

Dear [REDACTED]

Freedom of Information – Notice of Decision

I refer to your application under section 30 of the Freedom of Information Act 2016 (the FOI Act), received by the City and Environment Directorate (CED) on 19 May 2026. It is my understanding you are seeking access to the following information:

*“Records of “Fix My Street” or equivalent service requests submitted for Deakin, ACT that were marked as:
not resolved,
unable to be attended, or
closed without action
during the period 1 January 2025 to 31 December 2026 (or the most recent available period if 2026 data is incomplete)
Any available classification or reason codes associated with these requests (e.g. access issues, resource constraints, safety concerns, duplicate reports, or non-attendance)
Aggregate counts of such unresolved or uncompleted requests, broken down by year (2025 and 2026 if available)”*

I understand that the CED Information Access Team has made several unsuccessful attempts to contact you by telephone to discuss the scope of your application.

Timeframes

In accordance with section 40 of the FOI Act, CED is required to provide a decision on your access application within 30 working days. Therefore, a decision is due on or by **2 July 2026**.

Authority

I am an Information Officer appointed by the Director-General of the City and Environment Directorate under section 18 of the FOI Act to deal with access applications made under Part 5 of the FOI Act.

Decision on access

The CED Data Intelligence Team conducted a search of the Fix My Street (FMS) system. The search identified 840 FMS requests relating to Deakin for the requested period. However, FMS does not capture classification codes or categories as described in your application. There is a category of 'Case closed' but no sub-category for 'unable to be attended', 'not resolved' or 'closed without action'.

In addition, 150 FMS entries did not contain closure notes. As a result, it is not possible to determine whether those requests were unresolved or closed without resolution.

The information you have requested does not exist in the format described in your application. Accordingly, the scope of your application cannot be met because the requested information is not captured by the FMS system.

I am satisfied that all reasonable steps have been taken to identify relevant information, and I find that CED does not hold the information you have requested. Subsequently your application falls under section 53 of the FOI Act, where an access application relates to government information that is not held by CED.

Charges

Processing charges are not applicable for this application as no records are being released to you.

Online publishing – Disclosure Log

Under section 28 of the FOI Act, CED maintains a disclosure log, which is a public record of access applications and decisions. Your original access application and my decision will be published on the CED disclosure log. Your personal contact details will not be published.

ACT Ombudsman Review

My decision on your access application is a reviewable decision as identified in Schedule 3 of the FOI Act. You have the right to seek ACT Ombudsman review of this outcome under section 73 of the FOI Act within 20 working days from the day that my decision is provided to you, or a longer period allowed by the ACT Ombudsman. If you wish to request a review of my decision, you may write to the ACT 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 FOI 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 the ACAT at:

ACT Civil and Administrative Tribunal
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<https://www.acat.act.gov.au/>

Please contact the CED Information Access team if you have any queries in relation to your application via 6207 2987 or CEDFOI@act.gov.au.

Yours sincerely

Signed electronically.

Craig Weller
Information Officer
City and Environment Directorate
2 July 2026