



FREEDOM OF INFORMATION COVERSHEET

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

FOI reference: 23-067

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)	30 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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[REDACTED]

FOI and Subpoenas, Legal and Contracts
Transport Canberra and City Services
GPO Box 158
Canberra City ACT 2601

[REDACTED]

30 June 2023

Also by email: tccs.foi@act.gov.au

Dear colleagues

[REDACTED]

PUBLIC LIABILITY IN THE ACT: 1 MAY 2023

We act for [REDACTED] in relation to a claim for personal injury damages arising from a public liability accident in the Australian Capital Territory on 1 May 2023.

We request access to the following government information under the *Freedom of Information Act 2016*:

1. All records relating to the maintenance, upkeep, monitoring, and repair of the footpath in the vicinity of the pedestrian crossings located on Corinna Street, near Bradley Street, in Phillip in the Australian Capital Territory ('**the footpath**') including but not limited to Spreadsheets, lists, Work Order memos, Fix My Street submissions, priority designations, and Work Order completion records.
 - a. We **enclose**, for ease of reference, an image from Google Maps with a 'dropped pin' to indicate the location of the above-referenced footpath.
2. Defects relating to the footpath from 1 January 2020 to date.
3. Work orders relating to the footpath from 1 January 2020 to date.
4. Complaints relating to the footpath from 1 January 2020 to date.

Please provide any invoice for processing charges that may apply to this request so that we can attend to payment.

[REDACTED]

[REDACTED]



Dear [REDACTED]

Freedom of Information Request - Reference 23-067

I refer to your application for access to government information received by Transport Canberra and City Services (TCCS) on 30 June 2023. It is my understanding that you are seeking access to the following government information:

1. *“All records relating to the maintenance, upkeep, monitoring, and repair of the footpath in the vicinity of the pedestrian crossings located on Corinna Street, near Bradley Street, in Phillip in the Australian Capital Territory ('the footpath') including but not limited to Spreadsheets, lists, Work Order memos, Fix My Street submissions, priority designations, and Work Order completion records.*
2. *Defects relating to the footpath from 1 January 2020 to date.*
3. *Work orders relating to the footpath from 1 January 2020 to date.*
4. *Complaints relating to the footpath from 1 January 2020 to date”.*

I thank you for enclosing, for ease of reference, a Google Maps image with added markings to indicate the location of the above-referenced crossing.

Timeframes

A decision is due on your access application by 14 August 2023.

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 three records have been identified as relevant to your application.

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 one record; 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.

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, I have identified third party personal, such as names and contact details. 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. Your, 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
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



Cherie Hughes
Information Officer

14 August 2023

ATTACHMENT A – ACCESS APPLICATION SCHEDULE, FREEDOM OF INFORMATION

Reference Number: 23-067

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 - 4	Case 00129530 – WR43820	11/02/2022	Partial access	Schedule 2.2(a)(ii)	Decision to be published on the TCCS Disclosure Log with personal information removed.
2	5 – 8	Case 00094172 – WR26797	15/07/2021	Full access	Not applicable	
3	9 – 16	Work Requests	Multiple	Partial access	Schedule 2.2(a)(ii)	
Total number of records: 3						



- [Close Window](#)
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Case: 00129530

Case Owner Roads ACT

Reassignment Reason

Case Overview

Case Number 00129530 AC Case Number 00356449

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 In Progress Region

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

What is the damage?
Cracked, broken or uneven

More Information
At the corner of Corinna Street and bradley street where the ACT Government recently built a bike path they have not fixed properly the pavers they removed for the works as pavers are raised and loose

Is it causing traffic or cyclists to swerve?
No

Could it cause a trip, fall or injury?
Yes

Assetic Detail

Assetic Status Assigned Assetic Queue TCCS AMIS Concrete

Assetic Work Request ID WR43820 Assetic Team Allocation Concrete Woden, Weston and West Tuggeranong

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 corner of Bradley and Corinna street next to TK Maxx

Case Origin FMS Form Suburb PHILLIP

Date/Time Opened 2/11/2021 5:32 PM

ACTCCS Longitude 149.090278

Date/Time Closed

ACTCCS Latitude -35.349444

System Information

Created By	AC TCCS Integration, 2/11/2021 5:32 PM	Last Modified By	Lee Hoskins, 4/04/2023 1:46 PM
Contact Name	[REDACTED]	Case Sharing ID ACTCCS	RDS
Description			

Contact Information

Account Name	[REDACTED]	Account Record Type	Person Account
Birthdate		Digital Account Contact ID	
Gender		Primary Phone	[REDACTED]
Missing Leading 0 on Phone number	<input type="checkbox"/>	Secondary Phone	
Business Unit	TCCS	Mobile	
		Home Phone	[REDACTED]
		Email	[REDACTED]
		Secondary Email	
Description			

Address Information

Billing Address	Date Started at the Current Address
	Address Validation Status

Postal Address Information

Mailing Address	Date Started New Postal Address
-----------------	---------------------------------

System Information

Created By	AC TCCS Integration, 1/06/2021 2:31 PM	Last Modified By	AC TCCS Integration, 1/06/2021 2:31 PM
Created Offline	<input type="checkbox"/>	PINFORCE ID	

Useful Links

[Google Search](#) [Google Maps](#) [Google News](#)
[Hoovers Profile](#)

Case History

1/03/2022 9:57 AM

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

11/02/2022 2:53 PM

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

2/11/2021 5:32 PM

User **AC TCCS Integration**
Action **Changed Contact 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.**

Attachments

Pavers

Size **265KB**
Ownership **AC TCCS Integration**
View [Download](#)
Last Modified **2/11/2021 5:32 PM**

Notes

Customer Entry (Auto Note)

Last Modified **2/11/2021 5:32 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**

(no subject)

Transport Canberra & City Services
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Sent from my iPhone



- [Close Window](#)
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Case: 00094172

Case Owner Roads ACT

Reassignment Reason

Case Overview

Case Number 00094172 AC Case Number 00264587

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?
Brick or concrete pavers

What is the damage?
Cracked, broken or uneven

More Information
I tripped and fell on uneven pavers as I stepped on to the footpath from the gutter outside the TKMaxx store in Woden.

Is it causing traffic or cyclists to swerve?
No

Could it cause a trip, fall or injury?
Yes

Assetic Detail

Assetic Status Assigned Assetic Queue TCCS AMIS Concrete

Assetic Work Request ID WR26797 Assetic Team Allocation Concrete Woden, Weston and West Tuggeranong

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 CANBERRA SOUTHERN CROSS CLUB 94 CORINNA ST, PHILLIP ACT 2606

Case Origin FMS Form Suburb PHILLIP

Date/Time Opened 15/07/2021 4:28 PM

ACTCCS Longitude 149.087527836913

Date/Time Closed

ACTCCS Latitude -35.347789490912

System Information

Created By AC TCCS Integration, 15/07/2021 4:28 PM

Last Modified By Lee Hoskins, 4/04/2023 1:46 PM

Contact Name

Case Sharing ID ACTCCS RDS

Description

Case History

16/07/2021 7:31 AM

User **Assetic TCCS Integration**

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

15/07/2021 6:58 PM

User **Assetic TCCS Integration**

Action **Changed Assetic Status to New.**

15/07/2021 4:28 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

7FCAC74B-EB77-4953-A675-90A5D5515A94

2DFB5A2B-DF73-4B9B-AF5C-DAD7C1FDBDF1

Size **6.12MB**

Size **7.45MB**

Ownership **AC TCCS Integration**

Ownership **AC TCCS Integration**

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View [Download](#)

Last Modified **15/07/2021 4:28 PM**

Last Modified **15/07/2021 4:28 PM**

Notes

Customer Entry (Auto Note)

Last Modified **15/07/2021 4:28 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





Work Request ID	Work Request Created Date	Work Request Creator	Work Request Source	Risk Level	Work Request Status Date	Work Request Status	Work Order ID	Asset Id
WR26797	15/07/2021 6:58 PM	TCCS Asset Integrations	Request generated from an external customer relationship management interface		19/04/2023 12:23 PM	CLOSED	WO47026	PAVE745

Work Request ID	Asset Category	Maintenance Asset Type	Asset Workgroup	Asset Criticality	Work Request Requestor	Work Request Type	Work Request Sub Type	Responsible Officer
WR26797	Hard Surfaces	Hard Surface	Concrete - RM	Medium	Anonymous	2, Problem	P-COPA, Concrete Paving Enquiries	

Work Request ID	Work Request External ID	Work Request Reference Number	Work Request Brief Description	Reactive Inspector	Work Request Inspection Date	Work Order Priority	Work Request Acknowledge Due Date	Work Request Resolution Due Date
WR26797	5002P00000Jws3wQAB	00264587	Cycle & footpaths > Shared paths > Damage to path or other	Prakhar Srivastava		Urgent	18/07/2021 6:58 PM	22/07/2021 12:00 AM

Work Request ID	Work Request Supporting Information	Work Request Defect Location
WR26797	<p>WR26797 : Linked Work Order has been assessed. ***Last updated by Garry George***19/04/2023 12:23:31 PM , WR26797 : CSRM Case Number : 00094172 Requester Contact Name: Anonymous 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 is the material? Brick or concrete pavers</p> <p>What is the damage? Cracked, broken or uneven</p> <p>More Information I tripped and fell on uneven pavers as I stepped on to the footpath from the gutter outside the TKMaxx store in Woden.</p> <p>Is it causing traffic or cyclists to swerve? No</p> <p>Could it cause a trip, fall or injury? Yes</p> <p>***Last updated by TCCS Asset Integrations***15/07/2021 6:58:47 PM</p>	<p>CANBERRA SOUTHERN CROSS CLUB 94 CORINNA ST, PHILLIP ACT 2606</p>

Work Request ID	Work Request Created Date	Work Request Creator	Work Request Source	Risk Level	Work Request Status Date	Work Request Status	Work Order ID	Asset Id
WR43820	11/02/2022 2:53 PM	TCCS Asset Integrations	Request generated from an external customer relationship management interface	Safety	13/05/2022 10:20 AM	CLOSED	WO50250	PAVE745

Work Request ID	Asset Category	Maintenance Asset Type	Asset Workgroup	Asset Criticality	Work Request Requestor	Work Request Type	Work Request Sub Type	Responsible Officer
WR43820	Hard Surfaces	Hard Surface	Concrete - RM	Medium		2, Problem	P-COPA, Concrete Paving Enquiries	

Work Request ID	Work Request External ID	Work Request Reference Number	Work Request Brief Description	Reactive Inspector	Work Request Inspection Date	Work Order Priority	Work Request Acknowledge Due Date	Work Request Resolution Due Date
WR43820	5002P00000Lg U1qQAF	00356449	Pavers, orner of Bradley and Corinna street next to TK Maxx	Prakhar Srivastava	01/03/2022 1:32 PM	Serious	14/02/2022 2:53 PM	18/02/2022 12:00 AM

Work Request ID	Work Request Supporting Information	Work Request Defect Location
WR43820	<p>WR43820 : Linked Work Order has been assessed. ***Last updated by Garry George***13/05/2022 10:20:24 AM , WR43820 : Undulated and lifted pavers caused by underlying tree roots that can cause minor trip hazard. Quantity is 5.5 sm. Safety issue, relay ASAP. ***Last updated by Prakhar Srivastava***1/03/2022 1:31:31 PM , WR43820 : CSRM Case Number : 00129530 Requester Contact Name [REDACTED] Phone Number [REDACTED]</p> <p>Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations).</p> <p>What is the material? Brick or concrete pavers</p> <p>What is the damage? Cracked, broken or uneven</p> <p>More Information At the corner of Corinna Street and bradley street where the ACT Government recently built a bike path they have not fixed properly the pavers they removed for the works as pavers are raised and loose</p> <p>Is it causing traffic or cyclists to swerve? No</p> <p>Could it cause a trip, fall or injury? Yes</p>	[REDACTED]