



FREEDOM OF INFORMATION COVERSHEET

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

FOI reference: 24-069

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



Freedom of Information - Access Application to Transport Canberra and City Services - Submission confirmation

Your submission has been successful. Please keep a copy of this receipt for your records.

Date and time

Reference code

09 May 2024 9:07:22 AM

WD92VWJ5

Transport Canberra and City Services (TCCS)

GPO Box 158
Canberra ACT 2601

Phone: 02 6207 2987
Email: TCCS.FOI@act.gov.au

Applicant details

Title

Given name

Family name

Preferred name

Preferred method of contact

Phone

Email

Post

Contact phone number

Contact email address

Contact postal address

Address line 1

Address line 2

Suburb

State

Postcode

Preferred method to receive information *

Email

Post

Same as contact email address

Information request

Who are you making the request on behalf of?

Attach evidence of authority to make this application *

[Redacted]

What type of information are you requesting access to? *

Other information

What information are you requesting access to under the Act? *

Reports of defects, maintenance requests, and reports of maintenance on the grass and sidewalks outside of Manuka Oval, specifically on the corner of Manuka Crescent and Fitzroy Street.

Attach a description or additional details about the information you are requesting access to (optional)

[Injury site - Manuka Oval.png](#)

Do you have a similar or identical request currently under review by another ACT Government Directorate?

Yes No

Are you enquiring as

Other

Do you wish to apply for a waiver of fees associated with processing your application?

Yes No

Provide a statement about how the release of information is in the public interest (optional)

Would you like to provide any additional information? (optional)

Attach additional documents to support your application (optional)



Freedom of Information Request - Reference 24-069

I refer to your access application under the *Freedom of Information Act 2016* (FOI Act) received by Transport Canberra and City Services (TCCS) on 9 May 2024. It is my understanding that you sought access to the following government information:

“Reports of defects, maintenance requests, and reports of maintenance on the grass and sidewalks outside of Manuka Oval, specifically on the corner of Manuka Crescent and Fitzroy Street”.

I thank you for clarifying your request on 9 May as follows:

“If we could please obtain records for the previous two years/24 months, that would be greatly appreciated”.

I also thank you for enclosing, for ease of reference, a Google Maps image to indicate the location.

Timeframes

A decision is due on your access application by 1 July 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 seven records with related attachments have been identified as relevant to your application. Upon reviewing the information within this record and applying the public interest test under section 17 of the FOI Act, I have decided to provide you with:

- Full access to one record
- Partial access to six 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 content of the documents that fall within the scope of your request.
- The *Human Rights Act 2016*.

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

Schedule 1:

- No relevant sections identified.

Schedule 2:

Factors favouring disclosure in the public interest (Section 2.1)

- Schedule 2.1(a)(i) - promote open discussion of public affairs and enhance the government's accountability.
- Schedule 2.1(a)(iv) - ensure effective oversight of expenditure of public funds.
- Schedule 2.1(a)(viii) - reveal the reason for a government decision and any background or contextual information that informed the decision.

Factors favouring non-disclosure (Section 2.2)

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

In reviewing the relevant records, I have identified third party personal information, such as mobile numbers. 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
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

27 June 2024

ATTACHMENT A – ACCESS APPLICATION SCHEDULE, FREEDOM OF INFORMATION

Reference Number: 24-069

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	1-1	Salesforce Case-00075131	17 May 2021	Full Access	Not Applicable	Decision to be published on the TCCS Disclosure Log with personal information removed.
2	3-4	Salesforce Case-00140783	6 December 2021	Full Access	Not Applicable	
3	5-7	Salesforce Case-00252213	16 November 2022	Partial access	Schedule 2.2(a)(ii)	
4	8	Copy of work request list	8 August 2022	Full Access	Not Applicable	
5	9	Work request Map	-	Full Access	Not Applicable	

6	10-11	Copy of work order list	Multiple	Full Access	Not Applicable	
7	12	Work order Map	-	Full Access	Not Applicable	
Total number of records: 7						

- [Close Window](#)
- [Print This Page](#)



Case: 00075131

Case Officer Case Owner Roads ACT
 Reassignment Reason

Case Overview:

Case Number	00075131	AC Case Number	00226033
Feedback Type		Priority	
Subject	Fix My Street > Roads, parking & vehicles > Roads & traffic > Potholes	Follow Up	
Status	Case Closed	Comment	
Sub Status	Resolved	Category	
	Where is the pothole?	Region	
	Road		
ACTCCS Description	What type of pothole are you reporting?		
	Recurring		

Assetic Detail:

Assetic Status	Closed	Assetic Queue	TCCS AMIS Pavement
Assetic Work Request ID	WR23101	Assetic Team Allocation	Pavement
Assetic Target Finish Date	27/05/2021	Managing Platform	Assetic
Assetic Status Comments	WR23101 has been closed in Assetic by Matthew Handley. Comments: Linked Work Order WO39345 has been assessed.		
Work Details			

Citizen Details:

Account Name Contact Email
 Contact Phone Contact Mobile

ACTCCS Contact Details:

ACTCCS Contact First Name ACTCCS Contact Last Name
 ACTCCS Contact Phone ACTCCS Contact Mobile
 ACTCCS Contact Email

Case Details:

Source	Access	Incident	Manuka Circle (between Fitzroy Street and NSW Crescent),
	Canberra	Address	BARTON, ACT, 2600 - Outside cricket nets area
Case Origin	FMS Form	Suburb	Griffith
Date/Time	17/05/2021	ACTCCS	149.133912515975
Opened	11:59 AM	Longitude	
Date/Time	11/06/2021 1:16	ACTCCS	
Closed	AM	Latitude	-35.3167150882124

System Information:

Created	AC TCCS Integration, 17/05/2021	Last Modified By	Assetic TCCS Integration, 10/11/2021
By	11:59 AM		9:57 PM
		Case Sharing ID	RDS
		ACTCCS	
		Date Created in FMS	

Case History

11/06/2021 1:16 AM

User Assetic TCCS Integration
Action Changed **Sub Status** from In Progress to **Resolved**. Changed **Status** from Unassigned to **Case Closed**. Changed **Assetic Status** from InProgress to **Closed**.

17/05/2021 12:34 PM

User Assetic TCCS Integration
Action Changed **Sub Status** from Unresolved to **In Progress**. Changed **Assetic Status** from New to **InProgress**.

17/05/2021 12:04 PM

User Assetic TCCS Integration
Action Changed **Assetic Status** to **New**.

17/05/2021 11:59 AM

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.

Notes

Customer Entry (Auto Note)

Last Modified 17/05/2021 12:00 PM

Owner AC TCCS Integration

Text Preview This is an auto note of the original customer submission. Subject: Fix My Street > Roads, parking & vehicles > Roads & traffic > Potholes Category: Fix My Street > Roads, parking & vehicles > Roads & traffic > Potholes AC Description (forms): Where is th

Case Details:

Source Access Canberra Incident Address 2 FITZROY ST, FORREST ACT 2603
Case Origin FMS Form Suburb Forrest
Date/Time Opened 6/12/2021 9:10 AM ACTCCS Longitude 149.133991593951
Date/Time Closed 22/02/2023 1:46 PM ACTCCS Latitude -35.3166871416838

System Information:

Created AC TCCS Integration, 6/12/2021 9:10 AM
Last Modified By Assetic TCCS Integration, 23/02/2023 4:42 AM
Case Sharing ID ACTCCS RDS
Date Created in FMS

Case History

22/02/2023 1:46 PM

User Assetic TCCS Integration
Changed **Sub Status** from In Progress to **Resolved**. Changed **Status** from Unassigned to **Case Closed**. Changed **Suburb** from FORREST to **Forrest**. Changed **Assetic Status** from Assigned to **Closed**.

7/12/2021 2:31 PM

User Assetic TCCS Integration
Changed **Sub Status** from Unresolved to **In Progress**. Changed **Assetic Status** from New to **Assigned**.

6/12/2021 9:14 AM

User Assetic TCCS Integration
Action Changed **Assetic Status** to **New**.

6/12/2021 9:10 AM

User AC TCCS Integration
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 6/12/2021 9:11 AM
Owner AC TCCS Integration
Text Preview This is an auto note of the original customer submission. Subject: Fix My Street > Roads, parking & vehicles > Roads & traffic > Potholes Category: Fix My Street > Roads, parking & vehicles > Roads & traffic > Potholes AC Description (forms): More Inform

- [Close Window](#)
- [Print This Page](#)



Case: 00252213

Case Officer Case Owner Trees
 Reassignment Reason

Case Overview:

Case Number	00252213	AC Case Number	00617136
Feedback Type	Operations	Job Type	Fallen Branch
Status	Case Closed	Technical Officer Required?	No
Sub Status	Resolved	Suburb	Forrest
Priority		Storm Damage	Yes
Prioritisation Status	Incident resolved	Claim Region	
Response Required?	No	Depot Region	Central
Correspondence History	No		

Subject Fix My Street > Grass, trees & shrubs > Trees & shrubs > Remove fallen branch
More Information
 Big tree branch fall on the pathway which is still connected to tree. Adjacent to manuka circle between fitzroy street and new south wales crescent.

Is it causing traffic or cyclists to swerve?

No

Could it cause a trip, fall or injury?

No

Was this caused by a recent storm?

No

ACTCCS
 Description

Is the tree blocking a road?

No

Is it located on private or public land?

Public

Is it causing obstruction to a driveway or footpath?

Yes

Has it caused damage to private property?

No

Resident Details:

Account Name Contact Email
Contact Phone Contact Mobile

ACTCCS Contact Details:

ACTCCS Contact First Name ACTCCS Contact Last Name
ACTCCS Contact Phone ACTCCS Contact Mobile
ACTCCS Contact Email

Tree Details:

Asset ID Communicated with the Customer?
Communication Comment

Claims:

ACTIA/TAMS Identification No. Claim Number
Claims Case Not Checked Claim Amount Threshold
Is Claim Being Honoured? Not Checked Claim Amount

Assessment Details:

Assessor Diameter at Brest Height (DBH)
Date Assessed Tree Height
Calling Card No Work Comments
Added to Field Maps Not Checked

Field Work Comments:

Field Work Comments Cut, trimmed, chipped cedar 16/11/22 Mark Parker

Equipment Required:

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

Work Type:

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

Case Details:

Source Access Canberra Incident Address 2 FITZROY ST, FORREST ACT 2603
Case Origin FMS Form ACTCCS Latitude -35.31676983
Date/Time Opened 16/11/2022 8:53 AM ACTCCS Longitude 149.13317508
Date/Time Closed 17/11/2022 6:50 AM

System Information:

Created By AC TCCS Integration, 16/11/2022 8:53 AM Last Modified By Josh Drew, 17/11/2022 6:50 AM
Case Sharing ID ACTCCS TRS Date Created in FMS

Case History

17/11/2022 6:50 AM

User Josh Drew

Action Changed **Field Work Comments**. Changed **Sub Status** from Unresolved to **Resolved**. Changed **Status** from Unassigned to **Case Closed**.

16/11/2022 8:53 AM

User AC TCCS Integration

Action Changed **Feedback Type** to **Operations**. Changed **Case Sharing ID ACTCCS** to **TRS**. Changed **Sub Status** to **Unresolved**. Changed **Case Owner** from AC TCCS Integration to **Trees**. Deleted Medium in **Priority**. Changed **Case Origin** to **FMS Form**. Changed **Case Record Type** from TCCS General to **Trees**. Created.

Notes

Customer Entry (Auto Note)

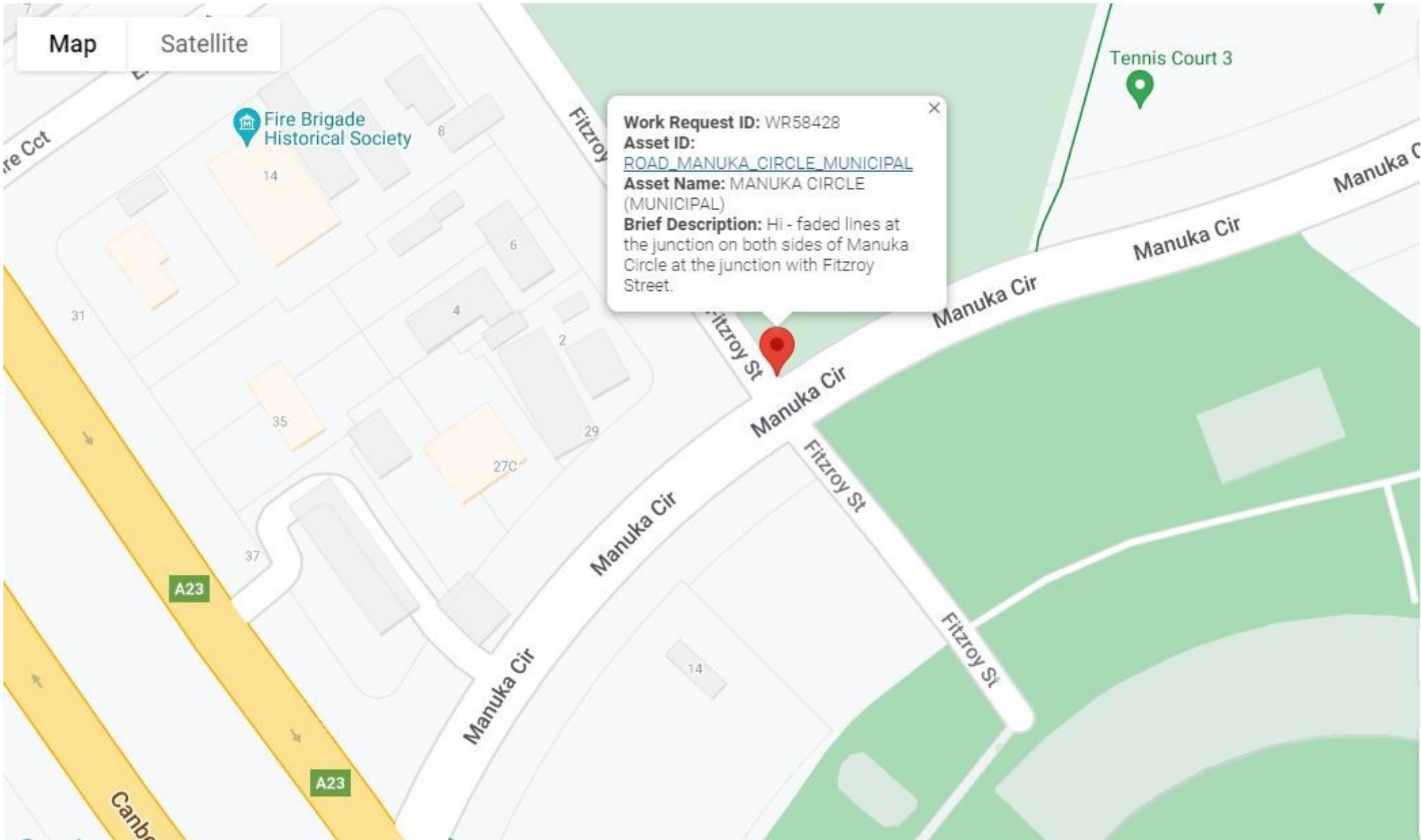
Last Modified 16/11/2022 8:54 AM

Owner AC TCCS Integration

Text Preview This is an auto note of the original customer submission. Subject: Fix My Street > Grass, trees & shrubs > Trees & shrubs > Remove fallen branch Category: Fix My Street > Grass, trees & shrubs > Trees & shrubs > Remove fallen branch AC Description (forms

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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	Request Inspection
ROAD_MANUKA_CIRCLE_MUNICIPAL	MANUKA CIRCLE (MUNICIPAL)	Active	Roads	WR58428	CLOSED	03/03/2023 1:13 PM	08/08/2022 8:43 AM		Hi - faded lines at the junction on both sides of Manuka Circle at the junction with Fitzroy Street.	GRIFFITH	2 FITZROY ST, FORREST ACT 2603	12/09/2022 12:00 AM



Map

Satellite

Fire Brigade Historical Society

Tennis Court 3

Work Request ID: WR58428

Asset ID:

[ROAD_MANUKA_CIRCLE_MUNICIPAL](#)

Asset Name: MANUKA CIRCLE (MUNICIPAL)

Brief Description: Hi - faded lines at the junction on both sides of Manuka Circle at the junction with Fitzroy Street.

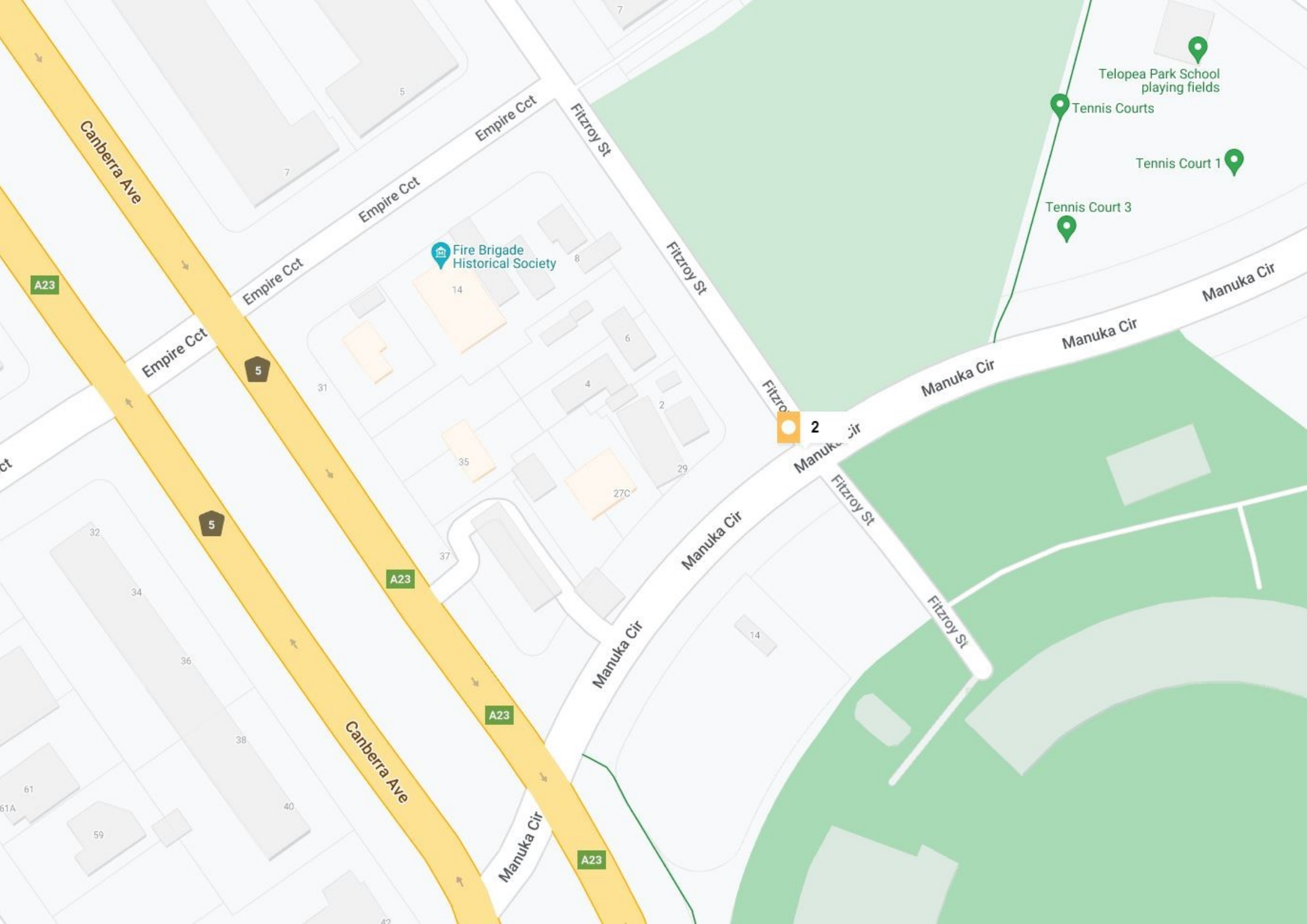
A23

A23

Cambr

	A	B	C	D	E	F	G	H	I	J	K
1	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	Work Order Actual Finish Date	Work Order Source	Work Order Work Group	Work Order Type
2	WO58407	ASSESS	12/09/2022 11:53 AM	Hi - faded lines at the junction on both sides of Manuka Circle at the junction with Fitzroy Street.		5	Change (180 days)	24/02/2023 12:00 AM		Pavement	CM - Corrective
3	WO65240	ASSESS	15/02/2023 10:48 AM	Manuka Cir, Griffith > Potholes	WO65240 : Damaged road pavement to asphalt driveway leading into carpark behind cricket nets at Manuka oval, multiple coldmix repairs to make safe ***Last updated by Michael Rootsey***15/02/2023 10:51:39 AM	3	Serious (10 days)	09/03/2023 11:43 AM	Public Enquiry	Pavement	CM - Corrective

	A	L	M	N	O	P	Q	R	S	T	U	V
1	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	Asset Suburb	Work Order Defect Location
2	WO58407	LMK, LMK-06, Linemarking Defect, Lines - Other	WER, WER-01, Wear, General Wear	Repaint Lines	ROAD_MANUKA_CIRCLE_MUNICIPAL	MANUKA CIRCLE (MUNICIPAL)	Roads	Pavement	Road	Municipal	GRIFFITH	2 FITZROY ST, FORREST ACT 2603
3	WO65240	RPV, RPV-02, Road Pavement Defect, Pothole	MAT, MAT-01, Material, Improper Material	Coldmix	ROAD_MANUKA_CIRCLE_MUNICIPAL	MANUKA CIRCLE (MUNICIPAL)	Roads	Pavement	Road	Municipal	GRIFFITH	29 Manuka Cir, Forrest ACT 2603, Australia



Canberra Ave

A23

Empire Cct

Empire Cct

Empire Cct

Fitzroy St

Fitzroy St

Fire Brigade Historical Society

Telopea Park School playing fields

Tennis Courts

Tennis Court 1

Tennis Court 3

Manuka Cir

Manuka Cir

Manuka Cir

Manuka Cir

Manuka Cir

Manuka Cir

Manuka Cir

Fitzroy St

Fitzroy St

Canberra Ave

A23

A23

A23

5

5

2