

From: [REDACTED]
To: [CED, FOI](#)
Subject: Re: Re phone call: FOI 26-184 – Acknowledgement of Freedom of Information (FOI) Application - Clarification request
Date: Monday, 6 July 2026 3:44:13 PM

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Hi Samantha,

Thanks for your call and message, and valiant efforts to navigate poor reception.

To confirm: I am happy to adjust the scope of the request to the period July 2024–February 2026. As regards the Power BI visualisation, just to confirm what we discussed, I am requesting both a copy of the visualisation itself, (including any DAX queries or formulas) *and* the data used to generate the visualisation, which I infer from your description would be a transformed extract of the raw data holdings.

About this part—

“If any statistical model or data visualisations were prepared for and used to inform the decision about the hours changes, I also request a copy of those visualisations, and any data underlying them not within the ambit of my request above”.

Perhaps it will be useful if I clarify the principles behind my request. I'm interested in two things:

1. The specific information artifacts which were used by the Minister as the basis for her decision (or, if the Minister merely accepted a recommendation, the artifacts which were relied on by the person/s who made the recommendation); and
2. The raw data which underlies those artifacts.

Put another way, I'd like to see the data *and* understand how it was interpreted for the decision-maker. What I was saying on the phone as we cut out was that I don't imagine someone handed the Minister an Excel spreadsheet of footfall data, but rather that she would have been given data visualisations, summary statistics, perhaps a predictive model of future traffic patterns, etc.

I hope that clarifies things. Please don't hesitate to let me know if you need further information or additional scope tuning needs to be considered.

Regards

On Mon, Jul 6, 2026, at 2:28 PM, CED, FOI wrote:

OFFICIAL

[REDACTED],

Thank you for your time and persistence through our phone connection issues just now.

As discussed, the intention of my call was to seek your advice to ensure we correctly understand and interpret your application. Before the phone issues disrupted, you agreed to refining the timeframe requested in your application to the period of July 2024 – February 2026 to align with the announcement to change library opening times. We discussed that there is data held prior to this period, however the data relating to this decision was through a Power BI visualisation; to access prior data with the same views would require a new

report build, as well as data quality steps to ensure accuracy, this would likely require a significant diversion of resources.

As the connection became impractical to continue, we had just started discussing your expectations regarding the following part of your application:

“If any statistical model or data visualisations were prepared for and used to inform the decision about the hours changes, I also request a copy of those visualisations, and any data underlying them not within the ambit of my request above”.

I was only able to hear the beginning of your sentence, where you referred to Power BI; and then only your suggestion that I email instead. I’m not sure if I correctly caught you mentioning wanting to see the visualisation as presented to the Minister. I greatly appreciate your patience and willingness to work with me through this.

For us to progress with your application, we will require the additional guidance from you on how to interpret the second part of your application. Inline with section 40(2) of the FOI Act, please be aware that an application is extended by the number of working days taken to clarify an application.

Please also reach out with any questions, or if there is any guidance you need from us to clarify your application.

Kind regards,

Samantha | Director, Information Access (Coordination)

Phone: 6207 2987 | Email: CEDFOI@act.gov.au

Information Access | Procurement and Business Operations | City and Environment Directorate | ACT Government

480 Northbourne Avenue, Dickson 2602 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

We value your right to disconnect and do not expect you to respond to contact outside of your ordinary working pattern unless it is an emergency, or contact is a recognised part of your role and responsibilities.

From: CED, FOI

Sent: Thursday, 25 June 2026 11:13 AM

To: [REDACTED]

Subject: FOI 26-184 – Acknowledgement of Freedom of Information (FOI) Application

Good morning [REDACTED]

FREEDOM OF INFORMATION (FOI) REQUEST – 26-184 – ACKNOWLEDGEMENT OF FOI APPLICATION

We refer to your application received by City and Environment Directorate on 23 June 2026 in which you seek access to government information under the Freedom of Information Act 2016 (the FOI Act).

On 1 July 2025, the City and Environment Directorate (CED) was established. CED brings together a range of services previously provided by Access Canberra, the Environment, Planning and Sustainable Development Directorate (EPSDD), Transport Canberra and City Services (TCCS) and the Better Regulation Taskforce. Section 101 of the FOI Act provides that an access application made to an abolished agency is taken to have been made to the agency that acquired the abolished agency's functions.

It is our understanding that you are seeking access to the following government information which may be held by CED:

"In the ministerial press release announcing upcoming changes to library hours[1], there is a reference to 'Libraries ACT visit data [which] shows demand is concentrated on weekdays and Saturdays, and more than 96 per cent of all weekday library visits happen during standard business hours.'

I request a copy of this data, in the most granular form which is consistent with the privacy of its subjects. Ideally this would be number of visitors per hour, per day at each Libraries ACT branch going back to at least January 2023.

To avoid doubt, I am not requesting any information which could identify any person.

My strong preference is to receive this data in CSV format. If any statistical model or data visualisations were prepared for and used to inform the decision about the hours changes, I also request a copy of those visualisations, and any data underlying them not within the ambit of my request above.

Decision Timeframe

We are processing your application and in accordance with section 40 of the FOI Act, we are required to provide you with a decision on access to records within the scope of the request within 30 working days of receipt, being **4 August 2026**.

Third Party Consultation

In processing your application, consultation with relevant third parties may be required. If this is the case, you will be notified to this effect and advised of a revised decision due date in respect of your application. In line with the Act, if third party consultation is required, the due date may be extended by 15 working days.

Charges

Please be aware that processing charges may be payable in relation to your request. Should you be liable to pay a processing charge, you will be notified in writing of the preliminary assessment and given an opportunity to make an application that the charge should be remitted in whole or in part. This may affect the time within which your application is processed.

CED Disclosure Log

The FOI Act requires that details regarding your request such as your application, decision notices, and information released to you, must be recorded in the agency disclosure log and be made publicly available three working days after a decision on access has been given to you. Please be aware that while no personal information will be included in the published information all other information will be published on our disclosure log: [here](#).

CED is not required to publish applications on its disclosure log where it relates to a request to access personal information.

Please be assured that your application remains a priority, and we are committed to completing the process as thoroughly and efficiently as possible. Should you have any queries about the processing of your access application, please contact the CED FOI team at CEDFOI@act.gov.au or by telephone on 6207 2987.

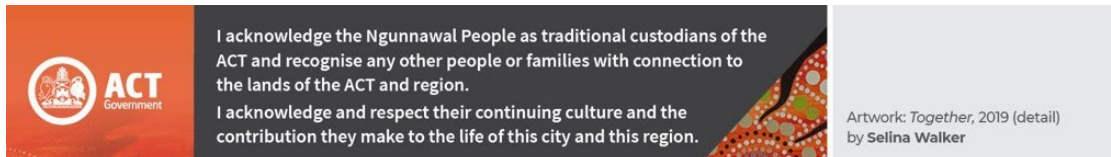
Yours sincerely,

Melanie Poole | Information Access

Phone: [MS Teams](#) | Email: CEDFOI@act.gov.au

Procurement and Business Operations | City and Environment Directorate | ACT Government

GPO Box 158 Canberra ACT 2601



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Freedom of Information (FOI) request - Submission confirmation

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

Date and time

23 Jun 2026 2:07:03 PM

Reference code

4SHHM7X4

Chief Minister, Treasury and Economic Development Directorate (CMTEDD)

GPO Box 158
Canberra City, ACT 2601

Phone: 6207 7754
CMTEDDFOI@act.gov.au

Applicant information

☐ I want to submit this request anonymously

Assistance

Do you need assistance with preparing your request?

☐ Yes

☒ No

Do you need an interpreter?

☐ Yes

☒ No

Applicant details

Title	First name*	Last name

Pronouns

Chosen name

Business/Organisation

Contact details

Please provide at least one method of contact. We use this information to confirm details of the request and deliver information to you once your request is completed.

Phone number

Email address

Address line 1

Address line 2

Suburb

State

Postcode

Help us direct your request

The following information helps us send your request to the most appropriate team who will coordinate and respond to your request.

What type of information are you requesting? *

There are two types of information commonly asked for: personal information and non-personal or general information.

- Personal information refers to your own or another's personal affairs. If you wish to access personal information, you will need to provide proof of identity.

- Non-personal or general information is all the information held by government about how the government undertakes its functions and roles.

- ☐ Personal information
- ☒ Non-personal (General) information

What do you know about the information you are requesting?*

- ☒ I know the Directorate or agency
- ☐ I know the topic
- ☐ I am not sure

Directorate or agency*

- ☐ Canberra Health Services
- ☐ Chief Minister, Treasury and Economic Development Directorate
- ☒ City and Environment Directorate
- ☐ Digital Canberra
- ☐ Education Directorate
- ☐ Health and Community Services Directorate
- ☐ Infrastructure Canberra
- ☐ Justice and Community Safety Directorate
- ☐ Multiple Directorate request

Request for

To help us process your request:

- Include enough detail in your application so we can identify what government information you want.
- As an alternative to using fields within the form, you may choose to attach documents or audio recordings.
- You may wish to include a statement on how the release of this information is in the public interest.

Scope of your request

What information are you requesting access to?*

In the ministerial press release announcing upcoming changes to library hours[1], there is a reference to 'Libraries ACT visit data [which] shows demand is concentrated on weekdays and Saturdays, and more than 96 per cent of all weekday library visits happen during standard business hours.'

I request a copy of this data, in the most granular form which is consistent with the privacy of its subjects. Ideally this would be number of visitors per hour, per day at each Libraries ACT branch going back to at least January 2023. To avoid doubt, I am not requesting any information which could identify any person. My strong preference is to receive this data in CSV format.

If any statistical model or data visualisations were prepared for and used to inform the decision about the hours changes, I also request a copy of those visualisations, and any data underlying them not within the ambit of my request above.

Thank you for your time.

[1]:

https://www.cmtedd.act.gov.au/open_government/inform/act_government_media_releases/cheyne/2026/library-hours-to-shift-to-earlier-weekdays-and-full-day-saturdays

Attach additional documents to support your application

Submit application

Timeframes

The Directorate responsible for your application must:

- inform you in writing within 10 working days that it has received your application
- communicate to you about any difficulties/ delays in processing your request
- provide you with a decision on access to the information within 30 working days or less

Requests may take longer than 30 days in situations where an extension has been granted.

If the Directorate must consult a third party, the deadline for providing a decision is extended by 15 working days. The Directorate will notify you if consultation is required.

After you submit your request, the information you supply will be provided to:

- **City and Environment Directorate**
- **CEDFOI@act.gov.au**