



ACT
Government

Transport Canberra and
City Services

FREEDOM OF INFORMATION COVERSHEET

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

FOI reference: 21-100

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	waived
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

From: Nagpal, Madan on behalf of [CMTEDD FOI](#)
To: [TCCS FreedomOfInformation](#)
Subject: Request for transfer of Freedom of Information request CMTEDDFOI 2021-258
Date: Tuesday, 5 October 2021 4:34:45 PM

Dear Team,

Hope you are well

We received below request from [REDACTED]. As I did not know that requests related to fix my street are managed by TCCS I spoke to [REDACTED] to understand the scope better. She verbally accepted the revised scope sent to her in below e-mail.

Kindly accept transfer of this request and acknowledge.

Kind Regards

Madan

Madan Mohan Nagpal (he/him) | Freedom of Information Coordinator | Information Access Team

Phone: 02 6207 7754 | Email: cmteddfoi@act.gov.au

Corporate | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Level 5, 220 London Circuit, Canberra | GPO Box 158 Canberra ACT 2601 | act.gov.au

From: Nagpal, Madan **On Behalf Of** CMTEDD FOI

Sent: Tuesday, 5 October 2021 10:21 AM

To: [REDACTED]

Subject: Rescope of : Freedom of Information request CMTEDDFOI 2021-258

Dear [REDACTED],

It was a pleasure speaking with you this morning and as discussed, please confirm the revised scope of your request as below

Details of **all/any pending work** orders or fix my street requests in regards to the maintenance of "Car Park for Eddison Park" Launceston Str Phillip ACT between 1 July 2020 to 5 October 2021.

Kind Regards

Madan

Madan Mohan Nagpal (he/him) | Freedom of Information Coordinator | Information Access Team

Phone: 02 6207 7754 | Email: cmteddfoi@act.gov.au

Corporate | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Level 5, 220 London Circuit, Canberra | GPO Box 158 Canberra ACT 2601 | act.gov.au

From: [REDACTED]

Sent: Thursday, 30 September 2021 4:45 PM

To: CMTEDD FOI <CMTEDDFOI@act.gov.au>

Subject: Freedom of Information request

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Please find online enquiry details below. Please ensure this enquiry is responded to within fourteen working days.

Your details

All fields are optional, however an email address OR full postal address must be provided for us to process your request. An email address and telephone contact number will assist us to contact you quickly if we need to discuss your request.

Title:

Ms

First Name:

[REDACTED]

Last Name:

[REDACTED]

Business/Organisation:

Address:

Suburb:

Postcode:

State/Territory:

Phone/mobile:

Email address:

Request for information

(Please provide as much detail as possible, for example subject matter and relevant dates, and also provide details of documents that you are not interested in.)

Under the Freedom of Information Act 2016 I want to access the following document/s (*required field):

Previous complaints or work orders for
Eddison Park carpark, Launceston Str
Phillip ACT

I do not want to access the following documents in relation to my request::

Thank you.
Freedom of Information Coordinator



ACT
Government

Transport Canberra and
City Services



Dear 

Freedom of Information Request - Reference 21-100

I refer to your application for access to government information received by Transport Canberra and City Services (TCCS) by transfer from the Chief Minister, Treasury and Economic Development Directorate on 5 October 2021. It is my understanding that you are seeking access to the following government information:

*Details of **all/any pending work** orders or fix my street requests in regard to the maintenance of "Car Park for Eddison Park" Launceston Str Phillip ACT between 1 July 2020 to 5 October 2021.*

Timeframes

A decision is due on your application by 2 November 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 five records (14 pages) within the scope of your access application.

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

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

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. 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

1 November 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
Pending work orders or fix my street requests for maintenance of "Car Park for Eddison Park"	21-100

Reference number	Page number	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1 - 2	WR search results	Multiple	Partial Disclosure	Schedule 2.2(a)(ii)	Documents will be published on the TCCS Disclosure Log .
2	3 - 4	WO40863	26 June 2021	Partial Disclosure	Schedule 2.2(a)(ii)	
3	5 - 10	WR25335	25 June 2021	Partial Disclosure	Schedule 2.2(a)(ii)	
4	11 - 14	Photos	20 August 2020	Full Disclosure	Not Applicable	

Applied filters:WR_Brief_Description contains 'PARK'WR_Defect_Location contains 'LAUNCESTON 'WR_Created_Date is on or after 01/07/2016 00:00:00 and is before 01/02/2022 00:00:00Suburb is PHILLIP

Work_Request_ID	Work_Order_Priority	Work_Order_ID	WR_Status	WR_Defect_Location	WR_Brief_Description	WR_Reference_Number	WR_Created_Date	WR_Resolution_Due_Date	WR_Source	SUPPORTING_INFORMATION	LAST_MODIFIED_DATE
WR25335	Non Critical Maintenance On Non Operational Assets	WO40863	CLOSED	Launceston St opp Canberra College, Phillip ACT 2606, Australia	PHILLIP - Coppers Logs require repairing/replacing - Eddison Park Carpark	00249990	25/06/2021	2/07/2021	Salesforce	<p>WR25335 : Linked Work Order WO40863 has been assessed. ***Last updated by Glenn Freebody***1/07/2021 6:49:50 AM , WR25335 : CSRM Case Number : 00088222 Requester Contact Name: Mark Stoove Phone Number: ██████████</p> <p>Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations).</p> <p>What needs to be cleaned, repaired or maintained? Repair / replace bollards</p>	2021-07-01 06:49:50
WR25335 CONT....										<p>What are you requesting? Repair</p> <p>Is it blocking an access? No</p> <p>Could it cause a trip, fall or injury? Yes</p> <p>***Last updated by TCCS Asset Integrations***25/06/2021 1:17:13 PM</p>	

Work_Request_ID	Work_Order_Priority	Work_Order_ID	WR_Status	WR_Defect_Location	WR_Brief_Description	WR_Reference_Number	WR_Created_Date	WR_Resolution_Due_Date	WR_Source	SUPPORTING_INFORMATION	LAST_MODIFIED_DATE
WR25047	Non Critical Maintenance On Non Operational Assets	WO40690	CLOSED	LAUNCESTON ST, PHILLIP ACT 2606	Phillip - (Shopping Trolley) Litter & illegal dumping - Launceston St, Skate Car Park.	00246959	22/06/2021	29/06/2021	Salesforce	<p>WR25047 : Linked Work Order WO40690 has been assessed.</p> <p>***Last updated by NatalieJ Kerr***28/06/2021 11:39:22 AM</p> <p>, WR25047 : CSRM Case Number : 00087172</p> <p>Requester Contact Name: Anonymous</p> <p>Phone Number:</p> <p>Initial enquiry info only. See CSRM for additional correspondence.</p> <p>Defect location info may be incorrect (address validation limitations).</p> <p>Who is the trolley owner?</p> <p>Unknown</p> <p>What are you reporting?</p> <p>Shopping trolley</p>	2021-06-28 11:39:22
WR25047 CONT....										<p>More Information</p> <p>Abandoned shopping trolley near as skate park car park</p> <p>Is it posing a safety hazard?</p> <p>No</p> <p>***Last updated by TCCS Asset Integrations***22/06/2021 9:36:13 AM</p>	

WORK ORDER

ORDER DETAILS

WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO40863	Low (10 days)	28/06/2021 9:00 AM	28/06/2021 1:00 PM
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	Responsible Officer
CM - Corrective	5002P00000JfkhwQAB	00249990	
Brief Description			
PHILLIP - Coppers Logs require repairing/replacing - Eddison Park Carpark			

ASSET DETAILS

ASSET ID	ASSET NAME	ASSET CATEGORY
UOS7089	LAUNCESTON STREET DISTRICT PARK	Land
ASSET TYPE	ASSET CLASS	CRITICALITY
DISTRICT PARK (URBAN OPEN SPACE)	TERRITORY LAND (LAND)	Medium
SUBURB	DEFECT LOCATION	
PHILLIP	Launceston St opp Canberra College, Phillip ACT 2606, Australia	

FCR

FAILURE	CAUSE	REMEDY
Item not within contract specifications	Third Party Damage	Return to specification

TASK

TASK	DESCRIPTION

SUPPORTING INFORMATION

WR25335 : Linked Work Order WO40863 has been assessed.

Last updated by Glenn Freebody 1/07/2021 6:49:50 AM

Bollards repaired

Last updated by Glenn Freebody 1/07/2021 6:49:30 AM

WR25335 : CSRM Case Number : 00088222 Requester Contact Name: Mark Stoove Phone Number: [REDACTED] Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). What needs to be cleaned, repaired or maintained? Repair / replace bollards What are you requesting? Repair Is it blocking an access? No Could it cause a trip, fall or injury? Yes

Last updated by TCCS Asset Integrations 25/06/2021 1:17:13 PM

Comments

LABOUR

TASK	CRAFT	QTY PLANNED	Hours Required
	Built Asset Maintenance	1	4.00

RESOURCE

TASK	NAME	CRAFT	ACTUAL HOUR	COMPLETE DATE	SIGNATURE
	David Thomson	Built Asset Maintenance	4.00	6/30/2021 1:00:00 PM	



MATERIAL

Task	ITEM	QTY PLANNED	QTY ACTUAL

SERVICE			
TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL

Request Details

Request ID
WR25335

Creation Time
25/06/2021 1:17 PM  

Created By
TCCS Asset Integrations

Source
External CRM ▼

Any immediate risk?
No Immediate Risk ▼

Work Order ID
WO40863

Asset Details

Asset ID

UOS7089



Asset Name

LAUNCESTON STREET DISTRICT PARK

Asset Category

Land

Maintenance Asset Type

Land

Work Group

PM Woden Weston Molonglo Operations

Asset Criticality

Medium

Requestor Details

Resource Name

Mark Stoove



Firstname

Mark

Surname

Stoove

Company

Requestor External ID

Preferred Method

None

Additional Info

Request Type

2, Problem, P-PMWW, PM Woden Weston Molonglo Operations

Responsible Officer

Please type to search for Responsible Officer (Optional)

External ID

5002P00000JfkhwQAB

Reference #

00249990

Brief Description

PHILLIP - Coppers Logs require repairing/replacing - Eddison Park Carpark

27 characters remaining

Reactive Inspection

Reactive Inspector

David Thomson

Inspection Date

Request Priority

Work Order Priority

5

Acknowledgement Due Date

28/06/2021 1:17 PM

Resolution Due Date

2/07/2021

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.

Linked Work Order WO40863 has been assessed.
Last updated by Glenn Freebody 1/07/2021 6:49:50 AM
CSRM Case Number : 00088222
Requester Contact Name: Mark Stoove
Phone Number: [REDACTED]

Initial enquiry info only. See CSRM for additional correspondence.

4000 characters remaining

Defect Location



Location Description

Launceston St opp Canberra College, Phillip ACT 2606, Australia

Attachments



EDDISON PARK BOLLARD2



EDDISON PARK BOLLARD1



EDDISON PARK BOLLARD



CUSTOMER ENTRY (AUTO NOTE)



Incident Summary

Transport Canberra and City Services
FOI 21-100 | Page 11



Account Name

Mark Stoove

Sub Status

Resolved

Contact Email

mark.stoove@act.gov.au

Contact Phone



Case Number

00088222

AC Case Number

00249990

Subject

Fix My Street > Parks & public spaces > Fencing & bollards >
Request cleaning, repair or maintenance

Incident Address

No Nearby Address

ACTCCS Description

What needs to be cleaned, repaired or maintained?

Repair / replace bollards

What are you requesting?

Repair

Is it blocking an access?

No

Could it cause a trip, fall or injury?

Yes





