



## FREEDOM OF INFORMATION COVERSHEET

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

FOI reference: 24-013

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Schedule	Published
4. Documents	Published
5. Additional information identified	Published
6. Fees	Not Applicable
7. Processing time (in working days)	29 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:** [CMTEDD FOI](#)  
**To:** [TCCS\\_FreedomOfInformation](#)  
**Cc:** [CMTEDD FOI](#)  
**Subject:** CMTEDDFOI 2024-032 - Freedom of Information - Possible Transfer Request  
**Date:** Friday, 2 February 2024 3:53:49 PM

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Good afternoon Team,

Please see the below access application seeking information likely to be held by TCCS. I have made preliminary search enquiries and have been advised by Access Canberra that TCCS would have access to 'Fix My Street' so therefore this request is best suited for TCCS.

Please advise if TCCS accepts a full or partial transfer of this request.

Kind regards

Lisa Kramarzewski

**Information Access Team**

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

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**From:** no-reply@act.gov.au <no-reply@act.gov.au>

**Sent:** Thursday, February 1, 2024 3:44 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:

██████

First Name:

██████████

Last Name:

██████████

Business/Organisation:

Address:

██████████████████

Suburb: [REDACTED]  
Postcode: 2611  
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):

All records relating to the maintenance, upkeep, monitoring, and repair of the footpath located. In front of the Melbourne building on the corner of London CCT and Northbourne Ave. I request Defects relating to the footpath from, say, 1 January 2021 to date. Work orders relating to the footpath from 1 January 2021 to date. Complaints relating to the footpath from 1 January 2021 to date.

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 24-013.**

I refer to your application for access to government information received by Transport Canberra and City Services (TCCS) by transfer from the Chief Minister, Treasury and Economic Development Directorate on 5 February 2024. It is my understanding that you are seeking access to the following government information:

*“All records relating to the maintenance, upkeep, monitoring, and repair of the footpath located. In front of the Melbourne building on the corner of London CCT and Northbourne Ave. I request Defects relating to the footpath from, say, 1 January 2021 to date. Work orders relating to the footpath from 1 January 2021 to date. Complaints relating to the footpath from 1 January 2021 to date.”*

**Timeframes**

A decision is due on your access application by 19 March 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 three 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 two 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.

**Statement of Reasons**

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. I have taken the following into account:

- The FOI Act; and
- The *Human Rights Act 2016*.

**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)(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 (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, personal information relating to third parties 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*. 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](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

18 March 2024

## ATTACHMENT A – ACCESS APPLICATION SCHEDULE, FREEDOM OF INFORMATION

**Reference Number: 24-013**

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government’s Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at: [https://www.cityservices.act.gov.au/about-us/freedom\\_of\\_information/disclosure-log](https://www.cityservices.act.gov.au/about-us/freedom_of_information/disclosure-log)

**Factors favouring non-disclosure:**

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

Reference number	Page number	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1 - 3	Salesforce search results	Multiple	Partial access	Schedule 2.2(a)(ii)	Decision to be published on the <a href="#">TCCS Disclosure Log</a> with personal information removed.
2	4 – 6	FOI 24-013 WR Search	Multiple	Full access	Not applicable	
3	7 – 10	FOI 24-013 WO Search	Multiple	Full access	Not applicable	
<b>Total number of records: 3</b>						



Date/Time Opened	Case Number	Subject	ACTCCS Description	Incident Address	Assetic Work Request ID	AC Case Number	Assetic Status Comments	Account Name
3/05/2021	70603	Fix My Street > Cycle & footpaths > On road cycle lanes > Service pit issues	Please provide more information to help us resolve this issue On Northbourne, southbound, on the cyclepath (at the edge of the footpath) between Alinga St and London Ct, there is a small service pit (maybe 15 cm) and the cover has come off. Dangerous and needs replacing. Can you identify the service pit type? Other	Northbourne Ave, southbound, b/w Alinga St and London Ct, on bike path	WR22324	217478	WR22324 has been closed in Assetic by Nigel Murphy. Comments: Please talk to [REDACTED] about exact location	
17/12/2022	262922	Cycle & footpaths > Shared paths > Accessibility issues	Issue Description two pavements are missing on northbourne avenue and London cct near the pedestrian crossing ,customer put a two cones there but it will need to be fixed with safety pavers or stones.	northbourne avenue london cct	WR74789	635246	WR74789 has been closed in Assetic by Garry George. Comments: Linked Work Order has been assessed.	
16/02/2023	280688 (see attachments)	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 Concrete tile is missing from footpath leaving a dangerous hole. Is it causing traffic or cyclists to swerve? Yes Could it cause a trip, fall or injury? Yes	Corner Northbourne Avenue and London circuit on the Sydney building side near the traffic lights	WR87838	669113		
8/08/2023	339088	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 Please replace broken/missing tiles along the colonnade at Melbourne Building Is it causing traffic or cyclists to swerve? No Could it cause a trip, fall or injury? Yes	75 LONDON CCT, CITY ACT 2601	WR90688	766810		Verv Property

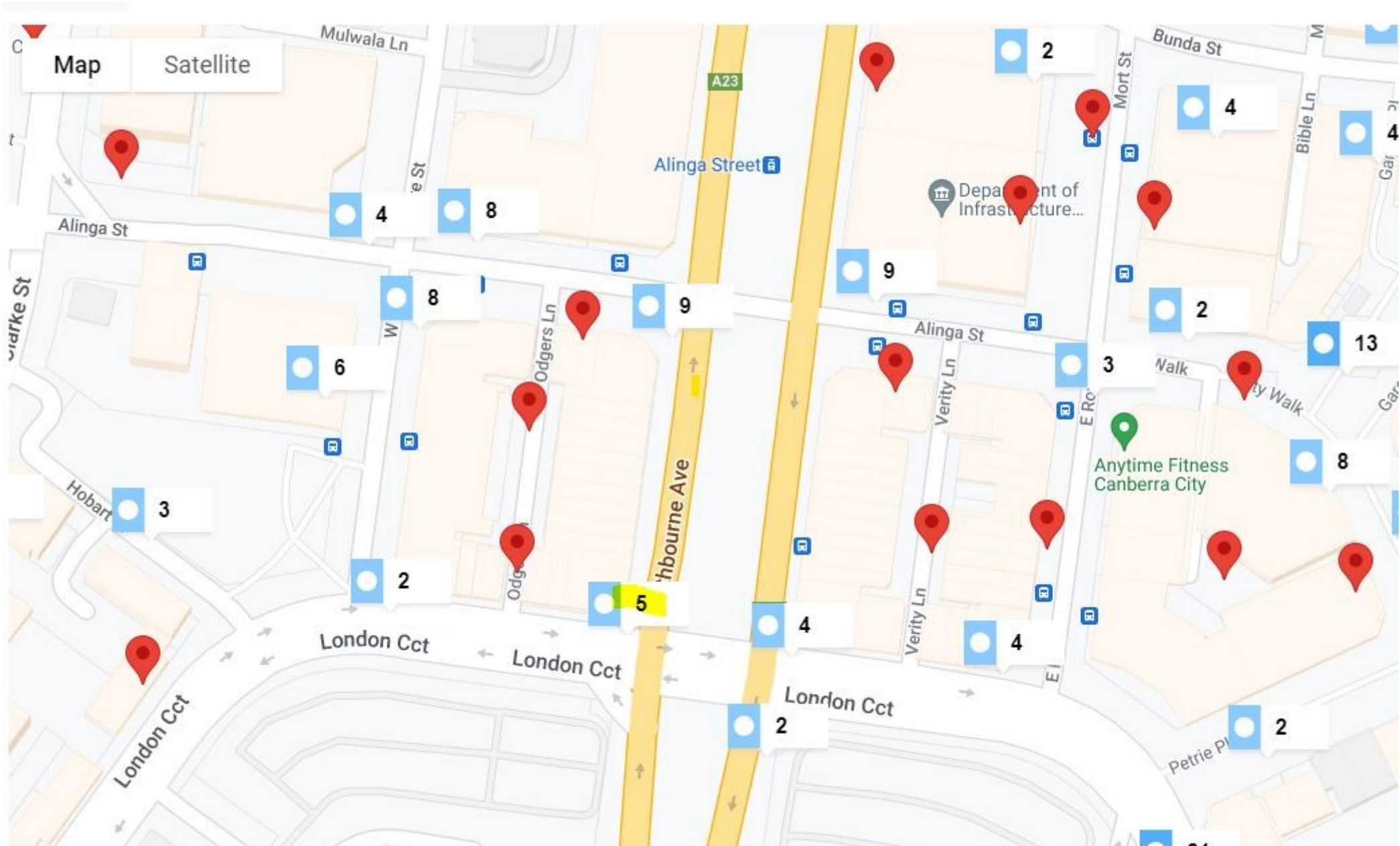
Attachment to enquiry # 00280688





Asset Id	Asset Name	Asset Status	Asset Category	Work Request ID	Work Request Status	Work Request Status Date	Work Request Created Date
PAVE31	ODGERS LANE SHOP/BUILDING PAVEMENT	Active	Hard Surfaces	WR43851	INPRG	03/03/2022 2:38 PM	11/02/2022 3:52 PM
PAVE31	ODGERS LANE SHOP/BUILDING PAVEMENT	Active	Hard Surfaces	WR72800	CLOSED	22/03/2023 10:01 AM	25/11/2022 2:02 PM
PAVE31	ODGERS LANE SHOP/BUILDING PAVEMENT	Active	Hard Surfaces	WR64076	CLOSED	22/03/2023 10:01 AM	29/09/2022 3:39 PM
PAVE4568	LONDON CIRCUIT SHOP/BUILDING PAVEMENT	Active	Hard Surfaces	WR74789	CLOSED	22/03/2023 10:01 AM	20/12/2022 10:07 AM
PAVE4568	LONDON CIRCUIT SHOP/BUILDING PAVEMENT	Active	Hard Surfaces	WR86141	CLOSED	24/08/2023 2:15 PM	05/06/2023 4:09 PM

Asset Id	Risk Level	Work Request Brief Description	Asset Suburb	Work Request Defect Location	Work Request Inspection Date
PAVE31	Safety	Relay pavers- Cracked and broken pavers in front of Melbourne Building, London Cct.	CITY	Melbourne Building, 27 Northbourne Ave, Canberra ACT 2601, Australia	03/03/2022 2:36 PM
PAVE31		Cycle & footpaths > Shared paths > Damage to path or other	CITY	MELBOURNE BUILDING 27 NORTHBOURNE AV, CITY ACT 2601	
PAVE31		Cycle & footpaths > Shared paths > Damage to path or other	CITY	MELBOURNE BUILDING 27 NORTHBOURNE AV, CITY ACT 2601	14/10/2022 12:08 PM
PAVE4568		Cycle & footpaths > Shared paths > Accessibility issues	CITY	1 Northbourne Ave, Canberra ACT 2601, Australia	
PAVE4568		Cycle & footpaths > Shared paths > Damage to path or other	CITY	MELBOURNE BUILDING 27 NORTHBOURNE AV, CITY ACT 2601	



Map

Satellite

Alinga St

Mulwala Ln

Alinga Street

A23

Bunda St

Mort St

Bible Ln

Warke St

Alinga St

4

8

2

4

4

Department of Infrastructure...

9

8

9

2

13

6

Alinga St

3

Walk

8

Anytime Fitness Canberra City

Hobart

3

2

5

4

4

London Cct

London Cct

London Cct

2

Petrie Pl

2

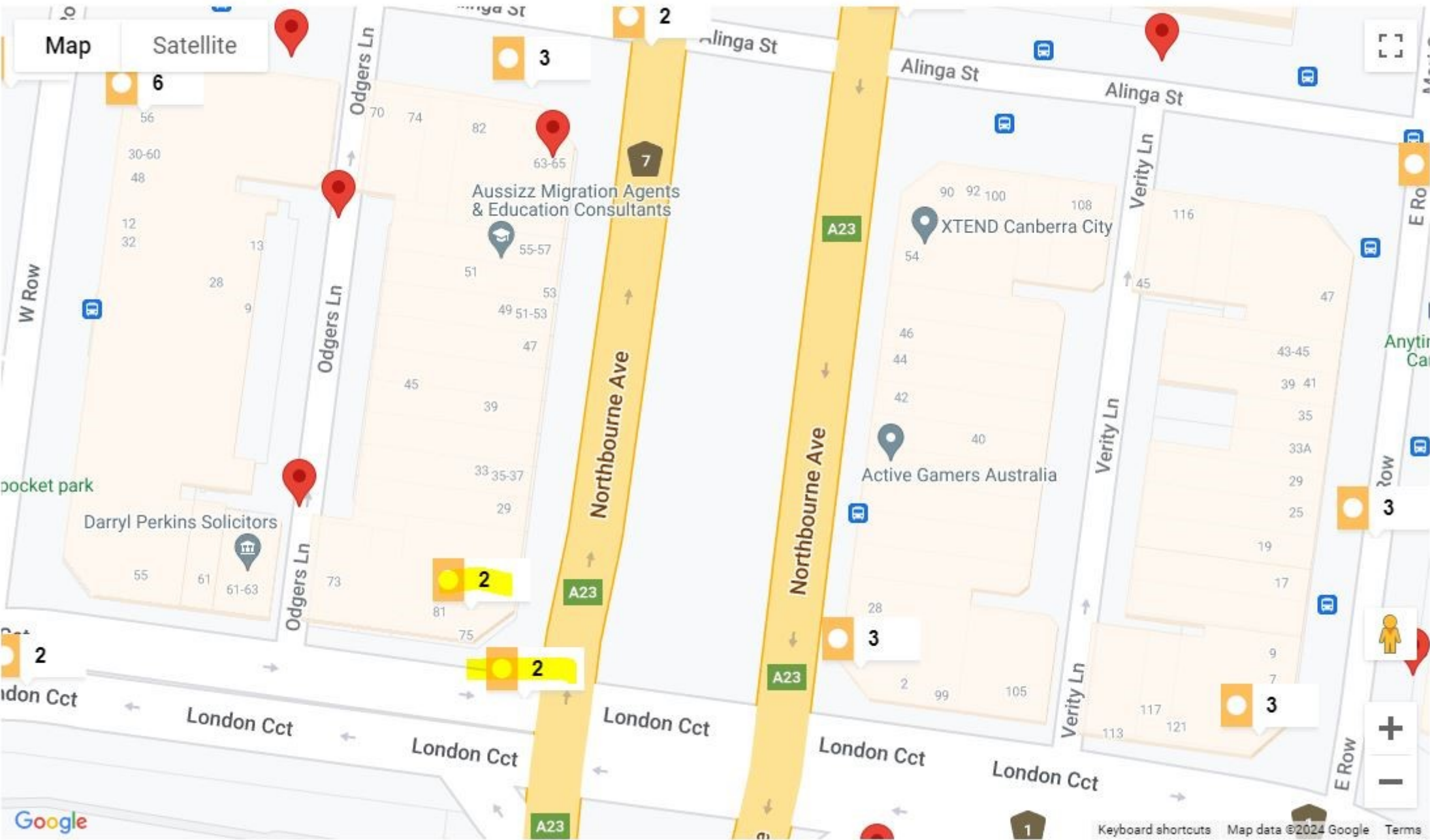
London Cct

Work Order ID	Work Order Status	Work Order Creation Time	Work Order Brief Description	Work Order Supporting Information	Work Order Priority	Work Order Priority Notation
WO51551	WO51552	29/03/2022 10:13 AM	24852 - S660 STRAIGHTEN	WO51551 : Issue 12967 ***Last updated by GrantH Williams***20/04/2022 9:40:27 AM		3 Serious (7 days)
WO59822	ASSESS	14/10/2022 12:08 PM	Relay pavers. Replace missing and broken white concrete TGSi.(tactiles) and relay displaced one @ corner of London Circuit & Northbourne Avenue, City.@ Melbourne Building. 2sm	WO59822 : Desktop inspection conducted 10:00, 22/3/23. All work appears to be completed and is satisfactory Contractors images of work and completed work are attached. The work order has been moved to Assess Status ***Last updated by Garry George***22/03/2023 10:01:28 AM , WO59822 : Images are attached to this Work Order. ***Last updated by Garry George***21/12/2022 1:52:31 PM , WO59822 : Inspected the location 13:45, 21/12/22. The 2 missing TGSi devices have been replaced. The replacements are grey instead of white as no white TGSIs in stock and are slightly smaller. Contractor has cut several of the extra Tactile pavers to fit to make safe the site. The work is satisfactory and bollards have been placed around the repair site to allow the pavelock grout to set. ***Last updated by Garry George***21/12/2022 1:51:49 PM , WO59822 : As RM has received new work request, WR72800 related to this defect, I inspected the location again to ensure bollards in place as warning of missing tactiles. Of course the bollards have been stolen again. I placed 2 orange cone bollards in the spaces where the 2 tactiles are missing. See image 30/11/22. ***Last updated by Garry George***30/11/2022 1:04:11 PM , WO59822 : Replace TGSi @ corner London Northbourne 2sm		5 Change (180 days)
WO69487	ASSESS	06/06/2023 12:31 PM	Cycle & footpaths > Shared paths > Damage to path or other	WO69487 : Pavers. Replace TGSi white concrete tactile at corner Northbourne Ave and London Circuit City at traffic lights from Melbourne Building. 1m <sup>2</sup> ***Last updated by Garry George***6/06/2023 12:36:40 PM		5 Change (180 days)
WO69583	TCOMP	07/06/2023 4:38 PM	Relay pavers. White concrete tactile corner London Circuit & Northbourne Avenue City @ Melbourne Building 1sm	WO69583 : PaversTactileWhiteConcCornerLondonNthbrne1sm ***Last updated by Garry George***7/06/2023 4:43:13 PM , WO69583 : PaversTactileConcreteCornerLondonNthbrne1sm ***Last updated by Garry George***7/06/2023 4:41:52 PM		5 Change (180 days)

Work Order ID	Work Order Actual Finish Date	Work Order Source	Work Order Work Group	Work Order Type	Work Order Failure Code	Work Order Cause Code	Work Order Remedy Code
WO51551	11/05/2022 9:11 PM	Public Enquiry	Signs	CM - Corrective	SGN, SGN-09, Sign Defect, Out of Alignment	TPD, TPD-01, Third Party Damage, Third Party Damage	Straighten
WO59822	21/12/2022 12:00 AM	Public Enquiry	Concrete - RM	CM - Corrective	DSP, DSP-01, Displaced, Displaced	WER, WER-01, Wear, General Wear	Relay
WO69487	05/07/2023 2:30 PM		Concrete - RM	CM - Corrective	DSP, DSP-01, Displaced, Displaced	UNK, UNK-01, Unknown Cause, Unknown Cause	Relay
WO69583	07/11/2023 12:00 AM	Routine Inspection	Concrete - RM	CM - Corrective	DMG, DMG-01, Damaged, Damaged	TPD, TPD-01, Third Party Damage, Third Party Damage	Relay



Work Order ID	Asset Id	Asset Name	Asset Category	Asset Workgroup	Maintenance Asset Type	Maintenance Asset Sub Type	Asset Suburb	Work Order Defect Location
WO51551	SGNG37905	LONDON CIRCUIT UTILITY SIGN POST - SIGN BLADE CODES R5-35	Signs	Signs	Sign	Sign Post	CITY	MELBOURNE BUILDING 27 NORTHBOURNE AV, CITY ACT 2601
WO59822	PAVE31	ODGERS LANE SHOP/BUILDING PAVEMENT	Hard Surfaces	Concrete - RM	Hard Surface	Pavers	CITY	75 London Cct, Canberra ACT 2601, Australia
WO69487	PAVE4568	LONDON CIRCUIT SHOP/BUILDING PAVEMENT	Hard Surfaces	Concrete - RM	Hard Surface	Pavers	CITY	MELBOURNE BUILDING 27 NORTHBOURNE AV, CITY ACT 2601
WO69583	PAVE4568	LONDON CIRCUIT SHOP/BUILDING PAVEMENT	Hard Surfaces	Concrete - RM	Hard Surface	Pavers	CITY	75 London Cct, Canberra ACT 2601, Australia



Map Satellite

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Aussizz Migration Agents & Education Consultants

XTEND Canberra City

Active Gamers Australia

Darryl Perkins Solicitors

W Row



Google