



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 2019-143

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)	6
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

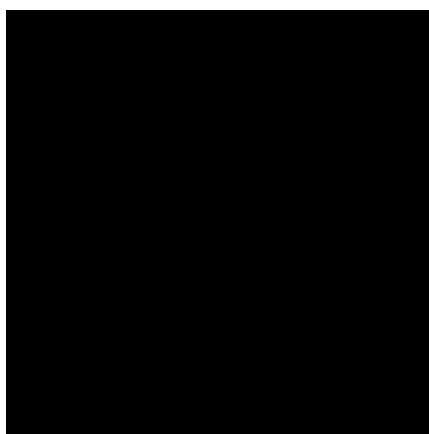
From: [REDACTED]
To: [CMTEDD FOI](#)
Subject: Freedom of Information request
Date: Thursday, 27 June 2019 3:03:35 PM

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):

I am requesting copies of any complaints made to Access Canberra Fix My Street, or the relevant body, in regards to nature strips and/or verges and work on such, in [REDACTED] Ngunnawal ACT 2913. I would also request any complaints regarding the mowing of these nature strip/verges and any water fire hydrant issues/complaints (from Icon Water) near the vicinity of [REDACTED] in Ngunnawal from a few years ago (or a bit more) when a ground level hydrant was spilling enormous amounts of water down a long driveway all day. Thank You and Kind Regards, [REDACTED]

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: CMTEDDFOI2019-143

[REDACTED]

via email: [REDACTED]

[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 27 June 2019, in which you sought access to copies of any complaints in relation to [REDACTED] Ngunnawal.

Specifically, you are seeking: “...copies of any complaints made to Access Canberra Fix My Street, or the relevant body, in regards to nature strips and/or verges and work on such, in [REDACTED] Ngunnawal ACT 2913. I would also request any complaints regarding the mowing of these nature strip/verges and any water fire hydrant issues/complaints (from Icon Water) near the vicinity of [REDACTED] in Ngunnawal from a few years ago (or a bit more) when a ground level hydrant was spilling enormous amounts of water down a long driveway all day”.

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 of section 40 of the Act, CMTEDD was required to provide a decision on your access application by 25 July 2019.

Decision on access

A search of the CMTEDD and Transport Canberra and City Services (TCCS) records has failed to identify any documentation in relation to your request.

The search was conducted using the information you provided and in consultation with Access Canberra’s Complaints Management Team and the Transport Canberra and City Services Directorate who manage the Fix My Street service.

I am satisfied that appropriate searches were completed and that no documents relevant to your request exist.

Charges

Pursuant to *Freedom of Information (Fees) Determination 2017 (No 2)* processing charges are not applicable for this request because no information is being released to you.

Online publishing – Disclosure Log

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a disclosure log. A description of the access application and my decision will be published in the CMTEDD disclosure log after 10 July 2019. 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 Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in 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

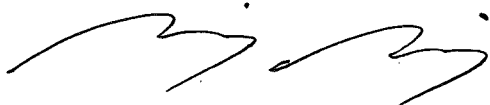
ACT Civil and Administrative Tribunal (ACAT) Review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore 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 email CMTEDDFOI@act.gov.au.

Yours sincerely,



Daniel Riley
Information Officer
Information Access Team
Chief Minister, Treasury and Economic Development Directorate

5 July 2019