



**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: 22-007

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

Sue Locke | Freedom of Information Coordinator | Information Access Team

Phone: 02 6207 5583 | Email: [CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au)

Corporate | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Level 5, 220 London Circuit, Canberra ACT 2601 | GPO Box 158 Canberra ACT 2601 | [act.gov.au](http://act.gov.au)

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**From:** [no-reply@act.gov.au](mailto:no-reply@act.gov.au) <[no-reply@act.gov.au](mailto:no-reply@act.gov.au)>

**Sent:** Tuesday, 18 January 2022 6:06 PM

**To:** CMTEDD FOI <[CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au)>

**Subject:** Freedom of Information request

**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.

Please find online enquiry details below. Please ensure this enquiry is responded to within fourteen working days.

#### Your details

**All fields are optional, however an email address OR full postal address must be provided for us to process your request. An email address and telephone contact number will assist us to contact you quickly if we need to discuss your request.**

Title: [REDACTED]

First Name: [REDACTED]

Last Name: [REDACTED]

Business/Organisation:

Address: [REDACTED]

Suburb:

Postcode: [REDACTED]

State/Territory: [REDACTED]

Phone/mobile: [REDACTED]

Email address: [REDACTED]

#### Request for information

**(Please provide as much detail as possible, for example subject matter and relevant dates, and also provide details of documents that you are not interested in.)**

Under the Freedom of Information Act 2016 I would like to know if there have been any  
I want to access the following document/s complaints about the footpath outside 364  
(\*required field): Fairbairn Avenue, Piailigo, ACT, 2609

I do not want to access the following  
documents in relation to my request::

Freedom of Information Coordinator



**ACT**  
Government

Transport Canberra and  
City Services



Dear 

### **Freedom of Information Request - Reference 22-007**

I refer to your application for access to government information received by Transport Canberra and City Services (TCCS) on 20 January 2022. It is my understanding that you are seeking access to the following government information under the *Freedom of Information Act 2016*:

*"I would like to know if there have been any complaints about the footpath outside 364 Fairbairn Avenue, Pialligo, ACT, 2609 from 1 January to 30 October 2021."*

A decision is due on your access application by 18 February 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 of TCCS records has been completed. This search identified 3 records as relevant to your application.

Upon reviewing the information within the records, and applying the public interest test under section 17 of the FOI Act, I have decided to provide you with:

- Full access to 1 record; and
- Partial access to 2 records.

The reasons for my decision are provided below under the heading 'statement of reasons'.

The documents are listed in the schedule at [Attachment A](#), and a copy of the records with deletions applied to the information I have found to be contrary to the public interest is at [Attachment B](#).

#### **Statement of Reasons**

In making my decision on disclosing government information, I must identify all relevant factors in schedule 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)(viii) - reveal the reason for a government decision and any background or contextual information that informed the decision;
- Schedule 2.1(a)(xi) - reveal environmental or health risks or measures relating to public health and safety.

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

- Schedule 2.2(a)(ii) - prejudice the protection of an individual's right to privacy or any other right under the *Human Rights Act 2016*.

In reviewing the relevant records, personal information relating to third parties has been identified. This includes medical, employment and personal identifying information. I have considered that the disclosure of this information is likely to prejudice the protection of an individual's right to privacy under the *Human Rights Act 2004* and carries significant weight. In this instance, I have found the disclosure of personal information to be, on balance, contrary to the public interest.

I have found that the factors favouring disclosure can be satisfied by the deletion of information which is contrary to the public interest. A copy of the relevant information is enclosed at [Attachment B](#).

**Charges**

No fees are applicable to this application as the information being provided to you is 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 access application and my decision will be published on the [TCCS 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 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



Meghan Oldfield  
Information Officer

15 February 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)

### Factors favouring non-disclosure

Schedule 2.2(a)(ii) - prejudice the protection of an individual's right to privacy or any other right under the *Human Rights Act 2016*.

Reference Number	Description
22-007	Complaints re footpath outside 364 Fairbairn Avenue, Pialligo, ACT, 2609

Reference number	Page number	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1 – 2	Assetic WR report	Multiple	Partial access	Schedule 2.2 (a)(ii)	Documents will be published on the <a href="#">TCCS Disclosure Log</a> within 3 – 10 business days
2	3	CRM report	19/04/2021	Full access	Not applicable	
3	4	Salesforce report	30/10/2021	Partial access	Schedule 2.2 (a)(ii)	

**Total number of documents: 3**

Work_Request_ID	Work_Order_Priority	Work_Order_ID	WR_Status	WR_Defect_Location	WR_Brief_Description	WR_Reference_Number	WR_Created_Date	WR_Resolution_Due_Date	WR_Source	SUPPORTING_INFORMATION	LAST_MODIFIED_DATE
WR23970			REJECTED	RICHMOND FELLOWSHIP 360 FAIRBAIRN AV, PIALLIGO ACT 2609	Cycle & footpaths > Shared paths > Blocking the path (send to city rangers)	00234800	01/06/2021	08/06/2021	Salesforce	<p>WR23970 : CSRM Case Number : 00080465 Requester Contact Name: [REDACTED] Phone Number: [REDACTED]</p> <p>Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations).</p> <p>What is causing the obstruction? Other</p> <p>More Information Fencing blocking safe passage from cycle path to foot path. No temporary traffic measures implemented for active travel.</p> <p>Is it causing traffic or cyclists to swerve? No</p> <p>Could it cause a trip, fall or injury? No</p> <p>***Last updated by TCCS Asset Integrations***1/06/2021 11:49:29 PM</p>	2021-12-03 09:39:52

WR21434			REJECTED	RICHMOND FELLOWSHIP 360 FAIRBAIRN AV, PIALLIGO ACT 2609	Cycle & footpaths Shared paths Blocking the path (send to city rangers)	210419- 001493	19/04/2021	26/04/2021	Oracle CRM	<p>WR21434 : Oracle CRM Reference : 210419-001493</p> <p>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)?: Off Fairbairn Ave, near Provincial Plants and Landscapes.</p> <p>What is the issue?: Blocking the path</p> <p>What is causing the obstruction?: Builders/construction equipment or unauthorised signs</p> <p>Could it cause a trip, fall or injury?: No</p> <p>Is it causing traffic or cyclists to swerve?: No</p> <p>Please provide more information: The route connecting the lake path to Canberra Airport has been blocked by construction.</p>	2021-12-03 09:12:48
WR21434 cont										<p>There is fencing and no replacement pram ramp. There are often parked cars in the remainder of the bike lane, further creating a dangerous situation for people.</p> <p>Phone Number: [REDACTED]</p> <p>Verify Email Address: [REDACTED]</p> <p>***Last updated by TCCS.ICX Integrations***19/04/2021 1:30:00 PM</p>	

Applied filters:WR\_Defect\_Location contains 'Fairbairn'WR\_Created\_Date is on or after 01/01/2021 00:00:00 and is before 31/10/2021 00:00:00Suburb is not CAMPBELL, CAPITAL HILL, CITY, or DICKSON



REFERENCE NUMBER	DATE CREATED	DATE LAST UPDATED	STATUS	QUEUE	SUBJECT	DESCRIPTION	SUBURB	ADDRESS	ADDITIONAL INFORMATION	CATEGORY_LEVEL_1	CATEGORY_LEVEL_2	CATEGORY_LEVEL_3	CATEGORY_LEVEL_4
210419-001493	19/04/2021	19/04/2021	Unresolved	TCCS AMIS Place Mgt Operations	FixMyStreet Submission: Cycle & footpaths > Shared paths > Blocking the path	Can you provide any additional information about the location of the job to help us find the issue (i.e., intersections, buildings, landmarks, features)? Off Fairbairn Ave, near Provincial Plants and Landscapes. What is the issue?: Blocking the path What is causing the obstruction?: Builders/construction equipment or unauthorised signs Could it cause a trip, fall or injury?: No Is it causing traffic or cyclists to swerve?: No Please provide more information: The route connecting the lake path to Canberra Airport has been blocked by construction. There is fencing and no replacement pram ramp. There are often parked cars in the remainder of the bike lane, further creating a dangerous situation for people.	PIALLIGO	RICHMOND FELLOWSHIP 360 FAIRBAIRN AV, PIALIGO ACT 2609	Assetic Work Request: WR21434 Assetic Work Request Status: New  CGD Source: CRM_AMIS_INCIDEN TS_V2	Fix My Street	Cycle & footpaths	Shared paths	Blocking the path

Applied filters:

DATE CREATED is on or after 01/01/2021 00:00:00 and is before 31/10/2021 00:00:00

CATEGORY\_LEVEL\_2 is not Abandoned Vehicles, Accessible Transport, Bridge/Overpass, Cigarette Butt Littering, Graffiti, Grass, Grass, tree & shrubs, Kangaroo, Litter & Illegal Dumping, Other, Parks & public spaces, Pot Holes, Road Safety, Roads, Roads, parking & vehicles, Sharps (Needles), Street Lights, Street Sweeping, Traffic, Traffic & Road Signs, Traffic Lights, Water, or (Blank)

ADDRESS contains 'fairbairn', SUBURB is PIALIGO

# Salesforce case report

As of 2022-02-03 11:13:57 Australian Eastern Standard Time/AEST • Generated by Paula Ludvigson • Sorted by Date/Time Opened (Ascending)

**Filtered By**

Show: All cases

Units: Hours

Suburb contains

Incident Address contains fairbairn

Date/Time Opened	Case Number	Subject	ACTCCS Description	Incident Address	Suburb	Assetic Work Request ID	AC Case Number	Assetic Status Comments	Account Name
30/10/2021 4:05 PM	00128693	Fix My Street > Cycle & footpaths > Shared paths > Accessibility issues	Issue Description Dangerous path - reported multiple times over the past four years - no action yet despite assurances. ~100m inside guard rail need mowing for safe pedestrian access via Fairbairn Avenue to Majura Park.	Intersection of Fairbairn Avenue and Majura Road			00354269		
<b>Total</b>	Count	1							

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