



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 2023-381
Date of Application	10 November 2023
Date of Decision	21 December 2023
Processing time (in working days)	29
Fees	N/A
Decision on Access	Full Release
Information Requested (summary)	Statistics over the last two years on the number of requests received via FixMyStreet.
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 type="checkbox"/> Published <input checked="" 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: [REDACTED]
To: [CMTEDD.FOI](#)
Subject: FOI request
Date: Friday, 10 November 2023 1:28:48 PM

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Hello,

I am seeking, under FOI, as a matter of public interest, the following information

Over the last two years, the number of requests received via FixMyStreet, and how many of them have met the criteria of the [Access Canberra Customer Service Charter](#).

Specifically, the number of requests that had responses and where resolved in 10 business days, and if not resolved, a reasonable breakdown showing:

- Requests never assigned
- Requests not assigned within 20 business days
- Average length of time between updates of keeping "customers informed"
- Age of non-resolved requests, broken down into 6 monthly periods (# less than 6 months, # between 6 and 12 months, etc)

Thank you,

Warm Regards,

[REDACTED]



ACT
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Chief Minister, Treasury and
Economic Development

Our ref: CMTEDD FOI 2023-381



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 **10 November 2023**. Specifically, you have sought access to the following information:

“Over the last two years, the number of requests received via FixMyStreet, and how many of them have met the criteria of the Access Canberra Customer Service Charter.

....the number of requests that had responses and where resolved in 10 business days, and if not resolved, a reasonable breakdown showing:

- *Requests never assigned*
- *Requests not assigned within 20 business days*
- *Average length of time between updates of keeping “customers informed”*
- *Age of non-resolved requests, broken down into 6 monthly periods (# less than 6 months, # between 6 and 12 months, etc).”*

Authority

As an appointed Information Officer under section 18 of the Act by the Director General of CMTEDD, I am authorised to make a decision on access or amendment to government information in the possession or control of CMTEDD.

Timeframes

In accordance with section 40 of the Act, CMTEDD was required to provide a decision within 30 working days. A decision and response are due on **22 December 2023**.

In processing this request, we have sought to partially transfer this access application to Transport Canberra and City Services (TCCS).

Decision on access

Searches were completed for relevant information and the business area has generated a written response, specifically addressing each section of your application. I have decided to grant **full access** to the material within scope. The information being released to you is provided at **Attachment A**.

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

Statement of Reasons

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, and
- 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.
- I did not identify any Schedule 1 provisions as relevant to this request.

The public interest information under schedule 2 of the Act

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 non-disclosure.

Taking into consideration the information 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:

(i) promote open discussion of public affairs and enhance the government's accountability;

(ii) contribute to positive and informed debate on important issues or matters of public interest;

(xvi) contribute to innovation and the facilitation of research.

I have placed substantial weight on the above factors favouring disclosure. It is reasonable to expect that information about this topic may be of interest to others within the Canberra community and contribute to informed debate about issues of interest.

I did not identify any factor favouring nondisclosure and have decided to release this information to you in full.

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. You may view CMTEDD disclosure log at

<https://www.cmtedd.act.gov.au/functions/foi/disclosure-log-2023>

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

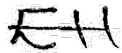
ACT Civil and Administrative Tribunal (ACAT) Review

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
15 Constitution Avenue
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 email CMTEDDFOI@act.gov.au.

Yours sincerely,



Emma Hotham
Information Officer
Chief Minister, Treasury and Economic Development Directorate
21 December 2023

Response from Access Canberra

Fix My Street is an online tool that enables issues to be reported and then directed by Access Canberra to the relevant area in ACT Government for action. From 11 November 2022, all matters reported through Fix My Street are directed by Access Canberra to Transport Canberra and City Services (TCCS) for action.

Until 10 November 2022, Access Canberra was responsible for actioning Fix My Street reports of illegal parking; all other Fix My Street reports were directed to TCCS for action. The *Report Illegal Parking* form was redesigned and removed from Fix My Street on 11 November 2022 as part of improvements and streamlining of Access Canberra's complaints handling.

In line with the [Access Canberra Regulatory Complaint and Investigation Policy](#) Access Canberra strives to resolve less complex complaints that pose minimal risk or harm within 30 days from the date the complaint is submitted.

The below information is for the period within scope 1 November 2021 and 11 November 2022 (before the parking complaint form was removed from Fix My Street).

- 1. Number of requests that had responses and where resolved in 10 business days**
This data was not collected by Access Canberra - but estimated that >90-95% Report Illegal Parking complaints were responded to and resolved within 10 business days.
- 2. Requests never assigned**
Access Canberra has zero requests not assigned for this period.
- 3. Requests not assigned within 20 business days**
This data wasn't collected by Access Canberra but is estimated to be zero, complaints are generally assigned on the next business day of receipt.
- 4. Average length of time between updates of keeping "customers informed"**
Complaints regarding illegal parking are responded to generally within 1-2 days and resolved within 5 days on average.
- 5. Age of non-resolved requests, broken down into 6 monthly periods (# less than 6 months, # between 6 and 12 months, etc)**
Access Canberra holds zero non-resolved requests relating to illegal parking for this period.