



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

## Freedom of Information Disclosure Log Publication Coversheet

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

Application Details	
Ref. No.	CMTEDDFOI 2024-040
Date of Application	12 February 2024
Date of Decision	18 April 2024
Processing time (in working days)	45
Fees	N/A
Decision on Access	Partial Release
<b>Information Requested (summary)</b>	A copy of all/any complaints or requests filed by any member of the public or body corporate in relation to a property in Forrest.
Publication Details	
Original application	<input checked="" type="checkbox"/> Published <input type="checkbox"/> N/A
Decision notice	<input checked="" type="checkbox"/> Published <input type="checkbox"/> N/A
Documents and schedule	<input checked="" type="checkbox"/> Published <input type="checkbox"/> N/A
Decision made by Ombudsman	N/A
Additional information identified by Ombudsman	N/A
Decision made by ACAT	N/A
Additional information identified by ACAT	N/A

**From:** [no-reply@act.gov.au](mailto:no-reply@act.gov.au)  
**To:** [CMTEDD FOI](#)  
**Subject:** Freedom of Information request  
**Date:** Sunday, 11 February 2024 7:20:12 PM

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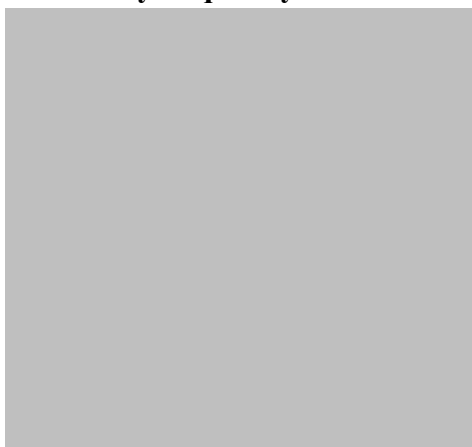
**Caution:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

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:  
First Name:  
Last Name:  
Business/Organisation:  
Address:  
Suburb:  
Postcode:  
State/Territory:  
Phone/mobile:  
Email address:

A large grey rectangular area redacting the user's personal details.

### 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 as , Forrest. Those complaints or requests would want to access the following document/s (\*required field):

A copy of all any complaints or requests filed by any member of the public, or any Body Corporate in relation to property known have been filed with any of the following departments:- Access Canberra Access Canberra - Planning Access Canberra - Construction and Planning Regulations Between the period of 1 January 2021 to date.

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

Thank you.  
Freedom of Information Coordinator



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

Our ref: CMTEDDFOI 2024-040



## **FREEDOM OF INFORMATION REQUEST – NOTICE OF DECISION**

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), received by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) on 11 February 2024.

Specifically, you have sought access to the following information:

- A copy of all/any complaints or requests filed by any member of the public, or any Body Corporate in relation to property known as [REDACTED], Forrest. Those complaints or requests would have been filed with any of the following departments: - Access Canberra - Construction and Planning Regulations between the period of 1 January 2021 to date.

### **Authority**

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

### **Timeframes**

In accordance with section 40 of the Act, CMTEDD is required to provide a decision on your access application within 30 days.

As this matter required third party consultation, the decision due date was extended by 15 working days, in accordance with section 40(2) of the Act.

Therefore, a decision is due by **18 April 2024**.

### **Decision on access**

Searches of CMTEDD records have identified seven documents within the scope of your request.

I have decided to grant **partial access** to all documents.

The records identified as relevant to your application are listed in the schedule enclosed at **Attachment A**. This provides a description of each document that falls within the scope of your request and the access decision for each of those documents.

## Release of documents

Pursuant to section 38(6)(b) of the Act, I have decided to **defer access** to the some of the information identified as of concern to an affected third party. Third parties affected may apply for review of my release decision within 20 working days, or a longer period allowed by the Ombudsman. I will write to you to advise when access is no longer deferred for this information.

## Statement of Reasons

In accordance with section 54(2) of the Act a statement of reasons outlining my decisions is below. In reaching my access decisions, I have taken the following into account:

- the Act
- the information that falls within the scope of your request
- the views of consulted third parties
- the *Human Rights Act 2004*

As a decision maker, I am required to determine whether the information within scope is in the public interest to release. To make this decision, I am required to:

- assess whether the information would be contrary to public interest to disclose as per **Schedule 1** of the Act.
- perform the public interest test as set out in section 17 of the Act by balancing the factors favouring disclosure and factors favouring non-disclosure in **Schedule 2** of the Act.

## Exemptions claimed

### Public Interest Test

The Act has a presumption in favour of disclosure. As a decision maker I am required to decide where, on balance, public interests lies. As part of this process, I must consider factors favouring disclosure and non-disclosure.

In *Hogan v Hinch* (2011) 243 CLR 506, [31] French CJ stated that when ‘used in a statute, the term [public interest] derives its content from “the subject matter and the scope and purpose” of the enactment in which it appears’. Section 17(1) of the Act sets out the test, to be applied to determine whether disclosure of information would be contrary to the public interest. These factors are found in subsection 17(2) and Schedule 2 of the Act.

### Schedule 2: Factors to be considered when deciding the public interest.

Taking into consideration the information contained in the documents found to be within the scope of your request, I have identified that the following public interest factors are relevant to determine if release of the information contained within these documents is within the ‘public interest’.

#### ***Factors favouring disclosure (Section 2.1)***

- Section 2.1(a)(xiii) - contribute to the administration of justice generally, including procedural fairness.

Having considered the factors identified as relevant in this matter, I consider that release of the information contained in these documents may contribute to the administration of

justice generally by allowing you to have a copy of the documents. I am satisfied that this factor favouring disclosure carries some weight. However, this factor is to be balanced against the factors favouring non-disclosure.

### ***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 2004*.

Having reviewed the documents, I consider that the protection of an individual's right to privacy, especially in the course of dealings with the ACT Government is a significant factor as the parties involved have provided their personal information for the purposes of working with the ACT Government. This, in my opinion, outweighs the benefit which may be derived from releasing the personal information of the individual's involved in this matter.

Individuals are entitled to expect that the personal information they have supplied as part of this process will be dealt with in a manner that protects their privacy. Considering the type of information to be withheld from release, I am satisfied that the factors in favour of release can still be met while protecting the personal information of the individuals involved. I therefore weigh the factor for nondisclosure more highly than the factor in favour of release in this instance. As a result, I have decided that release of this information (phone numbers, addresses, email addresses, signatures and names of individuals not employed by the ACT Public Service) could prejudice their right to privacy under the *Human Rights Act 2004*.

Additionally, release of information concerning individuals working within the ACT Public Service is generally not considered to prejudice the protection of an individual's right to privacy. However, where mobile phone numbers may be used for home and work purposes, this information is redacted, as it could or would also reasonably be expected to prejudice an individual's right to privacy under the *Human Rights Act 2004*.

Having applied the test outlined in section 17 of the Act and deciding that release of personal information contained in the documents is not in the public interest to release, I have chosen to redact this specific information in accordance with section 50(2). Noting the pro-disclosure intent of the Act, I am satisfied that redacting only the information that I believe is not in the public interest to release will ensure that the intent of the Act is met and will provide you with access to the majority of the information held by CMTEDD within the scope of your request.

### **Charges**

Processing charges are not applicable for this request because the number of pages released to you is below the charging threshold of 50.

### **Online publishing – Disclosure Log**

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a [disclosure log](#).

Your original access application and my decision will be published on the CMTEDD disclosure log. 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 on the disclosure log, or a longer period allowed by the Ombudsman.

We recommend using this form [Applying for an Ombudsman Review](#) to ensure you provide all of the required information. Alternatively, you may write to the Ombudsman at:

The ACT Ombudsman  
GPO Box 442  
CANBERRA ACT 2601

Via email: [actfoi@ombudsman.gov.au](mailto: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(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  
<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request please contact the Information Access Team by telephone on 6207 7754 or email [CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au).

Yours sincerely



Emma Hotham  
Information Officer  
Chief Minister, Treasury and Economic Development Directorate

18 April 2024



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

## FREEDOM OF INFORMATION REQUEST SCHEDULE

### WHAT ARE THE PARAMETERS OF THE REQUEST

Reference NO.

A copy of all any complaints or requests filed by any member of the public, or any Body Corporate in relation to property known as [REDACTED], Forrest. Those complaints or requests would have been filed with any of the following departments:- Access Canberra - Construction and Planning Regulations. Between the period of 1 January 2021 to date.

CMTEDDFOI 2024-040

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-3	Salesforce complaint – Case: 00229808	Feb 2021	Partial release	Sch 2 s2.2 (a)(ii)	Yes
2	4	Letter from Minister Ramsay	6 Jul 2020	Partial release	Sch 2 s2.2 (a)(ii)	Yes
3	5-6	Salesforce complaint – Case: 0069940	2 Feb 2024	Partial release	Sch 2 s2.2 (a)(ii)	Yes
4	7-8	Letter to Minister Gentleman	28 Mar 2023	Partial release	Sch 2 s2.2 (a)(ii)	Yes
5	9-11	Email with photo attachments	16 Nov 2023	Partial release	Sch 2 s2.2 (a)(ii)	Yes
6	12-18	Salesforce complaint – Case: 00818779	29 Jan 2024	Partial release	Sch 2 s2.2 (a)(ii)	Yes
7	19-22	Email – re Case: 00181343	2 Aug 2023	Deferred release	Sch 2 s2.2 (a)(ii)	Yes
<b>Total No of Docs</b>						
7						



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**Case: 00229808**

AC Internal Investigation	20210423-4750	Access Canberra Owner	
Objective Reference No.		Feedback Assigned Status	Resolved
Category	Land, Planning & Building > Construction/Licensing complaints	TCCS Status	
Comment category	Complaint	TCCS Case Number	
Feedback Queues	AC CMT - Feedback	Case Reference Number	AC-00229808
Legacy Case ID		Contact Name	
AC Form Type	New Case Feedback Flow	Contact Phone	
Rejected Reason		Contact Email	
		Case Origin	Web
		Priority	Medium
		Content Document Ids	

**Case Overview**

Subject	Building/Planning - Ministerial - Cheyne - Sch 2.2(a)(a) - Vacant Block - [Redacted] Forrest
Description	
Desired outcome	
AC Description	

**Case Location**

Block No.	[Redacted]	Unit Plan	
Section No.	[Redacted]	Postcode	
Street Address	[Redacted]	State	
Suburb	Forrest	Country	
Longitude		Latitude	
Formatted Address			

**Complaint Categorisation & Assessment**

CMT Category Level 1	Planning	Date/Time of incident	
CMT Category Level 2	Lease compliance (Owner)	Complaint Start Date	
CMT Category Level 3	Untidy blocks	Contacted other party?	
Voluntary Demographic Information?	<input type="checkbox"/>	Employer's Insurer	
Vehicle		Financial loss	
Vehicle registration number		Further damage risk?	
Drivers licence number or PVDAC		Involves vulnerable person?	
Vehicle Colour		Is Complaint a Ministerial or Ombudsman	
Vehicle Make		On going issue	
Vehicle Model		Raised with third party?	
Vehicle Moving		Referred Agency	
Vehicle Type		Vulnerable person type	
Audience type			

**Demographic Information**

Age		Income	
Post code		Employment	
Gender			

**EDU - F&S Complaints & Feedback**

Education Enquiry Type	
EDU Complaint Category	
EDU workflow	
Type of School	
School	

**Business Coordination**

Preferred opening date	
Business Type One	
Business Type Two	

**Events**

When do you plan on holding the event?		How many people attending event	
Event start date		Non Profit or Community Organisation?	
Event end date		Other event activities	
Proposed activities for event			

**Parking Operations**

Parking Hours		Follow Up (Date)	
Parking Type		Day(s) it occurs	

Public Flexible Transport

SES

Emergency Services Same Issue?  
Number of Stories

Sent to TCCS?  
Is this your residence?  
Permission to access exterior of home

Other Fields

First Name  
Last Name

Email  
Phone

System Information

Created By: Matt Sasso, 24/05/2021 12:07 PM  
Case Record Type: AC Feedback

Last Modified By: ACT Digital, 3/02/2024 12:56 PM  
Status: Closed

Attachments

21\_45089 - Ministerial - Cheyne - [redacted] - Vacant Block - [redacted] - Forrest from [redacted] - Forrest - Feb 2021

Size 8 bytes  
Ownership Matt Sasso  
View Download  
Last Modified 24/05/2021 12:08 PM

Size 191KB  
Ownership Matt Sasso  
View Download  
Last Modified 24/05/2021 12:08 PM

scan\_fiona walls\_2021-04-30-12-06-49

Size 77KB  
Ownership Matt Sasso  
View Download  
Last Modified 24/05/2021 12:08 PM

Case History

3/02/2024 12:56 PM

User ACT Digital  
Action Deleted [redacted] in Account Name. Deleted [redacted] in Contact Name.

19/11/2021 9:50 AM

User Pia Marbaniang  
Action Changed Status from Assigned to Closed.

19/11/2021 9:50 AM

User Pia Marbaniang  
Action Changed Feedback Assigned Status from Escalated to Resolved.

24/05/2021 12:37 PM

User William Mundy  
Action Changed Feedback Assigned Status from In Progress to Escalated.

24/05/2021 12:11 PM

User Matt Sasso  
Action Changed Description.

24/05/2021 12:10 PM

User Matt Sasso  
Action Changed CMT Category Level 3 to Untidy blocks. Changed CMT Category Level 2 to Lease compliance (Owner). Changed CMT Category Level 1 to Planning.

24/05/2021 12:08 PM

User Matt Sasso  
Action Changed Status from Unassigned to Assigned.

24/05/2021 12:07 PM

User Matt Sasso  
Action Changed Case Reference Number to AC-00229808. Changed Case Owner from Matt Sasso to AC CMT - Feedback. Changed Account Name to [redacted]. Deleted [redacted] in Account Name. Changed Account Name to [redacted]. Created.

Chatter

Text Posts

Jean-Marie Shima Caller Verified with the following details: Name: [redacted] Date of Birth: Email: [redacted] 2 June 2021 at 8:55 PM

Post - Jean-Marie Shima

Wednesday, 2 June 2021, 08:55 pm

Caller Verified with the following details: Name: Sch 2.2(a)(ii) Date of Birth: Email:

Private Note - Matt Sasso

Monday, 24 May 2021, 12:09 pm

Title: RE

Content:

Title: RE

Content:

**From:** Strategic Compliance and Coordination <strategiccompliance@act.gov.au (mailto:strategiccompliance@act.gov.au)>

**Sent:** Thursday, 20 May 2021 4:29 PM

**To:** AccessCanberraCMT <AccessCanberraCMT@act.gov.au (mailto:AccessCanberraCMT@act.gov.au)>

**Subject:** FW: 28/05 - 21/45089 - Ministerial - Cheyne - Sch 2.2(a)(ii) - Vacant Block - [redacted] - Forrest

OFFICIAL

Good afternoon CMT

There is a current investigation in Salesforce relating to the same matter below – SF 20210423-4750.

Can I please request a new case be created in relation to the Ministerial below, and have it added to the investigation mentioned above?

Can you please advise once created?

Kind regards

Jo

**Jo Howard** | Strategic Compliance and Coordination

Phone: 02 6207 6319 | Mobile: Sch 2.2(a)(ii) | Email: jo.howard@act.gov.au (mailto:jo.howard@act.gov.au)

**Access Canberra** | Chief Minister Treasury and Economic Development Directorate | ACT Government

Cosmopolitan Building, Bowes Place, Woden | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accesssCBR (http://www.act.gov.au/accesssCBR)

Private Note - Matt Sasso

Monday, 24 May 2021, 12:07 pm

Title: Customer Entry (Auto Note)

Content:

This is an auto note of the original customer submission.

**Subject:**

Building/Planning - Ministerial - Cheyne - Sch 2.2(a)(ii) - Vacant Block - [redacted] Forrest

**Category:**

Land, Planning & Building > Construction/Licensing complaints

**AC Description (forms):**

**Plain Description:**

a

**Location Data:**

Address:

Latitude:

Longitude:



## Gordon Ramsay MLA

Attorney-General  
Minister for the Arts, Creative Industries and  
Cultural Events  
Minister for Building Quality Improvement  
Minister for Business and Regulatory Services  
Minister for Seniors and Veterans  
Member for Ginninderra

20/20764

Sch 2.2(a)(ii)

Dear Sch 2.2(a)(ii)

Thank you for your letter of 20 April 2020 to Mr Mick Gentleman MLA in relation to your concerns about ██████████ Forrest. Minister Gentleman has referred your letter to me as this matter falls within my portfolio responsibilities. I apologise for the delay in responding.

I have been advised that Access Canberra is currently conducting enquiries into the issues raised in your letter and I can confirm a response will be provided in due course. Access Canberra apologises for the delay.

If you have any questions in the interim, please contact Mr Douglas Farr, Senior Inspector, Building Investigations Team, Access Canberra on (02) 6207 8152 or at [Douglas.Farr@act.gov.au](mailto:Douglas.Farr@act.gov.au).

Thank you for your patience.

Yours sincerely

Gordon Ramsay MLA

6.7.2020

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### ACT Legislative Assembly

London Circuit, Canberra ACT 2601, Australia GPO Box 1020, Canberra ACT 2601, Australia  
Phone +61 2 6205 2615 Email [ramsay@act.gov.au](mailto:ramsay@act.gov.au)



@Gordon\_R\_Ramsay



Gordon Ramsay MLA





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**Case: 00699940**

AC Internal Investigation	20210423-4750	Access Canberra Owner	
Objective Reference No.		Feedback Assigned Status	Escalated
Category	Complaints and Feedback > Building and planning	TCCS Status	
Comment category	Complaint	TCCS Case Number	
Feedback Queues	AC CMT - Feedback	Case Reference Number	AC-00699940
Legacy Case ID		Contact Name	Sch 2.2(a)(ii)
AC Form Type	New Case Feedback Flow	Contact Phone	
Rejected Reason		Contact Email	
		Case Origin	Web
		Priority	Medium
		Content Document Ids	

**Case Overview**

Subject	Planning - Lease compliance - Untidy block - [REDACTED] FORREST
Description	Report of a vacant block with dumped waste and high grass.
Desired outcome	
AC Description	Report of vacant block with dumped waste and high grass.

**Case Location**

Block No.	[REDACTED]	Unit Plan	
Section No.	[REDACTED]	Postcode	2603
Street Address	[REDACTED]	State	ACT
Suburb	FORREST	Country	Australia
Longitude	149.13253846	Latitude	-35.31472569
Formatted Address	[REDACTED] FORREST ACT 2603		

**Complaint Categorisation & Assessment**

CMT Category Level 1	Planning	Date/Time of incident	
CMT Category Level 2	Lease compliance (Owner)	Complaint Start Date	
CMT Category Level 3	Untidy Blocks – grass or vegetation	Contacted other party?	
Voluntary Demographic Information?	<input type="checkbox"/>	Employer's Insurer	
Vehicle		Financial loss	
Vehicle registration number		Further damage risk?	
Drivers licence number or PVDAC		Involves vulnerable person?	
Vehicle Colour		Is Complaint a Ministerial or Ombudsman	Yes
Vehicle Make		On going issue	
Vehicle Model		Raised with third party?	
Vehicle Moving		Referred Agency	
Vehicle Type		Vulnerable person type	
Audience type			

**Demographic information**

Age		Income	
Post code		Employment	
Gender			

**EDU - F&S Complaints & Feedback**

Education Enquiry Type	
EDU Complaint Category	
EDU workflow	
Type of School	
School	

**Business Coordination**

Preferred opening date	
Business Type One	
Business Type Two	

**Events**

When do you plan on holding the event?		How many people attending event	
Event start date		Non Profit or Community Organisation?	
Event end date		Other event activities	
Proposed activities for event			

**Parking Operations**

Parking Hours		Follow Up (Date)	
Parking Type		Day(s) it occurs	

Time Frame

Public Flexible Transport

SES

Emergency Services Same Issue?  
Number of Stories

Sent to TCCS?  
Is this your residence?  
Permission to access exterior of home

Other Fields

First Name  
Last Name

Email  
Phone

System Information

Created By Ruby Nguyen, 6/04/2023 9:01 AM  
Case Record Type AC Feedback

Last Modified By ACT Digital, 3/02/2024 2:32 PM  
Status Assigned

Contact Information

Account Owner Sch 2.2(a)(ii)  
Account Name  
Type  
Industry  
Billing Address  
Created By ACT Digital, 2/02/2024 10:46 PM  
Description

Phone Sch 2.2(a)(ii)  
Fax  
Website  
Employees  
Shipping Address  
Last Modified By ACT Digital, 2/02/2024 10:46 PM

Attachments

Correspondence Regarding Vacant and Abandoned Blocks

Size 1.13MB  
Ownership Ruby Nguyen  
View Download  
Last Modified 6/04/2023 9:03 AM

Case History

3/02/2024 2:32 PM

User ACT Digital  
Action Changed Account Name from Sch 2.2(a)(ii) to Sch 2.2(a)(ii). Changed Contact Name from Sch 2.2(a)(ii) to Sch 2.2(a)(ii).

6/04/2023 12:58 PM

User Ruby Nguyen  
Action Changed Feedback Assigned Status from In Progress to Escalated.

6/04/2023 10:22 AM

User Ruby Nguyen  
Action Changed Feedback Assigned Status from Unresolved to In Progress.

6/04/2023 9:23 AM

User Ruby Nguyen  
Action Changed CMT Category Level 3 to Untidy Blocks - grass or vegetation. Changed CMT Category Level 2 to Lease compliance (Owner). Changed CMT Category Level 1 to Planning. Changed Description. Changed Subject from Planning - Lease compliance - Untidy block - [redacted] Forrest to Planning - Lease compliance - Untidy block - [redacted] FORREST.

6/04/2023 9:21 AM

User Ruby Nguyen  
Action Changed Status from Unassigned to Assigned.

6/04/2023 9:01 AM

User Ruby Nguyen  
Action Changed Case Owner from Ruby Nguyen to AC CMT - Feedback. Changed Case Reference Number to AC-00699940. Changed Account Name to Sch 2.2(a)(ii). Created.

The Honourable Mick Gentleman M.L.A.  
Minister for Planning  
ACT Legislative Assembly

Dear Minister,

**Regarding Long-Standing Vacant and Abandoned Residential Blocks:**

Out of Scope

FORREST:

# Out of Scope

I am writing to you today in relation to five separate residential blocks in Canberra, which have sat empty for a considerable period of time; I believe at least ten years each.

I understand it is the policy of your Government to ensure enhanced urban infill, population growth, and more affordable properties in the Territory; these are commendable policies. Unfortunately, these abandoned blocks do not comply with these policies and could be developed into housing for several additional families.

On a number of occasions, I have sighted these properties with dumped waste and high grass. This poses an environmental risk, a risk of fire to neighbouring properties and a higher risk of snakes to neighbouring properties.

I also understand your Government has a policy of city beautification and activation; these unsightly and unactivated blocks seek to detract from the beauty and life of our Capital.

I kindly request that you make the appropriate inquiries and investigations and consider asking owners to develop the properties or forfeit the crown leases of properties that may have become abandoned.

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

The Honourable Mick Gentleman M.L.A.  
Minister for Planning  
ACT Legislative Assembly

**Regarding Long-Standing Vacant and Abandoned Residential Blocks:**

Out of Scope

FORREST:

Out of Scope

*Continued...*

I appreciate your time, hope you are well, and trust that the matter will be investigated.

Kind Regards,

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

**From:** Sch 2.2(a)(ii)  
**Sent:** 16/11/2023 4:42 PM  
**To:** worksafe@worksafe.act.gov.au  
**Subject:** Unsafe Abandoned Demolition Site - [REDACTED] Forrest  
**Attachments:** [REDACTED]

I wish to advise you that the derelict house at [REDACTED] represents a serious safety risk requiring urgent action by the ACT Government (as distinct from the leaseholder) in view of the following:

- The house is in a state of complete collapse and no activity has been undertaken by the owner to complete demolition for more than twenty years. I know this because I have resided continuously at Sch 2.2(a)(ii) [REDACTED]
- The current safety risk that this building represents is of such seriousness that the unwillingness or inability of the lease owner to make safe this site over the past twenty years puts the onus on the ACT Government to intervene immediately. The attached photo (1) shows the perilous condition of the building today.
- The house is located within [REDACTED] and the block is easily accessible by children due to totally inadequate site fencing as evidenced in attached photo (2). School children would be able to access this site for exploration/adventure without difficulty.

**The completely unsafe condition of this building, its easy accessibility and its location so close to a primary school constitutes a serious and ongoing risk of injury or death to children which the ACT Government has a duty of care to mitigate urgently.**

Would you please acknowledge receipt of this email, provide me with a case reference number and advise me in writing as to which agency of the ACT Government has responsibility for this matter .

Sch 2.2(a)(ii)  
[REDACTED]





Email - Mathew Bond

Monday, 29 Jan 2024, 04:12 pm

Sch 2.2(a)(ii)

From: digital.feedback@act.gov.au (mailto:digital.feedback@act.gov.au)

Subject: AC-00818779 [case:\_00818779:case] Planning - Lease compliance - ██████████ Forrest ██████████



### ACT Government Feedback Response

**Subject:** Planning - Lease compliance - ██████████ Forrest ██████████

Hello Sch 2.2(a)(ii)

I refer to your complaint made to Access Canberra regarding the above block. I apologise for the delay in getting back to you. There has been a recent change in management and I have temporarily stepped into the Assistant Director role.

I understand your frustration regarding this matter and I can inform you that your concerns raised in the complaint are noted and that your complaint is still under investigation and attempts to regulate the matter are in progress. This matter has been referred onto CMIT and we have been in contact with the lessee in order to attempt to resolve this matter.

You will be informed on significant milestones and finalisation of the complaint; however specific details and actions of CMIT's investigations may not be disclosed to you.

Again I appreciate you raising this matter to Access Canberra, and CMIT are taking the necessary steps in order to have this matter resolved.

Kind regards

**Mathew Bond** | A/g Assistant Director | Compliance, Monitoring and Inspections Team (CMIT)  
Phone: 13 22 81 | Mob: Sch 2.2(a)(ii) | Email: mit@act.gov.au (mailto:mit@act.gov.au) (mailto:mit@act.gov.au)

**Access Canberra | Construction and Planning Regulations | ACT Government**  
Cosmopolitan Building, Bowes Place, Woden | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR) (<https://www.act.gov.au/accessCBR>) (<http://www.act.gov.au/accessCBR>) (<http://www.act.gov.au/accesscbr>)

Private Note - Patricia Ryan

Monday, 29 Jan 2024, 02:57 pm

Title: Client Called

Content:  
Call escalated as client wants information and RST unable to provide any further information.

Private Note - Hannah Solo

Monday, 29 Jan 2024, 02:50 pm

Title: Updated by customer

Content:  
Spoke to Nicole at CMT - Customer called for an update. Wished to speak to someone at resolution support team and was quite upset with being told someone would contact him back. Wished to escalate with a supervisor as was unsatisfied.

Email - ACT Digital

Tuesday, 9 Jan 2024, 08:17 pm

To: digital.feedback@act.gov.au (mailto:digital.feedback@act.gov.au)  
From: Sch 2.2(a)(ii)  
Subject: RE: AC-00818779 [case:\_00818779:case] Planning - Lease compliance - Forrest

**Caution:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important \(http://www.act.gov.au/emailsecurity\)](http://www.act.gov.au/emailsecurity)

Your silence is deafening so I have three questions.

How many working days have elapsed since I contacted you on a matter of public safety?

What is the relevant ACT Government business unit to which my correspondence has been referred?

If you were required to self-assess your responsiveness to my serious public safety concerns, what score out of ten would you give yourselves?

Sch 2.2(a)(ii)

**From:** ACT Digital Feedback <digital.feedback@act.gov.au>  
**Sent:** Thursday, 23 November 2023 4:35 PM  
**To:** Sch 2.2(a)(ii)  
**Subject:** AC-00818779 [case:\_00818779:case] Planning - Lease compliance - Forrest



### Case created

Hello Sch 2.2(a)(ii)  
Thank you for your correspondence which has been received and referred to the relevant ACT Government business unit.

# You should expect to be contacted within 10 working days.

Your reference number: AC-00818779.  
Kind regards,  
Access Canberra

-----  
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.  
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Email - ACT Digital

Saturday, 25 Nov 2023, 01:19 pm

To: digital.feedback@act.gov.au (mailto:digital.feedback@act.gov.au)

From: Sch 2.2(a)(ii)

Subject: RE: AC-00818779 [case:\_00818779:case] Planning - Lease compliance - Forrest

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Resolution and Support Team

In response to your request for any further information that may assist in resolving this issue, I have enclosed my original email to WorkSafe that details the safety risks associated with this demolition site. I am providing it now as it is not clear to me whether you have actually seen this document after all the 'buck passing' by email that has transpired since I wrote it.

What I am seeking is to be told which area of the ACT Government has operational responsibility for this matter and the contact details of a person I can actually talk to about this issue. I never imagined that it would be so difficult to get this information. My experience is that Access Canberra has become a wall behind which public servants can hide from citizens like me. Even now I am writing to 'digital feedback' and not to a person.

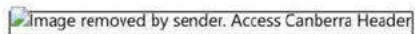
Sch 2.2(a)(ii)

**From:** ACT Digital Feedback <digital.feedback@act.gov.au>

**Sent:** Friday, 24 November 2023 3:39 PM

**To:** Sch 2.2(a)(ii)

**Subject:** AC-00818779 [case:\_00818779:case] Planning - Lease compliance - Forrest



### ACT Government Feedback Response

**Subject:** Planning - Lease compliance - Forrest

Dear Sch 2.2(a)(ii)

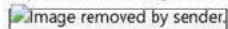
Thank you for contacting Access Canberra.

This matter has been forwarded to the appropriate business area for further review. If you have any further information which may assist the business area in their review please provide by responding to this email.

Kind regards,

Resolution and Support Team  
Access Canberra | 13 22 81 | ACT Government

*We acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.*



ref:00D2801dej1.1500On037kSe:ref

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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.  
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Email - Eoin Ó Corraídh

Friday, 24 Nov 2023, 03:38 pm

To: Sch 2.2(a)(ii)
From: digital.feedback@act.gov.au (mailto:digital.feedback@act.gov.au)
Subject: AC-00818779 [case\_00818779:case] Planning - Lease compliance - [redacted] Forrest [redacted]



ACT Government Feedback Response

Subject: Planning - Lease compliance - [redacted] Forrest [redacted]

Dear Sch 2.2(a)(ii)

Thank you for contacting Access Canberra.

This matter has been forwarded to the appropriate business area for further review. If you have any further information which may assist the business area in their review please provide by responding to this email.

Kind regards,

Resolution and Support Team
Access Canberra | 13 22 81 | ACT Government

We acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

ref:100D2801dej1.1500On037kSe:ref

Private Note - Michael Frew

Thursday, 23 Nov 2023, 04:34 pm

Title: Customer Entry (Auto Note)

Content:
This is an auto note of the original customer submission.

Subject:
Planning - Lease compliance - [redacted] Forrest

Category:
Complaints and Feedback > Building and planning

AC Description (forms):

I wish to advise you that the derelict house at [redacted] represents a serious safety risk requiring urgent action by the ACT Government (as distinct from the leaseholder) in view of the following:•The house is in a state of complete collapse and no activity has been undertaken by the owner to complete demolition for more than twenty years. I know this because I have resided continuously at Sch 2.2(a)(ii) [redacted].•The current safety risk that this building represents is of such seriousness that the unwillingness or inability of the lease owner to make safe this site over the past twenty years puts the onus on the ACT Government to intervene immediately. The attached photo (1) shows the perilous condition of the building today.•The house is located within [redacted] and the block is easily accessible by children due to totally inadequate site fencing as evidenced in attached photo (2). School children would be able to access this site for exploration/adventure without difficulty.The completely unsafe condition of this building, its easy accessibility and its location so close to a primary school constitutes a serious and ongoing risk of injury or death to children which the ACT Government has a duty of care to mitigate urgently.Would you please acknowledge receipt of this email, provide me with a case reference number and advise me in writing as to which agency of the ACT Government has responsibility for this matter Sch 2.2(a)(ii) [redacted]

Plain Description:

Location Data:
Address: [redacted] FORREST ACT 2603
Latitude: -35.31472569
Longitude: 149.13253846



Type  
 Industry  
 Billing Address  
 Created By ACT Digital, 2/02/2024 10:53 PM  
 Description

Website  
 Employees  
 Shipping Address  
 Last Modified By ACT Digital, 2/02/2024 10:53 PM

Attachments	
Attachment_1.eml	--WRD0000.jpg
Size 7.42MB	Size 823 bytes
Ownership ACT Digital	Ownership ACT Digital
View Download	View Download
Last Modified 25/11/2023 1:19 PM	Last Modified 25/11/2023 1:19 PM
4 Dominion (1).jpg	4 Dominion (2).jpg
Size 2.79MB	Size 2.62MB
Ownership ACT Digital	Ownership ACT Digital
View Download	View Download
Last Modified 25/11/2023 1:19 PM	Last Modified 25/11/2023 1:19 PM
ForwardedAttachment_2.html	ForwardedAttachment_1.txt
Size 6KB	Size 1573 bytes
Ownership ACT Digital	Ownership ACT Digital
View Download	View Download
Last Modified 25/11/2023 1:19 PM	Last Modified 25/11/2023 1:19 PM
4 Dominion (1)	4 Dominion (2)
Size 2.79MB	Size 2.62MB
Ownership Michael Frew	Ownership Michael Frew
View Download	View Download
Last Modified 23/11/2023 4:38 PM	Last Modified 23/11/2023 4:38 PM

**Emails**  
**AC-00818779 [case: 00818779:case] Planning - Lease compliance - [redacted] Forrest**  
 Message Date 29/01/2024 3:59 PM  
 Has Attachment  
 Email Address Sch 2.2(a)(i)  
 Status Sent  
 Subject AC-00818779 [case: 00818779:case] Planning - Lease compliance - [redacted] Forrest  
 [inline image URL: https://services.accesscanberra.act.gov.au/resource/1613972268000/cxsEmailHeader]  
 ACT Government Feedback Response  
 Subject Planning - Lease compliance - [redacted]  
 Ref Sch 2.2(a)  
 I refer to your complaint made to Access Canberra regarding the above block. I apologise for the delay in getting back to you. There has been a recent change in management and I have temporarily stepped into the Assistant Director role.  
 I understand your frustration regarding this matter and I can inform you that your concerns raised in the complaint are noted and that your complaint is still under investigation and attempts to regulate the matter are in progress. This matter has been referred onto CMIT and we have been in contact with them.  
 You will be informed on significant milestones and finalisation of the complaint; however specific details and actions of CMIT's investigations may not be disclosed to you.  
 Again I appreciate you raising this matter to Access Canberra, and CMIT are taking the necessary steps in order to have this matter resolved.  
 Kind regards  
 Mathew Bond (Act Assistant Director | Compliance, Monitoring and Inspections Team (CMIT)  
 Phone: 13 22 81 | Email: mib@act.gov.au  
 Access Canberra | Construction and Planning Regulations | ACT Government  
 Cosmopolitan Building, Bowes Place, Woden | GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR  
 [inline image URL: data:image/png;base64,iVBORw0KGgoAAANSURUgAAAUUAABPCAYAAAB8mNePAAAXNSR0IAs4cQAAAHsFzIAAAxAAA0CBIs0CGwAAABIRVh0U29mdHhcmJATWJcm9zb20iE9mZmJjZXINXEAAb8SRBVHh7X0HYFXI2Rxp3ZySEPUISUR3HshhgRfBVarDxq62VhG3TqA]

**RE: AC-00818779 [case: 00818779:case] Planning - Lease compliance - 4 Dominion Circuit Forrest**  
 Message Date 9/01/2024 8:17 PM  
 Has Attachment  
 Email Address Sch 2.2(a)(i)  
 Status Replied  
 Subject RE: AC-00818779 [case: 00818779:case] Planning - Lease compliance - [redacted] Forrest  
 Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. Learn why this is important<http://www.act.gov.au/emailsecurity>  
 Your silence is deafening so I have three questions.  
 How many working days have elapsed since I contacted you on a matter of public safety?  
 What is the relevant ACT Government business unit to which my correspondence has been referred?  
 If you were required to self-assess your responsiveness to my serious public safety concerns, what score out of ten would you give yourselves?  
 Sch 2.2(a)(ii)  
 From: ACT Digital Feedback <digital.feedback@act.gov.au>  
 Sent: Thursday, 23 November 2023 4:35 PM  
 To: Sch 2.2(a)(i)  
 Subject: AC-00818779 [case: 00818779:case] Planning - Lease compliance - [redacted] Forrest  
 [Access Canberra Header]  
 Case created  
 Hello Sch 2.2(a)  
 Thank you for your correspondence which has been received and referred to the relevant ACT Government business unit.  
 You should expect to be contacted within 10 working days.  
 Your reference number: AC-00818779.  
 Kind regards,  
 Access Canberra  
 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.

**RE: AC-00818779 [case: 00818779:case] Planning - Lease compliance - [redacted]**  
 Message Date 25/11/2023 1:19 PM  
 Has Attachment  
 Email Address Sch 2.2(a)(i)  
 Status New  
 Subject RE: AC-00818779 [case: 00818779:case] Planning - Lease compliance [redacted]  
 Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. Learn why this is important<http://www.act.gov.au/emailsecurity>  
 Resolution and Support Team  
 In response to your request for any further information that may assist in resolving this issue, I have enclosed my original email to WorkSafe that details the safety risks associated with this demolition site. I am providing it now as it is not clear to me whether you have actually seen this document after all the 'back passing' by email that has transpired since I wrote it.  
 What I am seeking is to be told which area of the ACT Government has operational responsibility for this matter and the contact details of a person I can actually talk to about this issue. I never imagined that it would be so difficult to get this information. My experience is that Access Canberra has become a wall behind which public servants can hide from citizens like me. Even now I am writing to 'digital feedback' and not to a person.  
 Sch 2.2(a)(ii)  
 From: ACT Digital Feedback <digital.feedback@act.gov.au>  
 Sent: Friday, 24 November 2023 3:39 PM  
 To: Sch 2.2(a)(i)  
 Subject: AC-00818779 [case: 00818779:case] Planning - Lease compliance - [redacted]  
 [Image removed by sender. Access Canberra Header]  
 ACT Government Feedback Response  
 Subject: Planning - Lease compliance - [redacted]  
 Text Body  
 Dear Sch 2.2(a)  
 Thank you for contacting Access Canberra.  
 This matter has been forwarded to the appropriate business area for further review. If you have any further information which may assist the business area in their review please provide by responding to this email.  
 Kind regards,  
 Resolution and Support Team  
 Access Canberra | 13 22 81 | ACT Government  
 We acknowledge the Nggunawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.  
 [Image removed by sender]  
 ref:00D2801de1.15000n037kSe:ref  
 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.

**AC-00818779 [case: 00818779:case] Planning - Lease compliance - [redacted]**  
 Message Date 24/11/2023 3:38 PM  
 Has Attachment  
 Email Address Sch 2.2(a)(i)  
 Status Sent  
 Subject AC-00818779 [case: 00818779:case] Planning - Lease compliance - [redacted]

ACT Government Feedback Response

Subject: Planning - Lease compliance - [redacted]

Dear [redacted]

Thank you for contacting Access Canberra.

This matter has been forwarded to the appropriate business area for further review. If you have any further information which may assist the business area in their review please provide by responding to this email.

Kind regards,

Resolution and Support Team  
Access Canberra | 13 22 81 | ACT Government

We acknowledge the Ngunawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.  
mf:0002801de1.15000n037k5e:ref

Case History

- 3/02/2024 2:41 PM**  
User: ACT Digital  
Action: Changed Account Name from [redacted] to [redacted], Changed Contact Name from [redacted] to [redacted]
- 30/01/2024 8:33 AM**  
User: Nicole Wynants  
Action: Changed Feedback Assigned Status from Updated by customer to Escalated.
- 29/01/2024 2:50 PM**  
User: Hannah Solo  
Action: Changed Feedback Assigned Status from Escalated to Updated by customer.
- 12/01/2024 9:24 AM**  
User: Keenan Jackson  
Action: Changed Feedback Assigned Status from Updated by customer to Escalated.
- 9/01/2024 8:17 PM**  
User: ACT Digital  
Action: Changed Feedback Assigned Status from Escalated to Updated by customer.
- 27/11/2023 8:32 AM**  
User: Eón O Corraigh  
Action: Changed Feedback Assigned Status from Updated by customer to Escalated.
- 25/11/2023 1:19 PM**  
User: ACT Digital  
Action: Changed Feedback Assigned Status from Escalated to Updated by customer.
- 24/11/2023 8:38 AM**  
User: Eón O Corraigh  
Action: Changed CMT Category Level 1 from Untidy Blocks - abandoned property to Abandoned property.
- 23/11/2023 4:39 PM**  
User: Michael Frew  
Action: Changed Feedback Assigned Status from Unresolved to Escalated. Changed Status from Unassigned to Assigned.
- 23/11/2023 4:38 PM**  
User: Michael Frew  
Action: Changed Subject from Planning - Lease compliance - 4 Dominion Circuit Forrest to Planning - Lease compliance - [redacted]
- 23/11/2023 4:38 PM**  
User: Michael Frew  
Action: Changed Description.
- 23/11/2023 4:35 PM**  
User: Michael Frew  
Action: Changed CMT Category Level 1 to Untidy Blocks - abandoned property. Changed CMT Category Level 2 to Lease compliance (Owner). Changed CMT Category Level 1 to Planning.
- 23/11/2023 4:34 PM**  
User: Michael Frew  
Action: Changed Case Owner from Michael Frew to AC CMT - Feedback. Changed Case Reference Number to AC-00818779. Changed Account Name to [redacted] Created.

DEFERRED RELEASE

DEFERRED RELEASE

DEFERRED RELEASE

DEFERRED RELEASE