



Freedom of Information - Access Application to the City and Environment Directorate - Submission confirmation

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

Date and time

Reference code

The City and Environment Directorate

GPO Box 158
Canberra City, ACT 2601

Phone: 02 6207 2987
CEDFOI@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

Delivery email address*

Information request

Who are you making the request on behalf of?

What type of information are you requesting access to?*

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

All customer-initiated reports, complaints, service requests, FixMyStreet submissions, and Access Canberra logged enquiries relating to:

poor lighting in the Gilmore pedestrian underpass/tunnel under the Monaro Highway

unsafe tunnel conditions (visibility, vandalism, lack of CCTV, lack of lighting)

inadequate or missing footpaths in Gilmore, specifically the informal access path leading toward the Hume paddocks

illegal dumping within the Gilmore reserve/open space area

stolen vehicles dumped in the Gilmore reserve/open space area

antisocial behaviour or crime within the Gilmore reserve or tunnel

fire hazards, slashing frequency concerns, or grass overgrowth in the Gilmore reserve

Time period: 1 January 2015 – present.

2. Internal Notes & Responses

For each of the above customer requests, I request:

officer notes

internal comments

customer service responses

internal assessment notes

categorisation of priority and status (actioned, closed, rejected, referred)

3. Internal Correspondence & Decision-Making

Any internal communications relating to:

assessment of these complaints

reasons for decision-making or non-action

internal discussions on priority of maintenance or upgrades

correspondence between Access Canberra, TCCS, City Presentation, Active Travel, and any other relevant business units regarding these issues

any refusals, deprioritisation, or justifications for not undertaking works

4. Location Clarification

To ensure accurate retrieval, please interpret “Gilmore reserve” as the urban open space area:

TUGGERANONG GILMORE Section 76 Block 1, TUGGERANONG GILMORE Section 76 Block 3, TUGGERANONG Section 0 Block 1563

including the informal dirt access track into the Hume paddocks, and

the pedestrian underpass/tunnel under the Monaro Highway connecting Gilmore to Hume.

If necessary, I am happy to provide a map or marking to assist with precise GIS filtering.

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

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

Yes

No

Are you enquiring as

A member of the public



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

Yes

No

Do you hold a valid concession card?

Yes

No

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

Release of the requested information is in the public interest because it relates directly to public safety, infrastructure maintenance, and equitable service delivery within the Tuggeranong district. The Gilmore reserve, the Monaro Highway tunnel, and the informal access track to the Hume paddocks are all areas frequently used by local residents, schoolchildren, cyclists, and commuters. These locations have a documented history of poor lighting, unsafe conditions, vehicle dumping, antisocial activity, and inadequate footpath infrastructure, which present ongoing risks to community safety.

Understanding how government agencies have responded to public requests, complaints, safety concerns, and maintenance issues is essential for ensuring that the ACT Government meets its obligations for the management of public land, infrastructure upkeep, and risk mitigation. Access to internal assessments, officer notes, and decision-making processes will enable the community to determine whether concerns were properly addressed, whether risks were minimised in a timely manner, and whether resources were allocated fairly and transparently compared to other districts.

This information will assist the community in advocating for safer infrastructure, improved access to local reserves, and more accountable management of public open space. It will also support initiatives such as safer pedestrian links, improved lighting, and long-term planning for active travel connections, including alignment with future projects like the Monaro Rail Trail.

Given that the requested information concerns community welfare, equitable investment, prevention of crime, and the safe use of public land, the public interest in transparency outweighs any potential contrary considerations.

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

Attach additional documents to support your application (optional)
