



**ACT**  
Government

Infrastructure Canberra

OFFICIAL

**Our Ref: iCBRFOI2526/29**

Via email:

foi+request-13884-46adbc6f@righttoknow.org.au

Dear Applicant,

### **FREEDOM OF INFORMATION REQUEST**

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), received by Infrastructure Canberra (iCBR) on 29 October 2025.

In your information access request, you sought access to:

*“Information about decisions regarding actual or planned in-sourcing of services or functions by ACT Government that are currently, or were previously, provided by private or not for profit sectors, since 15 October 2016 (date of 2016 ACT election), specifically:*

- *The name of the service/function*
- *The date of commencement (actual or planned)*
- *The number of staff brought in-house (actual or planned)*
- *The names of the affected providers of the services/functions”*

#### **Authority**

I am an Information Officer appointed by the Director General under section 18 of the Act to deal with access applications made under Part 5 of the Act.

In accordance with section 40 of the Act, iCBR is required to provide a decision on your access application within 30 days. Therefore, a decision is due by 10 December 2025.

#### **Decision on access**

Searches were completed and the information identified as applicable to your application is presented on the final page of this decision letter. See **Table 1: ACT Government in-sourcing decisions since 15 October 2016**

My decision in relation to the documents relevant to your request summarised as follows:

- Full release

My decision is detailed further in the following Statement of Reasons.



### Statement of Reasons

In making my decision on disclosing government information, I must identify all relevant factors in Schedule 2 of the Act and determine, on balance, where the public interest lies.

In reaching my access decision, I have taken the following into account:

#### Factors favouring disclosure in the public interest (Schedule 2, Section 2.1)

- *Section 2.1(a)(i) – promote open discussion of public affairs and enhance the governments accountability;*
- *Section 2.1(a)(iii) – inform the community of government operations*

I consider the release of this information could reasonably be expected enhance transparency regarding government decisions. I am satisfied that these are relevant considerations favouring disclosure in this case, and in the interests of enhancing open discussion, I afford them significant weight.

### Charges

I have decided to waive any charges in relation to this Freedom of Information application.

### Online Publishing – Disclosure Log

Under section 28 of the Act, iCBR maintains an official online record of access applications called a Disclosure Log. Your original access application, my decision and documents released to you in response to your access application will be published on the iCBR Disclosure Log within three to ten working days after the date of the decision.

Your personal details will not be published.

You may view the iCBR Disclosure Log at: [Disclosure log - Infrastructure Canberra \(act.gov.au\)](https://act.gov.au/disclosure-log).



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### Ombudsman Review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published on the iCBR Disclosure Log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman  
GPO Box 442  
CANBERRA ACT 2601  
Via email: [actfoi@ombudsman.gov.au](mailto:actfoi@ombudsman.gov.au)

### ACT Civil and Administrative Tribunal (ACAT) Review

Under section 84 of the Act, if a decision is made under Section 82(2) on an Ombudsman review, you may apply to ACAT for review of the Ombudsman decision.

Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal  
Level 4, 1 Moore Street  
GPO Box 370  
CANBERRA CITY ACT 2601  
Telephone: (02) 6207 1740  
<http://www.acat.act.gov.au>

Should you have any queries in relation to your request, please contact me via email [iCBR.FOI@act.gov.au](mailto:iCBR.FOI@act.gov.au).

Please ensure you quote your reference number: **iCBRFOI2526/29**

Yours sincerely,

Lorcan Murphy  
Information Officer  
Infrastructure Canberra  
24/11/2025



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**Table 1: ACT Government in-sourcing decisions since 15 October 2016**

Name of the service/function	date of commencement (actual or planned)	number of staff brought in-house (actual or planned)	names of the affected providers of the services/functions
<p><u><i>Mult-Unit Property Trial (the Trial)</i></u> Insourced Property Maintenance service for identified Housing ACT Properties</p> <p>The Trial will commence with external maintenance of identified Multi Unit Properties from 1 July 2024 as Stage One (1). Stage Two (2) of the Trial will consider additional services and locations from September 2024, subject to the success of Stage 1.</p>	<p><b>In progress:</b> 12 months across the 2024-25 FY commencing 1 July 2024</p>	<p>33 (current &amp; recent recruitment) Planned recruitment 60 FTE pending success of trial and other service demands</p>	<p>None. The current (outsourced) provider (Programmed) will continue to manage and provide services under the contract during the trial. The Trial is for select properties only.</p>