



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 2023-166

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)	19
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: no-reply@act.gov.au
To: [CMTEDD FOI](#)
Subject: Freedom of Information request
Date: Thursday, 11 May 2023 4:41:57 PM

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. [Learn why this is important](#)

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: Miss

First Name:

Last Name:

Business/Organisation:

Address:

Suburb:

Postcode:

State/Territory: ACT

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):

Internal reports from the Access Canberra Contact Centre that include the following pieces of information: 1. Call abandonments by time of day, to the hour, for all of 2022 and 2023 so far. 2. The total number of fix my street requests at present, that have been tagged as 'unassigned' for over 2 weeks. An excel document with a raw data extract from your relevant systems would be preferred. I am conducting a survey on Contact Centres to understand supply vs demand rates post-covid. This is why I would like the data.

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: CMTEDD FOI 2023-166

Anonymous

via email: [REDACTED]

Dear Applicant

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 May 2023**, in which you sought access to:

“Internal reports from the Access Canberra Contact Centre that include the following pieces of information:

- 1. Call abandonments by time of day, to the hour, for all of 2022 and 2023 so far.*
- 2. The total number of fix my street requests at present, that have been tagged as ‘unassigned’ for over 2 weeks. An excel document with a raw data extract from your relevant systems would be preferred. I am conducting a survey on Contact Centres to understand supply vs demand rates post-covid. This is why I would like the data.”*

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 was required to provide a decision on your access application by **9 June 2023**.

Decision on access

Searches were completed for relevant information that falls within the scope of your request. The information being released to you is provided as a separate excel document.

Please note that point 2 of your access application was transferred to the Transport Canberra and City Services Directorate (TCCS) on 12 May 2023 under section 57 of the Act.

Due to system limitations of the previous call taking system used by Access Canberra, call abandonment numbers for the period 1 January to 27 June 2022, are only able to be provided by monthly totals as outlined in the table below.

January 2022	26,967
February 2022	24,708
March 2022	16,607
April 2022	13,317
May 2022	10,190
June 2022	13,790

Material considered

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

- the Act;
- the content of the information that falls within the scope of your request.

Public Interest Test 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.

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 (Schedule 2.1)

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

- (iii) inform the community of the government’s operations, including the policies, guidelines and codes of conduct followed by the government in its dealings with members of the community.

I am confident that the disclosure of this information will assist you in understanding how the government operates and follows its policies and guidelines.

There are no factors favouring non-disclosure of this information.

Charges

Processing charges are not applicable for this request because the information being released to you is less than 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 after **14 June 2023**. 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
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 02 6207 7754 or email CMTEDDFOI@act.gov.au.

Yours sincerely,



Emma Hotham
Information Officer
Information Access Team
Chief Minister, Treasury and Economic Development Directorate

8 June 2023