



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: 24-031

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)	33 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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Qadir, Masih

From: TCCS_FreedomOfInformation
Sent: Tuesday, 12 March 2024 12:06 PM
To: CMTEDD FOI
Subject: RE: CMTEDDFOI 2024-081 - Possible transfer request query- relating to TCCS request 23-102
Categories: Application

OFFICIAL

Good afternoon team ,

TCCS accepts full transfer of the below request.

Yours sincerely,

Toma Ahmed | FOI Coordinator

Phone: 02 6207 9953 | Email: 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

From: CMTEDD FOI <CMTEDDFOI@act.gov.au>
Sent: Friday, March 8, 2024 11:00 AM
To: TCCS_FreedomOfInformation <TCCS.FOI@act.gov.au>
Cc: CMTEDD FOI <CMTEDDFOI@act.gov.au>
Subject: CMTEDDFOI 2024-081 - Possible transfer request query- relating to TCCS request 23-102

Good morning Team,

We received the below request for information . I called [REDACTED] this morning who advised the list of documents provided below are from a decision letter and release of information from TCCS with FOI request no request 23-102.

Does TCCS have any of the documents listed? The decision is published on the disclosure log, here:

[FOI-23-102-Disclosure-log-publication Redacted.pdf](#)

Therefore would TCCS be best to manage the request , and therefore accept a full or partial transfer?

Please contact me by phone/Teams if you wish to discuss further before accepting the transfer.

Kind regards
[REDACTED]

Information Access Team

Phone: 02 6207 7754 | CMTEDDFOI@act.gov.au

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

220 London Circuit, Canberra City | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From: no-reply@act.gov.au <no-reply@act.gov.au>
Sent: Thursday, March 7, 2024 4:45 PM
To: CMTEDD FOI <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 contact you quickly if we need to discuss your request.

Title: Mr
First Name: [Redacted]
Last Name: [Redacted]
Business/Organisation: [Redacted]
Address: [Redacted]
Suburb: Canberra
Postcode: [Redacted]
State/Territory: ACT
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 want to access the following document/s (*required field):

Could I please access the following documents: 1. CRM search results: Reference number 200914-003189 reported on 14.09.2020 2. IAMS defects search results: Defect ID: 79082 3. Salesforce case report: case number: 00140901 & Case number: 00333527 4. IAMS search results: Enquiry ID: 1055179, Date of report: 11.05.2018 5. Work order search results: - Work order ID: wo18593, created: 26.06.2019 - Work order ID: wo18714, created: 26.06.2019 - Work order ID: wo 18918, created: 26.06.2019 - Work order ID: wo19159, created 26.06.20219 - Work Order ID: wo 35810, created: 10.03.2021 - Work order ID: wo70281, created 29.06.2023 - Work order ID: wo8785, created 04.10.2019 5. Work request search results: - Asset ID COPA56773 Thank you for your assistance and I look forward to receiving the above documents. Kind regards [Redacted]

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 24-031

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 March 2024 by way of transfer from the Chief Minister, Treasury and Economic Development Directorate. It is my understanding that you are seeking access to the following government information:

“Could I please access the following documents: 1. CRM search results: Reference number 200914-003189 reported on 14.09.2020 2. IAMS defects search results: Defect ID: 79082 3. Salesforce case report: case number: 00140901 & Case number: 00333527 4. IAMS search results: Enquiry ID: 1055179, Date of report: 11.05.2018 5. Work order search results: - Work order ID: wo18593, created: 26.06.2019 - Work order ID: wo18714, created: 26.06.2019 - Work order ID: wo 18918, created: 26.06.2019 - Work order ID: wo19159, created 26.06.20219 - Work Order ID: wo 35810, created: 10.03.2021 - Work order ID: wo70281, created 29.06.2023 - Work order ID: wo8785, created 04.10.2019 5. Work request search results: - Asset ID COPA56773 Thank you for your assistance and I look forward to receiving the above documents”.

Timeframes

A decision on your access application was due on 26 April 2024. I thank you for being agreeable to an extension until 3 May 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 thirteen records have been identified as relevant to your application. Upon reviewing the information within these records and applying the public interest test under section 17 of the FOI Act, I have decided to provide you with:

- Full access to 3 records and
- Partial access to 10 records.

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 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 *Human Rights Act 2016*.

In making my decision on disclosing the relevant government information, I must identify all relevant factors in schedule 1 and 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 records, personal information relating to third parties, including information which is likely to identify a third party, has been identified. 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* and carries significant weight. I find this information is, on balance, contrary to the public interest to disclose.

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 information disclosed to you will be published on the [TCCS Disclosure Log](#) within 3 – 10 business days. Your personal information, including information relating to your firm, 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

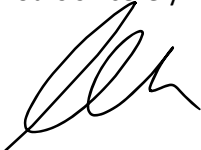
ACT Civil and Administrative Tribunal (ACAT) review

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

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

1 May 2024

ATTACHMENT A - ACCESS APPLICATION SCHEDULE, FREEDOM OF INFORMATION

Reference Number: 24-031

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	WO8785	4 October 2016	Partial access	Schedule 2.2(a)(ii)	Decision to be published on the TCCS Disclosure Log .
2	2	WO18918	26 June 2019	Full access	Not applicable	
3	3	WO18714	26 June 2019	Full access	Not applicable	
4	4	WO19159	26 June 2019	Full access	Not applicable	
5	5-6	WO35810	10 March 2021	Partial access	Schedule 2.2(a)(ii)	
6	7	WR35792	30 November 2021	Partial access	Schedule 2.2(a)(ii)	
7	8-9	WR35798	30 November 2021	Partial access	Schedule 2.2(a)(ii)	

8	10-12	WO70281	17 October 2023	Partial access	Schedule 2.2(a)(ii)	
9	13-14	AC-00333527	17 July 2023	Partial access	Schedule 2.2(a)(ii)	
10	15-17	AC-00140901	6 December 2021	Partial access	Schedule 2.2(a)(ii)	
11	18	Additional search results	14 September 2020	Partial access	Schedule 2.2(a)(xvi)	
12	19	Additional search results 1	30 July 2018	Partial access	Schedule 2.2(a)(xvi)	
13	20	Additional search results 2	11 May 2018	Partial access	Schedule 2.2(a)(xvi)	

Total number of documents: 13

WORK ORDER

ORDER DETAILS

WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO8785	Change (180 days)	4/10/2016 3:30 PM	2/04/2017 2:30 PM
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	Responsible Officer
CM - Corrective	65311	ACT/6376	
Brief Description			
Displaced pavers			

ASSET DETAILS

ASSET ID	ASSET NAME	ASSET CATEGORY
PAVE1980	WHITNEY PLACE PEDESTRIAN PARKLAND SHOP/BUILDING PAVEMENT	Hard Surfaces
ASSET TYPE	ASSET CLASS	CRITICALITY
SHOP/BUILDING PAVEMENT (HARD SURFACE)	CONCRETE (ROAD INFRASTRUCTURE)	Medium
SUBURB	DEFECT LOCATION	
WESTON	Whitney Pl, Weston. Cooleman Ct.	

FCR

FAILURE	CAUSE	REMEDY
Displaced	Unknown Cause	Relay

TASK

TASK	DESCRIPTION
10	Whitney Pl, Weston. Cooleman Ct.. Pavers

SUPPORTING INFORMATION

160829-001367 - Relay pavers ***Last updated by Chris Nugent 7/07/2020 2:04:30 PM***
Comments

LABOUR

TASK	CRAFT	QTY PLANNED	Hours Required
10	Paver Contractor	1	0.00

RESOURCE

TASK	NAME	CRAFT	ACTUAL HOUR	COMPLETE DATE	SIGNATURE
10		Paver Contractor		10/13/2016 1:44:00 PM	

MATERIAL

Task	ITEM	QTY PLANNED	QTY ACTUAL
	Relay Pavers	1874.00	0.00

SERVICE

TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL

WORK ORDER

ORDER DETAILS

WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO18918	Change (180 days)	26/06/2019 11:30 AM	23/12/2019 10:30 AM
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	Responsible Officer
CM - Corrective	86689		
Brief Description			
Displaced pavers			

ASSET DETAILS

ASSET ID	ASSET NAME	ASSET CATEGORY
PAVE1980	WHITNEY PLACE PEDESTRIAN PARKLAND SHOP/BUILDING PAVEMENT	Hard Surfaces
ASSET TYPE	ASSET CLASS	CRITICALITY
SHOP/BUILDING PAVEMENT (HARD SURFACE)	CONCRETE (ROAD INFRASTRUCTURE)	Medium
SUBURB	DEFECT LOCATION	
WESTON	Coleman court southside entry Weston near bank	

FCR

FAILURE	CAUSE	REMEDY
Displaced	Unknown Cause	Relay

TASK

TASK	DESCRIPTION

SUPPORTING INFORMATION

Replace/relay. Make safe ***Last updated by Chris Nugent 7/07/2020 7:02:59 PM***
Comments

LABOUR

TASK	CRAFT	QTY PLANNED	Hours Required
	Concrete Contractor	1	0.00

RESOURCE

TASK	NAME	CRAFT	ACTUAL HOUR	COMPLETE DATE	SIGNATURE
	Paths Contractor	Concrete Contractor		12/23/2019 10:30:00 AM	

MATERIAL

Task	ITEM	QTY PLANNED	QTY ACTUAL
	Relay Pavers	6.00	0.00

SERVICE

TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL

WORK ORDER

ORDER DETAILS

WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO18714	Change (180 days)	26/06/2019 2:27 PM	23/12/2019 1:27 PM
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	Responsible Officer
CM - Corrective	86693		
Brief Description			
Displaced Pavers			

ASSET DETAILS

ASSET ID	ASSET NAME	ASSET CATEGORY
PAVE1980	WHITNEY PLACE PEDESTRIAN PARKLAND SHOP/BUILDING PAVEMENT	Hard Surfaces
ASSET TYPE	ASSET CLASS	CRITICALITY
SHOP/BUILDING PAVEMENT (HARD SURFACE)	CONCRETE (ROAD INFRASTRUCTURE)	Medium
SUBURB	DEFECT LOCATION	
WESTON	Coleman court, Weston southside entry	

FCR

FAILURE	CAUSE	REMEDY
Displaced	Unknown Cause	Relay

TASK

TASK	DESCRIPTION

SUPPORTING INFORMATION

Replace/Relay, Make safe ***Last updated by Chris Nugent 7/07/2020 7:02:59 PM***
Comments

LABOUR

TASK	CRAFT	QTY PLANNED	Hours Required
	Concrete Contractor	1	0.00

RESOURCE

TASK	NAME	CRAFT	ACTUAL HOUR	COMPLETE DATE	SIGNATURE
	Paths Contractor	Concrete Contractor		12/23/2019 1:27:00 PM	

MATERIAL

Task	ITEM	QTY PLANNED	QTY ACTUAL
	Relay Pavers	6.00	0.00

SERVICE

TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL

WORK ORDER

ORDER DETAILS

WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO19159	Change (180 days)	26/06/2019 11:30 AM	23/12/2019 10:30 AM
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	Responsible Officer
CM - Corrective	86690		
Brief Description			
Displaced pavers			

ASSET DETAILS

ASSET ID	ASSET NAME	ASSET CATEGORY
PAVE1980	WHITNEY PLACE PEDESTRIAN PARKLAND SHOP/BUILDING PAVEMENT	Hard Surfaces
ASSET TYPE	ASSET CLASS	CRITICALITY
SHOP/BUILDING PAVEMENT (HARD SURFACE)	CONCRETE (ROAD INFRASTRUCTURE)	Medium
SUBURB	DEFECT LOCATION	
WESTON	Coleman court southside entry Weston near bank	

FCR

FAILURE	CAUSE	REMEDY
Displaced	Unknown Cause	Relay

TASK

TASK	DESCRIPTION

SUPPORTING INFORMATION

Replace/relay. Make safe
 Last updated by Chris Nugent 7/07/2020 7:02:59 PM

Comments

LABOUR

TASK	CRAFT	QTY PLANNED	Hours Required
	Concrete Contractor	1	0.00

RESOURCE

TASK	NAME	CRAFT	ACTUAL HOUR	COMPLETE DATE	SIGNATURE
	Paths Contractor	Concrete Contractor		12/23/2019 10:30:00 AM	

MATERIAL

Task	ITEM	QTY PLANNED	QTY ACTUAL
	Relay Pavers	6.00	0.00

SERVICE

TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL

WORK ORDER

ORDER DETAILS

WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO35810	Serious (10 days)	10/03/2021 12:00 AM	10/05/2021 12:00 AM
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	Responsible Officer
CM - Corrective	9971742	210304-002010	
Brief Description			
Roads, parking & vehicles; Roads & traffic;			

ASSET DETAILS

ASSET ID	ASSET NAME	ASSET CATEGORY
ROAD006794	(WHITNEY (E) -> WATLING)	Roads
ASSET TYPE	ASSET CLASS	CRITICALITY
MINOR COLLECTOR (ROAD LINK)	ROADS (ROAD INFRASTRUCTURE)	Medium
SUBURB	DEFECT LOCATION	
WESTON	9 WHITNEY PL, WESTON ACT 2611	

FCR

FAILURE	CAUSE	REMEDY
Pothole	Unknown Cause	Coldmix

TASK

TASK	DESCRIPTION

SUPPORTING INFORMATION

WR17851 : Linked Work Order WO35810 has been assessed.
 Last updated by Shane Cox 22/03/2021 8:39:37 AM
 10th trip here. For hot mix only
 Last updated by Richard Sliwinski 17/03/2021 1:06:21 PM
 WR17851 : Oracle CRM Reference : 210304-002010 Requester Contact Name: [REDACTED] initial enquiry info only. See CRM for additional correspondence. Defect location info may be incorrect (address validation limitations). Roads, parking & vehicles Roads & traffic What is being requested?* Potholes What type of pothole are you reporting?* New pothole Where is the issue?* Road Please provide more information It is near the new bus stop in cooleman court Phone Number: [REDACTED]
 Last updated by TCCS.ICX Integrations 4/03/2021 5:03:28 PM

Comments

LABOUR

TASK	CRAFT	QTY PLANNED	Hours Required
	Coldmix (TCCS)	1	1.00

RESOURCE

TASK	NAME	CRAFT	ACTUAL HOUR	COMPLETE DATE	SIGNATURE
	[REDACTED]	Coldmix (TCCS)	0.00	3/17/2021 1:04:30 PM	

MATERIAL

Task	ITEM	QTY PLANNED	QTY ACTUAL
	RP - Coldmix (RP02)	1.00	0.00

SERVICE

TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL

es
6



F

MAR_17_2021



Maintenance Operational

Request ID: WR35792
 Request Plan Schedule Assign Execute Complete Assess

Creation Time: 30/11/2021 6:54 PM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk?: Safety

Work Order ID: W046983

Asset Details Search

Asset ID: COPA56773 Action

Asset Name: WESTON SHOPPING CENTRE CONCRETE FOOTPATH

Asset Category: Pathways

Maintenance Asset Type: Community Path

Work Group: Concrete - RM

Asset Criticality: Medium

Requestor Details

Resource Name: [Redacted]

Firstname: [Redacted] Surname: [Redacted]

Company: [Redacted]

Requestor External ID: [Redacted]

Preferred Method: None

Additional Info

Request Type: 2, Problem, P-COPA, Concrete Paving Enquiries

Responsible Officer: [Redacted]

External ID: 5002P00000M2ktUQAR

Reference #: 00375762

Brief Description: 9 WHITNEY PL, WESTON ACT 2611

220 characters remaining

Reactive Inspection

Reactive Inspector: [Redacted]

Inspection Date: [Redacted]

Request Priority

Work Order Priority: 3

Acknowledgement Due Date: 3/12/2021 6:54 PM

Resolution Due Date: 7/12/2021

Supporting Information

Example: The main office front door is faulty as it has come away from the frame and requires replacement or repair by a service technician.

Linked Work Order has been assessed.
 Last updated by [Redacted] 19/01/2022 4:41:58 PM

Linked Work Order has been completed.
 Last updated by [Redacted] 19/01/2022 4:41:41 PM

Multiple work order raised in front of community centre
 Last updated by [Redacted] 7/12/2021 11:04:39 AM

CSRM Case Number : 00139227

4000 characters remaining

Defect Location

Location Description: 9 WHITNEY PL, WESTON ACT 2611

Attachments

FOOTPATH WCCC FOOTPATH 3 WCCC FOOTPATH 2 WCCC DEC_07_2021 CUSTOMER ENTRY (AUTO NOTE)

CUSTOMER ENTRY (AUTO NOTE) 7A690851-A608-4808-B19D-0F34DAE9AEF0 3F802021-3732-4C1C-AD69-1A27CE19C908

1 - 8 of 8 items



Maintenance Operational

Request ID: WR35798
 Request Plan: Schedule Assign Execute Complete Assess

Creation Time: 30/11/2021 7:59 PM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk?: Safety

Work Order ID: W046983

Asset Details Search

Asset ID: COPA56773

Asset Name: WESTON SHOPPING CENTRE CONCRETE FOOTPATH

Asset Category: Pathways

Maintenance Asset Type: Community Path

Work Group: Concrete - RM

Asset Criticality: Medium

Requestor Details

Resource Name: [Redacted]

Firstname: [Redacted] Surname: [Redacted]

Company: [Redacted]

Requestor External ID: [Redacted]

Preferred Method: None

Additional Info

Request Type: 2, Problem, P-COPA, Concrete Paving Enquiries

Responsible Officer: [Redacted]

External ID: 5002P0000M2nC7QAJ

Reference #: 00375784

Brief Description: WESTON CREEK COMMUNITY CENTRE 6 WHITNEY PL, WESTON ACT 2611

190 characters remaining

Reactive Inspection

Reactive Inspector: [Redacted]

Inspection Date: 07/12/2021

Request Priority

Work Order Priority: 3

Acknowledgement Due Date: 3/12/2021 7:59 PM

Resolution Due Date: 7/12/2021

Supporting Information

Example: The main office front door is faulty as it has come away from the frame and requires replacement or repair by a service technician.

Linked Work Order has been assessed.
 Last updated by [Redacted] 19/01/2022 4:41:58 PM

Linked Work Order has been completed.
 Last updated by [Redacted] 19/01/2022 4:41:41 PM

CSRM Case Number : 00139237

Requester Contact Name: [Redacted]

Phone Number: [Redacted]

4000 characters remaining

Defect Location

Location Description: WESTON CREEK COMMUNITY CENTRE 6 WHITNEY PL, WESTON ACT 2611

Attachments

FOOTPATH WCCC FOOTPATH 3 WCCC FOOTPATH 2 WCCC CUSTOMER ENTRY (AUTO NOTE)

1 - 4 of 4 items

WORK ORDER

ORDER DETAILS			
WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO18593	Change (180 days)	26/06/2019 3:37 PM	23/12/2019 2:37 PM
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	Responsible Officer
CM - Corrective	86707		
Brief Description			
Displaced Pavers			

ASSET DETAILS		
ASSET ID	ASSET NAME	ASSET CATEGORY
PAVE1980	WHITNEY PLACE PEDESTRIAN PARKLAND SHOP/BUILDING PAVEMENT	Hard Surfaces
ASSET TYPE	ASSET CLASS	CRITICALITY
SHOP/BUILDING PAVEMENT (HARD SURFACE)	CONCRETE (ROAD INFRASTRUCTURE)	Medium
SUBURB	DEFECT LOCATION	
WESTON	Cooleman Court, Weston - Inbetween TAB and Sakeenas	

FCR		
FAILURE	CAUSE	REMEDY
Displaced	Unknown Cause	Relay

TASK	
TASK	DESCRIPTION

SUPPORTING INFORMATION
Replace/Relay pavers. Make safe ***Last updated by Chris Nugent 7/07/2020 7:02:59 PM***
Comments

LABOUR			
TASK	CRAFT	QTY PLANNED	Hours Required
	Concrete Contractor	1	0.00

RESOURCE					
TASK	NAME	CRAFT	ACTUAL HOUR	COMPLETE DATE	SIGNATURE
	Paths Contractor	Concrete Contractor		12/23/2019 2:37:00 PM	

MATERIAL			
Task	ITEM	QTY PLANNED	QTY ACTUAL
	Relay Pavers	12.00	0.00

SERVICE			
TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL
FO			

WORK ORDER

ORDER DETAILS

WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO70281	Change (180 days)	17/10/2023 12:00 AM	30/01/2024 12:00 AM
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	Responsible Officer
CM - Corrective			
Brief Description			
Relay pavers Coleman Court Weston @ main entrance off the Parkinson St, Carpark near Sakeenas Cafe.Refer WR87775 Tree grill matter. 3 locations 7 square metres.			

ASSET DETAILS

ASSET ID	ASSET NAME	ASSET CATEGORY
PAVE1980	WHITNEY PLACE PEDESTRIAN PARKLAND SHOP/BUILDING PAVEMENT	Hard Surfaces
ASSET TYPE	ASSET CLASS	CRITICALITY
SHOP/BUILDING PAVEMENT (HARD SURFACE)	CONCRETE (ROAD INFRASTRUCTURE)	Medium
SUBURB	DEFECT LOCATION	
WESTON	Ground Floor, Cooleman Court, 16 Brierly St, Weston ACT 2611, Australia	

FCR

FAILURE	CAUSE	REMEDY
Displaced	Vegetation	Relay

TASK

TASK	DESCRIPTION
10	PaversCoolemanCtWestonEntranceOfvParkinson3spots7sm

SUPPORTING INFORMATION

WR89057 : Linked Work Order has been assessed.
 Last updated by [REDACTED] 17/12/2023 7:13:47 PM
 WR87775 : Linked Work Order has been assessed.
 Last updated by [REDACTED] 17/12/2023 7:13:47 PM
 WR91825 : Linked Work Order has been assessed.
 Last updated by [REDACTED] 17/12/2023 7:13:47 PM
 Paraco Invoice number 2022.2190-NCT-001-02-007 Claim # 3/4. I conducted desktop inspection of work conducted at the site related to this work order on 017/12/2023. 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 [REDACTED] 17/12/2023 7:13:47 PM
 WR91825 : CSRM Case Number : 00343336 Requester Contact Name: [REDACTED] Phone Number: [REDACTED] initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). More Information Lifted and uneven/broken pavers in front of public outdoor seat in front of TAB/Sakeenas cafe at Cooleman Court. Lady informed Centre Management Office this morning that she tripped and hurt her knee. [REDACTED] Is it causing traffic or cyclists to swerve? Yes What is the material? Brick or concrete pavers What is the damage? Cracked, broken or uneven Could it cause a trip, fall or injury? Yes
 Last updated by TCCS Asset Integrations 25/08/2023 11:47:29 AM
 WR89057 : CSRM Case Number : 00333527 Requester Contact Name: [REDACTED] Phone Number [REDACTED] initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). What is the material? Concrete What is the damage? Sunken or collapsed More Information The pathway (next to the Mural), outside our Weston Creek Community Centre on Parkinson Street side, has a very sunken section that seems to be getting worse and people with mobility issues are having to maneuver around this. Is it causing traffic or cyclists to swerve? Yes Could it cause a trip, fall or injury? Yes
 Last updated by TCCS Asset Integrations 18/07/2023 1:38:08 AM
 WR87775 : This matter was referred to Urban Treescapes on 29/6/23. UTS Officer has informed RM that the tree grill will be removed as soon as possible. UTS is looking at their process for tree surround maintenance including increase funding for flexible porous pavement. work.
 Last updated by [REDACTED] 7/07/2023 8:44:02 AM
 WR87775 : Sent notice to TCCS Claims. at 21:45, 29/6/23.
 Last updated by [REDACTED] 29/06/2023 10:17:33 PM
 WR87775 : Sent email notice to UTS tree surround remediation manager at 21:20pm, 29/6/23 with request to have the steel grills removed.
 Last updated by [REDACTED] 29/06/2023 9:23:28 PM
 PaversCoolemanCtWestonEntranceOffParkinson 3spots7sm
 Last updated by [REDACTED] 29/06/2023 4:21:14 PM
 3spots 7 square metres
 Last updated by [REDACTED] 29/06/2023 4:19:53 PM
 PaversCoolemanCtWestonEntranceOffParkinson
 Last updated by [REDACTED] 29/06/2023 4:19:21 PM
 WR87775 : At the same inspection, 29/6/23, I identified several paving displacements at the same location and have raised a separate work order for remediation of these defects.
 Last updated by [REDACTED] 29/06/2023 4:12:49 PM
 WR87775 : Inspected the location at 16:00 29/6/23. There are 2 trees near the main entrance to Coleman Court Weston off the Parkinson St car park & near Sakeenas Cafe. At the base of these 2 trees there are steel grills both of which have been lifted by tree root growth. Both of these tree surround grills must be removed to eliminate public safety risk.
 Last updated by [REDACTED] 29/06/2023 4:11:15 PM
 WR87775 : CSRM Case Number : 00328694 Requester Contact Name: [REDACTED] Phone Number: [REDACTED] initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). Issue Description Metal grid around base of tree on footpath/entrance from carpark. Member of public heel of shoe got stuck in metal grid and she fell
 Last updated by TCCS Asset Integrations 28/06/2023 3:53:20 PM

Comments

LABOUR

TASK	CRAFT	QTY PLANNED	Hours Required
	Concrete Contractor	1	1.00

RESOURCE

TASK	NAME	CRAFT	ACTUAL HOUR	COMPLETE DATE	SIGNATURE
	Paraco Projects	Concrete Contractor	0.00	12/14/2023 12:37:00 PM	

MATERIAL

Task	ITEM	QTY PLANNED	QTY ACTUAL

SERVICE

TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL
	Relay Pavers	7.00	0.00



Transport Canberra and City Services
FOI 24-031 Page 12



RM INSPECTION
JUN_29_2023

IMG_1754

IMG_1753

FW_ YOU HAVE
BEEN ASSIGNED
ACTION_ A-0316092

CUSTOMER ENTRY
(AUTO NOTE)



3 1SM
JUN_29_2023



2 5SM
JUN_29_2023

1701745637809.026

1701745637791.329

1701745637769.362

1701745637714.253



FO



Case: 00333527

Case Owner	Roads ACT
Reassignment Reason	

Case Overview

Case Number	00333527	AC Case Number	00755218
Feedback Type		Priority	
Subject	Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other	Follow Up	
Status	Case Closed	Comment Category	Request for Service
Sub Status	Resolved	Region	
ACTCCS Description	<p>What is the material? Concrete</p> <p>What is the damage? Sunken or collapsed</p> <p>More Information The pathway (next to the Mural), outside our Weston Creek Community Centre on Parkinson Street side, has a very sunken section that seems to be getting worse and people with mobility issues are having to maneuver around this.</p> <p>Is it causing traffic or cyclists to swerve? Yes</p> <p>Could it cause a trip, fall or injury? Yes</p>		

Assetic Detail

Assetic Status	New	Assetic Queue	TCCS AMIS Concrete
Assetic Work Request ID	WR89057	Assetic Team Allocation	Concrete Woden, Weston and West Tuggeranong
Assetic Target Finish Date		Managing Platform	Assetic
Assetic Status Comments			
Work Details			

Citizen Details

Account Name	[REDACTED]	Contact Email	[REDACTED]
Contact Phone	[REDACTED]		

Case Details

Source	Access Canberra	Incident Address	COMMUNITY CENTRE 12 WHITNEY PL, WESTON ACT 2611
Case Origin	FMS Form	Suburb	WESTON
Date/Time Opened	17/07/2023 4:15 PM	ACTCCS Longitude	149.05366883
Date/Time Closed	20/03/2024 3:37 PM	ACTCCS Latitude	-35.34170314

System Information

Created By	AC TCCS Integration, 17/07/2023 4:15 PM	Last Modified By	[REDACTED], 20/03/2024 3:38 PM
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Contact Information

Account Name	[REDACTED]	Primary Phone	[REDACTED]
Birthdate		Email	[REDACTED]

Address Information

Billing Address	
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System Information

Created By	AC TCCS Integration, 17/03/2022 12:23 PM	Last Modified By	AC TCCS Integration, 17/03/2022 12:23 PM
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Case History

20/03/2024 3:38 PM	
User	[REDACTED]
Action	Changed Sub Status from Unresolved to Resolved. Changed Status from Unassigned to Case Closed.
18/07/2023 1:38 AM	
User	Assetic TCCS Integration FO

Action **Changed Assetic Status to New.**

17/07/2023 4:15 PM

User **AC TCCS Integration**
Action **Changed Account Name to ██████████ Changed Sub Status to Unresolved. Changed Case Owner from AC TCCS Integration to Roads ACT. Deleted Medium in Priority. Changed Case Origin to FMS Form. Changed Case Record Type from TCCS General to ACT Roads. Created.**

Notes

Customer Entry (Auto Note)

Last Modified **17/07/2023 4:15 PM**
Owner **AC TCCS Integration**
Text Preview **This is an auto note of the original customer submission. Subject: Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other
Category: Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other AC Description (forms): Wha**



Case: 00140901

Case Owner	Roads ACT
Reassignment Reason	

Case Overview

Case Number	00140901	AC Case Number	00378947
Feedback Type		Priority	
Subject	Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other	Follow Up	
Status	Case Closed	Comment Category	Request for Service
Sub Status	Resolved	Region	
ACTCCS Description	<p>What is the material? Concrete</p> <p>What is the damage? Sunken or collapsed</p> <p>More Information [REDACTED] sustained an injury that required a visit to ED on Wed 1st December 2021 after a heavy fall caused by him tripping on the uneven/sunken concrete outside the Weston Creek Community centre. His left knee took the impact -see photo attached.</p> <p>Is it causing traffic or cyclists to swerve? No</p> <p>Could it cause a trip, fall or injury? Yes</p>		

Assetic Detail

Assetic Status	InProgress	Assetic Queue	TCCS AMIS Concrete
Assetic Work Request ID	WR36240	Assetic Team Allocation	Concrete Woden, Weston and West Tuggeranong
Assetic Target Finish Date	5/06/2022	Managing Platform	Assetic
Assetic Status Comments	Workrequest WO46984 is in progress. WorkOrder Corrective Maintenance has been raised in Assetic with a priority of Change (180 days)		
Work Details			

Citizen Details

Account Name	[REDACTED]	Contact Email	[REDACTED]
Contact Phone	[REDACTED]		

Case Details

Source	Access Canberra	Incident Address	COMMUNITY CENTRE 12 WHITNEY PL, WESTON ACT 2611
Case Origin	FMS Form	Suburb	WESTON
Date/Time Opened	6/12/2021 12:09 PM	ACTCCS Longitude	149.0535843372345
Date/Time Closed	20/03/2024 3:39 PM	ACTCCS Latitude	-35.341743454000493

System Information

Created By	AC TCCS Integration, 6/12/2021 12:09 PM	Last Modified By	[REDACTED], 20/03/2024 3:39 PM
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Contact Information

Account Name	[REDACTED]	Primary Phone	[REDACTED]
Birthdate		Email	[REDACTED]

Address Information

Billing Address	
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System Information

Created By	AC TCCS Integration, 6/12/2021 12:09 PM	Last Modified By	AC TCCS Integration, 6/12/2021 12:09 PM
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Case History

20/03/2024 3:39 PM

User	[REDACTED]
Action	Changed Sub Status from In Progress to Resolved. Changed Status from Unassigned to Case Closed.

7/12/2021 10:28 AM

User	Assetic TCCS Integration FO
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Action **Changed Assetic Status from Assigned to InProgress.**

7/12/2021 8:42 AM

User **Assetic TCCS Integration**

Action **Changed Sub Status from Unresolved to In Progress. Changed Assetic Status from New to Assigned.**

6/12/2021 12:11 PM

User **Assetic TCCS Integration**

Action **Changed Assetic Status to New.**

6/12/2021 12:09 PM

User **AC TCCS Integration**

Action **Changed Sub Status to Unresolved. Changed Case Owner from AC TCCS Integration to Roads ACT. Deleted Medium in Priority. Changed Case Origin to FMS Form. Changed Case Record Type from TCCS General to ACT Roads. Created.**

Attachments

RBJ Injury Status

Size **192KB**

Ownership **AC TCCS Integration**

View **[Download](#)**

Last Modified **6/12/2021 12:09 PM**

Notes

Customer Entry (Auto Note)

Last Modified **6/12/2021 12:09 PM**

Owner **AC TCCS Integration**

Text Preview **This is an auto note of the original customer submission. Subject: Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other
Category: Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other AC Description (forms): Wha**

filters:
DATE_CRE
ATED is

REFERENC E NUMBER	DATE CREATED	DATE LAST UPDATED	STATUS	QUEUE	SUBJECT	DESCRIPTION	SUBURB	ADDRESS	ADDITIONAL INFORMATION	CATEGORY 1	CATEGORY 2	CATEGORY 3	CATEGORY 4	ASSIGNED	FOLLOW UP	COMMENT CATEGORY	FIRST_NA ME	SURNAM E	MOBILE_ PHONE	EMAIL_A DDRESS	HOME_P HONE	OFFICE_P HONE	
200914- 003189	14/09/2020 18:06	11/05/2021 10:45	Resolved	ACT Roads	Debris on path	Can you provide any additional informati on about the location of the job to help us find the issue (i.e., intersecti ons, buildings, landmarks , features)? : FixMyStre et the Submission n: Cycle & footpaths > Shared > paths > Debris on path	WESTON	ACT 2611	IAMS Generic Workspac e: Not Required COMMUN ITY CENTRE 12 Source: WHITNEY PL, WESTON NCIDENTS	Fix My Street	Cycle & footpaths	Shared paths	Debris on path			Request for Service							

Applied
filters:
Defect_ID
_Text
contains
'79082'

DEFECT_ID	STATUS	DESCRIPTION	ACTIVITY_TYPE	DEFECT_TYPE	DATE_INSPECTED	DATE_REPAIRED	LOCATION	ACTION	ACTION_DESCRIPTION	SPECIAL_INSTRUCTIONS	WO_NUMBER	INSPECTOR
79082	ED	damaged path	Path/Prism Cross./Vehicle. Cross./Driveways/Kerb + Gutt./Concrete	Path - Concrete Displaced	30/07/2018	31/01/2019	Whitney Place corner nearest to Independent living centre	PA - Cold mix	damaged path	Place Cold mix at marked location. Make safe. (image F59)		

Applied filters:
ENQUIRY
_ID
contains
'1055179'
CATEGOR
Y is
Request
for
Services

ENQUIRY _ID	CREATED DATE	COMPLET E DATE	CLASS	STATUS	SOURCE	LOCATIO N	DESCRIPTION	ACTION	NAME	MOBILE_ NO	HOME_ NO
1055179	11/05/2018 13:50		Pedestria n Paving	Received	ICS FORMS	6-12 Whitney PI, Weston	There are some broken tiles on the steps outside the Weston Creek Community Centre, adjacent to the external entry to the chemist. We are holding a public event in September, for the 40th anniversary of the Centre and would appreciate having the tiles replaced /repaired before then as there will be a public event held there and invited guests attending. Thanks				