FREEDOM OF INFORMATION COVERSHEET

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

FOI reference: TCCSFOI 2018-035

<table>
<thead>
<tr>
<th>Information to be published</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Access application</td>
<td>Published</td>
</tr>
<tr>
<td>2. Decision notice</td>
<td>Published</td>
</tr>
<tr>
<td>3. Documents</td>
<td>Published</td>
</tr>
<tr>
<td>4. Additional information identified</td>
<td>No</td>
</tr>
<tr>
<td>5. Fees</td>
<td>n/a</td>
</tr>
<tr>
<td>6. Processing time (in working days)</td>
<td>19 days</td>
</tr>
<tr>
<td>7. Decision made by Ombudsman</td>
<td>n/a</td>
</tr>
<tr>
<td>8. Additional information identified by Ombudsman</td>
<td>n/a</td>
</tr>
<tr>
<td>9. Decision made by ACAT</td>
<td>n/a</td>
</tr>
<tr>
<td>10. Additional information identified by ACAT</td>
<td>n/a</td>
</tr>
</tbody>
</table>
Incident details

Subject: request of incidents reports of uneven parves
Date: 22/03/2018 14:14:26
Created:

Customer details
First Name:
Last Name:

Correspondence
Discussion Thread
Customer: [redacted] 12/04/2018 12:05 PM
Good Afternoon

I send this email today as I have requested some information on 22/3/2018, Incident [REDACTED] would you please action this request urgently.

Thank you for your urgent action in this matter.
You recently contacted the ACT Government and an enquiry has been submitted. Below is a summary of your correspondence.

Subject
request of incidents reports of uneven parves

Correspondence

Auto-Response By (Administrator) (22/03/2018 02:14 PM)

Thank you for your correspondence which has been received and referred to the relevant ACT Government business unit.

If you have requested a response you should expect to be contacted within 10 working days.

Your reference number is: #180322-001374

Customer By CSS Web (22/03/2018 02:14 PM)

Under the Freedom of Information Act I would like to request all records of report of incident that happened at the location of the Civic Bus interchange and all records of report of uneven parves at the Corner of Northbourne Ave and Alinga Street Civic

Additional Details

Reference #: [Redacted]
Date Created: 22/03/2018 02:14 PM
Status: Unresolved
Category: Work Health and Safety
Type of Correspondence: Request for Information
Incident Address: Cnr of Northbourne & Alinga Street Civic

Your Details
First Name: [Redacted]
Last Name: [Redacted]
Email Address: [Redacted]
Phone Number: [Redacted]

You can update or track your correspondence

NOTICE: This e-mail message and attachments may contain confidential, personal or legally privileged information. If you are not the intended recipient you should not use or disclose any information in the message or attachments. If received in error, please notify the sender by return email immediately, if possible, or [Redacted]. For information about how we handle personal information, please visit [Redacted] and request a copy of our Privacy Policy.

Not: [Redacted] 12/04/2018 10:23 AM
Access Canberra Customer Service (Please do not respond to this email) forwarded this Enquiry to Tccs.foi@act.gov.au

Hi,

Can you please respond to the customer either by phone or by using the below form. If you respond using the form below the response will be sent directly back to the customer's email.

If you phone the customer, please select "Reply to Staff Member" and reply in the form to let me know.

If this is not for your area, please select "Reply to Staff Member" before submitting response. (If this option is not available, it will be sent back to the staff member by default, you will not need to manually select this).

Kind regards,

Access Canberra

28/03/2018 11:37 AM

Note:

forwarded this Enquiry to TCCSFOI@act.gov.au

This matter was incorrectly referred to Access canberra.
Please reply to the client.

27/03/2018 04:53 PM

Note (Subject Matter Expert):

Updated by SME (cmstedfoi@act.gov.au)

Without any further information, we assume this would sit with TCCS.

27/03/2018 11:01 AM

Note:

FOI request fwd'd to CMTEDFOI@act.gov.au via SME.

27/03/2018 10:58 AM

Note:

forwarded this Enquiry to cmstedfoi@act.gov.au

27/03/2018 11:01 AM

System Note (Administrator -)

Positional data at time of incident submissions was:
Latitude: -35.283329059556
Longitude: 149.1301575775085
Google Address: Cm of Northbourne & Anning Street Civic

22/03/2018 02:14 PM

Auto Response (Administrator -)

Thank you for your correspondence which has been received and referred to the relevant ACT Government business unit.

If you have requested a response you should expect to be contacted within 10 working days.

Your reference number is: #JH0332-001374

22/03/2018 02:14 PM

Customer:

Under the Freedom of Information Act I would like to request all records of report of Incident that happened at the location of the Civic Bus Interchange and all records of report of uneven parers at the Corner of Northbourne Ave and Anning Street Civic.

Attachments

No attachments

Respond

Your response will be sent to the Staff Member.

Response

Send attachments

https://www.accesscanberra.act.gov.au/cgi-bin/accesscanberra.cfg/php/custom/int/upd...  12/04/2018
Submit your response

Access Canberra, ACT, Australia | For technical support contact Access Canberra CRM and CXP team (mailto:ocsupport@act.gov.au)
Dear [Name]

Freedom of information request: Reference- 18-035

I refer to your application under section 30 of the Freedom of Information Act 2016 (the Act), that was fully transferred to Transport Canberra and City Services Directorate (TCCS) by Access Canberra on 12 April 2018. Following discussion with the TCCS FOI Coordinator, your request was clarified, seeking access to:

- all complaints reported in relation to uneven pavement or trips and/or injuries at the corner of Northbourne Ave and Alinga Street between 1 April 2016 - 1 April 2018.

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 Act.

Decision on access

Searches were completed and five complaints have been located from the Roads database that falls within the scope of your request. This data has been transferred onto a spreadsheet. I have decided to grant full access to the data. I have also included the photo referenced in document ID 1046380. The spreadsheet released to you is provided as Attachment A and the photo is as Attachment B to this letter.

Charges

Processing charges are not applicable for this request because the documents released are 50 pages or less.

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 the document released to you in response to your access application will be published in the TCCS disclosure log from 3 days after the date of this decision. Your personal contact details will not be published.


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 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: ombudsman@ombudsman.gov.au

**ACT Civil and Administrative Tribunal (ACAT) review**  
Under section 84 of the 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  
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 directorate’s FOI Coordinator on 6205 5408 or email tccs.foi@act.gov.au.

Yours sincerely

[Signature]

Vanessa Little  
Information Officer  
Transport Canberra and City Services

\[ May 2018 \]
<table>
<thead>
<tr>
<th>Code</th>
<th>Date</th>
<th>Seq</th>
<th>Title</th>
<th>Category</th>
<th>Status</th>
<th>Class</th>
<th>Type</th>
<th>Priority</th>
<th>Description</th>
<th>Complaint Location</th>
<th>Responsible Officer</th>
<th>Incident Date</th>
<th>Completion Date</th>
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</thead>
<tbody>
<tr>
<td>1012097</td>
<td>12/05/17</td>
<td>1</td>
<td>CITY, SYDNEY BUILDINGS, 100 ALINGA ST. CITY</td>
<td>Complete</td>
<td>PATH</td>
<td>DMS</td>
<td>Medium</td>
<td>Forums out in bus interchange on alinga st towards ribbourn...</td>
<td>Sydney Building, 100 Alinga St, City</td>
<td>JSMITH</td>
<td>10/05/17</td>
<td>16/05/17</td>
<td></td>
</tr>
<tr>
<td>1012097</td>
<td>12/05/17</td>
<td>1</td>
<td>CITY, ALINGA STREET, CITY (BUS INTERCHANGE)</td>
<td>Work Instructed</td>
<td>PATH</td>
<td>DMS</td>
<td>Medium</td>
<td>Customer states that the pavers at the Civic interchange are all uneven, customer states this caused her to trip and has resulted in a broken rib and broken elbow. The customer wants this issue to be rectified to prevent the same happening to other people.</td>
<td>Alinga Street, City (Bus Interchange)</td>
<td>JSMITH</td>
<td>10/05/17</td>
<td>16/05/17</td>
<td></td>
</tr>
<tr>
<td>1012097</td>
<td>12/05/17</td>
<td>1</td>
<td>CITY, SYDNEY BUILDINGS, 100 ALINGA ST. CITY</td>
<td>Complete</td>
<td>PATH</td>
<td>DMS</td>
<td>Medium</td>
<td>Pavers are broken off and causing a potential trip hazard...</td>
<td>Sydney Building, 100 Alinga St</td>
<td>JSMITH</td>
<td>31/05/17</td>
<td>04/06/17</td>
<td></td>
</tr>
<tr>
<td>1012097</td>
<td>12/05/17</td>
<td>1</td>
<td>CITC, 111A ALINGA ST, DARWIN</td>
<td>Email Sent</td>
<td>PATH</td>
<td>DMS</td>
<td>Medium</td>
<td>This is to report that on 12 October 2017, I sustained an injury after I tripped over a footpath that (pulled up and creating a step) and fell on my left knee and hip at the Civic Bus Interchange, Platform 6 photo attached.</td>
<td>111A Alinga St, Darwin</td>
<td>RMS</td>
<td>27/03/18</td>
<td>27/03/18</td>
<td></td>
</tr>
<tr>
<td>1012097</td>
<td>12/05/17</td>
<td>1</td>
<td>CITY, 111A, ALINGA ST. CITY</td>
<td>Complete</td>
<td>PATH</td>
<td>DMS</td>
<td>Medium</td>
<td>This morning at approximately 8:37 am my work colleague had a fall after hopping off the 58 bus. The paver photo collected on uneven pavers and tripped.</td>
<td>111A Alinga St, City</td>
<td>JSMITH</td>
<td>18/03/18</td>
<td>23/03/18</td>
<td></td>
</tr>
</tbody>
</table>