



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 2018-035

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents	Published
4. Additional information identified	No
5. Fees	n/a
6. Processing time (in working days)	19 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



Access
Canberra.

Incident details

Subject: request of incidents reports of uneven parves
Date 22/03/2018 14:14:26
Created:
Google URL: Crn of Northbourne & Alinga Street Civic (<http://maps.google.com.au/maps?q=loc:-35.2821290509556,149.1301557275085&z=17>)

Customer details

First Name: [REDACTED]

Last Name: [REDACTED]

Correspondence

Discussion Thread

Customer [REDACTED]

12/04/2018 12.05 PM

Unofficial

Good Afternoon

I send this email today as I have requested some information on 22/3/2018, Incident [REDACTED] would you please action this request urgently.
Thank you for your urgent action in this matter.

You recently contacted the ACT Government and an enquiry has been submitted. Below is a summary of your correspondence.

Subject

request of incidents reports of uneven parves

Correspondence

Auto-Response By (Administrator) (22/03/2018 02.14 PM)

Thank you for your correspondence which has been received and referred to the relevant ACT Government business unit.

If you have requested a response you should expect to be contacted within 10 working days.

Your reference number is: #180322-001374

Customer By CSS Web [REDACTED] (22/03/2018 02.14 PM)

Under the Freedom of Information Act I would like to request all records of report of incident that happened at the location of the Civic Bus interchange and all records of report of uneven parvers at the Corner of Northbourne Ave and Alinga Street Civic

Additional Details

Reference #: [REDACTED]

Date Created: 22/03/2018 02.14 PM

Status: Unresolved

Category: Work Health and Safety

Type of Correspondence: Request for Information

Incident Address: Crn of Northbourne & Alinga Street Civic

Your Details

First Name: [REDACTED]

Last Name: [REDACTED]

Email Address: [REDACTED]

Phone Number:

You can update or track your correspondence

[REDACTED]

NOTICE: This e-mail message and attachments may contain confidential, personal or legally privileged information. If you are not the intended recipient you should not use or disclose any information in the message or attachments. If received in error, please notify the sender by return email immediately, if possible, or [REDACTED]. For information about how we handle personal information, please visit [REDACTED] and request a copy of our Privacy Policy.

Note [REDACTED]

12/04/2018 10.23 AM

Access Canberra Customer Service (Please do not respond to this email) forwarded this Enquiry to Tccs.foi@act.gov.au

Hi,

Can you please respond to the customer either by phone or by using the below form. If you respond using the form below the response will be sent directly back to the customer's email.

If you phone the customer, please select "Reply to Staff Member" and reply in the form to let me know.

If this is not for your area, please select "Reply to Staff Member" before submitting response. (If this option is not available, it will be sent back to the staff member by default, you will not need to manually select this).

Kind regards,
Access Canberra

Note [redacted] 28/03/2018 11.37 AM

[redacted] forwarded this Enquiry to TCCSFOI@act.gov.au

This matter was incorrectly referred to Access Canberra.

Please reply to the client.

Note (Subject Matter Expert) 27/03/2018 04.53 PM

Updated by SME (cmteddf@act.gov.au)

Without any further information, we assume this would sit with TCCS.

Note [redacted] 27/03/2018 11.01 AM

FOI request fwd'd to CMTEDDFOI@act.gov.au via SME.

Note [redacted] 27/03/2018 10.58 AM

[redacted] forwarded this Enquiry to cmteddf@act.gov.au

System Note (Administrator -) 22/03/2018 02.14 PM

Positional data at time of incident submissions was:

Latitude: -35.2821290509556

Longitude: 149.1301557275085

Google Url: <http://maps.google.com.au/maps?q=loc:-35.2821290509556,149.1301557275085&z=17>

Google Address: Crn of Northbourne & Alinga Street Civic

Auto Response (Administrator -) 22/03/2018 02.14 PM

Thank you for your correspondence which has been received and referred to the relevant ACT Government business unit.

If you have requested a response you should expect to be contacted within 10 working days.

Your reference number is: #180322-001374

Customer [redacted] 22/03/2018 02.14 PM

Under the Freedom of Information Act I would like to request all records of report of incident that happened at the location of the Civic Bus Interchange and all records of report of uneven parvers at the Corner of Northbourne Ave and Alinga Street Civic

Attachments

No attachments

Respond

Your response will be sent to the Staff Member.

Response

Send attachments

Submit your response

Access Canberra, ACT, Australia | For technical support contact Access Canberra CRM and CXP team (<mailto:cxsupport@act.gov.au>)



ACT
Government

Transport Canberra and
City Services

[REDACTED]

Dear [REDACTED]

Freedom of information request: Reference-- 18-035

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), that was fully transferred to Transport Canberra and City Services Directorate (TCCS) by Access Canberra on 12 April 2018. Following discussion with the TCCS FOI Coordinator, your request was clarified, seeking access to:

- all complaints reported in relation to uneven pavement or trips and/or injuries at the corner of Northbourne Ave and Alinga Street between 1 April 2016 - 1 April 2018.

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.

Decision on access

Searches were completed and five complaints have been located from the Roads database that falls within the scope of your request. This data has been transferred onto a spreadsheet. I have decided to grant full access to the data. I have also included the photo referenced in document ID 1046380. The spreadsheet released to you is provided as Attachment A and the photo is as Attachment B to this letter.

Charges

Processing charges are not applicable for this request because the documents released are 50 pages or less.

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 the document released to you in response to your access application will be published in the TCCS disclosure log from 3 days after the date of this decision. Your personal contact details will not be published.

You may view the TCCS' disclosure log at http://www.tccs.act.gov.au/about-us/freedom_of_information.

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
Via email: 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

If you have any queries concerning the directorate's processing of your request, or would like further information, please contact the directorate's FOI Coordinator on 6205 5408 or email tccs.foi@act.gov.au.

Yours sincerely



Vanessa Little
Information Officer
Transport Canberra and City Services

11 May 2018

Roads ACT FOI DOCS SUMMARY for Doc Title : 'alinga'

DocId	Unique Enquirer Count	DefectId	Doc Title	Complaint Status	Class	Enquiry Type	Complaint Priority	Description	Complaint Location	Responsibility Of	Incident Date	Completion Date
1012687	1	67085	CITY, , SYDNEY BUILDING, 100 ALINGA ST, CITY	Complete	PATH	DMG	Medium	pavers out in bus interchange on alinga st towards nthbourne...	Sydney Building, 100 Alinga St, City	JSMITH	31/01/17	16/02/17
1016547	1	67735	CITY, , ALINGA STREET, CITY (BUS INTERCHANGE)	Work Instructed	PATH	DMG	Medium	Customer states that the pavers at the Civic interchange are all uneven, customer states this caused her to trip and has resulted in a broken rib and broken wrist. The customer wants this issue to be rectified to prevent the same happening to other people.	Alinga Street, City (Bus Interchange)	JSMITH	10/03/17	
1024201	1	69259	CITY, , SYDNEY BUILDING, 100 ALINGA ST	Complete	PATH	DMG	Medium	pavers are broken off and causing a potential trip hazard...	Sydney Building, 100 Alinga St	JSMITH	31/05/17	4/09/17
1046380	1		CIVIC, , 111A ALINGA ST, CANBERRA	Email Sent	PATH	DMG	Medium	This is to report that on 12 October 2017, I sustained an injury after I tripped over a footpath tile (raised up and creating a step) and fell on my left knee and hip at the Civic Bus Interchange, Platform 6 photo attached.	111A Alinga St, Canberra	RMS	27/01/18	
1051627	1	74983	CITY, , 111A ALINGA ST, CITY	Complete	PATH	DMG	Medium	This morning at approximately 8.27 am my work colleague [REDACTED] had a fall after hopping off the 58 bus. [REDACTED] foot collected on uneven pavers and tripped. [REDACTED] The pathways around the city area are becoming very dangerous and need maintenance, the lifting of the pavers are a massive trip hazard.	111A Alinga St, City	JSMITH	16/03/18	23/03/18

