ACT Government
Infrastructure Canberra

Our Ref: iCBRFOI2627**/08**

schedule 2.2(a)(ii) [redacted]

Dear schedule 2.2(a)(ii) [redacted]

FREEDOM OF INFORMATION REQUEST

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), accepted by Infrastructure Canberra (iCBR) on 3 September 2026.

In your information access request, you sought access to:

I request a copy of the business case(s), along with any relevant briefing papers, talking points, notes and internal and external correspondence related to:

1. The co-location of the Woden Access Canberra shopfront with the Woden Library.
2. The cessation of the ACT Government lease on floors 3,4 and 5 of the Cosmopolitan Building at 21 Bowes Street Phillip.
3. The move of Access Canberra staff from the Cosmopolitan Building to 480 Northbourne Avenue in Dickson.
4. The decision to cease the project to construct a new community centre in Woden.

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 19 October 2026.

Decision on access

Searches were completed for relevant information, and ten (10) items were identified as within the scope of your access request.

The records identified as relevant to your application are listed in the schedule enclosed. This provides a description of each document that falls within the scope of your request and the access decision for each of those documents.

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

- Partial access to three items;
- Full release of six items; and
- One item withheld.

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 Schedules 1 and 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)

- (a)(i) – promote open discussion of public affairs and enhance the governments accountability;

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.

Factors favouring non-disclosure in the public interest (Schedule 1)

- Schedule 1.6 – Cabinet information;

Documents have been identified as being within the scope of your request, however, these documents contain information that is considered to be contrary to the public interest under section 1.6 of Schedule 1 of the Act. This information which will inform future Cabinet deliberations, which is exempt from release. The purpose of Cabinet information being exempt from release is to maintain the confidentiality of the Cabinet process and to uphold the principle of collective ministerial responsibility. This exemption was discussed in The Commonwealth v Northern Land Council [1993] HCA 24; (1993) 176 CLR 604 (21 April 1993). Paragraph 6 of the decision, states that:

… it has never been doubted that it is in the public interest that the deliberations of Cabinet should remain confidential in order that the members of Cabinet may exchange differing views and at the same time maintain the principle of collective responsibility for any decision which may be made. "

In reviewing these documents, I note the requirements of schedule 1 section 1.6(2) of the Act which states that the exemption for Cabinet Information does not apply to 'purely factual information' unless the disclosure of the information would involve the disclosure of a deliberation or decision of Cabinet and the fact of the deliberation or decision has not been officially published.

In the case of Parnell & Dreyfus and Attorney-General's Department [2014] AICmr 71, the Australian Information Commissioner stated that the term 'purely factual material' does not extend to factual material that is an integral part of the deliberative content and purpose of a document or is embedded in or intertwined with the deliberative content in such a manner that it is impractical to separate it from the other content.

Having reviewed the documents, I consider that the purely factual information is an integral part of the deliberative content and as stated by the Commissioner, the analysis and views in the documents would be robbed of their essential meaning without incorporation of this material. I am also satisfied that disclosure of this purely factual information would involve the disclosure of future deliberations and decisions of Cabinet. I have therefore decided to withhold this information.

Factors favouring non-disclosure in the public interest (Schedule 2, Section 2.2)

- Schedule 2.2(a)(ii) – prejudice the protection of an individual's right to privacy or any other right under the *Human Rights Act 2004*;

I consider that the protection of an individual's right to privacy, especially in the course of dealings with the ACT Government is a significant factor as the parties involved have provided their personal contact information for the purposes of working with the ACT Government. I have considered this information and in my opinion the protection of individuals' personal details outweighs the benefit which may be derived from releasing them. I consider that individuals are entitled to expect that the personal information they have supplied as part of this process to the ACT Government will be dealt with in a manner that protects their privacy. Considering the type of information to be withheld from release, I am satisfied that the factors in favour of release can still be met while protecting the personal information of the individuals.

- Schedule 2.2(a)(xi) – prejudice trade secrets, business affairs or research of an agency or person.

I have also considered the impact of disclosing information which relates to business affairs. In the case of Re Mangan and The Treasury [2005] AATA 898 the term 'business affairs' was interpreted as meaning 'the totality of the money-making affairs of an organisation or undertaking as distinct from its private or internal affairs'. Schedule 2 Section 2.2(a)(xi) allows for government information to be withheld from release if disclosure of the information could reasonably be expected to prejudice the trade secrets, business affairs or research of an agency or person.

Documents identified as relevant to your request contain information about negotiations, pricing information and other sensitive commercial information with third-parties. I am satisfied that release of this information would have significant impact on the business affairs of the entities identified as this information is not publicly available. Accordingly, I have decided this information is not in the public interest to release.

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: iCBR Disclosure Log

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

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
15 Constitution Avenue
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.

Please ensure you quote your reference number: **iCBRFOI2627/08.**

Yours sincerely,

schedule 2.2(a)(ii)

Izzie Gosling
Information Officer
Infrastructure Canberra
19/10/2026

ACT Government
Infrastructure Canberra

OFFICIAL

FREEDOM OF INFORMATION REQUEST SCHEDULE

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at: iCBR Disclosure Log

NAME	WHAT ARE THE PARAMETERS OF THE REQUEST
iCBRFOI2627/08	A copy of the business case(s), along with any relevant briefing papers, talking points, notes and internal and external correspondence related to: 1. the co-location of the Woden Access Canberra shopfront with the Woden Library 2. the cessation of the ACT Government lease on floors 3,4 and 5 of the Cosmopolitan Building at 21 Bowes Street Phillip 3. the move of Access Canberra staff from the Cosmopolitan Building to 480 Northbourne Avenue in Dickson 4. the decision to cease the project to construct a new community centre in Woden.

Section Ref No	Pages	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1.	-	Decision Letter	19/10/2026	-	-	-
2.	-	Release Schedule	19/10/2026	-	-	-
3.	**1-8**	Project Proposal - Access Canberra to Woden Library relocation	09/07/2025	Partial	Schedule 2.2(a)(ii)	Yes

Section Ref No	Pages	Description	Date	Status	Reason for non-release or deferral	Open Access release status
4.	9-12	Brief - Access Canberra and Libraries ACT accommodation preferences	13/11/2025	Partial	Schedule 2.2(a)(ii)	Yes
5.	-	2026-27 Budget – Business Case: Relocation of Access Canberra Woden	02/03/2026	Withheld	Schedule 1.6 – Cabinet in Confidence	No
6.	13-15	Budget Communications Pack: Access Canberra Woden Relocation	30/04/2026	Full	N/A	Yes
7.	16-22	RSS Input - Ministerial Statement - Post-Budget	04/06/2026	Full	N/A	Yes
8.	23-27	Access Canberra Woden relocation talking points	01/09/2026	Full	N/A	Yes
9.	28-29	Budget Day Brief - Relocation of Access Canberra	02/06/2026	Partial	Schedule 2.2(a)(xi)	Yes
10.	30	Talking Points	01/07/2026	Full	N/A	Yes
11.	31-33	iCBR input - RSS Ministerial Statement - Budget Initiatives	26/08/2026	Full	N/A	Yes
12.	34-35	iCBR input - Budget Debate Speech – Cheyne	01/09/2026	Full	N/A	Yes
Total						
10						

ACT Government

Access Canberra to Woden Library relocation

Project Proposal

This proposal describes the need for, and expectations of a proposed project and the potential Digital Canberra contribution.

Prepared by: Chris Jacobi

Version: 0.1
Version Approval Date:

Template Version 1.1

Digital Canberra

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Introduction

This project proposal enables Directorates to describe proposed projects, and the potential input required from Digital Canberra (DCBR). The document's purpose is for DCBR to understand the context and drivers of the proposed project, consider and then recommend the best approach to delivering the requirements, outline the expected cost, resources, and timelines necessary.

Aligned with Guiding Best Practice Design and Delivery, the proposal connects to the first stage of the Design Wheel—Define the Outcome. The focus is on understanding the problem, articulating the change, establishing and maintaining clarity.

Submission of this proposal does not commit the Directorate or DCBR to the proposed project.

DCBR will review the proposal. A Delivery Advice document will be prepared and provided back to the Directorate. The Delivery advice will describe if the requirements can be met by existing or in-flight capabilities, or, that a more substantial discovery and design phase is required.

The Delivery Advice document will outline the proposed next steps, and the expected cost and time required.

DCBR will communicate the outcome of the proposal review to the Directorate within a target of 20 business days from receipt of a completed proposal.

Guidance in completing a DCBR Project Proposal

Prior to completing this DCBR Project Proposal it is recommended the following actions take place:

1. You have in principal endorsement from your CIO that the project can proceed. While not mandatory, as formal signatures are required at the end of the document. Time/Cost savings in completing the document can be achieved by this early indication.

Complete the **Background** section:

2. Contact your DCBR Business Partner who will arrange a free consultation with DCBR Enterprise Architecture to better understand the business problem which will help better inform the Scope Section.

Complete the Scope, Constraints, and Consultation Section:

3. Following the discussion with the DCBR Business Partner and architecture team, you are able to work with the DCBR Business Partner to finalise these sections.

Complete the Directorate Contact/Submission, obtaining the required signatures.

Background

Access Canberra was established in 2014 and is a part of the City and Environment Directorate of the ACT Government. Access Canberra provide a range of services to people and businesses in the ACT and work on upholding a range of regulatory protections and compliance in the ACT. We work and collaborate with partners across industry, business and community. Access Canberra aims to provide an accessible and supportive front-door to government by delivering connected services that are simple and easy to use. Through their services, Access Canberra aims to support a safe and liveable city.

It has been identified that the Access Canberra shopfront and personnel located across a number of floors at the Cosmopolitan Centre, 21 Bowes St will be relocated to the Woden Library, Level 1 at the Corner of Furzer Street &, Corinna St, Phillip, in response to ministerial decisions.

Current State

Infrastructure Canberra currently have two leases in the Cosmopolitan Centre, 21 Bowes St Woden:

- Lease 1: Unit 3 (Level 3) - Access Canberra Shopfront
- Lease 2: Area A (basement storage - comms room), Unit 2 (EOT), Unit 4 (level 4 office) and Unit 5A, 5B (level 5 office and storage)

Both Leases are due to expire 30 January 2027. The Access Canberra Service Centre and personnel are located at Level 3. Access Canberra currently manage a concierge desk, ticketing machines, self-service kiosk, and 13 desks at the Woden office. Access Canberra / CED staff also work in the levels 4 and 5.

The Woden Flexispace located on level 5.

The building data Point of Entry (POE) and comms room is in the basement (lease area A).

Out of scope [redacted]

Desired Future State

It is intended that both leases will not be renewed. The desired future state is to relocate the Access Canberra shopfront and staff to the Woden Library, Level 1 at the Corner of Furzer Street &, Corinna St, Phillip and with the following:

- **Communication Room** capability at Woden Library (Level 1- Corner Furzer Street &, Corinna St, Phillip) to support Access Canberra requirements
- **ACT Gov ONE Network** capability at Woden Library (Level 1- Corner Furzer Street &, Corinna St, Phillip) to support Access Canberra requirements.
- **ACT Gov Public Network:** capability at Woden Library (Level 1-Corner Furzer Street &, Corinna St, Phillip) to support the public required internet access.
- **Hardware:** re-establishment of all existing Access Canberra hardware service abilities at Woden Library (e.g. self-service kiosks, ticketing machines, concierge desk)
- **CAMHS:** Maintain ACT Govt network access for CAMHS in the Cosmopolitan Centre
- **VACATE:** Remove hardware and network from both leased areas

Any hardware (desktop or network) that is not required in the Access Canberra Serivce Centre relocation will need to be removed and stored if still fit for purpose. iCBR will work with DCBR and CED to coordintate these assets.

Outcomes/Objectives

Successful delivery of this proposal is expected to deliver the following outcomes/objectives:

- Outcome/Objective one: Relocate Access Canberra shopfront and personnel from the Cosmopolitan Centre, Bowes St to the Woden Library, Level 1 at the Corner of Furzer Street &, Corinna St, Phillip and re-establish appropriate access to the ACT Govt network. Surrendering both Lease 1 and 2 of Cosmopolitan Centre prior to 30 January 2027.
- Outcome/Objective two: Consider short-term alternative solution (may or may not be ASC Wi-Fi) if the proposed project is accepted but cannot be completed in time for the physical relocation of Access Canberra shopfront and personnel.

Priority and Alignment

iCBR is aware of the need to relocate Access Canberra shopfront and personnel due to ministerial priorities. It is a high priority for Directorate staff to have appropriate and reliable access to the ACT Govt network at the proposed new location (Woden Library).

Scope

Broad Project Scope

Relocate the Access Canberra shopfront from the Cosmopolitan Centre, Bowes St to the Woden Library, Level 1 at the Corner of Furzer Street &, Corinna St, Phillip and DCBR to recommend the best option(s) to re-establish appropriate and reliable access to the ACT Govt network.

A site visit from NCS will determine what needs to moved and provisioned. New comms room may be required and will be determined from the site visit. There is an existing comms room on the Mezzanine level of Woden Library, however there is a Plant Motor room that may be suitable for a new comms room, if it is determined that a new one is required.

Health current utilise the comms room located in the basement of the Cosmopolitan Centre, Bowes St and will not be relocating to the Woden Library. This comms room will stay located in the basement of the Cosmopolitan Centre, Bowes St.

Outline of Directorate Scope

The scope elements to be delivered by the Directorate includes:

- **iCBR Project Manager** (coordinator): who be responsible for planning and scheduling of work activities for BU resources. Coordination is to occur with the **Access Canberra** Business Area, Project Team, any external resources/consultants and users of the solution. Managing all aspects of the scope including the finance of the work. The project manager has the authority to run the project on a day-to-day basis, within the constraints defined by the **iCBR** governance frameworks.

The Project Manager's prime responsibility is to ensure that the project produces the required products within the specified tolerances of time, cost, quality, scope, benefits and risk. The Project Manager is also responsible for the project producing a result capable of achieving the benefits defined in the business case.

Out of Directorate Scope

Re-establishment of the flexispace located within 3 Cosmopolitan Centre, Bowes St will not occur within this project. If this becomes a requirement, a new project will be established to setup a flexispace on the Mezzanine Level of the Woden Library, Level 1 at the Corner of Furzer Street &, Corinna St, Phillip.

Outline of 3rd Party Vendor Scope (if applicable)

Vendor Name:	NA
Vendor Primary Contact Name:	NA
Vendor Email:	NA
Vendor Phone:	NA
Vendor Website:	NA
Vendor Product to be used:	NA
Procurement Completed:	NA

NOTE: It is preferred and highly recommended directorates engagement with DCBR prior to any procurement activity has occurred.

Outline of DCBR Scope

The proposal seeks DCBR contribution in relation to the following items:

- DCBR to provide recommendations or options for Access Canberra personnel to have appropriate and reliable access to the ACT Govt network in Woden Library.
- Re-establish appropriate access to ACT Govt network including comms and comms room.
- Relocate and setup existing ICT needs (e.g. Webex board, online photocopiers).
- Relocate photocopiers (coordinate with supplier Richo).
- Relocate desks, concierge desk, ticketing machines, self-service kiosks.
- Vacate ICT infrastructure from Lease 1 and 2 Cosmopolitan building

Constraints

Initially Identified Constraints

Consideration has been given, and the **initially identified project constraints** around this proposal are:

Constraint Category	Initially Identified Constraint
TIME	This initiative needs to align with ministerial priorities required by 27 January 2027. However, if the proposed project solution is accepted and cannot be

	completed by the time Access Canberra personnel physically relocate to Woden Library, but temporary or short-term solutions need to be investigated.
COST	TBD
SCOPE	As Above
QUALITY	N/A

Consultation

Consultation has been undertaken with:

Stakeholder:	Consulted about:
DCBR, ICT Business Partner	On the initiative considered within this proposal and what is feasible for DCBR to achieve – noting formal endorsement of taking on works within DCBR is outlined in the delivery advice following submission of this work.
NCS - ICT Facilities	We have consulted and had an online visit to review future localities and discussed with ASC ICT possible solutions.
iCBR CIO Function	Project requirements, DCBR involvement and the proposed scope of ICT support needed to enable the Access Canberra relocation to Woden Library.

Submission Checklist

☒	Principal endorsement conversation has occurred with CIO
☐	Initial consultation, and input to proposal provided from DCBR Enterprise Architecture
☒	Background to the project (current/future state, objectives/outcome and alignment) described.
☒	Directorate and DCBR scope described (and where required vendor scope)
☒	Constraints considered and documented
☒	Internal authorisation completed

Directorate Contact / Submission Details:

Proposal Prepared By:	**Chris Jacobi**
Title:	Senior Project Manager
Email:	chris.jacobi@act.gov.au

Phone:	+61 (02) 6205 5593
Proposal Draft Complete Date:	25/06/2026
Business Sponsor Authorisation:	**Signature:** Schedule 2.2(a)(ii)
Title:	
Email:	SallyA.Wright@act.gov.au
Phone:	Via teams
Authorisation Date:	10.07.26
CIO Authorisation:	**Signature:** Schedule 2.2(a)(ii)
Title	Senior Director – ICT, Data & Records iCBR
Email:	Kristy.VanPutten@act.gov.au
Phone:	Via teams
Authorisation Date	9/7/2026
Proposal Submission Date:	
Directorate Contact:	**Chris Jacobi**
Title:	Senior Project Manager
Email:	chris.jacobi@act.gov.au
Phone:	+61 (02) 6205 5593

Infrastructure Canberra

To:	EGM Delivery – Places and Spaces	**Tracking No.:** TBD
Date:	13 November 2025	
CC:	EBM Customer and Asset Management	
From:	Senior Director, Strategic Government Accommodation	
Subject:	Access Canberra and Libraries ACT accommodation preferences	
Critical Date:	N/A	
Critical Reason:	Update for awareness	

Purpose/reason

The purpose of this brief is to update the EGM, D-PAS on the accommodation preferences of the EGM, Access Canberra for Access Canberra and Libraries ACT in Woden and the city.

Recommendations

That you:.

1. **Note** the accommodation preferences advised by the EGM, Access Canberra for Access Canberra and Libraries ACT in Woden and the city

Noted / Please discuss

2. **Note** the issues in relation to the lease at 21 Bowes Place.

Noted / Please discuss

Faheem Khan……. …../…../…..

EGM D-PAS comments

Background

1. On 4 October, members of D-PAS CAM met with Josh Rynehart, EGM Access Canberra to discuss leasing and accommodation issues for Access Canberra (AC) and Libraries ACT.

2. Mr Rynehart expressed a preference to relinquish a lease in 21 Bowes Place and relocate the AC shopfront and back-of-house facilities to Woden Library.

3. Access Canberra no longer require an office presence in Woden other than back-of-house to support the shopfront, so relinquishing levels 4 and 5, 21 Bowes is his preferred option noting this could happen at any time, and does not need to happen before the natural expiry of the lease in January 2027.

4. He suggested that there was sufficient space to undertake capital works and create a shopfront, back-of-house AC space, a replacement FlexiSpace and community accessible workspace within the existing footprint of the Woden Library.

5. An alternative option suggested was to incorporate a shopfront into the new Woden CIT.

6. Mr Rynehart expressed that while the library was his preference, he would also be amenable to staying in place on L3 21 Bowes and taking a long term lease, irrespective of the outcome he advised he would want to have the shopfront remain in the chosen location for at least a decade.

7. He was also comfortable with remaining in place for the remainder of the existing lease through to January 2027.

8. Out of scope [redacted]

[redacted]

Issues

1. The CAHMS lease within 21 Bowes St extends well beyond the expiry of the AC lease
2. As part of the CAHMS lease, non-binding undertakings were provided to the landlord that ACT Government would look to mirror the CAHMS lease timeframe with an extension of the AC lease. This also involved undertakings from the landlord to electrify, which were included in the CAHMS lease.

Financial Implications

3. Any capital works at either Woden Library or CIT would require a business case to secure funding, but this could be offset by the savings to be achieved in relinquishing the 21 Bowes lease.
4. [redacted]

Consultation

5. N/A

Work Health and Safety

6. N/A

Benefits/Sensitivities

7. There is some potential for issues of goodwill and reputation to arise from not proceeding with a lease renegotiation, noting that no binding agreement was entered into.
8. [redacted]
9. The FlexiSpace for Woden is on L5 21 Bowes, and an alternative solution would be required should the lease be relinquished.

Communications, media and engagement implications

10. N/A

Signatory Name: Phil Wales Phone:

Action Officer: Peter Nolan Phone: Schedule 2.2(a)(ii)

Budget communications pack:
Access Canberra Woden relocation

Note: *This pack is not intended for proactive media engagement or promotion. It is held in reserve and used to support confident, consistent responses under pressure if media representatives are asked directly about sensitive or emerging issues.*

Budget initiative:

The Government will undertake a refurbishment of the Woden Library at the corner of Furzer Street and Corinna Street to relocate the existing Access Canberra Service Centre that is currently located at 21 Bowes Place.

KEY MESSAGES/TALKING POINTS:

- The relocation will create a modern, integrated community hub in Woden, bringing together library services, and Access Canberra Service Centre.
- This provides a convenient, accessible “one-stop shop” for residents to access services, resources and community programs.
- Co-locating services makes it easier for the community to engage with government and increases awareness and uptake of available services.
- The approach strengthens Woden as a community focal point and enhances connection to services, information and shared spaces.
- The integrated model supports more flexible, customer-focused service delivery aligned with place-based approaches.
- The project maximises use of an existing ACT Government–owned building while consolidating functions currently spread across leased accommodation.
- The Government will invest $3.108 million in capital funding over two years from 2026–27, while reducing ongoing lease expenditure by exiting 21 Bowes Street.

- This delivers value for money, supports the budget bottom line and ensures better use of public funds.
- The proposal implements recommendations from the ACTPS 2025 Taskforce Report.
- It reflects the need to operate efficiently in a constrained fiscal environment while still investing in community infrastructure
- It is intended the re-location takes place ahead of the lease expiry at 21 Bowes Street on 30 January 2027. If timelines are delayed, interim arrangements will be put in place.
- The project will be carefully managed to maintain operations of both the library and service centre during refurbishment, with a strong focus on minimising disruption to the community.
- An ACT Government FlexiSpace will continue to be provided in Woden Town Centre in line with government policy.
- Any impacts on space during refurbishment will be mitigated through careful staging, design and planning, with a clear commitment to maintaining community access and keeping services operating with minimal interruption.

QUESTIONS AND ANSWERS:

Q: Why move the Access Canberra Service Centre into the library?

A: Co-location improves convenience for residents by creating a single place to access multiple services. It also aligns with independent advice to integrate libraries and service centres.

It will create a modern, integrated community hub that improves access to services while delivering strong financial savings. It allows the government to exit a lease and better utilise its own assets.

Q: What will happen to the current 21 Bowes Place site?

A: The lease will not be renewed when it expires on 30 January 2027, generating significant savings. Office-based staff will be relocated to existing space at 480 Northbourne Avenue.

Q: Will there be any reduction in services?

A: No. The scope and scale of Access Canberra services will remain unchanged. The library will continue to operate, with improvements in accessibility and modernisation.

Q: Will the community lose any library space or facilities?

A: There may be some changes to space allocation, but the design phase will ensure community needs are prioritised and the facility remains functional and welcoming.

Q: How will disruption be managed during the transition?

A: Through strong communication, use of online services, and continued access to:

- 8 other library locations
- 3 other service centres
- 3 specialised shopfronts

Q: What are the benefits for government staff?

A: Staff will benefit from:

- A more collaborative working environment
- Opportunities for cross-skilling
- Improved connection with the community they serve

Q: Why can't this work be delayed?

A: The lease expiry on 30 January 2027 creates a fixed deadline. Delaying would risk additional lease costs and lost savings.

Q: How does this fit with broader government priorities?

A: It supports:

- Fiscal responsibility
- Efficient use of government assets
- Improved service delivery
- Stronger community engagement

ACT Government
Infrastructure Canberra

Dot Point Request

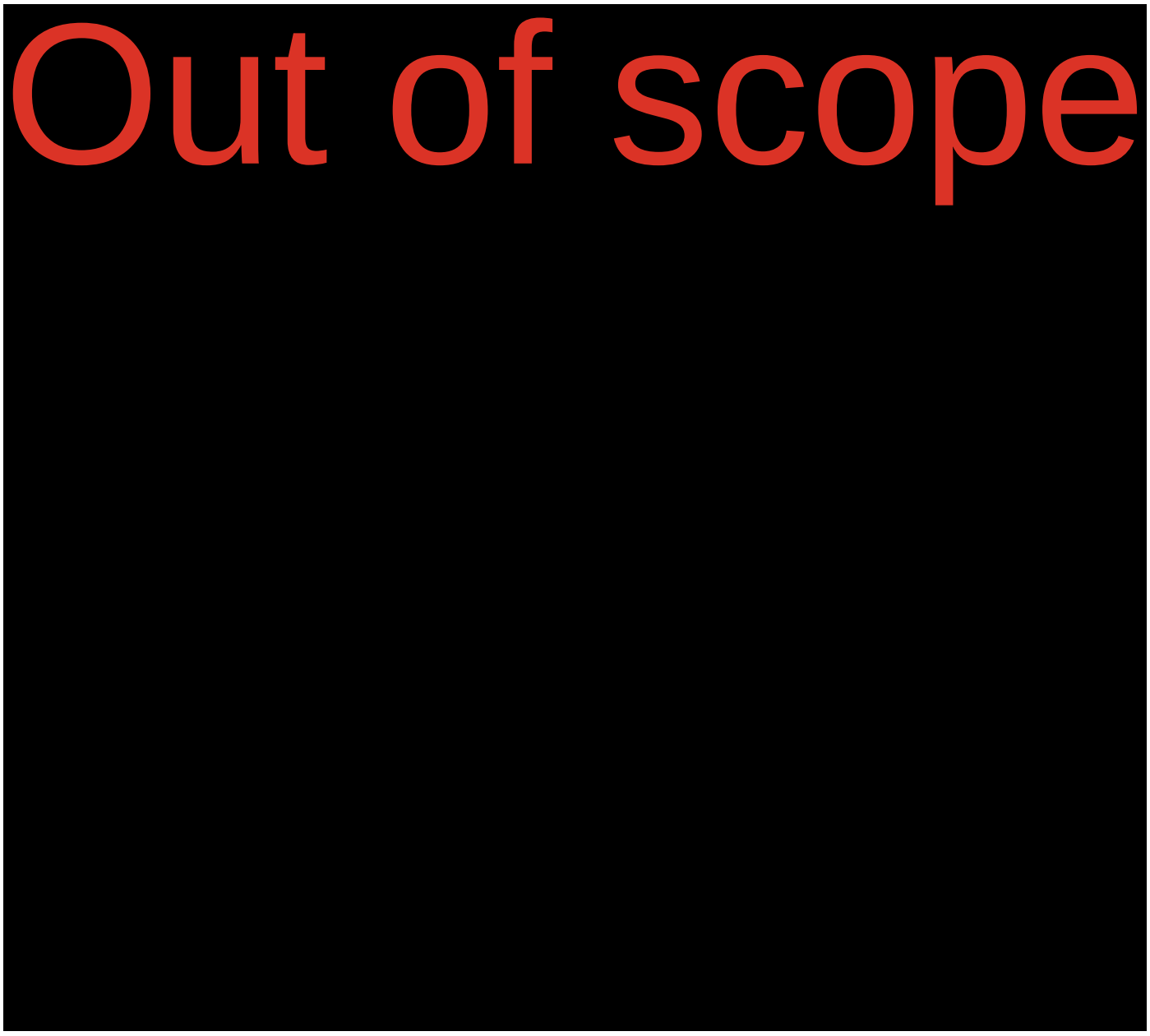
Requestor:

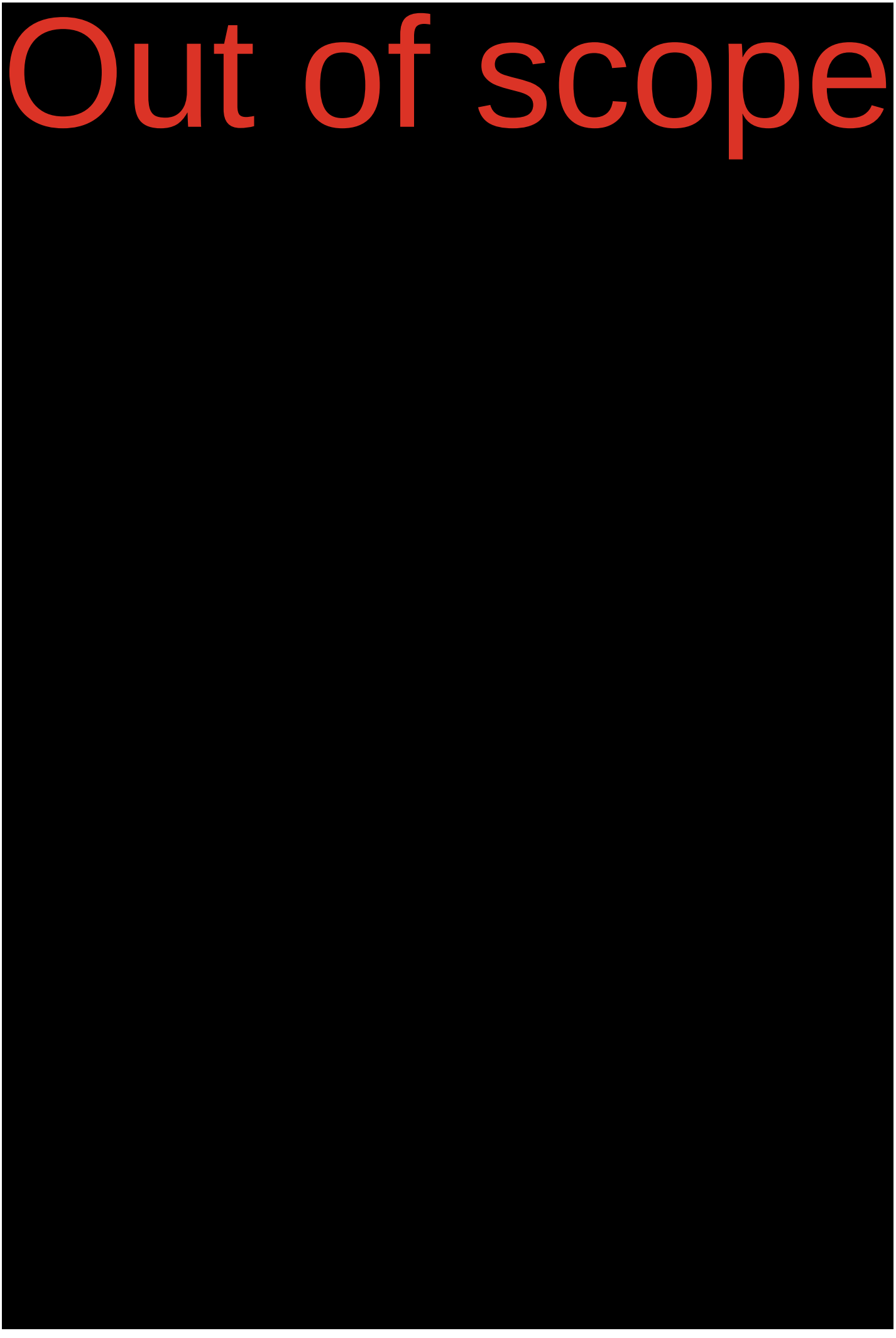
Subject: Input to Post-Budget Min Statement

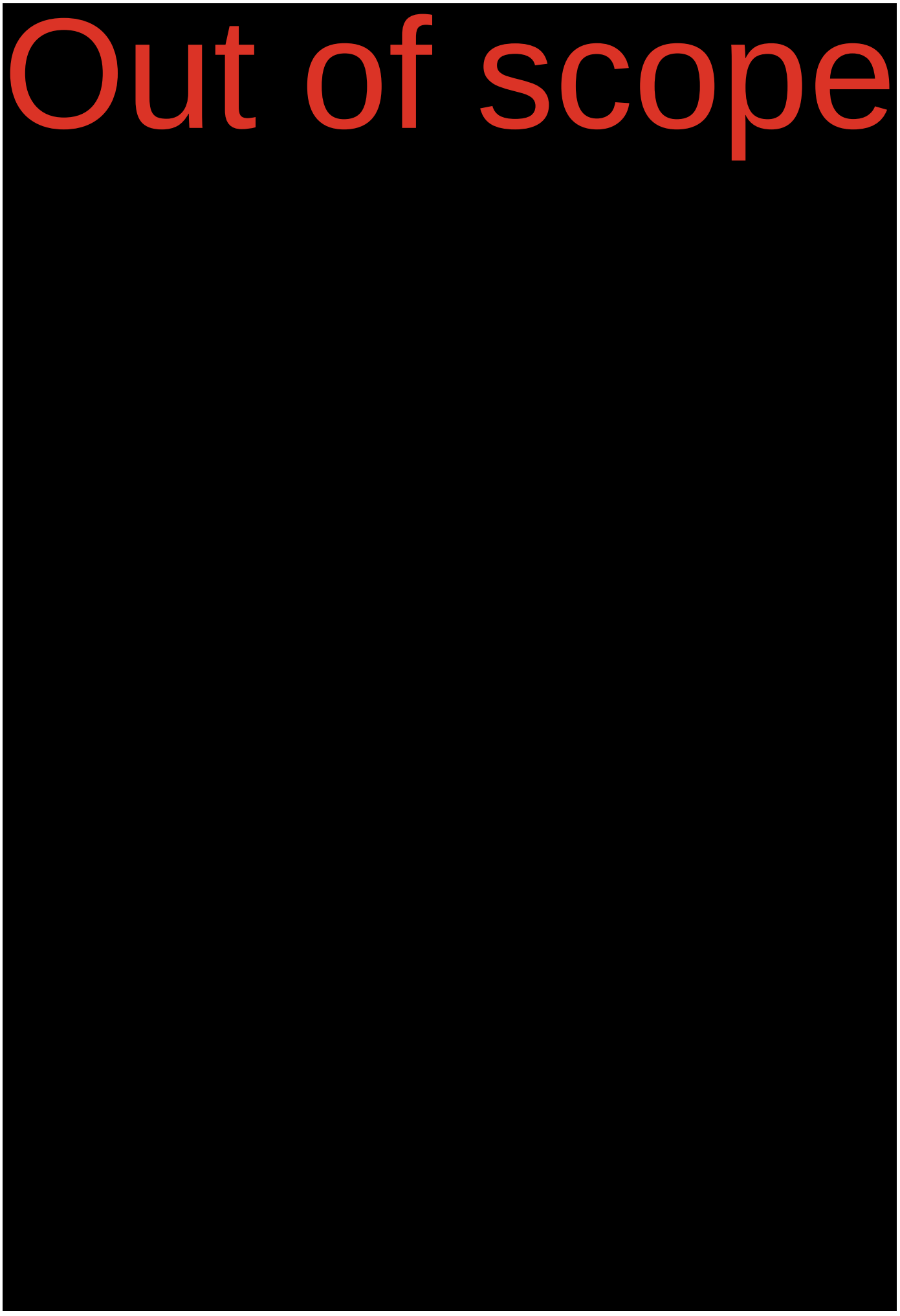
Reference number: 26/0074053

iCBR input:

Initiatives funded in the 25-26 budget with a particular focus on the items that have been completed.



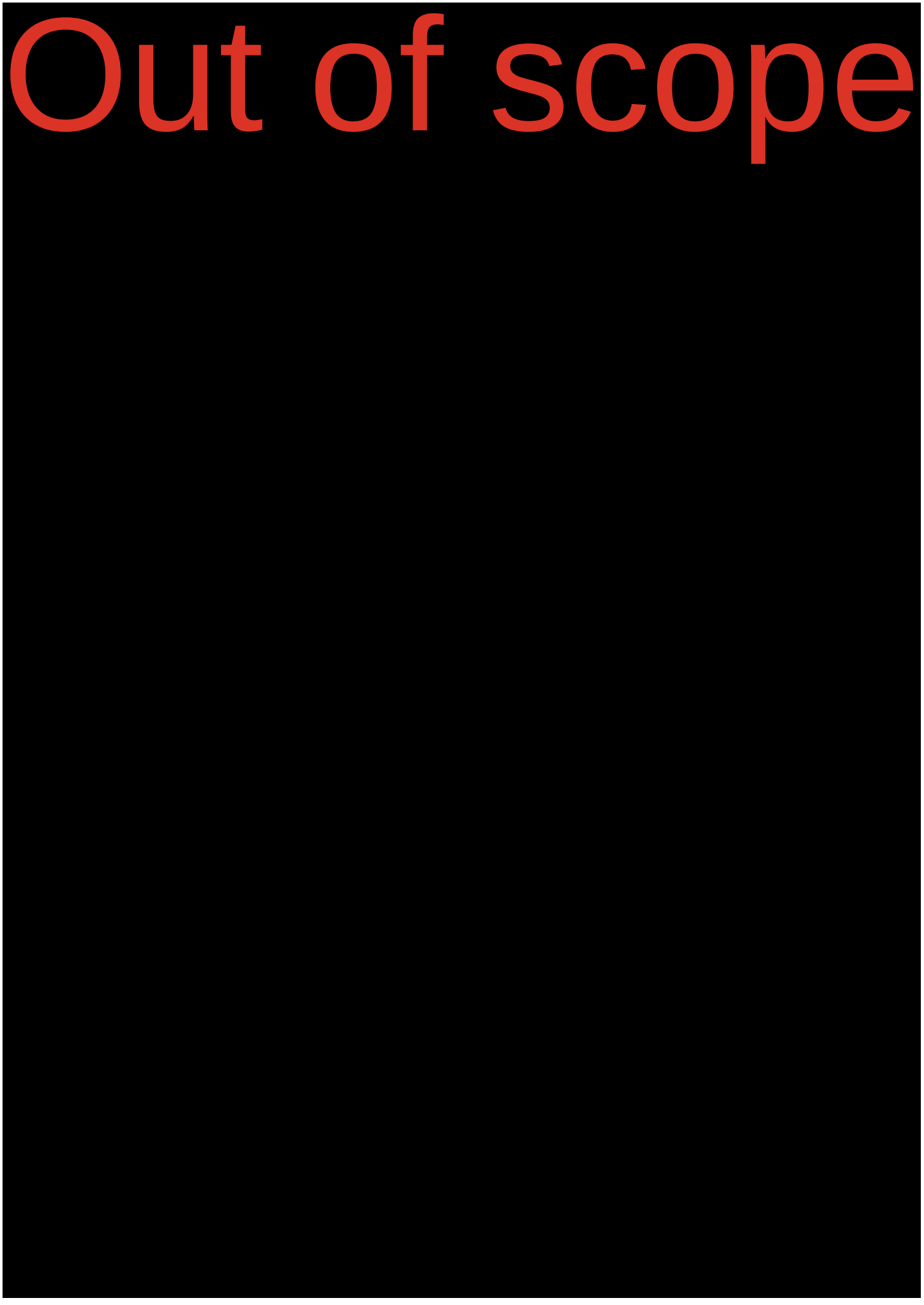

Out of scope

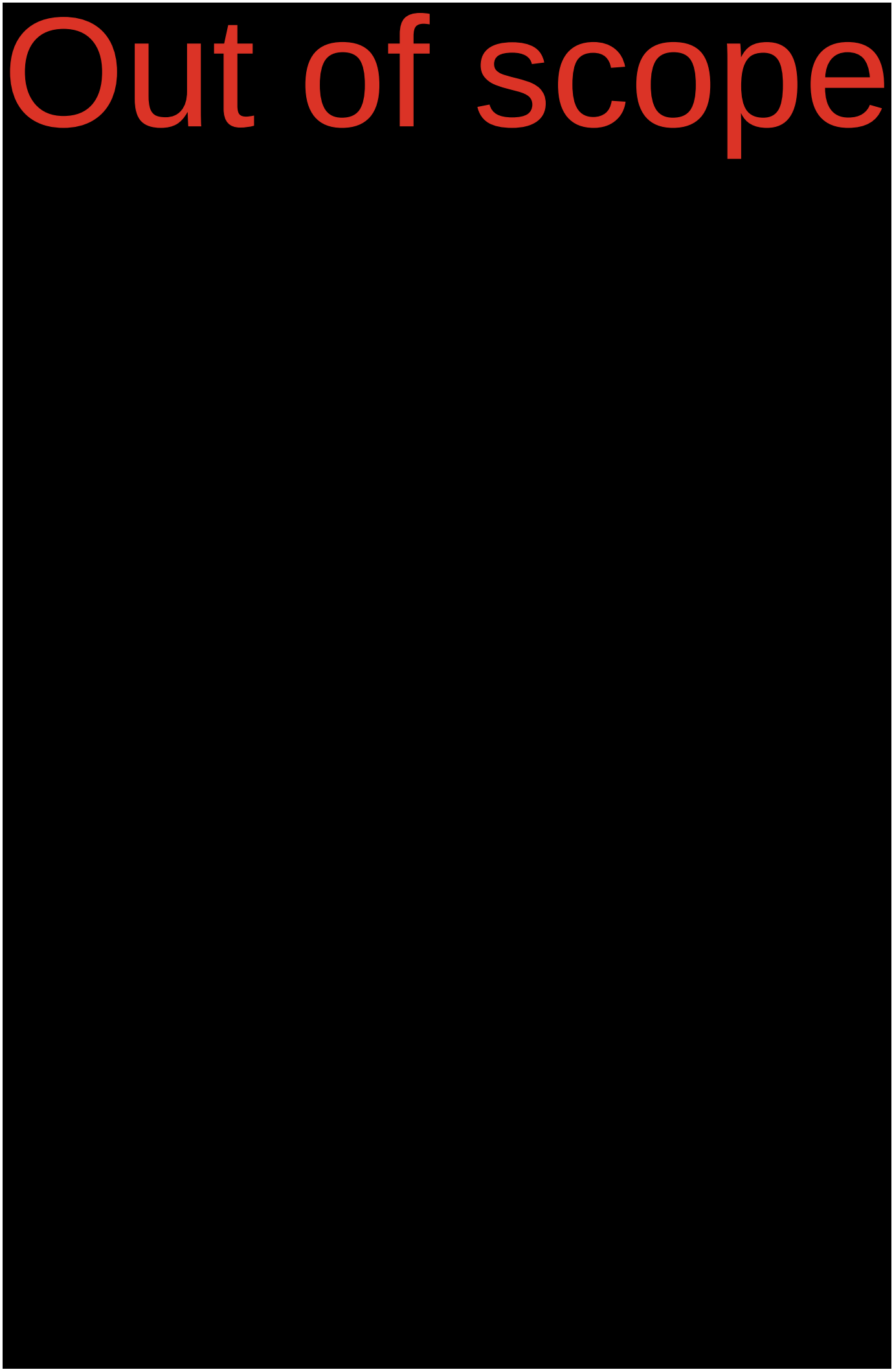

Out of scope

ACT Government
Infrastructure Canberra

Out of scope

[redacted]


Out of scope


Out of scope

ACT Government
Infrastructure Canberra

- Out of scope [redacted]

Woden Community Centre

- The Government will deliver a new Woden Community Centre through a commercial lease of a fit-for-purpose space within the Woden Town Centre.
- The new community centre will be located near the public transport interchange and town centre and will accommodate Woden Community Services and provide important community space for other groups to host programs, meetings and other activities.

Relocation of Access Canberra Woden

- The Government will undertake a refurbishment of the Woden Library at the corner of Furzer Street and Corinna Street to relocate the existing Access Canberra Service Centre that is currently located at 21 Bowes Place.
- This provides a convenient, accessible "one-stop shop" for residents to access services, resources and community programs.
- The approach strengthens Woden as a community focal point and enhances connection to services, information and shared spaces.

Last updated: **01/09/2026**

Talking Points

Issue

Date: 01/09/2026

Subject: Access Canberra Woden Service Centre Relocation

Key Messages:

- The ACT Government is investing in Woden by creating a modern, accessible community hub that brings together Access Canberra Service Centre and Woden Library services in one convenient location.
- Woden residents will continue to have access to the full range of library and Access Canberra services, with both operating from dedicated areas within the building.
- Bringing services together will make it easier for people to access government services, information, programs and community facilities in the heart of Woden.
- The Government is progressing to tender for the design and construction of refurbishment works and will keep the community informed throughout the project.
- The detailed design phase will focus on creating a welcoming, accessible and easy-to-navigate experience for all customers.

Talking points

Community benefits

- This project will create a central hub where people can access library services, community facilities and Access Canberra services in one convenient location.
- Community will continue to receive the same full range of Access Canberra services while keeping the library spaces, programs and facilities they value.
- This project supports Woden's growth by ensuring residents continue to have access to services in the Woden Town Centre.
- More people will be introduced to library programs, events and community activities, helping strengthen Woden Library's role as a community destination.
- Up to 80,000 Access Canberra customers each year will have greater exposure to library services and programs, helping connect more people with what the library has to offer.

Library services

- Woden Library is an important community asset and will continue to operate from its existing ground floor location.
- The library will continue to provide the services, collections, meeting rooms and public amenities valued by the community.
- Access Canberra will operate from its own dedicated, purpose-designed customer service and workspace in the building.

- This project is not about reducing library services. It is about investing in the building so it can support both services into the future.
- The project team is working closely with Libraries ACT to ensure library users continue to have a welcoming and functional community space.

Accessibility and customer experience

- Accessibility is a key priority for this project and will be considered throughout the design process.
- The Woden Library building is centrally located within Woden Town Centre and well connected to public transport, including the Woden Transport Interchange.
- Accessible parking is available close to the library building, supporting easy access for people with mobility needs.
- The detailed design phase will focus on creating a welcoming, accessible and easy-to-navigate experience for all customers.

Transparency and engagement

- We understand the community cares deeply about Woden Library and local government services, and we welcome that interest.
- As the project progresses, the community will have an opportunity to provide feedback on the design with a particular focus on accessibility.
- We will continue providing updates throughout the project so the community knows what to expect and when key milestones are reached.

Delivering the project

- The Government is progressing to open tender for the refurbishment of Woden Library building.
- Following the tender process, a delivery partner will be appointed to work with the Government on detailed design before refurbishment works begin.
- Maintaining access to services throughout the transition remains a priority.
- The project will be carefully managed to minimise disruption to library users, Access Canberra customers and staff.
- There may be some temporary changes while the new shared location is prepared, but every effort will be made to minimise disruption.
- We will keep the community informed as milestones are reached and provide updates through established communication channels.
- iCBR continues to work closely with Access Canberra and ACT Libraries.

Making the most of public infrastructure

- The project keeps Access Canberra services in Woden while investing in an existing government-owned community facility.
- With the current lease expiring in 2027, the project provides a long-term home for Access Canberra in Woden.
- This approach allows the Government to invest in community services while making the best use of public funds.
- It delivers on the ACT Government's commitment to operate efficiently in a constrained fiscal environment while still investing in community infrastructure.

Investing in Woden's future

- We respect that people care about community spaces, local services and the future character of Woden, and those are important considerations for Government as well.
- Woden is growing and changing, and this project helps ensure residents continue to have access to the services they need close to home.
- Our focus is on ensuring Woden continues to evolve as a vibrant, accessible and well-serviced town centre to service the needs of residents, families, young people and community organisations.
- Woden has a unique identity and history and planning for the future involves balancing heritage, community needs, accessibility and outcomes for the community.

Background

- Relocation announcement in 2026-27 ACT Budget. The Government will invest $3.108 million in capital funding over two years from 2026–27, while reducing ongoing lease expenditure by exiting 21 Bowes Street.
- The relocation will eliminate lease costs at the current Access Canberra location at 21 Bowes Place, generating savings of more than $2.2 million per year, in addition to future rent increases.
- A 'FlexiSpace' which is a flexible working location for ACT Government public servants will continue to be provided in the Woden Town Centre. Options for a future location are currently being explored.
- Access Canberra staff who currently work from the Cosmopolitan building (levels 3-5) will relocate to Dickson Office Building, as well as staff continuing to be able to work from a Woden flexispace, or multiple flexispaces across the city, or from home where applicable.

Questions and Answers

Q: Why is Access Canberra Service Centre moving into the library?

A: This project will create a convenient community hub where residents can access library services, government services and community facilities in one location. Bringing services together makes it easier to access information, support and services in a single visit while keeping both services in the heart of Woden.

Q: What will happen to the current Access Canberra services in Woden?

A: Access Canberra Service Centre will remain in Woden and relocate to the refurbished Woden Library building, ensuring residents continue to have access to services in the town centre. Office-based staff will relocate to existing ACT Government office accommodation.

Q: Will library spaces, programs or community facilities be reduced?

A: No. Woden Library will continue operating from its existing ground floor location and will continue providing the services, collections, meeting rooms and public amenities valued by the community. This project is about bringing two important community services together, not reducing library services.

Q: Will there be any reduction in Access Canberra services?

A: No. Customers will continue to have access to the full range of Access Canberra services from a dedicated customer service area within the refurbished building. This project is about relocation not reduction of services. Access Canberra Service Centre will operate from its own dedicated customer service area within the building.

Q: Will services remain available during construction?

A: Maintaining access to services throughout the transition is a priority. The project will be carefully planned and staged to minimise disruption, and the community will be kept informed of any temporary arrangements that may be required. If interim arrangements are required, the Government will ensure Woden residents continue to have access to Access Canberra services.

Q: Won't Access Canberra customers make the library noisy and less welcoming?

A: The project includes dedicated spaces for both services, and the design phase will consider customer flows, acoustic treatments, accessibility and user experience. The objective is to ensure the library remains a welcoming place while improving community access to services.

Q: What about concerns regarding staff and customer safety?

A: Safety will be a key consideration in the design and operation of the facility. Detailed planning will consider customer movement, service areas and operational requirements to ensure the facility remains safe and welcoming for everyone who uses it.

Q: Will the new location be accessible and easy to get to?

A: Yes. Accessibility is a key priority for the project. The Woden Library building is centrally located within the town centre, close to the Woden Transport Interchange, and has nearby accessible parking. Community feedback on accessibility and customer experience will also help inform the design.

Q: What is the ACT Government doing about parking and accessible parking?

A: As the project is an internal fitout, no changes to parking arrangements are currently proposed.

There are existing accessible parking spaces and drop-off locations close to the library precinct, including accessible parking on Corina Street and nearby car parks.

Q: Is this just about saving money?

A: No. This project delivers community benefits as well as value for money. It keeps Access Canberra Service Centre in Woden, improves access to services, strengthens the role of the library as a community hub and makes better use of public facilities. Residents continue to receive the services they rely on while benefiting from a more convenient and connected location.

Q: Why wasn't the community consulted before the decision was made?

A: The decision to relocate Access Canberra was made as part of broader government accommodation planning and follows recommendations supporting co-location of community-facing services. Community consultation will now focus on the detailed design of the facility, including accessibility, customer experience and how the building can best serve the community.

Q: Why spend money modifying the library rather than simply renewing the lease?

A: The lease at 21 Bowes Place expires in early 2027. The Government considered options and determined that investing in a government-owned facility would provide a long-term solution that supports service delivery, community access and more efficient use of public assets.

Q: How much is this really going to cost taxpayers?

A: The 2026-27 Budget allocated funding for the refurbishment project as part of a broader strategy to reduce ongoing accommodation costs while maintaining services for the community. The project is intended to provide long-term value through improved service delivery and better use of government-owned infrastructure.

Q: Why is the Government pulling office workers and customer foot traffic out of the heart of Woden — from the Cosmopolitan building?

A: The ACT Government recognises the importance of local businesses to the Woden Town Centre. The Woden Town Centre has seen considerable investment by the ACT Government over recent years with the establishment of the new CIT Woden campus and new Transport interchange. The decision to relocate the Woden Access Canberra Service Centre forms part of broader accommodation planning associated with the expiry of the Access Canberra lease at 21 Bowes Place and consideration of opportunities to co-locate community-facing services within government-owned assets in the heart of Woden.

Options explored on whether to co-locate the Service Centre into a government-owned asset or continue current arrangements (partially or in full) were assessed by Government as a part of the 2026-27 Budget. The upcoming lease expiry provided the Government with an opportunity to co-locate community-facing services, provide alternative FlexiSpace in the Woden Town Centre and reduce overall costs to the Government without diminishing access to services in Woden.

Q: How does this support the future of Woden?

A: Woden is continuing to grow and evolve. This project helps ensure residents have access to modern, accessible and convenient services while strengthening Woden Town Centre as a place where people can connect, access services and participate in community life.

Q: What is the actual benefit for the average resident?

A: The biggest benefit is convenience. Instead of visiting multiple locations, residents will be able to access library services, government services, information and community facilities in one central location. The project also invests in accessibility and helps ensure these services remain available in Woden for the long term.

Action Officer:

Shane Cosgrove, Assistant Director, Communications and Engagement, Delivery – Places and Spaces

Cleared by:
Faheem Khan, Executive Group Manager, Delivery – Places and Spaces

2026-27 - BUDGET DAY BRIEF

Portfolio/s: City and Government Services / Public Service

iCBR C15 – Relocation of Access Canberra Woden

[redacted]

Talking points

- The ACT Government will invest $3.108 million in capital funding over two years from 2026-27 to accommodate the relocated Access Canberra Service Centre in the Woden Library, with a reduction in lease expenditure of as a result of consolidating accommodation footprint.
- The co-location of services and relinquishment of the lease at 21 Bowes Street ensures Government is optimising efficiency across its portfolio of accommodation, making the best use of public funds and co-locating Government services.
- The project delivers meaningful alignment in services to the community by bringing together the Woden Library and Access Canberra.
- This approach balances strong investment in community infrastructure with the current fiscal environment, delivering value for money, enabling the Government to make the best use of public funds, including co-locating key community services and developing broader precinct opportunities.
- The flexispace will be relocated into ACT Government buildings in the Woden Town Centre [2-6 Bowes Street or the Woden Library], in line with government policy to maintain flexispaces across each town centre location.
- The project will aim to limit interruption to both the Service Centre and Woden Library.
- The Government currently leases three floors at 21 Bowes Street, that accommodates the Woden Access Canberra Service Centre, Access Canberra back-office staff and an ACT Government Flexispace.
- With the current lease at 21 Bowes Street approaching its end date, the Government has chosen not to renew the lease, saving substantial ongoing leasing costs and will instead co-locate the current services with existing ACT Government facilities.

- The back-office services of Access Canberra are planned to relocate to the Dickson office building at 480 Northbourne Avenue.

ACT Government
Infrastructure Canberra

Minister Paterson - Woden Community Council Meeting

Talking Points

Access Canberra Service Centre Woden Relocation

- The Government will refurbish the Woden Library at the corner of Furzer Street and Corinna Street in order to relocate the existing Access Canberra Service Centre that is currently located at 21 Bowes Place.
    - The Government has committed $3.108 million in the 2026-27 ACT Budget to design and construct the refurbished Access Canberra Shopfront within the Woden Library
    - The new library service is planned to be relocated and operating from the new library site by the end of this current financial year.
    - *iCBR notes that Access Canberra and Library staff and unions have not been fully briefed and consulted on the relocation plans, this is scheduled to happen as a part of developing the design to fulfill the scope requirements.*
    - iCBR continues to engage with building owner of 21 Bowes Street, which houses the current leased spaces for the Access Canberra shopfront, Access Canberra staff accommodation and Woden Flexispace.
    - The relocation of the Access Canberra shopfront will support the consolidation of public facing services giving better access to a range of government services at this central community hub.
    - The Government has requested further advice on options for continuing to maintain a flexispace in the Woden Town Centre.
    - This initiative contributes to the Budget wellbeing domains of Access and connectivity and Governance and institutions.

Woden Community Centre

- The ACT Government has committed to delivering a new community centre in Woden and will now achieve this through a fit-for-purpose leased space in an existing building in the town centre, ensuring the community receives a modern, high-quality facility sooner.
- The new community centre will be located near the public transport interchange and town centre and will accommodate Woden Community Services and provide important community space for other organisations and groups to host programs, meetings and other activities.
- This approach balances strong investment in community infrastructure with the current fiscal environment. Woden Community Services will continue operating from its current Shea Street location.
- A centrally located, accessible, leased facility will better support Woden Community Services and the broader community providing flexible spaces for programs, meetings and activities in a location close to public transport and services.
- The previously agreed site of the new Woden Community Centre at Block 34 Section 80 Philip will be considered by government as part of future planning for the surrounding precinct (including Callam Offices).
- A Registration of Interest for the lease option was undertaken in 2025, followed by a Request for Expression of Interest process in January 2026.
- This initiative contributes to the Budget wellbeing domains of Social connection and Identity and belonging.

Mister Speaker,

It is my privilege to provide an update on the initiatives in the 2026-27 budget under my portfolios that will support our growing region.

[Intro]

Public Service

Woden Community Centre

The ACT Government is continuing to progress the lease procurement for a new Woden Community Centre.

This centrally located and accessible facility will provide an important new home for Woden Community Services and a valuable resource for the broader Woden community.

The new centre will provide flexible spaces for programs, meetings and community activities, in a location that is close to public transport and other essential services.

As we progress this work, Infrastructure Canberra will be working closely with Woden Community Centre to ensure the design of the new facility reflects the needs of the organisation and the community it serves.

Access Canberra Relocation to Woden Library

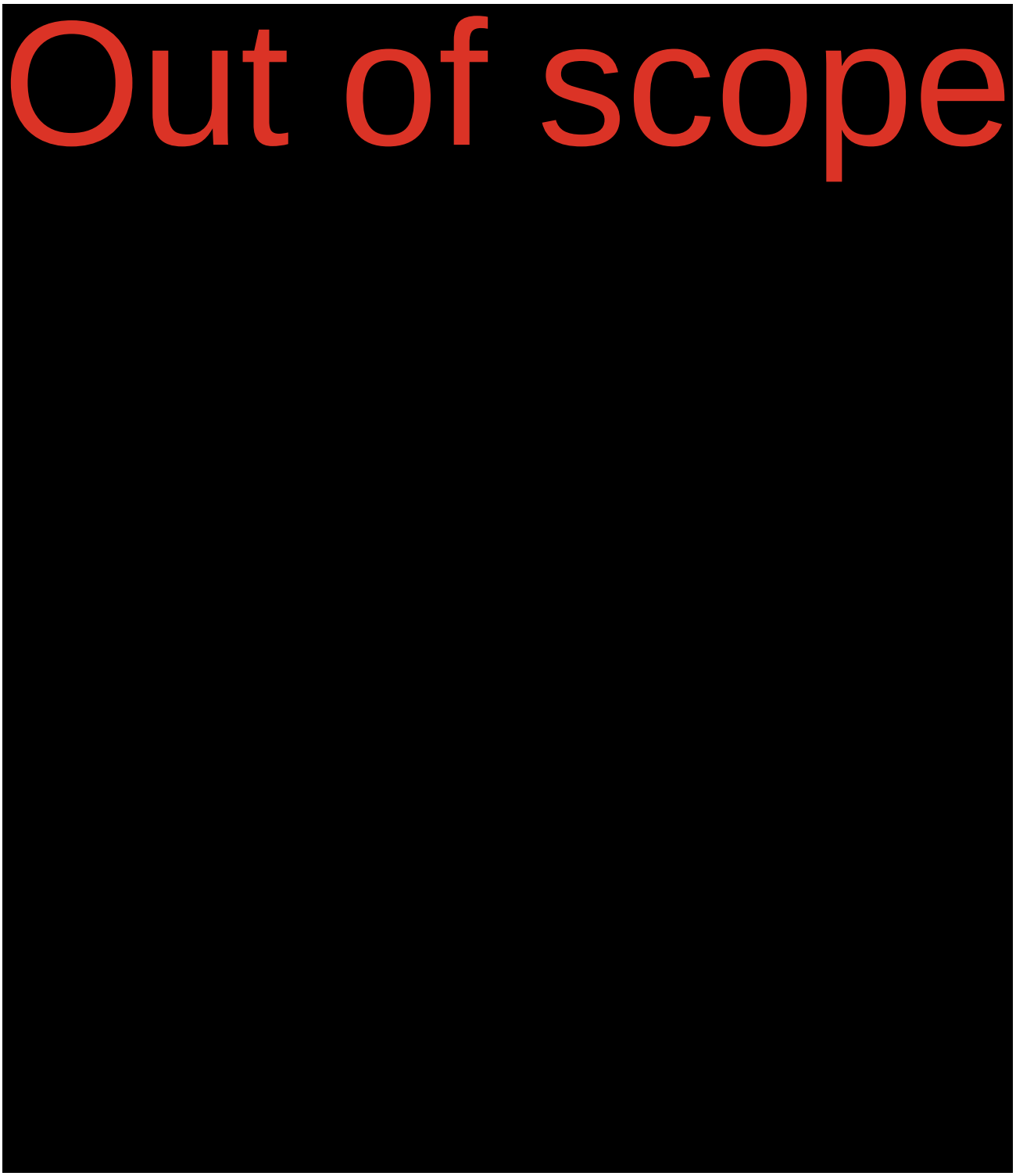
We are also progressing plans to relocate Access Canberra services to Woden Library.

Infrastructure Canberra has commenced work on the documentation and developed a concept design for the relocation, with a strong focus on minimising disruption to the library's existing operations. Importantly, the current community rooms will not be impacted by the proposed works.

We are working closely with our partners in the City and Environment Directorate to develop a comprehensive community consultation and communications approach. This will allow us to engage with the community on key aspects of the design as we move into procurement.

We expect consultation to commence alongside the procurement process. This will provide an opportunity for community feedback to be considered early, allowing the successful contractor to incorporate relevant feedback as the design progresses.

In the meantime, Infrastructure Canberra is also working with the landlord at 21 Bowes Place to explore options for extending the current lease. This will help ensure Access Canberra can continue to provide services to the Woden community while the transition to the Woden Library is progressed.





Closing

[Closing statement]

END

Talking Points

Issue

Date:

Subject: Cheyne Budget Initiative speech

Cheyne Office has requested iCBR draft 2-5 paragraphs (speech-style) for inclusion in the Minister's Budget Debate Speech. This should include initiative descriptors from estimates with any pertinent updates.

iCBR input to Budget Debate Speech

Out of scope

[redacted]

Access Canberra Relocation to Woden Library

(Information below also provided to Minister Stephen-Smith)

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Infrastructure Canberra has commenced work on the documentation and developed a concept design for the relocation, with a strong focus on minimising disruption to the library's existing operations. Importantly, the current community rooms will not be impacted by the proposed works.

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We expect consultation to commence alongside the procurement process. This will provide an opportunity for community feedback to be considered early, allowing the successful contractor to incorporate relevant feedback as the design progresses.

In the meantime, Infrastructure Canberra is also working with the landlord at 21 Bowes Place to explore options for extending the current lease. This will help ensure Access Canberra can continue to provide services to the Woden community while the transition to the Woden Library is progressed.

Action Officer: Tania Navarro, Senior Director, Communications and Engagement

Cleared by: Ed Owens, A/g Executive Group Manager, Delivery – Transport and Civil