



**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: 22-087

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)	20 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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## Bruan, Nicole

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**From:** [REDACTED]  
**Sent:** Saturday, 25 June 2022 4:18 PM  
**To:** TCCS\_FreedomOfInformation  
**Subject:** RE: 22-087 - Freedom of Information Request - CLARIFICATION REQUIRED

**Categories:** Saved to Objective, Alex

**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. [Learn why this is important](#)

Good morning Alexandra,

Thank you for taking the time to help me finalise my request.

I've tweaked the words you have provided below:

I'm seeking any correspondence or records of complaints made to TCCS regarding the footpath directly adjacent to the Tuggeranong Arts Centre carparks. This includes the concrete driveways into the Centre's carparks and the paved footpaths.

The correspondence will include, but is not limited to, complaints about the condition of the areas or notice of personal injury sustained from the areas. This will also include any reports made to the 'Fix My Street' webpage.

The time period to cover is 1 January 2018 to present.

I hope this provides clarity on the information I require. Please give me a call if there remains any ambiguity.

Thanks again.

[REDACTED]

Sent from [Mail](#) for Windows

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**From:** [TCCS FreedomOfInformation](#)  
**Sent:** Friday, 17 June 2022 2:08 PM  
**To:** [REDACTED]  
**Subject:** 22-087 - Freedom of Information Request - CLARIFICATION REQUIRED

**OFFICIAL**

Good afternoon [REDACTED]

Thank you for your time today to discuss your request. As mentioned, further information is sought to enable searches to proceed and for the application to be considered complete.

It is my understanding from our discussion that you are seeking any correspondence or records of complaints made to TCCS regarding the footpath and any personal injury resulting from the footpath adjacent to the Tuggeranong

Arts Centre Carparks. This would include any reports made to 'Fix My Street'; for the period January 2019 to present.

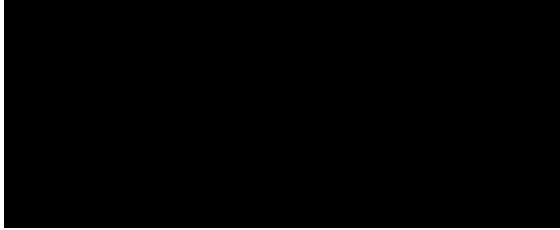
Can you please confirm that I have understood the parameters of your request, or advise whether it requires modification. I look forward to your response.

Kind Regards

**Alexandra Martyniak |Administrative Officer**  
Phone 62072987 | Email:[Alexandra.Martyniak@act.gov.au](mailto:Alexandra.Martyniak@act.gov.au)  
**Freedom of Information and Subpoenas**  
**Legal and Contracts** | Transport Canberra and City Services Directorate  
**ACT Government** | Level 4, 480 Northbourne Avenue, Canberra  
GPO Box 158 Canberra ACT 2601 | [www.tccs.act.gov.au](http://www.tccs.act.gov.au)

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This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
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## Freedom of Information Request - Reference 22-087

I refer to your application for access to government information received by Transport Canberra and City Services (TCCS) on 27 June 2022 seeking access to the following government information under the *Freedom of Information Act 2016*:

1. *“Any correspondence on records of complaints made to TCCS regarding the footpath directly adjacent to the Tuggeranong Arts Centre Carparks.*
2. *This includes the concrete driveways into the Centre’s carparks and the paved footpaths.*
3. *Correspondence will include, but is not limited to, complaints about the condition of the areas or notice of personal injury sustained from the areas.*
4. *This will include any reports made to the ‘Fix My Street’ webpage.*
5. *Time period to cover is 1 January 2018 to present”*

### Timeframes

A decision is due on your access application on 25 July 2022.

### 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 has been completed and 14 documents have been identified.

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

- Full access to nine records; and
- Partial access to five records.

The documents are listed in the schedule at [Attachment A](#), and a copy of the records with deletions applied to the information I have found to be contrary to the public interest is at [Attachment B](#).

## Statement of Reasons

In reaching my access decision, I have taken the following into account:

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

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. I have taken the following sections of schedule 2 into account:

### ***Factors favouring disclosure in the public interest (Schedule 2, Section 2.1)***

- Section 2.1(a)(i) - promote open discussion of public affairs and enhance the government's accountability; 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, Section 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 2016*.

In reviewing the relevant records, personal information relating to 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* and carries significant weight. In this instance, I have found 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

No fee is applicable to this application, as the total number of pages falls 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. Your original access application, my decision and documents will be published in the TCCS disclosure log between 3 – 10 business days from the date of this decision.

Personal information and business affairs relating to a third party will not be published. You may view the TCCS' disclosure log at [https://www.cityservices.act.gov.au/about-us/freedom\\_of\\_information/disclosure-log](https://www.cityservices.act.gov.au/about-us/freedom_of_information/disclosure-log).

**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](mailto:actfoi@ombudsman.gov.au)

**ACT Civil and Administrative Tribunal (ACAT) review**

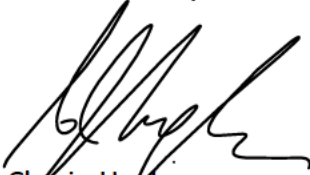
Under section 84 of the Act, if a decision is made under section 82 on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

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](http://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](mailto:tccs.foi@act.gov.au).

Yours sincerely



Cherie Hughes  
Information Officer

25 July 2022

INCIDENT	REFERENCE NUMBER	THREAD ENTRY MTYPE	DATE THREAD	TEXT
9315024	200423-002987	Rule Response Template	23/04/2020	Positional data at time of incident submissions was: Latitude: -35.41608648 Longitude: 149.07043584 Google Url:  Google Address: 135 REED ST NORTH, GREENWAY ACT 2900
9315024	200423-002987	Customer	23/04/2020	Can you provide any additional information about the location of the job to help us find the issue (i.e., intersections, buildings, landmarks, features)?: Between the tree and the path to the entrance of the office building What is the issue?: Damage to path or other What is the damage?: Uplifting due to tree root What is the material?: Brick or concrete pavers Could it cause a trip, fall or injury?: Yes Is it causing traffic or cyclists to swerve?: No Please provide more information: I tripped over a raised footpath due to a root.
9315024	200423-002987	Note	24/04/2020	RAM job logged.
9315024	200423-002987	Staff Account	24/04/2020	Dear [REDACTED]  Thank you for contacting Access Canberra regarding this issue.  A work order has been raised by Access Canberra for the Road Asset Maintenance Team to investigate this issue and take the appropriate action. The work order number is below: 1086028  If the issue is not resolved to your satisfaction or to update your submission with any further details, you may reopen it within 60 days via the 'Your Account' section at <a href="http://www.accesscanberra.act.gov.au">www.accesscanberra.act.gov.au</a>  Regards,  Municipal Services Team Access Canberra
9315024	200423-002987	Rule Response	23/04/2020	Thank you for your correspondence which has been received and referred to the relevant ACT Government business unit. If you have requested a response you should expect to be contacted within 10 working days. Your reference number is: #200423-002987

Applied filters:REFERENCE\_NO contains '200423-002987'

REFERENCE NUMBER	DATE CREATED	DATE LAST UPDATED	STATUS	SUBJECT	DESCRIPTION	SUBURB	ADDRESS	ADDITIONAL INFORMATION
200423-002987	23/04/2020	24/04/2020	Escalated	FixMyStreet Submission: Cycle & footpaths > Shared paths > Damage to path or other	<p>Can you provide any additional information about the location of the job to help us find the issue (i.e., intersections, buildings, landmarks, features)?:</p> <p>Between the tree and the path to the entrance of the office building</p> <p>What is the issue?:</p> <p>Damage to path or other</p> <p>What is the damage?:</p> <p>Uplifting due to tree root</p> <p>What is the material?:</p> <p>Brick or concrete pavers</p> <p>Could it cause a trip, fall or injury?:</p> <p>Yes</p> <p>Is it causing traffic or cyclists to swerve?:</p> <p>No</p> <p>Please provide more information:</p> <p>I tripped over a raised footpath due to a root.</p>	GREENWAY	135 REED ST NORTH, GREENWAY ACT 2900	IAMS Enquiry ID: 1086028  Customer Requested Urgent: Yes

ENQUIRY_ID	CREATED DATE	CLASS	STATUS	SOURCE	LOCATION	DESCRIPTION	ACTION
1086028	24/04/2020	Community Paths	Received	ICS FORMS	135 REED ST NORTH, GREENWAY	Between the tree and the path to the entrance of the office building. I tripped over a raised footpath due to a root	verge issue , referred to place management *Damaged footpath not verge issue** More information required if it is to go to place management*

Applied filters: CLASS is not Barrier, Barriers / Guard rails, Default Value - Please change, Drinking Fountain, Road Pavement, Shrub Bed, Stormwater, Street, Warn, Haz, Park, Other, Streetlight, Traffic Control Device, Traffic Island, Traffic Lights, Trees - Street (Single), Urban Lakes and Ponds, Urban Open Space, or OTHER LOCATION contains 'reed ' CREATED\_DATE is on or after 01/01/2016 00:00:00 and is before 21/05/2021 00:00:00

Work_Order_ID	WO_SLA_Date	WO_Brief_Description	WO_Creation_Time	WO_Defect_Location	WO_Target_Start_Date	WO_Target_Finish_Date	SUPPORTING_INFORMATION	LAST_MODIFIED_DATE
WO740	18/12/2021	Trip hazard	18/06/2020	Soward Way Bridge, 137 Reed St N, Greenway ACT 2900, Australia	2020-06-18 12:46:00	2020-06-28 12:46:00		
WO742	18/12/2021	Trip hazard	18/06/2020	Soward Way Bridge, 137 Reed St N, Greenway ACT 2900, Australia	2020-06-18 13:01:00	2020-06-28 13:01:00		
WO743	18/12/2021	Trip hazard	18/06/2020	Soward Way Bridge, 137 Reed St N, Greenway ACT 2900, Australia	2020-06-18 13:03:00	2020-06-28 13:03:00		
WO744	28/06/2020	Trip hazard	18/06/2020	Soward Way Bridge, 137 Reed St N, Greenway ACT 2900, Australia	2020-06-18 13:07:00	2020-06-28 13:07:00		
WO759	18/12/2021	Trip hazard	18/06/2020	Soward Way Bridge, 137 Reed St N, Greenway ACT 2900, Australia	2020-06-18 14:39:00	2020-06-28 14:39:00	WO759 : Incorrect address provided ***Last updated by Australian Grinding Company***21/07/2020 11:16:17 AM	2020-12-08 16:36:45
WO53118	5/11/2022	Relay pavers, between driveway entrances to Tuggeranong Arts Centre. Reed St. 20sm See images for locations.	9/05/2022	Tuggeranong Arts Centre, 137 Reed St N, Greenway ACT 2900, Australia	2022-05-09 15:14:24	2022-11-05 16:14:24	WO53118 : Relay pavers Reed st, between Driveways. Tuggeranong Arts Centre. 20sm ***Last updated by Garry George***9/05/2022 3:25:39 PM , WO53118 : Relay pavers between 3 driveways. Tugg Arts, Reed St 20sm ***Last updated by Garry George***9/05/2022 3:24:23 PM	2022-05-09 15:31:31

Applied filters:WO\_Defect\_Location contains 'Reed'WO\_Creation\_Time is on or after 01/01/2016 00:00:00 and is before 28/06/2022 00:00:00

Work_Req est_ID	Work_Order_Pri ority	Work_Order _ID	WR_Status	WR_Defect_Location	WR_Brief_Description	WR_Referenc e_Number	WR_Created _Date	WR_Resoluti on_Due_Dat e	SUPPORTING_INFORMATION	LAST_MODIFI ED_DATE
WR51197	Non Critical Maint	WO53118	INPRG	TUGGERANONG ARTS CENTRE 137 REED ST NORTH, GREENWAY ACT 2900	Cycle & footpaths > Shared paths > Damage to path or other	00487761	8/05/2022	15/05/2022	WR51197 : CSRM Case Number : 00191820 Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). What is the material? Brick or concrete pavers What is the damage? Cracked, broken or uneven More Information Uneven pavers on footpath outside Tuggeranong Art Centre. I had a bad fall last week. Still recovering. Is it causing traffic or cyclists to swerve? Yes Could it cause a trip, fall or injury? Yes ***Last updated by TCCS Asset Integrations***8/05/2022 1:53:05 PM	2022-05-09 15:31:31
WR43802			NEW	Soward Way Bridge, 137 Reed St N, Greenway ACT 2900, Australia	Cycle & footpaths > Shared paths > Damage to path or other; Lake Tuggeranong near Reed St South and Weir	00330727	11/02/2022	18/02/2022	WR43802 : Asset is not under Roads ACT authority. It belong to City Presentation. ***Last updated by Prakhar Srivastava***4/05/2022 1:03:44 PM , WR43802 : CSRM Case Number : 00119889 Requester Contact Name: Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). What is the material? Asphalt What is the damage? Cracked, broken or uneven More Information Shared path alongside Lake Tuggeranong near Reed St South and Weir is cracking and crumbling along the edges. Is it causing traffic or cyclists to swerve? No Could it cause a trip, fall or injury? No ***Last updated by TCCS Asset Integrations***11/02/2022 2:51:04 PM	2022-06-22 13:12:12

Applied filters:WR\_Created\_Date is before 28/06/2022 00:00:00WR\_Defect\_Location contains 'Reed'





- [Close Window](#)
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## Case: 00191820

Case Owner Roads ACT

### Case Overview

Case Number	00191820	AC Case Number	00487761
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**

**What is the material?**  
Brick or concrete pavers

**What is the damage?**  
Cracked, broken or uneven

**More Information**  
Uneven pavers on footpath outside Tuggeranong Art Centre. I had a bad fall last week. Still recovering.

**Is it causing traffic or cyclists to swerve?**  
Yes

**Could it cause a trip, fall or injury?**  
Yes

### Assetic Detail

Assetic Status	New	Assetic Queue	TCCS AMIS Concrete
Assetic Work Request ID	WR51197	Assetic Team Allocation	Concrete City Industrial and Shopping Centres
Assetic Target Finish Date		Managing Platform	Assetic
Assetic Status Comments			
Work Details			

### Citizen Details

Account Name [REDACTED]  
Contact Phone [REDACTED]

Contact Email [REDACTED]

### Case Details

Source	Access Canberra	Incident Address	TUGGERANONG ARTS CENTRE 137 REED ST NORTH, GREENWAY ACT 2900
Case Origin	FMS Form	Suburb	GREENWAY
Date/Time Opened	8/05/2022 1:49 PM	ACTCCS Longitude	149.07070345
Date/Time Closed		ACTCCS Latitude	-35.41616437

**System Information**

Created By AC TCCS Integration, 8/05/2022 1:49 PM

Last Modified By Assetic TCCS Integration, 9/05/2022 3:53 AM

**Contact Information**

Account Name

Primary Phone

Birthdate

Email

**Address Information**

Billing Address

**System Information**

Created By AC TCCS Integration, 21/08/2021 10:08 AM

Last Modified By AC TCCS Integration, 21/08/2021 10:08 AM

**Case History**

8/05/2022 1:53 PM

User Assetic TCCS Integration  
Action Changed Assetic Status to New.

8/05/2022 1:49 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.

**Attachments**

34AA2BA1-A4B8-403D-9B4C-E7A38D110C4C

CCC26903-445D-4191-99DC-231745CA4750

Size 7.37MB  
Ownership AC TCCS Integration  
View [Download](#)  
Last Modified 8/05/2022 1:50 PM

Size 6.59MB  
Ownership AC TCCS Integration  
View [Download](#)  
Last Modified 8/05/2022 1:50 PM

**Notes**

**Customer Entry (Auto Note)**

Last Modified 8/05/2022 1:50 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): Wha

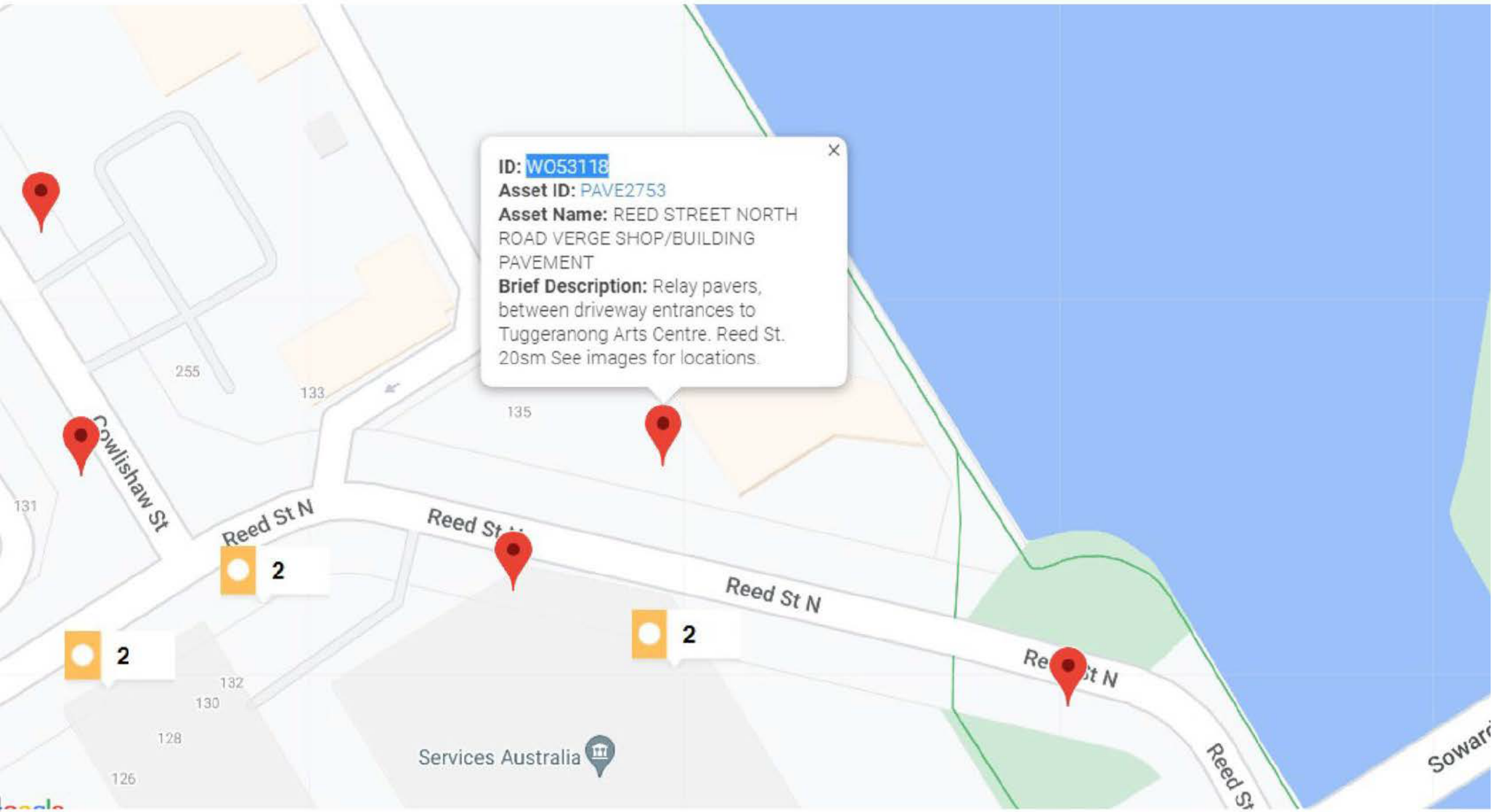












ID: [W053118](#)  
Asset ID: PAVE2753  
Asset Name: REED STREET NORTH ROAD VERGE SHOP/BUILDING PAVEMENT  
Brief Description: Relay pavers, between driveway entrances to Tuggeranong Arts Centre. Reed St. 20sm See images for locations.

2

2

2

Services Australia

Sowarr

Order Details	
Work Type	CM - Corrective
ID	W053118
Creation Time	9/05/2022 3:14 PM
Requester	Garry George
Creator	Garry George
Brief Description	Relay pavers, between driveway entrances to Tuggeranong Arts Centre. Reed St. 20sm See images for locations.
Reference Work Order	
Work Request ID	<u>WR51197</u>

**Asset Details**

Asset ID	PAVE2753
Asset Name	REED STREET NORTH ROAD VERGE SHOP/BUILDING PAVEMENT
Asset Category	Hard Surfaces
Maintenance Asset Type	Hard Surface
Maintenance Asset Sub Type	Pavers
Work Group	Concrete - RM
Asset Criticality	Medium

Categorisation	
Budget Type	OPEX
Failure Code	DSP,DSP-01, Displaced, Displaced
Cause Code	WER,WER-01, Wear, General Wear
Remedy Code	REL, Relay
Loss Of Service Required	<input type="checkbox"/>



Prioritisation	
WO Priority	5
SLA Due Date	5/11/2022 4:14 PM
Target Start	9/05/2022 3:14 PM
Target Finish	5/11/2022 4:14 PM
Schedule Start	
Schedule Finish	
Actual Start	
Actual Finish	
Estimated Duration (hrs)	4.00

**Additional Info**

Responsible Officer	<input type="text" value="Please type to search for Responsible Officer (Optional)"/>
Reference Number	<input type="text" value="00487761"/>
External Id	<input type="text" value="5008w0000017uucAAA"/>
Work Order Source	<input type="text" value="Public Enquiry"/>

**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.*

Relay pavers Reed st, between Driveways. Tuggeranong Arts Centre. 20sm

\*\*\*Last updated by Garry George 9/05/2022 3:25:39 PM\*\*\*

Relay pavers between 3 driveways. Tugg Arts, Reed St 20sm




\*\*\*Last updated by Garry George 9/05/2022 3:24:23 PM\*\*\*







WR51197 : CSRM Case Number : 00191820

Requester Contact Name: [REDACTED]

Phone Number: [REDACTED]

4000 characters remaining

Tasks				
		Work Task Id  	Lowest Maintainable Item	Brief Description 
		10	<a href="#">Select item</a>	Relay pavers

  1   10  items per page 1 - 1 of 1 items 

Labour


Work Task Id	Work Group	Craft	Unit	Craft Quantity	Hours Required	Planned Cost	Actual Costs
	Concrete - RM	Paver Contractor	Hours (\$)	1	4	\$0.00	\$0.00

10 items per page 1 - 1 of 1 items

Resources

Work Task Id	Status Id	Craft	Resource	Actual Hours	Completion Date
	Unassigned	Paver Contractor	Unassigned		

10 items per page 1 - 1 of 1 items

Materials									
Work Task Id	Description	Material	Material Unit Type	Material Availability	Planned Quantity	Planned Cost	Actual Quantity	Actual Cost	
No items to display 									

Services

Work Task Id	Des...	Servi...	Purc...	Unit ...	Unit ...	Cost	Actu...	Actu...	Actu...	Cost...	Gen...
	Relay Pavers	20		Square Centimetre	\$110.00	\$2,200.00	0	\$110.00	\$0.00	RP13	

10 items per page 1 - 1 of 1 items

Attachments



MAY\_09\_2022



MAY\_09\_2022



MAY\_09\_2022



MAY\_09\_2022



MAY\_09\_2022



MAY\_09\_2022



MAY\_09\_2022



MAY\_09\_2022



MAY\_09\_2022



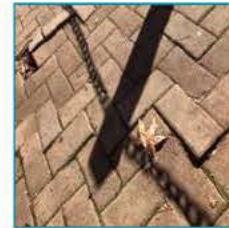
MAY\_09\_2022



CUSTOMER ENTRY  
(AUTO NOTE)

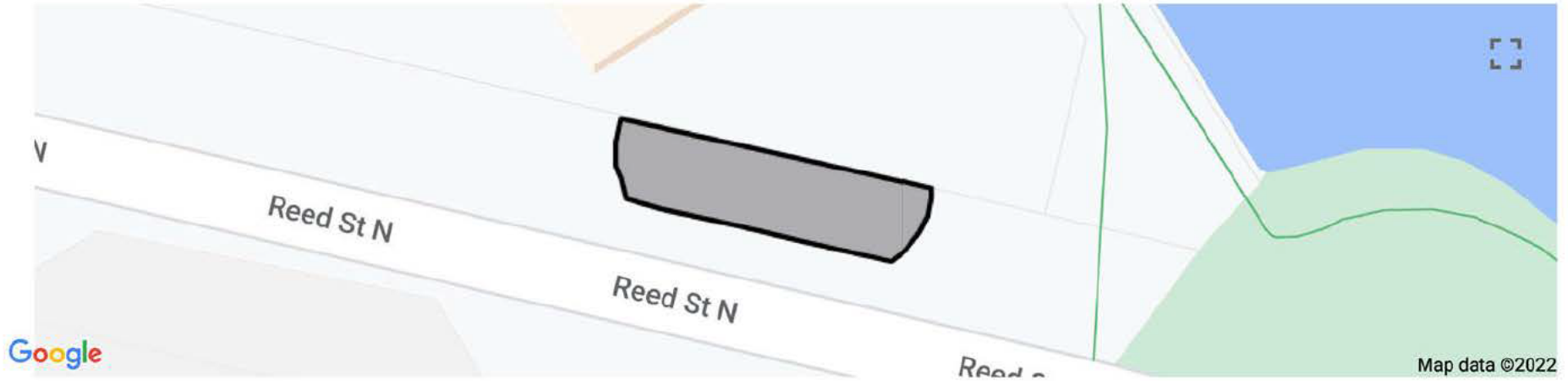


CCC26903-445D-  
4191-99DC-  
231745CA4750



34AA2BA1-A4B8-  
403D-9B4C-  
E7A38D110C4C

Defect Location



Location Description

Tuggeranong Arts Centre, 137 Reed St N, Greenway ACT 2900, Australia



**Cost**

Total Planned Cost

2200

Total Actual Cost


0

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**Request Details**

Request ID	WR51197
Creation Time	8/05/2022 1:53 PM  
Created By	TCCS Asset Integrations
Source	External CRM 
Any immediate risk?	Select Risk 
Work Order ID	<u>W053118</u>

**Asset Details**

Asset ID	<input type="text" value="PAVE2753"/> 
Asset Name	<input type="text" value="REED STREET NORTH ROAD VERGE SHOP/BUILDING PAVEMENT"/>
Asset Category	<input type="text" value="Hard Surfaces"/>
Maintenance Asset Type	<input type="text" value="Hard Surface"/>
Work Group	<input type="text" value="Concrete - RM"/>
Asset Criticality	<input type="text" value="Medium"/>

**Requestor Details**

Resource Name



Firstname

Surname

Company

Requestor External ID

Preferred Method

None

**Additional Info**

Request Type

Responsible Officer

External ID

Reference #

Brief Description

192 characters remaining

**Reactive Inspection**

Reactive Inspector

Garry George



Inspection Date

09/05/2022



**Request Priority**

Work Order Priority

4



Acknowledgement Due Date

11/05/2022 1:53 PM



Resolution Due Date

15/05/2022



**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 8/05/2022 1:53:05 PM\*\*\*

4000 characters remaining



Defect Location



Location Description

TUGGERANONG ARTS CENTRE 137 REED ST NORTH, GREENWAY ACT 2900

Attachments



CUSTOMER ENTRY  
(AUTO NOTE)



CCC26903-445D-  
4191-99DC-  
231745CA4750



34AA2BA1-A4B8-  
403D-9B4C-  
E7A38D110C4C



A map view showing a street intersection. Reed St N runs diagonally from the bottom left to the top right. Cowlishaw St runs vertically on the left side. A red location pin is placed on Reed St N. A white popup box with a close button (X) is positioned above the pin. The popup contains the following text: Work Request ID: WR51197, Asset ID: [PAVE2753](#), Asset Name: REED STREET NORTH ROAD VERGE SHOP/BUILDING PAVEMENT, and Brief Description: Cycle & footpaths > Shared paths > Damage to path or other. The map shows buildings in light orange, a blue body of water on the right, and various street numbers (130, 131, 132, 133, 135, 255) and street names.

**Work Request ID:** WR51197  
**Asset ID:** [PAVE2753](#)  
**Asset Name:** REED STREET NORTH ROAD VERGE SHOP/BUILDING PAVEMENT  
**Brief Description:** Cycle & footpaths > Shared paths > Damage to path or other

# Salesforce case report

As of 2022-06-28 11:34:35 Australian Eastern Standard Time/AEST • Generated by Paula Ludvigson • Sorted by Date/Time Opened (Ascending)

**Filtered By**  
 Show: All cases  
 Units: Hours  
 Suburb contains  
 Incident Address contains Reed

Date/Time Opened	Case Number	Subject	ACTCCS Description	Incident Address	Suburb	Assetic Work Request ID	AC Case Number	Assetic Status Comments
8/05/2022 1:49 PM	00191820	Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other	What is the material? Brick or concrete pavers What is the damage? Cracked, broken or uneven More Information Uneven pavers on footpath outside Tuggeranong Art Centre. I had a bad	TUGGERANONG ARTS CENTRE 137 REED ST NORTH, GREENWAY ACT 2900	GREENWAY	WR51197	00487761	
<b>Total</b>	1							

Order Details	
Work Type	CM - Corrective
ID	W053118
Creation Time	9/05/2022 3:14 PM
Requester	Garry George
Creator	Garry George
Brief Description	Relay pavers, between driveway entrances to Tuggeranong Arts Centre. Reed St. 20sm See images for locations.
Reference Work Order	
Work Request ID	<u>WR51197</u>



**Asset Details**

Asset ID	PAVE2753
Asset Name	REED STREET NORTH ROAD VERGE SHOP/BUILDING PAVEMENT
Asset Category	Hard Surfaces
Maintenance Asset Type	Hard Surface
Maintenance Asset Sub Type	Pavers
Work Group	Concrete - RM
Asset Criticality	Medium

Categorisation	
Budget Type	OPEX
Failure Code	DSP,DSP-01, Displaced, Displaced
Cause Code	WER,WER-01, Wear, General Wear
Remedy Code	REL, Relay
Loss Of Service Required	<input type="checkbox"/>

Prioritisation	
WO Priority	5
SLA Due Date	5/11/2022 4:14 PM
Target Start	9/05/2022 3:14 PM
Target Finish	5/11/2022 4:14 PM
Schedule Start	
Schedule Finish	
Actual Start	
Actual Finish	
Estimated Duration (hrs)	4.00

**Additional Info**

Responsible Officer	<input type="text" value="Please type to search for Responsible Officer (Optional)"/>
Reference Number	<input type="text" value="00487761"/>
External Id	<input type="text" value="5008w0000017uucAAA"/>
Work Order Source	<input type="text" value="Public Enquiry"/>

**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.*

Relay pavers Reed st, between Driveways. Tuggeranong Arts Centre. 20sm

\*\*\*Last updated by Garry George 9/05/2022 3:25:39 PM\*\*\*

Relay pavers between 3 driveways. Tugg Arts, Reed St 20sm




\*\*\*Last updated by Garry George 9/05/2022 3:24:23 PM\*\*\*







WR51197 : CSRM Case Number : 00191820

Requester Contact Name: [REDACTED]

Phone Number: [REDACTED]

4000 characters remaining

Tasks				
		Work Task Id  	Lowest Maintainable Item	Brief Description 
		10	<a href="#">Select item</a>	Relay pavers

  1   10  items per page 1 - 1 of 1 items 



Labour

Work Task Id	Work Group	Craft	Unit	Craft Quantity	Hours Required	Planned Cost	Actual Costs
	Concrete - RM	Paver Contractor	Hours (\$)	1	4	\$0.00	\$0.00

10 items per page 1 - 1 of 1 items

Resources

Work Task Id	Status Id	Craft	Resource	Actual Hours	Completion Date
	Unassigned	Paver Contractor	Unassigned		

10 items per page 1 - 1 of 1 items

Materials									
Work Task Id	Description	Material	Material Unit Type	Material Availability	Planned Quantity	Planned Cost	Actual Quantity	Actual Cost	
No items to display									

◀ 0 ▶

10 items per page

◁ ▷

Services

Work Task Id	Des...	Servi...	Purc...	Unit ...	Unit ...	Cost	Actu...	Actu...	Actu...	Cost...	Gen...
	Relay Pavers	20		Square Centimetre	\$110.00	\$2,200.00	0	\$110.00	\$0.00	RP13	

10 items per page 1 - 1 of 1 items

Attachments



MAY\_09\_2022



MAY\_09\_2022



MAY\_09\_2022



MAY\_09\_2022



MAY\_09\_2022



MAY\_09\_2022



MAY\_09\_2022



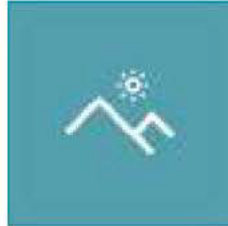
MAY\_09\_2022



MAY\_09\_2022



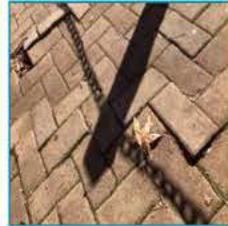
MAY\_09\_2022



CUSTOMER ENTRY  
(AUTO NOTE)

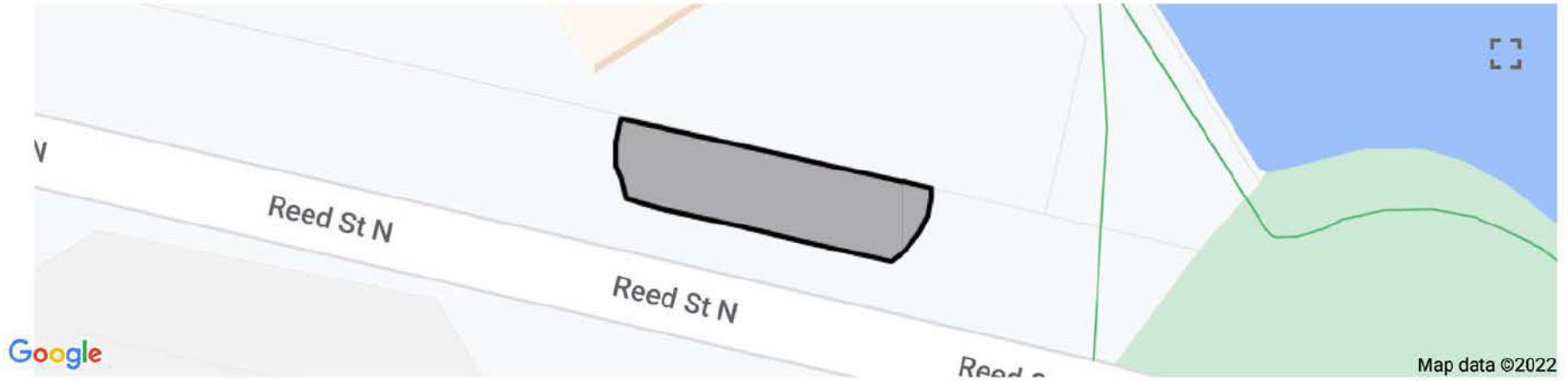


CCC26903-445D-  
4191-99DC-  
231745CA4750



34AA2BA1-A4B8-  
403D-9B4C-  
E7A38D110C4C

Defect Location



Location Description

Tuggeranong Arts Centre, 137 Reed St N, Greenway ACT 2900, Australia

**Cost**

Total Planned Cost

2200

Total Actual Cost

0

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## 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.tccs.act.gov.au/about-us/freedom\\_of\\_information/disclosure-log](https://www.tccs.act.gov.au/about-us/freedom_of_information/disclosure-log)

File number		WHAT ARE THE PARAMETERS OF THE REQUEST				
FOI – 22-087		Footpath complaints adjacent to the Tuggeranong Arts Centre				
Ref No	Page	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1	2020 - Incident database search - 200423-002987	2020	Partial access	<i>Information Privacy Act 2014</i> Schedule 2, Section 2.2 (a)(ii)  Prejudice the Protection of an Individual's Right to Privacy	Documents to be published.
2	2	20200423 -CRM Search results	23 April 2020	Full access	Not applicable	
3	3	20200424 - IAMS Search results	24 April 2020	Full access	Not applicable	
4	4	20200628 - Work Order search result 2020 - 2022	28 June 2020	Full access	Not applicable	
5	5	2022 - WR Search results	2022	Full access	Not applicable	

<b>6</b>	<b>6-7</b>	20220508 - Case_00191820 _ Salesforce - Unlimited Edition	8 May 2022	Partial access	<i>Information Privacy Act 2014</i> Schedule 2, Section 2.2 (a)(ii) Prejudice the Protection of an Individual's Right to Privacy
<b>7</b>	<b>8</b>	20220508 - Pic 1 - 00191820	8 May 2022	Full access	Not applicable
<b>8</b>	<b>9</b>	20220508 - Image Pic 2 - 00191820	8 May 2022	Full access	Not applicable
<b>9</b>	<b>10</b>	20220508 - W53118 - Map - Tuggeranong Art Centre Work Order	8 May 2022	Full access	Not applicable
<b>10</b>	<b>11-22</b>	20220508 - WO53118	8 May 2022	Partial access	<i>Information Privacy Act 2014</i> Schedule 2, Section 2.2 (a)(ii) Prejudice the Protection of an Individual's Right to Privacy
<b>11</b>	<b>23-31</b>	20220508 - WR51197	8 May 2022	Partial access	<i>Information Privacy Act 2014</i> Schedule 2, Section 2.2 (a)(ii) Prejudice the Protection of an Individual's Right to Privacy
<b>12</b>	<b>32</b>	20220508 - WR51197 - Map - Tuggeranong Art Centre WR search	8 May 2022	Full access	Not applicable
<b>13</b>	<b>33</b>	20220508 -Salesforce search results	8 May 2022	Full access	Not applicable

14	34-45	20220508 -WO53118	8 May 2022	Partial access	<i>Information Privacy Act 2014</i> Schedule 2, Section 2.2 (a)(ii) Prejudice the Protection of an Individual's Right to Privacy	
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