussion at public meetings, consultative committees for apecific purposes, access to records through FOI requests, and comments on various draft documents.

### **Categories of documents**

The Department of Urban Services holds several basic categories of documents: those that are freely available to the public on request and without charge; those that are part of a public register and are available to the public on payment of a fee; those available for purchase by the public; and all other kinds of documents that may be made available under the FOI Act.

### **Documents available on request and without charge**

The Department of Urban Services produces publications on various aspects of the Department which are distributed from public counters and libraries throughout the ACT.

## **Documents available for purchase by the public**

The Department of Urban Services makes available copies of the ACT Government Service Functional Directory and copies of the Australian Capital Territory Gazette.

## **Documents of other kinds that may be made available under the FOI Act**

These documents include:

- . general files containing internal, interdepartmental and public correspondence
- . minutes of meetings of management and other committees, agendas and background papers
- . policy statements, financial and staffing estimates
- . diaries, rosters, work sheets, job cards, inventories (and other administrative records relating to specific Branch and Division activities)
- . program and policy co-ordination files
- . files on applications for grants
- . records held on microfiche, computer or paper in connection with specialised divisional functions
- . personnel files and recruitment documents
- . photographs, videos and films
- . finance and accounting records; details of contracts and tenders
- . files on applicants and clients
- . records of government: Cabinet papers, Administrative Arrangements, and other machinery of government matters.
- . Management Plans on ACT Parks and Reserves, on which public comment is called for as a statutory requirement. The final product is tabled in the Legislative Assembly and is available for public distribution. It may also include a summary document of the public comment phase.

## **DEPARTMENT OF URBAN SERVICES**

### **Functions**

The Department brings together functions which are responsible for the public administration of the ACT and a wide variety of city services and amenities.

### **Organisation**

#### **Corporate Secretariat Branch**

Executive Group  
Civic and Tuggeranong Shopfronts  
ACT Government Computing Services  
Industrial Relations Section  
Personnel Management Group  
Organisation Development Service

## **ACT Public Works**

### Landscape Architecture Branch

### Business Branch

Financial Management and Program Review Section  
Contracts Section  
Information Systems  
Corporate Services

### Architectural Projects Branch

Housing Trust Section  
Health and Municipal Section  
Education Section  
Fitout Section  
Building Services Section

### Engineering Projects Branch

Transport and Engineering Section  
Office of Industry and Development Section  
ACTION and Other Clients  
Major Projects Section

### Property Branch

Accommodation Services Group  
Supply Group  
Building Assets Management Section  
Central Property Group

## **Transport and Engineering Division**

Program Review and Financial Management

### Asbestos Branch

Asbestos Operations Section  
Policy and Administration Section

### Engineering and Building Services Branch

Planning and Resource Management Section  
Roads Maintenance Section  
City Engineering Section  
ACT Building Control Section  
ACT Emergency Service  
Traffic Engineering Section

### Transport Policy Branch

Transport Strategy Section

Transport Assessment Section  
Transport Coordination Section

Transport Operations Branch

Motor Vehicle Registry  
Parking Operations Section  
Transport Industry Section

**Parks and Conservation Division**

Bush Fire Office  
Executive Unit  
Budget Management Section

Conservation and Land Management Branch

Administration Unit  
Conservation and Wildlife Section  
Resource Protection Unit  
Agriculture and LandCare Section  
Forests Section  
FMIS Implementation Unit  
Environment Protection Section

Cultural and Recreational Services Branch

Administration Unit  
City Parks Section  
Yarralumla Nursery  
Engineering Services Unit  
Horticultural Services Unit  
Museums Unit  
ACT Library Service  
Special Events and Festivals Unit  
Sport and Recreation Facilities  
Industrial Training and Safety Unit  
Canberra Cemetery Trust

**ACTION**

Operations Section  
Consumer Affairs Section  
Corporate Support Section  
Planning and Development Section  
Engineering Section  
Finance Section

**Tourism Development Bureau**

Communication Section  
Convention Section  
Finance and Administration Section

Market Research Section  
Multicultural Marketing Section  
Product Development Section  
Sales Promotion Section  
Schools and Low Cost Travel Section  
Visitor Services Section

### **ACT Fire Brigade**

Administration Section  
Operations Section  
Support Section  
Technical Services Section

### **CORPORATE SECRETARIAT BRANCH**

Provides a range of services to the Minister, the Secretary, and the Program Managers and staff within the Department of Urban Services.

#### **Civic and Tuggeranong Shopfronts**

The Shopfronts bring together a number of public counters primarily from Urban Services into one central location. Members of the public can make enquiries or payments and have access to a wide range of information and services.

#### **ACT Government Computing Services**

Provides technical computing consultancy support services to Agencies. Plans and supports communications networks and office systems. Establishes Information Technology standards and guidelines and advises on the acquisition of major computer equipment. Manages corporate and department computer facilities located at the Barton Computer Centre.

#### **Industrial Relations**

Advises the Minister, the Secretary and senior management on industrial relations developments and issues. Assists in maintaining industrial stability within the Department. Oversees the Occupational Health and Safety Policy.

#### **Personnel Management Group**

Administers personnel practices, salaries, wages and workers compensation scheme for employees of Department of Urban Services and redeploys and recruits staff. Provides personnel advisory and support services to staff and management in personnel practices, compensation, rehabilitation and redeployment.

#### **Organisation Development Service**

Provides internal consultancy advice on staff and organisation development issues. Provides policy advice and coordination of staff development across the department. Develops, implements and monitors the departments Equal Employment Opportunity.



## **ACT PUBLIC WORKS**

Responsible for the construction, general works and asset management of public works within the ACT. The Division is also responsible for property management and developing property policy for the ACT Administration.

### **Landscape Architecture Branch**

Provides landscape planning, design and construction associated with architectural and engineering projects, as well as the provision of landscape and recreation facilities for the ACT. The Branch also provides design and siting service for the Interim Territory Planning Office.

### **Business Branch**

Provides the management role for the construction program which includes: programming of fees and construction funds, contract administration, payments to contractors and consultants, client services; and computer services to the Division and other areas of the ACT Government Service.

### **Financial Management and Program Review Section**

Responsible for programming and budgeting for Capital Works and advice to Treasury on authorisation and expenditure.

### **Contracts Section**

Responsible for contract administration for capital works and purchasing.

### **Information Systems**

Responsible for providing computing services for the management of the construction program together with services to other areas of the ACT Government Service.

### **Corporate Services**

Responsible for provision of corporate administration.

### **Architectural Projects Branch**

Provides design, construction and supervision expertise for a wide range of architectural projects from schools to public house. The Branch is able to provide clients with advice on all aspects of building including design studies and cost advice.

### **Housing Trust Section**

### **Health and Municipal Section**

### **Education Section**

Responsible for the provision of capital works to these client agencies.

### **Fitout Section**

Responsible for the provision of fitout of ACT Government facilities.

### **Building Services Section**

Responsible for the provision of mechanical and electrical to other areas of the Division including a design cell associated with ongoing maintenance of Government facilities.

**Engineering Projects Branch**

Design, construction and supervision expertise for a wide range of engineering projects from major roadworks to cycleways. The Branch is able to provide clients with advice on all aspects of engineering works including design studies and cost advice.

**Transport and Engineering Section  
Office of Industry and Development Section  
ACTION and Other Clients**

Responsible for the provision of capital works for the above client agencies.

**Major Projects Section**

Responsible for the provision of design and construction of work associated with the Major Projects Group.

**Property Branch**

Responsible for planning and managing ACT Government owned buildings and facilities. The Branch provides a total asset management service to all ACT Government agencies, including identifying opportunities for rationalisation of holdings, assistance with office accommodation needs, building security and maintenance. The Branch also offers its client agencies its expertise in undertaking office fitout work.

**Accommodation Services Group**

Responsible for accommodation (including furniture and fittings), security and telephones.

**Supply Group**

Control purchasing and contractual operations (e.g. tenders) for the ACT Government Service. Monitor compliance with statutory rules relating to these areas of responsibility.

**Building Assets Management Section**

Responsible for the maintenance of government owned dwellings and schools (as agents for the Housing Trust and Department of Education respectively), and Department of Urban Services and Office of Industry and Development buildings and facilities in the ACT, including provision of specialist technical advice on asset management etc.

**Central Property Group**

Responsible for development of property policy and planning for ACT Government owned properties.

**TRANSPORT AND ENGINEERING DIVISION**

Responsible for building and engineering controls including waste management, general works, industrial safety, building control and ACT Emergency Service.

**Program Review and Financial Management**

Responsible for co-ordinating the Division's use of resources; develops policies and projects affecting more than one Branch; budget bids, monitors allocated resources, oversees the Division's relevant program management and program budgeting; and provides general co-ordination and divisional responses to central areas of the three offices.

### **Asbestos Branch**

Responsible for identifying all ACT homes which may contain asbestos fluff insulation, sealing the ceiling spaces of affected houses, and safely removing and disposing of the asbestos insulation.

### **Asbestos Operations Section**

Responsible for all operational activities of the Asbestos Abatement Program, including survey, sealing, asbestos removal and airborne fibre monitoring of houses containing loose asbestos insulation.

### **Policy and Administration Section**

Co-ordinates the provision of financial and manpower resources required to meet the Branch's operational functions. Manages the client liaison, media relations, policy development, legislation and administrative activities for the Branch.

### **Engineering and Building Services Branch**

Provides services of a municipal character. These services include: the maintenance of roads, bridges, storm water facilities, footpaths and other public thoroughfares; the administration of building controls within the ACT, the development of related building policies, and the setting of relevant building standards; the provision of specialist technical advice on asset management aspects of roads and bridges building and other ACT Government Service facilities; Architects Registration; the cleaning of streets and shopping centres and the removal and disposal of domestic and commercial waste; and the provision of emergency services and administration of various other industrial controls.

### **Planning and Resource Management Section**

Co-ordinates the provision of financial and manpower resources required to meet the Branch's operational functions. Develops policy and initiates legislation in key areas of the Branch's operations.

### **Roads Maintenance Section**

Responsible for the maintenance of roads, bridges, footpaths and other public thoroughfares, stormwater drains; streetlighting, enforcement of truckloads limits; and issuing of Road Opening Permits.

### **City Engineering Section**

Responsible for providing household and commercial waste disposal and recycling services, industrial safety, street cleaning, maintenance of street furniture, fountains and memorials, grant approval for outdoor cafes and street stalls at shopping centres, removal of illegal advertising signs and queries regarding abandoned vehicles.

### **ACT Building Control Section**

Responsible under the Building Act for controls on private enterprise building. Responsibilities include approving plans for residential and commercial buildings; issuing building permits; inspecting building work; licensing builders, setting building standards and carrying out associated administrative services; and the provision of technical advice and secretariat services to the Building Standards committee which is responsible for preparing the Building Manual.

**ACT Emergency Service**

The ACT Emergency Service (ACTES) is responsible for ACT counter-disaster and civil defence plans, advice on building emergencies, providing back-up support, when requested, of volunteer rescue teams and/or equipment to the Australian Federal Police, the ACT Bush Fire Council, the ACT Fire Brigade and the Department of Health in emergency or disaster situations, and fuel control in the ACT during fuel shortages.

**Traffic Engineering Section**

Responsible for all traffic management, including lights, pedestrian and bicycle management and operation in the ACT; approval for installation of all traffic control services. Responsible for the design of traffic and road areas and major traffic investigations.

**Transport Policy Branch**

The Branch is responsible for the development of efficient and effective transport strategies to service the needs of the ACT community and visitors to the ACT.

**Transport Strategy Section**

Examines long and medium term transport issues and develops strategies for all transport modes providing access to the ACT.

**Transport Assessment Section**

Assesses the medium and short term transport needs for the ACT.

**Transport Coordination Section**

Develops and maintains a co-ordinated ACT roads program.

**Transport Operations Branch**

The Branch is directly responsible for, or has an interest in, all ACT traffic and transport matters apart from the operation of the ACT metropolitan bus service. It operates the Motor Vehicle Registry, issues ACT driving licences and registers public and private motor vehicles; manages and operates the road and cycle path system, including maintenance and operation of traffic and pedestrian signals; manages car parking areas, and enforces parking regulations; it is also responsible for legal approvals to close roads and to erect temporary or permanent traffic control devices.

**Motor Vehicle Registry**

Responsible for vehicle registration and testing; drivers licences; and personalised number plates

**Parking Operations Section**

Responsible for all public parking in the ACT, including boomgate parking, parking meters and voucher machines; and for enforcing the parking provisions of the Motor Traffic Act. It also administers long-stay parking facilities.

**Transport Industry Section**

Responsible for legislation on transport matters; road safety; vehicle standards; driver licensing policies; taxi, hire car and private bus regulation; and liaison with Australian Advisory Council (ATAC).

## **PARKS AND CONSERVATION DIVISION**

The Parks and Conservation Division is staffed by officers from Conservation and Land Management, and Cultural and Recreational Services. It is responsible for the operation and management of parks, nature reserves and sport and recreation areas and facilities and for cultural heritage management in the ACT and Googong Dam. The Division also has responsibilities for environmental protection, rural matters, plantation forests, dog control, the operation of the ACT Library Service and the conduct of festivals and special events.

### **Bush Fire Office**

Responsible for fire hazard management; training in bush fire control; bush fire fighting in rural and semi-rural areas of ACT; and fire ban days.

### **Executive Unit**

Co-ordinates policy and project development work at program level, reviews Divisional responses and undertakes Division-wide initiatives for the Director.

### **Budget Management**

Co-ordinates budget and finance development work at the program level.

### **Conservation and Land Management Branch**

Develops and manages nature reserves; water catchments; lakes and streams; responsible for national park, reserves, and wildlife management; control of plant and animal diseases and livestock movement in the ACT; animal protection; feral animals; and horse agistment, veterinary services and soil conservation.

### **Administration Unit**

Responsible for providing personnel, administration and financial support to the Branch.

### **Conservation and Wildlife Section**

Manages open space and reserve land in the ACT; conserves natural and cultural heritage resources within the area of responsibility; and provides public information regarding recreation, education and interpretation within the areas.

Provides investigations into fauna, vegetation, and wildlife management for operational areas of the Branch, administers and enforces ACT Acts applicable to fauna, flora and land protection in the ACT. Manages general wildlife complaints (magpies, snakes, possums etc), develops control measures for feral animals and manages ACT fisheries. Also provides a scientific and professional service aimed at directing attention to land degradation. Services provided include monitoring of degradation, resource surveys, advising on land development proposals and compiling specifications and arranging execution of field works.

### **Resource Protection Unit**

Provides advice, training, authorisation of personnel, investigation services, enforcement support and arranges for prosecution action involving legislation relevant to the Division. Administers the licence/permit system for plants and animals under the Nature Conservation Act 1980.

**Agriculture and LandCare Section**

Manages rural Land including public horse and abattoir holding paddocks, agistment lands, stock pounds; supervises rural leases, livestock disease and movement; provides landcare, rural fencing, pasture protection and veterinary services; bee, fruit tree and market inspections; plant and animal quarantine, animal welfare, animal nuisance control and dog control services; manages dog pound.

**Forests Section**

Manages forested and other land in the ACT to meet the needs of the local pine timber industry on a commercial basis and to provide recreation opportunities to the community. Responsible for the marketing of ACT Forest products; liaison with local timber mills and logging contractors. Responsible for the establishment and maintenance of commercial forests and plantations; and the provision of recreational facilities in commercial and non-commercial forests. Responsible for forest data gathering and processing for management purposes.

**FMIS Implementation Unit**

Implements the FMIS System within the Division.

**Environment Protection Section**

Responsible for environment policy, environment quality, including the control of pollution and the monitoring of air and water quality, noise, chemicals control including hazardous chemicals, pesticides and the control of hazardous chemical wastes.

**Cultural and Recreational Services Branch**

Responsible for Museums; the Special Events and Festivals Unit; the ACT Library Service and sports facilities. The Branch also manages most developed public landscapes in Canberra city; manages parklands, foreshores, street trees, sportsgrounds, picnic areas, National Rose Gardens, landscape of public buildings (flats, schools, Government buildings) and road verges, laneways, floodways and uncommitted open spaces.

**Administration Unit**

Responsible for providing personnel, administration and financial support to the Branch.

**City Parks Section**

Manages most developed public landscapes in Canberra city; manages parklands, foreshores, street trees, picnic areas, National Rose Gardens, landscape of public buildings (flats, schools, Government buildings) and road verges, laneways, floodways and uncommitted open spaces.

**Yarralumla Nursery**

Supplies locally suited plant material to City Parks, conservation and Reserves and other areas of the Administration, contractors and new home buyers. Manages a garden centre for supply of plants to the public. Provides a plant hire service.

### **Engineering Services Unit**

Maintains Division plant and equipment, manages Division vehicle fleet, provides general trades service including bricklaying, carpentry, plumbing and painting; provides technical advice to Division, manages supply section, Branch stores and plant operators, maintains playground equipment.

### **Horticultural Services Unit**

Provides technical management and investigations into horticultural and parkland management for operational areas of the Branch especially in relation to turf, pest management, irrigation systems and tree management; also assesses new products and plants for use in landscaping; liaises with planners on preparation of landscaping guidelines and comments on plans, provides advice to the public on gardening and European Wasp control and trains staff in horticultural practices.

### **Museums Unit**

Responsible for museums policy for ACT Government Service and for the operation of Lanyon, Nolan Gallery and Calthorpe House.

### **ACT Library Service**

Provides a comprehensive range of library services including mobile library services to the ACT community. All ACT libraries hold a collection of large print books. Other services available from Civic library include a spoken word library, Braille collection, interlibrary loans and cassettes in other languages.

### **Special Events and Festivals Unit**

Co-ordinates special and festival events activities for the ACT Government Service. Administer's CDF Special Events and Festivals grant category. Provides policy advice on special and festival events projects and programs.

### **Sport and Recreation Facilities**

Manages a range of sport and recreation facilities including swimming pools, sportsgrounds, tennis courts, Erindale Leisure Centre and Birrigai Recreation Camp.

### **Industrial Training and Safety Unit**

Undertakes training and safety programs based on Branch needs; manages horticultural apprentices

### **Canberra Cemetery Trust**

Controls, maintains and manages the two ACT public cemeteries at Woden and Gungahlin.

## **ACTION**

The object of ACTION (Australian Capital Territory Internal Omnibus Network) is to provide public transport within the ACT as an economic alternative to more expensive infrastructure solutions necessary for private transport and to provide services for those without individual transport.

### **Operations Section**

Manages the operations of the urban and school bus services to advertised timetables; administers the charter service and arranges resources for special services; designs and recommends additional and/or amended bus routes

and timetables and prepares rosters; arranges for the installation of bus stops and shelter sheds; and bus hire.

**Consumer Affairs Section**

Encompasses public affairs, marketing and public relations; is responsible for ACTION publications, press releases, publicity and advertising; ministerial correspondence and liaison; ticket sales; all customer complaints and commendations, ACTION Shopfront.

**Corporate Support Section**

Provides administrative and employment services; is responsible for staff development and training; occupational health and safety; accidents involving ACTION vehicles; ADP; ACTION registry, purchasing and office services.

**Planning and Development Section**

Develops policies and advises on transport, development and related issues; the effect on the bus service of physical and social planning; monitors and reports on appropriate policies and standards of service for the bus service.

**Engineering Section**

Manages the ACTION bus fleet and support vehicles including purchase, disposal, repair and maintenance, and engineering aspects of accident investigation; advises on engineering aspects of ACTION depot and workshop design; repair and maintenance of non ACTION vehicles.

**Finance Section**

Provides financial support and manages the ACT Transport Trust; acts as resource co-ordinator and prepares financial and staffing estimates and budgets; recommends appropriate charges for bus fares; charter and recoverable work; produces financial statements and financial management reports.

**CANBERRA TOURISM DEVELOPMENT BUREAU**

The role of the Canberra Tourism and Development Bureau is to assist in promoting growth and diversification of the local economy by encouraging the private sector to develop tourism opportunities, while remaining sympathetic to the unique environment of Canberra and its character as the National Capital.

**Communication Section**

Responsible for publicity, publications and advertising in all media areas.

**Conventions Section**

Responsible for promotion of Canberra as a convention destination, involving considerable liaison with the industry, the preparation of publicity material and the co-ordination of promotional campaigns.

**Finance and Administration Section**

Responsible for providing administrative, resource budgeting and accounting support for the Bureau.



**Market Research Section**

Responsible for the collection, analysis and dissemination of information on the tourism market.

**Multicultural Marketing Section**

Responsible for promoting Canberra as an international and multicultural capital to all ethnic communities.

**Product Development Section**

Responsible for the development of promotional information and materials and the development of a range of tour packages for specific markets.

**Sales Promotion Section**

Responsible for selling Canberra to the tourism industry (travel agents etc), through trade and consumer shows and promotional missions interstate and overseas.

**School and Low Cost Travel Section**

Responsible for liaison with schools and local industry and for marketing the ACT as a tourist destination for low cost travel groups.

**Visitor Services Section**

Responsible for provision of information to the general public, arranging of reservations for accommodation and coach/bus bookings.

**ACT FIRE BRIGADE**

Responsible for the protection of life and property from the effects of fire and other hazards through a range of educational and preventive measures and by providing a prompt, highly skilled response to emergencies.

**Administration Section**

Provides administrative support to the Fire Commissioner and the Brigade.

**Operations Section**

Provides emergency response to minimise the effects of fire and other hazards on the community.

**Support Section**

Maintains communications training and other logistical support facilities necessary to support the Brigade's emergency response needs.

**Technical Services Section**

Provides an effective range of advisory, educational and preventative services aimed at reducing the incidence and severity of fire and other hazards.

**FACILITIES FOR ACCESS**

Information about Urban Service's functions may be obtained by writing to the Secretary, Department of Urban Services, GPO Box 158, Canberra City, 2601.

## **FOI PROCEDURES AND INITIAL CONTACT POINTS**

### **ACT FOI Office**

The ACT FOI Office receives, monitors, and co-ordinates all FOI requests for the Department of Urban Services. It is located on Level 3, ACT Administration Centre, 1 Constitution Avenue, Canberra City, and is open to members of the public from 9am to 4pm Monday to Friday, excluding public holidays, for requests to be lodged. Manuals and functional statements for the Department of Urban Services may also be inspected at the Civic Shopfront, corner of East Row and City Walk. Documents to which access has been granted under the FOI Act may be inspected by appointment only. Appointments may be made outside these hours by special arrangement with the Office. Facilities for reading documents (under supervision) are available at the FOI Office.

### **Advisory Service**

Applications may discuss the nature or scope of an intended request or seek advice on FOI matters generally and are assisted to identify adequately the documents they seek. Inquirers are encouraged to seek the information they require through existing access avenues, as has been the practice in the past, before resorting to the more formal FOI procedures.

### **Postal requests**

All written requests for documents under the FOI Act should be directed to PO Box 921, Civic Square, Canberra, ACT 2608. This is the appropriate address in terms of the legislation being the address published in the ACT Gazette (FOI series) to which FOI requests for documents held by the Department of Urban Services should be sent. The FOI address is different from that of the rest of the Department to expedite the processing of FOI requests.

### **Initial contact points**

Initial inquiries should be directed to the FOI Office. Telephone inquiries should be directed to the FOI inquiries officer, telephone (06)275 8123, or the FOI co-ordinator, telephone (06) 275 8884.

### **Transfer of requests**

Requests for access to documents will then be transferred to the Department of Urban Services. Applicants will be notified accordingly.

### **Consultation**

The FOI co-ordinator is responsible for, and co-ordinates all consultation necessary to satisfy FOI requests. Consultation may be necessary when a request fails to meet the provisions of the Act, lacks detail to enable the Department to identify the document sought, or is so broad in its scope that substantial resources are required to satisfy the request. An applicant is also consulted where a substantial charge is likely to be made.

Consultation may take the form of a telephone discussion seeking clarification of a minor matter, a letter, or a request for a personal interview in more complex cases. Failure by an applicant to consult with the FOI Office may result in a request being refused.

**Remission of charges**

Applicants may seek a remission of charges on the ground of financial hardship, public interest, or personal affairs. An applicant must substantiate adequately a request for remission to the FOI co-ordinator.

**Request may lapse**

Where an applicant fails to inspect documents to which access has been granted, the request will be considered to have lapsed forty-five days after the access notification.

**Refusal of requests**

Access to documents requested under the Act may be refused under the Act. The authorisation to refuse access to an Administration document in part or in full is limited to the Secretary of the Chief Minister's Department, or officers in the Department of Urban Services delegated under section 22 of the FOI Act.

FREEDOM OF INFORMATION  
SECTION 7 STATEMENT  
ACT ELECTRICITY AND WATER

**Functions**

ACTEW supplies electricity and water services; promotes and manages the use of electricity and water; provides and manages sewage collection and treatment; and carries out other activities in relation to electricity, water or sewerage services. These functions are carried out in accordance with the Electricity and Water ACT 1988, Electricity ACT 1971, Water Rates Act 1959 and Sewerage Rates Act 1968.

**Powers**

ACTEW has power to do all things that are necessary in connection with the performance of its function as authorised by any law of the Australian Capital Territory.

**Categories of Documents**

Pamphlets containing ACTEW's Schedules of Charges and General Conditions of Supply are handed out to new applicants for supply. Also pamphlets are available containing Schedules of Fees and Charges for various services provided by ACTEW and general information on the use of electricity and water. ACTEW also produces a Corporate Plan and an Emergency Plan. These are all public documents.

Other documents held relate to Administration, Engineering, Budgeting and Finance, Personnel and Stores Services.

**Facilities for Access to Public Documents and FOI Procedures and Initial Contact Points**

Public documents may be obtained on request in writing from the Publicity Officer, ACTEW, GPO Box 366, Canberra ACT 2601

General inquiries and all requests for access to ACTEW documents under the Freedom of Information Act should be made to ACT Freedom of Information Office, PO Box 921, Civic Square, ACT 2608, or at Level 4, ACT Administration Centre, Canberra ACT.

FREEDOM OF INFORMATION  
SECTION 8 STATEMENT  
ACT ELECTRICITY AND WATER

This statement is correct to 4 April 1990 and replaces the statements published on 17 March 1989.

In accordance with Section 8 of the Freedom of Information Act 1989, the documents listed below are used by officers of ACT Electricity and Water (ACTEW) to make decisions or recommendations affecting members of the public. Copies of these documents may be inspected and purchased on request in writing to the Publicity Officer, GPO Box 366.

. WATER SUPPLY (CHEMICAL TREATMENT) ACT 1989  
. ELECTRICITY & WATER (CONSEQUENTIAL AMENDMENTS)  
ACT 1988  
. ELECTRICITY & WATER (AMENDMENT) ACT 1988  
. ELECTRICITY & WATER (AMENDMENT) ACT (NO 2) 1989  
. CANBERRA WATER SUPPLY (GOOGONG DAM) ACT 1974 OF  
THE COMMONWEALTH  
. ELECTRICITY ACT 1971  
. WATER RATES ACT 1959  
. SEWERAGE RATES ACT 1968  
. ELECTRICITY AND WATER ACT 1988  
. CANBERRA SEWERAGE AND WATER SUPPLY REGULATIONS -  
HYDRAULIC SERVICES  
. WATER METERING AND SEWERAGE RATES  
. REQUESTS FOR ADDITIONAL STORMWATER AND SEWER  
TIES  
. CLEARANCE OF SEWER CHOKES AT PRIVATE RESIDENCES  
IN CANBERRA  
. NOTIFICATION OF PROPOSED INSTALLATION OF ACTEW  
DISTRIBUTION PLANT  
. CANCELLATION OF ACCESS PERMIT - EQUIPMENT NOT  
READY  
. SYSTEM BREAKDOWN AND REPAIR  
. INSTALLATION OF DISTRIBUTION SYSTEM  
. TEMPORARY SUPPLY - SPECIAL CONDITIONS  
. RESTORATION OF SUPPLIES  
. REPLACEMENT OF CONSUMERS SERVICE FUSES  
. MAINS INSPECTIONS  
. OVERHEAD LINES - CONSTRUCTION AND MAINTENANCE  
. DESIGN OF ELECTRICITY RETICULATION SYSTEMS FOR  
MEDIUM AND HIGH DENSITY RESIDENTIAL DEVELOPMENT  
. DAMAGE TO STREETLIGHTING COLUMNS  
. THE LIGHTING OF EXTERIOR CAR PARKS AND GENERAL  
AREA LIGHTING  
. STREETLIGHT COLUMNS-CURRENT STANDARDS AND POLICY  
MAINTENANCE, CLEARANCE OF VINES AND SHRUBS FROM  
STREETLIGHT COLUMNS