



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: 22-128

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Schedule	Not Applicable
4. Documents	Published
5. Additional information identified	Not applicable
6. Fees	Not Applicable
7. Processing time (in working days)	23 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: [Locke, Suzanne](#) on behalf of [CMTEDD FOI](#)
To: [TCCS_FreedomOfInformation](#)
Subject: RE: CMTEDDFOI 2022-278 - request for details of public footpath risks in Kingston 2604
Date: Wednesday, 21 September 2022 9:49:02 AM

OFFICIAL: Sensitive - Personal Privacy

Hi team

CMTEDD holds no documents within scope of this request. Could you please advise if you hold any and accept full transfer of this request.

Thanks

Sue

From: Locke, Suzanne **On Behalf Of** CMTEDD FOI
Sent: Wednesday, 14 September 2022 11:28 AM
To: TCCS_FreedomOfInformation <TCCS.FOI@act.gov.au>
Subject: FW: CMTEDDFOI 2022-278 - request for details of public footpath risks in Kingston 2604

OFFICIAL: Sensitive - Personal Privacy

Hi team

Could you please advise if TCCS would hold any documents within scope of this request and if so do you accept partial transfer.

Thanks

Sue

Sue Locke | Freedom of Information Coordinator | Information Access Team
Phone: 02 6207 5583 | Email: 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

From: [REDACTED]
Sent: Sunday, 4 September 2022 9:27 PM
To: CMTEDD FOI <CMTEDDFOI@act.gov.au>
Subject: CMTEDDFOI 2022-278 - request for details of public footpath risks in Kingston 2604

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](#)

I would like to request any details of any notifications / complaints received by the ACT from members of the public or any other source of the dangers/ risks posed by the tiling of the public footpath in Kingston 2604 at the corner of Giles and Jardine streets, especially opposite the Post Office and abutting the pedestrian crossing adjacent to Winnings kitchen store, but also in that area generally on Jardine street where this tiling is extensive. (It exists next to more traditional brick tiling).

[REDACTED]

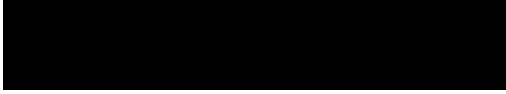
[REDACTED]

[Redacted]

[Redacted]

[Redacted]

Sent from [Mail](#) for Windows



Dear 

Freedom of Information Request - Reference 22-128

I refer to your application received by Transport Canberra and City Services (TCCS) on 21 September 2022. It is my understanding you are seeking to access the following government information under the *Freedom of Information Act 2016* (FOI Act):

“any details of any notifications / complaints received by the ACT from members of the public or any other source of the dangers/ risks posed by the tiling of the public footpath in Kingston 2604 at the corner of Giles and Jardine streets, especially opposite the Post Office and abutting the pedestrian crossing adjacent to Winnings kitchen store, but also in that area generally on Jardine street where this tiling is extensive. (It exists next to more traditional brick tiling).”

In accordance with section 40 of the FOI Act, a decision was due on your access application by 21 October 2022. Thank you for agreeing to an extension until 28 October 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 Act.

Decision on access

A search of records held by TCCS has been completed and 4 records were identified as relevant to your application.

In accordance with section 17 of the Act, I have considered the public interest in relation to information within this document and have provided you with partial access to the relevant record. My decision is detailed further in the following statement of reasons.

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. Further to this, I have also taken into consideration any objections made under third party consultation to the disclosure of information.

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

Factors favouring disclosure in the public interest (Schedule 2.1)

- Schedule 2.1(a)(ii) - contribute to positive and informed debate on important issues or matters of public interest.
- Schedule 2.1(a)(iii) - inform the community of the government's operations, including the policies, guidelines and codes of conduct followed by the government in its dealings with members of the community.
- Schedule 2.1(a)(vii) - advance the fair treatment of individuals and other entities in accordance with the law in their dealings with the government.

Factors favouring non-disclosure (Schedule 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 has been identified. I find that factor 2.2(a)(ii) is relevant to this information and I must consider if the disclosure is likely to prejudice the protection of an individual's right to privacy under the Human Rights Act 2004. I have found that this information is not readily available to the public and has not otherwise been disclosed by TCCS. I find that the protection of an individual's right to privacy under the *Human Rights Act 2004* carries significant weight. As such, I find the 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

No fee is applicable to your application, as the total number of pages is within the fee-free threshold.

Disclosure Log

In accordance with section 28 of the Act, TCCS maintains an online record of access applications called a disclosure log, which is accessible at https://www.cityservices.act.gov.au/about-us/freedom_of_information/disclosure-log.

A copy of 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 will be removed from these records prior to publication.

Ombudsman review

My decision on your access application is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek an Ombudsman review my decision under section 73 of the Act within 20 working days from the day that my decision is made or a longer period if 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(1) 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 about the directorate's processing of your request, or would like further information, please contact the TCCS FOI team on (02) 620 72987 or email tccs.foi@act.gov.au.

Yours sincerely



Cherie Hughes
Information Officer

26 October 2022

Work_Req uest_ID	Work_Or der_Priori ty	Work_Order _ID	WR_Defect_Location	WR_Brief_Description	WR_Reference_ Number	WR_Created _Date	WR_Resoluti on_Due_Date	WR_Source	SUPPORTING_INFORMATION	LAST_MODIF IED_DATE
WR16616	Urgent	WO37796	26 JARDINE ST, KINGSTON ACT 2604	Cycle & footpaths Shared paths Damage to path or other	210218-001268	18/02/2021	25/02/2021	Oracle CRM	<p>WR16616 : Linked Work Order WO37796 has been assessed. ***Last updated by Garry George***2/07/2021 5:14:18 PM , WR16616 : CRM Reference : 210218-001268 Requester Contact Name: xxxxx</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)?: In front of business: Winning Appliances, opposite Aus Post. What is the issue?: Damage to path or other What is the damage?: Sunken or collapsed What is the material?: Brick or concrete pavers Could it cause a trip, fall or injury?: Yes Is it causing traffic or cyclists to swerve?: No</p>	2022-04-08 12:47:31
WR16616 cont									<p>Please provide more information: Red brick paved area in front of 26 Jardine St Kingston ACT 2604 (opposite Post Office) is uneven due to sunken base material underneath. I witnessed an elderly gentleman trip over the bricks. ***Last updated by TCCS.ICX Integrations***18/02/2021 12:35:22 PM</p>	

Work_Req uest_ID	Work_Or der_Priori ty	Work_Order _ID	WR_Defect_Location	WR_Brief_Description	WR_Reference_ Number	WR_Created _Date	WR_Resoluti on_Due_Date	WR_Source	SUPPORTING_INFORMATION	LAST_MODIF IED_DATE
WR41083	Urgent	WO48005	28B Jardine St, Kingston ACT 2604, Australia	Cycle & footpaths > Shared paths > Damage to path or other	00402164	11/01/2022	18/01/2022	Salesforce	<p>WR41083 : Linked Work Order has been assessed. ***Last updated by Frank Cortes***20/07/2022 11:52:12 AM , WR41083 : Linked Work Order has been completed. ***Last updated by Frank Cortes***20/07/2022 11:52:07 AM , WR41083 : CSRM Case Number : 00151963 Requester Contact Name: Anonymous</p> <p>Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations).</p> <p>What is the material? Brick or concrete pavers</p> <p>What is the damage? Cracked, broken or uneven</p> <p>More Information A woman tripped and fell this morning. I came across her after the fall, she was assisted by staff from winning appliances</p>	2022-07-20 11:52:12
WR41083 cont									<p>Is it causing traffic or cyclists to swerve? No</p> <p>Could it cause a trip, fall or injury? Yes</p> <p>***Last updated by TCCS Asset Integrations***11/01/2022 4:17:11 PM</p>	

Work_Req uest_ID	Work_Or der_Priori ty	Work_Order _ID	WR_Defect_Location	WR_Brief_Description	WR_Reference_ Number	WR_Created _Date	WR_Resoluti on_Due_Date	WR_Source	SUPPORTING_INFORMATION	LAST_MODIF IED_DATE
WR27072	Urgent		29 JARDINE ST, KINGSTON ACT 2604	displaced pavers, 29 JARDINE ST, KINGSTON ACT 2604	00266934	20/07/2021	27/07/2021	Salesforce	<p>WR27072 : Work Request has been cancelled.This work was completed following previous complaint and allocated to Work order WO45886.</p> <p>***Last updated by Garry George***23/02/2022 3:40:21 PM , WR27072 : This work was completed on 11/11/21 under WO45886. WR to be closed.</p> <p>***Last updated by Garry George***23/02/2022 3:38:32 PM , WR27072 : CSRM Case Number : 00095170 Requester Contact Name: Anonymous</p> <p>Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations).</p> <p>What is the material? Brick or concrete pavers</p> <p>What is the damage? Cracked, broken or uneven</p> <p>More Information Telstra has done some work on the footpath outside our office door. The bricks around the Telstra pick are now broken and very uneven. I have already had a staff member trip over it as they are coming out the door.</p>	2022-04-08 12:53:04
WR27072 cont									<p>Is it causing traffic or cyclists to swerve? No</p> <p>Could it cause a trip, fall or injury? Yes</p> <p>***Last updated by TCCS Asset Integrations***20/07/2021 3:15:16 PM</p>	

Work_Req uest_ID	Work_Or der_Priori ty	Work_Order _ID	WR_Defect_Location	WR_Brief_Description	WR_Reference_ Number	WR_Created _Date	WR_Resoluti on_Due_Date	WR_Source	SUPPORTING_INFORMATION	LAST_MODIF IED_DATE
WR33855	Urgent	WO45886	29 Jardine St, Kingston ACT 2604, Australia	Cycle & footpaths > Shared paths > Damage to path or other, 29 Jardine St, Kingston	00359411	8/11/2021	15/11/2021	Salesforce	<p>WR33855 : Linked Work Order WO45886 has been assessed. ***Last updated by Garry George***17/11/2021 10:12:47 AM , WR33855 : Refer to Garry George, sunken/missing pavers ***Last updated by Michael Rootsey***9/11/2021 10:42:32 AM , WR33855 : CSRM Case Number : 00130866 Requester Contact Name: Anonymous</p> <p>Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations).</p> <p>What is the material? Brick or concrete pavers</p> <p>What is the damage? Sunken or collapsed</p> <p>More Information The uneven/sunken area is right outside a front door of an office. It is very dangerous for staff and customers entering and exiting the premises</p>	2022-04-08 12:54:19
WR33855 cont									<p>Is it causing traffic or cyclists to swerve? No</p> <p>Could it cause a trip, fall or injury? Yes</p> <p>***Last updated by TCCS Asset Integrations***8/11/2021 7:36:42 AM</p>	

Work_Req uest_ID	Work_Or der_Priori ty	Work_Order _ID	WR_Defect_Location	WR_Brief_Description	WR_Reference_ Number	WR_Created _Date	WR_Resoluti on_Due_Date	WR_Source	SUPPORTING_INFORMATION	LAST_MODIF IED_DATE
WR24134	Urgent	WO39900	Jardine House, 21 Jardine St, Kingston ACT 2604, Australia	JARDINE HOUSE 21 JARDINE ST, KINGSTON ACT 2604	00236404	4/06/2021	11/06/2021	Salesforce	<p>WR24134 : Linked Work Order WO39900 has been assessed. ***Last updated by Garry George***29/11/2021 11:50:04 AM , WR24134 : CSRM Case Number : 00081560 Requester Contact Name: Anonymous</p> <p>Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations).</p> <p>What is the material? Brick or concrete pavers</p> <p>What is the damage? Sunken or collapsed</p> <p>More Information The footpath in front Kingston postoffice, just near the 5 minutes parking. This kerb was sunk and might cause trip or fall.</p>	2022-06-20 11:33:19
WR24134 cont									<p>Is it causing traffic or cyclists to swerve? No</p> <p>Could it cause a trip, fall or injury? Yes</p> <p>***Last updated by TCCS Asset Integrations***4/06/2021 9:06:04 AM</p>	

Work_Req uest_ID	Work_Or der_Priori ty	Work_Order _ID	WR_Defect_Location	WR_Brief_Description	WR_Reference_ Number	WR_Created _Date	WR_Resoluti on_Due_Date	WR_Source	SUPPORTING_INFORMATION	LAST_MODIF IED_DATE
WR19527	Urgent		KINGSTON SHOPS 62 JARDINE ST, KINGSTON ACT 2604	Slippery paving in Green Square and Jardine Street in front of the Post Office...KINGSTON SHOPS 62	210323-002357	24/03/2021	31/03/2021	Oracle CRM	<p>WR19527 : Oracle CRM Reference : 210323-002357 Requester Contact Name:</p> <p>Initial enquiry info only. See CRM for additional correspondence. Defect location info may be incorrect (address validation limitations).</p> <p>The paving in Green Square and along Jardine Street in front of the Post Office and commercial buildings poses a hazard as it is extremely slippery and dangerous. This is particularly so in open areas that were wet today, but even walking under the awnings and on drier patches requires extreme caution. This area is widely trafficked with people of all ages attending venues, the pharmacy and medical appointments. It is extremely hazardous and needs to be addressed so that people can safely access the services provided without fear of falling and injuring themselves or others. Addressing this is also imperative so that the commercial enterprises in the area remain viable without loss of customers or fear of claims against them.</p> <p>***Last updated by TCCS.ICX Integrations***24/03/2021 3:39:33 PM</p>	2022-04-08 12:48:44

Applied filters:WR_Defect_Location contains 'Jardine'WR_Created_Date is before 12/10/2022 00:00:00Suburb is KINGSTON

Salesforce case report

Filtered By

Show: All cases

Units: Hours

Suburb contains kingston

Incident Address contains jardine

Date/Time Opened	Case Number	Subject	ACTCCS Description	Incident Address	Assetic Work Request ID	AC Case Number	Assetic Status Comments
4/06/2021 9:03 AM	00081560	Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other	What is the material? Brick or concrete pavers What is the damage? Sunken or collapsed More Information The footpath infront Kingston postoffice, just near the 5 minutes parking. T	JARDINE HOUSE 21 JARDINE ST, KINGSTON ACT 2604	WR24134	00236404	WR24134 has been closed in Assetic by Garry George. Comments: Linked Work Order WO39900 has been assessed.
20/07/2021 10:12 AM	00095170	Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other	What is the material? Brick or concrete pavers What is the damage? Cracked, broken or uneven More Information Telstra has done some work on the footpath outside our office door. T	29 JARDINE ST, KINGSTON ACT 2604		00266934	WR27072 has been cancelled in Assetic by Garry George. Cancelled reason: Work Request has been cancelled.This work was completed following previous complaint and allocated to Work order WO45886.
8/11/2021 7:33 AM	00130866	Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other	What is the material? Brick or concrete pavers What is the damage? Sunken or collapsed More Information The uneven/sunken area is right outside a front door of an office. It is v	29 JARDINE ST, KINGSTON ACT 2604	WR33855	00359411	WR33855 has been closed in Assetic by Garry George. Comments: Linked Work Order WO45886 has been assessed.
11/01/2022 4:14 PM	00151963	Cycle & footpaths > Shared paths > Damage to path or other	What is the material? Brick or concrete pavers What is the damage? Cracked, broken or uneven More Information A woman tripped and fell this morning. I came across her after the fa	36 JARDINE ST, KINGSTON ACT 2604	WR41083	00402164	Workrequest WO48005 is in progress. WorkOrder Corrective Maintenance has been raised in Assetic with a priority of Urgent (2 days)

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REFERENCE NUMBER	DATE CREATED	DATE LAST UPDATED	QUEUE	SUBJECT	DESCRIPTION	ADDRESS
150828-002064	28/08/2015	31/08/2015	Municipal Services	fall on slippery bricks at Kingston Shops - Munciple Services Request Form reference # 150827-000501	Hello, On 27 August at approx 8 am I slipped on the bricks/pavement near the pedestrian crossing on Jardine Street. These bricks are quite slippery in the wet. The Access Canberra officer I spoke with said to report any medical treatment as a result. I attended physio today and have whip lash, they said it would probably take 2-3 weeks to fully recover. The impact is in my neck and referred pain in my right arm. I thought I would report this so it may assist with evidence you need see if the tiles/bricks can be coated with an anti slip quoting. thanks [REDACTED]	19 Jardine Street, Kingston ACT 2604, Australia
180817-001674	17/08/2018	18/08/2018	Municipal Services	Footpaths : Fix My Street Report Submission	Footpath has subsided over an areas about one more square and presents a tripping hazard in shopping precinct.	47 Jardine St, Kingston ACT 2604, Australia
190318-000478	18/03/2019	18/03/2019	Municipal Services	In front of Maloney's Property . The pavers are raised and one paver is missing. Urgent attention is needed to make safe. Tree roots appear to be the cause....	In front of Maloney's Property . The pavers are raised and one paver is missing. Urgent attention is needed to make safe. Tree roots appear to be the cause.	Giles St & Jardine St, Kingston ACT 2604, Australia
210218-001268	18/02/2021	2/07/2021	ACT Roads	FixMyStreet Submission: Cycle & footpaths > Shared paths > Damage to path or other	Can you provide any additional information about the location of the job to help us find the issue (i.e., intersections, buildings, landmarks, features)?: In front of business: Winning Appliances, opposite Aus Post. What is the issue?: Damage to path or other What is the damage?: Sunken or collapsed What is the material?: Brick or concrete pavers Could it cause a trip, fall or injury?: Yes Is it causing traffic or cyclists to swerve?: No Please provide more information: Red brick paved area in front of 26 Jardine St Kingston ACT 2604 (opposite Post Office) is uneven due to sunken base material underneath. I witnessed an elderly gentleman trip over the bricks.	26 JARDINE ST, KINGSTON ACT 2604

ENQUIRY_ID	CREATED_DATE	COMPLETE_DATE	CLASS	LOCATION	DESCRIPTION	ACTION
925843	27/08/2015		Community Paths	Jardine Street, Kingston	Corner of Giles St and Jardine Street. The bricks on the pathway outside the post office near the pedestrian crossing to the IGA get very slippery in the rain - this is a frequent issue. Caller slipped today and injured herself, and was advised to call and report the hazard. Would like this to be assessed and fixed. Perhaps an anti-slip coating, on both sides of the pedestrian crossing (post office side and shops side). Sent to Roads ACT claims officer.	Pavers, refer to Jim Smith, 02/09/2015, MR. No action. Pavers are to standard.
919392	13/07/2015	20/12/2017 2:16:49 PM	Community Paths	Jardine Street, Giles Street, Eyre Street and Tench Street	There are many, many, many bad problem with the bumps on the footpaths in Kingston where I am hurting ourselves. Looking in Jardine Street, Giles Street, Eyre Street and Tench Street and you will be seeing for yourself what am worried about. Can you fix this issue before we are all getting ourselves hurt? Thank you please.	More Info required? refered to Jim Smith, relay Pavers on the cnr of Giles and Jardine st, 14/07/2015, MR
803109	15/10/2013	19/12/2013 8:51:59 AM	Community Paths	Corner of Jardine St & Giles St, KINGSTON	There is a section of damaged (lifted) footpath, outside the gates of the Kingston post office that needs repair. Caller had a bad fall and sustained a head injury, broke glasses and had to attend Calvary ED for Treatment. The path is possibly being lifted by tree roots. (Also forwarded to Laurie Mercieca)	
1069792	18/03/2019		Community Paths	Cnr Giles St & Jardine St, KINGSTON	In front of Maloney's Property. The pavers are raised and one paver is missing. Urgent attention is needed to make safe. Tree roots appear to be the cause.	Refer to Garry George [relay Pavers], 19/03/2019, MR This enquiry has been dealt with under enquiry numbers 1069303 and 1067546
1069394	8/03/2019	25/03/2019 9:25:25 AM	Community Paths	72 - 76 Jardine Street Kingston	The footpaths surrounding the shops have to my knowledge not been steam cleaned for a couple of years. Particularly outside the post office bird droppings are creating a slip hazard	Pavers, Refer to Garry George, 12/03/2019, MR Referred to Place Management by GGeorge after discussion with Irfan Akram, Fyshwick Operations Supervisor, Central Operations, Place Management. Completed.
1059439	18/08/2018	18/09/2018 9:59:51 AM	Community Paths	47 Jardine St, Kingston ACT 2604, Australia	Footpath has subsided over an areas about one more square and presents a tripping hazard in shopping precinct.	

Applied filters:CREATED_DATE is on or after 20/05/2011 00:00:00 and is before 21/05/2021 00:00:00LOCATION contains 'jardine'