

Mr John Alexander
Chair
House of Representatives Standing Committee on Infrastructure, Transport and Cities
PO Box 6021
Parliament House
CANBERRA
Canberra ACT 2600

Dear Mr. Alexander,

As Australia's largest integrated services provider, Downer has a unique insight into the planning and development of our national infrastructure and services. In over one hundred years of operation we have developed a proud track record of meeting the needs and requirements of our metropolitan, regional and remote population centres and local communities.

Downer is a leading provider of services to customers in markets that cover: Transport; Utilities; Engineering, Construction and Maintenance (EC&M); Mining; Rail; and Facilities Management.

Through our commercial activities Downer is experiencing first-hand the transition underway in our economy and the changes occurring in our society. Our cities are coming under increasing economic, social and environmental pressures.

Across Australia and New Zealand we manage over 72,000 kms of roads, in public transport we deliver 36,000 services every week, we manage important utilities such as water and electricity transmission, we deliver renewable energy solutions and we provide technological and operational solutions across a broad range of services.

Through our involvement in the delivery and management of critical infrastructure and operations, we bring an informed perspective into the value that could be achieved through remote monitoring of assets and services (IoT/M2M), the rise of autonomous AI in service delivery with the capacity to learn, and the growing trend to robotics and novel approaches such as chatbots and algorithmic trend analysis.

These initiatives and operational technologies will proliferate Australia given it is already one of the most heavily urbanised countries in the world with two in three Australians living in a capital city. In Downer we are acutely aware of Australia's ever increasing ageing population, which will see people living for longer thus placing additional demands on scarce resources and our urban infrastructure.

The focus of our submission is on helping Australian communities respond to these challenges and transition to a more sustainable future by supporting the development and provision of infrastructure and services that enhance urban liveability and support our quality of life.



In our submission we identify the emerging trends in the continued development of 'smart cities' across Australia, especially in transport, utilities and the immense changes underway in the provision of important services to the community.

Downer has put forward a number of suggestions for how we can all work together in the development of the 'smart cities' that we will need to maintain our standard of living and to adapt to the ever increasing disruption and pace of change.

Please contact Sasha Grebe at sasha.grebe@downergroup.com if you have any questions or if we can provide the Committee with any additional information. If required we are of course available to appear before the Committee to discuss these issues and our submission further.

Yours sincerely,

Grant Fenn
CEO
Downer Group