



FREEDOM OF INFORMATION COVERSHEET

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

FOI reference: 24-107

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)	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

From: [REDACTED]
To: [TCCS_FreedomOfInformation](#)
Cc: [REDACTED]
Subject: RE: [EXTERNAL]: RE: Request for GIPA Application - Our Ref 221428
Date: Friday, 12 July 2024 5:04:27 PM
Attachments: [image004.png](#)
[image006.png](#)
[Authority to Release Documents - Rankin.pdf](#)
[Photo of Driver's License - 12.07.2024.pdf](#)

You don't often get email from [REDACTED] [Learn why this is important](#)

OFFICIAL: Sensitive

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.

Dear Samantha,

Thank you for your below email and confirming the process.

We kindly wish to lodge a GIPA application for the below documents:

“Copy of documents regarding 191 Anketell Street Greenway ACT 2900 from 29 May 2022 to 5 years prior, including but not limited to:

1. Investigation reports, witness statements, incident reports, claim reports, claim forms, injury reports, accident reports and any related correspondence by way of letter, email or any other form of correspondence concerning any accidents occurring at 191 Anketell Street Greenway ACT 2900 in relation to the footpath, paving and tiles.
2. Any documents relating to any complaints, reports or investigations concerning the general condition and safety of the footpath, tiles and paving located at 191 Anketell Street Greenway ACT 2900.
3. All documents including job requisitions, job orders, invoices, reports and summaries relating to the repair, maintenance and general upkeep of the footpath, tiles and paving located at 191 Anketell Street Greenway ACT 2900.
4. A copy of all documents, correspondence, memoranda, emails, social media postings or the like created by, for or in reference to any “customer requests” regarding or in reference to or pertaining to the site of [REDACTED] incident at 191 Anketell Street Greenway ACT 2900 29 May 2022.”

Further to the above, please see **attached** our client’s driver’s licence and her authority to release.

Please kindly confirm if this can be accepted as our application.

[REDACTED]

[REDACTED]



From: TCCS_FreedomOfInformation <TCCS.FOI@act.gov.au>

Sent: Thursday, July 4, 2024 4:56 PM

To: 

Subject: [EXTERNAL]: RE: Request for GIPA Application - Our Ref 221428

OFFICIAL: Sensitive

Dear ,

Thank you for your enquiry.

Applications can be made to Transport Canberra and City Services online, by email or post. The application forms are accessible on our webpage [here](#).

We can also accept applications as a standard email if:

- The request contains enough information that we can complete a search; and
- An email or postal address is provided to allow us to provide you with a notice of decision.

As you are seeking access to personal information of another person, we will also require a letter of authorisation from your client stating that you may access their personal information held by Transport Canberra and City Services, as well as a copy of evidence of their identity.

From reading your description of the information of interest, I see those points two and three specifies footpath and tiles. We require further guidance on whether the records sought relate solely accidents relating to the footpath/paving on the public land adjacent to 191 Anketell Street Greenway ACT 2900. This will allow us to identify the relevant areas in ACT Government who may hold information. You may wish to attach a picture of the area of interest, such as a marked-up map, if the area is ambiguous.

If you require assistance or have any questions about my email, I can be contacted on (02) 6207 9242.

Kind regards,

Samantha | A/g Director

Phone: 6207 2987 | Email: TCCS.FOI@act.gov.au

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

From: [REDACTED]
Sent: Thursday, July 4, 2024 4:20 PM
To: TCCS_FreedomOfInformation <TCCS.FOI@act.gov.au>
Cc: [REDACTED]
Subject: Request for GIPA Application - Our Ref 221428

You don't often get email from [REDACTED]

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.

Dear Sir/Madam,

We refer to the matter above and advise that we kindly wish to lodge a GIPA application for the below documents.

“Copy of documents regarding 191 Anketell Street Greenway ACT 2900 from 29 May 2022 to 5 years prior, including but not limited to:

1. Investigation reports, witness statements, incident reports, claim reports, claim forms, injury reports, accident reports and any related correspondence by way of letter, email or any other form of correspondence concerning any accidents occurring within 191 Anketell Street Greenway ACT 2900.
2. Any documents relating to any complaints, reports or investigations concerning the general condition and safety of the footpath and tiles located at 191 Anketell Street Greenway ACT 2900.
3. All documents including job requisitions, job orders, invoices, reports and summaries relating to the repair, maintenance and general upkeep of the footpath and tiles located at 191 Anketell Street Greenway ACT 2900.
4. A copy of all documents, correspondence, memoranda, emails, social media postings or the like created by, for or in reference to any “customer requests” regarding or in reference to or pertaining to the site of [REDACTED] incident at 191 Anketell Street Greenway ACT 2900 29 May 2022.”

Please kindly advise if there is an application that we can fill out in order to do so.

Regards,

[REDACTED]



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

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Dear [REDACTED]

Freedom of Information Request - Reference 24-107

I refer to your access application under the Freedom of Information Act 2016 (FOI Act) received by Transport Canberra and City Services (TCCS) on 12 July 2024. It is my understanding that you are seeking access to the following government information:

“Copy of documents regarding 191 Anketell Street Greenway ACT 2900 from 29 May 2022 to 5 years prior, including but not limited to:

- 1. Investigation reports, witness statements, incident reports, claim reports, claim forms, injury reports, accident reports and any related correspondence by way of letter, email or any other form of correspondence concerning any accidents occurring at 191 Anketell Street Greenway ACT 2900 in relation to the footpath, paving and tiles.*
- 2. Any documents relating to any complaints, reports or investigations concerning the general condition and safety of the footpath, tiles and paving located at 191 Anketell Street Greenway ACT 2900.*
- 3. All documents including job requisitions, job orders, invoices, reports and summaries relating to the repair, maintenance and general upkeep of the footpath, tiles and paving located at 191 Anketell Street Greenway ACT 2900.*
- 4. A copy of all documents, correspondence, memoranda, emails, social media postings or the like created by, for or in reference to any “customer requests” regarding or in reference to or pertaining to the site of [REDACTED] incident at 191 Anketell Street Greenway ACT 2900 29 May 2022.”*

Timeframes

A decision is due on your access application by 23 August 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 which are accessible has been completed and four records have been identified 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 three records; and
- Partial access to one record

The records identified as relevant to your application are listed in the schedule enclosed at Attachment A. A copy of the records with deletions applied to the information I have found to be contrary to the public interest is enclosed at Attachment B. The reasons for my decision are provided 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 a 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 (Schedule 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.

Factors favouring non-disclosure (Schedule 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, I have identified that the information you are seeking access to relates to the maintenance of government assets. I acknowledge that relevant information is likely to enhance government's accountability in the maintenance of these assets and provide the background on decisions regarding maintenance. I also acknowledge that the pro-disclosure bias requires the public interest test to be approached on the basis that there are not simply empty scales in equilibrium, waiting for arguments to be put on each side. Rather, the scales are loaded in favour of disclosure.

In my review, I have identified third party personal information, such as names. I have considered that this information is not readily available to the public and the disclosure of this information is likely to prejudice the protection of an individual's right to privacy under the *Human Rights Act 2004*. I have attributed significant weight to this factor and find 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 B.

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

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

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.

Yours sincerely



Lisa Johnson
Information Officer
23 August 2024

ATTACHMENT A – ACCESS APPLICATION SCHEDULE, FREEDOM OF INFORMATION

Reference Number: 24-107

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

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	Page number	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1	Work requests	Multiple	Full access	Not applicable	Decision to be published on the TCCS Disclosure Log with personal information removed.
2	2	Work request map	-	Full access	Not applicable	
3	3-6	Work orders	Multiple	Partial access	Schedule 2.2(a)(ii)	
4	7	Work order map	-	Full access	Not applicable	
Total number of records: 4						

Asset Id	Asset Name	Asset Status	Asset Category	Work Request ID	Work Request Status	Work Request Status Date	Work Request Created Date	Risk Level	Work Request Brief Description	Asset Suburb	Work Request Defect Location	Work Request Inspection Date
OSBN2488	TUGGERANONG TOWN CENTRE GARBAGE WHEELIE BIN	Active	Bins	WR26623	CANCELLED	20/07/2021 12:53 PM	13/07/2021 9:24 PM		GREENWAY - Graffiti on Green Wheelie Bins - 175-187 Anketell St	GREENWAY	175-187 ANKETELL ST, GREENWAY ACT 2900	14/07/2021 3:12 PM
PAVE3516	ANKETELL STREET SHOP/BUILDING PAVEMENT	Active	Hard Surfaces	WR25205	CLOSED	13/04/2023 11:56 AM	23/06/2021 4:38 PM	Safety	Cycle & footpaths > Shared paths > Damage to path or other	GREENWAY	175 Anketell St, Greenway ACT 2900, Australia	14/04/2022 12:40 PM
PAVE897	TUGGERANONG TOWN CENTRE SHOP/BUILDING PAVEMENT	Active	Hard Surfaces	WR13764	CLOSED	07/10/2021 2:47 PM	19/01/2021 1:39 PM	Safety	205 ANKETELL st greenway	GREENWAY	236 Cowlshaw St, Greenway ACT 2900, Australia	22/03/2021 12:11 PM
PUBP65	TUGGERANONG TOWN CENTRE	Active	Land	WR50816	REJECTED	05/05/2022 2:15 PM	03/05/2022 11:14 AM		Parks & public spaces > BBQs & picnic areas > Request cleaning, repair or maintenance	GREENWAY	191 ANKETELL ST, GREENWAY ACT 2900	05/05/2022 2:15 PM
PUBP65	TUGGERANONG TOWN CENTRE	Active	Land	WR43680	REJECTED	16/02/2022 9:50 AM	11/02/2022 9:47 AM		Parks & public spaces > Public bin > Request cleaning, repair or maintenance	GREENWAY	191 ANKETELL ST, GREENWAY ACT 2900	16/02/2022 9:50 AM
SGNG17592	TUGGERANONG TOWN CENTRE GALVANISED STEEL CIRCULAR HOLLOW SECTION SIGN POST - SIGN BLADE CODES R5-10/5,R5-65	Active	Signs	WR51337	CLOSED	15/10/2022 11:56 AM	10/05/2022 12:28 PM	No Immediate Risk	24852-S610 Blue 2 hr parking sign (L) 3.2 L/G 2 bags of mix	GREENWAY	Lakeview House, Suite 3 Level 2/236-242 Cowlshaw St, Greenway ACT 2900, Australia	18/05/2022 10:49 AM



Work Order ID	Work Order Sta	Work Order Creation Time	Work Order Brief Description	Work Order Supporting Information	Work Order Priority	Work Order Priority Notation	Work Order Actual Finish Date	Work Order Source	Work Order Work Group	Work Order Type
WO21099	ASSESS	19/11/2019 2:41 PM	metal bollard/barrier	WO21099 : 191115-001537 - re-install ***Last updated by Chris Nugent***7/07/2020 7:38:30 PM		5 Change (180 days)	31/01/2021 1:46 AM	Public Enquiry	Concrete - RM	CM - Corrective
WO23927	ASSESS	11/02/2020 10:30 AM	Stainless Steel bollard displaced. Has been removed for safety to be re-installed	WO23927 : Re-install the stainless steel bolard and replace 2 damaged pavers ***Last updated by Chris Nugent***8/07/2020 1:57:03 PM		5 Change (180 days)	08/07/2020 12:00 AM	Routine Inspection	Concrete - RM	CM - Corrective
WO36928	ASSESS	22/03/2021 12:11 PM	205 ANKETELL st greenway	WO36928 : Relay paver, ONE ONLY at square near the closed business which was decadent. ***Last updated by Garry George***30/03/2021 10:50:35 AM , WO36928 : Outside decadent ***Last updated by [REDACTED]***22/03/2021 12:12:18 PM		5 Change (180 days)	05/10/2021 1:18 PM	Public Enquiry	Concrete - RM	CM - Corrective
WO4595	ASSESS	07/10/2015 8:12 AM	damaged kerb and A/C	WO4595 : 160120-002190 - special TTMs required , defect includes A/C road and kerb ***Last updated by Chris Nugent***7/07/2020 11:25:20 AM		5 Change (180 days)	31/01/2021 1:00 AM	Ministerial	Concrete - RM	CM - Corrective
WO47069	CAN	09/12/2021 9:35 AM	Sunken pavers on opposite side of pedestrian of south point centre near grill causing trip hazard, multiple points around, see photos	WO47069 : My name is [REDACTED] and I am canceling this work order because this work order is not taken with the every location quantity and I have created WO52301 considering every quantity. ***Last updated by [REDACTED]***14/04/2022 1:00:55 PM		5 Change (180 days)		Ministerial	Concrete - RM	CM - Corrective
WO52301	ASSESS	14/04/2022 11:48 AM	Missing and Relay Pavers-opposite to Woolworths shopping centre & in front of CommBank,Tuggeranong. Quantity is 16 Sqm.	WO52301 : Claim 3 final Invoice. I conducted desktop inspection of work conducted at the site related to this work order on 13/4/2023. All work appears to have been completed and satisfactory. The contractor has attached images to the work order which show the completed work. The quantity is correct. The work order has been moved to Assess status. ***Last updated by Garry George***13/04/2023 11:56:21 AM , WO52301 : Missing and undulated pavers in front of CommBank, Anketell St Chemist shop and Kmart as showed in the picture. Safety issue. Refer to photos. ***Last updated by [REDACTED]***14/04/2022 11:51:30 AM		5 Change (180 days)	23/03/2023 1:40 PM	Public Enquiry	Concrete - RM	CM - Corrective



DEC_09_2021



DEC_09_2021



DEC_09_2021



DEC_09_2021



DEC_09_2021



DEC_09_2021



IMG_2023_03_10_09



IMG_2023_03_10_09



IMG_2023_03_10_08



IMG_2023_03_10_07



IMG_2023_03_09_15



IMG_2023_03_09_15



IMG_2023_03_09_12



CUSTOMER ENTRY
(AUTO NOTE)



CUSTOMER ENTRY
(AUTO NOTE)



APR_14_2022



AHMADSSS

Work Order ID	Work Order Failure Code	Work Order Cause Code	Work Order Remedy Code	Asset Id	Asset Name	Asset Category	Asset Workgroup	Maintenance Asset Type	Maintenance Asset Sub Type	Asset Suburb	Work Order Defect Location
WO21099	MSG, MSG-01, Missing, Missing	UNK, UNK-01, Unknown Cause, Unknown Cause	Replace	PAVE897	TUGGERANONG TOWN CENTRE SHOP/BUILDING PAVEMENT	Hard Surfaces	Concrete - RM	Hard Surface	Pavers	GREENWAY	191 Anketell St Greenway
WO23927	MSG, MSG-01, Missing, Missing	UNK, UNK-01, Unknown Cause, Unknown Cause	Replace	PAVE897	TUGGERANONG TOWN CENTRE SHOP/BUILDING PAVEMENT	Hard Surfaces	Concrete - RM	Hard Surface	Pavers	GREENWAY	191 Anketell St, Greenway adjacent to 4 Seasons House
WO36928	CRK, CRK-01, Cracked, Cracked	TPD, TPD-02, Third Party Damage, Contractor Damage	Relay	PAVE897	TUGGERANONG TOWN CENTRE SHOP/BUILDING PAVEMENT	Hard Surfaces	Concrete - RM	Hard Surface	Pavers	GREENWAY	236 Cowlishaw St, Greenway ACT 2900, Australia
WO4595	DMG, DMG-01, Damaged, Damaged	UNK, UNK-01, Unknown Cause, Unknown Cause	Replace	PAVE897	TUGGERANONG TOWN CENTRE SHOP/BUILDING PAVEMENT	Hard Surfaces	Concrete - RM	Hard Surface	Pavers	GREENWAY	Cowlishaw st carpark kerbing
WO47069	DSP, DSP-01, Displaced, Displaced	UNK, UNK-01, Unknown Cause, Unknown Cause	Relay	PAVE3520	ANKETELL STREET SHOP/BUILDING PAVEMENT	Hard Surfaces	Concrete - RM	Hard Surface	Concrete	GREENWAY	Four Seasons House, 191 Anketell St, Greenway ACT 2900, Australia
WO52301	DSP, DSP-01, Displaced, Displaced	UNK, UNK-01, Unknown Cause, Unknown Cause	Relay	PAVE3516	ANKETELL STREET SHOP/BUILDING PAVEMENT	Hard Surfaces	Concrete - RM	Hard Surface	Concrete	GREENWAY	147-157 Anketell St, Greenway ACT 2900, Australia

