Oaks Estate Strategic Plan 2025-2030 - 2026 Progress Report

The Oaks Estate Strategic Plan was released in October 2025 following in-depth engagement with residents and stakeholders. The plan summarised what we heard during the community engagement and provided a response to the issues raised, including outlining what services were already provided by the ACT Government and what actions we would commit to over the life of the plan to improve the safety, wellbeing and connectedness of Oaks Estate.

The following table includes the 37 actions identified in the Strategic Plan. Short-term actions were intended to be implemented within the first year, medium-term actions within 2 years, and long-term actions require further development and planning over the life of the plan. Ongoing actions will be in place for the life of the plan and any actions that require additional resources are subject to agreement through future ACT Budget processes.

We are committed to reporting annually on the implementation of the Strategic Plan and we are pleased to present this first progress report.

Actions	Timeframe	Lead	Status	Implementation Update
Implementation, engagement and reporting				
1. Continue the Oaks Estate Executive Working Group (OEEWG) to oversee the implementation of actions.	Ongoing	HCSD	**Ongoing**	The OEEWG has met 3 times since the Strategic Plan was released.
2. Meet twice per year with Oaks Estate Residents' Association (OERA) to hear feedback and monitor the effectiveness of implemented actions.	Ongoing	OEEWG & OERA	**Ongoing**	The OEEWG Chair has met with members of the OERA twice since the Strategic Plan was released.
3. Establish the Oaks Estate Connected Communities Working Group (OECCWG) to focus	Short	HCSD	**Completed**	The OECCWG was established in August 2026 and had met once at the time the progress report was

	on developing prosocial and community development opportunities in the suburb.				prepared. It will continue to meet over the life of the Strategic Plan.
4.	Annual report to the Legislative Assembly to provide updates on the implementation of the Strategic Plan.	Ongoing	HCSD	**Ongoing**	The first progress report was tabled in the Legislative Assembly in October 2026.
5.	Publish an annual 'traffic light' update on implementation progress.	Ongoing	HCSD	**Ongoing**	The first progress report will be published following its tabling in the Legislative Assembly in October 2026.
Safety					
6.	Explore proactive opportunities for police and other emergency services to engage with members of the community.	Medium	JACS	**In Progress**	A cop pop-up event is being scheduled for late 2026. The exact date will be shared once confirmed.
7.	Provide information on how to report crime and call emergency services when required.	Short	JACS	**Completed**	An information factsheet was distributed to Oaks Estate residents in July 2026.
8.	Provide information about Victim Support ACT.	Short	JACS	**Completed**	An information factsheet was distributed to Oaks Estate residents in July 2026.
9.	Provide information on SafeHomes, including eligibility and how to access the program.	Short	JACS	**Completed**	An information factsheet was distributed to Oaks Estate residents in July 2026.
10.	Provide information on responsible dog ownership.	Short	CED	**Completed**	An information factsheet was distributed to Oaks Estate residents in July 2026. Access Canberra supported HCSD in developing the factsheet outlining requirements for microchipping, desexing, registration, effective control of dogs,

					enforcement patrols, and rules for dogs in public places. Further, targeted community engagement activities were undertaken by Access Canberra with Oaks Estate residents through letterbox drops in areas associated with recurring animal management concerns to promote responsible dog ownership. This included the distribution of 34 information letters to residents on 15 May 2026, and the provision of educational resources to a local business for display. One resident enquiry was received, with no other concerns raised, indicating information was successfully delivered and awareness increased within the community.
11.	Review signage in unleased areas.	Medium	CED	**Not Yet Commenced**	CED will review signage within off-leash areas to ensure appropriate information is available to support responsible dog ownership and compliance. Opportunities for improvement will be considered as part of ongoing compliance activities for roaming dogs.
12.	Explore engaging a mobile veterinary service, through the Community Inclusion Program provided by Vinnies, to undertake 'pop-up' clinics to provide low-to-no cost microchipping and desexing services to low-income community members.	Medium	HCSD/CED	**In Progress**	Access Canberra continues to support access to low-cost desexing through subsidised programs, including arrangements delivered by the National Desexing Network and RSPCA ACT, where the ACT Government contributes to reducing the overall cost for eligible pet owners. Opportunities for partnerships with mobile veterinary clinics to improve access to affordable desexing and microchipping services within Oaks Estate continue to be explored, with

				implementation planned during the current financial year. Animal regulation officers have recently obtained microchipping accreditation, and options are being developed to deliver planned community-based microchipping activities for low-income residents.
13. Conduct patrols to detect roaming dogs and non-compliance with registration, microchipping, desexing, and licensing of multiple pets and declared dangerous dogs.	Medium	CED	**In Progress**	Between February and April 2026, Access Canberra conducted 8 proactive compliance patrols across Oaks Estate, incorporating both high-visibility and targeted patrol activities. Animal regulation officers observed generally high levels of compliance, with no significant non-compliance identified and no declared dangerous dogs residing in the suburb. Community engagement and education formed a key component of patrol activities. Compliance activity for Oaks Estate is part of regular Access Canberra program planning. Further patrols are planned for the later part of 2026.
14. Schedule mobile speed cameras and evaluate the impact of speeding in the suburb and assess if the situation has changed and requires a renewed response.	Medium	CED	**In Progress**	Access Canberra's Traffic Camera Compliance team is responsible for mobile speed camera deployments and evaluating their impact. Approved mobile camera sites are currently located on Oaks Estate Road and Railway Street. Deployment is informed by risk, enforcement data and identified speeding behaviour. Access Canberra will be asked to review available data and determine whether further deployment or an additional response is warranted.

Housing				
15. Explore planning and related assessments to support the release of vacant blocks.	Medium	SLA	**In Progress**	Heritage assessments are underway with onsite investigations to be undertaken in the coming months.
16. Develop an Asset Strategy for properties owned by the Commissioner for Social Housing that will explore opportunities for the renewal, redevelopment, redistribution and/or divestment of social housing assets in Oaks Estate.	Long	HCSD	**Not Yet Commenced**	
17. Provide information to social housing tenants, residents and service providers about how to raise repair and maintenance requests, and how and when common areas are maintained.	Short	iCBR	**Completed**	An information leaflet was distributed to social housing tenants and service providers in July 2026.
18. Attend to all repairs and maintenance requests raised by tenants and services providers.	Ongoing	iCBR	**Ongoing**	Under the current Total Facilities Management arrangements, Programmed is responsible for managing responsive maintenance requests lodged by tenants and service providers. Programmed is required to attend and respond to these requests within the prescribed timeframes set out in the contract, with performance monitored against the agreed service levels and response requirements for responsive maintenance.
19. Promote the Tenant Participation Grants to eligible residents to support community inclusion and encourage public and social housing tenants to participate in a range of	Short	HCSD	**Completed**	The 2026-27 Tenant Participation Grants were promoted to social housing tenants in Oaks Estate in September/October 2026.

	sporting, arts, cultural, education, employment and training activities.			
20.	Explore opportunities to continue funding the Community Inclusion Program beyond 30 June 2026, noting this may be subject to a future budget process.	Medium	HCSD	**Completed**	The 2026-27 Budget included $2.4 million over 4 years for the continued operation of the Community Inclusion Program, which assists residents with complex needs, building community cohesion and strengthening social wellbeing.
Places and Spaces					
21.	Investigate the requests for tree maintenance and commemorative plantings that were made through the community engagement.	Medium	CED	**In Progress**	Requests for tree maintenance and commemorative plantings identified through community engagement will be reviewed and considered through relevant City Services assessment processes.
22.	Provide information on using Fix My Street to report issues and concerns and/or make requests for City Services, such as damaged footpaths, abandoned cars, illegal dumping and bulky waste collection.	Short	CED	**Completed**	An information factsheet was distributed to Oaks Estate residents in July 2026.
23.	Explore options for upgrades to footpath and installing handrails to the river walk, noting any upgrades and new infrastructure may be subject to a future budget process.	Medium	CED	**Not Yet Commenced**	Roads ACT will undertake an inspection of River Street and Hazel Street to identify any path defects or trip hazards. Any required remediation works will be considered for inclusion in future maintenance programs. Work to explore options for upgrades to the footpath and the installation of handrails along the river walk has not yet commenced. Any future upgrades or new infrastructure would be subject to

				further assessment, prioritisation, and consideration through future budget processes.
24.	Investigate damage to road signs and line markings, particularly to ensure safety for pedestrians.	Medium	CED	**In Progress**	Roads ACT has reviewed line marking in Oaks Estate and will schedule maintenance at the intersections of Hazel Street/McEwan Avenue and Hazel Street/Florence Street. Works will be completed as part of a future program, subject to available resources and priorities. A drive-through inspection identified no new or unreported damaged or defective road signs. Previously reported sign issues have been addressed, and there are currently no known outstanding sign maintenance issues within Oaks Estate.
25.	Explore opportunities to improve the streetscape and pedestrian linkages around the Territory-owned vacant blocks as they are prepared for release.	Medium	SLA	**Not Yet Commenced**	This work will be undertaken following the completion of the planning and related assessments in action 15.
26.	Explore options to facilitate increased community access to the Oaks Estate Community Hall.	Medium	iCBR	**In Progress**	The Oaks Estate Community Hall remains one of the ACT Government's lowest cost community venues. The average cost of hiring a similar size and quality of venue in the ACT sits at between $100-250 per day, whilst larger, more modern facilities can cost between $300-600+ per day. The cost of hiring Oaks Estate Hall for eligible community groups is $100 per day. iCBR has in place flexible booking arrangements where there are no competing bookings, a lower security bond than comparable facilities, and the provision of cleaning services at no cost to hirers.

				Any decision to further reduce the cost of hire for the hall would be a decision for Government. iCBR will continue to, where possible, identify future opportunities to simplify access arrangements, reduce barriers to participation and improve the overall user experience.
27. Provide an update to the community on Robertsons' House.	Short	iCBR	**Completed**	An information factsheet was distributed to Oaks Estate residents in July 2026.
Transport				
28. Review public transport policies regarding support mechanisms available for isolated communities or communities that experience barriers to accessing public transport.	Medium	CED	**Completed**	Transport Canberra has developed the Oaks Estate Cross-Border Travel Recognition Policy, which recognises travel arrangements for Oaks Estate residents and enables seamless connections between CDC Canberra and Transport Canberra services for both outbound and return journeys. The policy is expected to be published on the Transport Canberra website in the coming months as part of Transport Canberra's broader Terms of Use review and implementation program.
29. Continue engagement and collaboration with NSW Government and bus operators on public transport for the benefit of people living in Oaks Estate.	Medium	CED	**In Progress**	Transport Canberra has developed an Oaks Estate Cross-Border Travel Recognition Policy to support Oaks Estate residents travelling across the ACT-NSW border. The policy recognises travel arrangements that allow customers to connect between CDC Canberra and Transport Canberra services for both onward and return journeys.

				The policy is expected to be published online in the coming months as part of Transport Canberra's broader work to review and implement its Terms of Use.
30. Write to local taxi and rideshare companies and encourage them to service Oaks Estate.	Short	HCSD	**Completed**	Letters were sent to local taxi and rideshare companies in May 2026. We are aware of at least one ride share company reviewing cross border operations as a result.
31. Explore opportunities to collaborate better with Vinnies (and other non-profit organisations supporting the local community) to facilitate access to, and journey planning for, public transport.	Short	CED	**In Progress**	To support this initiative, Transport Canberra is currently drafting a fact sheet, including links to journey-planning tools and public transport resources, for storage on computers at Vinnies hubs to assist community members in accessing and navigating the public transport network.
32. We will seek to better understand the transport needs of Oaks Estate students enrolled in ACT Public Schools.	Short	CED/EDU	**In Progress**	EDU compiled data on the number of Oaks Estate students attending ACT schools. In March 2026, bus routes servicing priority enrolment area schools were reviewed against school bell times. Final validation of route suitability and scheduling is ongoing.
Health				
33. Explore opportunities to enhance service delivery for the Chat to PAT mobile outreach van in Oaks Estate through the Capital Health Network.	Short	HCSD	**Completed**	Chat to PAT mobile services was increased to weekly frequency in Oaks Estate in early 2026.
34. Provide digital health service promotional material to residents and service providers to	Short	HCSD	**Completed**	An information factsheet was distributed to Oaks Estate residents in July 2026.

	raise awareness of the available health supports for the Oaks Estate community.				
35.	Raise postcode-related digital services access issues with the Australian Government.	Short	HCSD	**Completed**	Services Australia was contacted and confirmed that both the Medicare and OneGov systems record Oaks Estate as being located within the ACT and that residents do not have to identify as NSW residents.
36.	Explore opportunities for new NGO mental health support services through the mental health commissioning process.	Medium	HCSD	**Completed**	Starting in April 2026, the Mental Health Foundation is working with St Vincent de Paul to provide targeted mental health supports to people with mental health concerns in Oaks Estate through the Housing Accommodation Support Initiative.
Education					
37.	Explore cross-border school access through the MOU.	Long	EDU/CMTEDD	**Completed**	Analysis of NSW and ACT school enrolments in November 2025 found ACT-resident students from adjacent small communities are enrolled in NSW schools. ACT students can enrol 'out of area' in NSW schools, subject to local enrolment criteria and amendment of the MOU is not required at this time.