



## FREEDOM OF INFORMATION COVERSHEET

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

FOI reference: 23-048

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Schedule	Published
4. Documents	Not Applicable
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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**From:** [Irons, Samantha](#)  
**To:** [REDACTED]  
**Subject:** RE: Your FOI Access application - Fix my street requests  
**Date:** Thursday, 18 May 2023 8:55:00 AM

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OFFICIAL

Good morning,

Thank you for your advice. We will send a formal acknowledgment of your application today.

Kind regards,

**Samantha Irons | Assistant Director**

Phone: 6207 9242 | Email: [TCCS.FOI@act.gov.au](mailto:TCCS.FOI@act.gov.au)

**Freedom of Information and Subpoenas | Legal & Contracts | Transport Canberra and City Services  
Directorate | ACT Government**

Level 4, 480 Northbourne Avenue, Dickson 2602 |

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[REDACTED]  
**Sent:** Wednesday, 17 May 2023 7:56 PM

**To:** Irons, Samantha <[Samantha.Irons@act.gov.au](mailto:Samantha.Irons@act.gov.au)>

**Subject:** Re: Your FOI Access application - Fix my street requests

**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](#)

Hi Samantha

Those categories sound great, thankyou. Any personal information about people can be excluded or redacted, and yes this is an anonymous request.

Thanks

On Wednesday, May 17, 2023, Irons, Samantha <[Samantha.Irons@act.gov.au](mailto:Samantha.Irons@act.gov.au)> wrote:

OFFICIAL

Good afternoon,

Thank you for your quick reply to my email.

Our system currently captures a wide range of data from fix my street reports. To ensure we interpret your request correctly, can you please advise if the following categories are sufficient to meet your application?

- Case Owner (The area in TCCS responsible for the request)
- Case number
- Date/Time Opened
- Subject (shows the pathway for the request, e.g. Fix My Street > Roads, parking & vehicles > Parking & vehicles > Report abandoned vehicle)
- Status

Where the subject contains personal information of another person, would you like this information to be included or can this be excluded from our data export?

Regarding your question about differentiating between Access Canberra and TCCS remits, it is my understanding that any information released to by TCCS will be within the responsibility of TCCS to resolve. You will receive a separate decision on access from CMTEDD on any information they hold relevant to your application.

To help us with addressing our correspondence, can you please advise if you have a preferred way to be addressed? Your application has been received as an anonymous request and can continue being treated as such if that is your preference.

Please call me on (02) 6207 9242 if you have any questions.

Kind regards,

**Samantha Irons | Assistant Director**

Phone: 6207 9242 | Email: [TCCS.FOI@act.gov.au](mailto:TCCS.FOI@act.gov.au)

**Freedom of Information and Subpoenas | Legal & Contracts | Transport Canberra and City Services Directorate | ACT Government**

[Level 4, 480 Northbourne Avenue, Dickson 2602](#) |

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**Sent:** Wednesday, 17 May 2023 1:02 PM

**To:** Irons, Samantha <[Samantha.Irons@act.gov.au](mailto:Samantha.Irons@act.gov.au)>

**Subject:** Re: Your FOI Access application - Fix my street requests

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Hi Samantha,

Thanks for getting back to me.

If possible, I'd like the data from 1 Jan 2022 until 1 May 2023 (or as close as possible).

I'd like to know the total number of unassigned fix my street requests (that have not been assigned for over 2 weeks). If you have them broken down by category (i.e request for lawn

maintenance vs request for road repair) that would be useful. Also, if you have the data broken down by the requests that are in the remit of TCCS vs Access Canberra that would also be useful.

Thanks

On Tuesday, May 16, 2023, Irons, Samantha <[Samantha.Irons@act.gov.au](mailto:Samantha.Irons@act.gov.au)> wrote:

**OFFICIAL**

Good afternoon,

Transport Canberra and City Services (TCCS) have received a copy of your application for access to government information by transfer from the Chief Minister, Treasury and Economic Development Directorate. This is because some of the information you are seeking access in part 2 of your application may be held by TCCS.

So we can progress your application, can you please advise if the data you are seeking is for the period of 1 January 2022 – date of your application (11 May 2023)? Can you please also clarify if you are seeking the total number, or a summary of all relevant fix my street requests?

*The total number of fix my street requests at present, that have been tagged as 'unassigned' for over 2 weeks. An excel document with a raw data extract from your relevant systems would be preferred.*

Please call me if you would like to discuss this further on (02) 6207 9242.

Kind regards,

**Samantha Irons | Assistant Director**

Phone: 6207 9242 | Email: [TCCS.FOI@act.gov.au](mailto:TCCS.FOI@act.gov.au)

**Freedom of Information and Subpoenas | Legal & Contracts | Transport Canberra and City Services Directorate | ACT Government**

[Level 4, 480 Northbourne Avenue, Dickson 2602](#) |

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**ACT**  
Government

Transport Canberra and  
City Services

Dear Applicant

**Freedom of Information Request - Reference 23-048**

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act) received by Transport Canberra and City Services (TCCS) on 12 May 2023. It is my understanding that you are seeking access to the following information:

The total number of fix my street requests at present, that have been tagged as 'unassigned' for over 2 weeks. An excel document with a raw data extract from your relevant systems would be preferred.

...If possible, I'd like the data from 1 Jan 2022 until 1 May 2023 (or as close as possible).

...If you have them broken down by category (i.e request for lawn maintenance vs request for road repair) that would be useful. Also, if you have the data broken down by the requests that are in the remit of TCCS vs Access Canberra that would also be useful.

...Any personal information about people can be excluded or redacted...

Thank you for advising the following categories are sufficient to meet your application:

- Case Owner
- Case number
- Date/Time Opened
- Subject (shows the pathway for the request, e.g. Fix My Street > Roads, parking & vehicles > Parking & vehicles > Report abandoned vehicle)
- Status

**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.

**Timeframes**

A decision on your application was due 13 June 2023. I thank you for agreeing to an extension until 27 June 2023.

### **Decision on access**

Searches of the case management system for relevant data has been completed. These searches have identified that the system does not currently have capacity to compile information into a record consistent with your application.

I am satisfied that all appropriate and reasonable searches were completed. Pursuant to section 35(1)(b) of the Act, I have determined that the information you have requested is not held by TCCS.

### **Charges**

No charges are applicable to your application because no relevant information was found to be held by TCCS.

### **Disclosure log**

Under section 28 of the Act, TCCS maintains an online record of access applications called a [disclosure log](#). Your access application and this notice of decision will be published on the disclosure log within 3 – 10 business days. Your personal information will be removed from these documents prior to publication.

### **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 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

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

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

Under section 84 of the 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](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 [tccs.foi@act.gov.au](mailto:tccs.foi@act.gov.au).

Yours sincerely

*Andrew Pedersen*

Andrew Pedersen  
Information Officer

26 June 2023