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Case: 00580035

Case Officer	Case Owner	Roads ACT
Reassignment Reason		

Case Overview

Case Number	00580035	AC Case Number	01170837
Feedback Type		Priority	
Subject	Fix My Street > Roads, parking & vehicles > Roads & traffic > Road safety concern	Follow Up	
Status	Case Closed	Comment Category	Request for Service
Sub Status	Action Not Required	Region	
Incident Summary			
Resolution Comments			
ACTCCS Description	What would you like to report? Reporting other road safety concern More Information there is a sign that has been bent over so far over its caused damage (smash mirror and scratches) on customers vehicle - customer would also like to make a claim with the ACT GOV for repairs, can you please contact customer - [REDACTED] This sign is in front of 16 Ipswich Fyshwick, centre concrete island - could we please have this repaired also. Is it posing a safety hazard? Yes Could it cause a trip, fall or injury? Yes Is it causing traffic or cyclists to swerve? Yes		

Assetic Detail

Assetic Status	Assetic Queue	TCCS AMIS Traffic Mgt & Safety
Assetic Work Request ID	Assetic Team Allocation	Traffic Management
Assetic Target Finish Date	Managing Platform	Salesforce
Assetic Status Comments		
Work Details		

Duplicate Case

Related Case	Is Duplicate	☐
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Citizen Details

Account Name [REDACTED]
Contact Phone [REDACTED]

Contact Email [REDACTED]
Contact Mobile [REDACTED]

ACTCCS Contact Details

ACTCCS Contact First Name [REDACTED]
ACTCCS Contact Phone [REDACTED]
ACTCCS Contact Email [REDACTED]

ACTCCS Contact Last Name [REDACTED]
ACTCCS Contact Mobile [REDACTED]

Citizen Communication Details

Citizen Opted For Comms ☒
Send Closure Email? Yes
Comms Sent Unassigned; Case Closed
Case Closure Reason
Request Comments

Case Details

Source Access Canberra
Case Origin FMS Form
Date/Time Opened 23/10/2025 12:25 PM
Date/Time Closed 24/10/2025 11:33 AM
Incident Address 16 IPSWICH ST, FYSHWICK ACT 2609
Suburb FYSHWICK
ACTCCS Longitude 149.1645272210698
ACTCCS Latitude -35.326948916902296

System Information

Created By AC TCCS Integration, 23/10/2025 12:25 PM
Contact Name [REDACTED]
Last Modified By Bunnarith Seng, 15/05/2026 3:55 PM
Case Sharing ID ACTCCS RDS
Date Created in FMS 23/10/2025 12:25 PM

Contact Information

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

Address Information

Billing Address

System Information

Created By AC TCCS Integration, 23/10/2025 12:25 PM
Last Modified By AC TCCS Integration, 23/10/2025 12:25 PM

Activity History

Email: RE: Fix My Street request - Ref. 01170837 - Road safety concern - 16 IPSWICH ST, FYSHWICK ACT 2609

Name [REDACTED]
Task ☒
Due Date 10/02/2026
Assigned To TCCS Service Account
Last Modified Date/Time 10/02/2026 2:14 PM

	Additional To: [REDACTED]
	CC:
	BCC:
	Attachment:
	Subject: RE: Fix My Street request - Ref. 01170837 - Road safety concern - 16 IPSWICH ST, FYSHWICK ACT 2609
Comments	Body: Hello,
	Thank you for getting in touch with us.
	We appreciate your effort in following up. It looks like your previous request was closed through Fix My Street, and once a request is closed, it can no longer be updated.
	If you have more information to share or new concerns related to the same issue, you're welcome to submit a new request through Fix My Street. Including the previous request number (if available) will help our team respond more efficiently.
	Thank you again for your time and understanding.
	Thank you, City Services

Email: Fix My Street request - Ref. 01170837 - Road safety concern - 16 IPSWICH ST, FYSHWICK ACT 2609

Name	[REDACTED]
Task	☒
Due Date	24/10/2025
Assigned To	Bunnarith Seng
Last Modified Date/Time	24/10/2025 11:33 AM
Comments	Additional To: [REDACTED]
	CC:
	BCC:
	Attachment:
	Subject: Fix My Street request - Ref. 01170837 - Road safety concern - 16 IPSWICH ST, FYSHWICK ACT 2609
Comments	Body: Hello [REDACTED] Thank you for taking the time to submit a Fix My Street request and letting us know about an issue important to you and your local area. Your request relating to Fix My Street > Roads, parking & vehicles > Roads & traffic > Road safety concern - 16 IPSWICH ST, FYSHWICK ACT 2609 has been forwarded to claim team to action. Your request has been closed through Fix My Street. For more details on your request(s), log in to your Digital Account via the Access Canberra website. For your reference – please find below additional details submitted as part of your original request: What would you like to report? Reporting other road safety concern More Information there is a sign that has been bent over so far over its caused damage (smash mirror and scratches) on customers vehicle - customer would also like to make a claim with the ACT GOV for repairs, can you please contact customer - [REDACTED] This sign is in front of 16 Ipswich Fyshwick, centre concrete island - could we please have this repaired also. Is it posing a safety hazard? Yes Could it cause a trip, fall or injury? Yes Is it causing traffic or cyclists to swerve? Yes Thank you, City Services Your feedback helps improve our service quality. You can rate the request outcome by clicking on the icons below. This link will expire after 30 calendar days.

Email: Fix My Street request - Ref. 01170837 - Road safety concern - 16 IPSWICH ST, FYSHWICK ACT 2609

Name	[REDACTED]
Task	☒
Due Date	23/10/2025
Assigned To	AC TCCS Integration
Last Modified Date/Time	23/10/2025 12:25 PM
Comments	Additional To: [REDACTED]
	CC:
	BCC:
	Attachment:
	Subject: Fix My Street request - Ref. 01170837 - Road safety concern - 16 IPSWICH ST, FYSHWICK ACT 2609
Comments	Body: Hello [REDACTED]

Thank you for letting us know about an issue important to you and your local area.

Your request for [Road safety concern - 16 IPSWICH ST, FYSHWICK ACT 2609] has been received and provided to our City Services team for action. We'll contact you if we need further information.

If you submitted this request with your Digital Account, you can track the progress through your account.

You can also call Access Canberra (13 22 81) using reference number [01170837].

Our teams work hard to complete jobs as quickly as possible. You can stay connected about important upgrades and activity across your suburb and city by visiting the City Services weekly maintenance page

Thank you
City Services team

Case History

15/05/2026 3:55 PM

User **Bunnarith Seng**
Action **Changed Sub Status** from Updated to **Action Not Required.**

14/05/2026 4:19 PM

User **AC TCCS Integration**
Action **Changed Sub Status** from Action Not Required to **Updated.**

12/02/2026 8:10 AM

User **Bunnarith Seng**
Action **Changed Sub Status** from Updated to **Action Not Required.**

10/02/2026 2:14 PM

User **TCCS Service Account**
Action **Changed Sub Status** from Action Not Required to **Updated.**

24/10/2025 11:33 AM

User **Bunnarith Seng**
Action **Changed Status** from Unassigned to **Case Closed.** **Changed Sub Status** from Unresolved to **Action Not Required.**

23/10/2025 12:25 PM

User **AC TCCS Integration**
Action **Changed Account Name** to [REDACTED] **Changed Contact Name** to [REDACTED] **Changed Incident Location (Longitude)** to **149.1645272210698.** **Changed Incident Location (Latitude)** to **-35.326948916902296.** Created.

Notes

Case Notes

Last Modified **14/05/2026 4:18 PM**
Owner **AC TCCS Integration**
Text Preview **Client from NRMA claims Depot called to get an update. Call got disconnected as consulting with TL1.**