



FREEDOM OF INFORMATION COVERSHEET

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

FOI reference: 21-090

Information to be published	Status
1. Access application	Published
2. Decision notice and schedule	Published
3. Documents	Published
4. Additional information identified	n/a
5. Fees	n/a
6. Processing time (in working days)	20 days
7. Decision made by Ombudsman	n/a
8. Additional information identified by Ombudsman	n/a
9. Decision made by ACAT	n/a
10. Additional information identified by ACAT	n/a



ACT
Government

Transport Canberra
and City Services

Freedom of Information – Access Application Form

Privacy notice

The personal information you supply on this form will only be used for the purpose of processing your request. Your application must include an email or postal address to which the respondent can send notices under the *Freedom of Information Act 2016* (the Act). If all or some of this information is not collected, Transport Canberra and City Services may not be able to communicate with you, inhibiting their obligations under the Act. This could mean the request cannot be dealt with. Your personal information will not be disclosed to a third party without your consent unless statutory obligations require otherwise.

The Transport Canberra and City Services Privacy Policy contains information on how you can access or seek to correct any of your personal information that is held by the Transport Canberra and City Services, as well as the process for lodging a complaint about an alleged breach of the *Information Privacy Act 2014*. The Privacy Policy can be found at [www.HYPERLINK](http://www.cityservices.act.gov.au/)
"<http://www.cityservices.act.gov.au/>"cityservices HYPERLINK
"<http://www.cityservices.act.gov.au/>".act.gov.au.

Applicant details

I wish to make an access application to Transport Canberra and City Services under the *Freedom of Information Act 2016*.

Name	
Address (where notices relating to this request can be sent – either postal or electronic)	
Telephone (Business hours)	
Telephone (Mobile)	
Email	

What documents are you requesting under the Act?

Please confirm if there has been any reporting of the footpath at 89 Clive Steel Avenue, Monash being in need of repair made to Access Canberra, prior to Tuesday, 24 August 2021.

If there has, please confirm the dates the reports were made.

Please advise the last date any repairs were made to the footpath at 89 Clive Steel Avenue, Monash.

Fee waiver

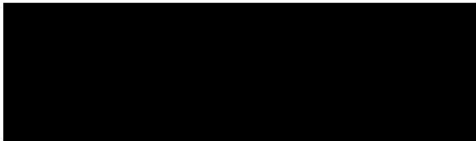
If you wish to apply for a fee waiver, the Act sets out a number of provisions to do so:

- The information being requested was previously publicly available but no longer is.
- The information being requested is of special benefit to the public (Ombudsman guidelines see Section 66).
- The applicant is a concession card holder and demonstrates a material connection with the information requested (concession cards include a current health care or pensioner card issued under the [Social Security Act 1991](https://www.legislation.gov.au/Details/C2013C00081); a current pensioner concession card issued in relation to a pension under the [Veterans' Entitlements Act 1986](https://www.legislation.gov.au/Details/C2004A03268) or [the Military Rehabilitation and Compensation Act 2004](https://www.legislation.gov.au/Details/C2004A01285); a current gold card; or a card prescribed by regulation).
- The applicant is a not-for-profit organisation and the application relates to the activities or purposes of the organisation.
- The applicant is a member of the Legislative Assembly.

Transport Canberra and City Services must waive any fees for providing information if the information was not publicly available and the agency makes the information publicly available before or within 3 working days after giving it to the applicant.

To apply for a fee waiver please complete the following.

I would like to apply for a fee waiver because (state reason/s from the list above).	
The information being requested was previously publicly available but no longer is	
I would like	a copy of these documents sent to the above address

Applicant's signature	Date of request
	28/8/2021



ACT
Government

Transport Canberra and
City Services



Dear 

Freedom of Information Request - Reference 21-090

I refer to your application for access to government information received by Transport Canberra and City Services (TCCS) on 28 August 2021 under the *Freedom of Information Act 2016* (FOI Act). It is my understanding that you are seeking access to the following government information:

- 1. Please confirm if there has been any reporting of the footpath at 89 Clive Steel Avenue, Monash being in need of repair made to Access Canberra, prior to Tuesday, 24 August 2021.*
- 2. If there has, please confirm the dates the reports were made.*
- 3. Please advise the last date any repairs were made to the footpath at 89 Clive Steel Avenue, Monash.*

Timeframes

A decision is due on your application by 27 September 2021.

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

A search of TCCS records to identify information relevant to your application have been completed. The search identified four records (12 pages) within the scope of your access application.

In reviewing the information within these documents, I have decided to provide:

- full access to three records; and
- partial access to one record.

I have refused access under section 35(1)(c) of the FOI Act to some of the information that you have requested as it is contrary to the public interest to release. My access decision is detailed further in the following statement of reasons below. The records are enclosed at [Attachment B](#) with deletions applied to information that is contrary to the public interest.

Statement of Reasons

In making my decision on disclosing government information, I must identify all relevant factors in schedule 2 of the FOI Act and determine, on balance, where the public interest lies. In reaching my access decision, I have considered the FOI Act in general which favours disclosure of information unless it is found to be contrary to the public interest. I have also identified the following factors as relevant to the information identified as in scope of your request:

Factors favouring disclosure (Schedule 2.1)

- Section 2.1 (a)(i) - promote open discussion of public affairs and enhance the government's accountability;
- Section 2.1 (a)(iv) - ensure effective oversight of expenditure of public funds; and
- Section 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)

- Section 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 find that it is in the public interest to release most of this information. However, I have found some information within the relevant documents to be contrary to the public interest to disclose.

Information relating to privacy

In reviewing the information in scope of your application, the personal information of third parties was identified, including names and employment position of these parties. Deletions have been applied to information where it would prejudice the protection of an individual's right to privacy or any other right under the *Human Rights Act 2004*.

Factors in favour of release can still be met while protecting the personal information of these individuals. The protection of this information outweighs disclosure in this instance.

Charges

Pursuant to *Freedom of Information (Fees) Determination 2018* processing charges are not applicable to this application as the total number of pages to be disclosed are within the fee-free threshold (50 pages).

Online publishing – disclosure log

Under section 28 of the Act, TCCS maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents will be published in the TCCS disclosure log within 3-10 days from the date of this decision.

Your personal contact details will not be published. You may view the TCCS' disclosure log at http://www.tccs.act.gov.au/about-us/freedom_of_information.

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
Level 4, 1 Moore Street
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



Kristine Scheul
Information Officer

27 September 2021

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: 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*.

Description	File No
Parking study in Lawson	21-089

Reference number	Page number	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1	CRM complaints	29 April 2020	Partial Disclosure	Schedule 2.2(a)(ii)	Documents will be published on the TCCS Disclosure Log .
2	2 - 4	Case: 00109455	20 August 2020	Full Disclosure	Not Applicable	
3	5 - 6	WO43177 (Work Order)	20 August 2020	Full Disclosure	Not Applicable	
4	7 - 12	WR29515 (Work Request)	20 August 2020	Full Disclosure	Not Applicable	

DOC REFERENCE	CATEGORY	CLASS	TYPE	CREATED DATE	CREATED BY	SOURCE	STATUS	PRIORITY	NAME	POSTCODE	EMAIL	MOBILE NO	RESPONSIBILITY OF	LOCATION	DESCRIPTION	INCIDENT DATE	TARGET	COMPLETE	ROAD NAME
200428-001806	Request for Services	Community Paths	Damaged	04/29/2020 14:02:51	Michelle Mattick	ICS FORMS	Complete	Medium	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Michael Rootsey	FROM ASHLEY DRIVE TO 114 CLIVE STEELE AV, MONASH	<p>What is the issue?: Request cleaning, repair or maintenance</p> <p>What are you requesting?: Maintenance</p> <p>What needs to be cleaned, repaired or maintained? The footpaths at my address are Ok but I have noted whilst out walking that a number of other footpaths have various trip hazards</p> <p>Could it cause a trip, fall or injury?: Yes</p>	29/04/2020	13/05/2020	7/05/2020	MONASH



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

Case: 00109455

Case Owner Roads ACT

Case Overview

Case Number 00109455

AC Case Number 00305424

Feedback Type

Priority

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

Follow Up

Status Unassigned

Comment Category

Sub Status In Progress

Region

ACTCCS Description

What is the material?
Concrete

What is the damage?
Cracked, broken or uneven

More Information

Sections of footpath along Clive Steele Ave are still terribly broken and dangerous, despite some parts being repaired recently. Why were some left in such a bad state?

Is it causing traffic or cyclists to swerve?
Yes

Could it cause a trip, fall or injury?
Yes

Assetic Detail

Assetic Status InProgress

Assetic Queue TCCS AMIS Concrete

Assetic Work Request ID WR29515

Assetic Team Allocation Concrete Inner South and East Tuggeranong

Assetic Target Finish Date 26/02/2023

Managing Platform Assetic

Assetic Status Comments Workrequest WO43177 is in progress. WorkOrder Corrective Maintenance has been raised in Assetic with a priority of Very Low Risk (18 months)

Work Details

Citizen Details

Account Name

Contact Email

Contact Phone

Case Details

Source	Access Canberra	Incident Address	1 KENYON CCT, MONASH ACT 2904
Case Origin	FMS Form	Suburb	MONASH
Date/Time Opened	20/08/2021 10:16 PM	ACTCCS Longitude	149.1
Date/Time Closed		ACTCCS Latitude	-35.417

System Information

Created By AC TCCS Integration, 20/08/2021 10:16 PM

Last Modified By Assetic TCCS Integration, 27/08/2021 3:08 PM

Case History

27/08/2021 3:08 PM

User **Assetic TCCS Integration**
Action **Changed Assetic Status from Assigned to InProgress.**

23/08/2021 1:15 PM

User **Assetic TCCS Integration**
Action **Changed Sub Status from Unresolved to In Progress. Changed Assetic Status from New to Assigned.**

20/08/2021 10:19 PM

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

20/08/2021 10:16 PM

User **AC TCCS Integration**
Action **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.**

WORK ORDER

ORDER DETAILS

WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO43177	Very Low Risk (18 months)		
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	Responsible Officer
CM - Corrective	5002P00000KVQJKQA5	00305424	
Brief Description			
Cycle & footpaths > Shared paths > Damage to path or other, 1 Kenton Cct, Monash			

ASSET DETAILS

ASSET ID	ASSET NAME	ASSET CATEGORY
COPA32649	CLIVE STEELE AVENUE,CORLETTE CRESCENT CONCRETE FOOTPATH	Pathways
ASSET TYPE	ASSET CLASS	CRITICALITY
FOOTPATH (COMMUNITY PATH)	CONCRETE (ROAD INFRASTRUCTURE)	Medium
SUBURB	DEFECT LOCATION	
MONASH	114 Clive Steele Ave, Monash ACT 2904, Australia	

FCR

FAILURE	CAUSE	REMEDY
Horizontal displacement (15-35mm)	Vegetation	Panel replacement

TASK

TASK	DESCRIPTION

SUPPORTING INFORMATION

Damaged path at 114 Clive Steele Avenue, 6.12m2, contact UTS if tree roots are an issue

Last updated by Michael Rootsey 27/08/2021 3:04:58 PM

WR29515 : CSRM Case Number : 00109455 Requester Contact Name: Anonymous Phone Number: Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). What is the material? Concrete What is the damage? Cracked, broken or uneven More Information Sections of footpath along Clive Steele Ave are still terribly broken and dangerous, despite some parts being repaired recently. Why were some left in such a bad state? Is it causing traffic or cyclists to swerve? Yes Could it cause a trip, fall or injury? Yes

Last updated by TCCS Asset Integrations 20/08/2021 10:19:24 PM

Comments

LABOUR

TASK	CRAFT	QTY PLANNED	Hours Required

RESOURCE

TASK	NAME	CRAFT	ACTUAL HOUR	COMPLETE DATE	SIGNATURE



MATERIAL

Task	ITEM	QTY PLANNED	QTY ACTUAL
	100mm Plain Concrete - Path	6.12	0.00

SERVICE			
TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL

Request Details

Request ID
WR29515

Creation Time
20/08/2021 10:19 PM  

Created By
TCCS Asset Integrations

Source
External CRM ▼

Any immediate risk?
Select Risk ▼

Work Order ID
WO43177

Asset Details

Asset ID

ROAD031110



Asset Name

BARRACLOUGH CRESCENT (KNEESHAW -> COWDERY)

Asset Category

Roads

Maintenance Asset Type

Road

Work Group

Pavement

Asset Criticality

Medium

Requestor Details

Resource Name

Anonymous



Firstname

Surname

Company

Requestor External ID

Preferred Method

None

Additional Info

Request Type

2, Problem, P-CONS, Concrete – Inner South and East Tuggeranong

Responsible Officer

Please type to search for Responsible Officer (Optional)

External ID

5002P00000KVQJKQA5

Reference #

00305424

Brief Description

Cycle & footpaths > Shared paths > Damage to path or other, 1 Kenton Cct, Monash

20 characters remaining

Reactive Inspection

Reactive Inspector

Michael Rootsey 

Inspection Date

27/08/2021 

Request Priority

Work Order Priority

2 

Acknowledgement Due Date

23/08/2021 10:19 PM  

Resolution Due Date

27/08/2021 

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.

repaired recently. why were some left in such a bad state?

Is it causing traffic or cyclists to swerve?

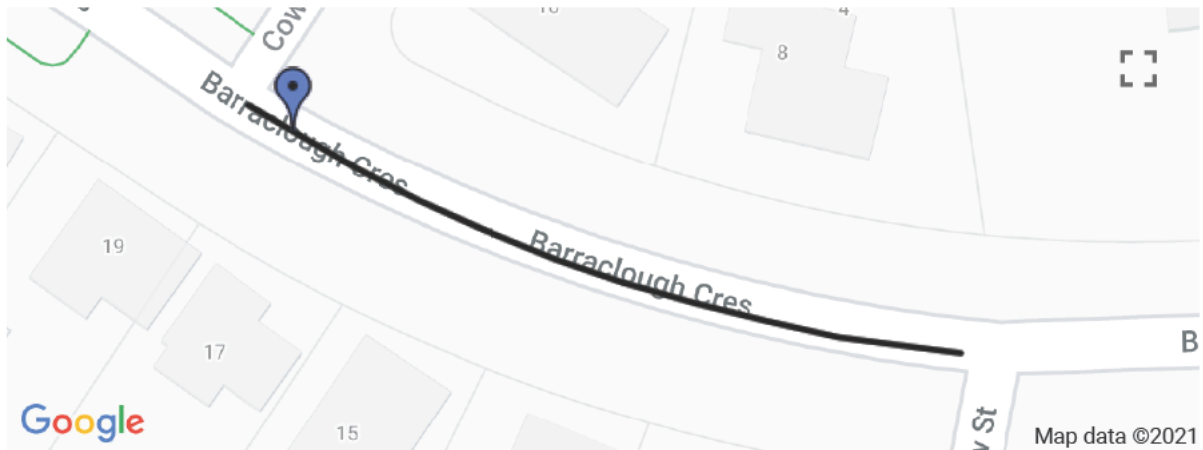
Yes

Could it cause a trip, fall or injury?

Yes

4000 characters remaining

Defect Location



Location Description

1 KENYON CCT, MONASH ACT 2904

Attachments



CUSTOMER ENTRY
(AUTO NOTE)