

DEPARTMENT OF URBAN SERVICES

Objectives

The Department of Urban Services plans, develops and delivers services to the people of the ACT to contribute to the outcomes specified by the Government. The responsibilities of the Department can be summarised as:

- developing and reviewing policy and legislation, providing advice to government on municipal services, land use planning and environmental impacts, transport and housing strategies, the energy and water industries, and planning for, and the provision of, major urban infrastructure (roads, streetlights and stormwater);
- delivering services to the Government and the community through ACTION, ACT Housing, City Operations (including parking, horticultural, cleaning, domestic animal and ranger services), ACT Forests, Cemeteries, Information Planning and Services (libraries, publishing services and shopfronts), the Land Information Office, Environment ACT's Conservation Service and Wildlife Research and Monitoring; and
- ensuring compliance with standards and community and environmental protection in relation to building licensing, land development, and construction; workplace health and safety; the natural, cultural and built heritage; environment protection; road user safety and parking control.

2000-01 Highlights

Strategic and operational highlights to be pursued in 2000-01 include:

- implementing further stages of the ACT Greenhouse Strategy that will assist in the achievement of emission reduction targets;
- continuing the "Streetsmart Program" to target roads;
- introducing the "Lakesmart Program" to improve urban lake management by the clearing and trimming of landscape elements of lake environs, increased treatment of aquatic weeds, removal of litter and debris, application of lake cleaning services to further areas and the upgrade and maintenance of foreshore facilities;
- carrying out suburban trials of new generation, organic (especially kitchen waste) and residual waste kerbside collection systems to further implement the *No Waste by 2010* strategy;
- investing in road infrastructure to significantly enhance accessibility, reduce congestion and improve road safety;
- commencing a two year program to replace the Transport Regulation Information Processing System (TRIPS) with a more robust and flexible system to ensure continued operational efficiency, enhanced business functionality and improved electronic client service;

- implementing new arrangements for the delivery of workplace safety and workers compensation regulatory functions involving the restructuring of ACT WorkCover in recognition of the new position of Occupational Health and Safety Commissioner;
- implementing the next phase of *Our City* to enhance the Civic area;
- implementing the 2000-01 budget initiatives to build social capital through community online projects and by encouraging community participation through local centre renewal programs;
- maximising the benefits offered by electronic service delivery;
- beginning a program to revitalise public library facilities including the establishment of the Gungahlin Library;
- proceeding with the Geocentric Datum of Australia, which is the new national standard for collecting, storing and applying spatial data;
- further expanding the supply of public housing managed by community housing providers;
- establishing a tripartite indigenous housing agreement for the ACT;
- increasing public housing accommodation for older people;
- implementing new arrangements for the regulation of public passenger services in the ACT;
- implementing new Domestic Animal and Fishing Legislation; and
- introducing a Heritage Advisory Service.

Department of Urban Services Operating Statement

1999-00 Budget \$'000		1999-00 Est.Outcome \$'000	2000-01 Budget \$'000	Var %	2001-02 Estimate \$'000	2002-03 Estimate \$'000	2003-04 Estimate \$'000
Revenue							
223 156	Government Payment for Outputs	223 922	232 336	4	230 607	230 832	224 843
0	Taxes Fees and Fines	215	267	24	267	267	267
6 776	User Charges - Non ACT Government	8 428	8 000	-5	8 135	8 328	8 438
11 478	User Charges - ACT Government	11 559	11 814	2	12 002	12 235	12 394
132	Grants from the Commonwealth	619	400	-35	0	0	0
238	Interest	400	218	-45	218	218	218
668	Other Revenue	811	599	-26	600	605	610
946	Resources Received free of charge	946	116	-88	106	106	106
243 394	Total Revenue	246 900	253 750	3	251 935	252 591	246 876
Expenses							
71 008	Employee Expenses	67 701	65 404	-3	65 174	65 184	65 478
11 940	Superannuation Expenses	10 618	10 199	-4	9 902	9 883	9 937
96 227	Administrative Expenses	102 628	104 905	2	106 850	107 595	109 992
63 336	Depreciation and Amortisation	70 647	71 089	1	71 186	71 133	71 363
3 454	Interest	3 190	3 048	-4	2 544	2 619	2 479
60 904	Grants and Purchased Services	69 598	72 665	4	71 348	69 918	60 745
2 301	Other Expenses	5 062	8 425	66	5 410	4 836	4 856
309 170	Total Expenses	329 444	335 735	2	332 414	331 168	324 850
-65 776	Operating Result Before Abnormal Items	-82 544	-81 985	1	-80 479	-78 577	-77 974
7 000	Abnormal Expense	3 500	0	-100	0	0	0
-72 776	Operating Result Before Extraordinary Items	-86 044	-81 985	5	-80 479	-78 577	-77 974
6 250	Injection for Operating Requirements	11 491	9 274	-19	9 798	7 193	7 193
-66 526	Operating Result	-74 553	-72 711	2	-70 681	-71 384	-70 781
55 291	Accumulated Funds - Start of Period	52 675	3 649 528	#	3 637 682	3 611 424	3 593 637
0	AccumFunds Opening Adjustment	0	-87	#	0	0	0
57 430	Capital Injections	54 459	46 452	-15	34 422	43 497	30 197
3 606 356	Inc/Dec in Net Assets from Admin Restructure	3 616 947	14 500	-100	10 001	10 100	13 975
3 652 551	Accumulated Funds - End of Period	3 649 528	3 637 682	..	3 611 424	3 593 637	3 567 028

**Department of Urban Services
Statement Of Financial Position**

Budget as at 30/6/00 \$'000		Est.Outcome as at 30/6/00 \$'000	Planned as at 30/6/01 \$'000	Var %	Planned as at 30/6/02 \$'000	Planned as at 30/6/03 \$'000	Planned as at 30/6/04 \$'000
Current Assets							
6 951	Cash	6 298	6 822	8	6 158	5 873	4 697
2 462	Receivables	5 040	5 621	12	6 152	6 588	6 958
5 000	Investments	7 911	5 911	-25	3 911	911	0
2 164	Inventories	2 284	2 284	-	2 284	2 284	2 284
2 315	Other	5 807	5 777	-1	5 777	5 778	5 779
18 892	Total Current Assets	27 340	26 415	-3	24 282	21 434	19 718
Non Current Assets							
3 680 176	Property, Plant and Equipment	3 786 770	3 790 513	..	3 785 518	3 774 163	3 757 027
750	Intangibles	1 151	1 918	67	1 662	1 406	1 151
43 750	Capital Works in Progress	55 509	37 934	-32	16 422	10 497	697
13	Other	294	294	-	294	294	294
3 724 689	Total Non Current Assets	3 843 724	3 830 659	..	3 803 896	3 786 360	3 759 169
3 743 581	TOTAL ASSETS	3 871 064	3 857 074	..	3 828 178	3 807 794	3 778 887
Current Liabilities							
5 498	Creditors	9 826	7 643	-22	8 541	10 980	13 718
0	Borrowings	214	214	-	214	214	214
1 285	Finance Leases	1 153	1 153	-	1 153	1 153	1 153
10 274	Employee Entitlements	10 374	9 998	-4	9 955	9 912	9 869
1 283	Other Provisions	1 243	1 243	-	1 243	1 243	1 243
2 739	Other	12 326	11 896	-3	11 866	11 836	11 806
21 079	Total Current Liabilities	35 136	32 147	-9	32 972	35 338	38 003
Non Current Liabilities							
15 091	Borrowings	10 500	15 183	45	13 470	10 257	7 044
4 775	Finance Leases	5 981	5 010	-16	4 039	3 068	2 097
9 897	Employee Entitlements	11 588	8 721	-25	7 942	7 163	6 384
29 763	Total Non Current Liabilities	28 069	28 914	3	25 451	20 488	15 525
50 842	TOTAL LIABILITIES	63 205	61 061	-3	58 423	55 826	53 528
3 692 739	NET ASSETS	3 807 859	3 796 013	..	3 769 755	3 751 968	3 725 359
REPRESENTED BY FUNDS EMPLOYED							
3 652 551	Accumulated Funds	3 649 528	3 637 682	..	3 611 424	3 593 637	3 567 028
40 188	Reserves	158 331	158 331	-	158 331	158 331	158 331
3 692 739	TOTAL FUNDS EMPLOYED	3 807 859	3 796 013	..	3 769 755	3 751 968	3 725 359

Department of Urban Services Cashflow Statement

1999-00 Budget \$'000		1999-00 Est.Outcome \$'000	2000-01 Budget \$'000	Var %	2001-02 Estimate \$'000	2002-03 Estimate \$'000	2003-04 Estimate \$'000
2 745	CASH AT BEGINNING OF REPORTING PERIOD	5 776	6 298	9	6 822	6 158	5 873
	CASH FLOWS FROM OPERATING ACTIVITIES						
	Receipts						
186 477	Cash from Government for Outputs	183 627	192 554	5	190 934	191 508	188 792
36 680	Cash from Government - CSO Payments	40 296	39 782	-1	39 673	39 324	36 051
8 193	Cash from Government - Operating	11 491	9 274	-19	9 798	7 193	7 193
0	Taxes, Fees and Fines	215	267	24	267	267	267
18 015	User Charges	19 748	19 724	0	19 993	20 419	20 688
238	Interest Received	400	218	-45	218	218	218
132	Grants Received from the Commonwealth	1 019	0	-100	0	0	0
668	Other Revenue	811	10 000	#	7 992	6 875	6 105
250 403	Operating Receipts	257 607	271 819	6	268 875	265 804	259 314
	Payments						
90 619	Related to Employees	80 990	80 529	-1	75 180	74 671	75 019
98 238	Related to Administration	102 464	106 849	4	105 676	104 832	106 881
3 453	Finance Costs	3 189	3 047	-4	2 543	2 618	2 478
64 537	Grants and Purchased Services	69 645	73 083	5	71 766	70 336	61 563
611	Other	4 165	14 581	250	12 390	11 098	9 876
257 458	Operating Payments	260 453	278 089	7	267 555	263 555	255 817
-7 055	NET CASH INFLOW/(OUTFLOW) FROM OPERATING ACTIVITIES	-2 846	-6 270	-120	1 320	2 249	3 497
	CASH FLOWS FROM INVESTING ACTIVITIES						
	Receipts						
0	Proceeds from Sale/Maturities of Investments	0	2 000	#	2 000	3 000	911
0	Investing Receipts	0	2 000	#	2 000	3 000	911
	Payments						
57 830	Purchase of Property, Plant and Equipment	55 959	44 704	-20	35 722	44 847	31 597
0	Purchase of Land and Intangibles	0	767	#	0	0	0
0	Purchase of Investments	7 000	0	-100	0	0	0
0	Capital Payments to Government Agencies	0	150	#	0	0	0
57 830	Investing Payments	62 959	45 621	-28	35 722	44 847	31 597
-57 830	NET CASH INFLOW/(OUTFLOW) FROM INVESTING ACTIVITIES	-62 959	-43 621	31	-33 722	-41 847	-30 686

Department of Urban Services Cashflow Statement

1999-00 Budget \$'000		1999-00 Est.Outcome \$'000	2000-01 Budget \$'000	Var %	2001-02 Estimate \$'000	2002-03 Estimate \$'000	2003-04 Estimate \$'000
CASH FLOWS FROM FINANCING ACTIVITIES							
Receipts							
67 830	Capital Injection from Government	59 859	51 602	-14	34 422	43 497	30 197
2 445	Receipt of Transferred Cash Balances	10 652	98	-99	0	0	0
0	Finance Lease	0	0	-	0	0	0
70 275	Financing Receipts	70 511	51 700	-27	34 422	43 497	30 197
Payments							
0	Repayment of Advance	0	100	#	1 500	3 000	3 000
1 184	Repayment of Borrowings	1 184	1 184	-	1 184	1 184	1 184
0	Payments of Transferred Cash Balances	3 000	1	-100	0	0	0
1 184	Financing Payments	4 184	1 285	-69	2 684	4 184	4 184
69 091	NET CASH INFLOW/(OUTFLOW) FROM FINANCING ACTIVITIES	66 327	50 415	-24	31 738	39 313	26 013
4 206	NET INCREASE/(DECREASE) IN CASH HELD	522	524	..	-664	-285	-1 176
6 951	CASH AT THE END OF THE REPORTING PERIOD	6 298	6 822	8	6 158	5 873	4 697

Notes to the Budget Statements

Operating Statement

Significant variations are as follows:

- Government Payment for Outputs (GPO):
 - the increase of \$0.766m in the 1999-2000 estimated outcome compared to the original budget is primarily due to:
- increased funding for ACTION (\$4.426m); offset by
- a reduction in payments associated with the Tax Equivalent Regime (\$0.810m);
- a reduction of \$1.925m for superannuation purposes following a review of actual expenses;
- decrease in the Specific Purpose Payments from the Commonwealth for road maintenance (\$0.395m), Commonwealth-State Housing Agreement (CSHA) Block funding (\$0.371m) and the ACT's CSHA matching component (\$0.069m);
 - the increase of \$8.414m from the 1999-2000 estimated outcome to the 2000-01 budget is mainly due to:

- funding for new initiatives including the continuation of the Greenhouse strategy (\$0.160m), Streetsmart and Lakesmart programs (\$1m), the enhancement of the road safety initiative (\$0.305m), building a social capital (\$0.730m) and for e-Service projects (\$0.5m);
- a net increase in CSO payments to ACTION for increased fuel, network and other expenses, and a reduction in fares revenue (\$3.537m);
- additional funding for public housing under the CSHA due to the introduction of the Goods and Services Tax (GST) (\$5.9m);
- a one-off additional funding of \$2m for unachieved savings estimates offset by;
- the reclassification of funding for ACT Forests insurance premium to an injection for operating requirements (\$0.850m);
- savings associated with embedded wholesale sales tax for the Department (\$0.889m) and ACTION (\$1.677m);
- the transfer of Workcover to the Territorial accounts (\$2.487m); and
- transfer of funding for Policy Group to CMD (\$0.276m);
- user charges – non ACT Government: the increase of \$1.652m in the 1999-2000 estimated outcome from the original budget is primarily from the introduction of licences for the supply and distribution of gas (\$0.380m) and revised estimates of activity in areas such as domestic waste, Tidbinbilla Nature Reserve, domestic animal services, and publication services. The decrease in 2000-01 from the estimated outcome reflects revised activity estimates for a number of services;
- user charges – ACT Government: the increase in 2000-01 from the estimated outcome is mainly due to revised estimates of activity in areas such as the sale of publications and legislation;
- taxes, fees and fines: the addition of this category is due to a reclassification of other revenue to reflect the collection of library fines;
- grants from the Commonwealth: the increase of \$0.487m in the 1999-2000 estimated outcome from the original budget is due to the additional funding provided for the Natural Heritage Trust program. The estimate for 2000-01 reflects anticipated Natural Heritage Trust revenue, subject to advice from the Commonwealth later in 2000;
- interest: the increase of \$0.162m in the 1999-2000 estimated outcome from the original budget reflects the actual level of cash investments expected through the year. This level of investment is not expected in future years;
- resources received free of charge: the decrease of \$0.830m in 2000-01 from the 1999-2000 estimated outcome is due to the finalisation of the recognition of depreciation expenses for the computer and office equipment assets transferred with the establishment of InTACT (\$0.774m) and the transfer of Workcover to the Territorial accounts which recognise inter-government legal services (\$0.056m);
- employee expenses:
 - the decrease of \$3.307m in the 1999-2000 estimated outcome from the original budget is due to a reclassification between salaries, administrative and other expenses in line with the 1998-99 actual outcome (\$5.7m), offset by a refinement of the business restructuring program (\$2.461m);

- the decrease of \$2.297m in 2000-01 from the 1999-2000 estimated outcome relates primarily to the transfer of Workcover to the Territorial accounts (\$1.681m) and the transfer of funding for policy functions to CMD (\$0.217m);
- superannuation expenses:
 - the decrease of \$1.322m in the 1999-2000 estimated outcome from the original budget has resulted primarily from a review of actual superannuation payments (\$1.925m) offset by a refinement of the business restructuring program (\$0.564m);
 - the decrease of \$0.419m from the 1999-2000 estimated outcome to the 2000-01 Budget relates primarily to the reasons identified above for salaries expenses;
- administrative expenses:
 - the increase of \$6.401m in the 1999-2000 estimated outcome from the original budget is primarily due to a reclassification between salaries, administrative and other expenses in line with the 1998-99 actual outcome (\$4.031m), expenses associated with the administration of gas supply and distribution licensing (\$0.380m), additional expenses related to the Natural Heritage Trust funding (\$0.487m), and expenses related to additional user charge activities;
 - the increase of \$2.227m in 2000-01 relates mainly to expenses associated with new initiatives (\$5.0m), including total expenses of \$2.8m associated with the e-Service whole of government document management system. These increases have been partly offset by the impact of savings associated with embedded wholesale sales tax (\$0.825m) and the transfer of WorkCover to the Territorial accounts (\$1.247m);
- depreciation and amortisation: the increase of \$7.311m in the 1999-2000 estimated outcome from the original budget has resulted primarily from the flow-on effect of the 1998-99 audited outcome (\$5.0m) and a further assessment of depreciation associated with existing assets (\$2.0m). The increase in 2000-01 Budget from the 1999-2000 estimated outcome relates to the anticipated transfer of infrastructure assets from Infrastructure and Asset Management (IAM) (\$0.442m);
- interest expense: the decrease of \$0.264m in the 1999-2000 estimated outcome from the original budget is due to the \$5m deferral of the \$10m business restructure loan to 2000-01;
- grants and purchased services:
 - the increase of \$8.694m in the 1999-2000 estimated outcome from the original budget is primarily due to:
- increased payments to ACTION of \$4.426m for fare revenue shortfall (\$2.269), fuel costs (\$1.107m) and unanticipated network costs (\$1.050m);
- a change in the accounting treatment of the payment to ACTION of injection for operating requirements (\$5.241m). This includes an additional \$3.298m provided in 1999-2000 for unachieved EBA savings; offset by
- a decrease in payments to ACT Housing reflecting reduced Commonwealth-State Housing Agreement funding (\$0.4m);
 - the increase of \$3.067m in 2000-01 is primarily from Commonwealth funding being provided for the impact of the GST on public housing (\$5.9m), and further additional funding of \$0.484m for ACTION to address fare revenue shortfall. This has been

offset by a reduction in payments to ACTION associated with the removal of the embedded wholesale sales tax (\$1.677m), and a reduction in the existing forward estimate (\$1.421m);

- other expenses: the increase of \$2.761m in the 1999-2000 estimated outcome from the original budget is due to a reclassification between salaries, administrative and other expenses in line with the 1998-99 actual outcome. The increase of \$3.363m in 2000-01 from the 1999-2000 estimated outcome is due mainly to the accounting treatment for anticipated redundancy costs;
- abnormal expenses: the decrease of \$3.5m in the 1999-2000 estimated outcome from the original budget is due to a refinement of the business restructuring program. Estimated redundancy payments for future years are included within other expenses; and
- injection for operations: the increase of \$5.241m between the original 1999-2000 budget and the estimated outcome is due to the changed accounting treatment of injection for operations payments on-passed to ACTION. \$3.298m of this relates to the additional funding provided for unachieved EBA savings during 1999-2000.

Statement of Financial Position

Variations between the original budget and the estimated outcome have mainly resulted from the flow on effect of the 1998-99 audited outcome including the transfer of territorial assets to the departmental accounts. Significant variations are as follows:

- investments: the decrease of \$2m in 2000-01 reflects the maturity of investment to maintain adequate cash reserves;
- borrowings: the reduction in borrowings in 1999-2000 relates to the roll forward of the business restructuring loan to two years. This has impacted on the 1999-2000 estimated outcome (decrease of \$4.591m) and the 2000-01 Budget (increase of \$4.683m);
- finance leases: the decrease in the 1999-2000 estimated outcome from the original budget is due to the flow-on effect of the 1998-99 audited outcome. The decrease in 2000-01 compared to the estimated outcome relates to finance leases for kerbside garbage and recycling bins which reduce by about \$1m each year;
- employee entitlements: the variations in employee entitlements between the 1999-2000 original budget and estimated outcome and the 2000-01 Budget has resulted primarily from the refinement of the business restructuring program, and the transfer of WorkCover to the Territorial accounts; and
- reserves: the increase in reserves from the 1999-2000 original budget to the expected outcome relates to the transfer of the territorial assets to the departmental accounts and reflects the 1998-99 audited outcome.

Statement of Cashflows

The major variations within the *Cashflow Statement* from the 1999-2000 original budget and estimated outcome and the 2000-01 budget are explained within the *Operating Statement* above. Other significant variations are:

- cash from government – operating: the increase of \$3.298m in the 1999-2000 estimated outcome from the original budget relates to further payments to ACTION for increased operating costs. The reduction in 2000-01 from the estimated outcome (\$2.217m) also relates to revised injections to ACTION;

- grants received from the Commonwealth: the increase in the 1999-2000 estimated outcome from the original budget relates to the receipt of Natural Heritage Trust Grant funding. These grants programs run across financial years with the cash being received in the current financial year and partially expended, and the balance expended in the following financial year;
- GST revenue and GST payments: these categories appear for the first time in 2000-01 to recognise the cash flow implications of the introduction of the Goods and Services Tax;
- purchase of property plant and equipment: the decrease of \$1.871m in the 1999-2000 estimated outcome from the original budget relates primarily to revised Commonwealth payments for the duplication of the Federal Highway. The decrease of \$12.488m in 2000-01 relates to the cessation of funding for the Federal Highway as it nears completion (\$20.6m) which has been offset by increases in the Government's capital works program;
- capital injections: the reduction in the 1999-2000 estimated outcome from the original budget relates mainly to revised Commonwealth SPP funding and the roll forward of the business restructuring loan. The decrease in 2000-01 from the 1999-2000 estimated outcome relates to the completion of the Federal Highway duplication (\$20.6m), partially offset by funding for e-Service projects (\$2.3m) and increases in the Government's capital works program; and
- receipt and payment of transferred cash balance: the net increase of \$5.207m in the 1999-2000 estimated outcome from the original budget is due to the flow-on effect of the 1998-99 audited outcome relating to the transfer of territorial assets to the Departmental accounts (\$8.207m) and the transfer of cash balances to CMD relating to the infrastructure funding for the National Museum project (\$3m).

Department of Urban Services
Statement Of Revenues And Expenses On Behalf Of The Territory

1999-00 Budget \$'000		1999-00 Est.Outcome \$'000	2000-01 Budget \$'000	Var %	2001-02 Estimate \$'000	2002-03 Estimate \$'000	2003-04 Estimate \$'000
Revenue							
1 022	Payment for Expenses on behalf of Territory	1 022	3 662	258	3 605	3 644	3 700
87 908	Taxes Fees and Fines	87 178	95 666	10	97 592	99 707	101 931
9 610	User Charges - Non ACT Government	10 610	11 382	7	11 720	11 965	12 225
47 592	Grants from the Commonwealth	44 505	29 685	-33	28 930	36 777	21 077
0	Other Revenue	840	0	-100	0	0	0
0	Resources Received free of charge	0	56	#	56	56	56
146 132	Total Revenue	144 155	140 451	-3	141 903	152 149	138 989
Expenses							
103	Employee Expenses	103	1 916	#	1 944	1 961	1 985
20	Superannuation Expenses	20	284	#	284	286	288
235	Administrative Expenses	255	1 501	489	1 413	1 437	1 464
0	Depreciation and Amortisation	0	1	#	2	2	2
664	Grants and Purchased Services	664	664	-	669	669	675
145 110	Transfer Expenses	143 113	136 172	-5	137 678	147 881	134 662
146 132	Total Expenses	144 155	140 538	-3	141 990	152 236	139 076
0	Operating Result	0	-87	#	-87	-87	-87
3 645 026	Accumulated Funds - Start of Period	3 609 750	991	-100	384	297	210
0	Accum Funds Opening Adjustment	0	87	#	0	0	0
-3 646 813	Inc/Dec in Net Assets from Admin Restructure	-3 608 759	-607	100	0	0	0
-1 787	Accumulated Funds - End of Period	991	384	-61	297	210	123

Department of Urban Services
Statement Of Assets And Liabilities On Behalf Of The Territory

Budget as at 30/6/00 \$'000		Est.Outcome as at 30/6/00 \$'000	Planned as at 30/6/01 \$'000	Var %	Planned as at 30/6/02 \$'000	Planned as at 30/6/03 \$'000	Planned as at 30/6/04 \$'000
Current Assets							
3 616	Cash	2 674	2 675	..	2 675	2 675	2 675
2 323	Receivables	3 372	3 539	5	3 635	3 732	3 831
0	Other	0	16	#	16	16	16
5 939	Total Current Assets	6 046	6 230	3	6 326	6 423	6 522
Non Current Assets							
0	Property, Plant and Equipment	0	29	#	27	25	23
0	Total Non Current Assets	0	29	#	27	25	23
5 939	TOTAL ASSETS	6 046	6 259	4	6 353	6 448	6 545
Current Liabilities							
7 660	Creditors	4 552	4 672	3	4 738	4 805	4 874
23	Employee Entitlements	19	248	#	248	248	248
0	Other	460	490	7	520	550	580
7 683	Total Current Liabilities	5 031	5 410	8	5 506	5 603	5 702
Non Current Liabilities							
43	Employee Entitlements	24	465	#	550	635	720
43	Total Non Current Liabilities	24	465	#	550	635	720
7 726	TOTAL LIABILITIES	5 055	5 875	16	6 056	6 238	6 422
-1 787	NET ASSETS	991	384	-61	297	210	123
REPRESENTED BY FUNDS EMPLOYED							
-1 787	Accumulated Funds	991	384	-61	297	210	123
-1 787	TOTAL FUNDS EMPLOYED	991	384	-61	297	210	123

Department of Urban Services
Budgeted Statement Of Cashflows On Behalf Of The Territory

1999-00 Budget \$'000		1999-00 Est.Outcome \$'000	2000-01 Budget \$'000	Var %	2001-02 Estimate \$'000	2002-03 Estimate \$'000	2003-04 Estimate \$'000
6 061	CASH AT BEGINNING OF REPORTING PERIOD	13 326	2 674	-80	2 675	2 675	2 675
	CASH FLOWS FROM OPERATING ACTIVITIES						
	Receipts						
1 022	Cash from Government for EBT	1 022	3 793	271	3 727	3 769	3 827
87 908	Taxes, Fees and Fines	85 878	94 216	10	96 292	98 407	100 631
9 610	User Charges	10 610	11 382	7	11 720	11 965	12 225
47 592	Grants Received from the Commonwealth	44 505	29 685	-33	28 930	36 777	21 077
0	Other Revenue	840	1 236	47	1 262	1 288	1 316
146 132	Operating Receipts	142 855	140 312	-2	141 931	152 206	139 076
	Payments						
123	Related to Employees	123	2 114	#	2 143	2 162	2 188
235	Related to Administration	255	1 445	467	1 357	1 381	1 408
664	Grants and Purchased Services	664	664	-	669	669	675
0	Other	0	1 182	#	1 206	1 231	1 257
145 110	Territory Receipts to Government	141 813	134 907	-5	136 556	146 763	133 548
146 132	Operating Payments	142 855	140 312	-2	141 931	152 206	139 076
0	NET CASH INFLOW/(OUTFLOW) FROM OPERATING ACTIVITIES	0	0	-	0	0	0
	CASH FLOWS FROM INVESTING ACTIVITIES						
	Payments						
250	Advances Issued to Government Agencies	0	0	-	0	0	0
250	Investing Payments	0	0	-	0	0	0
-250	NET CASH INFLOW/(OUTFLOW) FROM INVESTING ACTIVITIES	0	0	-	0	0	0
	CASH FLOWS FROM FINANCING ACTIVITIES						
	Receipts						
0	Receipt of Transferred Cash Balances	0	1	#	0	0	0
250	Financing Receipts	0	1	#	0	0	0

Department of Urban Services
Budgeted Statement Of Cashflows On Behalf Of The Territory

1999-00 Budget \$'000		1999-00 Est.Outcome \$'000	2000-01 Budget \$'000	Var %	2001-02 Estimate \$'000	2002-03 Estimate \$'000	2003-04 Estimate \$'000
	Payments						
2 445	Payments of Transferred Cash Balances	10 652	0	-100	0	0	0
2 445	Financing Payments	10 652	0	-100	0	0	0
-2 195	NET CASH INFLOW/(OUTFLOW) FROM FINANCING ACTIVITIES	-10 652	1	-100	0	0	0
-2 445	NET INCREASE/(DECREASE) IN CASH HELD	-10 652	1	-100	0	0	0
3 616	CASH AT THE END OF THE REPORTING PERIOD	2 674	2 675	..	2 675	2 675	2 675

Notes to the Budget Statements

The Department's territorial financial statements are affected by the following significant issues:

- the creation of the Occupational Health and Safety Commissioner; and
- the transfer of WorkCover from the departmental accounts.

For the 2000-01 budget, these issues have impacted on the accounts in the following way:

- increased payments for expenses on behalf of the territory (\$2.640m);
- increased employee expenses (\$1.813m);
- increased superannuation expense (\$0.264m);
- increased administrative expenses (\$1.246m); and
- decreased net assets (\$0.520m).

Other significant variations that impact on the Territorial statements are as follows.

Statement of Revenues and Expenses on Behalf of the Territory

- taxes, fees and fines: the increase of \$8.488m in 2000-01 budget is mainly due to:
 - the full year impact of the introduction of the Water Abstraction Charge (\$3.962m);
 - motor vehicle registrations (\$3m); and
 - revised fees for regulatory services relating to activities such as building regulation, commercial tip fees, and environmental charges;

- user charges – non-ACT government: the increase of \$1m in the 1999-2000 estimated outcome from the original budget is due to a revised estimate of parking fees received flowing from the 1998-99 actual outcome. It is expected that this increase will continue into the outyears;
- grants from the Commonwealth: the decrease of \$3.087m in the 1999-2000 estimated outcome from the original budget is due to a slight decrease in CSHA Block funding (\$0.371m), reduced road maintenance funding for national highways and roads of significance (\$0.440m), and revised capital funding for the duplication of the Federal Highway (\$2.284m). Additional funding for black spot safety initiatives (\$0.008m) has also been provided by the Commonwealth. The decrease of \$14.820m in 2000-01 is due to:
 - the decreases from the finalisation of the duplication of the Federal Highway (\$20.863m) and CSHA Block funding (\$0.157m); partly offset by
 - increases due to the commencement of the duplication of the Barton Highway (\$0.3m), and the provision of supplementary funding for the impact of the GST on public housing (\$5.9m).
- other revenue: the other revenue shown in the estimated outcome relates to the recognition of third party monies received by the Territory for developer contributions for car parking (\$0.840m).
- transfer expenses: the variation in transfer expenses is the net result of the variations to taxes, fees and fines, user charges and grants from the Commonwealth.

Statement of Cashflows on Behalf of the Territory

- GST Revenue and GST Payments: these categories appear for the first time in 2000-01 to recognise the cash flow implications flowing from the introduction of the Goods and Services Tax.

Changes to Appropriation

Changes to Departmental Appropriations

Government Payment for Outputs	1999-00 Est. Outc. \$'000	2000-01 Budget \$'000	2001-02 Estimate \$'000	2002-03 Estimate \$'000	2003-04 Estimate \$'000
1999-2000 Budget	223 157	224 126	225 848	228 527	228 527
Transfer of demographics to CMD	-70	-96	-96	-96	-96
Revised Cwth SPPs - CSHA Block Funding	-371	-528	-683	-836	-836
Revised Cwth SPPs - Black Spot and National Roads	-440	-440	-440	-440	-440
Finalisation of debt payment - ACTION	0	0	0	0	-2 160
Transfer of Road Ready Program to DECS	-20	-40	-40	-40	-40
Revised CSHA Funding - ACT matching component	-69	-68	-67	-65	-65
Implementation of ACT Greenhouse Strategy measures	0	160	160	160	160
Lake Smart Program	0	250	250	0	0
Street Smart Program	0	750	750	0	0
Transfer of Policy Group funding to CMD	0	-276	-276	-276	-276
CSHA - GST supplementary funding (On-pass to ACT Housing)	0	5 900	5 900	5 900	0
ACTION support funding - fuel and other expenses	1 100	1 100	500	500	500
ACTION support funding - fares and network expense	3 025	4 227	5 163	4 445	3 699
ACT Forests - transfer insurance premium to capital injection	0	-850	-850	-850	-850
Transfer of Workers Injury Prevention Management Function from CMD	500	334	340	346	346
CPI indexation 2003-2004	0	0	0	0	3 319
2000-2001 Draft Budget	226 812	234 549	236 459	237 275	231 788
Adjust superannuation expense	-1 925	-2 566	-2 397	-2 433	-2 300
Reverse transfer of Workers Injury Prevention Management Function from CMD	-500	0	0	0	0
Transfer Workcover to Territorial	0	-2 487	-2 528	-2 563	-2 607
Revised Commonwealth SPP Road Funding	45	45	45	45	45
Wholesale sales tax savings	0	-2 566	-3 297	-3 365	-3 454
Community renewal program	0	500	500	500	500
Community links portal	0	80	80	80	80
Community on-line	0	50	50	50	50
Community mentoring scheme	0	100	100	100	100
Road safety initiative - speed cameras	0	305	237	243	250
Unachieved savings	0	2 000	0	0	0
e-Services project: Document Management	0	500	0	0	0
ACTION – support funding	301	1 826	1 358	900	391
Adjust ACTION Tax Equivalent Regime	-810	0	0	0	0
2000-2001 Budget	223 923	232 336	230 607	230 832	224 843

Changes to Departmental Appropriations

	1999-00 Est. Outc. \$'000	2000-01 Budget \$'000	2001-02 Estimate \$'000	2002-03 Estimate \$'000	2003-04 Estimate \$'000
Capital Injections					
1999-2000 Budget	76 023	22 444	9 406	6 801	6 801
Cwth SPPs – add Barton Highway duplication	0	300	2 000	10 000	200
Cwth SPPs - Black Spot and National Roads	-2 155	8	8	8	8
ACT Forests – 2000-2001 capital works program	0	100	0	0	0
ACT Forests – transfer insurance premium from GPO	0	850	850	850	850
2000-2001 capital works program	0	22 870	13 925	0	0
Replacement of TRIPS	0	4 000	0	0	0
Deferral of business restructuring loan	-5 000	5 000	0	0	0
2000-2001 Draft Budget	68 868	55 572	26 189	17 659	7 859
ACTION additional funding unachieved savings	3 298	1 055	0	0	0
Capital works program - savings in authorisation	-650	0	0	0	0
Revised Commonwealth SPP Road Funding	-166	-319	31	31	31
e-Services projects	0	3 068	0	0	0
Road safety and efficiency	0	1 500	18 000	33 000	29 500
2000-2001 Budget	71 350	60 876	44 220	50 690	37 390

Changes to Territorial Appropriations

	1999-00 Est. Outc. \$'000	2000-01 Budget \$'000	2001-02 Estimate \$'000	2002-03 Estimate \$'000	2003-04 Estimate \$'000
Payment for Expenses on Behalf of the Territory					
1999-2000 Budget	1 022	1 029	931	933	933
CPI indexation 2003-2004	0	0	0	0	10
2000-2001 Draft Budget	1 022	1 029	931	933	943
Transfer Workcover from Departmental	0	2 487	2 528	2 563	2 607
Wholesale sales tax savings	0	-4	-6	-6	-6
Gross appropriation to cover GST*	0	131	122	125	127
Commissioner for Occupational Health and Safety	0	150	152	154	156
2000-2001 Budget	1 022	3 793	3 727	3 769	3 827

*This is a budget neutral adjustment to incorporate the cash payment of the GST to the suppliers of goods and services. This cash will be refunded by the Australian Taxation Office.

Changes to Territorial Appropriations

Capital Injection	1999-00 Est. Outc. \$'000	2000-01 Budget \$'000	2001-02 Estimate \$'000	2002-03 Estimate \$'000	2003-04 Estimate \$'000
1999-2000 Budget	250	250	0	0	0
2000-2001 Draft Budget	250	250	0	0	0
Cemeteries loan no longer required	-250	-250	0	0	0
2000-2001 Budget	0	0	0	0	0

Municipal Services Operating Statement

1999-00 Budget \$'000		1999-00 Est.Outcome \$'000	2000-01 Budget \$'000	Var %	2001-02 Estimate \$'000	2002-03 Estimate \$'000	2003-04 Estimate \$'000
Revenue							
93 669	Government Payment for Outputs	91 959	98 036	7	98 125	97 379	98 962
0	Taxes Fees and Fines	215	267	24	267	267	267
1 051	User Charges - Non ACT Government	1 963	1 670	-15	1 702	1 742	1 797
58	User Charges - ACT Government	67	578	763	189	187	171
74	Interest	74	106	43	107	106	106
260	Other Revenue	391	251	-36	251	255	259
285	Resources Received free of charge	285	64	-78	64	64	64
95 397	Total Revenue	94 954	100 972	6	100 705	100 000	101 626
Expenses							
12 306	Employee Expenses	11 954	13 720	15	13 919	14 202	14 284
2 034	Superannuation Expenses	1 945	2 191	13	2 155	2 153	2 166
78 813	Administrative Expenses	81 606	88 408	8	85 073	83 921	84 608
59 726	Depreciation and Amortisation	67 037	68 209	2	68 703	68 850	69 101
1 091	Interest	1 047	761	-27	741	728	711
0	Grant and Purchased Services	0	197	#	150	150	150
1 975	Other Expenses	2 524	2 410	-5	2 227	2 149	2 132
155 945	Total Expenses	166 113	175 896	6	172 968	172 153	173 152
-60 548	Operating Result Before Abnormal Items	-71 159	-74 924	-5	-72 263	-72 153	-71 526
1 260	Abnormal Expense	630	0	-100	0	0	0
-61 808	Operating Result Before Extraordinary Items	-71 789	-74 924	-4	-72 263	-72 153	-71 526
2 720	Injection for Operating Requirements	2 720	3 570	31	3 570	2 397	2 398
-59 088	Operating Result	-69 069	-71 354	-3	-68 693	-69 756	-69 128

OUTPUT CLASS 1: MUNICIPAL SERVICES
PRINCIPAL MEASURES

OUTPUT 1.1: POLICY ADVICE AND MINISTERIAL SUPPORT

Description: This output provides strategic policy development and support services to Government on municipal, planning, environment, heritage, housing and transport issues. Also included is administrative support to the Minister incorporating contributions to Assembly business and Cabinet.

Measures	1999-2000 Targets	1999-2000 Estimated Outcome	2000-01 Targets
Quantity			
<i>Major policy projects 1999-2000</i>			
Review of Territory Plan Stage ²	June 2000	June 2000	
Develop and introduce legislation to implement the National Gene Technology Regulation Scheme ²	National Timetable	National Timetable	
Preparation of a detailed plan to make better use of private and community sector resources for the delivery of housing assistance ²	June 2000	June 2000	
Assembly questions	590	590	590
Ministerial correspondence, briefs and speeches	3 993	4 250	3 945
Cabinet Submissions	76	90	75
Quality/Effectiveness			
Advice rated satisfactory or above according to <i>ACT Government Policy Performance Measures</i>	100%	100%	100%
Advice rated satisfactory or above according to <i>ACT Government Ministerial Servicing Performance Measures</i>	100%	100%	100%
Ministerial services comply with <i>ACT Government Ministerial Servicing Performance Measures</i>	100%	100%	100%
Timeliness			
<i>Major policy projects 2000-01</i>			
Housing Strategy for single people			June 2001
Review and Update of Infrastructure Design and Construction Documents			June 2001
Strategic Study on Asset Management Plan			June 2001
Strategic Regulatory Framework			March 2001
Performance evaluation of Provider Services			June 2001
Cost			
Cost of major policy projects ¹	\$455 228	\$455 228	\$960 289
Cost of support to Government and Ministers	\$1 953 772	\$2 179 772	\$1 885 455
TOTAL COST (\$'000)	\$2 409.0	\$2 635.0	\$2 846.0
GOVERNMENT PAYMENT FOR OUTPUT (\$'000)	\$2 314.0	\$2 314.0	\$2 723.0

Government Payment for output differs from cost to the extent that the Output is financed from within the agency.

1. The increase in costs is attributable to two new major projects to be undertaken relating to Roads and Storm water Asset Management and Review and Update Design Consultancy in PALM.

OUTPUT CLASS 1: MUNICIPAL SERVICES
PRINCIPAL MEASURES

OUTPUT 1.2 ROADS AND STORMWATER

Description: This output provides infrastructure services including management of territory and municipal roads, national highways, community paths, drainage, carpark facilities, traffic and street lights. The output also implements reforms in the construction industry.

Measures	1999-2000 Targets	1999-2000 Estimated Outcome	2000-01 Targets
Quantity			
<i>Territorial Roads</i>			
Lane kilometres of Territorial roads ¹	1 950	1 962	
Lane kilometres of planned maintenance (10% of network) ²			197
<i>Municipal Roads</i>			
Lane kilometres of Municipal roads ¹	3 640	3 641	
Lane kilometres of planned maintenance (7% of network) ²			256
<i>National Highways</i>			
Lane kilometres of annual programmed maintenance (10% of national road network) ²			6
<i>Streetsmart</i>			
Kilometres of Streetsmart network ²			400
<i>Community Paths</i>			
Square metres of community paths ¹	2 010 000	2 695 078	
Square metres of path network maintenance (0.5% of network) ²			13 500
<i>Bridges</i>			
Number of bridges and major culverts ¹	1 015	1 036	
Number of bridge inspections ²			400
Number of major culvert inspections ²			200
Assessment and updated rating of bridges ²			250
Number of lane kms of road barriers inspected ²			45
Replacement and Upgrading of Road Barriers (mtr) ²			1000
Retaining Wall Inspections ²			50
Sets of traffic lights ¹	186	189	
Number of street lights ¹	59 200	60 534	
Number of responses to Major Traffic Enquiries	7	7	7
Number of responses to Minor Traffic Enquiries ⁶	700	1 500	1 400
Number of major roads signs ¹	5 200	5 200	
Number of road signs programmed for replacement ²			200
Lane km's of road with line markings to be managed ¹	3 030	3 030	
Lane km's annual programmed line marking maintenance ²			600
Number of quality assurance applications	1 590	1 590	1 590
Kilometres of stormwater pipes and channels managed ¹	3 040	3 040	
Construction Industry Pre-qualification Scheme Reforms			
- establish agreed program for inclusion of Occupational Health, Safety and rehabilitation systems ¹	June 1999	June 2000	
- development of benchmarks to allow inclusion of environmental performance in pre-qualification scheme ¹	December 1999	June 2000	
Provision of on-road dimensions and mass enforcement ⁵	600 hrs	600 hrs	1000 hrs
Number of interceptions ⁵			500
Quality/Effectiveness			
Providers level of compliance with maintenance contracts	95%	95%	95%
% of customers satisfied with the management of infrastructure services	72%	76%	76%
% of major traffic light faults repaired within 24 hours ²			95%
New assets achieve acceptable standards of design and construction	100%	100%	100%

Street lighting system operating greater than 95%	100%	100%	100%
Number of complaints from a given catchment in a 5 year ARI storm event	Less than 10	Less than 10	Less than 10
Number of complaints from a given catchment in a 20 year ARI storm event	Less than 20	Less than 20	Less than 20
Governments pre-qualification scheme for construction industry suppliers conforms with nationally agreed reforms	100%	100%	100%
Timeliness			
Major project conform with dates noted above	100%	100%	100%
Services provided within agreed time frames	100%	100%	100%
Tabled cabinet submission to allow inclusion of environmental performance in pre-qualification scheme ²			February 2001
Initial response to general traffic inquiries with a target of 5 working days ²			95%
Initial response to urgent traffic inquiries with a target response of 24 hours ²			95%
Initial response to urgent traffic light faults with a target of 1 hour ²			95%
Initial response to minor traffic light fault with a target response of within 48 hours ²			95%
Cost			
<i>Territorial Roads</i>			
Cost of routine maintenance per lane km of network ²			\$508
Cost of planned maintenance per lane km of network ²			\$2 893
<i>Municipal Roads</i>			
Cost of routine maintenance per lane km of network ²			\$292
Cost of planned maintenance per lane km of network ²			\$877
<i>Community Paths</i>			
Cost of maintenance per square metre of path network ²			\$0.22
<i>Traffic</i>			
Cost of line marking arterial roads per line km for 2000-01 ²			\$1 000
Cost of line marking municipal roads per line km for 2000-01 ²			\$800
Cost of replacing major road signs per sqr mtr for 2000-01 ²			\$400
Cost of territorial roads maintenance. Network target of 1970 lane kilometres ³	\$5 584 190	\$6 862 402	\$7 229 678
Cost of municipal roads maintenance. Network target of 3650 lane kilometres ³	\$7 302 402	\$5 584 190	\$5 321 337
Cost of national highway maintenance. Network of 60 lane kilometres ³	\$2 015 000	\$2 015 000	\$1 600 000
Cost of community path maintenance. Network target of 2,700,000 square metres of community paths ³	\$315 006	\$315 006	\$697 279
Cost of Streetsmart ²			
Network target of 400 kilometres			\$900 000
Cost of bridge and culvert maintenance	\$1 045 340	\$1 045 340	\$1 437 083
Cost of dimensions and mass enforcement	\$419 527	\$419 527	\$354 000
Cost of traffic light operations (Sets of traffic lights in Network anticipated at 192 for 2000-01) ³	\$1 995 321	\$1 995 321	\$2 042 526
Cost of street lighting (Street lights in Network anticipated at 61,000 for 2000-01) ³	\$5 245 932	\$5 245 932	\$6 205 908
Cost of traffic investigation and monitoring	\$2 886 440	\$2 886 440	\$2 554 421
Cost of traffic lines and signs ⁷	\$750 000	\$750 000	\$1 800 000
Cost of quality assurance	\$918 224	\$918 224	\$888 624
Cost of stormwater maintenance ⁸	\$3 828 564	\$3 828 564	\$4 539 469
Cost of construction industry reforms and pre-qualification	\$738 455	\$738 455	\$724 725
Depreciation cost (\$'000) ⁴	\$54 003.7	\$61 536	\$61 623
TOTAL COST (\$'000)	\$87 048.0	\$94 140.0	\$97 918.0
GOVERNMENT PAYMENT FOR OUTPUT (\$'000)	\$32 193.0	\$30 931.0	\$34 628.0
INJECTION FOR OPERATIONS (\$'000)	\$461.0	\$461.0	\$461.0

Government Payment for output differs from cost to the extent that the Output is financed from within the agency.

1. Discontinued Measure.
2. New Measure.
3. Revised description.
4. Revised expected depreciation.
5. Represents an increase in monitoring during the bridge strengthening program, which will be complete during the next five years. The bridge strengthening program will bring to 100% the compliance of arterial bridges in the ACT with current loading standards.
6. Improved measurement of Customer Service statistics.
7. Increased program in 2000-01.
8. Increased costs due to direct allocation of Public Liability insurance.

OUTPUT CLASS 1: MUNICIPAL SERVICES
PRINCIPAL MEASURES
OUTPUT 1.3: WASTE AND RECYCLING
Description: Providing waste and recycling services including waste management strategic advice and strategy development and implementation, waste management services including household garbage and recycling collection and disposal activities, the implementation of waste management development control measures and waste infrastructure management.

Measures	1999-2000 Targets	1999-2000 Estimated Outcome	2000-01 Targets
Quantity			
Number of Households serviced ¹	118 500	118 500	119 000
Tonnes of waste to landfill ²	233 000	260 000	245 000
Number of households serviced in kerbside organics and residual waste collection trials ³			1000 services over 10 months
Quality/Effectiveness			
% of customers satisfied with collection services	95%	95%	95%
% of customers satisfied with disposal services	90%	90%	90%
Tonnes of recyclables to reach 240,000 ⁴	100%	137%	
Timeliness			
Domestic collection of garbage and recyclables undertaken as per contract	100%	100%	100%
Public access to disposal areas during advertised times	100%	100%	100%
Cost			
Direct cost of collections per household	\$64.18	\$65.27	\$65.07
Direct cost of kerbside, organics and residual waste collection trials ⁵			\$96 000
Cost of disposal per tonne	\$17.21	\$15.25	\$16.04
Implementation of the Waste Management Strategy and strategic policy advice to government (State Equivalent function) (Per Capita)	\$3.85	\$3.64	\$4.12
Management of Contracts (Per Capita)	\$4.97	\$4.48	\$4.51
Development Control Measures (Per Capita)	\$1.20	\$1.15	\$1.29
TOTAL COST (\$'000)	\$14 390.0	\$14 895.6	\$14 969.9
GOVERNMENT PAYMENT FOR OUTPUT (\$'000)	\$13 590.0	\$13 542.0	\$13 331.0

Government Payment for output differs from cost to the extent that the Output is financed from within the agency.

1. The number of households serviced will increase by 500 above the 1999-2000 target of 118,500 to reflect anticipated growth in new dwellings in the ACT.
2. Increased to estimated outcome based on results to end of March 2000.
3. New measure to identify number of households participating in suburban trial of a new generation kerbside collection system focusing on organic resource recovery.
4. Discontinued measure.
5. Service Cost, (\$104,000) invested in system infrastructure.

OUTPUT CLASS 1: MUNICIPAL SERVICES PRINCIPAL MEASURES

OUTPUT 1.4: CANBERRA URBAN PARKS

Description: Asset and use management services for urban parks, lakes and public open spaces including policy, management planning, setting standards; inventory, creation, acceptance and refurbishment of assets; commissioning of horticultural maintenance and cleaning services; approvals and inspections, plant issue scheme.

Measures	1999-2000 Targets	1999-2000 Estimated Outcome	2000-01 Targets
Quantity			
Open Space assets managed			
• Hectares of open space ¹	4 912	5 250	5 250
• Playgrounds	442	460	460
• Toilet blocks	62	63	63
• Barbeques	85	94	94
• Trees (estimate)	590 560	590 560	590 560
• Lakes and ponds	14	14	14
• Memorials ²			37
Cleaning services delivered			
• Shopping centres	80	80	80
• Kilometres of road litter picked	620	620	620
Number of Public Reports ¹			
• Trees			1 900
• Horticultural and Cleaning			1 800
• Mowing			500
Number of inspections for unauthorised use of and application to use public places	11 000	11 000	
Number of regulatory investigations ²			
• Of unauthorised public place activities			5 000
• For application to use public places			1 500
• For sharps callouts			650
Number of visits to Town, District and Neighbourhood Parks ²			8 000 000
Number of precinct groups	13	13	
• Pre construction Stage ²			7
• Construction Stage ²			6
Plant Issue Scheme			
• Number of plants and trees issued	65 000	65 000	
• Number of new registrations for Plant Issue Scheme ²			1 970
Quality			
Providers level of compliance with maintenance and cleaning standards	95%	95%	95%
Percentage of customers satisfied with:			
• Park experience ³	90%	80%	
• The quality of park management	87%	89%	
• Experience provided by Town and District Parks ⁴			90%
• The management of parks visited ⁴			90%
Customers percentage level of satisfaction with key services delivered: ⁴			
• Parks well maintained and cleaned			90%
• Toilets well maintained and cleaned			70%
• Barbeques well maintained and cleaned			70%
• Children's play equipment well maintained and cleaned			80%
• Grass not too long			80%
• Absence of litter in lakes and on shoreline			80%

Timeliness			
Approvals to use public places (where other agencies are not involved) completed within fourteen working days	100%	100%	100%
Inspections completed within specified standards	90%	90%	90%
Work Orders completed by provider within specified time frames	95%	95%	
Percentage of work orders completed within: ²			
• 3 days for graffiti			95%
• 14 days for horticultural and cleaning			90%
• 21 days for trees			90%
Cost			
Cost of Purchaser activity			
Commissioning, asset management, planning, policy, business support	5 765 109	6 337 444	6 590 472
Precinct and Capital Works management ⁵	621 074	672 693	806 924
• Re-deployees ⁶	1 200 000	922 585	411 691
Cost of Provider activities			
• Horticulture and asset maintenance ⁷	12 372 894	14 343 538	16 147 359
• Graffiti and Cleaning	5 611 681	5 192 497	5 051 798
• Public place use, regulatory approvals and regulatory inspections ⁸	1 122 742	1 172 742	939 566
• Plant issue scheme	479 500	479 500	426 534
• Christmas New Year celebration	575 000	575 000	250 000
• Street Smart	500 000	500 000	850 000
• Community Renewal ²			500 000
• LakeSmart ²			250 000
• Weed Hit Team ²			50 000
TOTAL COST (\$'000)	\$28 248.0	\$30 196.0	\$32 274.0
GOVERNMENT PAYMENT FOR OUTPUT (\$'000)	\$24 345.0	\$24 295.0	\$25 904.0
INJECTION FOR OPERATIONS (\$'000)	\$2 030.0	\$2 030.0	\$2 030.0

Government Payment for output differs from cost to the extent that the Output is financed from within the agency.

1. Increase from 1999-2000 target to estimated 1999-2000 outcome due to improved measurement of assets.
2. New measure.
3. In the customer survey in April 1999, the level of satisfaction with the overall park experience declined. Analysis indicates the decline reflected a change in customer perception due to seasonal factors. Other park indicators have not declined.
4. Measure expanded to more accurately reflect survey results.
5. Increase from 1999-2000 to 2000-01 provides for the implementation of increased community consultation related to precinct and civic revitalisation capital works programs.
6. A number of redeployees have separated during the year.
7. Increases from 1999-2000 targets to estimated 1999-2000 outcome and again to 2000-01 targets represents a changing of priorities resulting in higher levels of maintenance to improve the look of the city; and budget provision to reflect the cost of new assets.
8. Lake Ranger funding transferred to Environment ACT.

OUTPUT CLASS 1: MUNICIPAL SERVICES

PRINCIPAL MEASURES

OUTPUT 1.5: INFORMATION PLANNING AND SERVICES

Description: Provide public library and information services and develop and implement policies and standards relating to information management, libraries, geographic information, copyright and advertising. Services delivered to the ACT community and government include: Public Libraries; the Government and Legislative Assembly Library; the Heritage Library; the Women's Information and Referral Centre; AUSTOUCH; Government Publications; ACT Government Shopfronts; and Electronic Services Delivery.

Measures	1999-2000 Targets	1999-2000 Estimated Outcome	2000-01 Targets
Quantity			
Number of public library loans	2 650 000	2 550 000	2 650 000
Number of public library reference enquiries ¹			90 000
Number of public library customers	1 800 000	1 800 000	1 850 000
Public access Internet terminals hours of use	45 000	55 000	60 000
Number of Legislative Assembly and Govt Library enquiries	9 000	9 000	9 000
Linear metres of Heritage Library collections	409	409	440
Number of women's information and referral service clients	8 000	8 000	8 000
Number of shopfront financial transactions	700 000	850 000	850 000
Number of government publications published	488	488	501
Number of electronic information pages accessed ²	2 800 000	2 800 000	2 000 000
Number of transaction services on-line	15	15	15
Number of geographic information management projects ³	21	21	
Quality/Effectiveness			
Customer satisfaction with public library services (annual survey)	85%	85%	85%
Customer Satisfaction with Government Shopfront services (annual survey)	80%	80%	80%
Customer satisfaction with Legislative Assembly and Government Library services (annual survey)	80%	80%	85%
Customer satisfaction with Women's Information services (annual survey)	80%	80%	85%
Customer satisfaction with publishing services	90%	90%	90%
Number of participants in the Geographic Information Services program to obtain employment. ³	90%	90%	
Timeliness⁴			
Supply of items from one public library branch to another within 3 days of request	80%	80%	80%
Government Shopfront queuing times less than 10 minutes	80%	80%	85%
Gazettes, directories, catalogues and legislation published within contracted time frame	90%	90%	90%
Cost			
Cost of Commissioning ⁵	\$1 465 224	\$1 615 224	\$883 913
Cost of Projects and Initiatives ⁶			\$2 979 553
Cost of the Towards Future Communities Initiative ⁷			\$230 000
Cost of E-Services Delivery Program ⁸			\$2 801 000
Total Cost of Policy, Research and Commissioning	\$1 465 224	\$1 615 224	\$6 894 466
Cost of Geographic Information Management Program ⁹	\$1 267 620	\$1 237 620	(see note)
Cost of Electronic Information Services ¹⁰	\$1 847 514	\$1 847 514	\$529 500
Cost of Library and Information Services	\$9 045 527	\$9 095 527	\$10 327 064

Cost of Library Resources ¹¹	\$1 199 000	\$1 400 000	\$1 410 000
Cost of Shopfront Services	\$1 455 546	\$1 455 546	\$1 541 842
Cost of Publishing and Sales of Government Publications ¹²	\$643 700	\$643 700	\$600 609
Total cost of provider services	\$15 458 907	\$15 559 907	\$14 409 015
Depreciation	\$1 550 000	\$1 550 000	\$1 500 000
TOTAL COST (\$'000)	\$18 579.0	\$18 725.0	\$22 803.0
GOVERNMENT PAYMENT FOR OUTPUT (\$'000)	\$16 140.0	\$15 950.0	\$17 520.0
INJECTION FOR OPERATIONS (\$'000)	\$230.0	\$230.0	\$229.0

Government Payment for output differs from cost to the extent that the Output is financed from within the agency.

1. New measure to reflect the range of services provided.
2. Measure changed from hits to page impressions to improve data accuracy.
3. Measure discontinued as the Geographic Information Services Trainee Program has concluded.
4. Timeliness measures have been changed to more accurately describe the previous measures.
5. Previously included Information Management Initiatives.
6. New measure which includes Information Management Initiatives, the Geographic Information Strategy and E-Service Purchaser functions.
7. A component of the Government's Building a Social Capital Program.
8. A component of the Government's E-Service program includes whole of government Document Handling.
9. Measure discontinued as the Geographic Information Services Trainee Program has concluded. Costs associated with the Geographic Information Management component are now included with the cost of policy and research.
10. Costs associated with the purchase of Electronic Information Services have now been identified and are now included with the cost of policy and research.
11. This amount includes approximately \$1m to be used to purchase assets.
12. Changes in accommodation and increased subscription revenue have reduced the cost to government.

OUTPUT CLASS 1: MUNICIPAL SERVICES PRINCIPAL MEASURES

OUTPUT 1.6: INDUSTRY POLICY AND REGULATORY REFORM

This output includes policy functions previously included within Output 5.4: Workcover and public sector injury prevention and management functions previously included in the Chief Minister's Department within Output 1.1: Public Service Management.

Description: This output includes the implementation of reforms in the energy and water industries, policy development for workplace safety and workers compensation arrangements, technical regulatory requirements for the energy industries, and advice on reform processes across the Department such as national competition policy. It also includes the provision of whole of government purchasing policy advice and co-ordination of the public sector injury prevention and management function.

Measures	1999-2000 Targets	1999-2000 Estimated Outcome	2000-01 Targets
<p>Quantity</p> <p>Industry Policy and Regulation</p> <ul style="list-style-type: none"> implementation of national and territorial reform for gas and electricity markets ¹ apply regulation over gas and electricity industries, and water and sewerage services ¹ provide water policy advice, including COAG water reforms ¹ <p>Workplace Safety Policy ²</p> <ul style="list-style-type: none"> undertake reviews of regulatory framework and participate in national forums <p>Competition Policy and Other Reforms</p> <ul style="list-style-type: none"> co-ordinate legislative reviews and other national competition policy reforms across the Department <p>Demographic Services ³</p> <ul style="list-style-type: none"> program of research, analysis and publications on ACT demographic trends <p>Purchasing Policy</p> <ul style="list-style-type: none"> work with industry to overcome barriers to electronic commerce publish ACT Purchasing Policy Guidelines on the Internet prepare position paper on electronic commerce providers for Territory procurement net increase in businesses registered on basis <p>Quality/Effectiveness</p> <p>National electricity and gas reforms are in place in the ACT ¹</p> <p>Timeliness</p> <p>Industry Policy and Regulation projects conform with dates noted above ¹</p> <p>Exposure draft of revised workplace safety legislation ²</p> <p>Exposure draft of revised workers compensation legislation ²</p> <p>Prepare position paper on electronic commerce providers for Territory procurement</p>	<p>National and Government timetable Ongoing</p> <p>National and Government timetable</p> <p>Government timetable</p> <p>Ongoing</p> <p>June 2000</p> <p>March 2000</p> <p>5%</p> <p>100% in line with agreed timetables</p> <p>100%</p>	<p>Relevant national and ACT timings Ongoing</p> <p>Relevant national and ACT timings</p> <p>Government timetable</p> <p>Transferred to CMD</p> <p>June 2000</p> <p>March 2000</p> <p>5%</p> <p>100% in line with agreed timings</p> <p>100%</p>	<p>Relevant national and ACT timings Ongoing</p> <p>Relevant national and ACT timings</p> <p>2</p> <p>Government timetable</p> <p>1</p> <p>5%</p> <p>100% in line with agreed timings</p> <p>100%</p> <p>Autumn Sitting 2001</p> <p>Spring Sitting 2001</p> <p>Dec 2000</p>

Cost			
Cost of industry policy and regulation ⁴	\$3 738 600	\$3 984 500	\$3 063 000
Cost of workplace safety policy ²			\$1 248 270
Cost of competition policy ⁵	\$834 500	\$834 500	\$309 770
Cost of demographic services ³	\$144 000	\$28 000	
Cost of purchasing policy ⁴	\$553 900	\$553 900	\$464 000
TOTAL COST (\$'000)	\$5 271.0	\$5 401.0	\$5 085.0
GOVERNMENT PAYMENT FOR OUTPUT (\$'000)	\$5 087.0	\$4 927.0	\$3 930.0
INJECTION FOR OPERATIONS (\$'000)	\$0.0	\$0.0	\$850.0

Government Payment for output differs from cost to the extent that the Output is financed from within the agency.

1. These measures may be affected by Utilities legislation currently being developed within the Chief Minister's Department. A review of these measures and targets will be undertaken when the new regulatory framework is in place.
2. These are new measures reflecting the transfer of policy functions from ACT Workcover from 1 July 2000.
3. The demographics function was transferred to the Chief Minister's Department from 1 October 1999.
4. This cost will reduce due to changes in overhead distribution methodology, primarily the improved attribution of insurance costs.
5. This cost will reduce as significant projects are completed during 2000.

Transport Operating Statement

1999-00 Budget \$'000		1999-00 Est.Outcome \$'000	2000-01 Budget \$'000	Var %	2001-02 Estimate \$'000	2002-03 Estimate \$'000	2003-04 Estimate \$'000
Revenue							
51 830	Government Payment for Outputs	55 101	54 852	..	52 734	53 034	50 475
0	User Charges - Non ACT Government	0	11	#	8	9	16
93	User Charges - ACT Government	69	241	249	130	129	124
0	Interest	0	25	#	24	24	24
0	Other Revenue	130	0	-100	0	0	0
70	Resources Received free of charge	70	0	-100	0	0	0
51 993	Total Revenue	55 370	55 129	..	52 896	53 196	50 639
Expenses							
1 951	Employee Expenses	2 705	2 873	6	2 828	2 893	2 857
285	Superannuation Expenses	354	462	31	379	377	396
16 313	Administrative Expenses	11 943	14 066	18	14 049	14 234	15 561
1 078	Depreciation and Amortisation	1 078	1 002	-7	604	546	540
1 000	Interest	942	972	3	870	858	841
33 077	Grant and Purchased Services	42 885	40 755	-5	39 685	38 505	35 232
30	Other Expenses	120	603	403	124	48	49
53 734	Total Expenses	60 027	60 733	1	58 539	57 461	55 476
-1 741	Operating Result Before Abnormal Items	-4 657	-5 604	20	-5 643	-4 265	-4 837
980	Abnormal Expense	980	0	-100	0	0	0
-2 721	Operating Result Before Extraordinary Items	-5 637	-5 604	-1	-5 643	-4 265	-4 837
1 160	Injection for Operating Requirements	6 401	4 784	-25	5 558	4 574	4 574
-1 561	Operating Result	764	-820	-207	-85	309	-263

OUTPUT CLASS 2: TRANSPORT
PRINCIPAL MEASURES

OUTPUT 2.1: ROAD USE MANAGEMENT

Description: Provision of services to promote road user safety and road user service efficiency. This includes regulation of driver competency, vehicle safety, parking practices, and heavy vehicle size and weight.

Measures	1999-2000 Targets	1999-2000 Estimated Outcome	2000-01 Targets
Quantity			
Introduction of speed cameras ¹	31 July 1999	September 1999	
Assessment of speed cameras effectiveness ¹	By June 2000	By June 2000	
Management of regulatory framework and business processes, including maintenance of the Vehicle Registration and Driver Licensing Register ¹	Ongoing	Ongoing	
Percentage of parking infringement notices appealed is less than 10% ¹	Within 5 years	Within 5 years	
Service purchasing and contract management:			
• Parking controls and enforcement (roads and public spaces)	100%	100%	100%
• Total vehicle inspections ³	65 000	62 000	59 500
• Learner driver competency tests ⁴	0	4 500	4 500
• Audit of driver license testing providers	600	600	600
• Client/customer services	865 000	915 000	915 000
• Number of vehicles speed checked			750 000
Quality/Effectiveness			
Percentage of parking infringement notices appealed ²			17%
Vehicle inspection in accordance with procedures ¹	100%	100%	
Vehicle inspection audits with satisfactory findings ⁷	95%	75%	75%
Driver license testing provider audits with satisfactory findings ⁷	95%	75%	75%
Customer satisfaction with Road User Service delivery	98%	98%	98%
Timeliness			
Vehicle Registration and Driver Licensing Register application will be recovered within 30 minutes ¹	99%	95%	
Parking control devices operational within agreed standards set out in SLA ¹	100%	100%	
Road Safety – Introduction of red light cameras ²			By September 2000
Parking Voucher Machines operational within 24 hours from the time of failure reported ²			100%
Parking Infringement Notice disputes resolved within 30 days ²	100%	100%	
Parking Infringement Notice disputes resolved within 10 days			100%
Vehicle inspections within 15 minutes from booked appointment time	100%	95%	95%
Waiting time of 15 minutes or less for counter customers	100%	95%	95%

Cost			
Cost of transport advice, intergovernmental initiatives regulation and purchasing transport services ⁵	\$4 552 000	\$4 552 000	\$4 821 000
Cost of parking services	\$3 972 000	\$3 972 000	\$3 989 000
Cost of vehicle safety ⁶	\$2 364 000	\$1 872 000	\$1 828 000
Cost of driver safety ⁶	\$158 000	\$650 000	\$582 000
Cost of customer services ⁶	\$5 885 000	\$5 885 000	\$5 486 000
TOTAL COST (\$'000)	\$16 931.0	\$16 931.0	\$16 706.0
GOVERNMENT PAYMENT FOR OUTPUT (\$'000)	\$15 854.0	\$15 020.0	\$14 745.0
INJECTION FOR OPERATIONS (\$'000)	\$1 160.0	\$1 160.0	\$1 160.0

Government Payment for output differs from cost to the extent that the Output is financed from within the agency.

1. Discontinued measure.
2. New measure.
3. Activity will decline further after the inspection of heavy and other vehicles currently tied to Dickson are made subject to competition.
4. One-off driving tests were not outsourced.
5. Transfer of functions, additional speed cameras and changes in overhead methodology
6. Changes to overhead methodology and costs re-attributed to one-off driving tests
7. Training to be implemented for private sector providers who are not performing satisfactorily

OUTPUT CLASS 2: TRANSPORT
PRINCIPAL MEASURES

OUTPUT 2.2: PUBLIC TRANSPORT

Description:- Provision of public transport services. This output also includes regulation of the public transport industry and the development of national road transport reforms.

Measures	1999-2000 Targets	1999-2000 Estimated Outcome	2000-01 Targets
Quantity			
Intergovernmental arrangements and Commonwealth/State policy initiatives and reforms	Government timetable	Government timetable	Government timetable
Public Passenger Transport Bill and regulations for public bus services complete and implemented			December 2000
Public Transport service provider meets minimum service standards set out in service level agreement ¹	100%	100%	
Public bus transport passenger boardings	16.3 million	16.2 million	16.2 million
Reform recommendations arising from review of taxi and hire car legislation implemented according to agreed schedule ²			100%
Quality/Effectiveness			
Public bus transport passenger boardings per head of population ³	37	53	52
Public transport service provider meets minimum service standards set out in service level agreements ¹	100%	100%	
Customer satisfaction with ACTION as assessed by passenger surveys ⁴	85%	64%	70%
ACTION fares are independently determined	100%	100%	100%
Taxi fares are independently determined ⁵	-	-	100%
Customer satisfaction with taxi industry independently assessed ⁶	-	-	100%
Timeliness			
Intergovernmental arrangements and Commonwealth/State policy initiatives and reforms	Government timetable	Government timetable	Government timetable
Reliability of public transport services meeting minimum service levels	99.8%	99.8%	99.8%
Cost			
Cost of transport advice and intergovernmental initiatives	\$460 000	\$460 000	\$530 000
Cost of administering and regulating the public transport industry and purchasing public transport services	\$775 000	\$775 000	\$880 000
Cost of public transport infrastructure	\$1 658 000	\$1 658 000	\$1 848 000
Payments for public transport services			
• School services, including rural school service	\$10 138 000	\$10 548 000	\$11 881 000
• fare levels CSO ⁷	\$14 779 000	\$19 069 000	\$17 622 000
• late night/weekend services CSO ⁷	\$9 454 000	\$10 586 000	\$11 265 000
TOTAL COST (\$'000)	\$36 803.0	\$43 096.0	\$44 025.0
GOVERNMENT PAYMENT FOR OUTPUT (\$'000)	\$35 976.0	\$40 081.0	\$40 107.0
INJECTION FOR OPERATIONS (\$'000)⁸	\$1 943.0	\$5 241.0	\$3 624.0

Government Payment for output differs from cost to the extent that the Output is financed from within the agency.

1. Discontinued Measure.
2. Recommendations of NCP review of Taxi and hire-car legislation to be implemented in accordance with agreed Gov't timeframe.
3. The 1999-2000 target was based on a previous ticketing technology. New equipment records data on a different basis.
4. Customer satisfaction with ACTION services to be based on overall satisfaction, not the extent to which ACTION provides a valuable community Service.
5. Taxi fares for 2000-01 to be determined by Independent Pricing and Regulatory Commission.
6. Survey of community satisfaction with Taxi industry to be conducted annually.
7. The increase in costs reflects unanticipated network costs, and increase in fuel costs.
8. The increase is to meet the cost of additional employee expenses, legal settlements and unachieved savings in ACTION.

Housing Operating Statement

1999-00 Budget \$'000		1999-00 Est.Outcome \$'000	2000-01 Budget \$'000	Var %	2001-02 Estimate \$'000	2002-03 Estimate \$'000	2003-04 Estimate \$'000
Revenue							
30 717	Government Payment for Outputs	30 277	35 599	18	35 409	35 457	29 658
181	User Charges - Non ACT Government	181	5	-97	3	3	7
0	User Charges - ACT Government	0	41	#	17	17	13
0	Interest	0	12	#	12	13	13
7	Resources Received free of charge	7	0	-100	0	0	0
30 905	Total Revenue	30 465	35 657	17	35 441	35 490	29 691
Expenses							
1 290	Employee Expenses	883	857	-3	873	905	928
158	Superannuation Expenses	158	135	-15	138	140	144
1 912	Administrative Expenses	852	1 570	84	1 541	1 803	1 845
53	Depreciation and Amortisation	53	42	-21	43	30	26
16	Interest	16	17	6	15	15	14
27 678	Grant and Purchased Services	26 713	31 713	19	31 513	31 263	25 363
0	Other Expenses	1 026	1 486	45	1 458	1 454	1 454
31 107	Total Expenses	29 701	35 820	21	35 581	35 610	29 774
-202	Operating Result	764	-163	-121	-140	-120	-83

**OUTPUT CLASS 3: HOUSING
PRINCIPAL MEASURES**

OUTPUT 3.1: HOUSING ASSISTANCE

Description: Provision of housing assistance.

Measures	1999-2000 Targets	1999-2000 Estimated Outcome	2000-01 Targets
Quantity			
Service providers meet services and standards set out in service level agreements ¹	100%	100%	
Number of Public Housing tenancies managed	11 600	11 293	11 057
Percentage of ACT Housing tenants receiving rent rebate (\$40.75 estimated value)	87%	85%	85%
Quality/Effectiveness			
Service providers meet services and standards set out in service level agreements ¹	100%	100%	
Customer satisfaction maintained to at least national average of 67%	90%	90%	100%
Timeliness			
Service providers meet minimum service levels ¹	100%	100%	
Application processed within 15 working days ²			100%
Cost			
Cost of housing advice and other activities including purchasing housing assistance from providers, inter-governmental reporting obligations, and management and review of policy and regulatory framework	\$2 010 000	\$2 010 000	\$2 022 280
Cost of housing assistance provided			
Rent rebates (unfunded)	\$40 750 000	\$40 750 000	\$39 177 000
Tenancies ³	\$26 794 000	\$25 388 500	\$30 809 870
Assessment of applicants eligibility	\$1 500 500	\$1 500 500	\$1 536 850
Other housing assistance including grants to community organisations	\$802 000	\$802 000	\$1 451 000
TOTAL COST (\$'000)	\$31 107.0	\$29 701.0	\$35 821.0
GOVERNMENT PAYMENT FOR OUTPUT (\$'000)	\$30 717.0	\$30 277.0	\$35 599.0

Government Payment for output differs from cost to the extent that the Output is financed from within the agency.

1. Discontinued measure

2. New measure

3. The increase in the costs of providing tenancies is due to net effects the reduction in grant funding and the provision of \$17.7m compensation by the Commonwealth (over three years) to offset the effects of the GST on public housing.

Environment and Heritage Operating Statement

1999-00 Budget \$'000		1999-00 Est.Outcome \$'000	2000-01 Budget \$'000	Var %	2001-02 Estimate \$'000	2002-03 Estimate \$'000	2003-04 Estimate \$'000
Revenue							
18 827	Government Payment for Outputs	18 472	18 804	2	18 966	19 242	19 567
1 214	User Charges - Non ACT Government	1 362	1 391	2	1 392	1 409	1 426
152	User Charges - ACT Government	0	266	#	161	162	162
132	Grants from the Commonwealth	619	400	-35	0	0	0
50	Interest	50	62	24	62	62	62
7	Other Revenue	90	97	8	97	97	97
77	Resources Received free of charge	77	52	-32	42	42	42
20 459	Total Revenue	20 670	21 072	2	20 720	21 014	21 356
Expenses							
10 146	Employee Expenses	10 224	10 522	3	10 548	10 639	10 710
1 402	Superannuation Expenses	1 231	1 673	36	1 606	1 614	1 623
9 050	Administrative Expenses	8 965	8 831	-1	8 653	8 849	9 175
906	Depreciation and Amortisation	906	953	5	953	898	893
460	Interest	441	452	2	400	394	382
0	Other Expenses	245	470	92	196	53	52
21 964	Total Expenses	22 012	22 901	4	22 356	22 447	22 835
-1 505	Operating Result Before Abnormal Items	-1 342	-1 829	-36	-1 636	-1 433	-1 479
560	Abnormal Expense	280	0	-100	0	0	0
-2 065	Operating Result Before Extraordinary Items	-1 622	-1 829	-13	-1 636	-1 433	-1 479
420	Injection for Operating Requirements	420	420	-	420	222	222
-1 645	Operating Result	-1 202	-1 409	-17	-1 216	-1 211	-1 257

OUTPUT CLASS 4: ENVIRONMENT AND HERITAGE PRINCIPAL MEASURES

OUTPUT 4.1: ENVIRONMENTAL MANAGEMENT AND REGULATION

Description: Development of policy frameworks consistent with the principles of ecologically sustainable development. Provision of legislation and advice on the management and protection of the environment. Regulatory reform concerning air, water and hazardous materials management. environmental regulation, protection and monitoring (including Environment Management Authority and Conservator of Flora and Fauna). Delivery of regulatory activities required for management of natural resources.

Measures	1999-2000 Targets	1999-2000 Estimated Outcome	2000-01 Targets
Quantity			
<i>Legislation Review:</i>			
Implement Fishing Act Natural Heritage Trust; ¹	Feb. 2000	June 2000	
National Competition Policy review of environment legislation according to agreed program ¹	June 2000	June 2000	
Domestic animal control legislation produced ¹	Dec. 1999	June 2000	
Implement stage 1 of ACT Greenhouse Strategy ¹	June 2000	June 2000	
<i>Management of Water Resources:</i>			
Implement environment component of Council of Australian Governments (COAG) water reforms (including water allocation system) ¹	Dec. 1999	Dec. 1999	
Develop Integrated Catchment Management Strategy ¹	Dec. 1999	Dec. 1999	
Government participation in national forums on environment issues ¹	100% of national deadlines met	100% of national deadlines met	
Develop Wastewater reuse environment protection policy ¹	Aug. 1999	Aug. 1999	
Implement Australian and New Zealand Environment Conservation Council (ANZECC) Cleaner Production Strategy ¹	In accordance with nationally agreed timetables	In accordance with nationally agreed timetables	
<i>Management of Hazardous Materials:</i>			
Develop and implement National Environment Protection Measures (NEPMs) (including: Transport of controlled wastes, used packaging, contaminated sites, Ambient Air Quality and National Pollutant Inventory NEPMs) ¹	In accordance with nationally agreed timetables	In accordance with nationally agreed timetables	
<i>Management of Air Quality:</i>			
Improve reporting on air quality ¹	June 2000	June 2000	
<i>Major Policy Projects</i>			
Strategies implemented/Reviewed ²			4
Acts to be reviewed to enable development of Environmental Legislation and fulfill National Competition Policy obligations ²			7
Quality			
Ratings from annual client survey in relation to water quality in lakes and rivers, efforts to minimise smoke problems and greenhouse emissions are satisfactory or better	90%	90%	90%
Advice rated satisfactory or above according to ACT Government policy performance measures	100%	100%	100%
Timeliness			
Completion of projects to date specified above ¹	100%	100%	

<i>Legislation Review</i>			June 2001
Complete review and development of environment legislation (including review of Environment Protection Act 1997) program according to timetable agreed by Minister ²	June 2000	June 2000	June 2001
National Competition Policy review of environment legislation according to agreed program			June 2001
Implement Stage 2 of ACT Greenhouse Strategy ²			June 2001
<i>Natural Heritage Trust</i>			
Grant program and national level evaluations accepted by Commonwealth ²	C' wth timetable	C' wth timetable	June 2001
All assessed and ranked grant applications provided to Commonwealth ²	C' wth timetable	C' wth timetable	June 2001
<i>Management of Water Resources:</i>			
Preparation of briefings for participation in Murray-Darling Basin Commission and Ministerial Council ²			100% of briefings prepared prior to forum meetings
Preparation of briefings for Government participation in national forums on environment issues ²			100% of briefings prepared prior to forum meetings
<i>Management of Hazardous Materials</i>			
Develop and implement National Environment Protection Measures (NEPMs) ²			June 2001
Cost			
Cost of legislation review	\$120 900	\$120 900	\$129 900
Cost of implementation of Greenhouse Strategy ³	\$615 200	\$615 200	\$870 100
Cost of management of water resources	\$1 796 000	\$1 796 000	\$1 890 300
Cost of management of environment protection	\$2 140 000	\$2 140 000	\$2 163 700
Cost of nature conservation regulation services	\$446 900	\$446 900	\$460 000
Cost of administration of Natural Heritage Trust grants	\$120 900	\$120 900	\$120 100
TOTAL COST (\$'000)	\$5 240.0	\$5 240.0	\$5 634.0
GOVERNMENT PAYMENT FOR OUTPUT (\$'000)	\$4 854.0	\$4 854.0	\$4 984.0
INJECTION FOR OPERATIONS (\$'000)	\$0.0	\$0.0	\$0.0

Government Payment for output differs from cost to the extent that the Output is financed from within the agency.

1. Discontinued measure.
2. New measure
3. Additional funding relating to the 2000-01 budget initiative, Implementation of the ACT Greenhouse Strategy.

OUTPUT CLASS 4: ENVIRONMENT AND HERITAGE PRINCIPAL MEASURES

OUTPUT 4.2 NATURE CONSERVATION AND LAND MANAGEMENT

Description: The delivery of sustainable management of natural and cultural resources. The management of the environment grants program. Support for environmental community volunteer programs. Provision of visitor services in nature parks. The conduct of ecological surveys and provision of scientific advice for policy development. Business development and marketing.

Measures	1999-2000 Targets	1999-2000 Estimated Outcome	2000-01 Targets
Quantity			
Deliver bio-diversity conservation advice and services (including implementation of threatened species action plans) ¹	As outlined in Service Level Agreement	As outlined in Service Level Agreement	
Delivery of Sustainable Land Management (including: feral animal control, bushfire management services, Rural Conservation Trust and Land Management Agreements) ¹	As outlined in Service Level Agreement	As outlined in Service Level Agreement	
Deliver enhanced Weed Control Program ¹	As outlined in annual weeds program	As outlined in annual weeds program	
Completion of implementation plans for the management of Canberra Nature Park, Tidbinbilla Nature Reserve, Lower Molonglo and Ginini Flats ¹	June 2000	June 2000	
Delivery of Community and Visitor Services (including maintenance of recreational facilities) ¹	As outlined in Service Level Agreement	As outlined in Service Level Agreement	
Enhance Tidbinbilla Nature Reserve facilities: - complete construction of Tidbinbilla Visitor Centre ¹	November 1999	December 1999	
- establish Tidbinbilla Education Centre ¹	June 2000	June 2000	
Provision of support for Parkcare, Landcare, Catchment Volunteer groups ¹	As outlined in Service Level Agreement	As outlined in Service Level Agreement	
Delivery of ACT Environment Grants program ¹	June 2000	June 2000	
Deliver Helpline, Website and Environment Information Centre Services ¹	Ongoing	Ongoing	
Develop environmental awareness strategy ¹	June 2000	June 2000	
Delivery of domestic animal services ¹	As outlined in Service Level Agreement	As outlined in Service Level Agreement	
<i>Deliver bio-diversity conservation advice and services:</i> Produce progress reports for the Flora and Committee assessment of action plan implementation ²			8
<i>Deliver Sustainable Land Management</i> Number of Management Plans, Strategies and Programs (including services) produced and/or delivered			
• Management Plans ²			4
• Strategies ²			1
• Programs ²			7
<i>Deliver enhanced weed control programs:</i> All mapped occurrences of Broom inspected and treated ²			100 sites
<i>Deliver Community and Visitor Services:</i> Playground equipment safety inspection reports ²			4
Southern Murrumbidgee maintenance contract reports ²			4
Number of Ranger guided walks delivered ²			200
<i>Provision of support for Parkcare, Landcare, Catchment</i>			

<i>Volunteer groups:</i>			
Number of Park Care Groups supported ²			15
Number of Park Care Groups activities supported ²			200
<i>Delivery of Helpline, Website and Environment Information Centre Services:</i>			
Number of calls handled by Helpline Staff ²			10 000
Number of new documents loaded onto Website ²			100
Number of counter inquiries handled at Environment Information Centre ²			1 800
<i>Delivery of domestic animal services:</i>			
Number of new dog registrations processed ²			3 500
Quality			
Ratings from annual client survey in relation to the management of nature reserves, recreational opportunities in nature reserves, availability of information about nature reserves and looking after the environment are satisfactory or better	90%	90%	90%
Timeliness			
All required acquittals for 98-99 grants completed	June 2000	June 2000	
All required acquittals for 99-00 grants completed ²			June 2001
Completion of projects to dates specified above ¹	100%	100%	
<i>Deliver bio-diversity conservation advice services:</i>			
Produce annual report for the Flora and Fauna committee ²			June 2001
Complete ecological survey program ²			June 2001
<i>Deliver Bushfire Management Services</i>			
Bushfire Fuel Management Plan Implemented ²			June 2001
Prepare and implement ACT Parks and Conservation Service Fire Action Plan ²			May 2001
<i>Deliver enhanced weed control programs</i>			
Prepare draft revised ACT Weeds Strategy ²			April 2001
Complete Willow removal program in Orroral and Tidbinbilla Rivers ²			June 2001
African Lovegrass control demonstration site established ²			June 2001
<i>Deliver feral animal management programs:</i>			
Stage 1 of the Vertebrate Pest Management Strategy implemented ²			June 2001
<i>Deliver Land Mapping and GIS Support:</i>			
Rural lands database implemented ²			Jan 2001
Update rural lands database to reflect revised 99 year rural lease boundaries ²			June 2001
<i>Deliver Community and Visitor Services:</i>			
Undertake a public Magpie Awareness Program ²			Oct 2000
Enhance Tidbinbilla Nature Reserve facilities by developing interpretive displays in the Visitor Centre and enhancing quarantine facilities and refurbishment of animal care facilities ²			June 2001
Completion of annual implementation plans for the management of:			June 2001
• Canberra Nature Park			
• Tidbinbilla Nature Reserve			
• Murrumbidgee District ²			
• Improve disabled access at Casurina Sands ²			Nov 2000
• Stage 4 Boboyan Pines rehabilitation completed ²			June 2001
• Delivery of ACT Government Grants program ²	June 2000	June 2000	June 2001
• Implement environmental awareness strategy ²			June 2001

Cost			
Direct administration cost as a % of total grants	8%	8%	8%
Cost of nature conservation services	\$10 310 400	\$10 358 400	\$10 678 200
Cost of domestic animal services	\$1 028 400	\$1 028 400	\$1 058 800
Cost of purchasing	\$254 000	\$254 000	\$305 700
Cost of purchasing as a percentage of delivery	2%	2%	2%
Cost of wildlife research and monitoring services	\$1 361 800	\$1 361 800	\$1 274 400
Cost of business development, marketing and public information	\$1 017 600	\$820 000	\$838 800
Cost of information management	\$149 600	\$250 000	\$224 800
Cost of conservation advice and other activities including committee support, asset management, ACT Environment Grants Program administration and management planning	\$842 500	\$939 700	\$1 022 600
TOTAL COST (\$'000)	\$14 964.0	\$15 012.3	\$15 403.3
GOVERNMENT PAYMENT FOR OUTPUT (\$'000)	\$12 723.0	\$12 368.0	\$12 479.0
INJECTION FOR OPERATIONS (\$'000)	\$420.0	\$420.0	\$420.0

Government Payment for output differs from cost to the extent that the Output is financed from within the agency.

1. Measure revised to recognise specification in service level agreement.
2. New Measure.

OUTPUT CLASS 4: ENVIRONMENT AND HERITAGE
PRINCIPAL MEASURES

OUTPUT 4.3: HERITAGE

Description: Management of designated heritage resources, administration of heritage legislation and the support and promotion of heritage activities through grants and related programs. This includes liaison with local Aboriginal communities about Aboriginal sites and issues.

Measures	1999-2000 Targets	1999-2000 Estimated Outcome	2000-01 Targets
Quantity			
Provide secretariat support to the ACT Heritage Council and Task Force for an estimated number of meetings	18	12	16
Assess applications under the ACT Heritage Grants Program ¹	45	45	
Number of Heritage related inquiries responded to ¹	1 700	1 500	
Develop implementation plan for the management and enhancement of the Tuggeranong Homestead ¹	December 1999	December 1999	
Provide secretariat support to the ACT Heritage Council and Task Forces ¹	To agreed schedule	To agreed schedule	
Number of development applications assessed for heritage listed properties ²			150
ACT Heritage Assets maintained ²			9
Quality			
Ratings from annual client survey are satisfactory or better	90%	90%	90%
Timeliness			
Meet required timeframes in administration of heritage legislation ¹	90%	90%	
Annual condition report of assets prepared by 30 June	June 2000	June 2000	
Delivery of ACT Heritage Grants Program	June 2000	June 2000	June 2001
Provide advice for development of heritage places within 21 days ²			90%
Review Heritage legislation and provide drafting instructions to Govt Solicitor's Office			April 2001
Transfer all known locations of Aboriginal Sites to ACTMAP ²			August 2000
Delivery of the ACT Heritage Festival ²			Evaluation report completed by June 2001 August 2000
Develop asset management strategy for designated heritage assets ²			
Cost			
Cost of administering heritage assets ³	\$492 900	\$801 900	\$775 800
Cost of delivery of heritage services ³	\$1 267 500	\$958 500	\$1 088 400
Admin cost as a % of total grants administered	8%	8%	8%
TOTAL COST (\$' 000)	\$1 760.0	\$1 760.0	\$1 864.2
GOVERNMENT PAYMENT FOR OUTPUT (\$' 000)	\$1 250.0	\$1 250.0	\$1 341.0

Government Payment for output differs from cost to the extent that the Output is financed from within the agency.

1. Discontinued measure
2. New Measure
3. Depreciation of Heritage assets included in cost of delivery of heritage services in 1999-2000

Planning and Land Management Operating Statement

1999-00 Budget \$'000		1999-00 Est.Outcome \$'000	2000-01 Budget \$'000	Var %	2001-02 Estimate \$'000	2002-03 Estimate \$'000	2003-04 Estimate \$'000
Revenue							
28 113	Government Payment for Outputs	28 113	25 045	-11	25 373	25 720	26 181
624	User Charges - Non ACT Government	998	719	-28	733	749	770
819	User Charges - ACT Government	364	718	97	583	592	599
0	Interest	0	13	#	13	13	13
48	Other Revenue	48	1	-98	2	3	4
507	Resources Received free of charge	507	0	-100	0	0	0
30 111	Total Revenue	30 030	26 496	-12	26 704	27 077	27 567
Expenses							
17 037	Employee Expenses	17 589	14 063	-20	14 239	14 224	14 420
2 523	Superannuation Expenses	2 667	2 374	-11	2 343	2 328	2 345
11 997	Administrative Expenses	11 546	10 320	-11	10 296	10 546	10 776
539	Depreciation and Amortisation	539	560	4	561	488	483
138	Interest	83	171	106	149	129	98
0	Other Expenses	0	843	-	121	3	3
32 234	Total Expenses	32 424	28 331	-13	27 709	27 718	28 125
-2 123	Operating Result Before Abnormal Items	-2 394	-1 835	23	-1 005	-641	-558
1 610	Abnormal Expense	805	0	-100	0	0	0
-3 733	Operating Result Before Extraordinary Items	-3 199	-1 835	43	-1 005	-641	-558
1 950	Injection for Operating Requirements	1 950	500	-74	250	0	0
-1 783	Operating Result	-1 249	-1 335	-7	-755	-641	-558

OUTPUT CLASS 5: PLANNING AND LAND MANAGEMENT PRINCIPAL MEASURES

OUTPUT 5.1: TERRITORY PLANNING

Description: Maintenance and advice on the Territory Plan and co-ordination of integrated landuse and metropolitan planning.

Measures	1999-2000 Targets	1999-2000 Estimated Outcome	2000-01 Targets
Quantity			
Variations to the Territory Plan			
• gazetted Sect 29 <i>Land Act</i>	8	8	8
• gazetted Sect 32 <i>Land Act</i>	10	10	11
• released for public consultation Sect 19 <i>Land Act</i>	7	7	9
Policy reviews, policies and strategies	20	20	16
Planning and Development conditions responding to the greenfield land release program ¹			40
Master and other plans ²			20
Quality/Effectiveness			
Acceptance of plan variations submitted to the Executive or Assembly	less than 3 disallowed/returned	less than 3 disallowed/returned	less than 3 disallowed/returned
Timeliness			
Average time to submit draft variations to the Executive	4 months	4 months	4 months
Cost			
Cost of maintaining Territory Plan per 1,000 head of population	\$14 236	\$14 236	\$15 075
Cost of administering the Territory Plan ⁵	\$1 192 800	\$1 192 800	\$918 000
Cost of Policy reviews, policies and strategies ³	\$3 202 000	\$3 242 000	\$2 860 000
Cost of Planning and Infrastructure requirements for the land release program ⁴			\$1 433 000
Master and other Plans ³			\$930 000
TOTAL COST (\$'000)	\$4 394.8	\$4 435.8	\$6 141.0
GOVERNMENT PAYMENT FOR OUTPUT (\$'000)	\$4 270.8	\$4 270.8	\$5 352.0

Government Payment for output differs from cost to the extent that the Output is financed from within the agency.

1. This new measure includes activities such as provision of land related capital works, provision of planning conditions to support the release of greenfield land and forward design works.
2. This measure includes the development of criteria for local plans and the development of master plans, sections plans and other plans specifying permitted development over an area.
3. A component of the Policy Review measure is now more explicitly stated in the new measure "Master and other Plans".
4. This represents the Capital works function of this measure which has transferred from Output 5.2 (as the works all support the land release program).
5. Components of the costs of administering the Territory Plan and the Policy Review measure are now more explicitly stated in the new measure "Master and other Plans".

OUTPUT CLASS 5: PLANNING AND LAND MANAGEMENT PRINCIPAL MEASURES

OUTPUT 5.2 DEVELOPMENT MANAGEMENT

Description: Provision of Development Application assessment processes, lease and Land Act compliance, lease management services and infrastructure management and the management of spatial (land) information infrastructure including the cadastre.

Measures	1999-2000 Targets	1999-2000 Estimated Outcome	2000-01 Targets
Quantity			
Estimated no. of Development and other leasing activities ¹	7 562	7 562	7 950
Estimated no. of inspections - building applications lodged pre 4/1/99 and hydraulic applications and inspections ²	11 000	11 000	10 000
Estimated no. of compliance services	650	650	650
Impact assessments	20	20	12
Estimate no. of engineering infrastructure projects ³	88	88	
Estimated no. of land parcels maintained on the cadastre	132 000	132 000	142 000
Quality/Effectiveness			
Percentage of corrective compliance action taken by the lessee by the notified date	86%	86%	86%
Percentage of survey responses rated satisfactory or above against four main customer defined service factors, namely communication, accuracy, knowledge and integrity ⁴	85%	85%	
Percentage of survey responses rated good or above against four main customer defined service factors - consistent advice, effective communication, job knowledge and timeliness ⁴			70%
Percentage of approved developments inspected after completion	2%	2%	2%
Timeliness			
Percentage of Development Applications assessed within statutory timeframes			
• single dwellings applications	85%	85%	85%
• other development applications	75%	75%	75%
Median processing time (calendar days) for development applications	36 days	36 days	36 days
Percentage of Impact Assessments within statutory timeframes	95%	95%	95%
Cost			
Development Application			
• assessment process	\$7 700 000	\$7 700 000	\$7 504 000
• lease services, area plans and appeals	\$2 719 000	\$2 719 000	\$3 000 000
Building and Hydraulic applications and inspections	\$1 010 200	\$1 010 200	\$950 000
Compliance services	\$1 019 000	\$1 019 000	\$886 000
Impact Assessments ⁵	\$254 700	\$254 700	\$198 000
Engineering infrastructure ³	\$1 915 400	\$1 915 400	
Land information	\$3 800 000	\$3 800 000	\$3 852 000
File searches and inquires, Energy rating searches, Community Information, Local Area Planning	\$2 507 900	\$2 507 900	\$2 717 000
TOTAL COST (\$'000)	\$20 925.2	\$20 925.2	\$19 107.0
GOVERNMENT PAYMENT FOR OUTPUT (\$'000)	\$18 162.7	\$18 162.7	\$16 779.0
INJECTION FOR OPERATIONS (\$'000)	\$1 550.0	\$1 550.0	500.0

Government Payment for output differs from cost to the extent that the Output is financed from within the agency.

1. Other Leasing projects now called Other Leasing Activities – The quantity now includes procedures implemented and implementation plans approved
2. The introduction of Private Certification on building applications has meant that the number of inspections required to be carried out on pre 4/1/99 applications will decline significantly.
3. Capital works function of this measure has transferred to Output 5.1 (as the works all support the land release program). The deeds managed function of the measure has been changed to Implementation plans approved and included in other leasing activities being a measure of output rather than workload.
4. The four main customer defined service factors have been changed. Additionally in 1999-2000 the target was based on being satisfactory or better whilst in 2000-01 the target only includes the top 2 ratings of a five point scale.
5. Reflects expected level of development activity in 2000-01 which would trigger the need for an Impact Statement.

OUTPUT CLASS 5: PLANNING AND LAND MANAGEMENT PRINCIPAL MEASURES	
OUTPUT 5.3 LICENSING AND REGULATION	
Description:	Regulation of the ACT Building Industry and of building, electrical, plumbing and associated services and Land Surveyors

Measures	1999-2000 Targets	1999-2000 Estimated Outcome	2000-01 Targets
Quantity Estimated no of:			
• Standards, codes and legislation projects	175	175	150
• New and renewed registrations and licenses	2785	2785	2770
• Compliance actions taken ²	200	200	1100
• Electrical safety inspections ¹	200	200	125
• Audits ¹	9200	9200	6000
Quality/Effectiveness			
Complaints against licence holders dealt with in accordance with statutory provisions	100%	100%	100%
Percentage of audits of each building, hydraulics and electrical functions carried out by registered private and licensed self certifiers	Minimum of 10%	Minimum of 10%	Minimum of 10%
Timeliness			
Percentage of complaints investigations started within 5 days	100%	100%	100%
Percentage of licenses issued /renewed within 10 days of payment of license fee and receipt of all documentation, other than those required to be referred to the Electrical or Plumbers, Drainers and Gasfitters Boards ³	100%	100%	100%
Percentage of Certificates of Occupancy or Use issued within 2 days working days of receipt of required certificates	98%	98%	98%
Cost			
Cost of maintenance update and review of standards, codes and legislation	\$763 000	\$713 000	\$700 000
Cost of Boards, registration and licensing	\$551 600	\$551 600	\$530 000
Cost of compliance and complaints	\$525 700	\$725 700	\$521 000
Cost of electrical safety	\$141 300	\$141 300	\$141 000
Cost of Audits	\$1 334 300	\$1 334 300	\$1 191 000
TOTAL COST (\$'000)	\$3 315.9	\$3 465.9	\$3 083.0
GOVERNMENT PAYMENT FOR OUTPUT (\$'000)	\$2 664.0	\$2 664.0	\$2 914.0
INJECTION FOR OPERATIONS (\$'000)	\$400.0	\$400.0	\$0.0

Government Payment for output differs from cost to the extent that the Output is financed from within the agency.

1. The introduction of Self Certification has meant that fewer electrical safety inspections and audits are required.
2. The increased target has resulted from the introduction of "backflow prevention" and "thermo mixing valve" strategies affecting compliance actions and the inclusion of electrical defects follow up in this measure.
3. Additional wording "receipt of all documentation" included in this measure.

OUTPUT CLASS 5: PLANNING AND LAND MANAGEMENT
PRINCIPAL MEASURES

OUTPUT 5.4: WORKPLACE MANAGEMENT

Description: Injury prevention, workplace management, dangerous goods management and regulation of all these areas.

Measures	1999-2000 Targets	1999-2000 Estimated Outcome	2000-01 Targets ¹
<p>Quantity Contacts with ACT Workplaces through inspections and regulatory advice ²</p> <p>Quality/Effectiveness Measures of effectiveness of intervention, prevention and enforcement activities:</p> <ul style="list-style-type: none"> • Lower number of injuries resulting in > 7 days compensated per 1,000 workers compared to Australian average (based on the current or latest standards available to industry); • Number of workplace related fatalities expressed per 100,000 workers; <p>Competitiveness of ACT Workers Compensation insurance against national benchmarks;</p> <p>Timeliness The proportion of services delivered within the WorkCover standard for specific services</p> <p>Cost Average cost per 1,000 employees</p>	<p align="center">52 000</p> <p align="center">Less than the Australian average</p> <p align="center">0</p> <p align="center">Reduction of any gap by an average of 20% per year</p> <p align="center">95%</p> <p align="center">\$38 350</p>	<p align="center">115 000</p> <p align="center">Less than the Australian average</p> <p align="center">1</p> <p align="center">Reduction of any gap by an average of 20% per year</p> <p align="center">95%</p> <p align="center">\$38 350</p>	
TOTAL COST (\$'000)	3 598.4	3 598.4	
GOVERNMENT PAYMENT FOR OUTPUT (\$'000)	3 015.4	3 015.4	

Government Payment for output differs from cost to the extent that the Output is financed from within the agency.

1. The performance measures have been transferred in 2000-01 to output EBT 2.1: Workplace Management
2. The increase from the original target reflects a deliberate strategy to increase exposure through increased verbal advice, increased level of reactive workplace inspections and the release of an electronic version of the ACT WorkCover Newsletter to all ACT Government staff.

Fee for Service Activities Operating Statement

1999-00 Budget \$'000		1999-00 Est.Outcome \$'000	2000-01 Budget \$'000	Var %	2001-02 Estimate \$'000	2002-03 Estimate \$'000	2003-04 Estimate \$'000
14 529	Total Revenue	15 411	14 424	-6	15 469	15 814	15 997
	Expenses						
14 186	Total Expenses	19 167	12 054	-37	15 261	15 779	15 488
343	Operating Result Before Abnormal Items	-3 756	2 370	163	208	35	509
2 590	Abnormal Expense	805	0	-100	0	0	0
-2 247	Operating Result	-4 561	2 370	152	208	35	509

Fee for Service Activities

This output includes Fee for Service activities both internal and external to the Department. Major activities include:

- corporate support services to Urban Services and other Departments such as personnel, file management and courier services, contract and tender services;
- services provided to the "purchaser" arms of the Department including horticultural and cleaning services, domestic animal services, parking operations, motor vehicle and driver licensing services; and
- services to other Government and non-ACT Government customers (for example, Education, NCA) such as horticultural maintenance and plant nursery sales.

Performance measures used to determine and assess the delivery of output are agreed by relevant parties, and stipulated in the Service Level Agreements.

EXPENSE ON BEHALF OF THE TERRITORY	
EBT 1	OFFICE OF THE COMMISSIONER FOR THE ENVIRONMENT
Description:	The payment to the Office of the Commissioner for the Environment is for the provision of state of the environment reports and investigating complaints about the management of the environment by the Territory and its agencies, conducting investigations as directed by the Minister responsible for the environment, and conducting investigations where the Commissioner considers actions by a Territory agency would have a substantial impact on the environment of the Territory.

Measures	1999-2000 Target	1999-2000 Estimated Outcome	2000-01 Target
Quantity ACT State of the Environment (SoE) report preparation: - complete drafts for 2000 SoE Report (on data to June 99) - complete SoE Report ¹	June 2000	June 2000	November 2000
Timeliness - Minister initiated investigations	To be completed according to deadline outlined in Minister's direction	To be completed according to deadline outlined in Minister's direction	Completed according to deadline outlined in Minister's direction
- Commissioner initiated investigations	To be completed within twelve months of commencement Sept 1999	To be completed within twelve months of commencement Nov 1999	Completed within twelve months of commencement Sept 2000
Report on uptake by Government on recommendations in SoE and special reports by the Commissioner Report on complaints about management of the environment by the Territory or a Territory agency	Include in Commissioner's annual report	Include in Commissioner's annual report	Include in Commissioner's annual report
Cost Total cost of state of the environment reporting (\$'000) Total cost of investigations (\$'000)	\$283 \$95	\$283 \$95	\$286 \$95
TOTAL COST (\$'000)	\$378	\$378	\$381
EXPENSES ON BEHALF OF THE TERRITORY(\$'000)	\$358	\$358	\$361

Government Payment for output differs from cost to the extent that the Output is financed from within the agency.

1. Measure revised

EXPENSE ON BEHALF OF THE TERRITORY	
EBT 2:	WORKPLACE MANAGEMENT
Description:	The payment to the Office of the Occupational Health and Safety Commissioner for the delivery of services for injury prevention, workplace management, dangerous goods management and regulation of all these areas.

Measures	1999-2000 Targets ¹	1999-2000 Estimated Outcome ¹	2000-01 Targets
Quantity Contacts with ACT Workplaces through inspections and regulatory advice Quality/Effectiveness Measures of effectiveness of intervention, prevention and enforcement activities: <ul style="list-style-type: none"> • Lower number of injuries resulting in > 7 days compensated per 1,000 workers compared to Australian average (based on the current or latest standards available to industry); • Number of workplace related fatalities expressed per 100,000 workers; • Survey of members of Nominal Insurer Advisory Council showing satisfaction that legal cases are being managed effectively so as to minimise levy² Competitiveness of ACT Workers Compensation insurance against national benchmarks;			113 000 Less than the Australian average 0 Reduction of previous years levy by 10% Reduction of any gap by an average of 20% per year
Timeliness The proportion of services delivered within the WorkCover standard for specific services Cost Average cost per 1,000 employees			95% \$34 167
TOTAL COST (\$'000)			3 321.0
EXPENSES ON BEHALF OF THE TERRITORY (\$'000)			2 637.0

Government Payment for output differs from cost to the extent that the Output is financed from within the agency.

1. Performance measures have been transferred for 2000-01 from output 5.4 Workplace Management
2. New measure

Capital Works

Departmental

	Estimated Total Cost \$'000	Expenditure Previous Years \$'000	Estimated Expenditure 2000-01 \$'000	Financing 2000-01 \$'000	Expected Completion Date
New Capital Works					
<i>Environment ACT</i>					
Tidbinbilla Nature Reserve – Nature Education Centre	150		150	150	Oct 2000
MNW - Decade of Landcare 00-01	125		125	125	June 2001
MNW - Exotic weed control 00-01	200	50	150	150	June 2001
MNW - Boboyan Pines restoration	100	50	50	50	June 2001
MNW - Tidbinbilla Visitor Centre - St 2	150	150	0	0	June 2000
MNW - Urgent roadworks	200	200	0	0	June 2000
MNW - Urgent rural fencing	100	50	50	50	June 2001
	1 025	500	525	525	
<i>ACT Waste</i>					
West Belconnen landfill rehabilitation	600		100	100	June 2002
<i>Forward design</i>					
Mugga Resource Recovery Centre	200		140	140	Sep 2001
Mugga disposal trench	60		60	60	Mar 2001
	860		300	300	
<i>ACT Roads and Stormwater</i>					
Cotter bridge decking - Murrumbidgee River	750		500	500	Dec 2000
Ginninderra Lake bridges strengthening - Stage 1	400		400	400	Sep 2000
Heavy vehicle route bridges - St 2	1 100		1 100	1 100	June 2001
Northbourne Ave pavement rehabilitation - Stage 1A	1 500	750	300	300	Dec 2001
Signal upgrade 00-01	400		400	400	June 2001
Page/Weetangera SW augmentation - St 2	1 500		480	480	June 2002
Yarralumla SW augmentation - St 3	1 000		500	500	Dec 2001
Braddon/Ainslie SW augmentation - St 3	800		600	600	Sep 2001
Line marking and signposting - arterial roads	500		500	500	May 2001
Monaro Highway - south carriageway Lanyon/Isabella Dr	3 600		2 385	2 385	June 2002
Footpaths in established areas 00-01	500	200	300	300	June 2001
Tharwa bridge redecking	500		250	250	Mar 2001
Lake Tuggeranong bike path	100		100	100	June 2001
Traffic route lighting 00-01	300		300	300	June 2001
Tuggeranong Town Centre western trunk bike route - St 2	180	180	0	0	June 2000
MNW - Streetlighting 00-01	378		378	378	June 2001
MNW - Traffic mgt measures at schools	150		150	150	June 2001
MNW - Tourist guide signs	200		200	200	Oct 2000
Lyneham-Belconnen bike path	240	120	120	120	Oct 2000

	Estimated Total Cost \$'000	Expenditure Previous Years \$'000	Estimated Expenditure 2000-01 \$'000	Financing 2000-01 \$'000	Expected Completion Date
improvements					
<i>Forward Design</i>					
Bridge upgrading and cycle barriers	50		50	50	May 2001
Bridge replacement - St 1	50		50	50	Mar 2001
Heavy vehicle route bridges strengthening - St 3	55		55	55	Jan 2001
Sutton Rd rehabilitation	100		100	100	June 2001
Athllon Drive pavement rehabilitation	95		95	95	June 2001
<i>Feasibility Studies</i>					
Commonwealth Av pavement rehabilitation	70		70	70	Aug 2000
VFT/Airport redevelopment	100		100	100	Sep 2000
	14 618	1 250	9 483	9 483	
<i>Canberra Places</i>					
Charnwood estate revitalisation - St 3	870		500	500	Dec 2001
City lighting strategy implementation	700		400	400	May 2002
City Walk - Petrie Plaza to Akuna St	1 500		250	250	Jul 2002
Northbourne Plaza	1 500		100	100	Jul 2002
Refurbishment of Hawker - St 2	500		50	50	June 2002
Shopping centre upgrades	460		460	460	June 2001
Woden Town Centre refurbishment	500		250	250	Sep 2001
<i>Forward Design</i>					
Four suburban projects- Precinct Management	255		255	255	Feb 2001
City walk completion	30		30	30	Dec 2000
City walk west	360		200	200	Dec 2001
Civic - improve disability access	60		60	60	Mar 2001
Civic street and place names	60		60	60	Mar 2001
Canberra Place	150		100	100	Dec 2001
University gateway	150		80	80	Dec 2001
	7 095		2 795	2 795	
<i>Canberra Urban Parks</i>					
Lake Tuggeranong East recreation facilities	450		250	250	June 2002
Playground safety program 00-01	500	200	300	300	June 2001
Street tree replacement 00-01	300		150	150	June 2002
Rationalisation of public toilets 00-01	200		200	200	June 2001
Various landscaping upgrades	200		200	200	June 2001
	1 650	200	1 100	1 100	
<i>Planning and Land Management</i>					
Horse Park Dr access – Gundaroo Dr to Amaroo	2 050		500	500	Nov 2001
MNW – Cyclepaths & footpaths	160		160	160	June 2001
MNW – Carparks	90		90	90	June 2001
MNW – Stormwater augmentation	20		20	20	June 2001
MNW – Traffic management	20		20	20	June 2001
MNW – Community fencing projects	80		80	80	June 2001
MNW – Erosion control measures	40		40	40	June 2001
MNW – Maintenance of cultural elements	90		90	90	June 2001

	Estimated Total Cost \$'000	Expenditure Previous Years \$'000	Estimated Expenditure 2000-01 \$'000	Financing 2000-01 \$'000	Expected Completion Date
MNW – Delivery fees	33		33	33	June 2001
Amaroo North infrastructure - St 1	950		350	350	June 2002
Gordon - Jim Pike Av extension	1 430		600	600	Dec 2001
North Lanyon GPT and floodway	810		250	250	June 2002
Gundaroo Dr extension - Gungahlin Pl to Horse Park Dr	1 520	600	920	920	Dec 2001
Landscape augmentation	320		250	250	Sep 2001
<i>Forward Design</i>					
Lawson infrastructure - St 1	220		220	220	Mar 2001
North Watson SW infrastructure	90		90	90	May 2001
Tuggeranong TC west trunk sewer	60		60	60	Mar 2001
<i>Feasibility Studies</i>					
Lawson access and SW augmentation	50		50	50	Mar 2001
Kenny - Sandford St extension	70		70	70	Mar 2001
Flemington Rd extension	40		40	40	Mar 2001
Clarrie Hermes Dr extension	40		40	40	Mar 2001
	8 183	600	3 973	3 973	
<i>Libraries and Information Management</i>					
Civic library refurbishment/relocation	499		499	499	Apr 2001
Dickson library refurbishment	860		860	860	Mar 2001
Minor new works 00-01	113		113	113	Apr 2001
Civic shopfront refurbishment/relocation	222		222	222	May 2001
Kippax library facility fitout	210		210	210	June 2001
	1 904		1 904	1 904	
<i>Road Safety and Capacity Program</i>					
Flemington Rd extension	4 000		500	500	June 2002
Northbourne Av/Macarthur Av intersection	600		600	600	June 2001
Barton Highway (Federally funded)	12 300		300	300	June 2003
<i>Forward design</i>					
Gungahlin Dr (Wells Stn-Barton Hwy)	200		200	200	June 2002
Gungahlin Dr extension	3 000		200	200	June 2005
Cotter Rd (Streeton Dr-Tuggeranong Pkwy)	100		100	100	June 2002
Drakeford Dr (Taverner St-Erindale Dr)	300		300	300	June 2002
Majura Rd upgrade	300		100	100	June 2003
Fairbairn Av duplication	1 000		100	100	June 2004
Monaro Hwy/Sheppard St/Tralee St improvements	400		200	200	Sep 2001
Northbourne Ave/Ipima St intersection upgrade	80		80	80	June 2001
<i>Feasibility Study</i>					
Barry Dr/Northbourne Av intersection upgrade	30		30	30	Aug 2000
	22 310		2 710	2 710	
<i>Public Transport</i>					
MNW – Minor engineering works	50		50	50	June 2001
MNW – Accessible public transport facilities	200		200	200	June 2001

	Estimated Total Cost \$'000	Expenditure Previous Years \$'000	Estimated Expenditure 2000-01 \$'000	Financing 2000-01 \$'000	Expected Completion Date
<i>Forward Design</i>					
Bus priority measures – Northbourne Av	40		40	40	June 2001
<i>Feasibility Study</i>					
Bus priority measures – transport modes	10		10	10	June 2001
	300		300	300	
Total New Capital Works	57 945	2 550	23 090	23 090	
Works in Progress					
<i>Environment ACT</i>					
Gudgenby visitor precinct infrastructure	225	150	75	75	Dec 2000
	225	150	75	75	
<i>ACT Roads and Stormwater</i>					
Monaro Highway rehabilitation (Nth of Williamsdale)	2 800	2 296	504	504	Sep 2000
Erindale Dr/Drakeford Dr intersection upgrade	800	426	374	374	Sep 2000
Gungahlin Dr dup (Kosciusko/Wells Stn Rd)	3 600	1 800	1 800	1 800	Dec 2000
Gungahlin/City bike path	150	80	70	70	Sep 2000
LBG – East Basin bike path	360	342	18	18	Aug 2000
Gowrie bike path	100	60	40	40	Sep 2000
Braddon/Ainslie SW augmentation - St 3	2 000	1 200	800	800	Mar 2001
Barton carpark - Block 7 - Section 22	326	326	0	326	Feb 2000
	10 136	6 530	3 606	3 932	
<i>Canberra Places</i>					
Civic Square - St 4	765	100	665	665	Dec 2000
East Row/Alinga St/Mort St - St 2	1 300	850	450	450	Sep 2000
Garema Pl refurbishment - St 4	765	50	715	715	Oct 2000
Manuka - St 2	550	200	350	350	Oct 2000
Kingston - St 2	680	50	630	630	Dec 2000
Weston Ck - St 2	750	50	700	700	Dec 2000
Kippax - St 2	550	50	500	500	June 2001
Hall	215	150	65	65	Dec 2000
Dickson – St 1	484	167	317	317	Dec 2000
Hawker – St 1	484	52	432	432	Nov 2000
Curtin	1 045	745	300	300	Dec 2000
Dickson - St 2	490	0	490	490	June 2001
Chamwood - St 2	450	200	250	250	June 2001
<i>Forward Design</i>					
City Walk	150	50	100	100	June 2001
Hobart Place	100	20	80	80	June 2001
Northbourne Plaza	120	20	100	100	June 2001
Pedestrian link to Sound Archive	100	20	80	80	Dec 2000
Tourist bus layover - Civic	65	20	45	45	Mar 2001
	9 063	2 794	6 269	6 269	
<i>Canberra Urban Parks</i>					
Rationalisation of public toilets – 99-00	400	200	200	200	Dec 2000
Street tree replacement – 99-00	300	150	150	150	Dec 2000
Black Mtn peninsula refurbishment	350	200	150	150	Oct 2000
	1 050	550	500	500	

	Estimated Total Cost \$'000	Expenditure Previous Years \$'000	Estimated Expenditure 2000-01 \$'000	Financing 2000-01 \$'000	Expected Completion Date
<i>Planning and Land Management</i>					
Gundaroo Dr - 4 bus stops and cycleway	585	500	85	85	Aug 2000
McKellar Section 71 infrastructure - St 2	1 000	400	600	600	Aug 2000
Gundaroo Dr extension (Rolfe Av/Gungahlin Pl)	2 900	1 600	1 300	1 300	June 2001
Conder 4A road connections and floodway	2 150	0	352	352	June 2002
<i>Forward Design</i>					
Gordon – Jim Pike Av extension	100	83	17	17	Aug 2000
<i>Feasibility Studies</i>					
O' Malley East infrastructure	120	0	120	120	June 2001
Kinleyside SW infrastructure	70	0	70	70	June 2001
	6 925	2 583	2 544	2 544	
<i>Public Transport</i>					
Engineering works 97-98	300	223	77	77	June 2001
<i>Forward Design</i>					
Relocation of Belconnen Interchange	150	0	150	150	June 2001
	450	223	227	227	
Total Works in Progress	27 849	12 830	13 221	13 547	
Total Departmental Capital Works	85 794	15 380	36 311	36 637	

2000-01 SUPPLEMENTARY CAPITAL WORKS PROGRAM

	Estimated Total Cost \$'000
PALM	
Amaroo neighbourhood oval	560
Amaroo Nth infrastructure – St 2	750
ACT Roads and Stormwater	
Guardrail – Apollo Rd	127
Ainslie/Dickson LATM – St 1A	204
Northbourne Ave pavement rehab – St 2	2 500
Athllon Dr pavement rehabilitation	1 300
Kingston SW augmentation – St 2	1 500
Footpaths	500
Bikepaths	500
Lines & signs (secondary arterial roads)	500
Canberra Urban Parks	
Refurbishment of district parks	400
Irrigation conversion to 2 nd class water	450
Playground safety program	250
Total Supplementary Program	9 541

Commonwealth Grants

The major Commonwealth payments for which the Portfolio has responsibility are:

Name of Grant	Activities Funded by the Grant	2000-01 Estimates (\$'000)
Interstate Road Transport	Collection of Heavy Vehicle Charges	120
National Highways Program		1 500
- Current	Provide maintenance funding for National Highways and roads of significance in the ACT	
- Capital	Provide funding for the completion of the duplication of the Federal Highway	2 300
	Provide funding for the commencement of the duplication of the Barton Highway	300
	Provide continued funding for the Black Spot road safety initiative	497
Commonwealth-State Housing Agreement – Block Grant	Funding for public housing assistance initiatives, new rental stock and supplementation of public housing operations	24 833
Social Housing Subsidy Program	Private rental leasing scheme	135
Natural Heritage Trust		400

