



FREEDOM OF INFORMATION COVERSHEET

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI reference: 24-017

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Schedule	Published
4. Documents	Published
5. Additional information identified	Not Applicable
6. Fees	Not Applicable
7. Processing time (in working days)	29 days
8. Decision made by Ombudsman	Not applicable
9. Additional information identified by Ombudsman	Not applicable
10. Decision made by ACAT	Not applicable

11. Additional information identified by ACAT	Not applicable
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Freedom of Information - Access Application to Transport Canberra and City Services - Submission confirmation

Your submission has been successful. Please keep a copy of this receipt for your records.

Date and time

Reference code

13 Feb 2024 5:58:41 PM

Y5R3H3H8

Transport Canberra and City Services (TCCS)

GPO Box 158
Canberra ACT 2601

Phone: 02 6207 2987
Email: TCCS.FOI@act.gov.au

Applicant details

Title

Given name

Family name

[Redacted]

[Redacted]

[Redacted]

Preferred name

[Redacted]

Preferred method of contact

Phone Email Post

Contact phone number

Contact email address

[Redacted]

[Redacted]

Contact postal address

Address line 1

[Redacted]

Address line 2

[Redacted]

Suburb

State

Postcode

Sydney

NSW

2000

Preferred method to receive information *

Email Post

Same as contact email address

Information request

Who are you making the request on behalf of?

A third party

Attach evidence of authority to make this application *

Authority - Access Application to Transport Canberra and City Servic...

What type of information are you requesting access to? *

Other information

What information are you requesting access to under the Act? *

1. Any documents in your possession in relation to the Accident on 31 August 2023;
2. Internal procedures with respect to the maintenance of the Premises and procedures that are or should be adopted to ensure the potential hazards are removed;
3. Internally generated reports or all documentation including file notes, investigation notes/reports and statements relating to the Accident or the area where our client sustained injury;
4. Maintenance/repair records for the relevant footpath area where our client tripped over from two years prior to the Accident to date including subsequent to the Accident;
5. Any photos and reports, notes or complaints made on 31 August 2023 in relation to the Accident;
6. Any complaints made about the Premises prior to 31 August 2023;
7. Any internally generated reports or all documentation relating to any injuries sustained on the Premises prior to 31 August 2023;
8. Any and all photos of the relevant footpath area where our client tripped over on the date of the Accident;
9. Document relating to any complaints that were made regarding the Premises where our client fell; and
10. Any CCTV video surveillance from 6 hours before the Accident to 6 hours after the Accident.

Attach a description or additional details about the information you are requesting access to (optional)

Do you have a similar or identical request currently under review by another ACT Government Directorate?

Yes No

Please select applicable Directorates

- Chief Minister, Treasury and Economic Development Directorate
- Community Services Directorate
- Education Directorate
- Environment, Planning and Sustainable Development Directorate
- Health Directorate
- Justice and Community Safety Directorate
- Major Projects Canberra

Are you enquiring as

Other

Do you wish to apply for a waiver of fees associated with processing your application?

Yes No

Provide a statement about how the release of information is in the public interest (optional)

Would you like to provide any additional information? (optional)

We act for [REDACTED] with respect to an accident which occurred on the footpath outside of the Canberra Wine and Spirit Merchants bottle store on 39 Ainslie Place, Canberra ACT 2601 ("the Premises") on 31 August 2023 ("the Accident").

Attach additional documents to support your application (optional)

AUTHORITY

TO: Access Canberra
Transport Canberra and
City Services

NAME: [REDACTED]

ADDRESS: [REDACTED]

DATE OF BIRTH: 20/05/1963

I, [REDACTED] of [REDACTED] ACT 2904, hereby authorise you to supply to my solicitors, [REDACTED] [REDACTED] Sydney NSW 2000 with all documents requested by them for any and all periods of time they require pertaining to me and/or the above claim on request.

I authorise for copies of this authority to be accepted as the original if provided by [REDACTED]

13/02/2024

.....
Dated



Dear [REDACTED]

Freedom of Information Request - Reference 24-017

I refer to your application for access to government information received by Transport Canberra and City Services (TCCS) on 13 February 2024. It is my understanding that you are seeking access to the following government information:

“1. Any documents in your possession in relation to the Accident on 31 August 2023; 2. Internal procedures with respect to the maintenance of the Premises and procedures that are or should be adopted to ensure the potential hazards are removed; 3. Internally generated reports or all documentation including file notes, investigation notes/reports and statements relating to the Accident or the area where our client sustained injury; 4. Maintenance/repair records for the relevant footpath area where our client tripped over from two years prior to the Accident to date including subsequent to the Accident; 5. Any photos and reports, notes or complaints made on 31 August 2023 in relation to the Accident; 6. Any complaints made about the Premises prior to 31 August 2023; 7. Any internally generated reports or all documentation relating to any injuries sustained on the Premises prior to 31 August 2023; 8. Any and all photos of the relevant footpath area where our client tripped over on the date of the Accident; 9. Document relating to any complaints that were made regarding the Premises where our client fell; and 10. Any CCTV video surveillance from 6 hours before the Accident to 6 hours after the Accident”.

I thank you for providing a copy of authority to act and enclosing a Google Maps image for ease of reference.

Point 10 your application was transferred to Justice and Community Safety Directorate as the agency responsible for the Public Safety CCTV Network.

Timeframes

A decision is due on your access application by 27 March 2024.

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 FOI Act.

Decision on access

In accordance with the FOI Act, a search of TCCS records, which are accessible, has been completed and 12 records have been identified as relevant to your application. In reviewing these records, it was identified that 3 of the records were already the subject of a previous decision on another access application and are currently publicly available. In accordance with the FOI Act I have refused to deal with your application where it applies to these records as the information is already

available. However, I have included links to the online publications in the schedule at [Attachment A](#) for completeness.

Upon reviewing the information within the remaining 9 records and applying the public interest test under section 17 of the FOI Act, I have decided to provide you with:

- Full access to seven records; and
- Partial access to two records.

The records identified as relevant to your application are listed in the schedule enclosed at [Attachment A](#). A copy of the records with deletions applied to the information I have found to be contrary to the public interest is enclosed at [Attachment B](#). The reasons for my decision are detailed further below in the statement of reasons.

Statement of Reasons

In making my decision on disclosing the relevant government information, I must identify all relevant factors in schedule 1 and 2 of the FOI Act and determine, on balance, where the public interest lies. I have taken the following into account:

- The FOI Act; and
- The *Human Rights Act 2016*.

Schedule 1:

- No relevant sections identified.

Schedule 2:

Factors favouring disclosure (Schedule 2.1)

- Schedule 2.1(a)(i) - promote open discussion of public affairs and enhance the government's accountability.
- Schedule 2.1(a)(iv) - ensure effective oversight of expenditure of public funds.
- Schedule 2.1(a)(viii) - reveal the reason for a government decision and any background or contextual information that informed the decision.

Factors favouring non-disclosure (Schedule 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 2016*.

In reviewing the relevant records, personal information of third parties has been identified. I have considered that this information is not readily available to the public and the disclosure of this information is likely to prejudice the protection of an individual's right to privacy under the *Human Rights Act 2004*. I have attributed significant weight to this factor and find the disclosure of personal information to be, on balance, contrary to the public interest.

I have found that the factors favouring disclosure can be satisfied with the deletion of information which is contrary to the public interest. A copy of the relevant information is enclosed at [Attachment B](#).

Charges

In accordance with [Freedom of Information \(Fees\) Determination 2018](#), a fee of \$0.35 per page of information disclosed, except for the first 50 pages, may be applied to an access application. No fees are applicable to this application as the number of pages being released are within the fee-free threshold.

Online publishing – disclosure log

Under section 28 of the Act, TCCS maintains an online record of access applications called a disclosure log. In accordance with section 28, your application, my decision, and the information disclosed to you will be published within 3 – 10 business days. You and your client’s personal information will be removed prior to publication. You may view the TCCS’ disclosure log [here](#).

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 an Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in TCCS’ 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 on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from ACAT at:

ACT Civil and Administrative Tribunal
GPO Box 370
CANBERRA CITY ACT 2601
Telephone: (02) 6207 1740
www.acat.act.gov.au

If you have any queries concerning the directorate’s processing of your request, or would like further information, please contact the TCCS FOI team on (02) 6207 2987 or email to tccs.foi@act.gov.au.

Yours sincerely



Lisa Johnson
Information Officer

26 March 2024

ATTACHMENT A - ACCESS APPLICATION SCHEDULE, FREEDOM OF INFORMATION

Reference Number: 24-017

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: https://www.cityservices.act.gov.au/about-us/freedom_of_information/disclosure-log

Factors favouring non-disclosure:

Schedule 2.2(a)(ii) - prejudice the protection of an individual's right to privacy or any other right under the *Human Rights Act 2016*.

Reference number	Page number	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1-6	Salesforce search results	Various	Partial release	Schedule 2.2(a)(ii)	Decision to be published on the TCCS Disclosure Log .
2	7-10	Case # 00352357	28 September 2023	Full release	Not applicable	
3	11-17	Case # 00352412	28 September 2023	Partial release	Schedule 2.2(a)(ii)	
4	18-19	FOI 24-017 Work Request list	Various	Full release	Not applicable	
5	20-22	FOI 24-017 Work Order List	Various	Full release	Not applicable	
6	23-24	WO66239	06 June 2023	Full release	Not applicable	
7	25-26	WO77000	-	Full release	Not applicable	
8	27-28	WO77004	-	Full release	Not applicable	

9	29-31	WO20727	10 December 2019	Full release	Not applicable	
10	-	Asset Management Operational Plan for Community Paths 1.3	November 2018	Available here	-	
11	-	Chapter 08D Community Paths	February 2018	Available here	-	
12	-	Community Path Inspection procedure 1.1	February 2018	Available here	-	

Total number of documents: 12

Date/Time Opened	Case Number	Subject	ACTCCS Description	Incident Address	Suburb	Assetic Work Request ID	AC Case Number	Account Name
23/03/2022	177463	Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other	<p>What is the material? Brick or concrete pavers</p> <p>What is the damage? Cracked, broken or uneven</p> <p>More Information Several uneven pavers with at least one missing completely. Is it causing traffic or cyclists to swerve? Yes</p> <p>Could it cause a trip, fall or injury? Yes</p>	Ainslie Place, south west end closest to pedestrian crossing to NAB	CITY	WR46664	459223	City Place Manager
26/04/2022	188000	Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other	<p>What is the material? Brick or concrete pavers</p> <p>What is the damage? Cracked, broken or uneven</p> <p>More Information London CCT, between the 2 entrances to Ainslie Place (opp. Civic Sq.). A brick paver is missing. Caller reports they fell into the hole left by the missing paver and has injured themselves. Caller will be seeking medical attention for injuries. Is it causing traffic or cyclists to swerve? Yes</p> <p>Could it cause a trip, fall or injury? Yes</p>	NATIONAL AUSTRALIA BANK 25 AINSLIE PL, CITY ACT 2601	CITY	WR50339	479957	
16/09/2022	228408	Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other	<p>What is the material? Brick or concrete pavers</p> <p>What is the damage? Uplifting due to tree root</p> <p>More Information I tripped over a tile outside the Canberra Centre Thursday 08 September at approximately 9.25am. I fell face forward and have bruises and abrasions. If there are cameras there, then the whole humiliating experience will be captured. Is it causing traffic or cyclists to swerve? Yes</p> <p>Could it cause a trip, fall or injury? Yes</p>	ANZ Ainslie Place	CITY	WR62557	575225	
11/10/2022	236907	Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other	<p>What is the material? Brick or concrete pavers</p> <p>What is the damage? Cracked, broken or uneven</p> <p>More Information The paving is damaged and pavers missing causing a trip hazard Is it causing traffic or cyclists to swerve? Yes</p> <p>Could it cause a trip, fall or injury? Yes</p>	ETHOS HOUSE 36 AINSLIE PL, CITY ACT 2601	CITY	WR65727	591098	

Date/Time Opened	Case Number	Subject	ACTCCS Description	Incident Address	Suburb	Assetic Work Request ID	AC Case Number	Account Name
19/10/2022	240283	Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other	<p>What is the material? Brick or concrete pavers</p> <p>What is the damage? Cracked, broken or uneven</p> <p>More Information I tripped and injured my knee and both wrists on a paver sticking up in Civic near the Canberra Times fountain and Ainslie Place on Wednesday 19 October 2022 around 9.00 am. [REDACTED] whilst walking to work at CMAG.</p> <p>Is it causing traffic or cyclists to swerve? No</p> <p>Could it cause a trip, fall or injury? Yes</p>	CITY WALK SURGERY 39 AINSLIE PL, CITY ACT 2601	CITY	WR66996	597203	
16/03/2023	301074	Notification of trip/fall as a result of an uneven paver in city walk Canberra	<p>[REDACTED] is reporting a fall she had as a result of tripping on an uneven paver in the city.</p> <p>She tripped between approximately 11:30am - 12pm. As a result she sustained injuries through the front of her chest where she landed. She subsequently attended Calvary hospital later in the day when the pain became worse.</p>	CITY WALK SURGERY 39 AINSLIE PL, CITY ACT 2601	CITY	WR83574	688054	[REDACTED]
10/07/2023	331443	Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other	<p>What is the material? Brick or concrete pavers</p> <p>What is the damage? Cracked, broken or uneven</p> <p>More Information Base for a small pole protruding.</p> <p>Is it causing traffic or cyclists to swerve? Yes</p> <p>Could it cause a trip, fall or injury? Yes</p>	BANK HOUSE 24 AINSLIE PL, CITY ACT 2601	CITY	WR88510	751670	[REDACTED]











- [Close Window](#)
- [Print This Page](#)

Case: 00352357

Case Owner Roads ACT

Reassignment Reason

Case Overview

Case Number 00352357 AC Case Number 00792027

Feedback Type Priority

Subject Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other Follow Up

Status Unassigned Comment Category Request for Service

Sub Status Unresolved Region

ACTCCS Description

More Information

Paver missing at the front of the Canberra Centre on footpath outside the front of Canberra Wine and Spirits Merchants Liquor Store located on Ainslie Place Canberra City. Just after Riverside Lane on left hand side.

Is it causing traffic or cyclists to swerve?

No

What is the material?

Brick or concrete pavers

What is the damage?

Cracked, broken or uneven

Could it cause a trip, fall or injury?

Yes

Assetic Detail

Assetic Status New Assetic Queue TCCS AMIS Concrete

Assetic Work Request ID WR94142 Assetic Team Allocation Concrete Gungahlin, City and Inner North

Assetic Target Finish Date Managing Platform Assetic

Assetic Status Comments

Work Details

Citizen Details

Account Name [REDACTED]

Contact Email [REDACTED]

Contact Phone

Case Details

Source Access Canberra Incident Address CITY PLAZA APARTMENTS 39 AINSLIE PL, CITY ACT 2601

Case Origin FMS Form Suburb CITY

Date/Time Opened 28/09/2023 1:06 PM

ACTCCS Longitude 149.13204690113923

Date/Time Closed

ACTCCS Latitude -35.280498879400326

System Information

Created By AC TCCS Integration, 28/09/2023 1:06 PM

Last Modified By Assetic TCCS Integration, 28/09/2023 2:26 PM

Contact Information

Account Name Audrey Hawthorne

Primary Phone

Birthdate

Email audreyhawthorne63@hotmail.com

Address Information

Billing Address

System Information

Created By AC TCCS Integration, 28/09/2023 1:07 PM

Last Modified By AC TCCS Integration, 28/09/2023 1:07 PM

Case History

28/09/2023 1:10 PM

User Assetic TCCS Integration
Action Changed Assetic Status to New.

28/09/2023 1:06 PM

User AC TCCS Integration
Action Changed Account Name to ██████████ Changed Sub Status to Unresolved. Changed Case Owner from AC TCCS Integration to Roads ACT. Deleted Medium in Priority. Changed Case Origin to FMS Form. Changed Case Record Type from TCCS General to ACT Roads. Created.

Notes

Customer Entry (Auto Note)

Last Modified 28/09/2023 1:07 PM

Owner AC TCCS Integration

Text Preview This is an auto note of the original customer submission. Subject: Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other Category: Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other AC Description (forms): Mor



Maintenance

Operational

Search

Assetic

Request Plan Schedule Assign Execute Complete Assess

Action

Request Details

Request ID: WR94142

Creation Time: 28/09/2023 1:10 PM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk?: Select Risk

Work Order ID: [WO61007](#)

Asset Details

Asset ID: PAVE2

Asset Name: AINSLIE AVENUE ROAD VERGE SHOP/BUILDING PAVEMENT

Asset Category: Hard Surfaces

Maintenance Asset Type: Hard Surface

Work Group: Concrete - RM

Asset Criticality: Medium

Requestor Details

Resource Name: [Redacted]

Firstname: [] Surname: []

Company: []

Requestor External ID: []

Preferred Method: None

Additional Info

Request Type: 2, Problem, P-COPA, Concrete Paving Enquiries

Responsible Officer: Please type to search for Responsible Officer (Opti...)

External ID: 5000d0000029JdNIAU

Reference #: 00792027

Brief Description: Canberra Wine and Spirits. Ainslie PI Cycle & footpaths > Shared paths > Damage to path or other

154 characters remaining

Reactive Inspection

Reactive Inspector: Garry George

Inspection Date: []

Request Priority

Work Order Priority: 4

Acknowledgement Due Date: 1/10/2023 2:10 PM

Resolution Due Date: 12/10/2023

Supporting Information

Example; The main office front door is faulty as it has come away from the frame and requires replacement or repair by a service technician.

Could it cause a trip, fall or injury?
Yes

Last updated by TCCS Asset Integrations 28/09/2023 1:10:54 PM

4000 characters remaining

Defect Location

Location Description: CITY PLAZA APARTMENTS 39 AINSLIE PL, CITY ACT 2601



CUSTOMER ENTRY
(AUTO NOTE)



5 4SM
NOV_03_2022



4 3SMNOV_03_2022



3 8SM
NOV_03_2022



2 1SM
NOV_03_2022



1 10SM
NOV_03_2022



- [Close Window](#)
- [Print This Page](#)

Case: 00352412

Case Owner Roads ACT

Reassignment Reason

Case Overview

Case Number 00352412 AC Case Number 00792032

Feedback Type Priority

Subject Access Canberra Feedback: Other Follow Up

Status Unassigned Comment Category Complaint

Sub Status Unresolved Region

ACTCCS Description Customer tripped on missing paver outside the front of Canberra Wine and Spirits Merchants Liquor Store located on Ainslie Place Canberra City. Just after Riverside Lane on left hand side. This occurred on 31st August 2023 at 1250. Customer sustained a broken elbow, bruising to left side of face, both hands and left knee and shin. Customer has photos if required and can be contacted if further information is required. Please also see case: 00792027 for the damaged footpath report.

Assetic Detail

Assetic Status New Assetic Queue TCCS AMIS Concrete

Assetic Work Request ID WR94155 Assetic Team Allocation Concrete Gungahlin, City and Inner North

Assetic Target Finish Date Managing Platform Assetic

Assetic Status Comments

Work Details

Citizen Details

Account Name

Contact Email

Contact Phone

Case Details

Source Access Canberra Incident Address QBE INSURANCE 35 AINSLIE PL, CITY ACT 2601

Case Origin FMS Form Suburb CITY

Date/Time Opened 28/09/2023 3:49 PM ACTCCS Longitude 149.1319503416147

Date/Time Closed ACTCCS Latitude -35.280540481390815

System Information

Created By AC TCCS Integration, 28/09/2023 3:49 PM Last Modified By Assetic TCCS Integration, 28/09/2023 4:07 PM

Contact Information

Account Name	[REDACTED]	Primary Phone	
Birthdate		Email	[REDACTED]

Address Information

Billing Address

System Information

Created By	AC TCCS Integration, 28/09/2023 1:07 PM	Last Modified By	AC TCCS Integration, 28/09/2023 1:07 PM
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Case History

28/09/2023 3:51 PM

User **Assetic TCCS Integration**
Action **Changed Assetic Status to New.**

28/09/2023 3:49 PM

User **AC TCCS Integration**
Action **Changed Account Name to [REDACTED] Changed Sub Status to Unresolved. Changed Case Owner from AC TCCS Integration to Roads ACT. Deleted Medium in Priority. Changed Case Origin to FMS Form. Changed Case Record Type from TCCS General to ACT Roads. Created.**

Notes

Customer Entry (Auto Note)		Customer Entry (Auto Note)	
Last Modified	28/09/2023 3:50 PM	Last Modified	28/09/2023 3:50 PM
Owner	AC TCCS Integration	Owner	AC TCCS Integration
Text Preview	This is an auto note of the original customer submission. Subject: Access Canberra Feedback: Other Category: Complaints and Feedback > Other AC Description (forms): Customer tripped on missing paver outside the front of Canberra Wine and Spirits Merchant	Text Preview	This is an auto note of the original customer submission. Subject: Access Canberra Feedback: Other Category: Complaints and Feedback > Other AC Description (forms): Customer tripped on missing paver outside the front of Canberra Wine and Spirits Merchant



Maintenance

Operational

Search

Assetic

Request Plan Schedule Assign Execute Complete Assess

Action

Request Details

Request ID: WR94155

Creation Time: 28/09/2023 3:51 PM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk?: Select Risk

Work Order ID: [WO61007](#)

Asset Details

Asset ID: PAVE2

Asset Name: AINSLIE AVENUE ROAD VERGE SHOP/BUILDING PAVEMENT

Asset Category: Hard Surfaces

Maintenance Asset Type: Hard Surface

Work Group: Concrete - RM

Asset Criticality: Medium

Requestor Details

Resource Name: [Redacted]

Firstname: [Redacted] Surname: [Redacted]

Company: [Redacted]

Requestor External ID: [Redacted]

Preferred Method: None

Additional Info

Request Type: 2, Problem, P-COPA, Concrete Paving Enquiries

Responsible Officer: Please type to search for Responsible Officer (Opti...)

External ID: 5000d0000029RPolAM

Reference #: 00792032

Brief Description: Access Canberra Feedback: Other

219 characters remaining

Reactive Inspection

Reactive Inspector: Garry George

Inspection Date: [Redacted]

Request Priority

Work Order Priority: 4

Acknowledgement Due Date: 1/10/2023 4:51 PM

Resolution Due Date: 12/10/2023

Supporting Information

Example; The main office front door is faulty as it has come away from the frame and requires replacement or repair by a service technician.

CSRM Case Number : 00352412

Requester Contact Name: [Redacted]

Phone Number: [Redacted]









Initial enquiry info only. See CSRM for additional correspondence.
Defect location info may be incorrect (address validation limitations).

4000 characters remaining

Defect Location

Location Description: QBE INSURANCE 35 AINSLIE PL, CITY ACT 2601

Attachments

	
CUSTOMER ENTRY (AUTO NOTE)	CUSTOMER ENTRY (AUTO NOTE)
	
CUSTOMER ENTRY (AUTO NOTE)	5 45M NOV_03_2022
	
4 35MNOV_03_2022	3 85M NOV_03_2022
	
2 15M NOV_03_2022	1 105M NOV_03_2022

« 1 »

WORK ORDER

ORDER DETAILS

WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO61007	Serious (10 days)	22/08/2023 12:00 AM	16/02/2024 12:00 AM
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	Responsible Officer
CM - Corrective			
Brief Description			
Relay pavers Ainslie Place.City, London Circuit toCity Plaza Apartments. (Canberra Wine & Spirits).5 locations. Images.26square metres			

ASSET DETAILS

ASSET ID	ASSET NAME	ASSET CATEGORY
PAVE2	AINSLIE AVENUE ROAD VERGE SHOP/BUILDING PAVEMENT	Hard Surfaces
ASSET TYPE	ASSET CLASS	CRITICALITY
SHOP/BUILDING PAVEMENT (HARD SURFACE)	CONCRETE (ROAD INFRASTRUCTURE)	Medium
SUBURB	DEFECT LOCATION	
CITY	Qbe Insurance, 35 Ainslie PI, Canberra ACT 2601, Australia	

FCR

FAILURE	CAUSE	REMEDY
Displaced	Vegetation	Relay

TASK

TASK	DESCRIPTION
10	Relay pavers Ainslie PI Elegance to Canb. Wines.26sm

SUPPORTING INFORMATION

WR94347 : This request is related to displacements included in current package assigned to Aris, 006. Aris has confirmed that the work will be completed at this location by COB Thursday 5/10/23.

Last updated by Garry George 3/10/2023 11:30:49 AM

WR94347 : CSRM Case Number : 00353343 Requester Contact Name: [REDACTED] Phone Number: Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). More Information In Ainslie Place, There is a tree with pavers, th roots have uplifted the Paver. The caller fell over to those pavers and has got some injuries. She will be going to the doctor tomorrow. The pavers need to be removed as it is a Public safety issue. Is it causing traffic or cyclists to swerve? No What is the material? Brick or concrete pavers What is the damage? Uplifting due to tree root Could it cause a trip, fall or injury? Yes

Last updated by TCCS Asset Integrations 3/10/2023 9:05:38 AM

WR94155 : CSRM Case Number : 00352412 Requester Contact Name: [REDACTED] Phone Number: Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). Customer tripped on missing paver outside the front of Canberra Wine and Spirits Merchants Liquor Store located on Ainslie Place Canberra City. Just after Riverside Lane on left hand side. This occurred on 31st August 2023 at 1250. Customer sustained a broken elbow, bruising to left side of face, both hands and left knee and shin. Customer has photos if required and can be contacted if further information is required. Please also see case: 00792027 for the damaged footpath report.

Last updated by TCCS Asset Integrations 28/09/2023 3:51:55 PM

WR94142 : CSRM Case Number : 00352357 Requester Contact Name: [REDACTED] Phone Number: Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). More Information Paver missing at the front of the Canberra Centre on footpath outside the front of Canberra Wine and Spirits Merchants Liquor Store located on Ainslie Place Canberra City. Just after Riverside Lane on left hand side. Is it causing traffic or cyclists to swerve? No What is the material? Brick or concrete pavers What is the damage? Cracked, broken or uneven Could it cause a trip, fall or injury? Yes

Last updated by TCCS Asset Integrations 28/09/2023 1:10:54 PM

Scheduled by bulk scheduling operation.

Last updated by Luke Halgren 22/08/2023 2:45:48 PM

Relay pavers Ainslie PI Elegance to Canb. Wines. 26sm

Last updated by Garry George 3/11/2022 3:43:11 PM

Relay pavers Ainslie PI London Cct to Plaza Aparts. 26sm

Last updated by Garry George 3/11/2022 3:41:58 PM

Comments

LABOUR

TASK	CRAFT	QTY PLANNED	Hours Required
	Paver Contractor	1	12.00

RESOURCE

TASK	NAME	CRAFT	ACTUAL HOUR	COMPLETE DATE	SIGNATURE
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	ARIS Building Services Pty Ltd	Paver Contractor	7.00	10/17/2023 12:00:00 AM	
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MATERIAL

Task	ITEM	QTY PLANNED	QTY ACTUAL

SERVICE

TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL
	Relay Pavers	26.00	0.00



OCT_09_2023_11531 OCT_09_2023_11471 OCT_09_2023_11391



OCT_09_2023_11322 OCT_09_2023_11193 OCT_09_2023_10102



OCT_09_2023_10013 OCT_09_2023_09341 OCT_09_2023_09310



OCT_09_2023_09205 CUSTOMER ENTRY (AUTO NOTE) CUSTOMER ENTRY (AUTO NOTE)



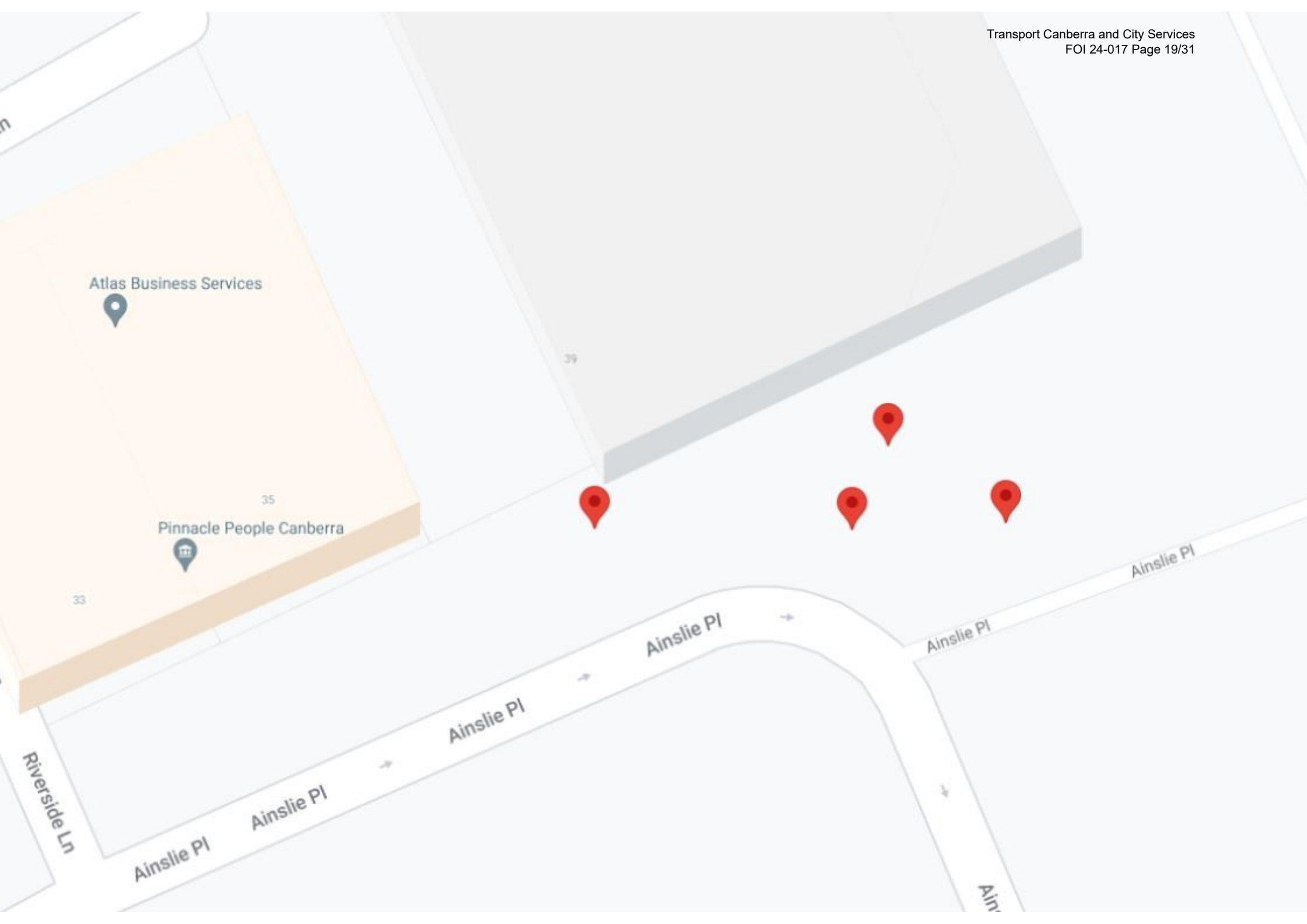
CUSTOMER ENTRY (AUTO NOTE) CUSTOMER ENTRY (AUTO NOTE) 5 4SM NOV_03_2022



4 3SMNOV_03_2022 3 8SM NOV_03_2022 2 1SM NOV_03_2022



Asset Id	Asset Name	Asset Status	Asset Category	Work Request ID	Work Request Status	Work Request Status Date	Work Request Created Date	Risk Level	Work Request Brief Description	Asset Suburb	Work Request Defect Location	Work Request Inspection Date
PAVE2	AINSLIE AVENUE ROAD VERGE SHOP/BUILDING PAVEMENT	Active	Hard Surfaces	WR94142	INPRG	29/09/2023 10:40 PM	28/09/2023 1:10 PM		Canberra Wine and Spirits. Ainslie Pl Cycle & footpaths > Shared paths > Damage to path or other	CITY	CITY PLAZA APARTMENTS 39 AINSLIE PL, CITY ACT 2601	
PAVE2	AINSLIE AVENUE ROAD VERGE SHOP/BUILDING PAVEMENT	Active	Hard Surfaces	WR1350	CLOSED	15/09/2021 9:32 PM	31/08/2020 7:50 PM		Cycle & footpaths Shared paths Damage to path or other	CITY	CITY WALK SURGERY 39 AINSLIE PL, CITY ACT	
PAVE2	AINSLIE AVENUE ROAD VERGE SHOP/BUILDING PAVEMENT	Active	Hard Surfaces	WR94155	INPRG	29/09/2023 11:30 PM	28/09/2023 3:51 PM		Access Canberra Feedback: Other	CITY	QBE INSURANCE 35 AINSLIE PL, CITY ACT	



Atlas Business Services

Pinnacle People Canberra

Ainslie Pl

Ainslie Pl

Ainslie Pl

Ainslie Pl

Ainslie Pl

Ainslie Pl

Riverside Ln

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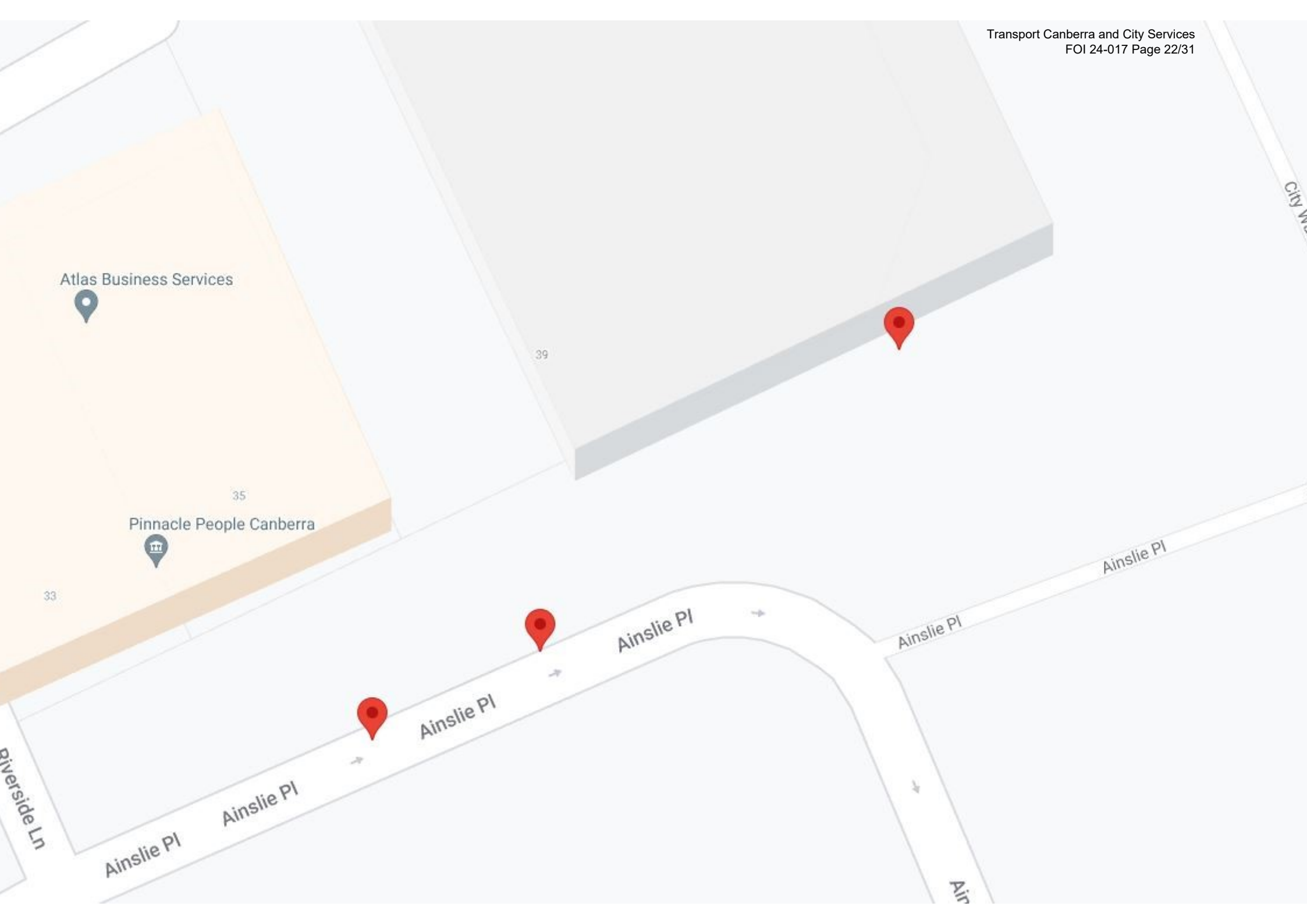
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Work Order ID	Work Order Status	Work Order Creation Time	Work Order Brief Description	Work Order Supporting Information	Work Order Priority	Work Order Priority Notation	Work Order Actual Finish Date	Work Order Source	Work Order Work Group	Work Order Type
WO20727	ASSESS	10/12/2019 12:00 AM	Several displaced pavers	WO20727 : Relay pavers ***Last updated by Chris Nugent***7/07/2020 7:38:30 PM		Change 5 (180 days)	06/06/2020 11:00 PM	Safety Inspection	Concrete - RM	CM - Corrective
WO66239	ASSESS	08/03/2023 1:46 PM	Relay pavers, CRA/MCF, CityWalk, tree and out to 3 metres from tree at corner Ainslie Pl, near City Plaza Building.8sm	WO66239 : Aris final Invoice number 717. I conducted desktop inspection of work conducted at the site related to this work order on 17/7/2023. All work appears to have been completed and satisfactory. The contractor has attached images to the work order which show the completed work. The quantity is correct. The work order has been moved to Assess status. ***Last updated by Garry George***17/07/2023 11:45:24 AM , WO66239 : PaversCRA/MCF,CityWlkAinsliePICityPlazatreeandnear8sm ***Last updated by Garry George***8/03/2023 1:52:31 PM , WO66239 : PaversCRA/MCF,CityWlkAinsliePICityPlazaBldgtree8sm ***Last updated by Garry George***8/03/2023 1:50:56 PM		Change 5 (180 days)	27/06/2023 12:00 AM	Routine Inspection	Concrete - RM	CM - Corrective
WO77000	PREP	27/11/2023 1:51 PM	Relay pavers Ainslie Pl. @ Canberra Pho Restaurant. 3 locations 9 square metres.	WO77000 : Replay pavers 222 Ainslie Pl @ CanBerra Pho restaurant. ***Last updated by Garry George***27/11/2023 1:55:11 PM		Serious 3 (10 days)		Routine Inspection	Concrete - RM	CM - Corrective
WO77004	PREP	27/11/2023 1:59 PM	Relay pavers Ainslie Pl City near Canberra Wines and Spirits.3locations 9 square metres.	WO77004 : PaversAinsliePICityWalkCanbWines3spots9sm ***Last updated by Garry George***27/11/2023 2:03:58 PM , WO77004 : PaversAinsliePICitynearCanberraWines&Spirits3spots9sm ***Last updated by Garry George***27/11/2023 2:02:53 PM		Serious 3 (10 days)		Routine Inspection	Concrete - RM	CM - Corrective
WO61007	TCOMP	03/11/2022 15:27	Relay pavers Ainslie Place.City, London Circuit toCity Plaza Apartments. (Canberra Wine & Spirits).5 locations. Images.26square metres	***Last updated by Luke Halgren***22/08/2023 2:45:48 PM , WO61007 : Relay pavers Ainslie Pl Elegance to Canb. Wines. 26sm ***Last updated by Garry George***3/11/2022 3:43:11 PM , WO61007 : Relay pavers Ainslie Pl London Cct to Plaza Aparts. 26sm ***Last updated by Garry George***3/11/2022 3:41:58 PM		Serious 3 (10 days)	17/10/2023 0:00	Routine Inspection	Concrete - RM	CM - Corrective

Work Order ID	Work Order Failure Code	Work Order Cause Code	Work Order Remedy Code	Asset Id	Asset Name	Asset Category	Asset Workgroup	Maintenance Asset Type	Maintenance Asset Sub Type	Asset Suburb	Work Order Defect Location
WO20727	DSP, DSP-01, Displaced, Displaced	UNK, UNK-01, Unknown Cause, Unknown Cause	Relay	PAVE2	AINSLIE AVENUE ROAD VERGE SHOP/BUILDING PAVEMENT	Hard Surfaces	Concrete - RM	Hard Surface	Pavers	CITY	Ainslie pl at u be Canb wine & sort btwn tree & pole
WO66239	DSP, DSP-01, Displaced, Displaced	ENV, ENV-02, Environmental, Vegetation	Relay	PAVE2	AINSLIE AVENUE ROAD VERGE SHOP/BUILDING PAVEMENT	Hard Surfaces	Concrete - RM	Hard Surface	Pavers	CITY	222 City Walk, Canberra ACT 2601, Australia
WO77000	DSP, DSP-01, Displaced, Displaced	ENV, ENV-02, Environmental, Vegetation	Relay	PAVE2	AINSLIE AVENUE ROAD VERGE SHOP/BUILDING PAVEMENT	Hard Surfaces	Concrete - RM	Hard Surface	Pavers	CITY	39 Ainslie Ave, City ACT 2601, Australia
WO77004	DSP, DSP-01, Displaced, Displaced	ENV, ENV-02, Environmental, Vegetation	Relay	PAVE2	AINSLIE AVENUE ROAD VERGE SHOP/BUILDING PAVEMENT	Hard Surfaces	Concrete - RM	Hard Surface	Pavers	CITY	222 City Walk, Canberra ACT 2601, Australia
WO61007	DSP, DSP-01, Displaced, Displaced	ENV, ENV-02, Environmental, Vegetation	Relay	PAVE2	AINSLIE AVENUE ROAD VERGE SHOP/BUILDING PAVEMENT	Hard Surfaces	Concrete - RM	Hard Surface	Pavers	CITY	Qbe Insurance, 35 Ainslie Pl, Canberra ACT 2601, Australia



Atlas Business Services



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Pinnacle People Canberra



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Ainslie Pl

Ainslie Pl

Ainslie Pl

Ainslie Pl

Ainslie Pl

Ainslie Pl

Riverside Ln

City W

Air

WORK ORDER

ORDER DETAILS

WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO66239	Change (180 days)	6/06/2023 12:00 AM	1/07/2023 12:00 AM
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	Responsible Officer
CM - Corrective			
Brief Description			
Relay pavers, CRA/MCF, CityWalk, tree and out to 3 metres from tree at corner Ainslie Pl, near City Plaza Building.8sm			

ASSET DETAILS

ASSET ID	ASSET NAME	ASSET CATEGORY
PAVE2	AINSLIE AVENUE ROAD VERGE SHOP/BUILDING PAVEMENT	Hard Surfaces
ASSET TYPE	ASSET CLASS	CRITICALITY
SHOP/BUILDING PAVEMENT (HARD SURFACE)	CONCRETE (ROAD INFRASTRUCTURE)	Medium
SUBURB	DEFECT LOCATION	
CITY	222 City Walk, Canberra ACT 2601, Australia	

FCR

FAILURE	CAUSE	REMEDY
Displaced	Vegetation	Relay

TASK

TASK	DESCRIPTION
10	PaversCRA/MCF, CityWalkAinsliePlCityPlazaTree&near8sm

SUPPORTING INFORMATION

Aris final Invoice number 717. I conducted desktop inspection of work conducted at the site related to this work order on 17/7/2023. All work appears to have been completed and satisfactory. The contractor has attached images to the work order which show the completed work. The quantity is correct. The work order has been moved to Assess status.

Last updated by Garry George 17/07/2023 11:45:24 AM

PaversCRA/MCF, CityWalkAinsliePlCityPlazatreeandnear8sm

Last updated by Garry George 8/03/2023 1:52:31 PM

PaversCRA/MCF, CityWalkAinslePlCityPlazaBldgtree8sm

Last updated by Garry George 8/03/2023 1:50:56 PM

Comments

LABOUR

TASK	CRAFT	QTY PLANNED	Hours Required
	Paver Contractor	1	4.00

RESOURCE

TASK	NAME	CRAFT	ACTUAL HOUR	COMPLETE DATE	SIGNATURE
	ARIS Building Services Pty Ltd	Paver Contractor	0.00	6/27/2023 11:44:00 AM	

MATERIAL

Task	ITEM	QTY PLANNED	QTY ACTUAL

SERVICE

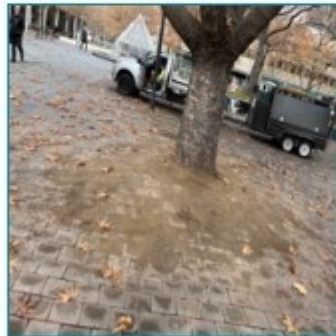
TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL
	Relay Pavers	8.00	0.00

Attachments

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1 8SM
MAR_08_2023

WORK ORDER

ORDER DETAILS

WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO77000	Serious (10 days)		
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	Responsible Officer
CM - Corrective			
Brief Description			
Relay pavers Ainslie Pl. @ Canberra Pho Restaurant. 3 locations 9 square metres.			

ASSET DETAILS

ASSET ID	ASSET NAME	ASSET CATEGORY
PAVE2	AINSLIE AVENUE ROAD VERGE SHOP/BUILDING PAVEMENT	Hard Surfaces
ASSET TYPE	ASSET CLASS	CRITICALITY
SHOP/BUILDING PAVEMENT (HARD SURFACE)	CONCRETE (ROAD INFRASTRUCTURE)	Medium
SUBURB	DEFECT LOCATION	
CITY	39 Ainslie Ave, City ACT 2601, Australia	

FCR

FAILURE	CAUSE	REMEDY
Displaced	Vegetation	Relay

TASK

TASK	DESCRIPTION
10	Replace pavers@ 222 Ainslie Pl near Canberra pho.

SUPPORTING INFORMATION

Replay pavers 222 Ainslie Pl @ CanBerra Pho restaurant.
Last updated by Garry George 27/11/2023 1:55:11 PM

Comments

LABOUR

TASK	CRAFT	QTY PLANNED	Hours Required
	Paver Contractor	1	0.00

RESOURCE

TASK	NAME	CRAFT	ACTUAL HOUR	COMPLETE DATE	SIGNATURE
		Paver Contractor	0.00		

MATERIAL

Task	ITEM	QTY PLANNED	QTY ACTUAL
	RP - Relay Pavers (RP13)	9.00	0.00

SERVICE

TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL

Attachments

Add Document

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3 3SM
NOV_27_2023_01535



2 4SM
NOV_27_2023_01532



1 2SM
NOV_27_2023_01530

WORK ORDER

ORDER DETAILS

WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO77004	Serious (10 days)		
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	Responsible Officer
CM - Corrective			
Brief Description			
Relay pavers Ainslie PI City near Canberra Wines and Spirits.3locations 9 square metres.			

ASSET DETAILS

ASSET ID	ASSET NAME	ASSET CATEGORY
PAVE2	AINSLIE AVENUE ROAD VERGE SHOP/BUILDING PAVEMENT	Hard Surfaces
ASSET TYPE	ASSET CLASS	CRITICALITY
SHOP/BUILDING PAVEMENT (HARD SURFACE)	CONCRETE (ROAD INFRASTRUCTURE)	Medium
SUBURB	DEFECT LOCATION	
CITY	222 City Walk, Canberra ACT 2601, Australia	

FCR

FAILURE	CAUSE	REMEDY
Displaced	Vegetation	Relay

TASK

TASK	DESCRIPTION
10	PaversAinsliePICityWalk3ots9sm

SUPPORTING INFORMATION

PaversAinsliePICityWalkCanbWines3spots9sm ***Last updated by Garry George 27/11/2023 2:03:58 PM*** PaversAinsliePICitynearCanberraWines&Spirits3spots9sm ***Last updated by Garry George 27/11/2023 2:02:53 PM***
Comments

LABOUR

TASK	CRAFT	QTY PLANNED	Hours Required
	Paver Contractor	1	3.00

RESOURCE

TASK	NAME	CRAFT	ACTUAL HOUR	COMPLETE DATE	SIGNATURE
		Paver Contractor	3.00		

MATERIAL

Task	ITEM	QTY PLANNED	QTY ACTUAL
	Relay Pavers	9.00	0.00

SERVICE

TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL

Attachments

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3 3SM
NOV_27_2023_01535



2 4SM
NOV_27_2023_01532



1 2SM
NOV_27_2023_01530

WORK ORDER

ORDER DETAILS

WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO20727	Change (180 days)	10/12/2019 12:00 AM	6/06/2020 11:00 PM
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	Responsible Officer
CM - Corrective	90230		
Brief Description			
Several displaced pavers			

ASSET DETAILS

ASSET ID	ASSET NAME	ASSET CATEGORY
PAVE2	AINSLIE AVENUE ROAD VERGE SHOP/BUILDING PAVEMENT	Hard Surfaces
ASSET TYPE	ASSET CLASS	CRITICALITY
SHOP/BUILDING PAVEMENT (HARD SURFACE)	CONCRETE (ROAD INFRASTRUCTURE)	Medium
SUBURB	DEFECT LOCATION	
CITY	Ainslie pl at u be Canb wine & sort btwn tree & pole	

FCR

FAILURE	CAUSE	REMEDY
Displaced	Unknown Cause	Relay

TASK

TASK	DESCRIPTION

SUPPORTING INFORMATION

Relay pavers ***Last updated by Chris Nugent 7/07/2020 7:38:30 PM***
Comments

LABOUR

TASK	CRAFT	QTY PLANNED	Hours Required
	Concrete Contractor	1	0.00

RESOURCE

TASK	NAME	CRAFT	ACTUAL HOUR	COMPLETE DATE	SIGNATURE
	Paths Contractor	Concrete Contractor		6/6/2020 11:00:00 PM	

MATERIAL

Task	ITEM	QTY PLANNED	QTY ACTUAL
	Relay Pavers	0.00	6.00

SERVICE

TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL

Attachments

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PHOTO1

Attachments

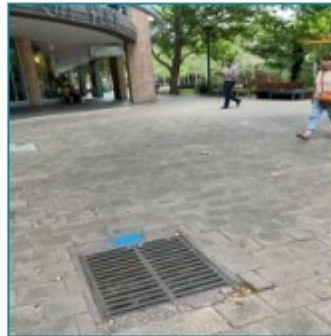
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3 3SM
NOV_27_2023_02012



2 1SM
NOV_27_2023_02005



1 5SM
NOV_27_2023_02000