



## FREEDOM OF INFORMATION COVERSHEET

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

FOI reference: 24-062

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Schedule	Published
4. Documents	Published
5. Additional information identified	Not applicable
6. Fees	Not applicable
7. Processing time (in working days)	17 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:** [TCCS\\_FreedomOfInformation](#)  
**To:** [CMTEDD FOI](#)  
**Subject:** RE: CMTEDDFOI 2024-119 - Freedom of Information request  
**Date:** Tuesday, 30 April 2024 4:03:00 PM

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Hi Sue,

As discussed, TCCS has identified additional relevant information in relation to part five this afternoon. As such, we accept partial transfer of the application.

Kind regards,

Sam

**Samantha Irons | A/g Director**

Phone: 02 6207 9242 | Email: [TCCS.FOI@act.gov.au](mailto:TCCS.FOI@act.gov.au)

**Information Access | Procurement, Legal and Information Access | Transport Canberra and City Services Directorate | ACT Government**

480 Northbourne Avenue, Dickson 2602 | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

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**From:** CMTEDD FOI <[CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au)>  
**Sent:** Friday, April 19, 2024 2:10 PM  
**To:** TCCS\_FreedomOfInformation <[TCCS.FOI@act.gov.au](mailto:TCCS.FOI@act.gov.au)>  
**Subject:** RE: CMTEDDFOI 2024-119 - Freedom of Information request

**OFFICIAL**

Hi team

Could you please advise if partial transfer is accepted for point 5 of the below request.

Thanks

Sue

Freedom of Information Coordinator | Information Access Team

Phone: 02 6207 7754 | Email: [CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au)

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

Level 1, 220 London Circuit, Canberra ACT 2601 | GPO Box 158 Canberra ACT 2601 | [act.gov.au](http://act.gov.au)

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**From:** CMTEDD FOI  
**Sent:** Friday, April 5, 2024 1:40 PM  
**To:** TCCS\_FreedomOfInformation <[TCCS.FOI@act.gov.au](mailto:TCCS.FOI@act.gov.au)>  
**Subject:** FW: CMTEDDFOI 2024-119 - Freedom of Information request

OFFICIAL

Good afternoon team

Could you please advise if TCCS accepts partial transfer (point 5 only) of this request. Access Canberra suggested TCCS would be better placed to respond to that point.

Thanks

Sue

**Sue I Freedom of Information Coordinator | Information Access Team**

Phone: 02 6207 7754 | Email: [CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au)

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

Level 1, 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, April 2, 2024 2:06 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. [Learn why this is important](#)

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 respond to your request.**

Title:

First Name:

Last Name:

Business/Organisation

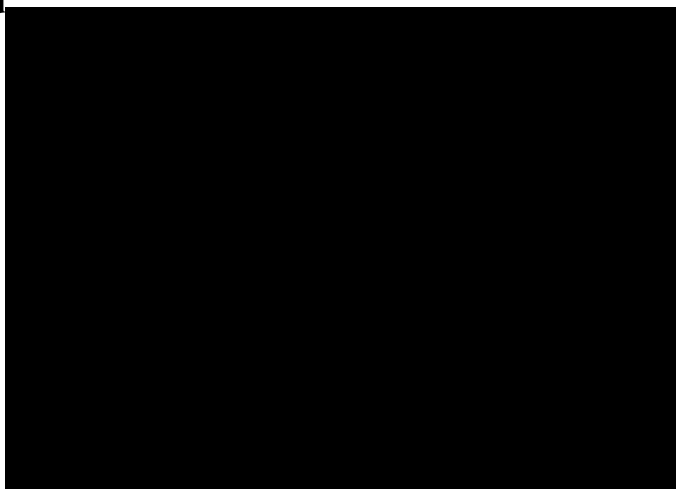
Address:

Suburb:

Postcode:

State/Territory:

Phone/mobile:



Email address:

**Request for informatio**

**(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.)**

Dear Officer, I am writing to request access to records held by Access Canberra which detail the number of parking fines issued in Easty Street carpark (next to Callam Offices), specifically within the "Permit Zone", despite individuals having paid for a parking ticket. My request concerns the period from 9 August 2022 to the current date. It has been observed that the signs demarcating the "Permit Zone" in the mentioned car park are not only obstructed but are facing away from the view of drivers. This situation unjustly leads to a higher number of parking fines being issued. Therefore, I would like to request the following information: 1. The total number of parking fines issues for parking in the "Permit Zone" of Easty Street carpark from 9 August 2022 to the present date, where the drivers purchased a parking ticket. 2. The total dollar value received by Access Canberra from parking fines in this matter. 3. The total number and description of all fine disputes relating to this matter. 4. Any policies or guidance documents related to the enforcement of parking fines in areas where signage may be obstructed or not clearly visible to drivers. 5. Steps being taken to ensure parking signs in Easty Street car park are clear and visible to prevent future misunderstandings and unjust fines. I believe the release of this information is in the public interest as it concerns the clarity of parking regulations and the fairness of their enforcement. It potentially affects a significant number of individuals who use the Easty Street carpark. Additionally, I would like to inform you that I will be notifying my local member of parliament about this request to ensure there is transparency and accountability in the handling of the matter. Thank you for your time and attention to this matter. I look forward to your response.

Under the Freedom of Information Act 2016 I want to access the following document/s (\*required field):

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

Thank you.  
Freedom of Information Coordinator

Dear [REDACTED]

### Freedom of Information Request - Reference 24-062

I refer to your access application under the *Freedom of Information Act 2016* (FOI Act) received by Transport Canberra and City Services (TCCS) on 30 April 2024. It is my understanding that you sought access to the following government information:

1. *The total number of parking fines issues for parking in the "Permit Zone" of Easty Street carpark from 9 August 2022 to the present date, where the drivers purchased a parking ticket.*
2. *The total dollar value received by Access Canberra from parking fines in this matter.*
3. *The total number and description of all fine disputes relating to this matter.*
4. *Any policies or guidance documents related to the enforcement of parking fines in areas where signage may be obstructed or not clearly visible to drivers.*
5. *Steps being taken to ensure parking signs in Easty Street car park are clear and visible to prevent future misunderstandings and unjust fines.*

As notified in the acknowledgement of your access application on 2 May 2024, TCCS accepted a partial transfer of your access application from the Chief Minister, Treasury and Economic Development Directorate (CMTEDD). The scope of your application to be decided by TCCS is:

*"5. Steps being taken to ensure parking signs in Easty Street car park are clear and visible to prevent future misunderstandings and unjust fines."*

Part 1,2,3 and 4 of your access application will be addressed by CMTEDD.

I thank you for including the following views on public interest:

*I believe the release of this information is in the public interest as it concerns the clarity of parking regulations and the fairness of their enforcement. It potentially affects a significant number of individuals who use the Easty Street carpark.*

### Timeframes

In accordance with section 40 of the FOI Act, a decision is due on your access application by 13 June 2024.

### 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 and one record with related attachments have been identified as relevant to your application. Upon reviewing the information within this record and applying the public interest test under section 17 of the FOI Act, I have decided to provide you with partial access to this record.

A copy of the record with deletions applied to the information I have found to be contrary to the public interest is enclosed at [Attachment A](#). The reasons for my decision are detailed further below in the statement of reasons.

**Statement of Reasons**

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

- The FOI Act; and
- The content of the documents that fall within the scope of your request.
- The *Human Rights Act 2016*.

The FOI Act has pro disclosure bias, which requires information to be disclosed unless doing so would be contrary to the public interest. As an Information Officer, I must decide where, on balance, public interest lies in the disclosure of government information. Section 17(1) of the Act sets out the steps for completing the public interest test. As part of this process, I must identify all relevant factors in schedule 1 of the FOI Act. If no factor in schedule 1 is found relevant, I must then consider the factors listed in schedule 2 of the FOI Act and determine, on balance, where the public interest lies.

**Schedule 1:**

- No relevant sections identified.

**Schedule 2:****Factors favouring disclosure in the public interest (Section 2.1)**

- Schedule 2.1(a)(i) - promote open discussion of public affairs and enhance the government's accountability.
- Schedule 2.1(a)(iv) - ensure effective oversight of expenditure of public funds;
- Schedule 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 (Section 2.2)**

- Section 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 record, personal information relating to employee mobile numbers have been identified. I have also considered that the information is not readily available to the public and has not otherwise been disclosed by TCCS. This is because the mobile phone numbers are personally owned or provided to staff for specific purposes, such as out of hours contact. I have considered that disclosure of these numbers could reasonably interfere with a staff member's right to privacy outside of work hours, where calls exceed the purpose of the out of hours phone number. I find that the protection of an individual's right to privacy under the Human Rights Act 2004 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 with the deletion of information which is contrary to the public interest. A copy of the relevant information is enclosed at [Attachment A](#).

### **Charges**

In accordance with Freedom of Information (Fees) Determination 2018, a fee of \$0.35 per page of information disclosed, except for the first 50 pages, may be applied to an access application. No fees are applicable to this application 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. In accordance with section 28, your application, my decision, and the information disclosed to you will be published within 3 – 10 business days. Your personal information will be removed prior to publication. You may view the TCCS' disclosure log [here](#).

### **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  
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



Lisa Johnson  
Information Officer

23 May 2024



- [Close Window](#)
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## Case: 00404532

Case Officer	Case Owner	Trees
Reassignment Reason		

### Case Overview

Case Number	00404532	AC Case Number	00875694
Feedback Type	Operations	Job Type	General Prune
Status	Assigned	Technical Officer Required?	No
Sub Status	In Progress	Suburb	Phillip
Priority	High	Storm Damage	No
Prioritisation Status		Claim Region	
Response Required?	No	Depot Region	South
Correspondence History	No		

**Subject** Fix My Street > Grass, trees & shrubs > Trees & shrubs > Pruning

**ACTCCS Description** **Was this caused by a recent storm?**  
No

**More Information**  
Blocking pay parking signage

**Is it causing traffic or cyclists to swerve?**  
No

**Why does the tree need pruning?**  
Removal of low branches

**What needs to be pruned?**  
Tree

**Is the tree/shrub growing from private or public land?**  
Public

**Is it blocking a road or laneway?**  
No

**Could it cause a trip, fall or injury?**  
No

### Resident Details

Account Name	parking operations	Contact Email	parking.operations@act.gov.au
Contact Phone	[REDACTED]		

### Tree Details

Asset ID	Communicated with the Customer?	Yes
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### Claims

ACTIA/TAMS Identification No.		Claim Number	
Claims Case	<input type="checkbox"/>	Claim Amount Threshold	
Is Claim Being Honoured?	<input type="checkbox"/>	Claim Amount	

### Assessment Details

Assessor	Rua Wall	Diameter at Brest Height (DBH)	
Date Assessed	8/04/2024	Tree Height	
Calling Card	No	Work Comments	Clear signage as required throughout car park deadwood and remove what's required. Busy area.
Added to Field Maps	<input type="checkbox"/>		

### Field Work Comments

Field Work Comments

### Equipment Required

Chipper	Yes	Mini Tower	Yes
Crane Truck	No	Pole Saw	Yes
Flying Crew	No	Travel Tower	No
Gang	Yes	Climber	No

### Work Type

Removal	No	Line of Site	Yes
GP/DW	Yes	Lift	No
Branch Pick Up	No	Street Pruning	
Habitat Prune	No	No Action	No
Mulch		Streetlight Pruning	
		Log	

### Case Details

Source	Access Canberra	Incident Address	CALLAM OFFICES 50 EASTY ST, PHILLIP
Case Origin	FMS Form	ACTCCS Latitude	-35.342871016208605
Date/Time Opened	5/03/2024 12:26 PM	ACTCCS Longitude	149.08960702710252
Date/Time Closed			

### System Information

Created By	AC TCCS Integration, 5/03/2024 12:26 PM	Last Modified By	Rua Wall, 8/04/2024 1:46 PM
Case Sharing ID ACTCCS	TRS	Date Created in FMS	

## Contact Information

Account Name parking operations

Primary Phone

Birthdate

Email

parking.operations@act.gov.au

## Address Information

Billing Address

## System Information

Created By AC TCCS Integration, 21/05/2021 1:33 PM

Last Modified By AC TCCS Integration, 21/05/2021 1:33 PM

## Activity History

Email: Pruning/Deadwooding [ ref:!00D6F02VEqH.!500Od07ToLZ:ref ]

Name	parking operations
Task	<input checked="" type="checkbox"/>
Due Date	8/04/2024
Assigned To	Rua Wall
Last Modified Date/Time	8/04/2024 1:46 PM
	<b>Additional To:</b> parking.operations@act.gov.au
	<b>CC:</b>
	<b>BCC:</b>
	<b>Attachment:</b>
	<b>Subject:</b> Pruning/Deadwooding [ ref:!00D6F02VEqH.!500Od07ToLZ:ref ]
	<b>Body:</b>
	Dear parking,
	Thank you for your tree-related request for service 00875694. An assessment has been carried out and your street tree has been scheduled for pruning by one of our work crews. This work has been categorised as high priority.
Comments	During peak periods the trees and shrubs team receive over 200 public requests per week. To effectively manage this workload, service requests are categorised into high medium and low priority
	This work will now be scheduled for one of our work crews to action and you will be notified when the work has been completed.
	Please use "Reply All" should you wish to provide/request additional information to ensure we can action your request as promptly as possible.
	Thank you for your request and your patience during this process.
	Kind Regards, ACT Government, Urban Treescapes
	ref:!00D6F02VEqH.!500Od07ToLZ:ref

## Case History

8/04/2024 1:46 PM

User	Rua Wall
Action	Changed Work Comments to Clear signage as required throughout car park deadwood and remove what's required. Busy area.. Changed Sub Status from Unresolved to In Progress. Changed Date Assessed to 8/04/2024. Changed Assessor to Rua Wall. Changed Priority to High. Changed Status from Unassigned to Assigned.

5/03/2024 12:26 PM

User	AC TCCS Integration
Action	Changed Account Name to parking operations. Changed Feedback Type to Operations. Changed Case Sharing ID ACTCCS to TRS. Changed Sub Status to Unresolved. Changed Case Owner from AC TCCS Integration to Trees.

Deleted Medium in Priority. Changed Case Origin to FMS Form. Changed Case Record Type from TCCS General to Trees. Created.

## Attachments

### IMG\_1073

Size **3.97MB**  
Ownership **Rua Wall**  
View [Download](#)  
Last Modified **8/04/2024 1:42 PM**

### IMG\_1076

Size **5.07MB**  
Ownership **Rua Wall**  
View [Download](#)  
Last Modified **8/04/2024 1:42 PM**

### IMG\_1071

Size **3.39MB**  
Ownership **Rua Wall**  
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Last Modified **8/04/2024 1:42 PM**

### IMG\_1069

Size **2.92MB**  
Ownership **Rua Wall**  
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### IMG\_1068

Size **4.82MB**  
Ownership **Rua Wall**  
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### IMG\_1067

Size **3.55MB**  
Ownership **Rua Wall**  
View [Download](#)  
Last Modified **8/04/2024 1:42 PM**

### image

Size **1.49MB**  
Ownership **Rua Wall**  
View [Download](#)  
Last Modified **8/04/2024 1:35 PM**

## Notes

### Customer Entry (Auto Note)

Last Modified **5/03/2024 12:27 PM**

Owner **AC TCCS Integration**

Text Preview **This is an auto note of the original customer submission. Subject: Fix My Street > Grass, trees & shrubs > Trees & shrubs > Pruning Category: Fix My Street > Grass, trees & shrubs > Trees & shrubs > Pruning AC Description (forms): Was this caused by a re**







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