



**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: 22-124

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

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

Date and time

Reference code

01 Sep 2022 5:14:32 PM

HMGL49ZN

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

Preferred name

Preferred method of contact

Phone  Email  Post

Contact phone number

Contact email address

Contact postal address

Address line 1

Address line 2

Suburb

State

Postcode

Preferred method to receive information \*

Email  Post

Same as contact email address

## Information request

Who are you making the request on behalf of?

What type of information are you requesting access to? \*

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

Guidelines given to TC bus drivers to help them to decide who may access a bus through the front door.

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

Are you enquiring as

A member of the public

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

Yes  No

Do you hold a valid concession card?

Yes  No

Please provide your reason for requesting a fee waiver

This policy/guideline affects me every time I catch a bus.

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

If passenger knew what driver expect they could more easily decide how to proceed.

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

Attach additional documents to support your application (optional)



Dear 

**Freedom of Information Request - Reference 22-124**

I refer to your application for access to government information received by Transport Canberra and City Services (TCCS) on 1 September 2022 under the *Freedom of Information Act 2016* (FOI Act). It is my understanding that you are seeking access to the following government information:

*“Guidelines given to TC bus drivers to help them to decide who may access a bus through the front door.”*

A decision was due on your application by 30 September 2022. I thank you for agreeing to an extension until 14 October 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 was conducted of records held by TCCS. Three records have been identified as relevant to your request.

In reviewing the information within these records, I have found, on balance, it is in the public interest to provide you with full access. My decision is detailed further in the below statement of reasons.

**Statement of Reasons**

In making my decision on disclosing 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. In reaching my access decision, I have taken the following into account:

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

- Schedule 2.1(a)(i) - promote open discussion of public affairs and enhance the government's accountability;
- Schedule 2.1(a)(ii) - contribute to positive and informed debate on important issues or matters of public interest; and
- Schedule 2.1(a)(iii) - inform the community of the government's operations, including the policies, guidelines and codes of conduct followed by the government in its dealings with members of the community.

**Factors favouring non-disclosure (Schedule 2, Section 2.2)**

- No relevant factors were identified.

**Charges**

In accordance with the *Freedom of Information (Fees) Determination 2018*, a fee of \$0.35 per page over the fee-free threshold (50 pages). No fee is applicable, as the pages 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. Your original access application, my decision and documents will be published in the TCCS disclosure between 3 – 10 business days from the date of this decision.

Your personal contact details 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

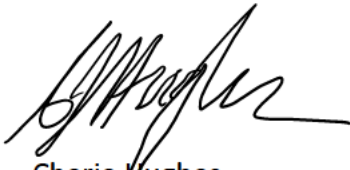
CANBERRA CITY ACT 2601

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

14 October 2022

## FREEDOM OF INFORMATION REQUEST SCHEDULE

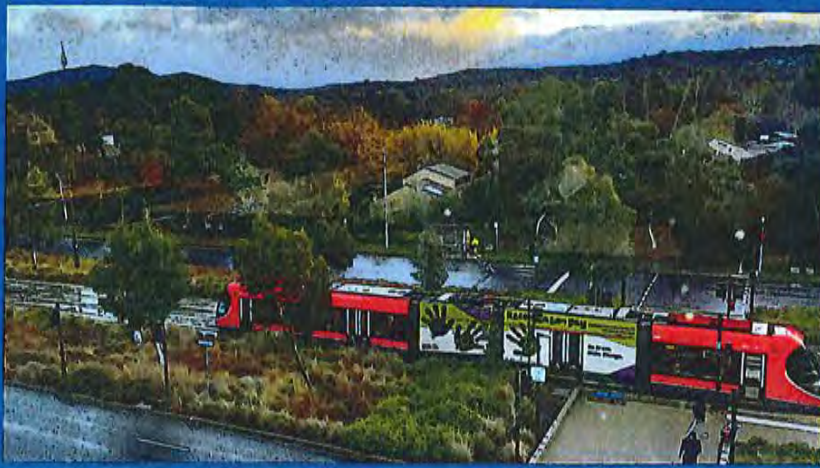
Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through 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](https://www.cityservices.act.gov.au/about-us/freedom_of_information/disclosure-log)

Reference Number		Summary				
FOI 22-124		Transport Canberra policy on using bus front doors				
Reference number	Page number	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1 – 2	Staff notice	August 2022	Full disclosure	Not applicable	Records to be published on the <a href="#">TCCS Disclosure Log</a> .
2	3	Transport Canberra Employee Notice	14 May 2020	Full disclosure	Not applicable	
3	4 - 6	Daily COVID 19 Update	24 March 2020	Full disclosure	Not applicable	
Total number of documents: 3						





## Message from Ian McGlinn

While we still face challenges due to COVID impacts, I am excited to be moving to a different phase in our Branch which involves us pausing and taking the time to assess where we are and where we need to be heading to ensure we are ready for the upcoming changes that will impact the way we work.

These changes include the raising of London Circuit in preparation for light rail, Woden CIT works and interchange movements and of course, the long awaited construction of the Woden Depot. Staff in middle management and above have been involved in a 'Future Requirements Assessment' which has provided opportunity for them to identify what works well, what requires improvement and identify supports needed to ensure we can reliably deliver our Network moving into the future. The project has involved individual conversations with an external consultant who, as a result of the staff input, will make recommendations to me and the other Transport Canberra Executive to implement to ensure our Branch and workforce is appropriately prepared for the changes ahead. I look forward to sharing the report in the coming weeks.

Thank you to those who shared our recent advertisement for Bus Operators. The application period closed on Sunday 31 August and the TC Recruitment team are now busy processing over 300 applications!



## Message from Ben McHugh and Judith Sturman

*It's good to start on a high note and the recent customer satisfaction survey has recorded another slight improvement on community satisfaction with the bus operations, which is now at 79%. This reflects the consistent standard you are delivering in getting buses out each day along with the customer service provided to the community. Well done!*

*The focus on safety across the workforce is important all year round and every single day. Recent incidents have impacted staff and their lives, and so it's a timely opportunity to remind everyone to please be extra vigilant in not taking risks and look after yourselves and your colleagues when performing your duties. Any safety concerns should be reported immediately to your manager.*

*TCCS is commencing a new Reconciliation Action Plan which aims to continue to embed the Aboriginal and Torres Strait Islander culture and community into our business. Bus Operations are already very active in this space with the driver training awareness sessions, ATSI Community Bus, and incorporation of Aboriginal artworks on vehicles and structures such as layovers. Leonie Jones is the Bus Operations champion for the RAP, so please contact Leonie if you have any ideas.*





## Hail to the bus driver

We often receive feedback on the many ways our staff are making a positive impact on the lives of people in our community above and beyond driving them from A to B.

"My Mother-In Law left Adria Village on Saturday without a carer or escort. She made her way to the bus stop where the bus driver was aware she would get lost, phoned his supervisor, who when she was transported to Cooleman Court, sat with her until the police came. From my husband and I - a huge thank you for the care and consideration shown by both the driver and the supervisor."

## Front door access

As restrictions are easing, we would like to remind you that some passengers may request front door access. Passengers will signal you if this is required, please remember that some passengers may have an invisible impairment which requires front door boarding access

Face masks are still mandatory on public transport.

Remember, it is not your responsibility to enforce passengers to wear a mask.

Further to this, please do not engage with passengers relating to mask wearing. Please report any customer non-compliance to COMCEN.



## New loop service for Fairbairn

On Monday 25 July 2022, together with the Canberra Airport Group, we introduced the new Fairbairn loop service. This new service provides a connection from the Canberra Airport Terminal to Fairbairn Business Park, including the new Therapeutic Goods Administration building, on weekdays between 7am and 10am and then again from 4pm to 7pm. The Fairbairn Loop has been designed to provide a convenient connection for those travelling on the existing R3.

The Fairbairn Loop will initially be delivered as a three month trial service and then evaluated for future use.

# Employee Notice



**To:** All Transport Canberra Staff & CMET Staff

**Date:** 14 May 2020

**From:** Ian McGlinn, Executive Branch Manager, Transport Canberra Operations

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## Front door boarding for customers with impairments

During the COVID-19 pandemic, passengers have been encouraged to use the rear doors to assist in reducing interactions between customers and the driver. This policy change is part of Transport Canberra's response to COVID-19 and supports our efforts to keep our staff and community safe.

It is important to remember that some customers with impairments may need to use the front doors to board buses and that not all impairments are visible. Please allow customers to board via the front doors if they request access.

An educational campaign is in place, reminding customers to pay using MyWay via the rear door card reader or a pre purchasing a ticket from a ticket vending machine. This helps promote physical distancing between the customer and the driver, and removes the need for cash handling.

Please also remember that the use of the rear doors is at the driver's discretion. Drivers may choose to not open the rear doors if deemed to be unsafe.

Customers will continue to be encouraged to use the rear doors to board and exit buses. Additional collateral will be installed at bus stations and on-board buses from next week to encourage passengers to practise physical distancing.

**If you have any questions, please talk to your Depot Manager.**

**Tuesday 24 March (12 pm)**

## Transport Canberra daily update on COVID-19

We will be circulating daily messages to our workforce to inform them of the latest developments relating to COVID-19. These will be numbered and date/time stamped. Moving forward these daily updates will include information in relation to announcements made by the Government.

**The Government has continued to make it clear that public transport is an essential service and these services will continue to be provided by Transport Canberra and Canberra Metro.**

### Reminder – changes to public transport services from Tuesday 24 March 2020

Last night we distributed information to our workforce on a range of changes to public transport being implemented from today. These changes are in response to the temporary shutdown of non-essential services in the ACT, changes to schools as well as the need to keep our people safe as we continue to provide essential public transport services to those who need it.

- **Operation of bus and rail network** – while light rail and buses services, including the flexible bus service and special needs transport, will continue to operate, we are urging people to only use them if necessary.
- **Front seat riding on our buses** – The front seat is now closed off on all buses to help keep our drivers healthy. Signage has been installed to make this change clear to customers and has been communicated via our social media and website.
- **Rear door use** – in the interest of your health, we are encouraging customer to use the rear doors to board and exit the bus at all stops. Please ensure you are opening the rear doors for customers unless you deem this action unsafe or a customer requires use of the front door i.e. person with a pram.
- **No cash** – Transport Canberra will no longer be accepting cash for travel. Customers are being advised to pay using MyWay or by pre-purchasing tickets from ticket vending machines. If a customer needs to travel with us and does not have a MyWay card or ticket, please let them onto the bus to enable them to get where they need to go. Any concerns in regard to this can be escalated via the comms centre radio system.



As we continue to respond to COVID-19, we will provide you with further updates on our services.

## **Reminder on flu vaccinations**

Flu shots have been arranged and the dates are below:

- Tuggeranong – 5 May 2020, 6:30 – 10:00am, 1-6pm
- Belconnen – 12 May 2020, 6:30 – 10:00am, 1-6pm

As soon as confirmed, we will share dates for other work locations with you.

## **Essential service delivery & working from home**

While the situation around school services and working from home to care for children may change, the information below is most up to date. We will continue to keep you informed.

Public transport is an essential service and these services will continue to be provided by Transport Canberra and Canberra Metro. The majority of roles within Transport Canberra are directly related to the delivery of these services, and unfortunately these cannot be delivered from home, whilst other roles that support the functions of the business are considered suitable for this to occur. If you are unsure of whether your role can be delivered in a working from home arrangement, please have a discussion with your manager or supervisor. Working from home checklists are being made available and these will be required to be completed by staff who have agreement from their manager to do so.

## **Pupil free days at schools**

The ACT Government has announced that from Tuesday 24 March 2020 all ACT Public Schools will go pupil free until the school holidays. This does not mean that students will not be able to attend school, however parents and carers who are able to make arrangements for students to stay home are being advised to do so. This can include where parents or carers can make arrangements to work from home. In cases where parents or carers delivering essential services are unable to make arrangements for their children, these children will be welcomed at schools.

School bus services, including Special Needs Transport will continue to operate until the end of Term 1 on the 9th April 2020. Following this, school holiday arrangements will be implemented as planned.

## **Further questions and concerns**

If you have any particular questions or concerns, please speak to your depot or line manager who will be able to get back to you.

Remember, if you have any concerns while out driving, please contact the Comms Centre.



# Daily update on COVID 19



Further information is available on the TCCS intranet and via the ACT Health website ([www.health.act.gov.au](http://www.health.act.gov.au)).

The [ACTPS Employment Portal](#) has information for staff and supervisors about COVID-19 related matters. Additionally, a **TCCS human resources hotline** has also been set up to provide support for staff (Ph: 6207 7030 between 8:30am to 5:00pm Monday to Friday). You can also email the team on [TCCS.HRSupport@act.gov.au](mailto:TCCS.HRSupport@act.gov.au).

The Transport Canberra website ([www.transport.act.gov.au](http://www.transport.act.gov.au)) also has a dedicated section for communicating with the public on COVID-19. This information is easily accessible from the homepage.

