



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 2022-145

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)	32
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: Noise complaint history - [REDACTED]
Date: Monday, 2 May 2022 11:07:44 AM

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.

Hi,

My name is [REDACTED] shops. I would like to request a list of all noise complaints made to the EPA against our venue from September 15, 2020 to the current date.

If you could please include the time and date of the complaint that would be much appreciated. The last two noise complaints we received were outside of our operating hours.

Best,

[REDACTED]



ACT
Government

Chief Minister, Treasury and
Economic Development

Our ref: CMTEDDFOI 2022-145



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 2 May 2022.

Specifically, you are seeking: *"I would like to request a list of all noise complaints made to the EPA against [redacted] shops, from 15 September 2020 to the 2 May 2022. Please include time and date of the complaint."*

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 with section 40 of the Act, CMTEDD is required to provide a decision on your access application by 31 May 2022 however, following on from third-party consultation, the due date is now 22 June 2022.

Decision on access

Searches were completed for relevant documents and eight 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 the documents that fall within the scope of your request and the access decision for those documents.

I have decided to grant access in full to one document and partial access to seven documents.

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.

Third-party consultation

In determining this access request, I identified that some of the information may reasonably be expected to be of concern of third parties. In accordance with section 38 of the Act, I have undertaken third party consultation. I have considered the contentions raised by the third party in making this decision.

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;
- the contentions of relevant third parties; and
- the *Human Rights Act 2004*.

Exemption claimed

I have decided to grant partial access to the seven documents that fall within the scope of your request. My reasons for deciding not to grant full access to the identified documents and components of these documents are as follows:

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 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 (Schedule 2.1):

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

(xiv) contribute to administration of justice for a person

Having considered the factors identified as relevant in this matter, I consider that release of the information contained in the documents may contribute to the administration of justice generally by allowing you to have a copy of the documents that fall within the scope of your request.

Factors favouring nondisclosure in the public interest (Schedule 2.2):

(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*

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 party/s involved have provided their personal contact information for the purposes of working with the ACT Government. I have considered this information and in my opinion the protection of individuals' personal details (such as names, addresses, emails addresses and personal phone numbers which are not publicly available) outweighs the benefit which may be derived from releasing them. I consider that these individual/s are entitled to expect that the personal information they have supplied as part of this process to the ACT Government 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 individual/s involved. I therefore weight 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 (names of individuals not employed by the ACT Public Service and their address, phone numbers and email addresses) could prejudice their 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 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 documents released to you in response to your access application will be published on 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>.

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



Katharine Stuart
Information Officer
Information Access Team
Chief Minister, Treasury and Economic Development Directorate

17 June 2022



ACT
Government

Chief Minister, Treasury and
Economic Development

FREEDOM OF INFORMATION REQUEST SCHEDULE

WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
I would like to request a list of all noise complaints made to the EPA against [REDACTED] shops, from 15 September 2020 to the 2 May 2022. Please include time and date of the complaint.	CMTEDDFOI 2022-145

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-2	Salesforce form Case: 00255249	4 Jul 2021	Full release	N/A	Yes
2	3-6	Salesforce form Case: 00255356	4 Jul 2021	Partial release	Sch 2 s2.2 (a)(ii)	Yes
3	7-12	Salesforce form Case: 00295754	10 Aug 2021	Partial release	Sch 2 s2.2 (a)(ii)	Yes
4	13-15	Salesforce form Case: 00362189	10 Nov 2021	Partial release	Sch 2 s2.2 (a)(ii)	Yes
5	16-18	Salesforce form Case: 00377929	3 Dec 2021	Partial release	Sch 2 s2.2 (a)(ii)	Yes
6	19-21	Salesforce form Case: 00378521	5 Dec 2021	Partial release	Sch 2 s2.2 (a)(ii)	Yes
7	22-25	Salesforce form Case: 00379698	7 Dec 2021	Partial release	Sch 2 s2.2 (a)(ii)	Yes
8	26-28	Salesforce form Case: 00460906	25 Mar 2022	Partial release	Sch 2 s2.2 (a)(ii)	Yes
Total No of Docs						
8						



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Case: 00255249

AC Internal Investigation	Access Canberra Owner	Tim Sterrett
Objective Reference No.	Feedback Assigned Status	Resolved
Category	Environment & Heritage > Air Pollution & Noise	TCCS Case Number
Comment category	Request for service	Case Reference Number
Response Required	Yes	Contact Name
Feedback Queues	AC CMT - Feedback	Contact Phone
Legacy Case ID		Contact Email

Case Overview

Subject	Noise from business after 10pm
Description	[REDACTED] shops. Had a ticketed event with a band playing loud music after 10pm. Apartments right next to the cafe Within 50 m.
Desired outcome	
AC Description	

Case Location

Block No.	Unit Plan
Section No.	Postcode
Street Address	State
Suburb	Country
Longitude	Latitude
Formatted Address	[REDACTED] shops, downer act 2602

Complaint Categorisation & Assessment

CMT Category Level 1	Date/Time of incident
CMT Category Level 2	Complaint Start Date
CMT Category Level 3	Contacted other party?
Voluntary Demographic Information?	Employer's Insurer
Vehicle	Financial loss
Vehicle registration number	Further damage risk?
Vehicle Colour	Involves vulnerable person?
Vehicle Make	Is Complaint a Ministerial
Vehicle Model	On going issue
Vehicle Moving	Raised with third



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Case: 00255356

AC Internal Investigation	20210709-27607	Access Canberra Owner	Tim Sterrett
Objective Reference No.		Feedback Assigned Status	Resolved
Category	Environment & Heritage > Air Pollution & Noise	TCCS Case Number	
Comment category	Complaint	Case Reference Number	AC-00255356
Response Required	Yes	Contact Name	Schedule 2.2(a)(ii)
Feedback Queues	AC CMT - Feedback	Contact Phone	
Legacy Case ID		Contact Email	

Case Overview

Subject	Noise Pollution - Amplified - [Redacted]
Description	Hi, On Saturday night the [Redacted] shops had a band playing until at least 11pm. The [Redacted] are about 50m from this Cafe and the noise was well above the threshold that is advised in your information. Every Saturday night they have a band playing, as per their advertising on Facebook. I would be most grateful if they would be advised of the time that the noise has to be reduced. They have something on Thurs to Sunday night other nights it finishes earlier but the Saturday night is late.
Desired outcome	
AC Description	

Case Location

Block No.	Unit Plan
Section No.	Postcode
Street Address	State
Suburb	Country
Longitude	Latitude
Formatted Address	

Complaint Categorisation & Assessment

CMT Category Level 1	Environmental	Date/Time of incident
CMT Category Level 2	Noise	Complaint Start Date
CMT Category Level 3	Amplified	Contacted other party?
Voluntary Demographic Information?	<input type="checkbox"/>	Employer's Insurer
Vehicle		Financial loss
Vehicle registration number		Further damage risk?
Vehicle Colour		Involves vulnerable person?

Vehicle Make	Is Complaint a Ministerial
Vehicle Model	On going issue
Vehicle Moving	Raised with third party?
Vehicle Type	Referred Agency
Audience type	

Demographic Information

Parking Operations

Parking Hours	Day(s) it occurs
Parking Type	Time Frame

System Information

Created By	Schedule 2.2(a)(ii) 4/07/2021 3:08 PM	Last Modified By	Tim Sterrett, 9/07/2021 11:12 AM
Case Record Type	AC Feedback	Status	Closed

Contact Information

Contact Owner	ACT Digital
Name	Schedule 2.2(a)(ii)
Account Name	
Contact Number	
Mobile	
Home Phone	
Other Phone	
Email	Schedule 2.2(a)(ii)
Birthdate	

Address Information

Home Address	Schedule 2.2(a)(ii)	Postal Address	Schedule 2.2(a)(ii)
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AC Legacy Contact ID

System Information

Created By	Access Canberra Site Guest User, 4/07/2021 3:03 PM	Last Modified By	Access Canberra Site Guest User, 12/07/2021 11:12 AM
Search Terms		Knowledge Articles Accessed	
Custom Links	Google Search Yahoo! Weather	Google Maps	Send Gmail

Emails

AC-00255356 [case:_00255356:case] Noise Pollution - Amplified - [Redacted]

Message Date 9/07/2021 11:10 AM

Has Attachment

Email Address **Schedule 2,2(a)(ii)**Status **Sent**Subject **AC-00255356 [case:_00255356:case] Noise Pollution - Amplified - [REDACTED]
ACT Government Feedback Response**

Subject: Noise Pollution - Amplified - [REDACTED]

Hello [REDACTED]

Thank you for bringing this matter to our attention.

From the details you have provided, an information letter advising of noise restrictions has been sent to [REDACTED]. The ACT Government is committed to fairness and equity and so please allow seven days for this situation to improve.

The environmental concern needs to be active at the time when an EPA officer attends. If the issue is still occurring after 16 July 2021, please contact Access Canberra on 13 22 81 — during the time you are being affected by the issue. (Please note this is a 24/7 service).

When speaking with the operator from Access Canberra, you will need to clarify that it's an ongoing issue and you would like the EPA to attend, they will then take down all the required particulars and forward the details to the officer.

Kind Regards,

Tim | Case Manager
Access Canberra | Complaints Management Team
www.act.gov.au/accesscbr | 13 22 81
ref:_00D281dej1._5004a3bL5L:ref

Case History**9/07/2021 11:12 AM**User **Tim Sterrett**Action **Changed Status from Assigned to Closed.****9/07/2021 11:12 AM**User **Tim Sterrett**Action **Changed Feedback Assigned Status from In Progress to Resolved.****9/07/2021 10:56 AM**User **Tim Sterrett**Action **Changed Feedback Assigned Status from Unresolved to In Progress.****9/07/2021 10:55 AM**User **Tim Sterrett**Action **Changed CMT Category Level 3 to Amplified. Changed CMT Category Level 2 to Noise. Changed CMT Category Level 1 to Environmental.****9/07/2021 10:54 AM**User **Tim Sterrett**Action **Changed Subject from Noise from [REDACTED] after 10pm to Noise Pollution - Amplified - [REDACTED]****5/07/2021 8:18 AM**User **Imogen Appleton**Action **Changed Status from Unassigned to Assigned.****5/07/2021 7:39 AM**User **Imogen Appleton**Action **Changed Feedback Assigned Status from In Progress to Unresolved.****4/07/2021 3:08 PM**

User [REDACTED]

Action **Changed Case Reference Number to AC-00255356. Changed Case Owner from [REDACTED] to AC CMT - Feedback. Changed Account Name to [REDACTED]. Deleted [REDACTED] in Account Name. Changed Account Name to [REDACTED]. Created.**

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Case: 00295754

AC Internal Investigation	20210817-28273	Access Canberra Owner	Bree Lyons
Objective Reference No.		Feedback Assigned Status	Resolved
Category	Environment & Heritage > Air Pollution & Noise	TCCS Case Number	
Comment category	Complaint	Case Reference Number	AC-00295754
Response Required	Yes	Contact Name	Schedule 2.2(a)(ii)
Feedback Queues	AC CMT - Feedback	Contact Phone	[Redacted]
Legacy Case ID		Contact Email	[Redacted]

Case Overview

Subject	Noise Pollution - Amplified Music - [Redacted]
Description	Band Is Playing Very Loud The Base And Drums Are Really Disturbing And People Are Finding It Hard To Sleep.
Desired outcome	
AC Description	

Case Location

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

Complaint Categorisation & Assessment

CMT Category Level 1	Environmental	Date/Time of incident	
CMT Category Level 2	Noise	Complaint Start Date	
CMT Category Level 3	Amplified	Contacted other party?	
Voluntary Demographic Information?		Employer's Insurer	
Vehicle		Financial loss	
Vehicle registration number		Further damage risk?	
Vehicle Colour		Involves vulnerable person?	
Vehicle Make		Is Complaint a Ministerial	
Vehicle Model		On going issue	

Vehicle Moving

Raised with third party?

Vehicle Type

Referred Agency

Audience type

Demographic Information

Parking Operations

Parking Hours

Day(s) it occurs

Parking Type

Time Frame

System Information

Created By Vernon Taylor, 10/08/2021 10:08 AM

Last Modified By Bree Lyons, 30/08/2021 12:50 PM

Case Record Type AC Feedback

Status Closed

Contact Information

Contact Owner ACT Digital

Name Schedule 2.2(a)(ii)

Account Name

Contact Number

Mobile

Home Phone

Other Phone

Email Schedule 2.2(a)(ii)

Birthdate

Address Information

Home Address Schedule 2.2(a)(ii)

Postal Address Schedule 2.2(a)(ii)

AC Legacy Contact ID

System Information

Created By Access Canberra Site Guest User, 4/07/2021 3:03 PM

Last Modified By Access Canberra Site Guest User, 12/07/2021 11:12 AM

Search Terms

Knowledge Articles Accessed

Custom Links [Google Search](#)
[Yahoo! Weather](#)

[Google Maps](#)

[Send Gmail](#)

Emails

AC-00295754 [case:_00295754:case] Noise Pollution - Amplified Music -

Message Date 30/08/2021 12:40 PM

Has Attachment

Email Address Schedule 2.2(a)(ii)

Status Sent

Subject AC-00295754 [case:_00295754:case] Noise Pollution - Amplified Music - [REDACTED]

Text Body ACT Government Feedback Response

Subject: Noise Pollution - Amplified Music - [REDACTED]

Dear [REDACTED]

Thank you for providing an update on your complaint.

I have updated the case to reflect the noise is from [REDACTED]. An information letter advising of noise restrictions will be sent to the business.

The ACT Government is committed to fairness and equity and so please allow ten days for this situation to improve.

The environmental concern needs to be active at the time when an EPA officer attends. If the issue is still occurring after 9 September 2021, please contact Access Canberra on 13 22 81 — during the time you are being affected by the issue. (Please note this is a 24/7 service).

When speaking with the operator from Access Canberra, you will need to clarify that it's an ongoing issue and you would like the EPA to attend, they will then take down all the required particulars and forward the details to the officer.

Kind Regards

Bree| Case Manager
Access Canberra | Complaints Management Team
www.accesscanberra.act.gov.au | 13 22 81

----- Original Message -----

From: [REDACTED]

Sent: 25/08/2021 6:38 PM

To: digital.feedback@act.gov.au

Subject: Re: AC-00295754 [case:_00295754:case] Noise Pollution - Amplified Music - [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.

Hi

Thank you for the email. The place the noise pollution is coming from is [REDACTED] place in [REDACTED]. They have live bands Thursday to Sunday night. (well not in current lockdown) I would be most grateful if you could update your records to this business and address.
Many thanks
[REDACTED]

Sent from my iPhone

On 25 Aug 2021, at 12:48 pm, ACT Digital Feedback <digital.feedback@act.gov.au> wrote:

[Access Canberra Header]
ACT Government Feedback Response

Subject: Noise Pollution - Amplified Music - [REDACTED]

Dear [REDACTED]

Thank you for contacting Access Canberra.

From the details you have provided, an information letter advising of noise restrictions will be sent to the [REDACTED]

Due to the current COVID 19 situation, postal services have been affected which has impacted our time frames in issuing advisory letters. We are working towards solutions for this issue and endeavour to action all complaints and feedback within a reasonable time.

Thank you for your patience and understanding.

Kind regards

Bree| Case Manager
Access Canberra | Complaints Management Team

www.accesscanberra.act.gov.au<<http://www.accesscanberra.act.gov.au>> | 13 22 81

[<https://actgov.my.salesforce.com/servlet/servlet.ImageServer?oid=00D28000001dej1&esid=0184a000002oSAX&from=ext>]

ref:_00D281dej1._5004a4EURI:ref

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Re: AC-00295754 [case:_00295754:case] Noise Pollution - Amplified Music - Downer Community Hall, 6 Frencham PI Downer

Message Date 25/08/2021 6:38 PM
 Has Attachment
 Email Address [Schedule 2.2\(a\)\(iii\)](#)
 Status Replied
 Subject Re: AC-00295754 [case:_00295754:case] Noise Pollution - Amplified Music - Downer Community Hall, 6 Frencham PI Downer
 Text Body 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.

Hi
 Thank you for the email. The place the noise pollution is coming from is Gang gang cafe. 4 Frenchman place in downer. They have live bands Thursday to Sunday night. (well not in current lockdown)
 I would be most grateful if you could update your records to this business and address.
 Many thanks
 [REDACTED]

Sent from my iPhone

On 25 Aug 2021, at 12:48 pm, ACT Digital Feedback <digital.feedback@act.gov.au> wrote:

[Access Canberra Header]
 ACT Government Feedback Response

Subject: Noise Pollution - Amplified Music - [REDACTED]

Dear [REDACTED]

Thank you for contacting Access Canberra.

From the details you have provided, an information letter advising of noise restrictions will be sent to the Downer Community Hall.

Due to the current COVID 19 situation, postal services have been affected which has impacted our time frames in issuing advisory letters. We are working towards solutions for this issue and endeavour to action all complaints and feedback within a reasonable time.

Thank you for your patience and understanding.

Kind regards

Bree| Case Manager
 Access Canberra | Complaints Management Team
www.accesscanberra.act.gov.au<<http://www.accesscanberra.act.gov.au>> | 13 22 81

[<https://actgov.my.salesforce.com/servlet/servlet.ImageServer?oid=00D28000001dej1&esid=0184a000002oSAX&from=ext>]

ref:_00D281dej1._5004a4EURI:ref

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person.

AC-00295754 [case:_00295754:case] Noise Pollution - Amplified Music - [REDACTED]

Message Date 25/08/2021 12:31 PM

Has Attachment

Email Address Schadula.22@act.gov.au

Status **Sent**

Subject **AC-00295754 [case:_00295754:case] Noise Pollution - Amplified Music - [REDACTED]**

ACT Government Feedback Response

Subject: Noise Pollution - Amplified Music - [REDACTED]

Dear [REDACTED]

Thank you for contacting Access Canberra.

From the details you have provided, an information letter advising of noise restrictions will be sent to the Downer Community Hall.

Text Body **Due to the current COVID 19 situation, postal services have been affected which has impacted our time frames in issuing advisory letters. We are working towards solutions for this issue and endeavour to action all complaints and feedback within a reasonable time.**

Thank you for your patience and understanding.

Kind regards

Bree| Case Manager
Access Canberra | Complaints Management Team
www.accesscanberra.act.gov.au | 13 22 81
ref:_00D281dej1_5004a4EURI:ref

Case History

30/08/2021 12:50 PM

User **Bree Lyons**

Action **Changed Status from Assigned to Closed.**

30/08/2021 12:50 PM

User **Bree Lyons**

Action **Changed Feedback Assigned Status from Updated by customer to Resolved.**

30/08/2021 12:20 PM

User **Bree Lyons**

Action **Changed Subject from Noise Pollution - Amplified Music - [REDACTED] to Noise Pollution - Amplified Music - [REDACTED]**

25/08/2021 6:38 PM

User **ACT Digital**

Action **Changed Status from Closed to Assigned. Changed Feedback Assigned Status from Resolved to Updated by customer.**

25/08/2021 12:48 PM

User **Bree Lyons**

Action **Changed Status from Assigned to Closed.**

25/08/2021 12:48 PM

User **Bree Lyons**

Action **Changed Feedback Assigned Status from Unresolved to Resolved.**

17/08/2021 3:54 PM

User **Bree Lyons**

Action **Changed CMT Category Level 3 to Amplified. Changed CMT Category Level 2 to Noise. Changed CMT Category Level 1 to Environmental. Changed Subject from Load noise - [redacted] to Noise Pollution - Amplified Music - [redacted]**

11/08/2021 1:52 PM

User **Imogen Appleton**

Action **Changed Status from Unassigned to Assigned.**

10/08/2021 10:14 AM

User **Vernon Taylor**

Action **Changed Feedback Assigned Status from In Progress to Unresolved.**

10/08/2021 10:13 AM

User **Vernon Taylor**

Action **Changed Account Name to [redacted] Changed Contact Name to [redacted]**

10/08/2021 10:08 AM

User **Vernon Taylor**

Action **Changed Case Reference Number to AC-00295754. Changed Case Owner from Vernon Taylor to AC CMT - Feedback. Created.**

Chatter

Text Posts

Vernon Taylor Caller Verified with the following details: Name: [redacted] Date of Birth: [redacted] Email: [redacted]
10 August 2021 at 10:14 AM

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Case: 00362189

AC Internal Investigation	20210817-28273	Access Canberra Owner	Matt Sasso
Objective Reference No.		Feedback Assigned Status	Resolved
Category	Complaints and Feedback > Noise	TCCS Case Number	
Comment category	Complaint	Case Reference Number	AC-00362189
Response Required	Yes	Contact Name	Schedule 2.2(a)(ii)
Feedback Queues	AC CMT - Feedback	Contact Phone	
Legacy Case ID		Contact Email	

Case Overview

Subject	EPA - Noise - Amplified - [Redacted]
Description	Noise complaint from a Commercial Site that is playing loud amplified music.
Desired outcome	
AC Description	

Case Location

Block No.	[Redacted]	Unit Plan	4
Section No.	[Redacted]	Postcode	2602
Street Address	[Redacted]	State	ACT
Suburb	[Redacted]	Country	Australia
Longitude	[Redacted]	Latitude	[Redacted]
Formatted Address	[Redacted]		

Complaint Categorisation & Assessment

CMT Category Level 1	Environmental	Date/Time of incident
CMT Category Level 2	Noise	Complaint Start Date
CMT Category Level 3	Amplified	Contacted other party?
Voluntary Demographic Information?		Employer's Insurer
Vehicle		Financial loss
Vehicle registration number		Further damage risk?
Vehicle Colour		Involves vulnerable person?
Vehicle Make		Is Complaint a Ministerial
Vehicle Model		On going issue
Vehicle Moving		Raised with third party?

Vehicle Type
Audience type

Referred Agency

Demographic Information

Parking Operations

Parking Hours Day(s) it occurs
Parking Type Time Frame

System Information

Created By Tess Matthews, 10/11/2021 7:09 PM Last Modified By Matt Sasso, 11/11/2021 4:47 PM
Case Record Type AC Feedback Status Closed

Contact Information

Contact Owner ACT Digital
Name Schedule 2.2(a)(ii)
Account Name
Contact Number
Mobile
Home Phone
Other Phone
Email Schedule 2.2(a)(ii)
Birthdate

Address Information

Home Address Schedule 2.2(a)(ii) Postal Address Schedule 2.2(a)(ii)
AC Legacy Contact ID

System Information

Created By Access Canberra Site Guest User, 4/07/2021 3:03 PM Last Modified By Access Canberra Site Guest User, 12/07/2021 11:12 AM
Search Terms Knowledge Articles Accessed
Custom Links [Google Search](#) [Google Maps](#) [Send Gmail](#)
[Yahoo! Weather](#)

Attachments

FW_ Environment Protection complaint_ JNY8WQV5_ JNY8WQV5
UNIT 4 2 FRENCHAM PL_ DOWNNER
_SEC_UNCLASSIFIED_ DLM_ Sensitive_ Personal_
Size 155KB
Ownership Tess Matthews
View [Download](#)
Last Modified 10/11/2021 7:11 PM

Size 49KB
Ownership Tess Matthews
View [Download](#)
Last Modified 10/11/2021 7:10 PM

Case History**11/11/2021 4:47 PM**

User **Matt Sasso**Action **Changed Status from Assigned to Closed.****11/11/2021 4:47 PM**

User **Matt Sasso**Action **Changed Feedback Assigned Status from Unresolved to Resolved.****10/11/2021 7:23 PM**

User **Tess Matthews**Action **Changed Status from Unassigned to Assigned.****10/11/2021 7:10 PM**

User **Tess Matthews**Action **Changed CMT Category Level 3 to Amplified. Changed CMT Category Level 2 to Noise. Changed CMT Category Level 1 to Environmental.****10/11/2021 7:10 PM**

User **Tess Matthews**Action **Changed Account Name to Schedule 2 (0/1) Changed Contact Name to Schedule 2 (0/1)****10/11/2021 7:09 PM**

User **Tess Matthews**Action **Changed Case Reference Number to AC-00362189. Changed Case Owner from Tess Matthews to AC CMT - Feedback. Created.**

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Case: 00377929

AC Internal Investigation	20211203-30855	Access Canberra Owner	Andrew Nicholas
Objective Reference No.		Feedback Assigned Status	Resolved
Category	Complaints and Feedback > Noise	TCCS Case Number	
Comment category	Complaint	Case Reference Number	AC-00377929
Response Required	No	Contact Name	Schedule 2.2(a)(ii)
Feedback Queues	AC CMT - Feedback	Contact Phone	
Legacy Case ID		Contact Email	

Case Overview

Subject	noise complaint - amplified and crowd noise - [REDACTED]
Description	AH Callout to amplified and crowd noise - attended by EPA on 27 Nov 2021
Desired outcome	
AC Description	

Case Location

Block No.	[REDACTED]	Unit Plan	
Section No.	[REDACTED]	Postcode	2602
Street Address	[REDACTED]	State	ACT
Suburb	[REDACTED]	Country	Australia
Longitude	[REDACTED]	Latitude	[REDACTED]
Formatted Address	[REDACTED]		

Complaint Categorisation & Assessment

CMT Category Level 1	Environmental	Date/Time of incident
CMT Category Level 2	Noise	Complaint Start Date
CMT Category Level 3	People	Contacted other party?
Voluntary Demographic Information?		Employer's Insurer
Vehicle		Financial loss
Vehicle registration number		Further damage risk?
Vehicle Colour		Involves vulnerable person?
Vehicle Make		Is Complaint a Ministerial
Vehicle Model		On going issue
Vehicle Moving		Raised with third party?

Vehicle Type

Referred Agency

Audience type

Demographic Information

Parking Operations

Parking Hours

Day(s) it occurs

Parking Type

Time Frame

System Information

Created By Richard Forshaw, 3/12/2021 3:06 PM

Last Modified By Andrew Nicholas, 5/01/2022 4:21 PM

Case Record Type AC Feedback

Status Closed

Contact Information

Contact Owner ACT Digital

Name Schedule 2.2(a)(ii)

Account Name

Contact Number

Mobile

Home Phone

Other Phone

Email Schedule 2.2(a)(ii)

Birthdate

Address Information

Home Address Schedule 2.2(a)(ii)

Postal Address Schedule 2.2(a)(ii)

AC Legacy Contact ID

System Information

Created By Access Canberra Site Guest User, 4/07/2021 3:03 PM

Last Modified By Access Canberra Site Guest User, 12/07/2021 11:12 AM

Search Terms

Knowledge Articles Accessed

Custom Links [Google Search](#)
[Yahoo! Weather](#)

[Google Maps](#)

[Send Gmail](#)

Case History

7/12/2021 11:34 AM

User Matt Sasso

Action Changed Status from Assigned to Closed.

7/12/2021 11:34 AM

User Matt Sasso

Action Changed Feedback Assigned Status from Escalated to Resolved.

3/12/2021 5:17 PMUser **Richard Forshaw**Action **Changed Description.**

3/12/2021 3:39 PMUser **Richard Forshaw**Action **Changed Feedback Assigned Status from In Progress to Escalated.**

3/12/2021 3:11 PMUser **Richard Forshaw**Action **Changed Status from Unassigned to Assigned.**

3/12/2021 3:11 PMUser **Richard Forshaw**Action **Changed Feedback Assigned Status from Unresolved to In Progress.**

3/12/2021 3:08 PMUser **Richard Forshaw**Action **Changed CMT Category Level 3 to People. Changed CMT Category Level 2 to Noise. Changed CMT Category Level 1 to Environmental.**

3/12/2021 3:07 PMUser **Richard Forshaw**Action **Changed Formatted Address from [REDACTED] 2602.**

3/12/2021 3:06 PMUser **Richard Forshaw**Action **Changed Case Reference Number to AC-00377929. Changed Case Owner from Richard Forshaw to AC CMT - Feedback. Changed Account Name to [REDACTED] Deleted [REDACTED] in Account Name. Changed Account Name to [REDACTED] Created.**

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Case: 00378521

AC Internal Investigation	20210709-27607	Access Canberra Owner	Richard Forshaw
Objective Reference No.	1-2021/147260	Feedback Assigned Status	Resolved
Category	Complaints and Feedback > Noise	TCCS Case Number	
Comment category	Complaint	Case Reference Number	AC-00378521
Response Required	No	Contact Name	Schedule 2.2(a)(ii)
Feedback Queues	AC CMT - Feedback	Contact Phone	
Legacy Case ID		Contact Email	

Case Overview

Subject	Noise - Live Band - [REDACTED]
Description	caller complains of a live jazz band playing from the [REDACTED] and bar with the doors open and patrons listening from outside
Desired outcome	
AC Description	9P89BRZ9

Case Location

Block No.	[REDACTED]	Unit Plan	4
Section No.	[REDACTED]	Postcode	2602
Street Address	[REDACTED]	State	ACT
Suburb	[REDACTED]	Country	Australia
Longitude	[REDACTED]	Latitude	[REDACTED]
Formatted Address	[REDACTED]		

Complaint Categorisation & Assessment

CMT Category Level 1	Environmental	Date/Time of incident	3/12/2021 7:54 PM
CMT Category Level 2	Noise	Complaint Start Date	
CMT Category Level 3	Amplified	Contacted other party?	
Voluntary Demographic Information?		Employer's Insurer	
Vehicle		Financial loss	
Vehicle registration number		Further damage risk?	
Vehicle Colour		Involves vulnerable person?	
Vehicle Make		Is Complaint a Ministerial	
Vehicle Model		On going issue	Yes

Vehicle Moving

Raised with third party? Yes

Vehicle Type

Referred Agency AH EPA

Audience type

Demographic Information

Parking Operations

Parking Hours

Day(s) it occurs

Parking Type

Time Frame

System Information

Created By Richard Forshaw, 5/12/2021 3:33 PM

Last Modified By Richard Forshaw, 5/12/2021 3:42 PM

Case Record Type AC Feedback

Status Closed

Contact Information

Contact Owner ACT Digital

Name

Account Name

Contact Number

Mobile

Home Phone

Other Phone

Email

Birthdate

Schedule 2.2(a)(ii)

Schedule 2.2(a)(ii)

Address Information

Home Address

Postal Address

Schedule 2.2(a)(ii)

Schedule 2.2(a)(ii)

AC Legacy Contact ID

System Information

Created By Access Canberra Site Guest User, 4/07/2021 3:03 PM

Last Modified By Access Canberra Site Guest User, 12/07/2021 11:12 AM

Search Terms

Knowledge Articles Accessed

Custom Links

[Google Search](#)
[Yahoo! Weather](#)

[Google Maps](#)

[Send Gmail](#)

Case History

5/12/2021 3:42 PM

User Richard Forshaw

Action Changed Status from Assigned to Closed.

5/12/2021 3:36 PM

User **Richard Forshaw**

Action **Changed Status from Unassigned to Assigned.**

5/12/2021 3:35 PM

User **Richard Forshaw**

Action **Changed Feedback Assigned Status from Unresolved to Resolved. Changed CMT Category Level 3 to Amplified. Changed CMT Category Level 2 to Noise. Changed CMT Category Level 1 to Environmental.**

5/12/2021 3:33 PM

User **Richard Forshaw**

Action **Changed Case Reference Number to AC-00378521. Changed Case Owner from Richard Forshaw to AC CMT - Feedback. Changed Account Name to ~~Schedule 2 (Jan)~~ Deleted ~~Schedule 2 (Jan)~~ in Account Name. Changed Account Name to ~~Schedule 2 (Jan)~~ Created.**

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Case: 00379698

AC Internal Investigation	20211203-30855	Access Canberra Owner	Andrew Nicholas
Objective Reference No.		Feedback Assigned Status	Action Not Required
Category	Law & Order > Liquor Complaints	TCCS Case Number	
Comment category	Complaint	Case Reference Number	AC-00379698
Response Required	Yes	Contact Name	Schedule 2.2(a)(ii)
Feedback Queues	AC CMT - Feedback	Contact Phone	
Legacy Case ID		Contact Email	

Case Overview

Subject	Compliance - Liquor - Amplified and crowd noise - [REDACTED]
Description	<p>Dear Sir/Madam</p> <p>I am a resident at [REDACTED] Sec 2.2(a)(f) and are in close proximity to the [REDACTED]</p> <p>There is excessive noise from both bands and also crowd noise (cheering, clapping talking). After looking into the zoning for this area and the noise restrictions, I have been advised what I am hearing is above what is allowed in a residential zone (which [REDACTED] is listed under from what I understand).</p> <p>I have been recommened to contact you to ask what checks are in place for the [REDACTED] to comply with noise restrictions in a residential area and how are these checked by your compliance team? As summer comes there will be more people gathered outside the Cafe during the evening hours and there is no way to control the noise of people in an outdoor setting. From what I understand there should also be a noise mangement plan in place, if this is the case I do not believe from what I am hearing that it is being followed.</p> <p>I would be most grateful if you could let me know how this can be addressed from ACT Liquor Lic. compliance team, I believe to get and keep Liq Licenses there are number of items that must be addressed and noise is one of them.</p> <p>Kindest regards</p> <p>[REDACTED]</p>
Desired outcome	
AC Description	

Case Location

Block No.	[REDACTED]	Unit Plan	[REDACTED]
Section No.	[REDACTED]	Postcode	2602
Street Address	[REDACTED]	State	ACT
Suburb	[REDACTED]	Country	Australia
Longitude	[REDACTED]	Latitude	[REDACTED]
Formatted Address	[REDACTED]		

Complaint Categorisation & Assessment

CMT Category Level 1	Liquor	Date/Time of incident	
CMT Category Level 2	Breach of licensing conditions	Complaint Start Date	
CMT Category Level 3	RAMP - Noise	Contacted other party?	

Voluntary Demographic Information?	Employer's Insurer
Vehicle	Financial loss
Vehicle registration number	Further damage risk?
Vehicle Colour	Involves vulnerable person?
Vehicle Make	Is Complaint a Ministerial
Vehicle Model	On going issue
Vehicle Moving	Raised with third party?
Vehicle Type	Referred Agency
Audience type	

Demographic Information

Parking Operations

Parking Hours	Day(s) it occurs
Parking Type	Time Frame

System Information

Created By	Matt Sasso, 7/12/2021 11:31 AM	Last Modified By	Andrew Nicholas, 5/01/2022 4:27 PM
Case Record Type	AC Feedback	Status	Closed

Contact Information

Contact Owner	ACT Digital
Name	Schedule 2.2(a)(ii)
Account Name	
Contact Number	
Mobile	
Home Phone	
Other Phone	
Email	Schedule 2.2(a)(ii)
Birthdate	

Address Information

Home Address	Schedule 2.2(a)(ii)	Postal Address	Schedule 2.2(a)(ii)
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AC Legacy Contact ID

System Information

Created By	Access Canberra Site Guest User, 4/07/2021 3:03 PM	Last Modified By	Access Canberra Site Guest User, 12/07/2021 11:12 AM
Search Terms		Knowledge Articles	

Accessed

Custom Links

[Google Search](#)
[Yahoo! Weather](#)

[Google Maps](#)[Send Gmail](#)**Emails****AC-00379698 [case:_00379698:case] Compliance - Liquor - Amplified and crowd noise - [REDACTED]**

Message Date 8/12/2021 7:59 AM

Has Attachment [REDACTED]

Email Address [Schedule 22\(a\)\(1\)](#)Status **Sent**Subject **AC-00379698 [case:_00379698:case] Compliance - Liquor - Amplified and crowd noise - [REDACTED]****ACT Government Feedback Response****Subject: Compliance - Liquor - Amplified and crowd noise - [REDACTED]****Hello [REDACTED]****Thank you for contacting Access Canberra.**

Text Body

This matter has been escalated to the appropriate regulatory team for review and consideration.**Kind Regards,****Matt | Complaints Management Team****Phone 13 22 81****Access Canberra | ACT Government****ref:_00D281dej1_5004a61j8w:ref****Case History****5/01/2022 4:27 PM**User **Andrew Nicholas**Action **Changed Feedback Assigned Status from In Progress to Action Not Required. Changed Status from Assigned to Closed.****4/01/2022 11:11 AM**User **Andrew Nicholas**Action **Changed Feedback Assigned Status from Escalated to In Progress.****7/12/2021 11:35 AM**User **Matt Sasso**Action **Changed Feedback Assigned Status from In Progress to Escalated.****7/12/2021 11:33 AM**User **Matt Sasso**Action **Changed Feedback Assigned Status from Unresolved to In Progress.****7/12/2021 11:33 AM**User **Matt Sasso**Action **Changed CMT Category Level 3 to RAMP - Noise. Changed CMT Category Level 2 to Breach of licensing conditions. Changed CMT Category Level 1 to Liquor.****7/12/2021 11:33 AM**User **Matt Sasso**Action **Changed Status from Unassigned to Assigned.****7/12/2021 11:31 AM**User **Matt Sasso**Action **Changed Case Reference Number to AC-00379698. 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.

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Case: 00460906

AC Internal Investigation	20211203-30855	Access Canberra Owner	
Objective Reference No.		Feedback Assigned Status	Escalated
Category	Complaints and Feedback > Noise	TCCS Case Number	
Comment category	Complaint	Case Reference Number	AC-00460906
Response Required	Yes	Contact Name	Schedule 2.2(a)(ii)
Feedback Queues	AC CMT - Feedback	Contact Phone	
Legacy Case ID		Contact Email	

Case Overview

Subject	Compliance - Liquor - Amplified and crowd noise - [REDACTED]
Description	Complaint of music and people noise emanating from [REDACTED]. The customer feels that the allegedly excessive noise should affect the business' ability to hold a liquor on-licence.
Desired outcome	
AC Description	

Case Location

Block No.	[REDACTED]	Unit Plan	[REDACTED]
Section No.	[REDACTED]	Postcode	2602
Street Address	[REDACTED]	State	ACT
Suburb	[REDACTED]	Country	Australia
Longitude	[REDACTED]	Latitude	[REDACTED]
Formatted Address	[REDACTED]		

Complaint Categorisation & Assessment

CMT Category Level 1	Liquor	Date/Time of incident	
CMT Category Level 2	Breach of licensing conditions	Complaint Start Date	3/12/2021
CMT Category Level 3	RAMP - Noise	Contacted other party?	
Voluntary Demographic Information?		Employer's Insurer	
Vehicle		Financial loss	
Vehicle registration number		Further damage risk?	
Vehicle Colour		Involves vulnerable person?	
Vehicle Make		Is Complaint a Ministerial	
Vehicle Model		On going issue	
Vehicle Moving		Raised with third	

Vehicle Type

party?

Audience type

Referred Agency

Demographic Information

Parking Operations

Parking Hours

Day(s) it occurs

Parking Type

Time Frame

System Information

Created By Eóin Ó Corraídh, 25/03/2022 2:42 PM

Last Modified By Pia Marbaniang, 14/04/2022 9:59 AM

Case Record Type AC Feedback

Status Assigned

Contact Information

Contact Owner ACT Digital

Name Schedule 2.2(a)(ii)

Account Name

Contact Number

Mobile

Home Phone

Other Phone

Email Schedule 2.2(a)(ii)

Birthdate

Address Information

Home Address Schedule 2.2(a)(ii)

Postal Address Schedule 2.2(a)(ii)

AC Legacy Contact ID

System Information

Created By Access Canberra Site Guest User, 4/07/2021 3:03 PM

Last Modified By Access Canberra Site Guest User, 12/07/2021 11:12 AM

Search Terms

Knowledge Articles Accessed

Custom Links [Google Search](#)
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[Google Maps](#)

[Send Gmail](#)

Emails

AC-00460906 [case:_00460906:case] Compliance - Liquor - Amplified and crowd noise -

Message Date 28/03/2022 2:51 PM

Has Attachment

Email Address Schedule 2.2(a)(ii)

Status Sent

Subject **AC-00460906 [case: 00460906:case] Compliance - Liquor - Amplified and crowd noise - [REDACTED]**

ACT Government Feedback Response

Subject: Compliance - Liquor - Amplified and crowd noise - [REDACTED]

Hello [REDACTED]

Thank you for contacting Access Canberra.

Text Body

This matter has been escalated to the appropriate regulatory team for review and consideration.

Kind regards,

Tess | Complaints Management Team
Phone 13 22 81
Access Canberra | ACT Government
ref:_00D281dej1_5004a7150V:ref

Case History

14/04/2022 9:59 AM

User **Pia Marbaniang**

Action **Changed Status from Unassigned to Assigned.**

28/03/2022 2:52 PM

User **Tess Matthews**

Action **Changed Feedback Assigned Status from Unresolved to Escalated.**

28/03/2022 2:30 PM

User **Tess Matthews**

Action **Changed CMT Category Level 3 from Amplified to RAMP - Noise. Changed CMT Category Level 2 from Noise to Breach of licensing conditions. Changed CMT Category Level 1 from Environmental to Liquor. Changed Subject from EPA - Noise - Amplified - [REDACTED] to Compliance - Liquor - Amplified and crowd noise - [REDACTED]**

25/03/2022 2:43 PM

User **Eóin Ó Corraídh**

Action **Changed CMT Category Level 3 to Amplified. Changed CMT Category Level 2 to Noise.**

25/03/2022 2:43 PM

User **Imogen Appleton**

Action **Changed CMT Category Level 1 to Environmental.**

25/03/2022 2:43 PM

User **Eóin Ó Corraídh**

Action **Changed Account Name to [Schedule 2 \(Retail\)](#) Changed Contact Name to [Schedule 2 \(Retail\)](#)**

25/03/2022 2:42 PM

User **Eóin Ó Corraídh**

Action **Changed Case Reference Number to AC-00460906. Changed Case Owner from Eóin Ó Corraídh to AC CMT - Feedback. Created.**

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