



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: TCCSFOI 21-013

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)	18 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: [Hill, Libby](#)
To: [TCCS_FreedomOfInformation](#)
Subject: Seeking transfer of Access Application
Date: Monday, 15 February 2021 7:21:58 AM
Attachments: [image003.jpg](#)
[IMG_5698.jpg](#)
Importance: High

OFFICIAL

Dear TCCS Colleagues,
EPSDD has received the below access application from a member of the public, we are seeking a transfer of this request to TCCS.

Thank you for your assistance.

Kind regards,

Libby Hill

From: [REDACTED]@com.au <[REDACTED]@com.au>

Sent: Thursday, 11 February 2021 3:07 PM

To: EPSDFOI <EPSDFOI@act.gov.au>

Cc: [REDACTED] <[REDACTED]@com.au>

Subject: Seeing Records Under the ACT Government Freedom of Information

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.

To Whom It May Concern,

I am seeking under FOI ACT Government Records which contain information on a section of footpath on Maribyrnong Avenue Kaleen, located adjacent to 152 Maribyrnong Avenue, from Tyrell Circuit to the Action Bus Stop 4026 seat (see enclosed photo). I am requesting information on any reports made by members of the public on the unevenness of the footpath, either through the 'Fix-My-Street' facility or otherwise, any repairs or modifications made to the footpath, any action taken by ACT Government services in regard to the footpath, any reports of falls on the footpath.



Thank you in anticipation,

Kind Regards

[REDACTED]

[REDACTED]



ACT
Government

Transport Canberra and
City Services

Mr [REDACTED]
[REDACTED].com.au

Dear Mr [REDACTED]

Freedom of information request: Reference 21-015

I refer to your application made under the *Freedom of Information Act 2016* (the FOI Act) that was transferred to Transport Canberra and City Services (TCCS) from the Environment, Planning and Sustainable Development Directorate on 15 February 2021 in which you sought access to:

- *“records which contain information on a section of footpath on Maribyrnong Avenue Kaleen, located adjacent to 152 Maribyrnong Avenue, from Tyrell Circuit to the Action Bus Stop 4026 seat; and*
- *any reports made by members of the public on the unevenness of the footpath, either through the ‘Fix-My-Street’ facility or otherwise, any repairs or modifications made to the footpath”.*

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 Act.

A decision on your application is due by 15 March 2021.

Decision on access

The search for information relevant to your application has identified nine documents (12 pages). Roads, a subunit in TCCS, has undertaken a search on all three systems that have been used to record footpath complaints over the past 10 years. Data identified as relevant to your request has been extracted from these systems and placed into spreadsheets.

I have decided to grant full access to the documents and have included a schedule of the documents at **Attachment A**.

My access decision is detailed further in the following statement of reasons.

Statement of Reasons

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

The Act, in particular:

- Schedule 2

Factors favouring disclosure (Schedule 2)

- Section 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;
- 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)

- No factors favouring non-disclosure were identified as relevant to this application.

I have decided that the release of the information is in the public interest as it informs the community of the government’s operations which can affect members of the community and the process followed by government in relation to such matters. It also improves the directorate’s accountability for decisions it makes by being transparent in releasing the information. A copy of the documents has been enclosed with this notice.

Charges

No fees apply 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. Your original access application, my decision and documents released to you will be published.

Personal information, such as your name and contact details will be removed prior to publication. Document 8 will not be published.

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the FOI Act. You have the right to seek Ombudsman review of this outcome under section 73 of the FOI 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: ombudsman@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the FOI Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from the 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) 620 72987 or email to tccs.foi@act.gov.au.

Yours sincerely



Cherie Hughes
Information Officer

11 March 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.tccs.act.gov.au/about-us/freedom_of_information/disclosure-log

File number		WHAT ARE THE PARAMETERS OF THE REQUEST				
FOI – 21-015		Footpath adjacent to 152 Maribyrnong Avenue, Kaleen				
Ref No	No of Folios	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1	Data extracted from IAMS – complaints	Various	Full access	N/A	Documents to be published except for document 8. Documents will have personal information redacted before being published.
2	2	Data extracted from CRM - ACT Roads Search	08/02/2021	Full access	N/A	
3	3	Data extracted from Assetic report - Maribyrnong	Filter search from 1/07/2018 – 04/03/2021	Full access	N/A	
4	4	Fix My Street complaint - 210208-002522	08/02/2021	Full access	N/A	
5	5	Attachment 1 - Fix My Street complaint - 210208-002522 to document 4	08/02/2021	Full access	N/A	

6	6	Attachment 2 - Fix My Street Complaint - 20210208-002522 to document 4	08/02/2021	Full access	N/A	
7	7	Attachment 3 - Fix My Street Complaint -20210208-002522 to document 4	08/02/2021	Full access	N/A	
8	8	Attachment 4 - Fix My Street Complaint -20210208-002522 to document 4	08/02/2021	Full access	N/A	
9	9	Work Order -34155- related to 20210208-002522	Last updated 2/9/ 2021	Full access	N/A	

Roads ACT FOI DOCS SUMMARY for Doc Title : '%maribyrnong%'

Doc Id	Unique Enquirer Count	Defect Id	Doc Title	Complaint Status	Class	Enquiry Type	Description	Complaint Location	Responsibility Of	Action	Incident Date	Completion Date
84844	2	91	021276, , BETWEEN MARIBYRNONG PRE SCHOOL AND KALEEN HEALTH C	Complete	PATH	DMG	F/path uplifted tree roots	Between Maribyrnong Pre School and Kaleen health Care Building	DDOWNES		29/03/06	10/04/06
103035	1		020819, , MARIBYRNONG AVENUE, KALEEN	Complete	PATH	OGRF	Someone has placed offensive graffiti on the footpath that is on the foopath 50 meters east of St Michaels Primary School.	Maribyrnong Avenue, Kaleen			25/01/07	25/01/07
250235	1		020067, , MARIBYRNONG AVENUE, KALEEN	Complete	PATH	LITT	Request for the footpath to be cleaned of undergrowth (dirt etc pushed onto the path). Thank you.	Maribyrnong Avenue, Kaleen		completed	30/04/08	14/05/08
628731	1		020799, , MARIBYRNONG AVENUE KALEEN	No Action Necessary	PATH	DMG	Caller states that a new path was constructed recently that goes under Mar byrnong Ave near St Michael Church. Her son fell off his b ke due to a trench along the side of the path that needs back filling.	Maribyrnong Avenue Kaleen	JUDDIN		19/01/11	
887339	1	52947	KALEEN, , 159 MARIBYRNONG., KALEEN	Complete	PATH	DMG	¿ Trip Hazard. Footpath sunk adjacent front entry to former Kaleen Health Centre and shops 159 Maribyrnong Avenue Kaleen¿	159 Maribyrnong., KALEEN	ASSETMAINTENANCE	Defect raised to make safe only as it is on LDA land. CC advised & they will notify LDA. MH	15/01/15	2/02/15
987797	1		KALEEN, , CNR ASBURTON CIRCUIT & MARIBYRNONG AVENUE KALEEN	Complete	PATH	LITT	Issue reported to Environment Protection & Parking Operations. States that there is a lot of mud over the footpath near a building development. As this is in a high use area near a school & on a down slope caller has seen children fall due to slippery mud. Safety issue.Request cleaning.	Cnr Asburton Circuit & Maribyrnong Avenue Kaleen	HORT	area cleaned	21/07/16	26/07/16

ACT Roads Jobs Search

Reference No	Date Created	Subject	Address	Suburb	Queue
210208-002522	08/02/2021 04.29 PM	FixMyStreet Submission: Cycle & footpaths & Shared paths & Damage to path or other	152 MARIBYRNONG AV, KALEEN ACT 2617	Kaleen	TCCS AMIS Concrete

Record Count: 1

Applied filters:WRLocation contains '152 maribyrnong'WRCreatedDateTime is on or after 01/07/2018 00:00:00 and is before 04/03/2021 00:00:00

WorkRequestID	WRCreatedDateTime	WRReferenceNumber	WRSupportingInformation	WRDescription	WRLocation	WRResponsibleOfficer	WRStatus	WRStatusDateTime	WRResolutionDueDate
WR15681	8/2/2021	210208-002522	<p>WR15681 : Refer to Claims for injury ***Last updated by Martin Healand***9/02/2021 8:36:59 AM , WR15681 : CRM Reference : 210208-002522 Requester Contact Name: [REDACTED]</p> <p>Initial enquiry info only. See CRM for additional correspondence. Defect location info may be incorrect (address validation limitations).</p> <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)?: Adjacent to Action Bus stop 4026. I was walking to Giralang.</p> <p>What is the issue?: Damage to path or other</p> <p>What is the damage?: Cracked, broken or uneven</p> <p>What is the material?: Concrete</p> <p>Could it cause a trip, fall or injury?: Yes</p> <p>Is it causing traffic or cyclists to swerve?: No</p>	Cycle & footpaths Shared paths Damage to path or other 152	MARIBYRNONG AV, KALEEN Maribyrnong Av before Tyrell Cct, Kaleen ACT 2617, Australia		INPRG	9/2/2021	15/2/2021
WR15681 continued			<p>Please provide more information: On Sunday afternoon 07/02/2021 walking back to my residence I tripped and fell as a result of an uneven footpath. I tore the palm of my left hand resulting in 14 stitches being inserted by Calvary Public Emergency Department to repair the damage.</p> <p>Phone Number: [REDACTED]</p> <p>Verify Email Address: [REDACTED]</p> <p>***Last updated by TCCS.ICX Integrations***8/02/2021 4:31:41 PM</p>						

Bruan, Nicole

From: Ludvigson, Paula
Sent: Friday, 26 February 2021 5:59 PM
To: Ludvigson, Paula
Subject: PE 210208-002522
Attachments: 5829C6F0-2CB4-41E9-89E2-D2EEE081F2E4.jpeg; 0B49B37A-5B1D-4881-9D4A-E24AD36C308D.jpeg; 492201D4-EE3E-4604-9D41-4826B3E7DBE6.jpeg; 088F0578-351C-4523-84B0-D29131213358.jpeg

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Forwarded By: Paula Ludvigson - paula.ludvigson@act.gov.au

Incident Reference # 210208-002522

Subject: FixMyStreet Submission: Cycle & footpaths > Shared paths > Damage to path or other

Date Created: 08/02/2021 04.29 PM

Note By (T-C-C-S FME Integ User) (09/02/2021 01.32 PM)

Assetic Work Request WR15681 is in progress and a corrective maintenance Work Order WO34155 was raised on 09/02/2021 with a priority of Serious (10 days)

Note By (T-C-C-S FME Integ User) (09/02/2021 09.00 AM)

Assetic Work Request WR15681 has been assigned to Martin Healand

Note By (T-C-C-S FME Integ User) (08/02/2021 04.31 PM)

Assetic Work Request WR15681 has been created

Auto Note By (Administrator) (08/02/2021 04.29 PM)

Positional data at time of incident submissions was:

Latitude: -35.22402301493

Longitude: 149.11085679987

Google Url:

Google Address: 152 MARIBYRNONG AV, KALEEN ACT 2617

Customer By CSS Web [REDACTED] (08/02/2021 04.29 PM)

Can you provide any additional information about the location of the job to help us find the issue (i.e., intersections, buildings, landmarks, features)?:

Adjacent to Action Bus stop 4026. I was walking to Giralang.

What is the issue?:

Damage to path or other

What is the damage?:

Cracked, broken or uneven

What is the material?:

Concrete

Could it cause a trip, fall or injury?:

Yes

Is it causing traffic or cyclists to swerve?:

No

Please provide more information:

On Sunday afternoon 07/02/2021 walking back to my residence I tripped and fell as a result of an uneven footpath. I tore the palm of my left hand resulting in 14 stitches being inserted by Calvary Public Emergency Department to repair the damage.

Phone Number:

[REDACTED]

Verify Email Address:

[REDACTED] [com.au](#)

Additional Incident Details

Status: In Progress

Category: Damage to path or other

Type of Correspondence: Request for Service

Incident Address: 152 MARIBYRNONG AV, KALEEN ACT 2617

Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Email Address: [REDACTED] [com.au](#)

Home Number: [REDACTED]

Mobile Number: [REDACTED]

Office Number: [REDACTED]

If this is not for you/your area please forward this email to accessCBR@act.gov.au to advise that it is not the correct area. The correspondence can then be re-directed appropriately.

ACT Government
STOP
4026 
SERVICE INFORMATION
WEB transport.act.gov.au
SMS 4026 to 0432 13 17 10
TEL 13 17 10
DATA, SMS & CALL CHARGES MAY APPLY



S







WORK ORDER

ORDER DETAILS

WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO34155	Serious (10 days)		
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	
CM - Corrective	9924474	210208-002522	
Brief Description			
Cycle & footpaths Shared paths Damage to path or other 152 MARIBYRNONG AV, KALEEN			

ASSET DETAILS

ASSET ID	ASSET NAME	ASSET CATEGORY
DRIV60643	MARIBYRNONG AVENUE CONCRETE DRIVEWAY	Hard Surfaces
ASSET TYPE	ASSET CLASS	CRITICALITY
RESIDENTIAL (DRIVEWAY)	CONCRETE (ROAD INFRASTRUCTURE)	Medium
SUBURB	DEFECT LOCATION	
KALEEN	Mar byrnong Av before Tyrell Cct, Kaleen ACT 2617, Australia	

FCR

FAILURE	CAUSE	REMEDY
Damaged (Beyond Repair)	Vegetation	Replace

TASK

TASK	DESCRIPTION
10	Contact UTS regarding tree roots. Place boundary join in slab at 2.1 m from edge of path
20	Path across driveway included in work order

SUPPORTING INFORMATION

WR15681 : Refer to Claims for injury

*** Last updated by Martin Healand 2/9/2021 7:36:59 PM ***

WR15681 : CRM Reference : 210208-002522 Requester Contact Name: [REDACTED] initial enquiry info only. See CRM for additional correspondence. Defect location info may be incorrect (address validation limitations). Can you provide any additional information about the location of the job to help us find the issue (i.e., intersections, buildings, landmarks, features)? Adjacent to Action Bus stop 4026. I was walking to Giralang. What is the issue?: Damage to path or other What is the damage?: Cracked, broken or uneven What is the material?: Concrete Could it cause a trip, fall or injury?: Yes Is it causing traffic or cyclists to swerve?: No Please provide more information: On Sunday afternoon 07/02/2021 wa king back to my residence I tripped and fell as a result of an uneven footpath. I tore the palm of my left hand resulting in 14 stitches being inserted by Calvary Public Emergency Department to repair the damage. Phone Number: [REDACTED] Verify Email Address: [REDACTED]@com.au

*** Last updated by TCCS.ICX Integrations 2/9/2021 3:31:41 AM ***

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 Driveway	6.47	0.00
	100mm Driveway	22.20	0.00
	100mm Plain Concrete - Path	12.84	0.00

SERVICE			
TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL