



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: 22-108

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)	24 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: [REDACTED]
To: [TCCS_FreedomOfInformation](#)
Subject: RE: FOI Clarification - pathway outside of Westfield Woden
Date: Wednesday, 10 August 2022 3:00:25 PM

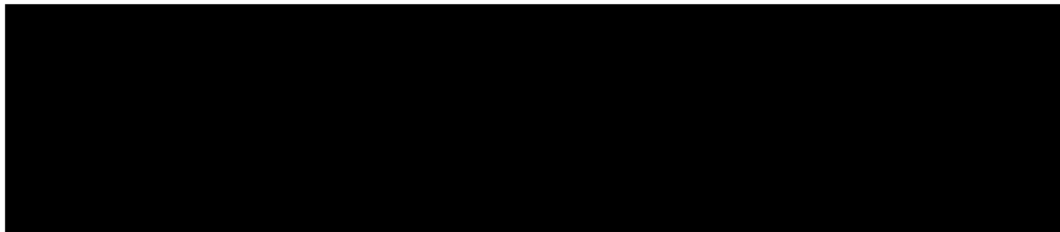
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Dear Nicole,

Thank you for your email.

We are seeking the reports for the last five years period.

If you require any further information, please do not hesitate to contact me.



From: TCCS_FreedomOfInformation <TCCS.FOI@act.gov.au>
Sent: Wednesday, 10 August 2022 2:57 PM
To: [REDACTED]
Subject: FOI Clarification - pathway outside of Westfield Woden

OFFICIAL: Sensitive

Dear [REDACTED]

I am writing to you today to advise that the Chief Minister, Treasury and Economic Development directorate has transferred your FOI access application to Transport Canberra and City Services to process.

In your application you are seeking the following information:

“We would like to know if anyone has ever reported on an uneven surface/pathway outside of Westfield Woden. The location is: Western side footpath along Bradley Street opposite Ben and Jerrys ice-cream shop. Our client was injured on the 19 April 2022 at this location and we would like to know if anyone has previously injured themselves at this subject footpath or if anyone has reported this uneven surface.”

However, before we can progress your request we are seeking clarification about the time

period in which you are seeking information. For example, can you advise if you are seeking the reports for the last three year period.

Once you have clarified this information we will consider your application complete and send you a formal acknowledgement letter. Please contact me if you need further information about my enquiry.

Regards

Nicole Bruan | Freedom of Information Coordinator

Phone: 6205 5408 | Email: TCCS.FOI@act.gov.au

**Freedom of Information and Subpoenas | TCCS Legal & Contracts |
Transport Canberra and City Services Directorate | ACT Government**

Level 4, 480 Northbourne Avenue, Dickson 2602 |

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

Sent: Tuesday, 26 July 2022 2:35 PM

To: CMTEDD FOI <CMTEDDFOI@act.gov.au>

Subject: Freedom of Information request

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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: [REDACTED]

First Name: [REDACTED]

Last Name: [REDACTED]

Business/Organisation: [REDACTED]

Address: [REDACTED]

Suburb: [REDACTED]

Postcode: [REDACTED]

State/Territory: [REDACTED]

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):

We would like to know if anyone has ever reported on an uneven surface/pathway outside of Westfield woden. The location is: Western side footpath along Bradley Street opposite Ben and Jerrys ice-cream shop. [REDACTED] was injured on the 19 April 2022 at this location and we would like to know if anyone has previously injured themselves at this subject footpath or if anyone has reported this uneven surface.

I do not want to access the following documents in relation to my request::

N/A

Thank you.
Freedom of Information Coordinator

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.




ACT
Government


Transport Canberra and
City Services



Dear 

Freedom of Information Request - Reference 22-108

I refer to your application for access to government information received by Transport Canberra and City Services (TCCS) on 2 August 2022. It is my understanding that you are seeking access to the following government information on behalf of 

"We would like to know if anyone has ever reported on an uneven surface/pathway outside of Westfield Woden. The location is: Western side footpath along Bradley Street opposite Ben and Jerrys ice-cream shop.  was injured on the 19 April 2022 at this location and we would like to know if anyone has previously injured themselves at this subject footpath or if anyone has reported this uneven surface."

I thank you for clarifying your application further on 10 August 2022, in which you advised that access is being sought to complaints made within the last five years.

Timeframes

A decision is due on your access application on 6 September 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 FOI Act.

Decision on access

In accordance with the FOI Act, a search of TCCS records has been completed and 7 records 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 partial access.

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

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

I have identified that one record, an attachment to complaint AC-0014779, is a medical record. In accordance with section 12 of the FOI Act, access cannot be provided to this record as the FOI Act does not apply to a health record under the *Health Records (Privacy and Access) Act 1997*.

In making my decision on disclosing the remaining 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)

- Section 2.1(a)(i) - promote open discussion of public affairs and enhance the government's accountability; and
- Section 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 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. In this instance, I have found 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

No fee is applicable to this application, as the total number of pages falls 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. Your original access application, my decision and documents

will be published in the TCCS disclosure log between 3 – 10 business days from the date of this decision.

Personal information and business affairs relating to a third party will not be published. You may view the TCCS' disclosure log at https://www.cityservices.act.gov.au/about-us/freedom_of_information/disclosure-log.

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
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 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



Cherie Hughes
Information Officer

5 September 2022

FREEDOM OF INFORMATION REQUEST SCHEDULE

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.tccs.act.gov.au/about-us/freedom_of_information/disclosure-log

File number		WHAT ARE THE PARAMETERS OF THE REQUEST				
FOI – 22-108		Footpath complaints adjacent to Westfield Woden				
Ref No	Page	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1	CRM search results	Various	Partial access	Sch 2, Section 2.2 (a)(ii)	Documents to be published.
2	2 - 3	Salesforce search results	Various	Partial access	Sch 2, Section 2.2 (a)(ii)	
3	4 - 5	IAMS search results	Various	Partial access	Sch 2, Section 2.2 (a)(ii)	
4	6 - 11	Work Request search results	Various	Partial access	Sch 2, Section 2.2 (a)(ii)	
5	12 - 19	AC-00141779	8/12/2021	Partial access	Sch 2, Section 2.2 (a)(ii)	
6	20 - 24	AC-00151711	11/01/2022	Partial access	Sch 2, Section 2.2 (a)(ii)	
7	25 - 31	AC-00174493	15/03/2022	Partial access	Sch 2, Section 2.2 (a)(ii)	

REFERENCE NUMBER	DATE CREATED	DATE LAST UPDATED	SUBJECT	DESCRIPTION	ADDRESS	ADDITIONAL INFORMATION
201030-000602	30/10/2020	18/03/2021	FixMyStreet Submission: Cycle & footpaths > Shared paths > Damage to path or other	<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)?: Opposite Hoyts Cinemas</p> <p>What is the issue?: Damage to path or other</p> <p>What is the damage?: Cracked, broken or uneven</p> <p>What is the material?: Brick or concrete pavers</p> <p>Could it cause a trip, fall or injury?: Yes</p> <p>Is it causing traffic or cyclists to swerve?: No</p> <p>Please provide more information: Outside Bradley Street on the walkways outside Hoyts Cinemas are numerous pavers that are uneven and can cause a trip hazard.</p>	3 BRADLEY ST, PHILLIP ACT 2606	<p>Assetic Work Request: WR6168 Assetic Work Request Status: In Progress</p> <p>CGD Source: CRM_AMIS_INCIDENTS_V2</p>
190513-002485	13/05/2019	13/05/2019	FixMyStreet Submission: Footpaths & cycle paths > Damage to path or other > Footpath	<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)?: Outside Hoyts cinemas</p> <p>Kind of material?: Brick or concrete pavers</p> <p>What is the issue?: Dislodged pavers</p> <p>Verify Email Address:</p>	366 Bradley St, Phillip ACT 2606, Australia	<p>IAMS Enquiry ID: 1073122</p> <p>Customer Requested Urgent: Yes</p>
181204-001934	4/12/2018	5/12/2018	FixMyStreet Submission: Footpaths & cycle paths > New footpath or extension	<p>Can you identify any nearby notable landmarks?: Outside Hoyts Cinema pavers have sunk and are a trip Hazard</p> <p>Why do you believe this change is required? Trip Hazard</p> <p>Verify Email Address:</p>	Bradley Street, Phillip ACT 2606, Australia	IAMS Enquiry ID: 1064582
190401-001269	1/04/2019	2/04/2019	Other : Fix My Street Report Submission	The public elevator in Woden Town Square outside the Cosmopolitan Centre is not working.	35 Bradley St, Phillip ACT 2606, Australia	
181203-000932	3/12/2018	11/12/2018	Pavement is rasied	Customer would like to report a walk way outside the Grill'd at Westfield Woden Shopping Centre. A pavement is raised and looks like a little ramp. She said that her husband and her tripped over and a few of other people was nearly tripped as well. Please get someone to look unto this.	1 Bradley St, Phillip ACT 2606, Australia	<p>IAMS Generic Workspace: 1064463</p> <p>CGD Source: CRM_ACT_ROADS_INCIDENTS_V2</p>

Applied filters:DATE_CREATED is on or after 20/04/2018 00:00:00 and is before 25/05/2021 00:00:00CLOSEST_RESIDENTIAL_ADDRESS contains 'bradley'

Salesforce case report

As of 2022-08-17 13:57:29 Australian Eastern Standard Time/AEST • Generated by Paula Ludvigson • Sorted by Date/Time Opened (Ascending)

Filtered By

Show: All cases

Units: Hours

Suburb contains

Incident Address contains bradley

Date/Time Opened	Case Number	Subject	ACTCCS Description	Incident Address	Suburb	Assetic Work Request ID	AC Case Number	Assetic Status Comments
2/11/2021 5:32 PM	00129530	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 At the corner of Corinna Street and bradley street where the ACT Gover	corner of Bradley and Corinna street next to TK Maxx	PHILLIP	WR43820	00356449	
8/12/2021 4:08 PM	00141779	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 7 Dec @ 3.45pm I exited Westfield center near Hoyts. walked over to me	5-35 BRADLEY ST, PHILLIP ACT 2606	PHILLIP		00380866	WR38218 has been cancelled in Assetic by Tony Newman. Cancelled reason: Work Request has been cancelled.CSRM Case Number : 00141779 Requester Contact Name: [REDACTED] Phone Number: [REDACTED] Initial enquiry info only. See CSRM for addition...
13/12/2021 11:35 AM	00143108	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 In Bradley street and Corner of Neptune street Phillip ,pavers were	Corner of Bradley and Neptune street Phillip	PHILLIP	WR43858	00383884	

Date/Time Opened	Case Number	Subject	ACTCCS Description	Incident Address	Suburb	Assetic Work Request ID	AC Case Number	Assetic Status Comments
11/01/2022 11:20 AM	00151711	Fix My Street > Cycle & footpaths > On road cycle lanes > Damage to path or other	What is the material? Brick or concrete pavers What is the damage? Cracked, broken or uneven More Information The pavers in Bradley street outside Hoyts are quite uneven and beca	WESTFIELD WODEN 8 BRADLEY ST, PHILLIP ACT 2606	PHILLIP	WR41018	00401531	
15/03/2022 11:38 AM	00174493	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 Some pavers on Bradley street Phillip have lifted and their is also a	WESTFIELD WODEN 8 BRADLEY ST, PHILLIP ACT 2606	Phillip	WR46022	00453052	Workrequest WO47026 is in progress. WorkOrder Corrective Maintenance has been raised in Assetic with a priority of Change (180 days)
Total	5							

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ENQUIRY ID	CREATED DATE	COMPLETE DATE	CLASS	LOCATION	DESCRIPTION	ACTION
1043964	5/01/2018	20/02/2018 4:42:50 PM	Community Paths	Bradley Street, PHILLIP	4 loose pavers that a raised and a serious trip hazard. A lady has tripped on them but is uninjured. The pavers are located near the Hoyts entrance, next to a tree and a drain cover. Westfield has place orange bollard's there at the moment however they will not be able to keep them there. * reported to Bradley Tarlington	Rang Pat K to fix 5/1/18, Defect and work order raised
1049799	28/02/2018		Community Paths	Bradley st philip	As I finished my shopping in TKmax and heading back to the car park my shoes has coat up with a lift up paving break and I lost my control and fell over on my knee	defect raised
1011351	20/01/2017	16/02/2017 8:02:28 AM	Community Paths	Bradley Street, PHILLIP	Customer says that she tripped over at Westfield Woden along noted address outside the windows from the food court heading towards the pay parking machine near Hoyts. She was injured and rang through to submit a public claims job (ref. 161230-000494). She wishes to advise that some corrective measures have taken place, but that the pavement which caused her fall remains uneven (it is being progressively uplifted by the roots of street trees along the pavement nature strip. Could this poaving please be made safe?	
1064463	3/12/2018		Community Paths	1 Bradley St, Phillip	Customer would like to report a walk way outside the Grill'd at Westfield Woden Shopping Centre. A pavement is raised and looks like a little ramp. She said that her husband and her tripped over and a few of other people was nearly tripped as well. Please get someone to look unto this.	rebed pavers 1.0x5.0 to match existing
1073122	13/05/2019	30/07/2019 1:54:45 PM	Community Paths	366 Bradley St, Phillip	Dislodged pavers	Refer to Garry George [relay Pavers], 14/05/2019, MR
998253	4/10/2016	18/10/2016 9:42:01 AM	Pedestrian Paving	35 Bradley Sreet, Phillip	I was walking from Corinna Street north along Bradley St footpath when I had a bad fall. I was assisted to my feet by a West field Security person and a lady who said she'd also fallen at this hazard. The hazard is a row of lifted paving stones on the west side of Bradley St between Trade Secrets and the vacant cafe. It is a hazard, dangerous and I'd feel awful if the next person breaks bones or is seriously injured or incapacitated. I will it leave it to your judgement on how to prioritise the work. Thanks	

ENQUIRY ID	CREATED DATE	COMPLETE DATE	CLASS	LOCATION	DESCRIPTION	ACTION
1022798	12/05/2017		Community Paths	8 Bradley Street, Phillip	█ had a fall outside of the Hoyts Cinema in Woden causing permanent damage to her knee. She tripped on what she believes was a log sticking out from some works that were being done on the foot path. Westfield security staff took photos and helped her and told her to report the incident to us. She's not sure who was conducting the work if it was the Government or Westfield. She is seeking compensation for her injuries	Rang Westfield for the photos. JS. Work was not Roads ACT.
1048351	15/02/2018	09/03/2018 10:54:10 AM	Community Paths	Bradley St Phillip/Woden	█ phoned today in relation to a damaged part of path at the given location, his wife has had a fall on this path & he wanted to speak with someone about Compensation.	defect raised , copy to paula , not sure if exact location
1073252	15/05/2019		Community Paths	366 Bradley St, Phillip ACT 2606, Australia	My 84 year old mother was walking along Bradley Street paving towards the Plaza yesterday 14 May 2019 and tripped on the uneven paving hitting her head. She presented at Canberra Hospital following the incident and required stitches to two head lacerations above her right eye as well as bruising and swelling. My mother would like this paving repaired (levelled) so that this unfortunate event does not happen to someone else.	Refer to Garry George [tiles / paving], 16/05/2019, MR This matter was reported to Roads ACT on 13/5/2019 under public enquiry number 1073122. Defect 86139 was raised and the matter will be sent out for quote today 16/5/19 in a package of other work being compiled by Garry George, Roads Maintenance, Roads ACT. HGeorge reported this matter to Karen Morse, Claims Officer, Business Support, Roads ACT TCCS on 16/5/19
1064582	5/12/2018		Community Paths	Bradley Street, PHILLIP	Outside Hoyts Cinema pavers have sunk and are a trip Hazard	quote to be done , garry George
1022753	12/05/2017	22/08/2017 3:55:34 PM	Community Paths	Bradley Street, PHILLIP	Pavers outside Hoyts Cinemas on the footpath are loose and lifted up being a trip hazard ,we have placed some temporary barricade but need urgent repairs.	Spoke to █ on site. JS
1012899	2/02/2017	16/02/2017 8:02:28 AM	Community Paths	Bradley St, Phillip	raised paver causing trip hazard around planter box in front of mcdonalds on bradley st woden	
998052	30/09/2016	18/10/2016 9:42:01 AM	Community Paths	Bradley St outside Hoyts, Phillip	The pavers on Bradley street outside Hoyts have lifted across the foot path becoming a trip hazard	

Applied filters:LOCATION contains 'bradley'CREATED_DATE is on or after 01/01/2016 00:00:00 and is before 21/05/2021 00:00:00

Work_Req uest_ID	Work_Order _ID	WR_Status	WR_Defect_Location	WR_Brief_Description	WR_Reference_ Number	WR_Created _Date	WR_Resoluti on_Due_Dat e	SUPPORTING_INFORMATION	LAST_MODIF IED_DATE
WR7679	WO36551	CLOSED	20 Bradley St, Phillip ACT 2606, Australia	WESTFIELD WODEN 2 KELTIE ST, PHILLIP ACT 2606	201110-000567	10/11/2020	17/11/2020	<p>WR7679 : Linked Work Order WO36551 has been assessed. ***Last updated by [REDACTED] ***20/10/2021 4:21:29 PM , WR7679 : CRM Reference : 201110-000567 Initial enquiry info only. See CRM for additional correspondence. Defect location info may be incorrect (address validation limitations). Can you provide any additional information about the location of the job to help us find the issue (i.e., intersections, buildings, landmarks, features)?: Inspect the whole perimeter of Westfield Woden. Very dangerous many trip and falls. What is the issue?: Damage to path or other What is the damage?: Cracked, broken or uneven 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?: Yes Please provide more information: All streets surrounding Westfield Woden including Bradley, Callam, Corrina & Keltie (in particular) have very loose, raised or sunken pavers.</p>	2022-04-08 12:45:38
								Last updated by TCCS.ICX Integrations10/11/2020 9:59:48 AM	

Work_Req uest_ID	Work_Order _ID	WR_Status	WR_Defect_Location	WR_Brief_Description	WR_Reference_ Number	WR_Created _Date	WR_Resoluti on_Due_Dat e	SUPPORTING_INFORMATION	LAST_MODIF IED_DATE
WR46022	WO47026	INPRG	Westfield Woden, 8 Bradley St, Phillip ACT 2606, Australia	Relay Pavers- In front of Westfield and Ben&Jerry, Bradley St., Phillip.	00453052	15/03/2022	22/03/2022	<p>WR46022 : Location is on Westfield entrance, front of Ben&Jerry and Grill'd. Refer to photos. Make it safe. ***Last updated by Prakhar Srivastava***17/03/2022 9:12:54 AM , WR46022 : Uplifted pavers causing trouble. Very busy location, on entrance to Westfield. Safety issue. Refer to photos. ***Last updated by Prakhar Srivastava***17/03/2022 8:56:24 AM , WR46022 : CSRM Case Number : 00174493 Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). What is the material? Brick or concrete pavers</p> <p>What is the damage? Cracked, broken or uneven More Information Some pavers on Bradley street Phillip have lifted and their is also a line of pavers that have lifted and are a trip hazard,we have had quite a few complaints. Is it causing traffic or cyclists to swerve? No Could it cause a trip, fall or injury? Yes</p> <p>***Last updated by TCCS Asset Integrations***15/03/2022 11:45:15 AM</p>	2022-04-08 12:57:40

Work_Req uest_ID	Work_Order _ID	WR_Status	WR_Defect_Location	WR_Brief_Description	WR_Reference_ Number	WR_Created _Date	WR_Resoluti on_Due_Dat e	SUPPORTING_INFORMATION	LAST_MODIF IED_DATE
WR38218		CANCELLED	Westfield Woden, 8 Bradley St, Phillip ACT 2606, Australia	Pit in front of Woden mall near Hoyts requires cold mix on side of pit lid.	00380866	13/12/2021	20/12/2021	<p>WR38218 : Work Request has been cancelled.CSRM Case Number : 00141779 Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). What is the material? Brick or concrete pavers What is the damage? Cracked, broken or uneven More Information 7 Dec @ 3.45pm I exited Westfield center near Hoyts. walked over to meet my partner and dog. waiting at first tree to the right. I tripped and fell. went to ED and have bruising and a broken right foot. Is it causing traffic or cyclists to swerve? Yes Could it cause a trip, fall or injury? Yes ***Last updated by Tony Newman***15/12/2021 10:16:11 AM ***Last updated by TCCS Asset Integrations***13/12/2021 6:11:52 AM</p>	2022-04-08 12:54:52

Work_Req uest_ID	Work_Order _ID	WR_Status	WR_Defect_Location	WR_Brief_Description	WR_Reference_ Number	WR_Created _Date	WR_Resoluti on_Due_Dat e	SUPPORTING_INFORMATION	LAST_MODIF IED_DATE
WR41018		CANCELLED	1 Bradley St, Phillip ACT 2606, Australia	Cycle & footpaths > On road cycle lanes > Damage to path or other, 8 BRADLEY ST. Westfield entrance.	00401531	11/01/2022	18/01/2022	<p>WR41018 : Work Request has been cancelled.CSRM Case Number : 00151711 Initial enquiry info only. See CSRМ for additional correspondence. Defect location info may be incorrect (address validation limitations). What is the material? Brick or concrete pavers What is the damage? Cracked, broken or uneven More Information The pavers in Bradley street outside Hoyts are quite uneven and because its a very busy area due to the Cinemas and afraid someone can have a nasty injury Is it causing traffic or cyclists to swerve? No Could it cause a trip, fall or injury? Yes ***Last updated by Prakhar Srivastava***19/01/2022 12:58:51 PM , WR41018 : Map is wrong. Refer photos. ***Last updated by Prakhar Srivastava***19/01/2022 12:48:30 PM , WR41018 : Uplifted pavers, trip hazard, safety issue. In between Ben & Jerry and Westfield entrance. Fix ASAP. ***Last updated by Prakhar Srivastava***19/01/2022 12:45:48 PM ***Last updated by TCCS Asset Integrations***11/01/2022 11:25:35 AM</p>	2022-04-08 12:55:35

Work_Req uest_ID	Work_Order _ID	WR_Status	WR_Defect_Location	WR_Brief_Description	WR_Reference_ Number	WR_Created _Date	WR_Resoluti on_Due_Dat e	SUPPORTING_INFORMATION	LAST_MODIF IED_DATE
WR317		REJECTED	BRADLEY ST, PHILLIP ACT 2606	BRADLEY ST, PHILLIP ACT 2606	200611-002616	11/06/2020	18/06/2020	<p>WR317 : please refer to telstra ***Last updated by [REDACTED] ***18/03/2021 8:03:37 AM , WR317 : CRM Reference : 200611-002616 Derived location = PHILLIP TOWN CENTRE, BRADLEY ST, PHILLIP, WODEN VALLEY Requester Contact Name: [REDACTED] What is the issue?: Damage to path or other What is the damage?: Cracked, broken or uneven 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: On Bradley street side walk paved section some pavers are lifting up and so are grids around trees ,these can be a potential trip hazard. ***Last updated by TCCS.ICX Integrations***11/06/2020 5:00:47 PM</p>	2022-04-08 12:42:53

Work_Req uest_ID	Work_Order _ID	WR_Status	WR_Defect_Location	WR_Brief_Description	WR_Reference_ Number	WR_Created _Date	WR_Resoluti on_Due_Dat e	SUPPORTING_INFORMATION	LAST_MODIF IED_DATE
WR6168	WO36561	CLOSED	3 Bradley St, Phillip ACT 2606, Australia	3 BRADLEY ST, PHILLIP	201030-000602	30/10/2020	6/11/2020	<p>WR6168 : Linked Work Order WO36561 has been assessed. ***Last updated by [REDACTED] ***20/10/2021 4:24:10 PM , WR6168 : CRM Reference : 201030-000602 Requester Contact Name: [REDACTED] Initial enquiry info only. See CRM for additional correspondence. Defect location info may be incorrect (address validation limitations). Can you provide any additional information about the location of the job to help us find the issue (i.e., intersections, buildings, landmarks, features)?: Opposite Hoyts Cinemas What is the issue?: Damage to path or other What is the damage?: Cracked, broken or uneven 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: Outside Bradley Street on the walkways outside Hoyts Cinemas are numerous pavers that are uneven and can cause a trip hazard. ***Last updated by TCCS.ICX Integrations***30/10/2020 10:22:09 AM</p>	2022-04-08 12:45:29

Applied filters:WR_Defect_Location contains 'Bradley'WR_Created_Date is on or after 08/05/2020 00:00:00 and is before 21/04/2022 00:00:00



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Case: 00141779

Case Owner Roads ACT

Reassignment Reason

Case Overview

Case Number 00141779

AC Case Number 00380866

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 Action Not Required

Region

ACTCCS Description

What is the material?
Brick or concrete pavers

What is the damage?
Cracked, broken or uneven

More Information

7 Dec @ 3.45pm I exited Westfield center near Hoyts. walked over to meet my partner and dog. waiting at first tree to the right. I tripped and fell. went to ED and have bruising and a broken right foot.

Is it causing traffic or cyclists to swerve?
Yes

Could it cause a trip, fall or injury?
Yes

Assetic Detail

Assetic Status Cancelled

Assetic Queue TCCS AMIS Concrete

Assetic Work Request ID

Assetic Team Allocation Concrete Woden Weston and West Tuggeranong

Assetic Target Finish Date

Managing Platform Salesforce

Assetic Status Comments WR38218 has been cancelled in Assetic by Tony Newman. Cancelled reason: Work Request has been cancelled.CSRM Case Number : 00141779
Requester Contact Name: [REDACTED] Phone Number: [REDACTED] Initial enquiry info only. See CSRM for addition...

Work Details

Citizen Details

Account Name [REDACTED]

Contact Email [REDACTED]

Contact Phone [REDACTED]

Case Details

Source Access Canberra

Incident Address 5-35 BRADLEY ST, PHILLIP ACT 2606

Case Origin FMS Form

Suburb PHILLIP

Date/Time Opened 8/12/2021 4:08 PM

ACTCCS Longitude 149.08726574488185

Date/Time Closed 15/12/2021 10:19 AM

ACTCCS Latitude -35.346982541337042

System Information

Created By AC TCCS Integration, 8/12/2021 4:08 PM

Last Modified By Assetic TCCS Integration, 15/12/2021 10:19 AM

Contact Information

Account Name [REDACTED]

Primary Phone [REDACTED]

Birthdate [REDACTED]

Email [REDACTED]

Address Information

Billing Address

System Information

Created By AC TCCS Integration, 8/12/2021 4:08 PM

Last Modified By AC TCCS Integration, 8/12/2021 4:08 PM

Case History

15/12/2021 10:19 AM

User Assetic TCCS Integration

Action **Changed Sub Status from In Progress to Action Not Required. Changed Status from Unassigned to Case Closed. Changed Assetic Status from Queued to Cancelled.**

15/12/2021 10:14 AM

User **Assetic TCCS Integration**

Action **Changed Assetic Status from Assigned to Queued.**

14/12/2021 2:54 PM

User **Assetic TCCS Integration**

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

13/12/2021 6:12 AM

User **Assetic TCCS Integration**

Action **Changed Assetic Status to New.**

8/12/2021 4:08 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

path 3		foot	
Size	1.75MB	Size	998KB
Ownership	AC TCCS Integration	Ownership	AC TCCS Integration
View	Download	View	Download
Last Modified	8/12/2021 4:08 PM	Last Modified	8/12/2021 4:08 PM
path 1		Emergency Dpt	
Size	2.14MB	Size	2.81MB
Ownership	AC TCCS Integration	Ownership	AC TCCS Integration
View	Download	View	Download
Last Modified	8/12/2021 4:08 PM	Last Modified	8/12/2021 4:08 PM
path 2			
Size	1.78MB		
Ownership	AC TCCS Integration		
View	Download		
Last Modified	8/12/2021 4:08 PM		

Notes

follow up

Last Modified **9/02/2022 1:56 PM**
Owner **AC TCCS Integration**
Text Preview **follow up as no response has been received. Transferred to Roads ACT Claims officer: Paula Ludvigson on *76597 to leave a message.**

Customer Entry (Auto Note)

Last Modified **8/12/2021 4:08 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**

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Case: 00151711

Case Owner Roads ACT

Reassignment Reason

Case Overview

Case Number 00151711

AC Case Number 00401531

Feedback Type

Priority

Subject Fix My Street > Cycle & footpaths > On road cycle lanes > Damage to path or other

Follow Up

Status Unassigned

Comment Category Request for Service

Sub Status Unresolved

Region

ACTCCS Description

What is the material?

Brick or concrete pavers

What is the damage?

Cracked, broken or uneven

More Information

The pavers in Bradley street outside Hoyts are quite uneven and because its a very busy area due to the Cinemas and afraid someone can have a nasty injury

Is it causing traffic or cyclists to swerve?

No

Could it cause a trip, fall or injury?

Yes

Assetic Detail

Assetic Status New

Assetic Queue TCCS AMIS Pavement

Assetic Work Request ID WR41018

Assetic Team Allocation Pavement

Assetic Target Finish Date

Managing Platform

Assetic

Assetic Status Comments

Work Details

Citizen Details

Account Name



Contact Phone

Contact Email



Case Details

Source Access Canberra

Incident Address WESTFIELD WODEN 8 BRADLEY ST, PHILLIP ACT 2606

Case Origin FMS Form

Suburb PHILLIP

Date/Time Opened 11/01/2022 11:20 AM

ACTCCS Longitude 149.0856409879346

Date/Time Closed

ACTCCS Latitude -35.347018389129438

System Information

Created By AC TCCS Integration, 11/01/2022 11:20 AM

Last Modified By Assetic TCCS Integration, 12/01/2022 2:25 AM

Contact Information

Account Name

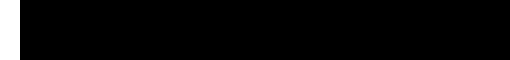


Primary Phone



Birthdate

Email



Address Information

Billing Address

System Information

Created By AC TCCS Integration, 1/06/2021 2:31 PM

Last Modified By AC TCCS Integration, 1/06/2021 2:31 PM

Case History

11/01/2022 11:25 AM

User Assetic TCCS Integration

Action **Changed Assetic Status to New.****11/01/2022 11:20 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.**

Attachments**Dangerous pavers**

Size **130KB**
 Ownership **AC TCCS Integration**
 View **[Download](#)**
 Last Modified **11/01/2022 11:20 AM**

Pavers

Size **163KB**
 Ownership **AC TCCS Integration**
 View **[Download](#)**
 Last Modified **11/01/2022 11:20 AM**

Notes**Customer Entry (Auto Note)**

Last Modified **11/01/2022 11:20 AM**
 Owner **AC TCCS Integration**
 Text Preview **This is an auto note of the original customer submission. Subject: Fix My Street > Cycle & footpaths > On road cycle lanes > Damage to path or other Category: Fix My Street > Cycle & footpaths > On road cycle lanes > Damage to path or other AC Descriptio**

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Case: 00174493

Case Owner Roads ACT

Reassignment Reason

Case Overview

Case Number 00174493

AC Case Number 00453052

Feedback Type

Priority

Subject Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other

Follow Up

Status Unassigned

Comment Category Request for Service

Sub Status In Progress

Region

ACTCCS Description

What is the material?
Brick or concrete pavers

What is the damage?
Cracked, broken or uneven

More Information

Some pavers on Bradley street Phillip have lifted and their is also a line of pavers that have lifted and are a trip hazard,we have had quite a few complaints.

Is it causing traffic or cyclists to swerve?
No

Could it cause a trip, fall or injury?
Yes

Assetic Detail

Assetic Status InProgress

Assetic Queue TCCS AMIS Concrete

Assetic Work Request ID WR46022

Assetic Team Allocation Concrete Woden Weston and West Tuggeranong

Assetic Target Finish Date 31/12/2021

Managing Platform Assetic

Assetic Status Comments Workrequest WO47026 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	WESTFIELD WODEN 8 BRADLEY ST, PHILLIP ACT 2606
Case Origin	FMS Form	Suburb	Phillip
Date/Time Opened	15/03/2022 11:38 AM	ACTCCS Longitude	149.087246730924
Date/Time Closed		ACTCCS Latitude	-35.3469289357398

System Information

Created By	AC TCCS Integration, 15/03/2022 11:38 AM	Last Modified By	Assetic TCCS Integration, 18/03/2022 7:27 AM
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Contact Information

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

Address Information

Billing Address

System Information

Created By	AC TCCS Integration, 1/06/2021 2:31 PM	Last Modified By	AC TCCS Integration, 1/06/2021 2:31 PM
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Case History

18/03/2022 12:55 AM

User	Assetic TCCS Integration
Action	Changed Assetic Status from Queued to InProgress.

17/03/2022 9:04 AM

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

16/03/2022 8:10 AM

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

15/03/2022 11:45 AM

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

15/03/2022 11:38 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.**

Attachments**Bradley trip**

Size **151KB**
 Ownership **AC TCCS Integration**
 View [Download](#)
 Last Modified **15/03/2022 11:39 AM**

Bradley street hazard

Size **141KB**
 Ownership **AC TCCS Integration**
 View [Download](#)
 Last Modified **15/03/2022 11:39 AM**

Bradley trip hazard

Size **145KB**
 Ownership **AC TCCS Integration**
 View [Download](#)
 Last Modified **15/03/2022 11:39 AM**

Notes**Customer Entry (Auto Note)**

Last Modified **15/03/2022 11:39 AM**
 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**

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