



ACT
Government

Chief Minister, Treasury and
Economic Development

Freedom of Information Publication Coversheet

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

FOI Reference: CMTEDDFOI 2019-126

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents and schedule	Published
4. Additional information identified	No
5. Fees	N/A
6. Processing time (in working days)	7
7. Decision made by Ombudsman	N/A
8. Additional information identified by Ombudsman	N/A
9. Decision made by ACAT	N/A
10. Additional information identified by ACAT	N/A

From: [REDACTED]
To: [CMTEDD FOI](#)
Subject: Re: Freedom of Information request - New Request required
Date: Tuesday, 11 June 2019 5:23:44 PM

Hi Kelly

Under the Freedom of Information Act 2016 I wish to seek access to all complaints made to Access Canberra about Vogelsang Place FLYNN ACT 2615 including but not limited to cars/trailers.

Thank you in advance for your assistance in these matters.

[REDACTED]

From: "Yule, Kelly-Jane" <Kelly-Jane.Yule@act.gov.au> on behalf of CMTEDD FOI <CMTEDDFOI@act.gov.au>
Date: Tuesday, 11 June 2019 at 2:49 pm
To: [REDACTED]
Subject: RE: Freedom of Information request - New Request required

UNCLASSIFIED

Hi [REDACTED]

You can just apply by replying to this email. If what I have written below in bold is what you are seeking access to you can just confirm this via return email.

Thanks,

Kelly

From: [REDACTED]
Sent: Tuesday, 11 June 2019 2:43 PM
To: CMTEDD FOI <CMTEDDFOI@act.gov.au>
Subject: Re: Freedom of Information request - New Request required

Thanks Kelly

Do I need to lodge this online as per initial request or just via email direct to you?

Cheers

[REDACTED]

From: "Yule, Kelly-Jane" <Kelly-Jane.Yule@act.gov.au> on behalf of CMTEDD FOI <CMTEDDFOI@act.gov.au>

Date: Tuesday, 11 June 2019 at 10:06 am

To: [REDACTED]

Subject: RE: Freedom of Information request - New Request required

UNCLASSIFIED

Good morning [REDACTED]

As per our discussion this morning your below request did not cover vehicle complaints as those complaints were not to do with [REDACTED] Vogelsang Place Flynn ACT 2615 or your personal name.

I have conducted some preliminary document searching and it seems there may of been complaints about various vehicles located in Vogelsang Place (the whole street) and not particularly to your address hence why they were not provided in the initial FOI request.

In order to obtain the information you are seeking access to you will need to lodge a new request. Your new request would be along the lines of:

Under the Freedom of Information Act 2016 I wish to seek access to all complaints made to Access Canberra about Voselsang Place FLYNN including but not limited to cars/trailers.

Once I receive your new request I will conduct the relevant document search.

Kind regards,

Kelly-Jane Yule | Freedom of Information Coordinator | Information Access Team

Ph: 02 620 77461

Corporate | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Level 2, Canberra Nara Centre | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From: [REDACTED]

Sent: Monday, 6 May 2019 1:35 PM

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

Subject: Freedom of Information request

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:



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):
My name is [REDACTED] and I am constantly receiving complaints about anything I do at my property ([REDACTED] Vogelsang Place FLYNN ACT 2615). Please provide me documentation about any complaint against myself or my property or any other detail from when I purchased it from 18 March 2010. Thank you [REDACTED]

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

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

Chief Minister, Treasury and
Economic Development

Our ref: CMTEDDFOI 2019-126

[REDACTED]
via email: [REDACTED]

Dear [REDACTED]

FREEDOM OF INFORMATION REQUEST

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 June 2019.

Specifically, you are seeking: “...all complaints made to Access Canberra about Vogelsang Place FLYNN ACT 2615 including but not limited to cars/trailers”, under the *Freedom of Information Act 2016* (the Act).

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 Act.

Timeframes

In accordance with section 40 of the Act, CMTEDD is required to provide a decision on your access application by 9 July 2019.

Decision on access

Searches were completed for relevant documents and 10 documents were identified that fall within the scope of your request.

I have included as **Attachment A** to this decision the schedule of relevant documents. This provides a description of each document that falls within the scope of your request and the access decision for each of those documents.

I have decided to grant access in full to 1 document relevant to your request. I have decided to grant partial access to 9 documents as I consider them to contain information that would, on balance, be contrary to the public interest to disclose under the test set out in section 17 of the Act.

My access decisions are detailed further in the following statement of reasons and the documents released to you are provided as **Attachment B** to this letter.

In accordance with section 54(2) of the Act a statement of reasons outlining my decisions is below.

Statement of Reasons

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

- the Act;
- the content of the documents that fall within the scope of your request; and
- the *Information Privacy Act 2014*.

Exemption claimed

My reasons for deciding not to grant access to the identified documents and components of these documents are as follows:

Information that would, on balance, be contrary to the public interest to disclose under the test set out in section 17 of the Act

Public Interest

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

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 in the public interest:

(a) *disclosure of the information could reasonably be expected to do any of the following:*

...

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

Factors favouring nondisclosure in the public interest:

(a) *disclosure of the information could reasonably be expected to do any of the following:*

...

- (ii) *prejudice the protection of an individual’s right to privacy or any other right under the Human Rights Act 2004.*

Having considered the factor favouring release, I consider that the release of the information contained in the documents may contribute to the administration of justice generally by allowing you to have a record of the interactions between members of the

public and the ACT Government about complaints in the street where you reside. I am satisfied that this factor favouring disclosure carries significant weight. However, this factor needs to be balanced against the factor favouring non-disclosure.

In considering the documents and factor in favour of non-disclosure, I have considered the impact of releasing the personal information contained in the documents, including the names and addresses of complainants and others in the street subject to those complaints. I am satisfied that the release of this information could prejudice the right to privacy of the relevant individuals and its release is therefore unreasonable.

I am satisfied that the protection of an individual's right to privacy, especially in the course of assisting in a line of enquiry with a government agency is a significant factor as the parties involved have provided their personal information for the purposes of seeking a resolution from the ACT Government in regard to an issue of concern. Failing to protect the identity of members of the public when corresponding with the ACT Government could prejudice the future flow of information to a regulatory agency under the Act. In my opinion, this outweighs the benefit which may be derived from releasing the personal information of the individuals 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.

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) of the Act. 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.

Documents 1 and 3-10 of the identified documents contain information that I consider, on balance, to be contrary to the public interest to disclose under the test set out in section 17 of the Act.

Charges

Pursuant to *Freedom of Information (Fees) Determination 2017 (No 2)* processing charges are not applicable for this request because the total number of pages to be released to you does not exceed the charging threshold of 50 pages.

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, my decision and documents released to you in response to your access application will be published in the CMTEDD disclosure log three working days after the date of my decision. Your personal contact details will not be published.

You may view the CMTEDD disclosure log at
<https://www.cmtedd.act.gov.au/functions/foi/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 a review by the Ombudsman of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in the CMTEDD 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 by the Ombudsman under section 82(1), you may apply to the ACAT for a review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal

Level 4, 1 Moore St

GPO Box 370

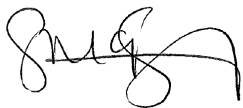
Canberra City ACT 2601

Telephone: (02) 6207 1740

<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request please contact me by telephone on 6207 7754 or by email at CMTEDDFOI@act.gov.au.

Yours sincerely,



Sarah McBurney

Information Officer

Information Access Team

Chief Minister, Treasury and Economic Development Directorate

20 June 2019



ACT
Government

Chief Minister, Treasury and
Economic Development

FREEDOM OF INFORMATION REQUEST SCHEDULE

NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
	All complaints made to Access Canberra about Vogelsang Place FLYNN ACT 2615 including but not limited to cars/trailers.	CMTEDDFOI 2019-126

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-3	Complaint – Noise	26-Aug-2017	Partial release	Schedule 2 2.2(a)(ii) – Personal privacy	Yes
2	4-6	Complaint - Cars	11-Nov-2018	Full release	N/A	Yes
3	7-8	Complaint - Cars	22-Feb-2018	Partial release	Schedule 2 2.2(a)(ii) – Personal privacy	Yes
4	9-10	Complaint - Cars	31-Mar-2018	Partial release	Schedule 2 2.2(a)(ii) – Personal privacy	Yes
5	11-13	Complaint - Cars	30-Apr-2018	Partial release	Schedule 2 2.2(a)(ii) – Personal privacy	Yes
6	14-16	Complaint - Cars	18-Sep-2018	Partial release	Schedule 2 2.2(a)(ii) – Personal privacy	Yes
7	17-18	Complaint - Cars	21-Nov-2018	Partial release	Schedule 2 2.2(a)(ii) – Personal privacy	Yes
8	19-21	Complaint - Cars	15-Dec-2018	Partial release	Schedule 2 2.2(a)(ii) – Personal privacy	Yes
9	22-23	Complaint - Cars	8-Jan-2019	Partial release	Schedule 2 2.2(a)(ii) – Personal privacy	Yes
10	24-25	Complaint – Pool	18-Apr-2019	Partial release	Schedule 2 2.2(a)(ii) – Personal privacy	Yes
Total No of Docs						
10						

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Incident Reference # 170826-000517

Subject: NOISE -  VOGELSANG PLACE FLYNN - Amplified Music

Date Created: 26/08/2017 10.54 PM

Response By Email (Peter) (31/08/2017 10.26 AM)

Hi 

A letter has been sent out and the next step is to call Access Canberra on 132281 when you are affected by amp music.

Advise the operator that it's an ongoing issue and you would like the EPA to attend.

They will then take your details and then contact the on call officer and give them your complaint, we would then call you back within 20min and advise you when we will attend your property to take a noise measurement.

Please note this is a 24/7 service. If you wish to discuss please call me on 6207 6078.

Regards
Peter Ryan

Peter Ryan | Environment Protection Officer | Environment Protection Branch
Phone 02 6207 6078 | email: Peter.Ryan@act.gov.au
Environment Protection Authority | Access Canberra | ACT Government
Dame Pattie Menzies House, 16 Challis Street Dickson |
GPO Box 158 Canberra ACT 2601 | www.environment.act.gov.au

Note By (Michelle) (29/08/2017 12.27 PM)

First complaint - Advisory letter sent to address of activity manager provided - 29/08/2017

Escalated to EPA for further investigation

Response By Email (Michelle) (29/08/2017 12.27 PM)

Dear 2.2(a)(ii)

Thank you for bringing this matter to our attention.

Information advising of noise restrictions has now been sent to the Activity Manager from the details you have provided.

If the issue persists after 5 days from the date of this letter please contact Access Canberra on 13 22 81 or submit another complaint via our online form at <https://www.accesscanberra.act.gov.au/app/ask>.

*Please note when submitting a second complaint an Environment Protection Officer will need to contact you regarding arranging a time to take a noise reading from the affected premises.

*Please be aware that you will be required to provide a contact number and an address of the affected premise when submitting your complaint.

Many thanks

Michelle | Case Manager
Access Canberra | Complaints Management Team
www.act.gov.au/accesscbr | 132281

Auto Note By (Administrator) (26/08/2017 10:54 PM)

Positional data at time of incident submissions was:

Latitude: 2.2(a)(ii)

Longitude: 2.2(a)(ii)

Google Url: 2.2(a)(ii)

2.2(a)(ii)

Google Address: 2.2(a)(ii) Vogelsang Pl, Flynn ACT 2615, Australia

Customer By CSS Web (2.2(a)(ii)) (26/08/2017 10:54 PM)

2.2(a)(ii) vogelsang pl flynn at 10:45 pm on Saturday night still ongoing very loud music
i can not make my kids sleep..

Thank you

Additional Incident Details (if available)

Status: Resolved

Category: Air Pollution & Noise

Type of Correspondence: Request for Service

Street:

Suburb: Flynn Flynn

Postal Code:

Contact Information

First Name: 2.2(a)(ii)

Last Name: 2.2(a)(ii)

Email Address: 2.2(a)(ii)

Phone Number:

ACT Government logo



Incident Reference #: 180111-000018

Complaint Type: Residential

Complaint Status: Business hours

Address: Vogelsang Place Flynn ACT 2615

Street: Suburb: Flynn

Note By (Michelle) (11/01/2018 02.53 PM)

duplicate complaint city rangers

Note By (Michelle) (11/01/2018 02.32 PM)

printed

Response By Email (Michelle Jenkins) (11/01/2018 02.20 PM)

The vehicle has registration on it.

Auto-Response By (Administrator) (11/01/2018 06.57 AM)

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: #180111-000018

Customer By CSS Web (anonymous anonymous) (11/01/2018 06.57 AM)

Black Mitsubishi has been parked on the footpath that goes from Vogelsang place down between two houses to the park on Ginninderra drive. It has been there since Friday 5 January. The number plate is YEZ 32L. It drives along the bike paths and across the reserve to get there cause it can't get there from the road. It's dangerous.

Contact Name: anonymous anonymous

Phone Number: notgiven

Email Address: 15576111118@accesscanberra.act.gov.au.invalid

COMMENTS:

<hr/> <hr/>



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Incident Reference # 180222-000457

Subject: Illegal Parking - Nature Strip - 2.2(a) Vogelsang Place, Flynn

Date Created: 22/02/2018 10.18 AM

Auto Note By (Administrator) (22/02/2018 10.18 AM)

Positional data at time of incident submissions was:

Latitude: 2.2(a)(ii)

Longitude: 2.2(a)(ii)

Google Url: 2.2(a)(ii)

2.2(a)(ii)

Google Address: 2.2(a) Vogelsang Pl, Flynn ACT 2615, Australia

Customer By CSS Web (anonymous anonymous) (22/02/2018 10.18 AM)

The white Toyota YOGI52I is parked on the traffic island again. Green stationwaggon has also been parked there for days

Additional Incident Details (if available)

Status: Resolved

Category: Illegal Parking

Type of Correspondence: Complaint

Street:

Suburb: Flynn Flynn

Postal Code:

Contact Information

First Name: anonymous

Last Name: anonymous

Email Address: 401810222118@accesscanberra.act.gov.au.invalid

Phone Number:



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Incident Reference #: 180331-000006

Complaint Type:

Complaint Status:

Address: ^{Sch 2} Vogelsang Place Flynn ACT 2615

Street: **Suburb:** Flynn

Auto Note By (Administrator) (31/03/2018 08.46 AM)

Positional ^{Sch 2 2.2(a)(ii)} e of incident submissions was:

Latitude: ^{Sch 2 2.2(a)(ii)}

Longitude: ^{Sch 2 2.2(a)(ii)}

Google Url: ^{Sch 2 2.2(a)(ii)}

^{2.2(a)(ii)}

Google Address: ^{Sch 2} Vogelsang Pl, Flynn ACT 2615, Australia

Auto-Response By (Administrator) (31/03/2018 08.46 AM)

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: #180331-000006

Customer By CSS Web (anonymous anonymous) (31/03/2018 08.46 AM)

Thank you for asking the white car on the island in the Vogelsang Pl cul de sac to move. He took you at your word. With loud hoots of derision he moved from one end to the other, driving backwards on the traffic island! He has now left the car on under a tree at the other end of the treed area. By driving around on the dirt he is making it hard and stopping the trees from growing. He has already killed one. It's ruining the traffic island and soon nothing will grow there.

Contact Name: anonymous anonymous

Phone Number: notgiven

Email Address: 13468313118@accesscanberra.act.gov.au.invalid

COMMENTS:



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Incident Reference #: 180403-002074

Complaint Type: Residential

Complaint Status: Business hours

Address: [REDACTED] Vogelsang Place Flynn ACT 2615

Street: Suburb: Flynn

Action taken	Date/Time	Date Created	Text
Site Inspection	28/04/2018 12.05 PM	30/04/2018 12.06 PM	Insp 19 Clear @ 1041 Hrs. Parked In Driveway. If It Was To Be Parked On N?s There Would Be No R & Harm

Note By (Michelle) (16/04/2018 10.53 AM)

Printed

Auto Note By (Administrator) (03/04/2018 06.54 PM)

Positional data at time of incident submissions was:

Latitude: Sch 2 2.2(a)(ii)

Longitude: Sch 2 2.2(a)(ii)

Google Uri: [REDACTED]

2.2(a)(ii)

Google Address: [REDACTED] Vogelsang Pl, Flynn ACT 2615, Australia

Auto-Response By (Administrator) (03/04/2018 06.54 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: #180403-002074

Customer By CSS Web (anonymous anonymous) (03/04/2018 06.54 PM)

The white car YOG 92L has moved again from one end of the nature strip oval in the middle of the cul Dr sac to the other. This constant driving on the nature strip is dangerous for pedestrians and it's ruining the naturestrip so the plants won't grow there.

Contact Name: anonymous anonymous

Phone Number: notgiven

Email Address: 00581834118@accesscanberra.act.gov.au.invalid

COMMENTS:



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Incident Reference # 180918-002251

Subject: Illegal parking - median strip - Vogelsang PI Flynn

Date Created: 18/09/2018 06.22 PM

Response By Email (Natalie) (20/09/2018 10.41 AM)

Dear

Access Canberra Parking Operations has recorded this information for future patrols of Vogelsang PI Flynn.

Parking Operations operates on a risk-based compliance model. This risk-based compliance approach enables the targeting of resources to those areas where they are most needed and will be most effective. This approach involves a series of steps to identify and assess risks and to then apply the most appropriate regulatory tool to control the risk. This means that resource allocation and enforcement responses are determined based on ACT Parking Operations Compliance Framework. For example, vehicles causing pedestrian, vehicle and line of sight safety issues are prioritised.

Thank you for submitting your complaint, this matter will now be marked as resolved. If you find that the issue persists after a period of two weeks please respond to this incident and the matter will be reopened for further assessment.

Regards,

Natalie | Complaints Management Team
Phone 13 22 81
Access Canberra | ACT Government

Auto Note By (Administrator) (18/09/2018 06.22 PM)

Positional [redacted] dent submissions was:

Latitude: Sch 2 2.2(a)(ii)

Longitude: Sch 2 2.2(a)(ii)

Google Url: 2.2(a)(ii)

2.2(a)(ii)

Google Address: [redacted] Vogelsang PI, Flynn ACT 2615, Australia

Customer By CSS Web (anonymous anonymous) (18/09/2018 06.22 PM)

SMC299 NSW ref parked on median strip on Mon 17 Sep overnight and The 18 Sep.
Photos attached.

Additional Incident Details (if available)

Status: Resolved

Category: Illegal Parking

Type of Correspondence: Request for Service

Street:

Suburb: Flynn Flynn

Postal Code:

Contact Information

First Name: anonymous

Last Name: anonymous

Email Address: 432718189118@accesscanberra.act.gov.au.invalid

Phone Number:



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Incident Reference # 181121-001071

Subject: Illegal Parking - Nature Strip - [redacted] Vogelsang Pl, Flynn

Date Created: 21/11/2018 12.33 PM

Response By Email (Access Canberra Customer Service) (21/11/2018 03.23 PM)

Dear Anon,

Access Canberra Parking Operations has recorded this information for future patrols of Vogelsang Place in Flynn.

Parking Operations operates on a risk-based compliance model. This risk-based compliance approach enables the targeting of resources to those areas where they are most needed and will be most effective. This approach involves a series of steps to identify and assess risks and to then apply the most appropriate regulatory tool to control the risk. This means that resource allocation and enforcement responses are determined based on ACT Parking Operations Compliance Framework. For example, vehicles causing pedestrian, vehicle and line of sight safety issues are prioritised.

Thank you for submitting your complaint, this matter will now be marked as resolved. If you find that the issue persists after a period of two weeks please respond to this incident and the matter will be reopened for further assessment.

Regards,

Imogen | Complaints Management Team
Phone 13 22 81
Access Canberra | ACT Government

Auto Note By (Administrator) (21/11/2018 12.33 PM)

Positional [redacted] ent submissions was:

Latitude: Sch 2 2.2(a)(ii)

Longitude: Sch 2 2.2(a)(ii)

Google Url: [redacted]
2.2(a)(ii)

Google Address: [redacted] Vogelsang Pl, Flynn ACT 2615, Australia

Customer By CSS Web (anonymous anonymous) (21/11/2018 12.33 PM)

Black mitsubishi sedan licece plate YEZ32L parked illegally in Vogelsang Place at 8.30 am on 21 November 2018.
the car is parked on the traffic island in front of  Vogelsang place. It represents a danger to pedestrians and traffic.

Additional Incident Details (if available)

Status: Resolved

Category: Illegal Parking

Type of Correspondence: Request for Service

Street:

Suburb: Flynn Flynn

Postal Code:

Contact Information

First Name: anonymous

Last Name: anonymous

Email Address: 153312211118@accesscanberra.act.gov.au.invalid

Phone Number:

ACT Government logo



Incident Reference # 181215-000306

Subject: Illegal Parking - Nature Strip - [redacted] Vogelsang Pl, Flynn

Date Created: 15/12/2018 12.27 PM

Response By Email (Access Canberra Customer Service) (18/12/2018 10.09 AM)

Dear ANON,

Access Canberra Parking Operations has recorded this information for future patrols of Vogelsang Place in Flynn.

Parking Operations operates on a risk-based compliance model. This risk-based compliance approach enables the targeting of resources to those areas where they are most needed and will be most effective. This approach involves a series of steps to identify and assess risks and to then apply the most appropriate regulatory tool to control the risk. This means that resource allocation and enforcement responses are determined based on ACT Parking Operations Compliance Framework. For example, vehicles causing pedestrian, vehicle and line of sight safety issues are prioritised.

Thank you for submitting your complaint, this matter will now be marked as resolved. If you find that the issue persists after a period of two weeks please respond to this incident and the matter will be reopened for further assessment.

Regards,

Imogen | Complaints Management Team
Phone 13 22 81
Access Canberra | ACT Government

Auto Note By (Administrator) (15/12/2018 12.27 PM)

Positional [redacted] ident submissions was:

Latitude: Sch 2 2.2(a)(ii)

Longitude: Sch 2 2.2(a)(ii)

Google Url: 2.2(a)(ii)

2.2(a)(ii)

Google Address: [redacted] Vogelsang Pl, Flynn ACT 2615, Australia

Customer By CSS Web (anonymous anonymous) (15/12/2018 12.27 PM)

Utility parked on the median strip. It and one other were driving around on the median strip, unfortunately only got a photo of thus one parked.

Additional Incident Details (if available)

Status: Resolved

Category: Illegal Parking

Type of Correspondence: Request for Service

Street:

Suburb: Flynn Flynn

Postal Code:

Contact Information

First Name: anonymous

Last Name: anonymous

Email Address: 2233121512118@accesscanberra.act.gov.au.invalid

Phone Number:



ACT Government logo



Incident Reference # 190108-000380

Subject: Illegal Parking - Median Strip - 28 Vogelsang Pl, Flynn

Date Created: 08/01/2019 09.35 AM

Response By Email (Sheryll) (08/01/2019 02.00 PM)

Dear ANON

Access Canberra has recorded this information for future patrols of Vogelsang Place in Flynn.

Parking Operations operates on a risk-based compliance model. This risk-based compliance approach enables the targeting of resources to those areas where they are most needed and will be most effective. This approach involves a series of steps to identify and assess risks and to then apply the most appropriate regulatory tool to control the risk. This means that resource allocation and enforcement responses are determined based on ACT Parking Operations Compliance Framework. For example, vehicles causing pedestrian, vehicle and line of sight safety issues are prioritised.

Thank you for submitting your complaint, this matter has been escalated for review and consideration of appropriate action. If you find that the issue persists after a period of two weeks please respond to this incident and the matter will be reopened for further assessment.

Regards,

Sheryll | Complaints Management Team
Phone 13 22 81
Access Canberra | ACT Government

Auto Note By (Administrator) (08/01/2019 09.35 AM)

Positional data at time of incident submissions was:

Latitude: - Sch 2 2.2(a)(i)

Longitude: 2.2(a)(ii)

Google Url: 2.2(a)(iii)

2.2(a)(ii)

Google Address: 2.2(a)(i) Vogelsang Pl, Flynn ACT 2615, Australia

Customer By CSS Web (anonymous anonymous) (08/01/2019 09.35 AM)

Black Mitsubishi ref YEZ32L has been parked on median strip in Vogelsang place for a number of days now. Assume it is a abandoned.

Additional Incident Details (if available)

Status: Resolved

Category: Illegal Parking

Type of Correspondence: Request for Service

Street:

Suburb: Flynn Flynn

Postal Code:

Contact Information

First Name: anonymous

Last Name: anonymous

Email Address: 4241981119@accesscanberra.act.gov.au.invalid

Phone Number:

ACT Government logo



Incident Reference # 190418-001848

Subject: Building & Planning - Above ground unfenced pool - Sch 2 Vogelsang Pl, Flynn

Date Created: 18/04/2019 02.03 PM

Response By Email (Nicholas) (06/05/2019 12.04 PM)

Good morning,

Thank you for bringing this matter to the attention of Access Canberra.

Your matter has been forwarded to the appropriate business area for further review. An officer will be in contact with you in due course.

To assist this office with our initial investigation, where possible please supply photo evidence of the pool fencing reported.

Kind regards

Nick | Case Manager
Access Canberra | Complaints Management Team
www.act.gov.au/accesscbr | 13 22 81

Note By (Katherine Breitkopf) (23/04/2019 08.40 AM)

This is a complaint management issue as it is an unfenced pool.

Note By (Deion) (19/04/2019 11.33 AM)

Queue change to EPD.

Auto Note By (Administrator) (18/04/2019 02.03 PM)

Positional data at time of incident submissions was:

Latitude: - Sch 2 2.2(a)(i)

Longitude: Sch 2 2.2(a)(ii)

Google Url: Sch 2 2.2(a)(iii)

Schedule 1 1.6 Cabinet Information Sch 2 2.2(a)(iv)

Google Address: Sch 2 2.2(a)(v) Vogelsang Pl, Flynn ACT 2615, Australia

Back yard unfenced above ground pool.

Additional Incident Details (if available)

Status: Resolved

Category: Other

Type of Correspondence: Request for Service

Block Number: [REDACTED]

Section Number: [REDACTED]

Suburb: Not Identified

Contact Information

First Name: anonymous

Last Name: anonymous

Email Address: 29114184119@accesscanberra.act.gov.au.invalid

Phone Number: