



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 2020-171

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents	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 - Noise Complaints for ALDI Amaroo
Date: Tuesday, 8 September 2020 11:41:18 AM
Attachments: [image003.png](#)

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.

Good morning,

I am requesting the following complaints on behalf of my company, [REDACTED], as we are using these complaints to inform our client town planning advice.

We kindly request any complaints received regarding truck noise or any other operational issues pertaining to the ALDI Amaroo Store and ALDI Loading Dock between 2018-2020.

We understand that the personal details of individuals who wrote complaints may be privileged information, however we do not request or need this personal information, we only request the nature of the complaints.

Whatever can be done so that we can see what the basis for those complaints were would be greatly appreciated.

The site details are as follows:

Street Address: 12 Pioneer Street, Amaroo ACT 2914

I can be reached on my mobile, [REDACTED] if you have any questions at all. Thank you for your time!

Warm regards,

[REDACTED]





ACT
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Chief Minister, Treasury and
Economic Development

Our ref: CMTEDDFOI 2020-171

[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 8 September 2020, in which you sought access to:

- *“We request any complaints received regarding truck noise or any other operational issues (waste compactor) pertaining to the ALDI Amaroo Store and ALDI Loading Dock between 2018-2020. Street address: 12 Pioneer Street, Amaroo ACT 2914.”*

Authority

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

Timeframes

In accordance of section 40 of the Act, CMTEDD was required to provide a decision on your access application by 7 October 2020.

Decision on access

Searches were completed for relevant documents and one document was identified that falls with the scope of your request.

I have decided to grant full access to the relevant document. The document released to you is provided as **Attachment A** to this letter.

Charges

Processing charges are not applicable for this request because the total number of pages to be released to you is below 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 the document released to you in response to your access application will be published in the CMTEDD disclosure log 3 days after the date of my decision. 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-2020>.

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.

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
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



Philip Dachs
Information Officer
Information Access Team
Chief Minister, Treasury and Economic Development Directorate

16 September 2020

Reference No	Date Created	Date Closed	Suburb	CMT cat	Subject	Complaint Detail	Attachments
200806-001980	06/08/2020 02:31 PM	14/08/2020 05:22 PM	Amaroo	Environmental -> Noise vehicles	Noise Complaint - Vehicle/Delivery Noise - ALDI, 12 Pioneer St, Amaroo	Type of complaint * Noise How many times has the caller phoned about the complaint previously? * 2 or more Details Caller Advised That They Are Calling To Report An Issue Where A Location Is Loading And Unloading Things At All Times Of The Day, And Now Onwards Of 12 At Night wondering What Can Be Done The Location Is Behind His Property, The Aldi Property	Yes - Complaint submission form - details same as recorded in 'Complaint Detail' column
200810-001656	10/08/2020 12:17 PM	14/08/2020 05:22 PM	Amaroo	Environmental -> Noise vehicles	Noise Complaint - Vehicle/Delivery Noise - ALDI, 12 Pioneer St, Amaroo	Good morning, Since the opening of the new Aldi supermarket in Amaroo (1st August 2020), there have been frequent late night deliveries to their loading dock on Aberfoyle Street These deliveries are by a refrigerated semi-trailer and will last for a couple of hours while it is unloaded The delivery times will vary from 8pm through to 3:30am Given this is a residential area, this is exceptionally noisy for the surrounding residents occupants Can you please provide assistance to ensure that these deliveries are conducted prior to 10pm? Thank you for your help	