



**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 2019-144

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	Waived
6. Processing time (in working days)	34
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 3:25:17 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):

(1) Any correspondence, including emails, from Parking Operations (or its agent/representative) to the Hellenic Club (or its agent/representative) and vice versa (2) Any correspondence, including emails, from Parking Operations (or its agent/representative) to an ACT government minister (or the minister's office or representative) and vice versa, regarding - implicitly or explicitly - the Hellenic Club at Woden (3) Any ACT executive government (ACT Public Service etc.) internal correspondence, including emails, regarding - implicitly or explicitly - the Hellenic Club Woden loading dock (4) Any ACT legislative government (ministers, parliamentarians, their staff, etc.) internal correspondence, including emails, regarding - implicitly or explicitly - the Hellenic Club Woden loading dock

All the above requests are only for documents created or referred to in the 2018-2019 financial year (which doesn't end for a few days, but I imagine it will have by the time the necessary searches begin)

I do not want to access the following documents in relation to my request::

Drafts or other non-final versions, unless the most up-to-date document is a draft or non-final version

Thank you.

## Freedom of Information Coordinator




**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

Our ref: CMTEDD2019-144



via email: 

Dear 

### **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 “*Any correspondence, including emails, from Parking Operations (or its agent/representative) to the Hellenic Club (or its agent/representative) and vice versa; any correspondence, including emails, from Parking Operations (or its agent/representative) to an ACT government minister (or the minister's office or representative) and vice versa, regarding - implicitly or explicitly - the Hellenic Club at Woden; any ACT executive government (ACT Public Service etc.) internal correspondence, including emails, regarding - implicitly or explicitly - the Hellenic Club Woden loading dock and a ACT legislative government (ministers, parliamentarians, their staff, etc.) internal correspondence, including emails, regarding - implicitly or explicitly - the Hellenic Club Woden loading dock. All the above requests are only for documents created or referred to in the 2018-2019 financial year*”.

### **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 is required to provide a decision on your access application by 15 August 2019.

### **Third Party Consultation**

In making this decision, third party consultation was completed in accordance with section 38 of the Act. The views of the relevant third parties were taken into consideration when making this decision.

### **Decision on access**

Searches were completed for relevant documents with 29 documents identified that fall within the scope of your request.

I have decided to grant access in full to 25 documents relevant to your request and partial access to the remaining four documents.

I have included as **Attachment A** to this decision the schedule of relevant documents. This provides a description of each document that falls within the scope of your request and the access decision for each of those 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.

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 decision, I have taken the following into account:

- the Act;
- the content of the documents that fall within the scope of your request;
- the views of the relevant third parties; and
- the *Human Rights Act 2004*.

### **Exemption claimed**

My reasons for deciding not to grant you access to the identified 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 factors favouring 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.

#### Factors favouring disclosure (Schedule 2.1)

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':

- (a) *disclosure of the information could reasonably be expected to do any of the following:*
  - (viii) *reveal the reason for a government decision and any background or contextual information that informed the decision.*

Having considered the factors identified as relevant in this matter, I consider that release of information contained in the documents within the scope of your request will provide you with the background information and the steps taken to address the issues cyclists and pedestrians are encountering on the cycle and footpath situated outside the Hellenic Club loading dock. I am satisfied the information contained within these documents is

within the public interest to release as they reveal the reason for a government decision and any background or contextual information that has formed that decision.

Factors favouring non-disclosure (Schedule 2.2(a))

(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 other right under the Human Rights Act 2004.*

When considering the documents and factors in favour of non-disclosure, I have considered the personal information contained in the documents, including names and contact information. I am satisfied that the names and contact information of ACT Government employees and should be released as these individuals were acting in their official capacity and the personal information being released is done so in relation to these individuals exercising their delegations in a work-related capacity. I am also satisfied that the names of contact information of the employees of the Hellenic Club and Pedal Power should be provided as they have not objected to their information being released.

However, I consider it unreasonable to release the names of individuals that lodged an official complaint via Access Canberra's complaint portal about the cycle path in front of the Hellenic Club loading dock. Based on my examination of the relevant documents, I consider it is unreasonable to release the personal information of complainants as these individuals are entitled to expect that the personal information they have supplied as part of a process will be dealt with in a manner that protects their privacy. Noting the pro-disclosure intent of the Act, I am satisfied that redacting only the information that is not in the public interest to release, while releasing the rest of the documents will ensure the intent of the Act is met and will provide you with access to the majority of information held by CMTEDD within the scope of your request.

**Charges**

Pursuant to *Freedom of Information (Fees) Determination 2017 (No 2)* processing charges are applicable for this request because the total number of pages to be released to you exceeds the charging threshold of 50 pages. However, the charges have been waived in this instance in accordance with section 107(2)(b) of the Act.

**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 three days after the date of my decision. 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](mailto:actfoi@ombudsman.gov.au)

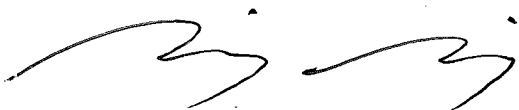
### **ACT Civil and Administrative Tribunal (ACAT) Review**

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 02 6207 7754 or email [CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au).

Yours sincerely,



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

14 August 2019



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

## FREEDOM OF INFORMATION REQUEST SCHEDULE

NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
	(1) Any correspondence, including emails, from Parking Operations (or its agent/representative) to the Hellenic Club (or its agent/representative) and vice versa (2) Any correspondence, including emails, from Parking Operations (or its agent/representative) to an ACT government minister (or the minister's office or representative) and vice versa, regarding - implicitly or explicitly - the Hellenic Club at Woden (3) Any ACT executive government (ACT Public Service etc.) internal correspondence, including emails, regarding - implicitly or explicitly - the Hellenic Club Woden loading dock (4) Any ACT legislative government (ministers, parliamentarians, their staff, etc.) internal correspondence, including emails, regarding - implicitly or explicitly - the Hellenic Club Woden loading dock All the above requests are only for documents created or referred to in the 2018-2019 financial year.	CMTEDDFOI2019-144

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-20	Complaints	2 Mar 2018 (various)	Partial release	Section 2.2(a)(ii)	Yes
2	21-23	Email – Delivery truck safety concerns	8 Oct 2018	Full release	N/A	Yes
3	24-26	Email – Constituent concerned	8 Oct 2018	Full release	N/A	Yes
4	27-31	Email – Delivery Truck safety concerns	9 Oct 2018	Full release	N/A	Yes
5	32-33	Email – Seeking response...	9 Oct 2018	Full release	N/A	Yes
6	34-50	Email – Hellenic Club	10-11 Oct 2018	Partial release	Section 2.2(a)(ii)	Yes
7	51	Letter	12 Oct 2018	Full release	N/A	Yes
8	52-63	Email – Hellenic Club	12 Oct 2018	Partial release	Section 2.2(a)(ii)	Yes
9	64-69	Email – Delivery Truck safety concerns	9 Oct 2018	Full release	N/A	Yes
10	70-79	Email – Hellenic Club	10, 12, 15 Oct 2018	Partial release	Section 2.2(a)(ii)	Yes
11	80-81	Email – Matilda St Cycle Lane	22 Oct 2018	Full release	N/A	Yes
12	82-88	Email – Matilda St – Hellenic Club parking violations	9 Nov 2018	Full release	N/A	Yes

13	89-107	Email – Matilda St/illegal parking	7, 9 Dec 2018	Full release	N/A	Yes
14	108-109	Email – Hellenic Club	11 Dec 2018	Full release	N/A	Yes
15	110-111	Email - Matilda St	13 Dec 2018	Full release	N/A	Yes
16	112-115	Email – Hellenic Club	14 Dec 2018	Full release	N/A	Yes
17	116-124	Email – Loading zone	17 Dec 2018	Full release	N/A	Yes
18	125-131	Email - Matilda St	17 Dec 2018	Full release	N/A	Yes
19	132-133	Email – Tiny van	18 Dec 2018	Full release	N/A	Yes
20	134-149	Email – Matilda St 21 Dec 2018	21 Dec 2018	Full release	N/A	Yes
21	150-162	Email – Loading dock/zone	20 Feb 2019	Full release	N/A	Yes
22	163-165	Email – Hellenic Club and Matilda St paths	12 Mar 2019	Full release	N/A	Yes
23	166-172	Email – Dot Point Request	18, 19 Mar 2019	Full release	N/A	Yes
24	173-176	Email – Loading dock/zone	19 Mar 2019	Full release	N/A	Yes
25	177-182	Email - Dot Point Request	19 Mar 2019	Full release	N/A	Yes
26	183-186	Email – Loading dock/zone	19, 20 Mar 2019	Full release	N/A	Yes
27	187-191	Email – Hellenic Club and Matilda St paths	25 Mar 2019	Full release	N/A	Yes
28	192-200	Email – Loading dock/zone	8 Apr 2019	Full release	N/A	Yes
29	201-203	Incident 190704-00818	5 July 2019	Full release	N/A	Yes
<b>Total No of Docs</b>						
29						

---

**Status:** Resolved by CMT conciliation

**Risk category:** Category - 1

**Business/premise name:** No Value

**ID:** 4472

**Address:** Case: 1 Matilda Street, Phillip, ACT

**Business name:** No Value

**Subject:** Illegal Parking - Cycle Lane/Road - 1 Matilda Street, Phillip

---

**Date Created:** 02/03/2018 10.39 AM

**Created By:** Tim Boulton

**Text:** A truck regularly illegally parks in the on-road cycle lane blocking/impeding bicycle and pedestrian traffic at The Hellenic Club, 1 Matilda Street, Phillip.

**Outcome/action type:** Action - Inspection

**Created By:** Marek

**Text:** 17/8/18 - Visited site this and took photos. See attached to this case. This is relatively short driveway that delivery vehicles must access to service the business. There was no issue today. No further action required.

**Date time of action:** 17/08/2018 06.21 PM

**Incident: 18031-000325**

Private Note



No Channel

29/03/2018 10.10 AM

Craig Allen,  
Part of central Phillip routine patrol

Response



Email

02/03/2018 10.41 AM

Tim Boulton,  
Dear John,

Thank you for bringing this matter to our attention, this information has been recorded for future patrols of the area.

Regards,

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

Auto Note



No Channel

01/03/2018 09.25 AM

Administrator,  
 Attachment(s) (1)

- Positional data at time of incident submissions was:  
Latitude: -35.34280860645492  
Longitude: 149.08724038327023  
Google Url: <http://maps.google.com.au/maps?q=loc:-35.34280860645492,149.08724038327023&z=17>  
Google Address: 1 Matilda St, Phillip ACT 2606, Australia

Auto Response



No Channel

01/03/2018 09.25 AM

Administrator,  
 Attachment(s) (1)

- Thank you for your correspondence which has been received and referred to the relevant ACT Government business unit.

If you have requested a response you should expect to be contacted within 10 working days.

Your reference number is: #180301-000325

Customer



CSS Web

01/03/2018 09:25 AM

2.2(a)(ii)

 Attachment(s) (1)

- Good morning, As a frequent commuter cyclist, I am impeded on an almost daily basis from using the cycle way in Woden next to the Hellenic Club. This morning a truck was parked completely across the entire path (photo attached). Upon seeing me take a photo, a staff member from the Hellenic Club screamed abuse and expletives at me, and threatened me. A complaint has also been lodged with the Hellenic Club but no response has been forthcoming. Please contact me to discuss and take some action to clear the cycle way, thank you. Cyclist and pedestrian safety is at stake.



**Incident: 180601-000175**

Customer



CSS Email

05/06/2018 04:24 PM

2.2(a)(i)

How would I know if it's there all day? All I can tell you is that there is usually a delivery truck blocking the cycle path around 8am weekdays.

JL

On 05/06/18 12:14, Access Canberra Customer Services wrote:

- >
- > ACT Government logo
- >
- >
- >
- > On 01/06/2018 you contacted the ACT Government and an enquiry was
- > submitted. Below is a summary of your correspondence and the response
- > to your enquiry.

> -----

>

>

> Subject

>

> Illegal Parking - Delivery Trucks on Bike Path - Hellenic Club, 1  
> Matilda St Phillip

> -----

>

>

> Message

>

- > Response By Email (Parking Operations) (05/06/2018 12:14 PM)
- > Good Afternoon
- > Can you please confirm the vehicle is blocking the path all day, or is
- > loading/unloading as per parts of section 53?
- > Thanks
- > Customer By CSS Email (2.2(a)(i)) (05/06/2018 10:55 AM)
- > So you're quite happy to have 100s of thousands of \$\$\$ on a cycle path
- > which is dangerous and effectively useless because it is constantly
- > blocked?

>

> Why advertise it as a cycle path? Why not just say 'ACT ratepayers have  
> built a new delivery dock for the Hellenic Club?'

>

> On 2018-06-05 09:29, Access Canberra Customer Services wrote:

> > \*

> >

- > > On 01/06/2018 you contacted the ACT Government and an enquiry was
- > > submitted. Below is a summary of your correspondence and the response
- > > to your enquiry.

> >

> > -----

> >

> > SUBJECT

> >

> > Illegal Parking – Delivery Trucks on Bike Path – Hellenic Club, 1

> > Matilda St Phillip

> >

> >

> > MESSAGE

> >

> > Response By Email (Parking Operations) (05/06/2018 09:29 AM)

> >

> > Good Morning

> >

> > Please see section 53 of the Road Transport (Safety and traffic

> > Management) Regulation 2017 regarding Heavy Vehicle parking.

> >

> > Kind Regards

> > ACT Parking Operations | Access Canberra | Phone 13 22 81

> >

> > 53 No offence if reasonable necessity etc

> > An offence against section 48, section 49, section 50, section 51 or

> > section 52 does not apply to a person if—

> > (a) either of the following applies:

> > (i) it was reasonably necessary to park the vehicle on the

> > land to avoid contravening the Act or another territory

> > law;

> > (ii) the vehicle was parked on the land to deliver or collect

> > goods or passengers, or to provide services; and

> > (b) the vehicle was on the land no longer than was reasonable.

> >

> > Customer By CSS Web [REDACTED] (01/06/2018 08:42 AM)

> > I cycle from Hughes to Woden each day and use the new cycle path

> > alongside Matilda Street. Almost every morning around 8am this path

> > is

> > blocked by delivery trucks delivering to the Hellenic Club. Sometimes

> > it is trucks protruding from the driveway of the back entrance of the

> > Club, but often it is a truck that has parked along the cycle path

> > next to the driveway, blocking both lanes. This defeats the object of

> > having a cycle path along Matilda Street.

> > Please could you tell the Hellenic Club to stop delivery drivers from

> > blocking the path.

> >

> >

> >

> > YOUR DETAILS

> >

> > [REDACTED]

> >

> >

> >

> >

> >

> >

> >

> >

> >

> >

> >

> >

> >

> >

> >

> >

> >

> >

> >

> > ADDITIONAL DETAILS (IF AVAILABLE)

> >

> >

> >

> >

> >

> >

> >

> >

> >

> >

> >

> > Reference #: 180601-000175

> > Date Created: 01/06/2018 08:42 AM

> > Status: Unresolved



>  
> Reference #: 180601-000175  
> Date Created: 01/06/2018 08:42 AM  
> Status: Updated  
> Category: Illegal Parking  
> Type of Correspondence: Complaint

> -----  
> You can update or track your correspondence  
>  
> on our website.  
>  
>

2.2(a)(i)

Canberra, Australia

2.2(a)(i)

Response



Email

05/06/2018 12:14 PM

2.2(a)(i)

Good Afternoon

Can you please confirm the vehicle is blocking the path all day, or is loading/unloading as per parts of section 53?

Thanks

Customer



CSS Email

05/06/2018 10:55 AM

2.2(a)(i)

So you're quite happy to have 100s of thousands of \$\$\$ on a cycle path which is dangerous and effectively useless because it is constantly blocked?

Why advertise it as a cycle path? Why not just say 'ACT ratepayers have built a new delivery dock for the Hellenic Club?'

On 2018-06-05 09:29, Access Canberra Customer Services wrote:

> \*  
>  
> On 01/06/2018 you contacted the ACT Government and an enquiry was  
> submitted. Below is a summary of your correspondence and the response  
> to your enquiry.

>  
> -----  
>

> SUBJECT

>

> Illegal Parking - Delivery Trucks on Bike Path - Hellenic Club, 1

> Matilda St Phillip

>

>

> MESSAGE

>

> Response By Email (Parking Operations) (05/06/2018 09:29 AM)

>

> Good Morning

>

> Please see section 53 of the Road Transport (Safety and traffic

> Management) Regulation 2017 regarding Heavy Vehicle parking.

>

> Kind Regards

> ACT Parking Operations | Access Canberra | Phone 13 22 81

>

> 53 No offence if reasonable necessity etc

> An offence against section 48, section 49, section 50, section 51 or

> section 52 does not apply to a person if—

> (a) either of the following applies:

> (i) it was reasonably necessary to park the vehicle on the

> land to avoid contravening the Act or another territory

> law;

> (ii) the vehicle was parked on the land to deliver or collect

> goods or passengers, or to provide services; and

> (b) the vehicle was on the land no longer than was reasonable.

>

> Customer By CSS Web (2.2(a)(i)) (01/06/2018 08:42 AM)

> I cycle from Hughes to Woden each day and use the new cycle path

> alongside Matilda Street. Almost every morning around 8am this path

> is

> blocked by delivery trucks delivering to the Hellenic Club. Sometimes

> it is trucks protruding from the driveway of the back entrance of the

> Club, but often it is a truck that has parked along the cycle path

> next to the driveway, blocking both lanes. This defeats the object of

> having a cycle path along Matilda Street.

> Please could you tell the Hellenic Club to stop delivery drivers from

> blocking the path.

>

>

>

> YOUR DETAILS

>

> 2.2(a)(i)

>

>

>

>

>

>

>

>

>

>

>

>

>

>

>

>

>

>

>

>

>

> ADDITIONAL DETAILS (IF AVAILABLE)

>

> Reference #: 180601 000175

> Date Created: 01/06/2018 08:42 AM

> Status: Unresolved

> Category: Illegal Parking

> Type of Correspondence: Complaint

>

> -----

> You can update or track your correspondence [1] on our website.

>

>

>

> Links:

> -----

> [1]

>

>

[https://www.accesscanberra.act.gov.au/app/account/questions/detail/i\\_id/8146274/track/AvOcBwo7Dv8S~T2xGpQa~yIIEvsgJC75Mv9v~zj~PP\\_m](https://www.accesscanberra.act.gov.au/app/account/questions/detail/i_id/8146274/track/AvOcBwo7Dv8S~T2xGpQa~yIIEvsgJC75Mv9v~zj~PP_m)

Response



Email

05/06/2018 09:29 AM

2-2(a)(n)

Good Morning

Please see section 53 of the Road Transport (Safety and traffic Management) Regulation 2017 regarding Heavy Vehicle parking.

Kind Regards

ACT Parking Operations | Access Canberra | Phone 13 22 81

### **53 No offence if reasonable necessity etc**

An offence against section 48, section 49, section 50, section 51 or section 52 does not apply to a person if—

(a) either of the following applies:

(i) it was reasonably necessary to park the vehicle on the land to avoid contravening the Act or another territory law;

(ii) the vehicle was parked on the land to deliver or collect goods or passengers, or to provide services; and

(b) the vehicle was on the land no longer than was reasonable.

Auto Note



No Channel

01/06/2018 08:42 AM

Administrator,

Positional data at time of incident submissions was:

Latitude: -35.342498214914215

Longitude: 149.0873228939265

Google Url: <http://maps.google.com.au/maps?q=loc:-35.342498214914215,149.0873228939265&z=17>

Google Address: Car Park, 1 Matilda St, Phillip ACT 2606, Australia

Auto Response



No Channel

01/06/2018 08.42 AM

Administrator,

Thank you for your correspondence which has been received and referred to the relevant ACT Government business unit.

If you have requested a response you should expect to be contacted within 10 working days.

Your reference number is: #180601 000175

Customer



CSS Web

01/06/2018 08.42 AM

2.2(a)(ii)

I cycle from Hughes to Woden each day and use the new cycle path alongside Matilda Street. Almost every morning around 8am this path is blocked by delivery trucks delivering to the Hellenic Club. Sometimes it is trucks protruding from the driveway of the back entrance of the Club, but often it is a truck that has parked along the cycle path next to the driveway, blocking both lanes. This defeats the object of having a cycle path along Matilda Street.

Please could you tell the Hellenic Club to stop delivery drivers from blocking the path.

**No Attachments**

**Incident: 180814-001274**

Response



Email

16/08/2018 01:35 PM

Natalie Lawton,  
Dear Diana

Access Canberra has recorded this information for future patrols of Matilda St Phillip.

Parking Operations operates on a risk-based compliance model. This risk-based compliance approach enables the targeting of resources to those areas where they are most needed and will be most effective. This approach involves a series of steps to identify and assess risks and to then apply the most appropriate regulatory tool to control the risk. This means that resource allocation and enforcement responses are determined based on ACT Parking Operations Compliance Framework. For example, vehicles causing pedestrian, vehicle and line of sight safety issues are prioritised.

Thank you for submitting your complaint, this matter has been escalated for review and consideration of appropriate action. If you find that the issue persists after a period of two weeks please respond to this incident and the matter will be reopened for further assessment.

Regards,

Natalie | Complaints Management Team  
Phone 13 22 81  
Access Canberra | ACT Government

Customer Entry



Phone

15/08/2018 04:23 PM

[REDACTED]

Dianna is from TCCS and they have just done a new cycle pathway along Matilda Street which goes past the Hellenic Club's loading dock. She would like to have parking operations come out as they are constantly parking along the new bike/foot path.

**No attachments**

## Outcomes by case with incidents

Outcome/action type	Actions taken	Created By	Text	Date time of action
Action	Inspection	Marek Bilski	17/8/18 - Visited site this and took photos. See attached to this case. This is relatively short driveway that delivery vehicles must access to service the business. There was no issue today. No further action required.	17/08/2018 06.21 PM
Incident note	180301-000325	Member of public	Customer Good morning, As a frequent commuter cyclist, I am impeded on an almost daily basis from using the cycle way in Woden next to the Hellenic Club. This morning a truck was parked completely across the entire path (photo attached). Upon seeing me take a photo, a staff member from the Hellenic Club screamed abuse and expletives at me, and threatened me. A complaint has also been lodged with the Hellenic Club but no response has been forthcoming. Please contact me to discuss and take some action to clear the cycle way, thank you. Cyclist and pedestrian safety is at stake.	01/03/2018 09.25 AM
Incident note	180301-000325	Tim Boulton	Staff Account Dear John,  Thank you for bringing this matter to our attention, this information has been recorded for future patrols of the area.  Regards,  Complaints Management Team Phone: 13 22 81 Access Canberra   ACT Government	02/03/2018 10.41 AM
Incident note	180301-000325	Craig Allen	Note  Part of central Phillip routine patrol	29/03/2018 10.10 AM
Incident note	180601-000175	Member of public	Customer I cycle from Hughes to Woden each day and use the new cycle path alongside Matilda Street. Almost every morning around 8am this path is blocked by delivery trucks delivering to the Hellenic Club. Sometimes it is trucks protruding from the driveway of the back entrance of the Club, but often it is a truck that has parked along the cycle path next to the driveway, blocking both lanes. This defeats the object of having a cycle path along Matilda Street. Please could you tell the Hellenic Club to stop delivery drivers from blocking the path.	01/06/2018 08.42 AM
Incident note	180601-000175	Donn Jefferis	Staff Account  Good Morning  Please see section 53 of the Road Transport (Safety and traffic Management) Regulation 2017 regarding Heavy Vehicle parking.  Kind Regards ACT Parking Operations   Access Canberra   Phone 13 22 81  53 No offence if reasonable necessity etc An offence against section 48, section 49, section 50, section 51 or section 52 does not apply to a person if— (a) either of the following applies: (i) it was reasonably necessary to park the vehicle on the land to avoid contravening the Act or another territory law; (ii) the vehicle was parked on the land to deliver or collect goods or passengers, or to provide services; and (b) the vehicle was on the land no longer than was reasonable.	05/06/2018 09.29 AM
Incident note	180601-000175	Member of public	Customer So you're quite happy to have 100s of thousands of \$\$\$ on a cycle path which is dangerous and effectively useless because it is constantly blocked?  Why advertise it as a cycle path? Why not just say 'ACT ratepayers have built a new delivery dock for the Hellenic Club?'  On 2018-06-05 09:29, Access Canberra Customer Services wrote: > * >	05/06/2018 10.55 AM

> On 01/06/2018 you contacted the ACT Government and an enquiry was  
> submitted. Below is a summary of your correspondence and the response  
> to your enquiry.  
>  
> -----  
>  
> SUBJECT  
>  
> Illegal Parking - Delivery Trucks on Bike Path - Hellenic Club, 1  
> Matilda St Phillip  
> -----  
>  
> MESSAGE  
>  
> Response By Email (Parking Operations) (05/06/2018 09.29 AM)  
>  
> Good Morning  
>  
> Please see section 53 of the Road Transport (Safety and traffic  
> Management) Regulation 2017 regarding Heavy Vehicle parking.  
>  
> Kind Regards  
> ACT Parking Operations | Access Canberra | Phone 13 22 81  
>  
> 53 No offence if reasonable necessity etc  
> An offence against section 48, section 49, section 50, section 51 or  
> section 52 does not apply to a person if—  
> (a) either of the following applies:  
> (i) it was reasonably necessary to park the vehicle on the  
> land to avoid contravening the Act or another territory  
> law;  
> (ii) the vehicle was parked on the land to deliver or collect  
> goods or passengers, or to provide services; and  
> (b) the vehicle was on the land no longer than was reasonable,  
>  
> Customer By CSS Web 2.2(a)(i) (01/06/2018 08.42 AM)  
> I cycle from Hughes to Woden each day and use the new cycle path  
> alongside Matilda Street. Almost every morning around 8am this path  
> is  
> blocked by delivery trucks delivering to the Hellenic Club. Sometimes  
> it is trucks protruding from the driveway of the back entrance of the  
> Club, but often it is a truck that has parked along the cycle path  
> next to the driveway, blocking both lanes. This defeats the object of  
> having a cycle path along Matilda Street.  
> Please could you tell the Hellenic Club to stop delivery drivers from  
> blocking the path.  
>  
> -----  
>  
> YOUR DETAILS  
>  
> 2.2(a)(i)  
>  
> -----  
>  
> ADDITIONAL DETAILS (IF AVAILABLE)  
>  
> Reference #: 180601-000175  
> Date Created: 01/06/2018 08.42 AM  
> Status: Unresolved

Incident note 180601-000175 Donn Jefferis Staff Account 05/06/2018 12.14 PM  
Good Afternoon  
Can you please confirm the vehicle is blocking the path all day, or is loading/unloading as per parts of section 53?  
Thanks

Incident note 180601-000175 Member of public Customer 05/06/2018 04.24 PM  
How would I know if it's there all day? All I can tell you is that there is usually a delivery truck blocking the cycle path around 8am weekdays.  
JL  
On 05/06/18 12:14, Access Canberra Customer Services wrote:  
>  
> ACT Government logo  
>  
>  
>  
> On 01/06/2018 you contacted the ACT Government and an enquiry was  
> submitted. Below is a summary of your correspondence and the response  
> to your enquiry.  
>  
> -----  
>  
>  
> Subject  
>  
> Illegal Parking - Delivery Trucks on Bike Path - Hellenic Club, 1  
> Matilda St Phillip  
> -----  
>  
>  
> Message  
>  
> Response By Email (Parking Operations) (05/06/2018 12.14 PM)  
> Good Afternoon  
> Can you please confirm the vehicle is blocking the path all day, or is  
> loading/unloading as per parts of section 53?  
> Thanks  
> Customer By CSS Email (2-2(a)(ii) [REDACTED] 05/06/2018 10.55 AM)  
> So you're quite happy to have 100s of thousands of \$\$\$ on a cycle path  
> which is dangerous and effectively useless because it is constantly  
> blocked?  
>  
> Why advertise it as a cycle path? Why not just say 'ACT ratepayers have  
> built a new delivery dock for the Hellenic Club?'  
>  
> On 2018-06-05 09:29, Access Canberra Customer Services wrote:  
> > \*  
> >  
> > On 01/06/2018 you contacted the ACT Government and an enquiry was  
> > submitted. Below is a summary of your correspondence and the response  
> > to your enquiry.  
> >  
> > -----  
> >  
> > SUBJECT  
> >

> > Illegal Parking - Delivery Trucks on Bike Path - Hellenic Club, 1  
> > Matilda St Phillip  
> > -----  
> >  
> > MESSAGE  
> >  
> > Response By Email (Parking Operations) (05/06/2018 09:29 AM)  
> >  
> > Good Morning  
> >  
> > Please see section 53 of the Road Transport (Safety and traffic  
> > Management) Regulation 2017 regarding Heavy Vehicle parking.  
> >  
> > Kind Regards  
> > ACT Parking Operations | Access Canberra | Phone 13 22 81  
> >  
> > 53 No offence if reasonable necessity etc  
> > An offence against section 48, section 49, section 50, section 51 or  
> > section 52 does not apply to a person if—  
> > (a) either of the following applies:  
> > (i) it was reasonably necessary to park the vehicle on the  
> > land to avoid contravening the Act or another territory  
> > law;  
> > (ii) the vehicle was parked on the land to deliver or collect  
> > goods or passengers, or to provide services; and  
> > (b) the vehicle was on the land no longer than was reasonable.  
> >  
> > Customer By CSS Web 2.2(a)(ii) (01/06/2018 08:42 AM)  
> > I cycle from Hughes to Woden each day and use the new cycle path  
> > alongside Matilda Street. Almost every morning around 8am this path  
> > is  
> > blocked by delivery trucks delivering to the Hellenic Club. Sometimes  
> > it is trucks protruding from the driveway of the back entrance of the  
> > Club, but often it is a truck that has parked along the cycle path  
> > next to the driveway, blocking both lanes. This defeats the object of  
> > having a cycle path along Matilda Street.  
> > Please could you tell the Hellenic Club to stop delivery drivers from  
> > blocking the path.  
> >  
> > -----  
> >  
> > YOUR DETAILS  
> >  
> > 2.2(a)(ii)  
> >  
> >  
> >  
> >  
> >

Incident note 180814-001274 Lydia Bartulovich Customer Proxy

15/08/2018 04:23 PM

Dianna is from TCCS and they have just done a new cycle pathway along Matilda Street which goes past the Hellenic Club's loading dock. She would like to have parking operations come out as they are constantly parking along the new bike/foot path.

Incident note	180814-001274	Natalie Lawton	Staff Account Dear Diana Access Canberra has recorded this information for future patrols of Matilda St Phillip. Parking Operations operates on a risk-based compliance model. This risk-based compliance approach enables the targeting of resources to those areas where they are most needed and will be most effective. This approach involves a series of steps to identify and assess risks and to then apply the most appropriate regulatory tool to control the risk. This means that resource allocation and enforcement responses are determined based on ACT Parking Operations Compliance Framework. For example, vehicles causing pedestrian, vehicle and line of sight safety issues are prioritised. Thank you for submitting your complaint, this matter has been escalated for review and consideration of appropriate action. If you find that the issue persists after a period of two weeks please respond to this incident and the matter will be reopened for further assessment. Regards, Natalie   Complaints Management Team Phone 13 22 81 Access Canberra   ACT Government	16/08/2018 01.35 PM
Incident note	181008-001515	Gerard Hodshon	Note From: LE COUTEUR Sent: Monday, 24 September 2018 4:20 PM To: STEEL <STEEL@act.gov.au>; Subject: Constituent concerned RE Matilda st illegal parking  Dear Minister Steel,  I am writing on behalf of a constituent with regard to a TCCS issue that has been ongoing for almost a year – ever since the Matilda St. cycling and walking paths were finished late 2017.  We have been informed that the Hellenic Club delivery vans have been blocking both the footpath and the cycleway (please see photos attached). In most cases they block the footpath which forces pedestrians around the front of the vans onto the cycleway. This is not only detracting from the improvements in Matilda St, it is dangerous in that pedestrians are forced to walk around the vans onto the cycle path. I have attached photos to illustrate the problem. Both photos were taken about 8.50am which is the peak time for office workers making their way along Matilda St to the Woden office precinct. It's entirely obscured by the illegally parked vans, but the footpath is separated from, and runs parallel to, the cycleway.  This matter was flagged with the Hellenic Club during the planning process for Matilda St so they have had plenty of time to make changes. One of the problems is the Club practice of stacking beer barrels in front of the loading dock thus preventing the vans from backing fully into the dock (see photo). The solution is in the hands of the Club but they have failed to take corrective action, and parking inspectors have seemingly has no effect on the Club's behaviour.  Anything you can do with regard to further information, or indeed any action to help fix this problem would be gratefully appreciated.  Kind regards, Georgie Saggars   Office Manager   Animal Welfare, Arts & City Services Adviser The Office of Caroline Le Couteur MLA ACT Greens Spokesperson for Planning, Transport, City Services, Housing, Arts, Animal Welfare, Community Services, Women, Seniors, and Social Inclusion (Children, Disability, LGBTIQ) ACT Greens Member for Murrumbidgee t: 026205 1941   lecoureur@parliament.act.gov.au Follow Caroline on Facebook and Twitter I acknowledge the Traditional Custodians of the Australian Capital Territory and across Australia, and pay respects to their Elders, past, present and future.	08/10/2018 01.01 PM
Incident note	181008-001515	Marek Bilski	Note  The Club's CEO was contacted last week by Parking Ops Manager, Chris Seddon, regarding this issue. The Club was given until mid this week to take corrective action to address the issue.	08/10/2018 02.12 PM
Incident note	181008-001515	Liana Brozic	Note  Ministerial finalised 12/10/18 - uploaded to Objective - TRIM and CRM finalised	16/10/2018 02.53 PM
Incident note	190704-001818	Zac Buckman	Customer Proxy  Truck unloading on cycle path	04/07/2019 02.54 PM
Incident note	190704-001818	Wendy Kirkman	Staff Account  Dear Michael Parking Operations operates on a risk-based compliance model. This risk-based compliance approach enables the targeting of resources to those areas where they are most needed and will be most effective. This approach involves a series of steps to identify and assess risks and to then apply the most appropriate regulatory tool to control the risk. This means that resource allocation and enforcement responses are determined based on ACT Parking Operations Compliance Framework. For example, vehicles causing pedestrian, vehicle and line of sight safety issues are prioritised. Thank you for submitting your complaint, this matter has been escalated for review and consideration of appropriate action. If you find that the issue persists after a period of two weeks please respond to this incident and the matter will be reopened for further assessment. Regards Wendy   Complaints Management Team Phone 13 22 81 Access Canberra   ACT Government	05/07/2019 11.07 AM



NO.10 RESTAURANT + BAR

frozpak

CB



RECYCLING  
NO BURNING



  
NO  
SMOKING





---

**From:** Bell, Kevin  
**Sent:** Monday, 8 October 2018 12:55 PM  
**To:** AC Ministerial CMT; Hodshon, Gerard  
**Subject:** FW: Delivery Truck safety concerns. [SEC=UNCLASSIFIED]

FYI

---

**From:** Seddon, Christopher  
**Sent:** Wednesday, 3 October 2018 5:00 PM  
**To:** Bell, Kevin <Kevin.Bell@act.gov.au>  
**Subject:** FW: Delivery Truck safety concerns.

Hi Kevin,  
FYI in email trail below.

Regards,

Chris Seddon | Manager, Parking Operations and Traffic Camera Office  
Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)  
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government  
[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region*

---

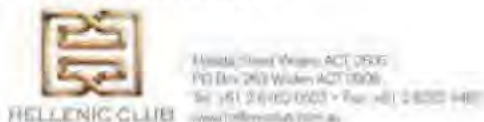
**From:** Ian Cameron [<mailto:ian@hellenicclub.com.au>]  
**Sent:** Wednesday, 3 October 2018 4:53 PM  
**To:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>  
**Subject:** RE: Delivery Truck safety concerns.

No problem Chris.

I will advise our delivery companies and staff accordingly. Apologies for any inconvenience.

Regards

**Ian Cameron**  
Chief Executive Officer





Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

**From:** Seddon, Christopher [<mailto:Christopher.Seddon@act.gov.au>]

**Sent:** Wednesday, 3 October 2018 4:31 PM

**To:** Ian Cameron <[ian@hellenicclub.com.au](mailto:ian@hellenicclub.com.au)>

**Subject:** Delivery Truck safety concerns.

Hi Ian,

My name is Chris from ACT Parking Operation. I am making contact with you, as we are receiving a large number of complaints about deliveries trucks causing safety issues when delivering to the Hellenic Club.

I have attached images of trucks parking in the cycle lane causing pedestrian and cyclist safety issues and parked in the wrong direction of travel which is a traffic safety issue.

Can you please make contact with the delivery companies and advise them to utilise the loading dock. This will avoid the need for parking inspector to monitor and infringe the delivery vehicle.

Please feel free to contact me to discuss this matter in more detail.

Regards,

Chris Seddon | Manager, Parking Operations and Traffic Camera Office

Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region*

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

This email has been scanned by the Symantec Email Security.cloud service.

For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

---

**From:** Bell, Kevin on behalf of ACDLO  
**Sent:** Monday, 8 October 2018 11:10 AM  
**To:** AC Ministerial CMT; CMTEDD MLO  
**Subject:** FW: Constituent concerned RE Matilda st illegal parking [SEC=UNCLASSIFIED]

**Categories:** Yellow Category

Hi all

Can you pls set up a Trim container for this one thanks.

Cheers  
Kev

---

**From:** RAMSAY  
**Sent:** Monday, 8 October 2018 11:03 AM  
**To:** ACDLO <ACDLO@act.gov.au>  
**Subject:** FW: Constituent concerned RE Matilda st illegal parking [SEC=UNCLASSIFIED]

Hey Kev

One for AC response

Thank you  
Liana

---

**From:** RAMSAY  
**Sent:** Monday, 8 October 2018 11:02 AM  
**To:** Blasiak, Monique <[Monique.Blasiak@act.gov.au](mailto:Monique.Blasiak@act.gov.au)>  
**Subject:** RE: Constituent concerned RE Matilda st illegal parking [SEC=UNCLASSIFIED]

Hi Monique,

Yes – we will accept this one 😊

Thank you,  
Liana

---

**From:** Blasiak, Monique  
**Sent:** Monday, 8 October 2018 11:00 AM  
**To:** RAMSAY <[RAMSAY@act.gov.au](mailto:RAMSAY@act.gov.au)>  
**Subject:** FW: Constituent concerned RE Matilda st illegal parking [SEC=UNCLASSIFIED]

Hi all,

Do you accept this?

Kind regards,

**Monique Blasiak**  
**Office Manager/ Adviser to Chris Steel MLA**

Member for Murrumbidgee  
Minister for City Services  
Minister for Community Services and Facilities  
Minister for Multicultural Affairs  
Minister for Roads  
ACT Legislative Assembly  
GPO Box 1020, CANBERRA, ACT 2601 Australia  
E. [Monique.blasiak@act.gov.au](mailto:Monique.blasiak@act.gov.au) | T. (02) 6205 1812 | M. 0430 515 162  
[www.chrissteel.com.au](http://www.chrissteel.com.au)

---

**From:** TCCS\_Ministerial  
**Sent:** Thursday, 4 October 2018 9:26 AM  
**To:** Blasiak, Monique <[Monique.Blasiak@act.gov.au](mailto:Monique.Blasiak@act.gov.au)>  
**Subject:** RE: Constituent concerned RE Matilda st illegal parking [SEC=UNCLASSIFIED]

Morning Monique

I have spoken with the MSU team about this one and they have advised it should be with Access Canberra to respond to. Pls advise if they will accept the direction.

Cheers

Maree

---

**From:** STEEL  
**Sent:** Wednesday, 3 October 2018 1:31 PM  
**To:** TCCS\_Ministerial <[TCCS.Ministerial@act.gov.au](mailto:TCCS.Ministerial@act.gov.au)>  
**Cc:** TCCS\_DLO <[TCCS.DLO@act.gov.au](mailto:TCCS.DLO@act.gov.au)>  
**Subject:** FW: Constituent concerned RE Matilda st illegal parking

Hi MACS,

Please find attached the details of a City Services issue raised by Ms Le Couteur.

I would appreciate if you could please provide us with a Ministerial response regarding this issue.

Kind regards,

**Monique Blasiak**  
**Office Manager/ Adviser to Chris Steel MLA**  
Member for Murrumbidgee  
Minister for City Services  
Minister for Community Services and Facilities  
Minister for Multicultural Affairs  
Minister for Roads  
ACT Legislative Assembly  
GPO Box 1020, CANBERRA, ACT 2601 Australia  
E. [Monique.blasiak@act.gov.au](mailto:Monique.blasiak@act.gov.au) | T. (02) 6205 1812 | M. 0430 515 162  
[www.chrissteel.com.au](http://www.chrissteel.com.au)

---

**From:** LE COUTEUR

**Sent:** Monday, 24 September 2018 4:20 PM

**To:** STEEL <[STEEL@act.gov.au](mailto:STEEL@act.gov.au)>

**Subject:** Constituent concerned RE Matilda st illegal parking

Dear Minister Steel,

I am writing on behalf of a constituent with regard to a TCCS issue that has been ongoing for almost a year – ever since the Matilda St. cycling and walking paths were finished late 2017.

We have been informed that the Hellenic Club delivery vans have been blocking both the footpath and the cycleway (please see photos attached). In most cases they block the footpath which forces pedestrians around the front of the vans onto the cycleway. This is not only detracting from the improvements in Matilda St, it is dangerous in that pedestrians are forced to walk around the vans onto the cycle path. I have attached photos to illustrate the problem. Both photos were taken about 8.50am which is the peak time for office workers making their way along Matilda St to the Woden office precinct. It's entirely obscured by the illegally parked vans, but the footpath is separated from, and runs parallel to, the cycleway.

This matter was flagged with the Hellenic Club during the planning process for Matilda St so they have had plenty of time to make changes. One of the problems is the Club practice of stacking beer barrels in front of the loading dock thus preventing the vans from backing fully into the dock (see photo). The solution is in the hands of the Club but they have failed to take corrective action, and parking inspectors have seemingly has no effect on the Club's behaviour.

Anything you can do with regard to further information, or indeed any action to help fix this problem would be gratefully appreciated.

Kind regards,

**Georgie Saggors** | Office Manager | Animal Welfare, Arts & City Services Adviser

**The Office of Caroline Le Couteur MLA**

ACT Greens Spokesperson for Planning, Transport, City Services, Housing, Arts, Animal Welfare, Community Services, Women, Seniors, and Social Inclusion (Children, Disability, LGBTIQ)

ACT Greens Member for Murrumbidgee

t: 02 6205 1941 | [lecouteur@parliament.act.gov.au](mailto:lecouteur@parliament.act.gov.au)

**Follow Caroline on [Facebook](#) and [Twitter](#)**

I acknowledge the Traditional Custodians of the Australian Capital Territory and across Australia, and pay respects to their Elders, past, present and future.

**From:** "Mick Douros" <Mick@hellenicclub.com.au>  
**Sent:** 09/10/2018 2:50 PM  
**To:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>  
**Cc:** "Parking Operations" <Parking.Operations@act.gov.au>; "Ian Cameron" <Ian@hellenicclub.com.au>  
**Subject:** Delivery Truck safety concerns

Hi Chris,

Thank you for your email.

Please feel at ease that the Hellenic Club is working tirelessly to find a suitable and practical arrangement to ensure delivery drivers, staff and the community commuting can all remain safe. Following on from current instructions the Hellenic Club has reminded all drivers of their obligation to park safely and abide by the rules surrounding the driveway. Further to this we have requested deliveries be performed outside of peak times.

I have met with Slobodan Paunovic on many occasions looking for an angle to best manage this space. From our last discussion in March Slobodan suggested he would put in a proposal for a loading zone. Slobodan has been fantastic in his support and understanding of the issue we now discuss.

Some previous suggestions in the planning stages were as follows;

1. Leave the driveway unpainted green so that all could understand there is a caution ahead or a break in the path. This did happen initially and worked fine however overnight the driveway was painted green and then complaints started to occur.
2. We suggested that a draw style barrier be installed in the bollards so that when the vehicles that do not fit/hang over a caution is evident to both foot and bike traffic.
3. We requested to hire land off the Government to move some of the storerooms to open up the area so that trucks could park further forward of the line. We were told this was not an option.
4. We suggested to run the path along the adjacent side of the block so that no driveways or delivery points were obstructed.
5. We requested a wider driveway for larger trucks be installed so they could park on an angle.
6. We have moved all of our delivery times as far out of the peak times as possible but due to the business we operate and suppliers delivery models we are pushing that to the limit.

If any of the above suggestions inclusive of a loading zone are options I would love to hear your thoughts and would be more than happy to put my hand up to assist.

The Hellenic Club appreciates your position and will continue to do all we can to make ensure this area is well managed.

Regards

**Michael Douros**  
Operations Manager



**HELLENIC CLUB**

Marilda Street Woden ACT 2606  
PO Box 283 Woden ACT 2608  
Tel: +61 2 6162 8888 • Fax: +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the opinion of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

**From:** "Nicole Herberts" <Nicole@hellenicclub.com.au>  
**Sent:** 09/10/2018 2:13 PM  
**To:** "Mick Douros" <Mick@hellenicclub.com.au>  
**Subject:** FW: Delivery Truck safety concerns.

Regards

**Nicole Herberts** | Executive Assistant to  
Ian Cameron, Chief Executive Officer



**HELLENIC CLUB**

Matilda Street Woden ACT 2606  
PO Box 263 Woden ACT 2606  
Tel: +61 2 6162 6632 • Fax: +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email

This email, including any attachments, to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

**From:** Seddon, Christopher [mailto:Christopher.Seddon@act.gov.au]  
**Sent:** Tuesday, 9 October 2018 12:22 PM  
**To:** Nicole Herberts <Nicole@hellenicclub.com.au>  
**Cc:** Parking Operations <Parking.Operations@act.gov.au>  
**Subject:** FW: Delivery Truck safety concerns.

Hi Nicole,  
In Ian's absence, are you able to supply feedback regarding the email trail below?

Regards,

Chris Seddon | Manager, Parking Operations and Traffic Camera Office  
Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)  
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government  
[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region*

---

**From:** Seddon, Christopher  
**Sent:** Tuesday, 9 October 2018 11:57 AM  
**To:** 'Ian Cameron' <[lan@hellenicclub.com.au](mailto:lan@hellenicclub.com.au)>  
**Cc:** Parking Operations <[Parking.Operations@act.gov.au](mailto:Parking.Operations@act.gov.au)>  
**Subject:** RE: Delivery Truck safety concerns.

Hi Ian,  
Just touching base to see how the communication with the truck drivers is progressing.

We are receiving large amount of pressure from the community to control this issue. I would prefer an amicable solution, rather than enforcement.

Regards,

Chris Seddon | Manager, Parking Operations and Traffic Camera Office  
Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)  
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government  
[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region*

---

**From:** Ian Cameron [<mailto:lan@hellenicclub.com.au>]  
**Sent:** Wednesday, 3 October 2018 4:53 PM  
**To:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>  
**Subject:** RE: Delivery Truck safety concerns.

No problem Chris.

I will advise our delivery companies and staff accordingly. Apologies for any inconvenience.

Regards

**Ian Cameron**  
Chief Executive Officer



 Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

This email, including any attachments to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems

---

**From:** Seddon, Christopher [<mailto:Christopher.Seddon@act.gov.au>]  
**Sent:** Wednesday, 3 October 2018 4:31 PM  
**To:** Ian Cameron <[ian@hellenicclub.com.au](mailto:ian@hellenicclub.com.au)>  
**Subject:** Delivery Truck safety concerns.

Hi Ian,

My name is Chris from ACT Parking Operation. I am making contact with you, as we are receiving a large number of complaints about deliveries trucks causing safety issues when delivering to the Hellenic Club.

I have attached images of trucks parking in the cycle lane causing pedestrian and cyclist safety issues and parked in the wrong direction of travel which is a traffic safety issue.

Can you please make contact with the delivery companies and advise them to utilise the loading dock. This will avoid the need for parking inspector to monitor and infringe the delivery vehicle.

Please feel free to contact me to discuss this matter in more detail.

Regards,

Chris Seddon | Manager, Parking Operations and Traffic Camera Office  
Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)  
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government  
[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngannawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region*

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

**From:**"Cieslar, Juliana" <Juliana.Cieslar@act.gov.au>

**Sent:**09/10/2018 11:21 AM

**To:**"Seddon, Christopher" <Christopher.Seddon@act.gov.au>

**Cc:**"Warre, Tanja" <Tanja.Warre@act.gov.au>;"Green, Ben" <Ben.Green@act.gov.au>

**Subject:**Seeking response to supplementary question re illegal parking on bicycle path outside the Hellenic Club Woden

Hello Chris

Mr Downie has come back with a supplementary question. I would appreciate your response by **COB today, 9 October 2018**.

**Supplementary question:** How many vehicles have received infringement notices this year for illegal parking on the cycle way in question?

**Response to supplementary question:**

**ENQUIRY:**

Since November last year members of Pedal Power ACT have sought to have the bicycle path in Matilda Street outside the Hellenic Club kept free of vehicles delivering and removing goods from the club. Nevertheless, the path is frequently blocked by delivery vehicles as illustrated by the attached photographs.

I am preparing a report on this matter for 'Canberra Cyclist', a magazine published by Pedal Power ACT and would appreciate comments from the government.

- Q1. What steps has the government taken to prevent this illegal parking?
- Q2. What steps will the government take to prevent this illegal parking?
- Q3. Does the government have advice to people who encounter vehicles parked on public paths?
- Q4. Any other comments would be appreciated.



**RESPONSE:**

1. Access Canberra Parking Inspectors have been monitoring the area as part of their routine patrols and have issued infringements when vehicles are identified in location. Parking Operations has been in contact with the manager of the Hellenic Club to remind delivery drivers to utilise the loading dock provided. Inspectors will continue to monitor and patrol the area as part of their routine patrols.

2. Inspectors will continue to monitor and patrol the area as part of their routine patrol and keep in contact with the managers of the Hellenic Club to remind delivery drivers to utilise the loading dock.

3. Illegal and dangerous parking practices can be reported through Access Canberra Contact Centre on 13 22 81 or via a convenient online form using the following web link <https://www.accesscanberra.act.gov.au/app/ask/c/4501> .

4. Nil.

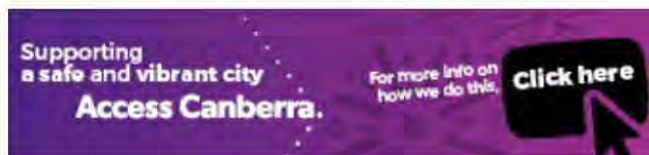
Kind regards

**Juliana Cieslar | Communications Officer Access Canberra**

Phone: 02 6207 6217 | Email: [juliana.cieslar@act.gov.au](mailto:juliana.cieslar@act.gov.au)

**Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government**

Level 5, Canberra Nara Centre, 1 Constitution Ave, Canberra City, 2601 | GPO Box 158 Canberra City ACT 2601 | [www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



**From:** "Christie, Peter" <Peter.Christie@act.gov.au>  
**Sent:** 10/10/2018 10:18 AM  
**To:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>  
**Subject:** FW: Hellenic club [SEC=UNCLASSIFIED]  
**Attachments:** 20181010\_081648\_resized.jpg, 20181010\_080411\_resized.jpg

Chris,

Observations at Hellenic Club from 0800 -0900 today.

Photo 411: Loading a scissor lift.

Photo 648: Garbage truck. Was there for around 10 minutes. Around 40 to 50 people had to walk onto the street to get around it. He could not reverse any further in. Rear of truck is right at the bin enclosure.

No other deliveries in the time I was there.

**Peter Christie** | Team Leader | Parking Operations

---

Office of Regulatory Services | Access Canberra

Level 1 255 Canberra Avenue Fyshwick | Phone 02 6207 7200



---

**From:** peterssharon01 [mailto:peterssharon01@gmail.com]  
**Sent:** Wednesday, 10 October 2018 8:51 AM  
**To:** Christie, Peter <Peter.Christie@act.gov.au>  
**Subject:** Hellenic club

Sent from my Samsung Galaxy smartphone.







suez  
suez.com.au 1313 35





S

Doorworks

**From:** "Christie, Peter" <Peter.Christie@act.gov.au>

**Sent:** 11/10/2018 10:49 AM

**To:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>

**Subject:** Hellenic club [SEC=UNCLASSIFIED]

**Attachments:** 20181011\_085055\_resized.jpg, 20181011\_084638\_resized.jpg, 20181011\_081757\_resized.jpg, 20181011\_081649\_resized.jpg, 20181011\_081736\_resized.jpg, 20181011\_081509\_resized.jpg

Chris,

Visited this morning 0810 – 0900. At around 0840 hrs Murrells truck pulled up on Bike lane. At around 0845 hrs while I was talking to the driver a female on a bike fell on the footpath. I did not observe her fall. The driver and I heard the noise behind us and saw her being assisted by a passer by.

Details: 2.2(a)(ii)

Murrells 6280 5101

Photo 638 Murrells truck on bike lane. Woman in background with bike

Photo 757 clearly no bike lane on driveway entrance to loading dock only green paint.

Photo 736 I paced out the distance from the building line (the edge of the concrete) to the street. Roughly 8m.

Photo 055 the truck is at least 10m long plus the Tailgate lifter which would add another 3m

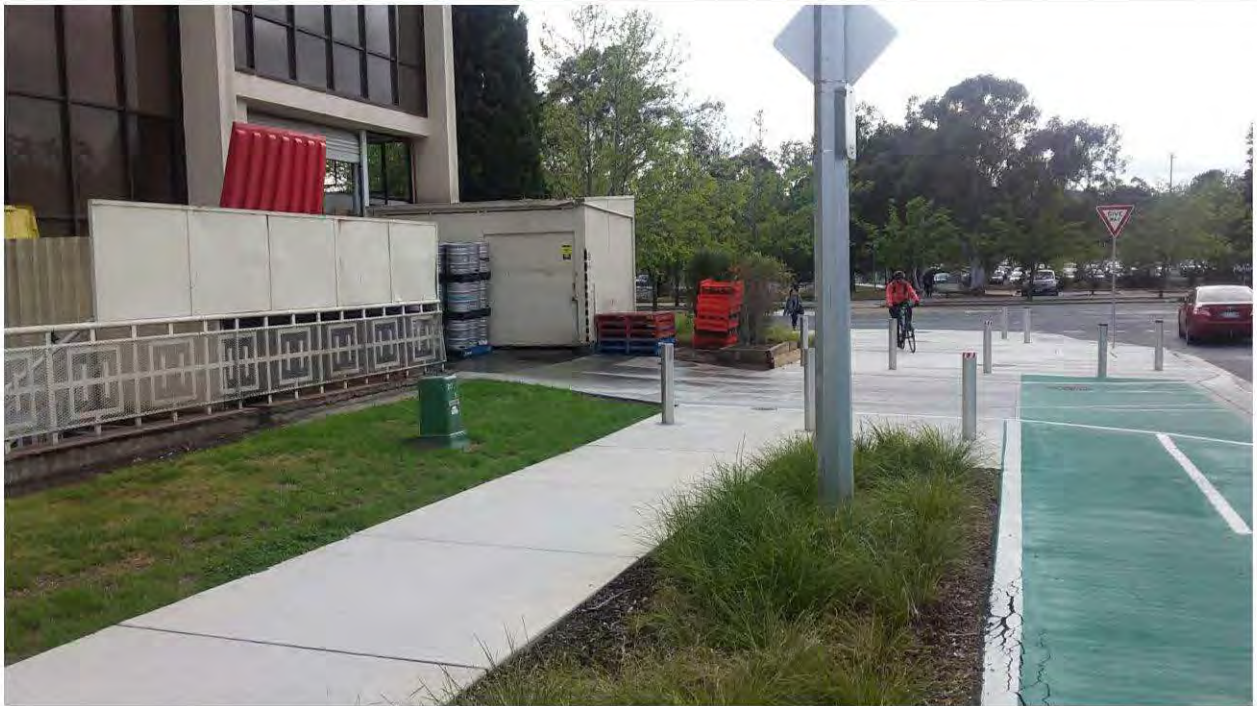
For them to be able to unload they would impact on the street by at least 3m which is not possible.

**Peter Christie** | Team Leader | Parking Operations

Office of Regulatory Services | Access Canberra

Level 1 255 Canberra Avenue Fyshwick | Phone 02 6207 7200













NO.10 RESTAURANT + BAR

abode

COAST

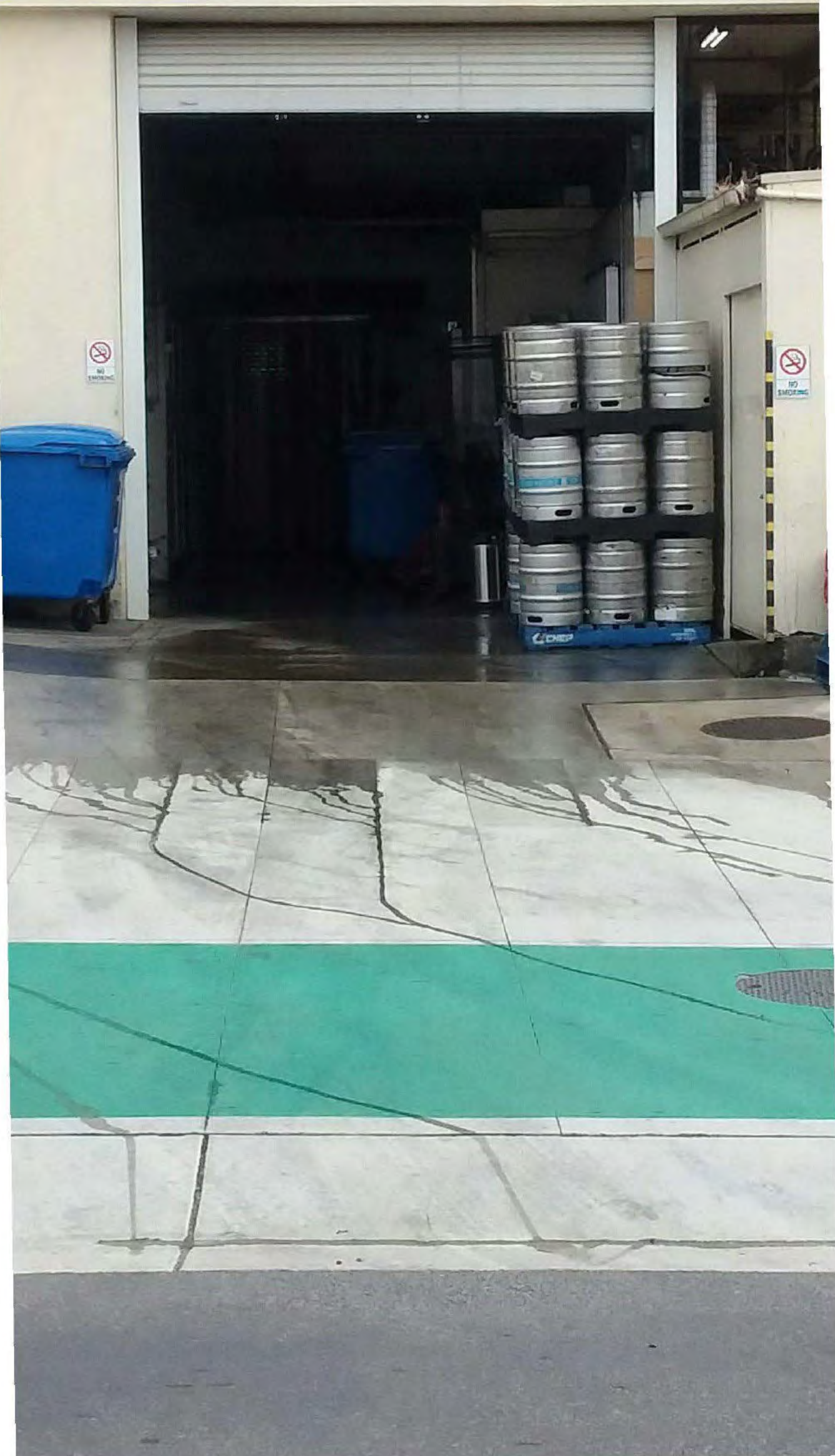


NO ENTRY  
BUSES EXCEPTED

DO NOT OVERTAKE  
TRUCKS

ONLY









**From:** "Mick Douros" <Mick@hellenicclub.com.au>

**Sent:** 11/10/2018 11:45 AM

**To:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>; "Ian Cameron" <Ian@hellenicclub.com.au>

**Cc:** "Green, Ben" <Ben.Green@act.gov.au>

**Subject:** RE: Hellenic club [SEC=UNCLASSIFIED]

Hi Christopher,

This is extremely disappointing to say the least especially after the latest round of communication relayed to suppliers.

All of your recommendations will be actioned immediately.

Regards

**Michael Douros**

Operations Manager



HELLENIC CLUB

Matilda Street Woden ACT 2606

PO Box 263 Woden ACT 2606

Tel: +61 2 6162 6688 • Fax: +61 2 6282 4487

[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments, to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

**From:** Seddon, Christopher [mailto:Christopher.Seddon@act.gov.au]

**Sent:** Thursday, 11 October 2018 11:13 AM

**To:** Mick Douros <Mick@hellenicclub.com.au>; Ian Cameron <Ian@hellenicclub.com.au>

**Cc:** Green, Ben (ACTPLA) <Ben.Green@act.gov.au>

**Subject:** FW: Hellenic club [SEC=UNCLASSIFIED]

Hi Mick,

I have had parking inspectors monitor the Hellenic club loading dock this week. This morning it was witnessed (images attached) a Murrells truck park on the cycle path. Whilst the inspector was discussing the illegal parking with the Murrells delivery driver a cyclist tried to navigate around the truck and fell off their bike.

Below email has contact information for the cyclist and Murrells office.

I suggest further communication between the Hellenic Club and delivery companies be undertaken and smaller vehicle be utilised.

Communication between Transport Canberra and City Service (Road ACT) and the Hellenic Club need to be re-established.

Inspectors will continue monitor and enforce these illegal and dangerous parking practices.

Regards,

Chris Seddon | Manager, Parking Operations and Traffic Camera Office

Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region

---

**From:** Christie, Peter  
**Sent:** Thursday, 11 October 2018 10:50 AM  
**To:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>  
**Subject:** Hellenic club [SEC=UNCLASSIFIED]

Chris,  
Visited this morning 0810 – 0900. At around 0840 hrs Murrells truck pulled up on Bike lane. At around 0845 hrs while I was talking to the driver a female on a bike fell on the footpath. I did not observe her fall. The driver and I heard the noise behind us and saw her being assisted by a passer by.

Details: 2.2(a)(ii)  
Murrells 6280 5101

Photo 638 Murrells truck on bike lane, Woman in background with bike  
Photo 757 clearly no bike lane on driveway entrance to loading dock only green paint.  
Photo 736 I paced out the distance from the building line (the edge of the concrete) to the street. Roughly 8m.  
Photo 055 the truck is at least 10m long plus the Tailgate lifter which would add another 3m  
For them to be able to unload they would impact on the street by at least 3m which is not possible.

**Peter Christie** | Team Leader | Parking Operations

---

Office of Regulatory Services | Access Canberra  
Level 1 255 Canberra Avenue Fishwick | Phone 02 6207 7200



---

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---



## Gordon Ramsay MLA

Attorney-General  
Minister for the Arts and Cultural Events  
Minister for Building Quality Improvement  
Minister for Business and Regulatory Services  
Minister for Seniors and Veterans  
Member for Ginninderra

Caroline Le Couteur MLA  
Member for Murrumbidgee  
ACT Legislative Assembly  
PO Box 1020  
CANBERRA ACT 2601

Dear Ms Le Couteur

Thank you for your email of 24 September 2018 to Mr Chris Steel MLA in relation to goods vehicles blocking a cycle lane on Matilda Street, Phillip. Minister Steel has referred your email to me as this matter falls within my portfolio responsibilities.

I understand that Access Canberra Parking Operations has recently raised this matter with the General Manager of the Hellenic Club and has received an assurance from the Club that delivery drivers will be advised not to block the cycleway and footpath on Matilda Street when making their deliveries.

I am advised there have been over 420 infringements issued to vehicles parking in cycle lanes in the Phillip area this calendar year. Access Canberra Parking Operations will continue to work with the Hellenic Club to change the behaviour of the delivery drivers attending their venue and will increase patrols in this area, particularly at the times you have identified. Parking Operations will continue to monitor the behaviour of drivers and will arrange to meet with Hellenic Club management should practices not improve.

If your constituents have any further questions about parking, they may contact Ms Cassandra Keppell, Manager, Parking Operations, Access Canberra on 6205 9876 or at [Parking.Operations@act.gov.au](mailto:Parking.Operations@act.gov.au)

Should you require further information in relation to this matter please contact my office.

Thank you for bringing this matter to my attention.

Yours sincerely

Gordon Ramsay MLA  
12 OCT 2018

---

### ACT Legislative Assembly

London Circuit, Canberra ACT 2601, Australia GPO Box 1020, Canberra ACT 2601, Australia  
Phone +61 2 6205 2615 Email [ramsay@act.gov.au](mailto:ramsay@act.gov.au)



@Gordon\_R\_Ramsay



Gordon Ramsay MLA



**From:** "Mick Douros" <Mick@hellenicclub.com.au>

**Sent:** 12/10/2018 11:22 AM

**To:** "Paunovic, Slobodan" <Slobodan.Paunovic@act.gov.au>; "Seddon, Christopher" <Christopher.Seddon@act.gov.au>

**Subject:** FW: Hellenic club [SEC=UNCLASSIFIED]

**Attachments:** 20181011\_085055\_resized.jpg, 20181011\_084638\_resized.jpg, 20181011\_081757\_resized.jpg, 20181011\_081649\_resized.jpg, 20181011\_081736\_resized.jpg, 20181011\_081509\_resized.jpg, Delivery Truck safety concerns

Gentlemen,

Could I please request a time to meet with you both on site to brainstorm how we move forward sensibly with this issue?

Monday 15 October at 2pm works well at my end. Please let me know if this works for you both.

Regards

**Michael Douros**

Operations Manager



HELLENIC CLUB

Matilda Street Woden ACT 2606

PO Box 288 Woden ACT 2606

Tel: +61 2 6162 6688 • Fax: +61 2 6282 4487

[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments, to it may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

**From:** Seddon, Christopher [mailto:Christopher.Seddon@act.gov.au]

**Sent:** Thursday, 11 October 2018 11:13 AM

**To:** Mick Douros <Mick@hellenicclub.com.au>; Ian Cameron <ian@hellenicclub.com.au>

**Cc:** Green, Ben (ACTPLA) <Ben.Green@act.gov.au>

**Subject:** FW: Hellenic club [SEC=UNCLASSIFIED]

Hi Mick,

I have had parking inspectors monitor the Hellenic club loading dock this week. This morning it was witnessed (images attached) a Murrells truck park on the cycle path. Whilst the inspector was discussing the illegal parking with the Murrells delivery driver a cyclist tried to navigate around the truck and fell off their bike.

Below email has contact information for the cyclist and Murrells office.

I suggest further communication between the Hellenic Club and delivery companies be undertaken and smaller vehicle be utilised.

Communication between Transport Canberra and City Service (Road ACT) and the Hellenic Club need to be re-established.

Inspectors will continue monitor and enforce these illegal and dangerous parking practices.

Regards,

Chris Seddon | Manager, Parking Operations and Traffic Camera Office  
Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)  
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government  
[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region*

---

**From:** Christie, Peter  
**Sent:** Thursday, 11 October 2018 10:50 AM  
**To:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>  
**Subject:** Hellenic club [SEC=UNCLASSIFIED]

Chris,

Visited this morning 0810 – 0900. At around 0840 hrs Murrells truck pulled up on Bike lane. At around 0845 hrs while I was talking to the driver a female on a bike fell on the footpath. I did not observe her fall. The driver and I heard the noise behind us and saw her being assisted by a passer by.

Details: 2.2(a)(ii)

Murrells 6280 5101

Photo 638 Murrells truck on bike lane. Woman in background with bike

Photo 757 clearly no bike lane on driveway entrance to loading dock only green paint.

Photo 736 I paced out the distance from the building line (the edge of the concrete) to the street. Roughly 8m.

Photo 055 the truck is at least 10m long plus the Tailgate lifter which would add another 3m

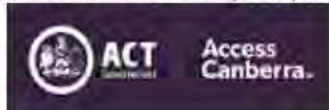
For them to be able to unload they would impact on the street by at least 3m which is not possible.

**Peter Christie** | Team Leader | Parking Operations

---

Office of Regulatory Services | Access Canberra

Level 1 255 Canberra Avenue Fyshwick | Phone 02 6207 7300



---

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

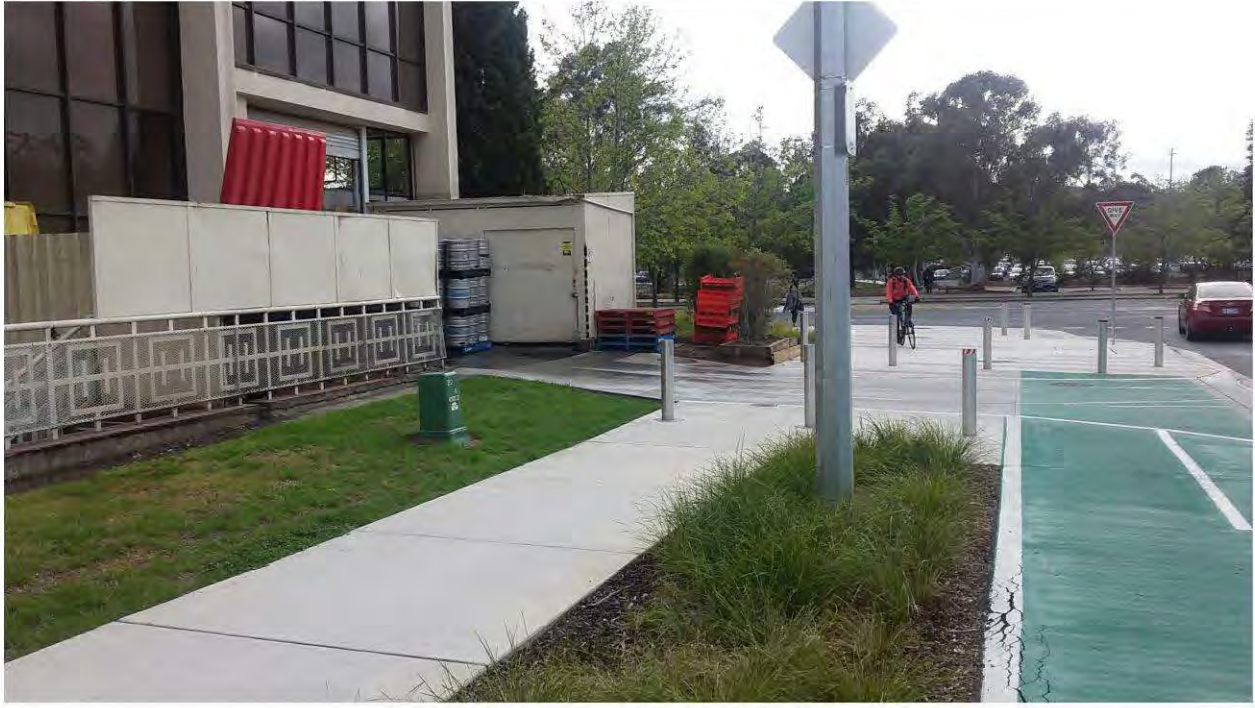
This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

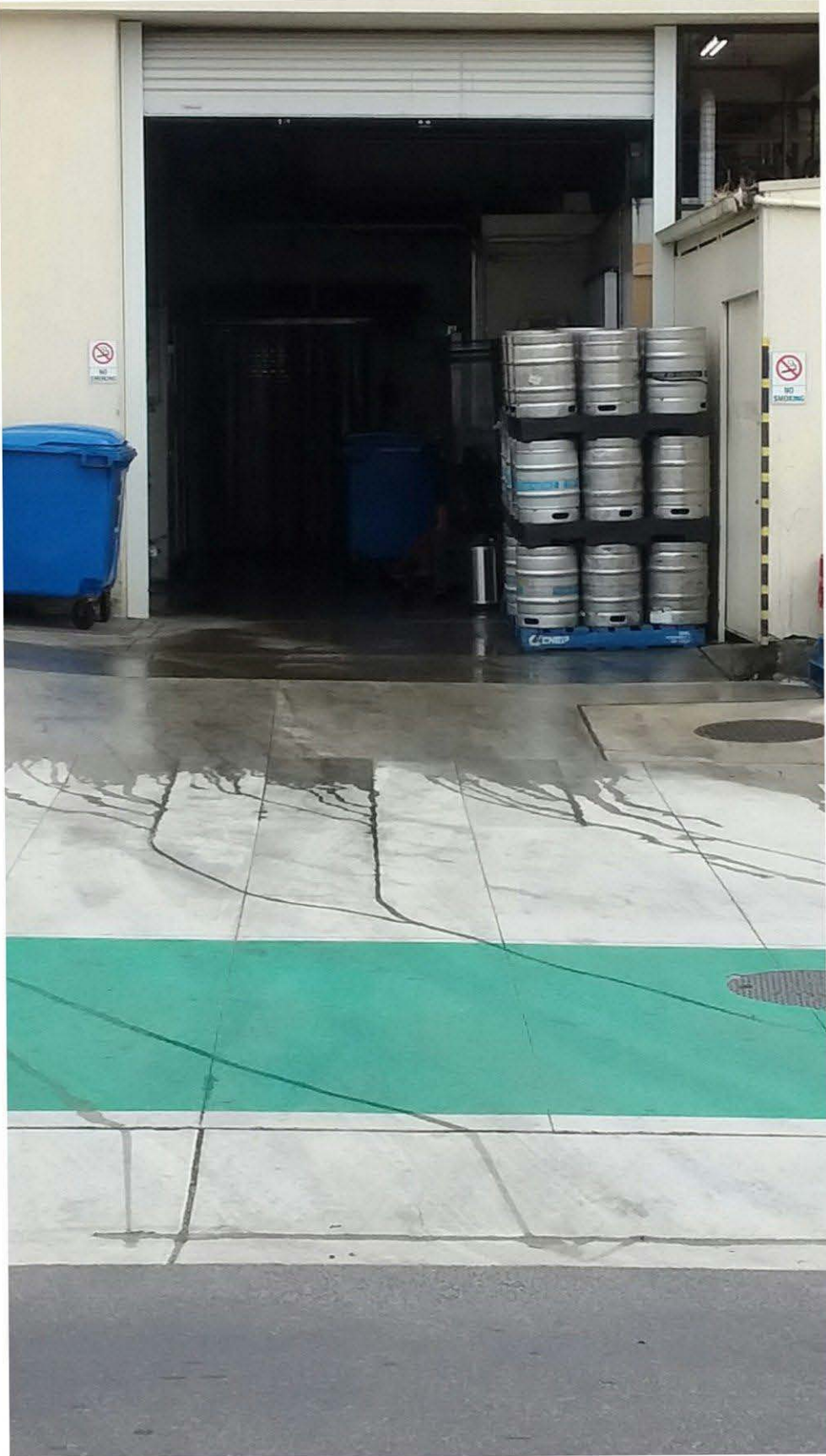
---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---













abode

NO.10 RESTAURANT + BAR

COAST

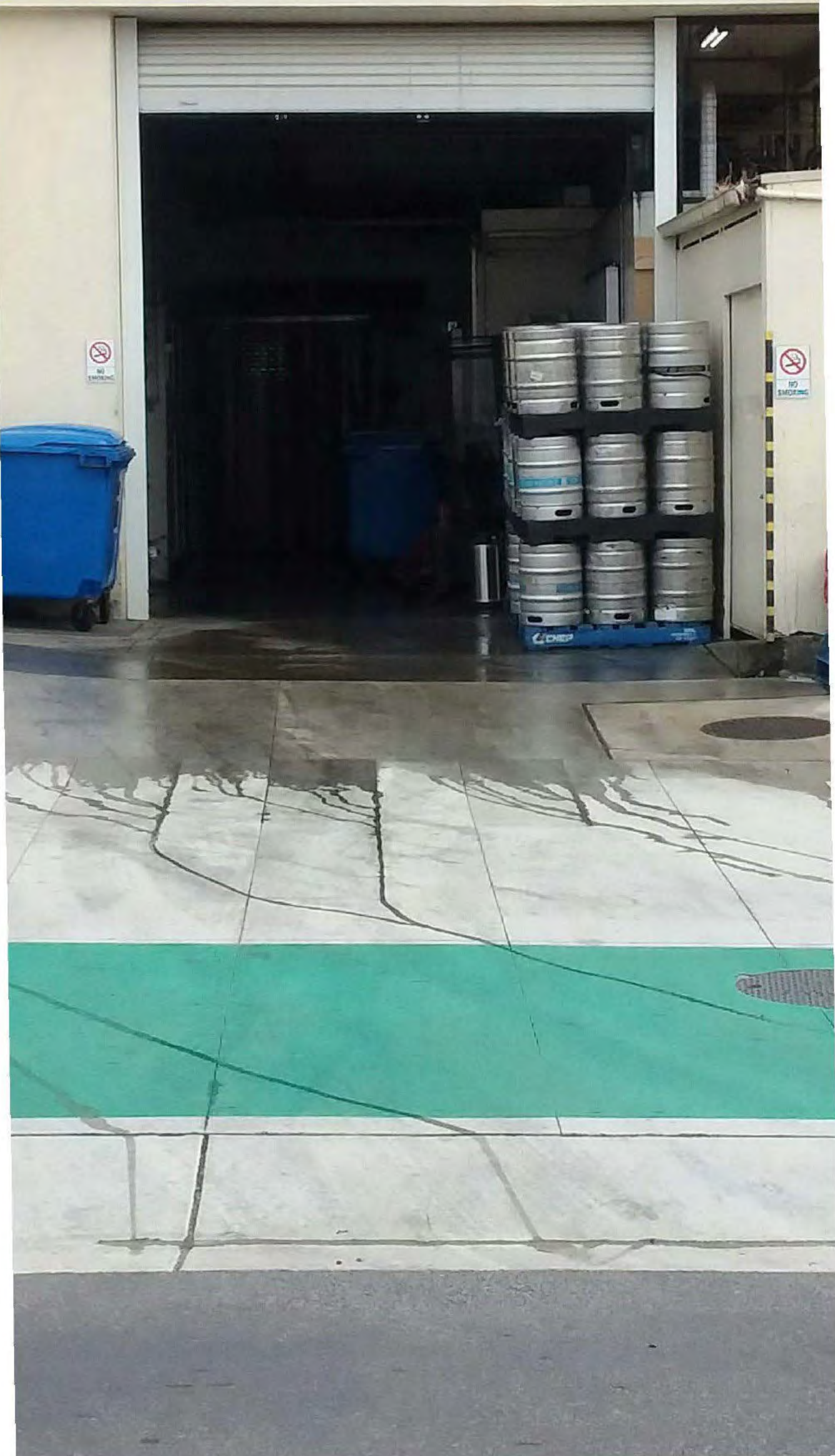
NO ENTRY  
BUSES EXCEPTED



DO NOT  
OVERTAKE  
TRUCKS

ONLY









**From:** "Mick Douros" <Mick@hellenicclub.com.au>  
**Sent:** 09/10/2018 2:50 PM  
**To:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>  
**Cc:** "Parking Operations" <Parking.Operations@act.gov.au>; "Ian Cameron" <ian@hellenicclub.com.au>  
**Subject:** Delivery Truck safety concerns  
**Attachments:** FW: Delivery Truck safety concerns.

Hi Chris,

Thank you for your email.

Please feel at ease that the Hellenic Club is working tirelessly to find a suitable and practical arrangement to ensure delivery drivers, staff and the community commuting can all remain safe. Following on from current instructions the Hellenic Club has reminded all drivers of their obligation to park safely and abide by the rules surrounding the driveway. Further to this we have requested deliveries be performed outside of peak times.

I have met with Slobodan Paunovic on many occasions looking for an angle to best manage this space. From our last discussion in March Slobodan suggested he would put in a proposal for a loading zone. Slobodan has been fantastic in his support and understanding of the issue we now discuss.

Some previous suggestions in the planning stages were as follows;

1. Leave the driveway unpainted green so that all could understand there is a caution ahead or a break in the path. This did happen initially and worked fine however overnight the driveway was painted green and then complaints started to occur.
2. We suggested that a draw style barrier be installed in the bollards so that when the vehicles that do not fit/hang over a caution is evident to both foot and bike traffic.
3. We requested to hire land off the Government to move some of the storerooms to open up the area so that trucks could park further forward of the line. We were told this was not an option.
4. We suggested to run the path along the adjacent side of the block so that no driveways or delivery points were obstructed.
5. We requested a wider driveway for larger trucks be installed so they could park on an angle.
6. We have moved all of our delivery times as far out of the peak times as possible but due to the business we operate and suppliers delivery models we are pushing that to the limit.

If any of the above suggestions inclusive of a loading zone are options I would love to hear your thoughts and would be more than happy to put my hand up to assist.

The Hellenic Club appreciates your position and will continue to do all we can to make ensure this area is well managed.

Regards

**Michael Douros**  
Operations Manager



**HELLENIC CLUB**

Matilda Street Woden ACT 2608  
PO Box 263 Woden ACT 2608  
Tel: +61 2 6162 6688 • Fax: +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments, to it may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the property of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

**From:** "Nicole Herberts" <Nicole@hellenicclub.com.au>  
**Sent:** 09/10/2018 2:13 PM  
**To:** "Mick Douros" <Mick@hellenicclub.com.au>  
**Subject:** FW: Delivery Truck safety concerns.

Regards

**Nicole Herberts** | Executive Assistant to  
Ian Cameron, Chief Executive Officer



HELLENIC CLUB

Matilda Street Woden ACT 2606  
PO Box 263 Woden ACT 2606  
Tel: +61 2 6162 6632 • Fax: +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email

This email, including any attachments, to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

**From:** Seddon, Christopher [mailto:Christopher.Seddon@act.gov.au]  
**Sent:** Tuesday, 9 October 2018 12:22 PM  
**To:** Nicole Herberts <Nicole@hellenicclub.com.au>  
**Cc:** Parking Operations <Parking.Operations@act.gov.au>  
**Subject:** FW: Delivery Truck safety concerns.

Hi Nicole,  
In Ian's absence, are you able to supply feedback regarding the email trail below?

Regards,

Chris Seddon | Manager, Parking Operations and Traffic Camera Office  
Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)  
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government  
[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region*

**From:** Seddon, Christopher  
**Sent:** Tuesday, 9 October 2018 11:57 AM  
**To:** 'Ian Cameron' <[lan@hellenicclub.com.au](mailto:lan@hellenicclub.com.au)>  
**Cc:** Parking Operations <[Parking.Operations@act.gov.au](mailto:Parking.Operations@act.gov.au)>  
**Subject:** RE: Delivery Truck safety concerns.

Hi Ian,  
Just touching base to see how the communication with the truck drivers is progressing.

We are receiving large amount of pressure from the community to control this issue. I would prefer an amicable solution, rather than enforcement.

Regards,

Chris Seddon | Manager, Parking Operations and Traffic Camera Office  
Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)  
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government  
[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region*

**From:** Ian Cameron [<mailto:lan@hellenicclub.com.au>]  
**Sent:** Wednesday, 3 October 2018 4:53 PM  
**To:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>  
**Subject:** RE: Delivery Truck safety concerns.

No problem Chris.

I will advise our delivery companies and staff accordingly. Apologies for any inconvenience.

Regards

**Ian Cameron**  
Chief Executive Officer



 Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

This email, including any attachments to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems

---

**From:** Seddon, Christopher [<mailto:Christopher.Seddon@act.gov.au>]  
**Sent:** Wednesday, 3 October 2018 4:31 PM  
**To:** Ian Cameron <[lan@hellenicclub.com.au](mailto:lan@hellenicclub.com.au)>  
**Subject:** Delivery Truck safety concerns.

Hi Ian,

My name is Chris from ACT Parking Operation. I am making contact with you, as we are receiving a large number of complaints about deliveries trucks causing safety issues when delivering to the Hellenic Club.

I have attached images of trucks parking in the cycle lane causing pedestrian and cyclist safety issues and parked in the wrong direction of travel which is a traffic safety issue.

Can you please make contact with the delivery companies and advise them to utilise the loading dock. This will avoid the need for parking inspector to monitor and infringe the delivery vehicle.

Please feel free to contact me to discuss this matter in more detail.

Regards,

Chris Seddon | Manager, Parking Operations and Traffic Camera Office  
Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)  
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government  
[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region*

---

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

---

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

**From:** "Gannis, Kim" <Kim.Gannis@act.gov.au>  
**Sent:** 12/10/2018 11:45 AM  
**To:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>  
**Cc:** "Webb, Anthony" <Anthony.Webb@act.gov.au>; "Mick@hellenicclub.com.au" <Mick@hellenicclub.com.au>; "Dimitrovska, Snezana" <Snezana.Dimitrovska@act.gov.au>; "Ortiz, Gilbert" <Gilbert.Ortiz@act.gov.au>  
**Subject:** FW: Hellenic club [SEC=UNCLASSIFIED]

Chris,

Anthony Webb is our new Infrastructure officer since Slobodan has left the department.

Snezana,

I understand you know some history regarding this issues with the Hellenic Club?

Anthony,

Can you please advise your availability in regards to meeting request below?

Cheers  
Kim.

---

**From:** Seddon, Christopher  
**Sent:** Friday, 12 October 2018 11:35 AM  
**To:** Mick Douros <Mick@hellenicclub.com.au>; Paunovic, Slobodan <Slobodan.Paunovic@act.gov.au>  
**Cc:** Gannis, Kim <Kim.Gannis@act.gov.au>  
**Subject:** RE: Hellenic club [SEC=UNCLASSIFIED]

Hi Mick,

Unfortunately Slobodan no longer works in Government. Kim Gannis included in this email has replaced Slobodan.

I am not available around 2:00pm, I can do 1:00pm.

Regards,

Chris Seddon | Manager, Parking Operations and Traffic Camera Office  
Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)  
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government  
[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region*

---

**From:** Mick Douros [<mailto:Mick@hellenicclub.com.au>]

**Sent:** Friday, 12 October 2018 11:23 AM

**To:** Paunovic, Slobodan <[Slobodan.Paunovic@act.gov.au](mailto:Slobodan.Paunovic@act.gov.au)>; Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>

**Subject:** FW: Hellenic club [SEC=UNCLASSIFIED]

Gentlemen,

Could I please request a time to meet with you both on site to brainstorm how we move forward sensibly with this issue?

Monday 15 October at 2pm works well at my end. Please let me know if this works for you both.

Regards

**Michael Douros**

Operations Manager



HELLENIC CLUB

Matilda Street Woden ACT 2606

PO Box 268 Woden ACT 2606

Tel: +61 2 6162 6688 • Fax: +61 2 6262 4487

[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

**From:** Seddon, Christopher [<mailto:Christopher.Seddon@act.gov.au>]

**Sent:** Thursday, 11 October 2018 11:13 AM

**To:** Mick Douros <[Mick@hellenicclub.com.au](mailto:Mick@hellenicclub.com.au)>; Ian Cameron <[Ian@hellenicclub.com.au](mailto:Ian@hellenicclub.com.au)>

**Cc:** Green, Ben (ACTPLA) <[Ben.Green@act.gov.au](mailto:Ben.Green@act.gov.au)>

**Subject:** FW: Hellenic club [SEC=UNCLASSIFIED]

Hi Mick,

I have had parking inspectors monitor the Hellenic club loading dock this week. This morning it was witnessed (images attached) a Murrells truck park on the cycle path. Whilst the inspector was discussing the illegal parking with the Murrells delivery driver a cyclist tried to navigate around the truck and fell off their bike.

Below email has contact information for the cyclist and Murrells office.

I suggest further communication between the Hellenic Club and delivery companies be undertaken and smaller vehicle be utilised.

Communication between Transport Canberra and City Service (Road ACT) and the Hellenic Club need to be re-established.

Inspectors will continue monitor and enforce these illegal and dangerous parking practices.

Regards,

Chris Seddon | Manager, Parking Operations and Traffic Camera Office

Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region

---

**From:** Christie, Peter  
**Sent:** Thursday, 11 October 2018 10:50 AM  
**To:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>  
**Subject:** Hellenic club [SEC=UNCLASSIFIED]

Chris,  
Visited this morning 0810 – 0900. At around 0840 hrs Murrells truck pulled up on Bike lane. At around 0845 hrs while I was talking to the driver a female on a bike fell on the footpath. I did not observe her fall. The driver and I heard the noise behind us and saw her being assisted by a passer by.

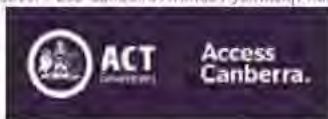
Details: § 2(a)(i)  
Murrells 6280 5101

Photo 638 Murrells truck on bike lane, Woman in background with bike  
Photo 757 clearly no bike lane on driveway entrance to loading dock only green paint.  
Photo 736 I paced out the distance from the building line (the edge of the concrete) to the street. Roughly 8m.  
Photo 055 the truck is at least 10m long plus the Tailgate lifter which would add another 3m  
For them to be able to unload they would impact on the street by at least 3m which is not possible.

**Peter Christie** | Team Leader | Parking Operations

---

Office of Regulatory Services | Access Canberra  
Level 1 255 Canberra Avenue Fishwick | Phone 02 6207 7200



---

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

**From:** "Hubbard, Benjamin" <Benjamin.Hubbard@act.gov.au>  
**Sent:** 12/10/2018 12:01 PM  
**To:** "Ortiz, Gilbert" <Gilbert.Ortiz@act.gov.au>; "Seddon, Christopher" <Christopher.Seddon@act.gov.au>  
**Subject:** RE: Hellenic club [SEC=UNCLASSIFIED]

Gilbert, can you arrange a meeting with the Hellenic club management as soon as possible.

Let's see if we can resolve this .

Regards Ben

---

**From:** Ortiz, Gilbert  
**Sent:** Friday, 12 October 2018 11:55 AM  
**To:** Hubbard, Benjamin <Benjamin.Hubbard@act.gov.au>  
**Cc:** Gannis, Kim <Kim.Gannis@act.gov.au>; Webb, Anthony <Anthony.Webb@act.gov.au>  
**Subject:** FW: Hellenic club [SEC=UNCLASSIFIED]

Hi Ben,

A Hellenic Club truck has caused an accident on the contentious Matilda Street.

As this keeps coming up, I believe joint action between Chris Seddon, Darren Gerrard and TMS will put an end to Hellenic's actions.

I'll attend with Anthony and will ask Darren to send somebody as well.

I've requested any DA on Hellenic Club and will look at their loading dock management plan if any.

Cheers,

Gilbert



---

**From:** Gannis, Kim  
**Sent:** Friday, 12 October 2018 11:48 AM  
**To:** Ortiz, Gilbert <[Gilbert.Ortiz@act.gov.au](mailto:Gilbert.Ortiz@act.gov.au)>  
**Subject:** RE: Hellenic club [SEC=UNCLASSIFIED]

Request photos from Chris Seddon, I don't have them.

---

**From:** Ortiz, Gilbert  
**Sent:** Friday, 12 October 2018 11:47 AM  
**To:** Gannis, Kim <[Kim.Gannis@act.gov.au](mailto:Kim.Gannis@act.gov.au)>  
**Subject:** RE: Hellenic club [SEC=UNCLASSIFIED]

Kim,

Do you have the pictures of the incident below?

Thanks.

Cheers,

Gilbert

---

**From:** Gannis, Kim  
**Sent:** Friday, 12 October 2018 11:45 AM  
**To:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>  
**Cc:** Webb, Anthony <[Anthony.Webb@act.gov.au](mailto:Anthony.Webb@act.gov.au)>; [Mick@hellenicclub.com.au](mailto:Mick@hellenicclub.com.au); Dimitrovska, Snezana <[Snezana.Dimitrovska@act.gov.au](mailto:Snezana.Dimitrovska@act.gov.au)>; Ortiz, Gilbert <[Gilbert.Ortiz@act.gov.au](mailto:Gilbert.Ortiz@act.gov.au)>  
**Subject:** FW: Hellenic club [SEC=UNCLASSIFIED]

Chris,

Anthony Webb is our new Infrastructure officer since Slobodan has left the department.

Snezana,

I understand you know some history regarding this issues with the Hellenic Club?

Anthony,

Can you please advise your availability in regards to meeting request below?

Cheers

Kim.

---

**From:** Seddon, Christopher

**Sent:** Friday, 12 October 2018 11:35 AM

**To:** Mick Douros <[Mick@hellenicclub.com.au](mailto:Mick@hellenicclub.com.au)>; Paunovic, Slobodan <[Slobodan.Paunovic@act.gov.au](mailto:Slobodan.Paunovic@act.gov.au)>

**Cc:** Gannis, Kim <[Kim.Gannis@act.gov.au](mailto:Kim.Gannis@act.gov.au)>

**Subject:** RE: Hellenic club [SEC=UNCLASSIFIED]

Hi Mick,

Unfortunately Slobodan no longer works in Government. Kim Gannis included in this email has replaced Slobodan.

I am not available around 2:00pm, I can do 1:00pm.

Regards,

Chris Seddon | Manager, Parking Operations and Traffic Camera Office

Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region*

---

**From:** Mick Douros [<mailto:Mick@hellenicclub.com.au>]

**Sent:** Friday, 12 October 2018 11:23 AM

**To:** Paunovic, Slobodan <[Slobodan.Paunovic@act.gov.au](mailto:Slobodan.Paunovic@act.gov.au)>; Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>

**Subject:** FW: Hellenic club [SEC=UNCLASSIFIED]

Gentlemen,

Could I please request a time to meet with you both on site to brainstorm how we move forward sensibly with this issue?

Monday 15 October at 2pm works well at my end. Please let me know if this works for you both.

Regards

**Michael Douros**  
Operations Manager



HELLENIC CLUB

Matilda Street Woden ACT 2606  
PO Box 263 Woden ACT 2606  
Tel: +61 2 6162 6688 • Fax: +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

**From:** Seddon, Christopher [<mailto:Christopher.Seddon@act.gov.au>]  
**Sent:** Thursday, 11 October 2018 11:13 AM  
**To:** Mick Douros <[Mick@hellenicclub.com.au](mailto:Mick@hellenicclub.com.au)>; Ian Cameron <[Ian@hellenicclub.com.au](mailto:Ian@hellenicclub.com.au)>  
**Cc:** Green, Ben (ACTPLA) <[Ben.Green@act.gov.au](mailto:Ben.Green@act.gov.au)>  
**Subject:** FW: Hellenic club [SEC=UNCLASSIFIED]

Hi Mick,

I have had parking inspectors monitor the Hellenic club loading dock this week. This morning it was witnessed (images attached) a Murrells truck park on the cycle path. Whilst the inspector was discussing the illegal parking with the Murrells delivery driver a cyclist tried to navigate around the truck and fell off their bike.

Below email has contact information for the cyclist and Murrells office.

I suggest further communication between the Hellenic Club and delivery companies be undertaken and smaller vehicle be utilised.

Communication between Transport Canberra and City Service (Road ACT) and the Hellenic Club need to be re-established.

Inspectors will continue monitor and enforce these illegal and dangerous parking practices.

Regards,

Chris Seddon | Manager, Parking Operations and Traffic Camera Office  
Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)  
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government  
[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region

**From:** Christie, Peter  
**Sent:** Thursday, 11 October 2018 10:50 AM  
**To:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>  
**Subject:** Hellenic club [SEC=UNCLASSIFIED]

Chris,

Visited this morning 0810 – 0900. At around 0840 hrs Murrells truck pulled up on Bike lane. At around 0845 hrs while I was talking to the driver a female on a bike fell on the footpath. I did not observe her fall. The driver and I heard the noise behind us and saw her being assisted by a passer by.

Details: [REDACTED]

Murrells 6280 5101

Photo 638 Murrells truck on bike lane. Woman in background with bike

Photo 757 clearly no bike lane on driveway entrance to loading dock only green paint.

Photo 736 I paced out the distance from the building line (the edge of the concrete) to the street. Roughly 8m.

Photo 055 the truck is at least 10m long plus the Tailgate lifter which would add another 3m

For them to be able to unload they would impact on the street by at least 3m which is not possible.

**Peter Christie** | Team Leader | Parking Operations

Office of Regulatory Services | Access Canberra

Level 1, 255 Canberra Avenue Pyshwick Phone 02 6207 7200



-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

**From:** "Mick Douros" <Mick@hellenicclub.com.au>  
**Sent:** 15/10/2018 1:58 PM  
**To:** "Ortiz, Gilbert" <Gilbert.Ortiz@act.gov.au>  
**Cc:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>  
**Subject:** Hellenic Club

Hi Gilbert,

Thank you for arranging the site meeting today. The suggestions and assistance by all is greatly appreciated.

To recap we were going to look into the following options;

1. Approval for a loading zone in the bus area for large vehicles 7am – 5pm,
2. Approval for a concrete slab so that used kegs could be stored to create further depth for trucks in the dock and
3. The green pain on the dock driveway be removed to start safely from the far side as it was in the earlier stages.

I don't have emails for the rest of the gentlemen in attendance. Could I please ask that you circulate this to them?

If I can be of any further assistance please do not hesitate to contact me.

Regards

**Michael Douros**  
Operations Manager



HELLENIC CLUB

Matilda Street Woden ACT 2606  
PO Box 288 Woden ACT 2606  
Tel: +61 2 6162 6688 • Fax: +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the opinion of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issues. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

**From:** "Mick Douros" <Mick@hellenicclub.com.au>  
**Sent:** 22/10/2018 9:47 AM  
**To:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>  
**Cc:** "Hubbard, Benjamin" <Benjamin.Hubbard@act.gov.au>  
**Subject:** RE: Matilda St Cycle Lane [SEC=UNCLASSIFIED]

Hi Chris,

Thank you for sending this through I will contact those companies immediately.

Regards

Michael Douros  
Operations Manager

Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>  
Please consider the environment before printing this email.

This email, including any attachments to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

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

From: Seddon, Christopher [<mailto:Christopher.Seddon@act.gov.au>]  
Sent: Monday, 22 October 2018 9:33 AM  
To: Mick Douros <Mick@hellenicclub.com.au>  
Cc: Hubbard, Benjamin <Benjamin.Hubbard@act.gov.au>  
Subject: FW: Matilda St Cycle Lane [SEC=UNCLASSIFIED]

Hi Mick,

We received the below email and image on Friday from a concerned cyclist.

While we work through alternative solutions for the Hellenic club, please reiterate with all delivery drivers and you store persons that parking in the cycle lane is dangerous and unacceptable.

Inspectors will be infringing truck for this behaviour when identified.

Regards,

Chris Seddon | Manager, Parking Operations and Traffic Camera Office  
Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au) Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government [www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)

Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region

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

From: Natasha [<mailto:cyclingnatasha@gmail.com>]  
Sent: Friday, 19 October 2018 1:45 PM  
To: Parking Operations <Parking.Operations@act.gov.au>  
Subject: Re: Matilda St Cycle Lane

Hi Parking Operations

Further to my email below, I just tried to leave at lunch and found TWO Hellenic Club trucks parked in the bike lane at once (image attached).

Your prompt attention to this matter would be appreciated as the alleged bike path is essentially just a truck loading zone at this point.

Kind regards

Natasha

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

**From:** "Christie, Peter" <Peter.Christie@act.gov.au> on behalf of "Parking Operations" <Parking.Operations@act.gov.au>  
**Sent:** 09/11/2018 3:57 PM  
**To:** "Keppell, Cassandra" <Cassandra.Keppell@act.gov.au>  
**Cc:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>  
**Subject:** FW: Matilda St - Hellenic Club parking violations [SEC=UNCLASSIFIED]  
**Attachments:** 20181109\_104910.jpg, 20181109\_105120.jpg, 20180307\_093124.jpg

One for you to take care of. 1st 2 photos show legally parked vehicles in the DRIVEWAY. The 3rd photo does show an illegally parked vehicle.

Peter Christie | Team Leader | Parking Operations

---

Office of Regulatory Services | Access Canberra  
Level 1 255 Canberra Avenue Fyshwick| Phone 02 6207 7200

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

From: Richard Bush [mailto:r.h.bush@bigpond.net.au]  
Sent: Friday, 9 November 2018 3:49 PM  
To: Parking Operations <Parking.Operations@act.gov.au>  
Cc: Sam Cuninghame <advocacy@pedalpower.org.au>  
Subject: Matilda St - Hellenic Club parking violations

Hello Cassandra Keppell

It was good to speak to you today about our long-standing problem with illegal parking by Hellenic Club delivery vans.

I have attached photos showing the latest violations (first two photos) taken today at around 10.45am Friday 9 Nov18. It shows two vans blocking the footpath and the cycleway. Note how the cyclist is required to swing into the gutter to get around the vans and is blind to any walker who may happen on the scene who is also required to walk in front of the vans. This has the potential to cause a bad accident aside from the obvious point that the parking is reducing the general amenity for path users.

I have added another photo taken last March to show you how long this saga has been going on. You will notice that Bid Foods features in this photo as well as in today's photo.

In all, the violations have been occurring for 12 months every since the new paths were completed. The Hellenic Club was warned during the planning stages that they would be required to change their practices but they have refused to do anything about it. They argue "they were there first" before the paths were remodelled but that is no excuse for parking on public footpaths. We are aware they block their loading dock with pallets of beer kegs so vans cannot enter into the dock. There also appears to be a freezer room built in the loading dock. In any event, it is not up to us to make suggestions. The onus is on the club to make alternative arrangements that do not infringe on the public paths.

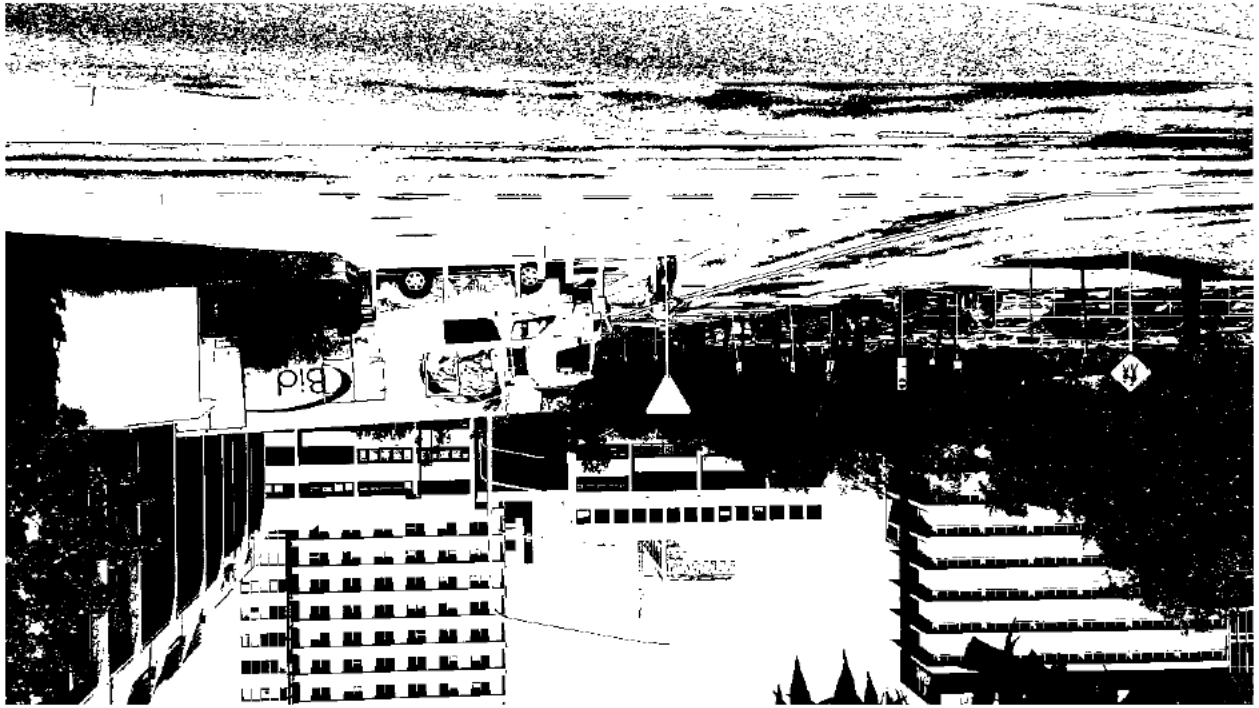
You talked about educating or warning the drivers. As I said, we are well passed the warning stage as these infringements have been happening for 12 months. Only imposing fines is likely to bring about change and we urge you to proceed with fines.

I have looked through my many photos and the following is a list of offenders.

Bid Foods  
Farm Fresh (02 6295 8747)  
ALSCO (linen service)  
White High Ace van rego number YDK 95P  
Frozpak  
Other vans that carry no identification on their sides.

Kind regards

Richard Bush, Advocacy Group, Pedal Power ACT Inc







DRKS EDAPT

Bidfood

FARM FRESH  
02 6295 8747







**From:** "Keppell, Cassandra"  
**Sent:** 26/11/2018 10:50 PM  
**To:** "Parking Operations" <Parking.Operations@act.gov.au>  
**Subject:** RE: Matilda St Hellenic Club [SEC=UNCLASSIFIED]

Good morning

Thank you for the information Parking Operations will continue to monitor the area.

Kassandra

Kassandra Keppell | Manager | Parking Operations and Traffic Camera Office  
Phone 02 6205 9876 | Email [kassandra.keppell@act.gov.au](mailto:kassandra.keppell@act.gov.au)  
Access Canberra | Chief Minister Treasury and Economic Development Directorate  
ACT Government | Email [www.act.gov.au/accesscbr](http://www.act.gov.au/accesscbr)

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

From: Parking Operations  
Sent: Monday, 26 November 2018 10:11 AM  
To: Keppell, Cassandra <[Kassandra.Keppell@act.gov.au](mailto:Kassandra.Keppell@act.gov.au)>  
Subject: FW: Matilda St Hellenic Club [SEC=UNCLASSIFIED]

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

From: Richard Bush [<mailto:r.h.bush@bigpond.net.au>]  
Sent: Monday, 26 November 2018 9:18 AM  
To: Parking Operations <[Parking.Operations@act.gov.au](mailto:Parking.Operations@act.gov.au)>  
Subject: Matilda St Hellenic Club

Hello Kassandra

The parking violations continue at the Hellenic Club. Here is a photo taken on Friday 23 Nov at 10.48am of two trucks blocking the footpath and the cycleway. The number plates are clearly visible.

Richard Bush, Advocacy Group, Pedal Power ACT Inc

**From:** "Keppell, Cassandra"  
**Sent:** 07/12/2018 1:01 AM  
**To:** "r.h.bush@bigpond.net.au" <r.h.bush@bigpond.net.au>  
**Cc:** "Parking Operations" <Parking.Operations@act.gov.au>  
**Subject:** FW: Matilda St [SEC=UNCLASSIFIED]

Good morning Richard

The images you have provided do not identify illegal parking, parking operations will continue to monitor the area and infringe vehicles that are in breach of the Australian Road Rules.

Regards  
Cassandra

**Kassandra Keppell | Manager | Parking Operations and Traffic Camera Office**  
Phone 02 6205 9876 | Email [kassandra.keppell@act.gov.au](mailto:kassandra.keppell@act.gov.au)  
**Access Canberra | Chief Minister Treasury and Economic Development Directorate**  
ACT Government | Email [www.act.gov.au/accesscbr](http://www.act.gov.au/accesscbr)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respects to them, and to the Elders both past and present.



---

**From:** Richard Bush [<mailto:r.h.bush@bigpond.net.au>]  
**Sent:** Friday, 7 December 2018 11:49 AM  
**To:** Parking Operations <[Parking.Operations@act.gov.au](mailto:Parking.Operations@act.gov.au)>  
**Subject:** Fwd: Matilda St

Sent from my Samsung GALAXY S5 on the Telstra Mobile Network

----- Original message -----

**From:** Richard Bush <[r.h.bush@bigpond.net.au](mailto:r.h.bush@bigpond.net.au)>  
**Date:** 7/12/2018 11:45 AM (GMT+10:00)  
**To:** [parkingoperations@act.gov.au](mailto:parkingoperations@act.gov.au)  
**Subject:** Matilda St

Hello Parking Operations.

Parking violations continue on Matilda St. That this continues suggests they are being given special treatment by Parking Operations. We would be pleased to hear that is not the case.

Richard Bush Advocacy Pedal Power ACT Inc.

Sent from my Samsung GALAXY S5 on the Telstra Mobile Network

**From:** "Richard Bush" <r.h.bush@bigpond.net.au>  
**Sent:** 07/12/2018 2:24 PM  
**To:** "Keppell, Cassandra" <Cassandra.Keppell@act.gov.au>  
**Subject:** Re: FW: Matilda St [SEC=UNCLASSIFIED]

Hello Cassandra

The side view shows the van blocking the entire footpath. Could you explain please why that is not illegal parking.

If it fails the legal test, it surely fails the test of not using the loading dock as it was originally approved by the Government. Further, it shows the arrogance of some drivers and the Hellenic Club management that, in the face of criticism of their illegal parking, they still allow vans to block the footpath and cycleway.

The current edition of the Canberra Cyclist carries a long article on this issue including quotes from Parking Operations to the effect that, at the time of writing the article, no parking infringement notices had been issued. Given that was some time ago, I would be grateful for an update on how many parking infringement notices have been issued at the Hellenic Club loading dock.

Thank you

Richard

On 7/12/2018 12:01 pm, Keppell, Cassandra wrote:

Good morning Richard

The images you have provided do not identify illegal parking, parking operations will continue to monitor the area and infringe vehicles that are in breach of the Australian Road Rules.

Regards  
Cassandra

Kassandra Keppell | Manager | Parking Operations and Traffic Camera Office  
Phone 02 6205 9876 | Email [kassandra.keppell@act.gov.au](mailto:kassandra.keppell@act.gov.au)  
Access Canberra | Chief Minister Treasury and Economic Development Directorate  
ACT Government | Email [www.act.gov.au/accesscbr](http://www.act.gov.au/accesscbr)



I acknowledge the traditional custodians of the ACT the Ngunawal people, and their continuing connection to land and community. I pay my respects to them, and to the Elders both past and present.

---

**From:** Richard Bush [<mailto:r.h.bush@bigpond.net.au>]  
**Sent:** Friday, 7 December 2018 11:49 AM  
**To:** Parking Operations <[Parking.Operations@act.gov.au](mailto:Parking.Operations@act.gov.au)>  
**Subject:** Fwd: Matilda St

Sent from my Samsung GALAXY S5 on the Telstra Mobile Network

----- Original message -----

From: Richard Bush <[r.h.bush@bigpond.net.au](mailto:r.h.bush@bigpond.net.au)>

Date: 7/12/2018 11:45 AM (GMT+10:00)

To: [parkingoperations@act.gov.au](mailto:parkingoperations@act.gov.au)

Subject: Matilda St

Hello Parking Operations.

Parking violations continue on Matilda St. That this continues suggests they are being given special treatment by Parking Operations. We would be pleased to hear that is not the case.

Richard Bush Advocacy Pedal Power ACT Inc.

Sent from my Samsung GALAXY S5 on the Telstra Mobile Network

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----



Virus-free. [www.avg.com](http://www.avg.com)

**From:**"Richard Bush" <r.h.bush@bigpond.net.au>

**Sent:**09/12/2018 6:14 PM

**To:**"Keppell, Cassandra" <Cassandra.Keppell@act.gov.au>

**Subject:**Matilda Street\_illegal parking

**Attachments:**20181208\_122856.jpg, 20181208\_122902.jpg, 20181208\_122959.jpg, Downie CC article\_Nov 18\_Hellenic Club.pdf

Hello Cassandra

Further to my email of 7 Dec, attached are photos taken on Saturday 8 Dec 18 at around 12.28pm. Could you please advise if that is an example of illegal parking. You can see from the side view that the van is blocking the footpath entirely forcing pedestrians around the front of the van onto the cycleway. Quite a dangerous situation aside from the inconvenience to pedestrians.

My sending you photos on a regular basis might suggest I am stalking the Hellenic Club just waiting for the next violation. Let me assure you that is not the case. I happen across these instances just about every time I cycle along Matilda St. You may understand our frustration when you consider that this has been going on for over 12 months.

I have a letter from Minister Steel of 28 November in which he states, inter alia:

"I am keen to ensure that this issue is resolved and that the club operates the loading dock appropriately. The parking operations team is working to inspect the area as a matter of routine to check for illegal parking on the pedestrian and cycle path."

As your staff are checking the site "as a matter of routine" they too would be seeing the violations and issuing fines. I urge you to intensify your efforts and so bring about an end to this illegal parking.

I have also attached an article from the latest edition of the Canberra Cyclist by Graham Downie on the Hellenic Club situation. The magazine is widely circulated including to Pedal Power's 7700 members.

Regards

Richard Bush

On 7/12/2018 12:01 pm, Keppell, Cassandra wrote:

Good morning Richard

The images you have provided do not identify illegal parking, parking operations will continue to monitor the area and infringe vehicles that are in breach of the Australian Road Rules.

Regards

Kassandra

**Kassandra Keppell | Manager | Parking Operations and Traffic Camera Office**

Phone 02 6205 9876 | Email [kassandra.keppell@act.gov.au](mailto:kassandra.keppell@act.gov.au)

**Access Canberra | Chief Minister Treasury and Economic Development Directorate**

ACT Government | Email [www.act.gov.au/accesscbr](http://www.act.gov.au/accesscbr)



I acknowledge the traditional custodians of the ACT the Ngurrumul people and their continuing connection to land and community. I pay my respect to them and to the Elders both past and present.



---

**From:** Richard Bush [<mailto:r.h.bush@bigpond.net.au>]  
**Sent:** Friday, 7 December 2018 11:49 AM  
**To:** Parking Operations <[Parking.Operations@act.gov.au](mailto:Parking.Operations@act.gov.au)>  
**Subject:** Fwd: Matilda St

Sent from my Samsung GALAXY S5 on the Telstra Mobile Network

----- Original message -----

**From:** Richard Bush <[r.h.bush@bigpond.net.au](mailto:r.h.bush@bigpond.net.au)>  
**Date:** 7/12/2018 11:45 AM (GMT+10:00)  
**To:** [parkingoperations@act.gov.au](mailto:parkingoperations@act.gov.au)  
**Subject:** Matilda St

Hello Parking Operations.

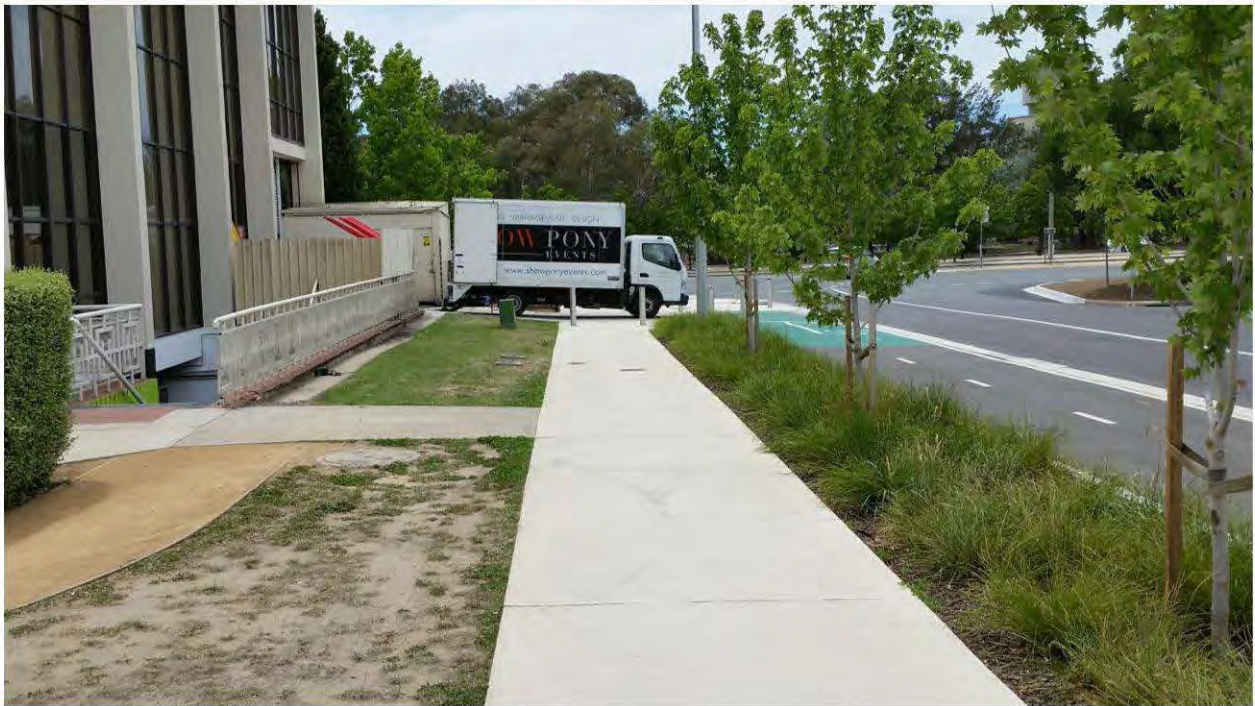
Parking violations continue on Matilda St. That this continues suggests they are being given special treatment by Parking Operations. We would be pleased to hear that is not the case.  
Richard Bush Advocacy Pedal Power ACT Inc.

Sent from my Samsung GALAXY S5 on the Telstra Mobile Network

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----



Virus-free: [www.avg.com](http://www.avg.com)







G MANAGEMENT DESIGN

SHOW PONY  
EVENTS

[www.showponyevents.com](http://www.showponyevents.com)





SHOWPONY  
EVENTS

FUSO

YMD-12V

NO  
PARKING

## \$1 million cycleway blocked by parking

By Graham Downie

Almost from the opening of the \$1 million cycle and walking paths in Matilda Street Phillip, bike riders and pedestrians have been frustrated by illegal parking.

So great has the illegal parking been, that on a recent visit, tyre marks from delivery vehicles were clearly visible on the off-road cycle path. Yet, despite representations by Pedal Power ACT's Advocacy group, at time of writing, no parking infringement notices had been issued over the almost 12 months since the path was opened.

Most, if not all, of the illegal parking has been by vehicles delivering goods to the Hellenic Club. The cycleway crosses a drive which leads to the club's loading dock. An ACT Government spokesman said the Hellenic Club had an approved loading dock within its site boundary which was not being used as intended. Observations by numerous Advocacy representatives note the loading dock is frequently cluttered with numerous beer kegs, preventing full access to the space by delivery vehicles. This is possibly why some drivers have chosen to park on the cycleway instead of using the loading dock.

Advocacy supported the construction of the cycleway as the best eastern access to Woden for bicycles. But it was opposed by the club.

Its operations manager, Michael Douros, said the club had wanted the cycle way on Callam and Launceston Streets. This would be less direct for cyclists and pedestrians travelling to the Woden town centre from the trunk path and carparks from the east.

Mr Douros said the club's drive had existed for 40 years. Overnight it had been painted green. There was not enough room for large trucks to unload and pick up goods from the dock without blocking the path.

Beer deliveries on Thursdays, any time between 7 am and 3 pm, took about 20 minutes. Trucks making these deliveries were too long to make these deliveries without blocking the cycleway and adjacent footpath.

'We became the bad guy for a poorly planned process,' he said. 'Please don't use us as a punching bag.'

Advocacy points out the area in question is public land, not part of the club's lease.

The photographs sent to Mr

Douros showed much smaller vehicles parked on the cycleway, well away from the dock. Mr Douros said the club would not tolerate this sort of illegal parking and a supplier had been told another supplier would be used if this sort of illegal parking continued.

The government spokesman said it was working with the Hellenic Club to ensure it appropriately managed deliveries and access to its facilities.

'This includes identifying alternative parking bays for delivery vehicles to use.' The government was also working with its parking operations team to include this area on its routine inspections of the Woden Town Centre.

The spokesman said the City Services directorate was satisfied the design of these pedestrian and cycling facilities were appropriate. The government was not satisfied with the illegal use of vehicles parking on the verge and was working with the club to address this.

The club had made some comments during the design consultation process, but no formal objections to the proposal had been declared. Before the improvements for active travel users in this location, the conflict between vehicles parking on the verge and pedestrians and cyclists was not as prominent.

'The ACT Government is keen to ensure that this issue is resolved, and the club can continue to operate its loading dock appropriately,' the spokesman said.

Meanwhile, a spokeswoman for Access Canberra said parking inspectors had been monitoring the area as part of their routine patrols and had issued infringements when vehicles were identified in this location.

'Parking Operations has been in contact with the manager of the Hellenic Club to remind delivery drivers to utilise the loading dock provided. Inspectors will continue to monitor and patrol the area as part of their routine patrols.'

The spokeswoman was asked how many vehicles had received infringement notices this year for illegal parking on the cycleway in question?

Given the many representations made by advocacy on this matter, the reply was



astounding.

'There have been over 420 infringements issued to vehicles parking in cycle lanes in the Phillip area this calendar year,' she said. 'There have been no infringements issued to trucks parking in the cycle lane within the precinct of the Hellenic Club.'

Access Canberra parking operations would continue to work with the Hellenic Club to change behaviour of delivery drivers attending the venue. Where unlawful parking was identified as part of regular patrols of the area, infringement notices would be issued.

The spokeswoman said illegal and dangerous parking could be reported through Access Canberra, telephone 13 22 81, or online, <https://www.accesscanberra.act.gov.au/app/ask/c/4501>.

Illegal parking on this cycleway has been reported, with photographs, through Access Canberra for months. Yet parking on the cycle way continued.

The government has now committed to installing a loading bay on the opposite side of Matilda Street to the Club to accommodate articulated vehicles, removing the need for them to park in the loading dock.♻️

*At the time of going to press, the parking violations on the path continue. Pedal Power ACT was advised that there was an agreement between the Hellenic Club and the Transport Directorate to construct a loading zone, at public expense, on Matilda Street opposite the Hellenic Club loading dock. Goods will be unloaded there and transported across Matilda Street. The Hellenic Club has undertaken to comply with safety regulations to ensure this does not endanger road and path users including the use of a 'stop-slow' traffic controller. Pedal Power ACT reserves judgement on the effectiveness of this approach.*

## Letters to the Editor

From, Brian Farrelly

I have a love-hate relationship with Pedal Power ACT advocacy.

On the one hand, it's half the reason I joined Pedal Power ACT. I want someone representing thousands of Canberra cyclists to ensure that authorities are continually reminded of the need to connect our cycle paths (still their most glaring fault) and keep them in good repair, so I fully support the advocacy team having regular meetings with transport authorities, as described in the latest Canberra Cyclist. As an example, the improvements to the upper section of Cotter Road are a great achievement.

On the other hand, the previous Canberra Cyclist contained several articles about 'pushing' people onto public and active travel, by reducing speed limits and removing car parks. No. I ride because it is a quick and convenient way to get around town that also helps maintain my health and fitness despite having an office job. When I drive, it's because I need to go further or carry more than is convenient on a bike. I can't take my family to activities across town on my bike. I can't carry friends or team sports equipment or even a week's shopping on my bike. Research showing uni students ride to lectures is not going to get my kids to sports on time. When I'm driving, I want it to be quick and convenient too, and I resent all the 'traffic calming' (accident causing) road furniture and steadily reducing parking that makes driving anywhere more time-consuming than it needs to be.

Also, Pedal Power ACT needs to be careful in its advocacy around public transport, which is a related but separate issue. Park-and-ride is a promising concept, but what would actually happen if the number of people riding doubled (or more) as wished? Buses only carry two bikes – something you see often enough at peak times – and a third cyclist is not allowed to bring their bike onto the bus, so it's not a reliable transport option. Also, there are few bus stops where bikes can be securely parked, so the bus network generally does not connect to cycling. Finally, the infamous tram simply doesn't serve so is irrelevant to the vast majority of existing Canberrans, whatever boon it may be in decades to come to new higher density developments in north Canberra and Gungahlin.

Pedal Power ACT needs to be careful to recognise that Canberra was designed around distributed town centres – ironically, when cars were considered the answer to urbanisation and pollution – and tailor its advocacy to ensure that cycling is a practical option for all

Canberrans to achieve its goal of more people cycling more often.

### Reply from the Advocacy Team

The Advocacy Team has been working for a long time on getting more and appropriate cycling infrastructure to make it convenient and safe for people to ride bikes and thus get more people cycling and fewer cars on the road to the benefit of all, including people who need to use their cars to carry around stuff that won't fit on a bike. We fully understand that cycling is not appropriate for all trips but that it could be used a lot more by people in the ACT were we to have the appropriate infrastructure – just compare Canberra to Amsterdam and Copenhagen.

Pedal Power ACT is agnostic as to the goodness or otherwise of public transport network. We have members who love and others who hate the network. However, we have pushed to ensure that the buses and light rail can carry bikes (with limited success on buses), that there are appropriate bike racks at bus and rail stops and that there are adequate paths to the rail stops. Advocacy will continue to push for integration of public transport with cycling.

*Canberra Cyclist* has recently contained paid advertisements for the light rail, but that does not indicate endorsement. Apart from that, there is no 'pushing' of the use of public transport by Pedal Power ACT.

For a long time advocacy has been pushing to improved cycling facilities in the town centres to allow people to ride around them safely. This year the government has recognised the need for such improvement and started to improve facilities in the centres. We will continue to advocate in particular for cycling infrastructure that makes it quick, comfortable and convenient way to get around whatever your age – 8 to 80 years.

We welcome feedback such as Brian's. We welcome especially members who would like to contribute to our advocacy on cycling infrastructure, programs, safety and behaviour change. To find out more or to join our team contact [advocacy@pedalpower.org.au](mailto:advocacy@pedalpower.org.au). ♣

### From Don Burns

Thank you for publishing those wonderful contributions from ambassadors from Northern Europe who generously share their joy of cycling. The eminent ambassadors also provided insight to multiple benefits associated with cycling in communities with mature attitudes.

The enjoyment of cycling, investment in cycling facilities and the safety of cyclists clearly hinge on the goodwill of communities. In Australia, goodwill has waxed and waned.

Rivalry between rugged horsemen and flashy wheelmen on boneshakers was accompanied by derision when Banjo

Patterson's 'Mulga Bill's Bicycle' was popular.

There was a time when ladies riding bicycles were shamefully condemned as provocative. Some prominent medical practitioners predicted that cycling would cause dire physical abnormalities, including enlarged hands and feet. And some earnest churchgoers insisted that cycling on Sundays would provoke hideous retribution from the Almighty.

Nonetheless, cyclists who were among the first or quickest to ride between capital cities, like the daunting ride from Perth to Brisbane, won adulation for their fantastic feats. Early newspapers also describe huge, eager crowds attending cycling competitions in the late 1800's and early 1900's.

We should be particularly proud of the women who were not deterred by superstitious opposition to their independence and enjoyment of cycling. Sarah Maddock, who averaged almost 100 km per day on her gruelling ride from Sydney to Bega in 1893, deserves to be better known. On her long list of record breaking achievements, Sarah was also involved in cycling clubs for women.

The National Library of Australia provides access to a wonderful photograph in the Corkhill Collection of cyclists from the Bicycle Club of Corunna, taken about 1895. The club constructed a velodrome, that probably ranks among the world's earliest, in the early 1890's. The energetic young men, dressed in fashionable cycling attire, look back at us through the photograph with their challenge 'You want to ride, cobber?'

Some, perhaps several, of the cyclists in that photograph probably died for us when the bugle called them to Gallipoli and the Western Front. Their popular velodrome fell into disuse about that time.

I like to think goodwill toward cyclists will develop power if we can stimulate more pride in Australia's great cycling heritage. Tim the Yowie Man wrote a very helpful article about the Corunna Point velodrome for the *Canberra Times* on 24 October 2014.

If anyone is interested in looking up that photo of the Bicycle Club of Corunna, zooming in reveals surprisingly clear images of the faces, attire and bicycles proudly held by our pioneering cycling enthusiasts. I believe inflatable tubes / tyres only became available around the mid 1890's, so these wheelmen on the far south coast of the NSW colony appear to be remarkably up to date.

The first bicycle on the left edge of the photo has an amazingly large chain, unlike all the other bicycles that appear to have chains very similar to today's. Maybe there is a knowledgeable Pedal Power reader who is willing to explain it. ♣

**From:** "Keppell, Cassandra"

**Sent:** 09/12/2018 10:17 PM

**To:** "Parking Operations" <Parking.Operations@act.gov.au>

**Subject:** FW: Matilda Street\_illegal parking [SEC=UNCLASSIFIED]

**Attachments:** 20181208\_122856.jpg, 20181208\_122902.jpg, 20181208\_122959.jpg, Downie CC article\_Nov 18\_Hellenic Club.pdf

2<sup>nd</sup> email

---

**From:** Richard Bush [mailto:r.h.bush@bigpond.net.au]

**Sent:** Sunday, 9 December 2018 6:15 PM

**To:** Keppell, Cassandra <Cassandra.Keppell@act.gov.au>

**Subject:** Matilda Street\_illegal parking

Hello Cassandra

Further to my email of 7 Dec, attached are photos taken on Saturday 8 Dec 18 at around 12.28pm. Could you please advise if that is an example of illegal parking. You can see from the side view that the van is blocking the footpath entirely forcing pedestrians around the front of the van onto the cycleway. Quite a dangerous situation aside from the inconvenience to pedestrians.

My sending you photos on a regular basis might suggest I am stalking the Hellenic Club just waiting for the next violation. Let me assure you that is not the case. I happen across these instances just about every time I cycle along Matilda St. You may understand our frustration when you consider that this has been going on for over 12 months.

I have a letter from Minister Steel of 28 November in which he states, inter alia:

"I am keen to ensure that this issue is resolved and that the club operates the loading dock appropriately. The parking operations team is working to inspect the area as a matter of routine to check for illegal parking on the pedestrian and cycle path."

As your staff are checking the site "as a matter of routine" they too would be seeing the violations and issuing fines. I urge you to intensify your efforts and so bring about an end to this illegal parking.

I have also attached an article from the latest edition of the Canberra Cyclist by Graham Downie on the Hellenic Club situation. The magazine is widely circulated including to Pedal Power's 7700 members.

Regards

Richard Bush

On 7/12/2018 12:01 pm, Keppell, Cassandra wrote:

Good morning Richard

The images you have provided do not identify illegal parking, parking operations will continue to monitor the area and infringe vehicles that are in breach of the Australian Road Rules.

Regards  
Cassandra

Kassandra Keppell | Manager | Parking Operations and Traffic Camera Office  
Phone 02 6205 9876 | Email [kassandra.keppell@act.gov.au](mailto:kassandra.keppell@act.gov.au)  
Access Canberra | Chief Minister Treasury and Economic Development Directorate  
ACT Government | Email [www.act.gov.au/accesscbr](http://www.act.gov.au/accesscbr)



I acknowledge the traditional custodians of the ACT the Jigunnaal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.



---

**From:** Richard Bush [<mailto:r.h.bush@bigpond.net.au>]  
**Sent:** Friday, 7 December 2018 11:49 AM  
**To:** Parking Operations <[Parking.Operations@act.gov.au](mailto:Parking.Operations@act.gov.au)>  
**Subject:** Fwd: Matilda St

Sent from my Samsung GALAXY S5 on the Telstra Mobile Network

----- Original message -----

**From:** Richard Bush <[r.h.bush@bigpond.net.au](mailto:r.h.bush@bigpond.net.au)>  
**Date:** 7/12/2018 11:45 AM (GMT+10:00)  
**To:** [parkingoperations@act.gov.au](mailto:parkingoperations@act.gov.au)  
**Subject:** Matilda St

Hello Parking Operations.

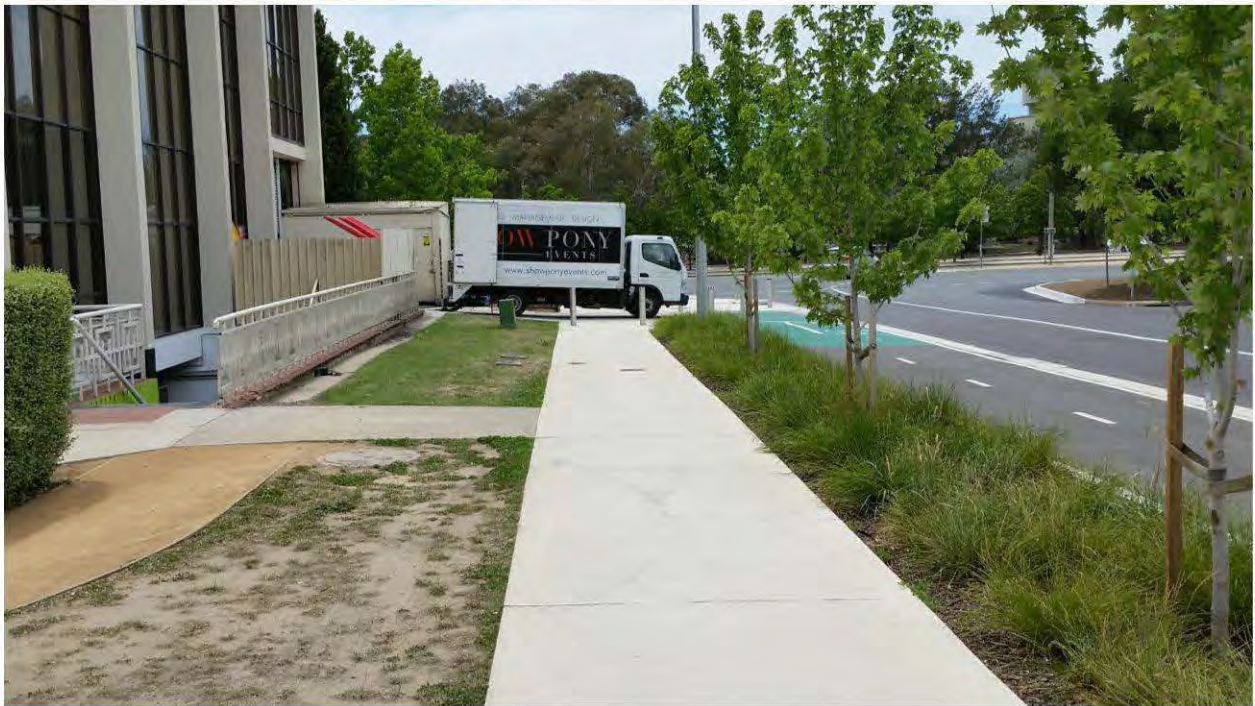
Parking violations continue on Matilda St. That this continues suggests they are being given special treatment by Parking Operations. We would be pleased to hear that is not the case.  
Richard Bush Advocacy Pedal Power ACT Inc.

Sent from my Samsung GALAXY S5 on the Telstra Mobile Network

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----



Virus-free. [www.avg.com](http://www.avg.com)







LANDSCAPE MANAGEMENT DESIGN

SHOW PONY  
EVENTS

[www.showponyevents.com](http://www.showponyevents.com)





SHOWPONY  
EVENTS

FUSO

YMD-12V



NO  
PARKING

**From:** "Mick Douros" <Mick@hellenicclub.com.au>  
**Sent:** 11/12/2018 2:41 PM  
**To:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>  
**Cc:** "Webb, Anthony" <Anthony.Webb@act.gov.au>; "Keppell, Cassandra" <Cassandra.Keppell@act.gov.au>  
**Subject:** RE: Hellenic Club [SEC=UNCLASSIFIED]

Hi Christopher,

Thank you for your email, I hope you are well and the festive season is being kind.

Apologies, there seems to be a miscommunication?

I have been waiting for confirmation on three items,

1. That the bus zone would be approved for a loading zone,
2. the green bike path could be removed from the driveway and
3. that the government would concrete the land to the side of the driveway to create a wider driveway/space (my understanding was you were going to seek approval, now it appears I need to apply via a nature strip development application?).

The traffic management plan has been flagged as a substantial cost and without the above items confirmed as possible would have the monies spent without a clear outcome. Anthony Webb provided two companies details – thank you.

I have been working on some additional measures to try and combat this headache. We will be building a new cool room inside the Club to attempt to free some space up in the dock. This is flagged to start in January 2019 with a relatively quick turnaround.

In the article you attached the following comment was made ***“ACT Government spokesman said the Hellenic Club had an approved loading dock within its site boundary which was not being used as intended”***. Is this the flagged site across in the bus zone as we do not have any loading zones that I am aware of?

I would be more than happy to contact Mr Bush if you wish?

Please let me know if you can shine any light on the above or if I can do anything to push this forward. Please appreciate I want to make sure you are not receiving any further grief from this tough situation.

Regards

**Michael Douros**  
Operations Manager



HELLENIC CLUB

Mattilda Street Woden ACT 2608  
PO Box 283 Woden ACT 2608  
Tel: +61 2 6162 6688 • Fax: +61 2 6282 4481  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments, to it may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the opinion of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

**From:** Seddon, Christopher [mailto:Christopher.Seddon@act.gov.au]  
**Sent:** Tuesday, 11 December 2018 2:03 PM  
**To:** Mick Douros <Mick@hellenicclub.com.au>  
**Cc:** Webb, Anthony <Anthony.Webb@act.gov.au>; Keppell, Cassandra <Cassandra.Keppell@act.gov.au>  
**Subject:** FW: Hellenic Club [SEC=UNCLASSIFIED]

Hi Mick,

Parking Operations are still continually receiving complaints for the delivery parking at the Hellenic club (attached email).

I understand Anthony Webb has been in contact with you regarding a submission for a Temporary Traffic Management Plan (TTM), but has not received your application.

When the site visit was undertaken several month ago, you were discussing an application for a nature strip development (I have attached the link) [https://www.tccs.act.gov.au/\\_data/assets/pdf\\_file/0008/534833/Nature-Strip-Development-Application.pdf](https://www.tccs.act.gov.au/_data/assets/pdf_file/0008/534833/Nature-Strip-Development-Application.pdf) . This was to allow the Hellenic Club to move the empty beer kegs and allow for deeper access to the loading dock.

We need you to submit these application to ease the delivery issue your drivers are creating,

Regards,

Chris Seddon | A/g Senior Manager, Regulatory Solutions and Compliance

Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respects to them, and to the Elders both past and present.



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region*

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

**From:** "Richard Bush" <r.h.bush@bigpond.net.au>  
**Sent:** 13/12/2018 3:45 PM  
**To:** "Keppell, Cassandra" <Cassandra.Keppell@act.gov.au>  
**Subject:** Matilda St [SEC=UNCLASSIFIED]

Hello Cassandra

I was wondering if you had had time to look at me emails.

Basically, it would help us a lot if you could supply answers to two questions as follows:

1. What constitutes illegal parking near the Hellenic Club loading dock; and
2. How many parking infringement notices have been issued at the site so far this year.

We would be grateful for your response when you get a chance.

Regards

Richard Bush, Advocacy Group, Pedal Power ACT

On 7/12/2018 12:01 pm, Keppell, Cassandra wrote:

Good morning Richard

The images you have provided do not identify illegal parking, parking operations will continue to monitor the area and infringe vehicles that are in breach of the Australian Road Rules.

Regards  
Cassandra

**Kassandra Keppell | Manager | Parking Operations and Traffic Camera Office**  
Phone 02 6205 9876 | Email [kassandra.keppell@act.gov.au](mailto:kassandra.keppell@act.gov.au)  
**Access Canberra | Chief Minister Treasury and Economic Development Directorate**  
ACT Government | Email [www.act.gov.au/accesscbr](http://www.act.gov.au/accesscbr)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respects to them, and to the Elders both past and present.



---

**From:** Richard Bush [<mailto:r.h.bush@bigpond.net.au>]  
**Sent:** Friday, 7 December 2018 11:49 AM  
**To:** Parking Operations <[Parking.Operations@act.gov.au](mailto:Parking.Operations@act.gov.au)>  
**Subject:** Fwd: Matilda St

Sent from my Samsung GALAXY S5 on the Telstra Mobile Network

----- Original message -----

From: Richard Bush <[r.h.bush@bigpond.net.au](mailto:r.h.bush@bigpond.net.au)>

Date: 7/12/2018 11:45 AM (GMT+10:00)

To: [parkingoperations@act.gov.au](mailto:parkingoperations@act.gov.au)

Subject: Matilda St

Hello Parking Operations.

Parking violations continue on Matilda St. That this continues suggests they are being given special treatment by Parking Operations. We would be pleased to hear that is not the case.

Richard Bush Advocacy Pedal Power ACT Inc.

Sent from my Samsung GALAXY S5 on the Telstra Mobile Network

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----



Virus-free. [www.avg.com](http://www.avg.com)

**From:** "Mick Douros" <Mick@hellenicclub.com.au>  
**Sent:** 14/12/2018 10:54 AM  
**To:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>  
**Cc:** "Webb, Anthony" <Anthony.Webb@act.gov.au>; "Keppell, Cassandra" <Cassandra.Keppell@act.gov.au>  
**Subject:** RE: Hellenic Club [SEC=UNCLASSIFIED]

Hi Chris,

Thank you for clearing this up.

Anthony, are you able to advise on points one and two?

As mentioned we have engaged a contractor to move a cool room. Once this is complete we will submit the development application.

Regards

**Michael Douros**  
Operations Manager



HELLENIC CLUB

Matilda Street Woden ACT 2606  
PO Box 283 Woden ACT 2606  
Tel: +61 2 6182 6688 • Fax: +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments, to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

**From:** Seddon, Christopher [mailto:Christopher.Seddon@act.gov.au]  
**Sent:** Thursday, 13 December 2018 9:31 AM  
**To:** Mick Douros <Mick@hellenicclub.com.au>  
**Cc:** Webb, Anthony <Anthony.Webb@act.gov.au>; Keppell, Cassandra <Cassandra.Keppell@act.gov.au>  
**Subject:** RE: Hellenic Club [SEC=UNCLASSIFIED]

Hi Mick,

Thank you for your reply.

Points one and two need to be discussed and organised with TCCS (Anthony), point three needs to be an application from the Hellenic club and any improvements requested in the application are the responsibility of the Hellenic club.

We are communicating with Mr Bush and reminding him the Hellenic club and ACT Governments are working to relieve this concerns.

Regards,

Chris Seddon | A/g Senior Manager, Regulatory Solutions and Compliance  
Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)  
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government  
[www.act.gov.au/accessCBB](http://www.act.gov.au/accessCBB)



I acknowledge the traditional custodians of the ACT, the Ngunnawal people, and their continuing connection to land and community. I pay my respects to them, and to the Elders both past and present.



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region*

**From:** Mick Douros [<mailto:Mick@hellenicclub.com.au>]

**Sent:** Tuesday, 11 December 2018 2:42 PM

**To:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>

**Cc:** Webb, Anthony <[Anthony.Webb@act.gov.au](mailto:Anthony.Webb@act.gov.au)>; Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>

**Subject:** RE: Hellenic Club [SEC=UNCLASSIFIED]

Hi Christopher,

Thank you for your email, I hope you are well and the festive season is being kind.

Apologies, there seems to be a miscommunication?

I have been waiting for confirmation on three items;

1. That the bus zone would be approved for a loading zone,
2. the green bike path could be removed from the driveway and
3. that the government would concrete the land to the side of the driveway to create a wider driveway/space (my understanding was you were going to seek approval, now it appears I need to apply via a nature strip development application?).

The traffic management plan has been flagged as a substantial cost and without the above items confirmed as possible would have the monies spent without a clear outcome. Anthony Webb provided two companies details – thank you.

I have been working on some additional measures to try and combat this headache. We will be building a new cool room inside the Club to attempt to free some space up in the dock. This is flagged to start in January 2019 with a relatively quick turnaround.

In the article you attached the following comment was made **“ACT Government spokesman said the Hellenic Club had an approved loading dock within its site boundary which was not being used as intended”**. Is this the flagged site across in the bus zone as we do not have any loading zones that I am aware of?

I would be more than happy to contact Mr Bush if you wish?

Please let me know if you can shine any light on the above or if I can do anything to push this forward. Please appreciate I want to make sure you are not receiving any further grief from this tough situation.

Regards

**Michael Douros**

Operations Manager



HELLENIC CLUB

Matilda Street Woden ACT 2606  
PO Box 283 Woden ACT 2606  
Tel: +61 2 6162 6688 • Fax: +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments, to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the opinion of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

**From:** Seddon, Christopher [<mailto:Christopher.Seddon@act.gov.au>]  
**Sent:** Tuesday, 11 December 2018 2:03 PM  
**To:** Mick Douros <[Mick@hellenicclub.com.au](mailto:Mick@hellenicclub.com.au)>  
**Cc:** Webb, Anthony <[Anthony.Webb@act.gov.au](mailto:Anthony.Webb@act.gov.au)>; Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>  
**Subject:** FW: Hellenic Club [SEC=UNCLASSIFIED]

Hi Mick,

Parking Operations are still continually receiving complaints for the delivery parking at the Hellenic club (attached email).

I understand Anthony Webb has been in contact with you regarding a submission for a Temporary Traffic Management Plan (TTM), but has not received your application.

When the site visit was undertaken several month ago, you were discussing an application for a nature strip development (I have attached the link) [https://www.tccs.act.gov.au/data/assets/pdf\\_file/0008/534833/Nature-Strip-Development-Application.pdf](https://www.tccs.act.gov.au/data/assets/pdf_file/0008/534833/Nature-Strip-Development-Application.pdf). This was to allow the Hellenic Club to move the empty beer kegs and allow for deeper access to the loading dock.

We need you to submit these application to ease the delivery issue your drivers are creating,

Regards,

Chris Seddon | A/g Senior Manager, Regulatory Solutions and Compliance  
Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)  
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government  
[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respects to them, and to the Elders both past and present.



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region*

---

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

---

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

---

This email has been scanned by the Symantec Email Security.cloud service.

For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

**From:** "Webb, Anthony" <Anthony.Webb@act.gov.au>  
**Sent:** 17/12/2018 11:55 AM  
**To:** "Mick Douros" <Mick@hellenicclub.com.au>  
**Cc:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>  
**Subject:** Loading zone: Hellenic Club [SEC=UNCLASSIFIED]

Hi Mick,

I can confirm that a Minor New Works (MNW) has been raised for the implementation of the loading zone. I expect this MNW is in the queue of works to be undertaken, most likely to be completed mid to end part of January 2019.

The removal of the painted bicycle path pavement is an issue I need to follow up with capital works program. I will advise when I know more details.

Regards

Anthony Webb

---

**From:** Mick Douros [mailto:Mick@hellenicclub.com.au]  
**Sent:** Friday, 14 December 2018 10:55 AM  
**To:** Seddon, Christopher <Christopher.Seddon@act.gov.au>  
**Cc:** Webb, Anthony <Anthony.Webb@act.gov.au>; Keppell, Cassandra <Cassandra.Keppell@act.gov.au>  
**Subject:** RE: Hellenic Club [SEC=UNCLASSIFIED]

Hi Chris,

Thank you for clearing this up.

Anthony, are you able to advise on points one and two?

As mentioned we have engaged a contractor to move a cool room. Once this is complete we will submit the development application.

Regards

**Michael Douros**  
Operations Manager



HELLENIC CLUB

Matilda Street Woden ACT 2608  
PO Box 283 Woden ACT 2608  
Tel: +61 2 6162 6688 • Fax: +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the opinion of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

**From:** Seddon, Christopher [mailto:Christopher.Seddon@act.gov.au]  
**Sent:** Thursday, 13 December 2018 9:31 AM  
**To:** Mick Douros <Mick@hellenicclub.com.au>  
**Cc:** Webb, Anthony <Anthony.Webb@act.gov.au>; Keppell, Cassandra <Cassandra.Keppell@act.gov.au>  
**Subject:** RE: Hellenic Club [SEC=UNCLASSIFIED]

Hi Mick,

Thank you for your reply.

Points one and two need to be discussed and organised with TCCS (Anthony), point three needs to be an application from the Hellenic club and any improvements requested in the application are the responsibility of the Hellenic club.

We are communicating with Mr Bush and reminding him the Hellenic club and ACT Governments are working to relieve this concerns.

Regards,

Chris Seddon | A/g Senior Manager, Regulatory Solutions and Compliance

Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respects to them, and to the Elders both past and present.



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region*

---

**From:** Mick Douros [<mailto:Mick@hellenicclub.com.au>]

**Sent:** Tuesday, 11 December 2018 2:42 PM

**To:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>

**Cc:** Webb, Anthony <[Anthony.Webb@act.gov.au](mailto:Anthony.Webb@act.gov.au)>; Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>

**Subject:** RE: Hellenic Club [SEC=UNCLASSIFIED]

Hi Christopher,

Thank you for your email, I hope you are well and the festive season is being kind.

Apologies, there seems to be a miscommunication?

I have been waiting for confirmation on three items;

1. That the bus zone would be approved for a loading zone,
2. the green bike path could be removed from the driveway and
3. that the government would concrete the land to the side of the driveway to create a wider driveway/space (my understanding was you were going to seek approval, now it appears I need to apply via a nature strip development application?).

The traffic management plan has been flagged as a substantial cost and without the above items confirmed as possible would have the monies spent without a clear outcome. Anthony Webb provided two companies details – thank you.

I have been working on some additional measures to try and combat this headache. We will be building a new cool room inside the Club to attempt to free some space up in the dock. This is flagged to start in January 2019 with a relatively quick turnaround.

In the article you attached the following comment was made **“ACT Government spokesman said the Hellenic Club had an approved loading dock within its site boundary which was not being used as intended”**. Is this the flagged site across in the bus zone as we do not have any loading zones that I am aware of?

I would be more than happy to contact Mr Bush if you wish?

Please let me know if you can shine any light on the above or if I can do anything to push this forward. Please appreciate I want to make sure you are not receiving any further grief from this tough situation.

Regards

**Michael Douros**  
Operations Manager



HELLENIC CLUB

Matilda Street Woden ACT 2606  
PO Box 263 Woden ACT 2606  
Tel: +61 2 6162 6688 • Fax: +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email

This email, including any attachments to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

**From:** Seddon, Christopher [<mailto:Christopher.Seddon@act.gov.au>]  
**Sent:** Tuesday, 11 December 2018 2:03 PM  
**To:** Mick Douros <[Mick@hellenicclub.com.au](mailto:Mick@hellenicclub.com.au)>  
**Cc:** Webb, Anthony <[Anthony.Webb@act.gov.au](mailto:Anthony.Webb@act.gov.au)>; Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>  
**Subject:** FW: Hellenic Club [SEC=UNCLASSIFIED]

Hi Mick,

Parking Operations are still continually receiving complaints for the delivery parking at the Hellenic club (attached email).

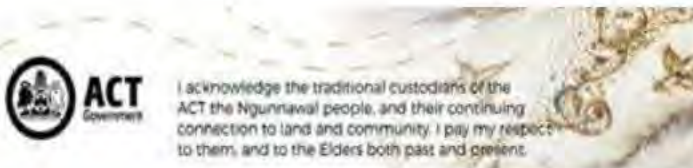
I understand Anthony Webb has been in contact with you regarding a submission for a Temporary Traffic Management Plan (TTM), but has not received your application.

When the site visit was undertaken several month ago, you were discussing an application for a nature strip development (I have attached the link) [https://www.tccs.act.gov.au/\\_data/assets/pdf\\_file/0008/534833/Nature-Strip-Development-Application.pdf](https://www.tccs.act.gov.au/_data/assets/pdf_file/0008/534833/Nature-Strip-Development-Application.pdf). This was to allow the Hellenic Club to move the empty beer kegs and allow for deeper access to the loading dock.

We need you to submit these application to ease the delivery issue your drivers are creating.

Regards,

Chris Seddon | A/g Senior Manager, Regulatory Solutions and Compliance  
Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)  
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government  
[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region*

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

**From:** "Mick Douros" <Mick@hellenicclub.com.au>  
**Sent:** 17/12/2018 11:57 AM  
**To:** "Webb, Anthony" <Anthony.Webb@act.gov.au>  
**Cc:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>  
**Subject:** RE: Loading zone: Hellenic Club [SEC=UNCLASSIFIED]

Hi Anthony,

Thank you very much.

We have a follow up scheduled with Territory Traffic Engineering to design a traffic management plan in the new year.

If I don't speak to you and the rest of the team beforehand Merry Christmas and Happy New Year.

Regards

**Michael Douros**  
Operations Manager



HELLENIC CLUB

Matilda Street Woden ACT 2606  
PO Box 263 Woden ACT 2606  
Tel: +61 2 6162 6688 • Fax: +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments, to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

**From:** Webb, Anthony [mailto:Anthony.Webb@act.gov.au]  
**Sent:** Monday, 17 December 2018 11:55 AM  
**To:** Mick Douros <Mick@hellenicclub.com.au>  
**Cc:** Seddon, Christopher <Christopher.Seddon@act.gov.au>  
**Subject:** Loading zone: Hellenic Club [SEC=UNCLASSIFIED]

Hi Mick,

I can confirm that a Minor New Works (MNW) has been raised for the implementation of the loading zone. I expect this MNW is in the queue of works to be undertaken, most likely to be completed mid to end part of January 2019.

The removal of the painted bicycle path pavement is an issue I need to follow up with capital works program. I will advise when I know more details.

Regards

Anthony Webb

---

**From:** Mick Douros [mailto:Mick@hellenicclub.com.au]  
**Sent:** Friday, 14 December 2018 10:55 AM  
**To:** Seddon, Christopher <Christopher.Seddon@act.gov.au>  
**Cc:** Webb, Anthony <Anthony.Webb@act.gov.au>; Keppell, Cassandra <Kassandra.Keppell@act.gov.au>  
**Subject:** RE: Hellenic Club [SEC=UNCLASSIFIED]

Hi Chris,

Thank you for clearing this up.

Anthony, are you able to advise on points one and two?

As mentioned we have engaged a contractor to move a cool room. Once this is complete we will submit the development application.

Regards

**Michael Douros**  
Operations Manager



HELLENIC CLUB

Matilda Street Woden ACT 2606  
PO Box 263 Woden ACT 2608  
Tel: +61 2 6162 6688 • Fax: +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments, to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

**From:** Seddon, Christopher [<mailto:Christopher.Seddon@act.gov.au>]

**Sent:** Thursday, 13 December 2018 9:31 AM

**To:** Mick Douros <[Mick@hellenicclub.com.au](mailto:Mick@hellenicclub.com.au)>

**Cc:** Webb, Anthony <[Anthony.Webb@act.gov.au](mailto:Anthony.Webb@act.gov.au)>; Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>

**Subject:** RE: Hellenic Club [SEC=UNCLASSIFIED]

Hi Mick,

Thank you for your reply.

Points one and two need to be discussed and organised with TCCS (Anthony), point three needs to be an application from the Hellenic club and any improvements requested in the application are the responsibility of the Hellenic club.

We are communicating with Mr Bush and reminding him the Hellenic club and ACT Governments are working to relieve this concerns.

Regards,

Chris Seddon | A/g Senior Manager, Regulatory Solutions and Compliance

Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBBR](http://www.act.gov.au/accessCBBR)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.



Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region

**From:** Mick Douros [<mailto:Mick@hellenicclub.com.au>]  
**Sent:** Tuesday, 11 December 2018 2:42 PM  
**To:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>  
**Cc:** Webb, Anthony <[Anthony.Webb@act.gov.au](mailto:Anthony.Webb@act.gov.au)>; Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>  
**Subject:** RE: Hellenic Club [SEC=UNCLASSIFIED]

Hi Christopher,

Thank you for your email, I hope you are well and the festive season is being kind.

Apologies, there seems to be a miscommunication?

I have been waiting for confirmation on three items;

1. That the bus zone would be approved for a loading zone,
2. the green bike path could be removed from the driveway and
3. that the government would concrete the land to the side of the driveway to create a wider driveway/space (my understanding was you were going to seek approval, now it appears I need to apply via a nature strip development application?).

The traffic management plan has been flagged as a substantial cost and without the above items confirmed as possible would have the monies spent without a clear outcome. Anthony Webb provided two companies details – thank you.

I have been working on some additional measures to try and combat this headache. We will be building a new cool room inside the Club to attempt to free some space up in the dock. This is flagged to start in January 2019 with a relatively quick turnaround.

In the article you attached the following comment was made ***“ACT Government spokesman said the Hellenic Club had an approved loading dock within its site boundary which was not being used as intended”***. Is this the flagged site across in the bus zone as we do not have any loading zones that I am aware of?

I would be more than happy to contact Mr Bush if you wish?

Please let me know if you can shine any light on the above or if I can do anything to push this forward. Please appreciate I want to make sure you are not receiving any further grief from this tough situation.

Regards

**Michael Douros**  
Operations Manager



HELLENIC CLUB

Matilda Street Woden ACT 2608  
PO Box 268 Woden ACT 2608  
Tel: +61 2 6162 6688 • Fax: +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments, to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the opinion of the sender and may not necessarily reflect the position, beliefs or opinions of the Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

**From:** Seddon, Christopher [<mailto:Christopher.Seddon@act.gov.au>]  
**Sent:** Tuesday, 11 December 2018 2:03 PM  
**To:** Mick Douros <[Mick@hellenicclub.com.au](mailto:Mick@hellenicclub.com.au)>  
**Cc:** Webb, Anthony <[Anthony.Webb@act.gov.au](mailto:Anthony.Webb@act.gov.au)>; Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>  
**Subject:** FW: Hellenic Club [SEC=UNCLASSIFIED]

Hi Mick,

Parking Operations are still continually receiving complaints for the delivery parking at the Hellenic club (attached email).

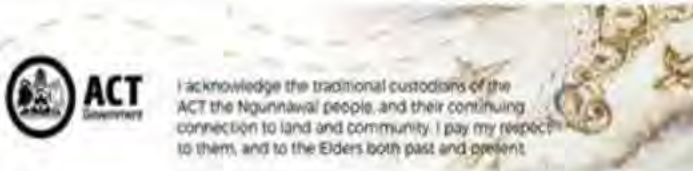
I understand Anthony Webb has been in contact with you regarding a submission for a Temporary Traffic Management Plan (TTM), but has not received your application.

When the site visit was undertaken several month ago, you were discussing an application for a nature strip development (I have attached the link) [https://www.tccs.act.gov.au/data/assets/pdf\\_file/0008/534833/Nature-Strip-Development-Application.pdf](https://www.tccs.act.gov.au/data/assets/pdf_file/0008/534833/Nature-Strip-Development-Application.pdf). This was to allow the Hellenic Club to move the empty beer kegs and allow for deeper access to the loading dock.

We need you to submit these application to ease the delivery issue your drivers are creating.

Regards,

Chris Seddon | A/g Senior Manager, Regulatory Solutions and Compliance  
Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)  
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government  
[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region*

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.

For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

**From:** "Richard Bush" <r.h.bush@bigpond.net.au>

**Sent:** 17/12/2018 4:30 PM

**To:** "Keppell, Cassandra" <Cassandra.Keppell@act.gov.au>

**Subject:** Re: Matilda St [SEC=UNCLASSIFIED]

**Attachments:** 20181217\_115447[1].jpg, 20181217\_115629.jpg, 20181217\_115504.jpg

Hello Cassandra

Here is today's violation. I was riding past at around 12 noon. Note that the pedestrian has been forced to walk around the front of the truck onto the cycle-only path. Not only is this dangerous but you can see the pedestrian decided he might as well continue walking on the cycle-only path thus defeating the purpose of the Government's \$1m upgrade of Matilda St.

Richard Bush, Advocacy Group, Pedal Power ACT Inc

On 13/12/2018 3:59 pm, Keppell, Cassandra wrote:

Hi Richard

Apologies for the delay in response I am just waiting on some advice.  
I will email you tomorrow.

Kassandra

---

**From:** Richard Bush [<mailto:r.h.bush@bigpond.net.au>]

**Sent:** Thursday, 13 December 2018 3:45 PM

**To:** Keppell, Cassandra <Cassandra.Keppell@act.gov.au>

**Subject:** Matilda St [SEC=UNCLASSIFIED]

Hello Cassandra

I was wondering if you had had time to look at me emails.

Basically, it would help us a lot if you could supply answers to two questions as follows:

1. What constitutes illegal parking near the Hellenic Club loading dock; and
2. How many parking infringement notices have been issued at the site so far this year.

We would be grateful for your response when you get a chance.

Regards

Richard Bush, Advocacy Group, Pedal Power ACT

On 7/12/2018 12:01 pm, Keppell, Cassandra wrote:

Good morning Richard

The images you have provided do not identify illegal parking, parking operations will continue to monitor the area and infringe vehicles that are in breach of the Australian Road Rules.

Regards

Kassandra

Kassandra Keppell | Manager | Parking Operations and Traffic Camera Office  
Phone 02 6205 9876 | Email [kassandra.keppell@act.gov.au](mailto:kassandra.keppell@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate  
ACT Government | Email [www.act.gov.au/accesscbr](http://www.act.gov.au/accesscbr)



I acknowledge the traditional custodians of the ACT the ngunnaival people and their continuing connection to land and community. I pay my respects to them, and to the Elders both past and present.



---

**From:** Richard Bush [<mailto:r.h.bush@bigpond.net.au>]  
**Sent:** Friday, 7 December 2018 11:49 AM  
**To:** Parking Operations <[Parking.Operations@act.gov.au](mailto:Parking.Operations@act.gov.au)>  
**Subject:** Fwd: Matilda St

Sent from my Samsung GALAXY S5 on the Telstra Mobile Network

----- Original message -----

**From:** Richard Bush <[r.h.bush@bigpond.net.au](mailto:r.h.bush@bigpond.net.au)>  
**Date:** 7/12/2018 11:45 AM (GMT+10:00)  
**To:** [parkingoperations@act.gov.au](mailto:parkingoperations@act.gov.au)  
**Subject:** Matilda St

Hello Parking Operations.

Parking violations continue on Matilda St. That this continues suggests they are being given special treatment by Parking Operations. We would be pleased to hear that is not the case.

Richard Bush Advocacy Pedal Power ACT Inc.

Sent from my Samsung GALAXY S5 on the Telstra Mobile Network

---

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

---



Virus-free. [www.avg.com](http://www.avg.com)









CG 58 LL

NO SMOKING



**From:** "Keppell, Cassandra" <Kassandra.Keppell@act.gov.au>  
**Sent:** 19/12/2018 3:23 PM  
**To:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>  
**Subject:** Fwd: Tiny van but still doesn't quite fit!  
**Attachments:** image1.jpeg

Sent from my iPhone

Begin forwarded message:

**From:** Richard Bush <[r.h.bush@bigpond.net.au](mailto:r.h.bush@bigpond.net.au)>  
**Date:** 18 December 2018 at 3:13:49 pm AEST  
**To:** "Keppell, Cassandra" <[Kassandra.Keppell@act.gov.au](mailto:Kassandra.Keppell@act.gov.au)>  
**Subject:** Fwd: Tiny van but still doesn't quite fit!

Hello Cassandra

Today's offering. Photo taken by a member some time today.

With all these little offerings I have been sending you, I wonder if you might reciprocate with a Christmas gift for me (I shouldn't ask of course) in the form of an update on what is happening and answers to my questions.

Kind Regards

Richard Bush, Advocacy Group, Pedal Power ACT Inc

---





ONLY

**From:**"Christie, Peter" <Peter.Christie@act.gov.au> on behalf of "Parking Operations"  
<Parking.Operations@act.gov.au>

**Sent:**21/12/2018 1:34 PM

**To:**"Keppell, Cassandra" <Cassandra.Keppell@act.gov.au>;"Seddon, Christopher" <Christopher.Seddon@act.gov.au>

**Subject:**FW: Matilda St 21 Dec 2018\_illegal parking at Hellenic Club [SEC=UNCLASSIFIED]

**Attachments:**20181221\_105740.jpg, 20181221\_105928.jpg, 20181221\_110031.jpg, 20181221\_111151.jpg

FYI

Peter Christie | Team Leader | Parking Operations

---

Office of Regulatory Services | Access Canberra  
Level 1 255 Canberra Avenue Fyshwick| Phone 02 6207 7200

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

From: Richard Bush [mailto:[r.h.bush@bigpond.net.au](mailto:r.h.bush@bigpond.net.au)]

Sent: Friday, 21 December 2018 1:33 PM

To: Parking Operations <Parking.Operations@act.gov.au>

Subject: Matilda St 21 Dec 2018\_illegal parking at Hellenic Club

Hello Chris Seddon, Parking Operations

Here are the photos I referred to showing vans blocking the footpath and the cycleway today 21 Dec 2018.

On arrival at Matilda St the scene was as per photo 1 and 2 at 10.59am today - the van blocking both the footpath and the cycle-only path. A minute later another van pulled in beside the other van and parked the same way (photo 3).

You will notice from photo 2 that the van has its wheels on the green lane. This is quite a dangerous situation as a walker heading east is forced to walk around the front of the van into the path of a cyclist heading in the other direction. Both a blind-sighted.

I went into the club and spoke to the duty manager and showed her photo 3. She looked a little surprised and said they had been advising their drivers "not to park like that". She suggested I report the violations to the government.

I came out of the club and the two earlier vans had gone but another one had arrived (photo 4).

Richard Bush, Advocacy Group, Pedal Power ACT Inc

Matilda St 21 Dec 2018  
photo 1



Matilda St  
12 Dec 2018  
Photo 2



Matilda St  
21 Dec 2018  
Photo 3

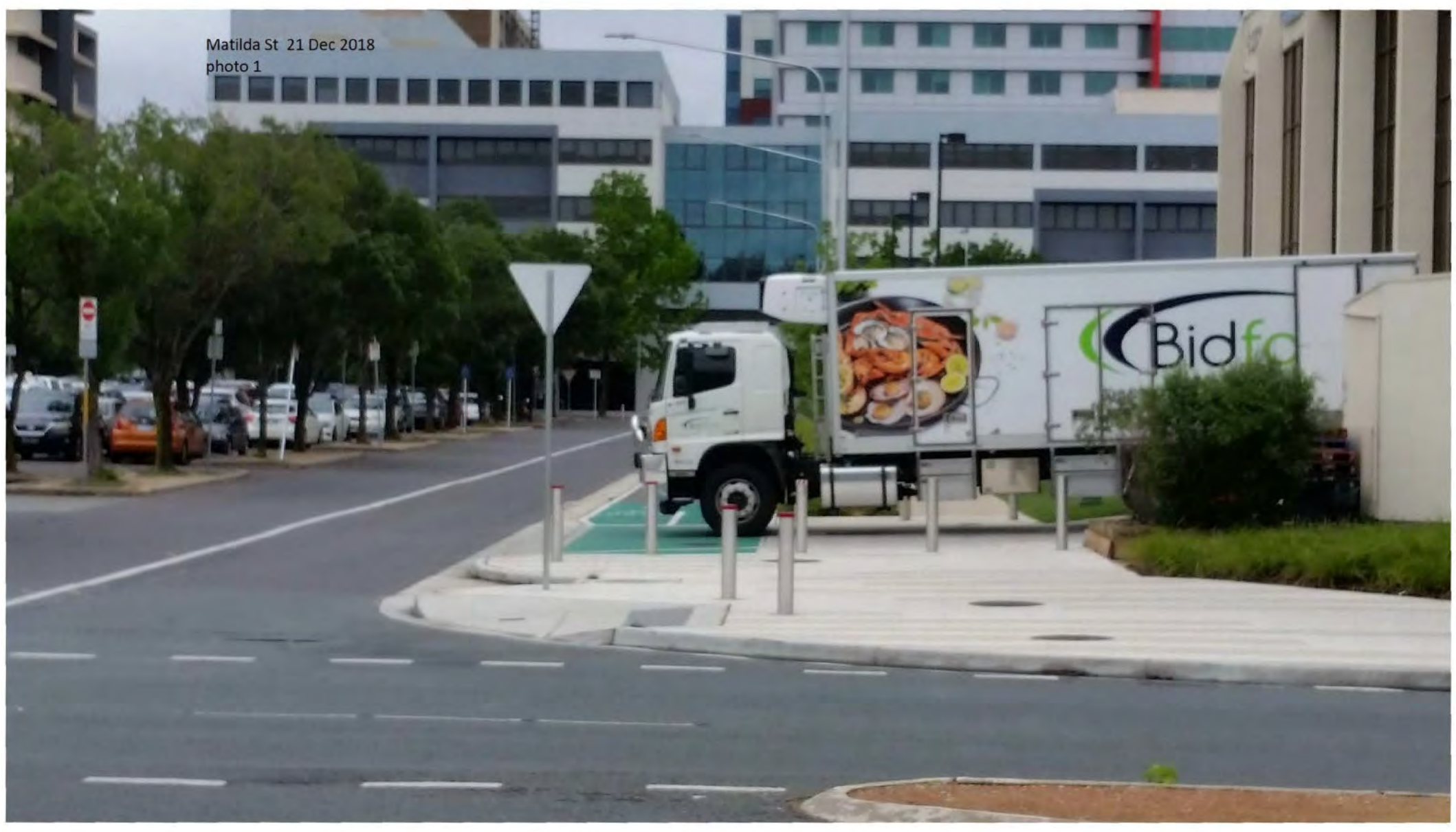




Matilda St  
21 Dec 2018  
Photo 4

GIVE WAY

Matilda St 21 Dec 2018  
photo 1



Matilda St  
12 Dec 2018  
Photo 2



Matilda St  
21 Dec 2018  
Photo 3



Matilda St  
21 Dec 2018  
Photo 4



**From:**"Keppell, Cassandra"

**Sent:**21/12/2018 6:41 AM

**To:**"Seddon, Christopher" <Christopher.Seddon@act.gov.au>

**Subject:**Fwd: Matilda St 21 Dec 2018\_illegal parking at Hellenic Club

**Attachments:**20181221\_105740.jpg, 20181221\_105928.jpg, 20181221\_110031.jpg, 20181221\_111151.jpg

Sent from my iPhone

Begin forwarded message:

**From:** "Richard Bush" <[r.h.bush@bigpond.net.au](mailto:r.h.bush@bigpond.net.au) >

**To:** "Keppell, Cassandra" <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au) >

**Subject:** Matilda St 21 Dec 2018\_illegal parking at Hellenic Club

Hello Cassandra

Today's offerings are a little different. On arrival at Matilda St the scene was as per photo 1 and 2 at 10.59am today - the van blocking both the footpath and the cycle-only path. I recall that Bid Foods was on the list of repeat offenders we sent you some time ago. A minute later another van pulled in beside the other van and parked the same way (photo 3).

I went into the club and spoke to the duty manager and showed her photo 3. She looked a little surprised and said they had been advising their drivers "not to park like that". She suggested I report the violations to the government.

I came out of the club and the two earlier vans had gone but another one had arrived (photo 4).

I would be grateful for an update and answers to my questions, namely, what constitutes illegal parking at the Hellenic Club site (as you had suggested that one of the previous incidents was not illegal), and how many parking infringement notices have been issued at the Hellenic Club site this year.

Regards

Richard Bush, Advocacy Group, Pedal Power ACT Inc









Approved for  
12/15/2018  
Page 2



MacLure SA  
21 Dec 2018  
Photo 3





**From:** "Bilski, Marek" <Marek.Bilski@act.gov.au>  
**Sent:** 20/02/2019 2:41 PM  
**To:** "Mick@hellenicclub.com.au" <Mick@hellenicclub.com.au>  
**Cc:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>; "Hubbard, Benjamin" <Benjamin.Hubbard@act.gov.au>; "Keppell, Cassandra" <Cassandra.Keppell@act.gov.au>  
**Subject:** Loading dock/zone [SEC=UNCLASSIFIED]

Hi Mick,

Following on from your discussions with Chris Seddon and Anthony Webb, I wanted to let you know that Access Canberra Parking inspectors have been updated on the changes to parking arrangements around your loading dock area. We presume that all users of your loading dock area are aware of the new arrangements, requiring large trucks to utilise the new loading zone and for all vehicles using the driveway not to block the cycleway. I would urge you to remind all users of these arrangements regularly to minimise the necessity for enforcement by our inspectors.

Also, do you have an update on the nature strip development application for the relocation of empty kegs to increase the parking area on the loading dock driveway?

I look forward to receiving your update.

Regards,

**Marek Bilski | Assistant Manager | Parking and Traffic Camera Operations**

Phone: 02 6207 3915

Email: [marek.bilski@act.gov.au](mailto:marek.bilski@act.gov.au)

**Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government**

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region.*

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

**From:** "Bilski, Marek" <Marek.Bilski@act.gov.au>  
**Sent:** 20/02/2019 2:41 PM  
**To:** "Mick@hellenicclub.com.au" <Mick@hellenicclub.com.au>  
**Cc:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>; "Hubbard, Benjamin" <Benjamin.Hubbard@act.gov.au>; "Keppell, Cassandra" <Kassandra.Keppell@act.gov.au>  
**Subject:** Loading dock/zone [SEC=UNCLASSIFIED]

Hi Mick,

Following on from your discussions with Chris Seddon and Anthony Webb, I wanted to let you know that Access Canberra Parking inspectors have been updated on the changes to parking arrangements around your loading dock area. We presume that all users of your loading dock area are aware of the new arrangements, requiring large trucks to utilise the new loading zone and for all vehicles using the driveway not to block the cycleway. I would urge you to remind all users of these arrangements regularly to minimise the necessity for enforcement by our inspectors.

Also, do you have an update on the nature strip development application for the relocation of empty kegs to increase the parking area on the loading dock driveway?

I look forward to receiving your update.

Regards,

**Marek Bilski | Assistant Manager | Parking and Traffic Camera Operations**

Phone: 02 6207 3915

Email: [marek.bilski@act.gov.au](mailto:marek.bilski@act.gov.au)

**Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government**

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region.*

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

**From:** "Mick Douros" <Mick@hellenicclub.com.au>  
**Sent:** 20/02/2019 3:29 PM  
**To:** "Bilski, Marek" <Marek.Bilski@act.gov.au>  
**Cc:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>; "Hubbard, Benjamin" <Benjamin.Hubbard@act.gov.au>; "Keppell, Cassandra" <Cassandra.Keppell@act.gov.au>  
**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Marek,

Thank you for the email.

My understanding is that the loading zone cannot be used until a suitable traffic management plan is approved?

I am meeting with Territory Traffic tomorrow at 10am to work on a plan as well as schedule training for the proposed staff that will use the space. If we do not require this and can use the loading zone ahead of time please confirm and we will move on it straight away.

In regards to the dock reconfiguration we have commenced works of building a new cool room and will need to knock down one existing. The process is expensive and timely so still a long way off being able to have a clear picture of the space we will be left with for the driveway. As soon as we are in a position to do so I will make sure I am in contact.

Regards

**Michael Douros**  
Operations Manager



Marilda Street Woden ACT 2606  
PO Box 269 Woden ACT 2606  
Tel: +61 2 6162 6583 • Fax: +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments, to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose or use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the opinion of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

**From:** Bilski, Marek [mailto:Marek.Bilski@act.gov.au]  
**Sent:** Wednesday, 20 February 2019 2:41 PM  
**To:** Mick Douros <Mick@hellenicclub.com.au>  
**Cc:** Seddon, Christopher <Christopher.Seddon@act.gov.au>; Hubbard, Benjamin <Benjamin.Hubbard@act.gov.au>; Keppell, Cassandra <Cassandra.Keppell@act.gov.au>  
**Subject:** Loading dock/zone [SEC=UNCLASSIFIED]

Hi Mick,

Following on from your discussions with Chris Seddon and Anthony Webb, I wanted to let you know that Access Canberra Parking inspectors have been updated on the changes to parking arrangements around your loading dock area. We presume that all users of your loading dock area are aware of the new arrangements, requiring large trucks to utilise the new loading zone and for all vehicles using the driveway not to block the cycleway. I would urge you to remind all users of these arrangements regularly to minimise the necessity for enforcement by our inspectors.

Also, do you have an update on the nature strip development application for the relocation of empty kegs to increase the parking area on the loading dock driveway?

I look forward to receiving your update.

Regards,

**Marek Bilski | Assistant Manager | Parking and Traffic Camera Operations**

Phone: 02 6207 3915

Email: [marek.bilski@act.gov.au](mailto:marek.bilski@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region.*

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

**From:** "Mick Douros" <Mick@hellenicclub.com.au>  
**Sent:** 20/02/2019 4:49 PM  
**To:** "Bilski, Marek" <Marek.Bilski@act.gov.au>  
**Cc:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>; "Hubbard, Benjamin" <Benjamin.Hubbard@act.gov.au>; "Keppell, Cassandra" <Cassandra.Keppell@act.gov.au>  
**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Marek,

Thank you for confirming the loading zone is operational, I will inform delivery drivers.

Regards

**Michael Douros**  
Operations Manager



Matilda Street Woden ACT 2606  
PO Box 263 Woden ACT 2606  
Tel: +61 2 6262 6688 • Fax: +61 2 6262 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

**From:** Bilski, Marek [mailto:Marek.Bilski@act.gov.au]  
**Sent:** Wednesday, 20 February 2019 4:46 PM  
**To:** Mick Douros <Mick@hellenicclub.com.au>  
**Cc:** Seddon, Christopher <Christopher.Seddon@act.gov.au>; Hubbard, Benjamin <Benjamin.Hubbard@act.gov.au>; Keppell, Cassandra <Cassandra.Keppell@act.gov.au>  
**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Mick,

The loading zone is operational and enforceable. My understanding is the traffic management plan is needed for the safe movement of deliveries between the loading zone and the loading dock, but will leave that with you to formalise.

Regards,

**Marek Bilski | Assistant Manager | Parking and Traffic Camera Operations**

Phone: 02 6207 3915

Email: [marek.bilski@act.gov.au](mailto:marek.bilski@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)





I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region.*

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

**From:** Mick Douros [<mailto:Mick@hellenicclub.com.au>]  
**Sent:** Wednesday, 20 February 2019 3:30 PM  
**To:** Bilski, Marek <[Marek.Bilski@act.gov.au](mailto:Marek.Bilski@act.gov.au)>  
**Cc:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>; Hubbard, Benjamin <[Benjamin.Hubbard@act.gov.au](mailto:Benjamin.Hubbard@act.gov.au)>; Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>  
**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Marek,

Thank you for the email.

My understanding is that the loading zone cannot be used until a suitable traffic management plan is approved?

I am meeting with Territory Traffic tomorrow at 10am to work on a plan as well as schedule training for the proposed staff that will use the space. If we do not require this and can use the loading zone ahead of time please confirm and we will move on it straight away.

In regards to the dock reconfiguration we have commenced works of building a new cool room and will need to knock down one existing. The process is expensive and timely so still a long way off being able to have a clear picture of the space we will be left with for the driveway. As soon as we are in a position to do so I will make sure I am in contact.

Regards

**Michael Douros**  
Operations Manager



Matika Street Woden ACT 2806  
PO Box 263 Woden ACT 2808  
Tel +61 2 6162 6688 + Fax +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email

This email, including any attachments, to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the opinion of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

**From:** Bilski, Marek [<mailto:Marek.Bilski@act.gov.au>]  
**Sent:** Wednesday, 20 February 2019 2:41 PM  
**To:** Mick Douros <[Mick@hellenicclub.com.au](mailto:Mick@hellenicclub.com.au)>  
**Cc:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>; Hubbard, Benjamin <[Benjamin.Hubbard@act.gov.au](mailto:Benjamin.Hubbard@act.gov.au)>; Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>  
**Subject:** Loading dock/zone [SEC=UNCLASSIFIED]

Hi Mick,

Following on from your discussions with Chris Seddon and Anthony Webb, I wanted to let you know that Access Canberra Parking inspectors have been updated on the changes to parking arrangements around your loading dock area. We presume that all users of your loading dock area are aware of the new arrangements, requiring large trucks to utilise the new loading zone and for all vehicles using the driveway not to block the cycleway. I would urge you to remind all users of these arrangements regularly to minimise the necessity for enforcement by our inspectors.

Also, do you have an update on the nature strip development application for the relocation of empty kegs to increase the parking area on the loading dock driveway?

I look forward to receiving your update.

Regards,

**Marek Bilski | Assistant Manager | Parking and Traffic Camera Operations**

Phone: 02 6207 3915

Email: [marek.bilski@act.gov.au](mailto:marek.bilski@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region.*

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.

**From:** "Mick Douros" <Mick@hellenicclub.com.au>  
**Sent:** 20/02/2019 4:49 PM  
**To:** "Bilski, Marek" <Marek.Bilski@act.gov.au>  
**Cc:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>; "Hubbard, Benjamin" <Benjamin.Hubbard@act.gov.au>; "Keppell, Cassandra" <Cassandra.Keppell@act.gov.au>  
**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Marek,

Thank you for confirming the loading zone is operational, I will inform delivery drivers.

Regards

**Michael Douros**  
Operations Manager



Matilda Street Woden ACT 2606  
PO Box 263 Woden ACT 2606  
Tel: +61 2 6262 6688 • Fax: +61 2 6262 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

**From:** Bilski, Marek [mailto:Marek.Bilski@act.gov.au]  
**Sent:** Wednesday, 20 February 2019 4:46 PM  
**To:** Mick Douros <Mick@hellenicclub.com.au>  
**Cc:** Seddon, Christopher <Christopher.Seddon@act.gov.au>; Hubbard, Benjamin <Benjamin.Hubbard@act.gov.au>; Keppell, Cassandra <Cassandra.Keppell@act.gov.au>  
**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Mick,

The loading zone is operational and enforceable. My understanding is the traffic management plan is needed for the safe movement of deliveries between the loading zone and the loading dock, but will leave that with you to formalise.

Regards,

**Marek Bilski | Assistant Manager | Parking and Traffic Camera Operations**

Phone: 02 6207 3915

Email: [marek.bilski@act.gov.au](mailto:marek.bilski@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)





I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region.

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

**From:** Mick Douros [<mailto:Mick@hellenicclub.com.au>]  
**Sent:** Wednesday, 20 February 2019 3:30 PM  
**To:** Bilski, Marek <[Marek.Bilski@act.gov.au](mailto:Marek.Bilski@act.gov.au)>  
**Cc:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>; Hubbard, Benjamin <[Benjamin.Hubbard@act.gov.au](mailto:Benjamin.Hubbard@act.gov.au)>; Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>  
**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Marek,

Thank you for the email.

My understanding is that the loading zone cannot be used until a suitable traffic management plan is approved?

I am meeting with Territory Traffic tomorrow at 10am to work on a plan as well as schedule training for the proposed staff that will use the space. If we do not require this and can use the loading zone ahead of time please confirm and we will move on it straight away.

In regards to the dock reconfiguration we have commenced works of building a new cool room and will need to knock down one existing. The process is expensive and timely so still a long way off being able to have a clear picture of the space we will be left with for the driveway. As soon as we are in a position to do so I will make sure I am in contact.

Regards

**Michael Douros**  
Operations Manager



Matika Street Woden ACT 2806  
PO Box 263 Woden ACT 2808  
Tel +61 2 6162 6688 + Fax +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email

This email, including any attachments, to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the opinion of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti virus systems.

**From:** Bilski, Marek [<mailto:Marek.Bilski@act.gov.au>]  
**Sent:** Wednesday, 20 February 2019 2:41 PM  
**To:** Mick Douros <[Mick@hellenicclub.com.au](mailto:Mick@hellenicclub.com.au)>  
**Cc:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>; Hubbard, Benjamin <[Benjamin.Hubbard@act.gov.au](mailto:Benjamin.Hubbard@act.gov.au)>; Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>  
**Subject:** Loading dock/zone [SEC=UNCLASSIFIED]

Hi Mick,

Following on from your discussions with Chris Seddon and Anthony Webb, I wanted to let you know that Access Canberra Parking inspectors have been updated on the changes to parking arrangements around your loading dock area. We presume that all users of your loading dock area are aware of the new arrangements, requiring large trucks to utilise the new loading zone and for all vehicles using the driveway not to block the cycleway. I would urge you to remind all users of these arrangements regularly to minimise the necessity for enforcement by our inspectors.

Also, do you have an update on the nature strip development application for the relocation of empty kegs to increase the parking area on the loading dock driveway?

I look forward to receiving your update.

Regards,

**Marek Bilski | Assistant Manager | Parking and Traffic Camera Operations**

Phone: 02 6207 3915

Email: [marek.bilski@act.gov.au](mailto:marek.bilski@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region.*

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.

**From:** "Bilski, Marek" <Marek.Bilski@act.gov.au>  
**Sent:** 20/02/2019 4:45 PM  
**To:** "Mick Douros" <Mick@hellenicclub.com.au>  
**Cc:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>; "Hubbard, Benjamin" <Benjamin.Hubbard@act.gov.au>; "Keppell, Cassandra" <Kassandra.Keppell@act.gov.au>  
**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Mick,

The loading zone is operational and enforceable. My understanding is the traffic management plan is needed for the safe movement of deliveries between the loading zone and the loading dock, but will leave that with you to formalise.

Regards,

**Marek Bilski | Assistant Manager | Parking and Traffic Camera Operations**

Phone: 02 6207 3915

Email: [marek.bilski@act.gov.au](mailto:marek.bilski@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region.*

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

**From:** Mick Douros [mailto:Mick@hellenicclub.com.au]  
**Sent:** Wednesday, 20 February 2019 3:30 PM  
**To:** Bilski, Marek <Marek.Bilski@act.gov.au>  
**Cc:** Seddon, Christopher <Christopher.Seddon@act.gov.au>; Hubbard, Benjamin <Benjamin.Hubbard@act.gov.au>; Keppell, Cassandra <Kassandra.Keppell@act.gov.au>  
**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Marek,

Thank you for the email.

My understanding is that the loading zone cannot be used until a suitable traffic management plan is approved?

I am meeting with Territory Traffic tomorrow at 10am to work on a plan as well as schedule training for the proposed staff that will use the space. If we do not require this and can use the loading zone ahead of time please confirm and we will move on it straight away.

In regards to the dock reconfiguration we have commenced works of building a new cool room and will need to knock down one existing. The process is expensive and timely so still a long way off being able to have a clear picture of the space we will be left with for the driveway. As soon as we are in a position to do so I will make sure I am in contact.

Regards

**Michael Douros**  
Operations Manager



Matilda Street Woden ACT 2606  
PO Box 388 Woden ACT 2606  
Tel: +61 2 6162 6688 + Fax: +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

**From:** Bilski, Marek [<mailto:Marek.Bilski@act.gov.au>]  
**Sent:** Wednesday, 20 February 2019 2:41 PM  
**To:** Mick Douros <[Mick@hellenicclub.com.au](mailto:Mick@hellenicclub.com.au)>  
**Cc:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>; Hubbard, Benjamin <[Benjamin.Hubbard@act.gov.au](mailto:Benjamin.Hubbard@act.gov.au)>; Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>  
**Subject:** Loading dock/zone [SEC=UNCLASSIFIED]

Hi Mick,

Following on from your discussions with Chris Seddon and Anthony Webb, I wanted to let you know that Access Canberra Parking inspectors have been updated on the changes to parking arrangements around your loading dock area. We presume that all users of your loading dock area are aware of the new arrangements, requiring large trucks to utilise the new loading zone and for all vehicles using the driveway not to block the cycleway. I would urge you to remind all users of these arrangements regularly to minimise the necessity for enforcement by our inspectors.

Also, do you have an update on the nature strip development application for the relocation of empty kegs to increase the parking area on the loading dock driveway?

I look forward to receiving your update.

Regards,

**Marek Bilski | Assistant Manager | Parking and Traffic Camera Operations**

Phone: 02 6207 3915

Email: [marek.bilski@act.gov.au](mailto:marek.bilski@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region.*

---

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

---

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

**From:** "Spalding, Janice" <Janice.Spalding@act.gov.au> on behalf of "Parking Operations" <Parking.Operations@act.gov.au>  
**Sent:** 12/03/2019 9:58 AM  
**To:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>  
**Cc:** "Keppell, Cassandra" <Cassandra.Keppell@act.gov.au>; "Bilski, Marek" <Marek.Bilski@act.gov.au>  
**Subject:** FW: Hellenic Club and Matilda St paths [SEC=UNCLASSIFIED]

---

**From:** Richard Bush [mailto:r.h.bush@bigpond.net.au]  
**Sent:** Monday, 11 March 2019 4:29 PM  
**To:** Parking Operations <Parking.Operations@act.gov.au>  
**Subject:** Hellenic Club and Matilda St paths

To: Mr Chris Seddon, Parking Operations

Following for your information is a message from Pedal Power ACT Inc to the Hellenic Club re the illegal parking at their loading dock.

Regards

Richard Bush, Advocacy Group, Pedal Power ACT Inc

----- Forwarded Message -----

**Subject:** Hellenic Club and Matilda St paths  
**Date:** Mon, 11 Mar 2019 16:15:39 +1100  
**From:** Richard Bush <r.h.bush@bigpond.net.au>  
**To:** [ian@hellenicclub.com.au](mailto:ian@hellenicclub.com.au)  
**CC:** [mick@hellenicclub.com.au](mailto:mick@hellenicclub.com.au) , [matthew@hellenicclub.com.au](mailto:matthew@hellenicclub.com.au)

To Ian Cameron, Chief Executive Officer, Hellenic Club

cc Michael Douros, Operations Manager; Matthew Marr, Duty Manager

Dear Mr Cameron

I am writing on behalf of Pedal Power ACT Inc about the problems arising on Matilda St caused by Hellenic Club delivery vans blocking the walking and cycling paths.

Pedal Power members have observed illegal parking at this site for around 15 months.

We understand the Club has agreed with the Transport Directorate that drivers will use the new loading zone established on the other side of the road and that drivers have been instructed by the Club to wheel their deliveries into the loading dock thus obviating the need to park across the paths. However, we have observed that not all drivers are following these instructions. We understand from the Transport Directorate that the drivers who insist on blocking the cycleway and/or footpath will be issued with parking infringement notices.

I was stationed near Matilda St on Wed 6 March 2019 for the annual cordon count Pedal Power conducts for the ACT Government. I was able to observe the loading dock from 7.00am to 10.00am. During that time, I counted six vans blocked the paths. I observed only one driver parked in the loading zone and wheeling goods across the road. The illegal parking gave rise to dangerous situations including people being forced onto the road into the path of on-coming vehicles (see examples in the photos below). This is an unsustainable situation and could lead to serious injury or even death.

We are advised by the Minister for Roads, Chris Steel, that the club is not using the loading dock 'as approved'. This is clear to the casual observer as the entrance to the loading dock is restricted by pallets and beer barrels. It also appears that a store room has been constructed at the loading dock which limits access. For the sake of all path users, we ask the Club to make the changes necessary to bring the Club into compliance with the approved use of the loading dock.

Incidentally, the Minister for Roads, Chris Steel, and his officials were able to see the problem first hand during a ride-around with Pedal Power ACT, on the morning of Friday 1 March. At that time a driver pulled into the dock blocking the footpath and refused to move. He used abusive language claiming he had been told he could park there provided he did not block the green lane. The driver is misinformed. We are advised by TCCS that parking in any position on the public part of the driveway is an offence.

Pedal Power ACT respectfully urges the Club to take the necessary action to cease the illegal parking and restore the Matilda Street paths to a convenient and safe passageway for people walking and cycling.

Yours sincerely

Richard Bush, Advocacy Group, Pedal Power ACT Inc  
11 March 2019

cc, Minister Chris Steel; Ben McHugh and Geoff Davidson, TCCS; Chris Seddon, Parking Operations

The following photos were taken on the morning of Wed 6 March 2019





END

**From:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>  
**Sent:** 18/03/2019 10:46 AM  
**To:** "Bilski, Marek" <Marek.Bilski@act.gov.au>; "Baker, Danny" <Danny.Baker@act.gov.au>  
**Cc:** "Keppell, Cassandra" <Cassandra.Keppell@act.gov.au>; "AC Ministerial" <ACMinisterialCMT@act.gov.au>  
**Subject:** RE: Dot Point Request - Parking on DrivewayPaths Hellenic Club and Matilda St paths [DLM=For-Official-Use-Only]

Hi Marek,

Please provide dot point of inspections and actions taken. We need to be mindful it is a driveway and loading dock, smaller vans are able to utilise the area without obstruction.

Regards,

Chris Seddon | A/g Senior Manager, Regulatory Solutions and Compliance  
Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)  
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government  
[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region*

---

**From:** AC Ministerial CMT  
**Sent:** Monday, 18 March 2019 10:39 AM  
**To:** Seddon, Christopher <Christopher.Seddon@act.gov.au>  
**Cc:** Keppell, Cassandra <Cassandra.Keppell@act.gov.au>  
**Subject:** Dot Point Request - Parking on DrivewayPaths Hellenic Club and Matilda St paths [DLM=For-Official-Use-Only]

Hi Chris

Can we please get some dot points on this one by COB Tuesday 19/03 for the MO.

Cheers

Tim

-----  
Begin forwarded message:

**From:** Richard Bush <[r.h.bush@bigpond.net.au](mailto:r.h.bush@bigpond.net.au) >  
**Date:** 11 March 2019 at 4:26:10 pm AEDT  
**To:** <[chris.steel@act.gov.au](mailto:chris.steel@act.gov.au) >  
**Cc:** Ian Ross <[executiveofficer@pedalpower.org.au](mailto:executiveofficer@pedalpower.org.au) >, "[vp1@pedalpower.org.au](mailto:vp1@pedalpower.org.au) "  
<[vp1@pedalpower.org.au](mailto:vp1@pedalpower.org.au) >  
**Subject:** Fwd: Hellenic Club and Matilda St paths

Hello Minister

You will recall the ride-around with Pedal Power the other day including the stop on Matilda Street at the Hellenic Club. The illegal parking we observed that day is continuing which prompted us to send the following message to the Hellenic Club.

As your officials have done, we have urged the Hellenic Club to take the necessary action to cease the illegal parking. We appreciate your support for our position and trust that Parking Operations is now issuing parking infringement notices to drivers who park illegally. Hopefully we will now see an end to this drawn out affair.

Kind regards

Richard Bush, Advocacy Group, Pedal Power ACT Inc

----- Forwarded Message -----

**Subject:**Hellenic Club and Matilda St paths

**Date:**Mon, 11 Mar 2019 16:15:39 +1100

**From:**Richard Bush <[r.h.bush@bigpond.net.au](mailto:r.h.bush@bigpond.net.au)>

**To:**[ian@hellenicclub.com.au](mailto:ian@hellenicclub.com.au)

**CC:**[mick@hellenicclub.com.au](mailto:mick@hellenicclub.com.au) , [matthew@hellenicclub.com.au](mailto:matthew@hellenicclub.com.au)

To Ian Cameron, Chief Executive Officer, Hellenic Club

cc Michael Douros, Operations Manager; Matthew Marr, Duty Manager

Dear Mr Cameron

I am writing on behalf of Pedal Power ACT Inc about the problems arising on Matilda St caused by Hellenic Club delivery vans blocking the walking and cycling paths.

Pedal Power members have observed illegal parking at this site for around 15 months.

We understand the Club has agreed with the Transport Directorate that drivers will use the new loading zone established on the other side of the road and that drivers have been instructed by the Club to wheel their deliveries into the loading dock thus obviating the need to park across the paths. However, we have observed that not all drivers are following these instructions. We understand from the Transport Directorate that the drivers who insist on blocking the cycleway and/or footpath will be issued with parking infringement notices.

I was stationed near Matilda St on Wed 6 March 2019 for the annual cordon count Pedal Power conducts for the ACT Government. I was able to observe the loading dock from 7.00am to 10.00am. During that time, I counted six vans blocked the paths. I observed only one driver parked in the loading zone and wheeling goods across the road. The illegal parking gave rise to dangerous situations including people being forced onto the road into the path of on-coming vehicles (see examples in the photos below). This is an unsustainable situation and could lead to serious injury or even death.

We are advised by the Minister for Roads, Chris Steel, that the club is not using the loading dock 'as approved'. This is clear to the casual observer as the entrance to the loading dock is restricted by pallets and beer barrels. It also appears that a store room has been constructed at the loading dock which limits access. For the sake of all path users, we ask the Club to make the changes necessary to bring the Club into compliance with the approved use of the loading dock.

Incidentally, the Minister for Roads, Chris Steel, and his officials were able to see the problem first hand during a ride-around with Pedal Power ACT, on the morning of Friday 1 March. At that time a driver pulled into the dock blocking the footpath and refused to move. He used abusive language claiming he had been told he could park there provided he did not block the green lane. The driver is misinformed. We are advised by TCCS that parking in any position on the public part of the driveway is an offence.

Pedal Power ACT respectfully urges the Club to take the necessary action to cease the illegal parking and restore the Matilda Street paths to a convenient and safe passageway for people walking and cycling.

Yours sincerely

Richard Bush, Advocacy Group, Pedal Power ACT Inc  
11 March 2019

cc, Minister Chris Steel; Ben McHugh and Geoff Davidson, TCCS; Chris Seddon, Parking Operations

The following photos were taken on the morning of Wed 6 March 2019



END

**From:** "Seddon, Christopher"

**Sent:** 19/03/2019 1:14 AM

**To:** "AC Ministerial" <ACMinisterialCMT@act.gov.au>

**Subject:** FW: Dot Point Request - Parking on DrivewayPaths Hellenic Club and Matilda St paths [DLM=For-Official-Use-Only]

Hi Tim,

Points in email below regarding the cycle lane adjacent the Hellenic Club.

Regards,

Chris Seddon | A/g Senior Manager, Regulatory Solutions and Compliance

Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region*

---

**From:** Bilski, Marek

**Sent:** Monday, 18 March 2019 5:43 PM

**To:** Seddon, Christopher <Christopher.Seddon@act.gov.au>; Baker, Danny <Danny.Baker@act.gov.au>; Keppell, Cassandra <Cassandra.Keppell@act.gov.au>

**Subject:** RE: Dot Point Request - Parking on DrivewayPaths Hellenic Club and Matilda St paths [DLM=For-Official-Use-Only]

Hi Tim,

Parking Operations are aware of the concerns surrounding this location as this has been an ongoing issue since the new cycleway was implemented last year. Parking inspectors have attended the location on several occasions and provided a number of verbal warnings and advice to vehicle operators parking in the cycle lane. We have been mindful that the business was here for a long time prior to the installation of the cycleway and there were no issues. This driveway/loading dock is the primary access point for delivery trucks and there are numerous deliveries daily by vehicles of various sizes. It has taken time to educate delivery drivers of the changed circumstances around this loading dock with respect to the cycleway. We also appreciate that depending on the quantity/volume of some goods being delivered concessions need to be made to allow safe delivery. This may inconvenience cyclists and pedestrians for short periods of time occasionally.

The Manager of Parking Operations also met representatives of the Hellenic Club and TCCS Roads ACT to discuss the implementation of a loading zone across the road from the club to alleviate some of these concerns. This loading zone is now operational, however, I believe a traffic management plan allowing safe movement of stock from the loading zone across the road to the loading dock has not been completed/approved.

It is our understanding that the Hellenic Club is looking at options to improve vehicular access by reducing the amount of kegs/pallets on the driveway area. To-date there has not been any work undertaken by the club.

Parking Operations will continue to monitor the area through routine patrols.

Regards,

**Marek Bilski | Assistant Manager | Parking and Traffic Camera Operations**

Phone: 02 6207 3915

Email: [marek.bilski@act.gov.au](mailto:marek.bilski@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region.*

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

**From:** Seddon, Christopher

**Sent:** Monday, 18 March 2019 10:46 AM

**To:** Bilski, Marek <[Marek.Bilski@act.gov.au](mailto:Marek.Bilski@act.gov.au)>; Baker, Danny <[Danny.Baker@act.gov.au](mailto:Danny.Baker@act.gov.au)>

**Cc:** Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>; AC Ministerial CMT <[ACMinisterialCMT@act.gov.au](mailto:ACMinisterialCMT@act.gov.au)>

**Subject:** RE: Dot Point Request - Parking on DrivewayPaths Hellenic Club and Matilda St paths [DLM=For-Official-Use-Only]

Hi Marek,

Please provide dot point of inspections and actions taken. We need to be mindful it is a driveway and loading dock, smaller vans are able to utilise the area without obstruction.

Regards,

Chris Seddon | A/g Senior Manager, Regulatory Solutions and Compliance

Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region*

---

**From:** AC Ministerial CMT  
**Sent:** Monday, 18 March 2019 10:39 AM  
**To:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>  
**Cc:** Keppell, Cassandra <[Kassandra.Keppell@act.gov.au](mailto:Kassandra.Keppell@act.gov.au)>  
**Subject:** Dot Point Request - Parking on DrivewayPaths Hellenic Club and Matilda St paths [DLM=For-Official-Use-Only]

Hi Chris

Can we please get some dot points on this one by COB Tuesday 19/03 for the MO.

Cheers  
Tim

-----  
Begin forwarded message:

**From:** Richard Bush <[r.h.bush@bigpond.net.au](mailto:r.h.bush@bigpond.net.au)>  
**Date:** 11 March 2019 at 4:26:10 pm AEDT  
**To:** <[chris.steel@act.gov.au](mailto:chris.steel@act.gov.au)>  
**Cc:** Ian Ross <[executiveofficer@pedalpower.org.au](mailto:executiveofficer@pedalpower.org.au)>, "[vp1@pedalpower.org.au](mailto:vp1@pedalpower.org.au)" <[vp1@pedalpower.org.au](mailto:vp1@pedalpower.org.au)>  
**Subject:** Fwd: Hellenic Club and Matilda St paths

Hello Minister

You will recall the ride-around with Pedal Power the other day including the stop on Matilda Street at the Hellenic Club. The illegal parking we observed that day is continuing which prompted us to send the following message to the Hellenic Club.

As your officials have done, we have urged the Hellenic Club to take the necessary action to cease the illegal parking. We appreciate your support for our position and trust that Parking Operations is now issuing parking infringement notices to drivers who park illegally. Hopefully we will now see an end to this drawn out affair.

Kind regards

Richard Bush, Advocacy Group, Pedal Power ACT Inc

----- Forwarded Message -----

**Subject:** Hellenic Club and Matilda St paths  
**Date:** Mon, 11 Mar 2019 16:15:39 +1100  
**From:** Richard Bush <[r.h.bush@bigpond.net.au](mailto:r.h.bush@bigpond.net.au)>  
**To:** [ian@hellenicclub.com.au](mailto:ian@hellenicclub.com.au)  
**CC:** [mick@hellenicclub.com.au](mailto:mick@hellenicclub.com.au) , [matthew@hellenicclub.com.au](mailto:matthew@hellenicclub.com.au)

To Ian Cameron, Chief Executive Officer, Hellenic Club

cc Michael Douros, Operations Manager; Matthew Marr, Duty Manager

Dear Mr Cameron

I am writing on behalf of Pedal Power ACT Inc about the problems arising on Matilda St caused by Hellenic Club delivery vans blocking the walking and cycling paths.

Pedal Power members have observed illegal parking at this site for around 15 months.

We understand the Club has agreed with the Transport Directorate that drivers will use the new loading zone established on the other side of the road and that drivers have been instructed by the Club to wheel their deliveries into the loading dock thus obviating the need to park across the paths. However, we have observed that not all drivers are following these instructions. We understand from the Transport Directorate that the drivers who insist on blocking the cycleway and/or footpath will be issued with parking infringement notices.

I was stationed near Matilda St on Wed 6 March 2019 for the annual cordon count Pedal Power conducts for the ACT Government. I was able to observe the loading dock from 7.00am to 10.00am. During that time, I counted six vans blocked the paths. I observed only one driver parked in the loading zone and wheeling goods across the road. The illegal parking gave rise to dangerous situations including people being forced onto the road into the path of on-coming vehicles (see examples in the photos below). This is an unsustainable situation and could lead to serious injury or even death.

We are advised by the Minister for Roads, Chris Steel, that the club is not using the loading dock 'as approved'. This is clear to the casual observer as the entrance to the loading dock is restricted by pallets and beer barrels. It also appears that a store room has been constructed at the loading dock which limits access. For the sake of all path users, we ask the Club to make the changes necessary to bring the Club into compliance with the approved use of the loading dock.

Incidentally, the Minister for Roads, Chris Steel, and his officials were able to see the problem first hand during a ride-around with Pedal Power ACT, on the morning of Friday 1 March. At that time a driver pulled into the dock blocking the footpath and refused to move. He used abusive language claiming he had been told he could park there provided he did not block the green lane. The driver is misinformed. We are advised by TCCS that parking in any position on the public part of the driveway is an offence.

Pedal Power ACT respectfully urges the Club to take the necessary action to cease the illegal parking and restore the Matilda Street paths to a convenient and safe passageway for people walking and cycling.

Yours sincerely

Richard Bush, Advocacy Group, Pedal Power ACT Inc

11 March 2019

cc, Minister Chris Steel; Ben McHugh and Geoff Davidson, TCCS; Chris Seddon, Parking Operations

The following photos were taken on the morning of Wed 6 March 2019



END

**From:** "Mick Douros" <Mick@hellenicclub.com.au>  
**Sent:** 19/03/2019 8:16 AM  
**To:** "Bilski, Marek" <Marek.Bilski@act.gov.au>  
**Cc:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>; "Hubbard, Benjamin" <Benjamin.Hubbard@act.gov.au>; "Keppell, Cassandra" <Kassandra.Keppell@act.gov.au>  
**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Marek,

I hope you are well.

I have returned from annual leave today and wanted to jump on this asap.

We have engaged a third party traffic management company from the list suggested by the ACT Government. They have flagged the loading as "too risky at this location to expect deliveries to be wheeled to and from the truck into your venue being so close the intersection". The comment to make the loading zone safe would require road closures which would not be practical for the community and I am told are extremely expensive and timely to process?

The following suggestions were made by the company.

1. Remove the green paint from the driveway to have a clear distinction of where the bike path starts. (when the path was painted green all of the problems started).
2. Move the loading zone to the side of the path on the road. (Apparently the zoning allows this?)
3. Putting marshals on the path that advise cyclists to stop / wait or go on at their own risk when you have the larger vehicles delivering. (this plan TFP would be supported by the third party company).

Again we will continue to tell drivers to not park across the green path as per the ACT Governments advice but Pedal Power have now become abusive to staff and drivers causing friction even when within the green line.

Could we please have some further guidance or solutions to make this safe and practical for all?

Regards

**Michael Douros**  
Operations Manager



Matilda Street Woden ACT 2606  
PO Box 263 Woden ACT 2606  
Tel: +61 2 6162 6688 • Fax: +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

**From:** Bilski, Marek <Marek.Bilski@act.gov.au>  
**Sent:** Wednesday, 20 February 2019 4:46 PM  
**To:** Mick Douros <Mick@hellenicclub.com.au>  
**Cc:** Seddon, Christopher <Christopher.Seddon@act.gov.au>; Hubbard, Benjamin <Benjamin.Hubbard@act.gov.au>; Keppell, Cassandra <Kassandra.Keppell@act.gov.au>  
**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Mick,

The loading zone is operational and enforceable. My understanding is the traffic management plan is needed for the safe movement of deliveries between the loading zone and the loading dock, but will leave that with you to formalise.

Regards,

**Marek Bilski | Assistant Manager | Parking and Traffic Camera Operations**

Phone: 02 6207 3915

Email: [marek.bilski@act.gov.au](mailto:marek.bilski@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region.*

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

**From:** Mick Douros [<mailto:Mick@hellenicclub.com.au>]

**Sent:** Wednesday, 20 February 2019 3:30 PM

**To:** Bilski, Marek <[Marek.Bilski@act.gov.au](mailto:Marek.Bilski@act.gov.au)>

**Cc:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>; Hubbard, Benjamin <[Benjamin.Hubbard@act.gov.au](mailto:Benjamin.Hubbard@act.gov.au)>;

Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>

**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Marek,

Thank you for the email.

My understanding is that the loading zone cannot be used until a suitable traffic management plan is approved?

I am meeting with Territory Traffic tomorrow at 10am to work on a plan as well as schedule training for the proposed staff that will use the space. If we do not require this and can use the loading zone ahead of time please confirm and we will move on it straight away.

In regards to the dock reconfiguration we have commenced works of building a new cool room and will need to knock down one existing. The process is expensive and timely so still a long way off being able to have a clear picture of the space we will be left with for the driveway. As soon as we are in a position to do so I will make sure I am in contact.

Regards

**Michael Douros**

Operations Manager



Matilda Street Woden ACT 2606  
PO Box 263 Woden ACT 2606  
Tel: +61 2 6162 6688 • Fax: +61 2 6282 4457  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email

This email, including any attachments, to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

**From:** Bilski, Marek [<mailto:Marek.Bilski@act.gov.au>]  
**Sent:** Wednesday, 20 February 2019 2:41 PM  
**To:** Mick Douros <[Mick@hellenicclub.com.au](mailto:Mick@hellenicclub.com.au)>  
**Cc:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>; Hubbard, Benjamin <[Benjamin.Hubbard@act.gov.au](mailto:Benjamin.Hubbard@act.gov.au)>; Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>  
**Subject:** Loading dock/zone [SEC=UNCLASSIFIED]

Hi Mick,

Following on from your discussions with Chris Seddon and Anthony Webb, I wanted to let you know that Access Canberra Parking inspectors have been updated on the changes to parking arrangements around your loading dock area. We presume that all users of your loading dock area are aware of the new arrangements, requiring large trucks to utilise the new loading zone and for all vehicles using the driveway not to block the cycleway. I would urge you to remind all users of these arrangements regularly to minimise the necessity for enforcement by our inspectors.

Also, do you have an update on the nature strip development application for the relocation of empty kegs to increase the parking area on the loading dock driveway?

I look forward to receiving your update.

Regards,

**Marek Bilski | Assistant Manager | Parking and Traffic Camera Operations**

Phone: 02 6207 3915

Email: [marek.bilski@act.gov.au](mailto:marek.bilski@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT, the Ngunawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region.*

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

-----  
This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>  
-----

-----  
This email has been scanned by the Symantec Email Security.cloud service.  
-----

For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

**From:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>

**Sent:** 19/03/2019 1:52 PM

**To:** "Keppell, Cassandra" <Cassandra.Keppell@act.gov.au>; "Bilski, Marek" <Marek.Bilski@act.gov.au>; "Baker, Danny" <Danny.Baker@act.gov.au>

**Subject:** RE: Dot Point Request - Parking on DrivewayPaths Hellenic Club and Matilda St paths [DLM=For-Official-Use-Only]

Looks good. I have sent it through to Tim.

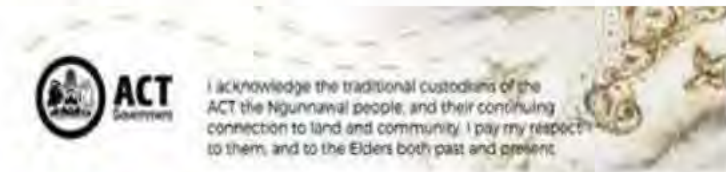
Regards,

Chris Seddon | A/g Senior Manager, Regulatory Solutions and Compliance

Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region*

---

**From:** Keppell, Cassandra

**Sent:** Tuesday, 19 March 2019 12:59 PM

**To:** Bilski, Marek <Marek.Bilski@act.gov.au>; Seddon, Christopher <Christopher.Seddon@act.gov.au>; Baker, Danny <Danny.Baker@act.gov.au>

**Subject:** RE: Dot Point Request - Parking on DrivewayPaths Hellenic Club and Matilda St paths [DLM=For-Official-Use-Only]

I think that looks good

---

**From:** Bilski, Marek

**Sent:** Monday, 18 March 2019 5:43 PM

**To:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>; Baker, Danny <[Danny.Baker@act.gov.au](mailto:Danny.Baker@act.gov.au)>; Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>

**Subject:** RE: Dot Point Request - Parking on DrivewayPaths Hellenic Club and Matilda St paths [DLM=For-Official-Use-Only]

DRAFT 2

Hi Tim,

Parking Operations are aware of the concerns surrounding this location as this has been an ongoing issue since the new cycleway was implemented last year. Parking inspectors have attended the location on several occasions and provided a number of verbal warnings and advice to vehicle operators parking in the driveway/loading zone area of the club. We have been mindful that the business was here for a long time prior to the installation of the cycleway and there were no issues. This driveway/loading dock is the primary access point for delivery trucks and there are numerous deliveries daily by vehicles of various sizes. It has taken time to educate delivery drivers of the changed circumstances around this loading dock with respect to the cycleway. We also appreciate that depending on the quantity/volume of some goods being delivered concessions need to be made to allow safe delivery. This may inconvenience cyclists and pedestrians for short periods of time occasionally.

The Manager of Parking Operations also met representatives of the Hellenic Club and TCCS Roads ACT to discuss the implementation of a loading zone across the road from the club to alleviate some of these concerns. This loading zone is now operational, however, I believe a traffic management plan allowing safe movement of stock from the loading zone across the road to the loading dock has not been completed/approved.

It is our understanding that the Hellenic Club is looking at options to improve vehicular access by reducing the amount of kegs/pallets on the driveway area. To-date there has not been any work undertaken by the club.

Parking Operations will continue to monitor the area through routine patrols.

Regards,

**Marek Bilski | Assistant Manager | Parking and Traffic Camera Operations**

Phone: 02 6207 3915

Email: [marek.bilski@act.gov.au](mailto:marek.bilski@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region.*

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

---

**From:** Seddon, Christopher

**Sent:** Monday, 18 March 2019 4:48 PM

**To:** Bilski, Marek <[Marek.Bilski@act.gov.au](mailto:Marek.Bilski@act.gov.au)>; Baker, Danny <[Danny.Baker@act.gov.au](mailto:Danny.Baker@act.gov.au)>; Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>

**Subject:** RE: Dot Point Request - Parking on DrivewayPaths Hellenic Club and Matilda St paths [DLM=For-Official-Use-Only]

UNCLASSIFIED For-Official-Use-Only

Hi Marek,

I still think we need to add a statement around allowing appropriate vehicle to utilise the driveway and loading dock for its purpose.

Regards,

Chris Seddon | A/g Senior Manager, Regulatory Solutions and Compliance

Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region*

**From:** Bilski, Marek

**Sent:** Monday, 18 March 2019 3:21 PM

**To:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>; Baker, Danny <[Danny.Baker@act.gov.au](mailto:Danny.Baker@act.gov.au)>

**Subject:** RE: Dot Point Request - Parking on DrivewayPaths Hellenic Club and Matilda St paths [DLM=For-Official-Use-Only]

DRAFT

Hi Tim,

Parking Operations are aware of the concerns surrounding this location as this has been an ongoing issue since the new cycleway was implemented last year. Parking inspectors have attended the location on several occasions and provided a number of verbal warnings to vehicle operators parking in the driveway/loading zone area of the club. We have been mindful that the business was here for a long time prior to the installation of the cycleway and there were no issues, and it has taken time to educate delivery drivers of the changed circumstances around this loading dock.

The Manager of Parking Operations also met representatives of the Hellenic Club and TCCS Roads ACT to discuss the implementation of a loading zone across the road from the club to alleviate some of these concerns. This loading zone is now operational.

It is our understanding that the Hellenic Club is looking at options to improve vehicular access by reducing the amount of kegs/pallets on the driveway area. To-date there has not been any work undertaken by the club.

Parking Operations will continue to monitor the area through routine patrols.

Regards,

**Marek Bilski | Assistant Manager | Parking and Traffic Camera Operations**

Phone: 02 6207 3915

Email: [marek.bilski@act.gov.au](mailto:marek.bilski@act.gov.au)

**Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government**

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region.*

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

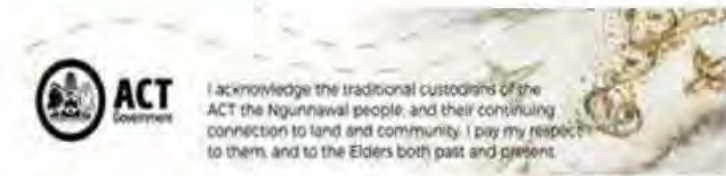
**From:** Seddon, Christopher  
**Sent:** Monday, 18 March 2019 10:46 AM  
**To:** Bilski, Marek <[Marek.Bilski@act.gov.au](mailto:Marek.Bilski@act.gov.au)>; Baker, Danny <[Danny.Baker@act.gov.au](mailto:Danny.Baker@act.gov.au)>  
**Cc:** Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>; AC Ministerial CMT <[ACMinisterialCMT@act.gov.au](mailto:ACMinisterialCMT@act.gov.au)>  
**Subject:** RE: Dot Point Request - Parking on DrivewayPaths Hellenic Club and Matilda St paths [DLM=For-Official-Use-Only]

Hi Marek,

Please provide dot point of inspections and actions taken. We need to be mindful it is a driveway and loading dock, smaller vans are able to utilise the area without obstruction.

Regards,

Chris Seddon | A/g Senior Manager, Regulatory Solutions and Compliance  
Phone: 02 6207 7205 | Email: [christopher.seddon@act.gov.au](mailto:christopher.seddon@act.gov.au)  
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government  
[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region*

**From:** AC Ministerial CMT  
**Sent:** Monday, 18 March 2019 10:39 AM  
**To:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>  
**Cc:** Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>  
**Subject:** Dot Point Request - Parking on DrivewayPaths Hellenic Club and Matilda St paths [DLM=For-Official-Use-Only]

Hi Chris

Can we please get some dot points on this one by COB Tuesday 19/03 for the MO.

Cheers

Tim

-----  
Begin forwarded message:

**From:** Richard Bush <[r.h.bush@bigpond.net.au](mailto:r.h.bush@bigpond.net.au)>  
**Date:** 11 March 2019 at 4:26:10 pm AEDT  
**To:** <[chris.steel@act.gov.au](mailto:chris.steel@act.gov.au)>  
**Cc:** Ian Ross <[executiveofficer@pedalpower.org.au](mailto:executiveofficer@pedalpower.org.au)>, "[vp1@pedalpower.org.au](mailto:vp1@pedalpower.org.au)"

<vp1@pedalpower.org.au >

**Subject: Fwd: Hellenic Club and Matilda St paths**

Hello Minister

You will recall the ride-around with Pedal Power the other day including the stop on Matilda Street at the Hellenic Club. The illegal parking we observed that day is continuing which prompted us to send the following message to the Hellenic Club.

As your officials have done, we have urged the Hellenic Club to take the necessary action to cease the illegal parking. We appreciate your support for our position and trust that Parking Operations is now issuing parking infringement notices to drivers who park illegally. Hopefully we will now see an end to this drawn out affair.

Kind regards

Richard Bush, Advocacy Group, Pedal Power ACT Inc

----- Forwarded Message -----

**Subject:**Hellenic Club and Matilda St paths

**Date:**Mon, 11 Mar 2019 16:15:39 +1100

**From:**Richard Bush <r.h.bush@bigpond.net.au>

**To:**ian@hellenicclub.com.au

**CC:**mick@hellenicclub.com.au , matthew@hellenicclub.com.au

To Ian Cameron, Chief Executive Officer, Hellenic Club

cc Michael Douros, Operations Manager; Matthew Marr, Duty Manager

Dear Mr Cameron

I am writing on behalf of Pedal Power ACT Inc about the problems arising on Matilda St caused by Hellenic Club delivery vans blocking the walking and cycling paths.

Pedal Power members have observed illegal parking at this site for around 15 months.

We understand the Club has agreed with the Transport Directorate that drivers will use the new loading zone established on the other side of the road and that drivers have been instructed by the Club to wheel their deliveries into the loading dock thus obviating the need to park across the paths. However, we have observed that not all drivers are following these instructions. We understand from the Transport Directorate that the drivers who insist on blocking the cycleway and/or footpath will be issued with parking infringement notices.

I was stationed near Matilda St on Wed 6 March 2019 for the annual cordon count Pedal Power conducts for the ACT Government. I was able to observe the loading dock from 7.00am to 10.00am. During that time, I counted six vans blocked the paths. I observed only one driver parked in the loading zone and wheeling goods across the road. The illegal parking gave rise to dangerous situations including people being forced onto the road into the path of on-coming vehicles (see examples in the photos below). This is an unsustainable situation and could lead to serious injury or even death.

We are advised by the Minister for Roads, Chris Steel, that the club is not using the loading dock 'as approved'. This is clear to the casual observer as the entrance to the loading dock is restricted by pallets and beer barrels. It also appears that a store room has been constructed at the loading dock which limits access. For the sake of all path users, we ask the Club to make the changes necessary to bring the Club into compliance with the approved use of the loading dock.

Incidentally, the Minister for Roads, Chris Steel, and his officials were able to see the problem first hand during a ride-around with Pedal Power ACT, on the morning of Friday 1 March. At that time a driver pulled into the dock blocking the footpath and refused to move. He used abusive language claiming he had been told he could park there provided he did not block the green lane. The driver is misinformed. We are advised by TCCS that parking in any position on the public part of the driveway is an offence.

Pedal Power ACT respectfully urges the Club to take the necessary action to cease the illegal parking and restore the Matilda Street paths to a convenient and safe passageway for people walking and cycling.

Yours sincerely

Richard Bush, Advocacy Group, Pedal Power ACT Inc  
11 March 2019

cc, Minister Chris Steel; Ben McHugh and Geoff Davidson, TCCS; Chris Seddon, Parking Operations

The following photos were taken on the morning of Wed 6 March 2019



END

**From:** "Bilski, Marek"  
**Sent:** 19/03/2019 9:54 PM  
**To:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>  
**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

No real surprises here. So who's talking to Pedal Power? They are way out of line being directly involved.....

Regards,

**Marek Bilski | Assistant Manager | Parking and Traffic Camera Operations**

Phone: 02 6207 3915

Email: [marek.bilski@act.gov.au](mailto:marek.bilski@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT, the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region.*

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

---

**From:** Mick Douros [mailto:Mick@hellenicclub.com.au]  
**Sent:** Tuesday, 19 March 2019 7:17 PM  
**To:** Bilski, Marek <Marek.Bilski@act.gov.au>  
**Cc:** Seddon, Christopher <Christopher.Seddon@act.gov.au>; Hubbard, Benjamin <Benjamin.Hubbard@act.gov.au>; Keppell, Cassandra <Cassandra.Keppell@act.gov.au>  
**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Marek,

I hope you are well.

I have returned from annual leave today and wanted to jump on this asap.

We have engaged a third party traffic management company from the list suggested by the ACT Government. They have flagged the loading as "too risky at this location to expect deliveries to be wheeled to and from the truck into your venue being so close the intersection". The comment to make the loading zone safe would require road closures which would not be practical for the community and I am told are extremely expensive and timely to process?

The following suggestions were made by the company.

1. Remove the green paint from the driveway to have a clear distinction of where the bike path starts. (when the path was painted green all of the problems started).
2. Move the loading zone to the side of the path on the road. (Apparently the zoning allows this?)
3. Putting marshals on the path that advise cyclists to stop / wait or go on at their own risk when you have the larger vehicles delivering. (this plan TFP would be supported by the third party company).

Again we will continue to tell drivers to not park across the green path as per the ACT Governments advice but Pedal Power have now become abusive to staff and drivers causing friction even when within the green line.

Could we please have some further guidance or solutions to make this safe and practical for all?

Regards

**Michael Douros**  
Operations Manager



Matilda Street Woden ACT 2606  
PO Box 263 Woden ACT 2606  
Tel: +61 2 6162 6688 • Fax: +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email

This email, including any attachments, to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

**From:** Bilski, Marek <[Marek.Bilski@act.gov.au](mailto:Marek.Bilski@act.gov.au)>  
**Sent:** Wednesday, 20 February 2019 4:46 PM  
**To:** Mick Douros <[Mick@hellenicclub.com.au](mailto:Mick@hellenicclub.com.au)>  
**Cc:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>; Hubbard, Benjamin <[Benjamin.Hubbard@act.gov.au](mailto:Benjamin.Hubbard@act.gov.au)>; Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>  
**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Mick,

The loading zone is operational and enforceable. My understanding is the traffic management plan is needed for the safe movement of deliveries between the loading zone and the loading dock, but will leave that with you to formalise.

Regards,

**Marek Bilski | Assistant Manager | Parking and Traffic Camera Operations**

Phone: 02 6207 3915

Email: [marek.bilski@act.gov.au](mailto:marek.bilski@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government  
[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region.*

---

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments

immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

---

**From:** Mick Douros [<mailto:Mick@hellenicclub.com.au>]

**Sent:** Wednesday, 20 February 2019 3:30 PM

**To:** Bilski, Marek <[Marek.Bilski@act.gov.au](mailto:Marek.Bilski@act.gov.au)>

**Cc:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>; Hubbard, Benjamin <[Benjamin.Hubbard@act.gov.au](mailto:Benjamin.Hubbard@act.gov.au)>; Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>

**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Marek,

Thank you for the email.

My understanding is that the loading zone cannot be used until a suitable traffic management plan is approved?

I am meeting with Territory Traffic tomorrow at 10am to work on a plan as well as schedule training for the proposed staff that will use the space. If we do not require this and can use the loading zone ahead of time please confirm and we will move on it straight away.

In regards to the dock reconfiguration we have commenced works of building a new cool room and will need to knock down one existing. The process is expensive and timely so still a long way off being able to have a clear picture of the space we will be left with for the driveway. As soon as we are in a position to do so I will make sure I am in contact.

Regards

**Michael Douros**

Operations Manager



Mattia Street Woden ACT 2608  
PO Box 283 Woden ACT 2608  
Tel +61 2 6162 6688 + Fax: +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email

This email, including any attachments, to it may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the opinion of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

**From:** Bilski, Marek [<mailto:Marek.Bilski@act.gov.au>]

**Sent:** Wednesday, 20 February 2019 2:41 PM

**To:** Mick Douros <[Mick@hellenicclub.com.au](mailto:Mick@hellenicclub.com.au)>

**Cc:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>; Hubbard, Benjamin <[Benjamin.Hubbard@act.gov.au](mailto:Benjamin.Hubbard@act.gov.au)>; Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>

**Subject:** Loading dock/zone [SEC=UNCLASSIFIED]

Hi Mick,

Following on from your discussions with Chris Seddon and Anthony Webb, I wanted to let you know that Access Canberra Parking inspectors have been updated on the changes to parking arrangements around your loading dock area. We presume that all users of your loading dock area are aware of the new arrangements, requiring large trucks to utilise the new loading zone and for all vehicles using the driveway not to block the cycleway. I would urge you to remind all users of these arrangements regularly to minimise the necessity for enforcement by our inspectors.

Also, do you have an update on the nature strip development application for the relocation of empty kegs to increase the parking area on the loading dock driveway?

I look forward to receiving your update.

Regards,

**Marek Bilski | Assistant Manager | Parking and Traffic Camera Operations**

Phone: 02 6207 3915

Email: [marek.bilski@act.gov.au](mailto:marek.bilski@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region.*

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

**From:** "Marshall, Ken" <Ken.Marshall@act.gov.au>  
**Sent:** 25/03/2019 12:42 AM  
**To:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>  
**Subject:** FW: Fwd: RE: Hellenic Club and Matilda St paths [SEC=UNCLASSIFIED]

UNCLASSIFIED

Chris,

Could we talk about this?

Ken Marshall | Executive Branch Manager, Roads ACT  
Phone 02 62 076588 | Email: [ken.marshall@act.gov.au](mailto:ken.marshall@act.gov.au)  
Roads and Infrastructure, Roads ACT | Transport Canberra and City Services Directorate | ACT Government  
496 Northbourne Avenue, Dickson ACT 2602 | Locked Bag 2000, Civic Square ACT 2608 | [www.act.gov.au](http://www.act.gov.au)

---

**From:** McHugh, Ben  
**Sent:** Thursday, 21 March 2019 3:12 PM  
**To:** Marshall, Ken <[Ken.Marshall@act.gov.au](mailto:Ken.Marshall@act.gov.au)>  
**Cc:** Hubbard, Benjamin <[Benjamin.Hubbard@act.gov.au](mailto:Benjamin.Hubbard@act.gov.au)>  
**Subject:** FW: Fwd: RE: Hellenic Club and Matilda St paths [SEC=UNCLASSIFIED]

Hi Ken,

Are you able to ask the team to consider Richard's email below and prepare a response.

Thanks

Ben

---

**From:** Richard Bush [<mailto:r.h.bush@bigpond.net.au>]  
**Sent:** Thursday, 21 March 2019 11:07 AM  
**To:** McHugh, Ben <[Ben.McHugh@act.gov.au](mailto:Ben.McHugh@act.gov.au)>  
**Subject:** Fwd: Fwd: RE: Hellenic Club and Matilda St paths

Hello Ben

I'm not sure what to do with this response from the Hellenic Club (below) so I am forwarding it to seek your advice.

There are two issues. The Club now says it has advice that the use of the loading zone is unsafe. While it is not stated, I presume they are advising their drivers not to use it. If that is the case, the approach of providing an alternative parking place is not going to work.

Secondly, they say ACT authorities advised that parking is prohibited across the green lane. Again, the unstated implication is parking across the line of the footpath is permitted. This does not solve the problem as vans parking across the line of the footpath oblige people to walk around the front of vans onto the green lane and into the path of cycles.

You will recall I clarified this at our stop at the location with the Minister. We confirmed that parking in any place on the public land was an offence. However, it seems that someone in Government has given the green light to the Club to continue parking illegally provided they do not intrude on the green lane. I also had this impression from Chris Seddon, Manager of Parking Operations, in December, when he told me on the telephone that while the parking was 'technically illegal' allowances had to be made to permit the Club to 'run their business'.

A dangerous situation is occurring every day particularly at morning peak when people are walking and riding into work. (See the photos at the end of the message.) I have seen cases where people, who have been obliged to walk around a van, simply continue to walk up the cycle path to the end of Matilda St rather than revert to the footpath, thus turning the whole point of a separated cycleway on Matilda St on its head.

I would be most grateful for your advice on what can be done.

Regards

Richard Bush, Advocacy Group, Pedal Power ACT Inc

----- Forwarded Message -----

**Subject:**RE: Hellenic Club and Matilda St paths

**Date:**Tue, 19 Mar 2019 08:01:21 +0000

**From:**Mick Douros <[Mick@hellenicclub.com.au](mailto:Mick@hellenicclub.com.au)>

**To:**Richard Bush <[r.h.bush@bigpond.net.au](mailto:r.h.bush@bigpond.net.au)>, Ian Cameron <[ian@hellenicclub.com.au](mailto:ian@hellenicclub.com.au)>

**CC:**Matthew Marr <[Matt@hellenicclub.com.au](mailto:Matt@hellenicclub.com.au)>

Hi Richard,

Apologies for the delay in replying to your email as I have been on annual leave. I have had the most involvement with the path and have discussed this email with Ian today.

Without going into great detail the loading zone (across the road) is active but has been flagged as unsafe by a third party traffic management company. This information has not yet been relayed to the government but we will in the coming hours.

In the interim (amongst many other solution based approaches) we have advised all delivery drivers that the rules state they cannot park across the green path as per the ACT Government's instructions. They have been told that if caught by a parking officer they will be issued with a fine.

I thank you for the email and can assure you we will continue to work with the ACT Government and the community to achieve a sensible and safe outcome for all.

Regards

**Michael Douros**  
Operations Manager



Matilda Street Woden ACT 2606  
PO Box 263 Woden ACT 2606  
Tel +61 2 6162 6688 • Fax +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments, to it may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of the Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

**From:** Richard Bush <[r.h.bush@bigpond.net.au](mailto:r.h.bush@bigpond.net.au)>

**Sent:** Monday, 11 March 2019 4:16 PM

**To:** Ian Cameron <[ian@hellenicclub.com.au](mailto:ian@hellenicclub.com.au)>

**Cc:** Mick Douros <[Mick@hellenicclub.com.au](mailto:Mick@hellenicclub.com.au)>; Matthew Marr <[Matt@hellenicclub.com.au](mailto:Matt@hellenicclub.com.au)>

**Subject:** Hellenic Club and Matilda St paths

To Ian Cameron, Chief Executive Officer, Hellenic Club

cc Michael Douros, Operations Manager; Matthew Marr, Duty Manager

Dear Mr Cameron

I am writing on behalf of Pedal Power ACT Inc about the problems arising on Matilda St caused by Hellenic Club delivery vans blocking the walking and cycling paths.

Pedal Power members have observed illegal parking at this site for around 15 months.

We understand the Club has agreed with the Transport Directorate that drivers will use the new loading zone established on the other side of the road and that drivers have been instructed by the Club to wheel their deliveries into the loading dock thus obviating the need to park across the paths. However, we have observed that not all drivers are following these instructions. We understand from the Transport Directorate that the drivers who insist on blocking the cycleway and/or footpath will be issued with parking infringement notices.

I was stationed near Matilda St on Wed 6 March 2019 for the annual cordon count Pedal Power conducts for the ACT Government. I was able to observe the loading dock from 7.00am to 10.00am. During that time, I counted six vans blocked the paths. I observed only one driver parked in the loading zone and wheeling goods across the road. The illegal parking gave rise to dangerous situations including people being forced onto the road into the path of on-coming vehicles (see examples in the photos below). This is an unsustainable situation and could lead to serious injury or even death.

We are advised by the Minister for Roads, Chris Steel, that the club is not using the loading dock 'as approved'. This is clear to the casual observer as the entrance to the loading dock is restricted by pallets and beer barrels. It also appears that a store room has been constructed at the loading dock which limits access. For the sake of all path users, we ask the Club to make the changes necessary to bring the Club into compliance with the approved use of the loading dock.

Incidentally, the Minister for Roads, Chris Steel, and his officials were able to see the problem first hand during a ride-around with Pedal Power ACT, on the morning of Friday 1 March. At that time a driver pulled into the dock blocking the footpath and refused to move. He used abusive language claiming he had been told he could park there provided he did not block the green lane. The driver is misinformed. We are advised by TCCS that parking in any position on the public part of the driveway is an offence.

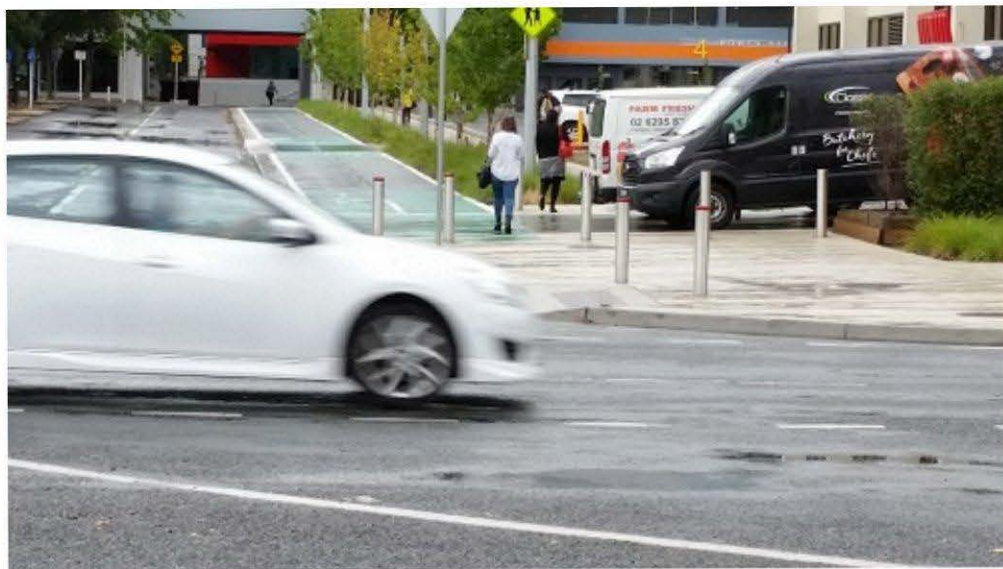
Pedal Power ACT respectfully urges the Club to take the necessary action to cease the illegal parking and restore the Matilda Street paths to a convenient and safe passageway for people walking and cycling.

Yours sincerely

Richard Bush, Advocacy Group, Pedal Power ACT Inc  
11 March 2019

cc, Minister Chris Steel; Ben McHugh and Geoff Davidson, TCCS; Chris Seddon, Parking Operations

The following photos were taken on the morning of Wed 6 March 2019



END

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

**From:** "Mick Douros" <Mick@hellenicclub.com.au>  
**Sent:** 08/04/2019 5:39 AM  
**To:** "Bilski, Marek" <Marek.Bilski@act.gov.au>  
**Cc:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>; "Hubbard, Benjamin" <Benjamin.Hubbard@act.gov.au>; "Keppell, Cassandra" <Kassandra.Keppell@act.gov.au>  
**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Thank you Marek.

Regards

**Michael Douros**  
Operations Manager



Matilda Street Woden ACT 2606  
PO Box 268 Woden ACT 2606  
Tel: +61 2 6162 6688 • Fax: +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments, to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

**From:** Bilski, Marek <Marek.Bilski@act.gov.au>  
**Sent:** Monday, 8 April 2019 11:46 AM  
**To:** Mick Douros <Mick@hellenicclub.com.au>  
**Cc:** Seddon, Christopher <Christopher.Seddon@act.gov.au>; Hubbard, Benjamin <Benjamin.Hubbard@act.gov.au>; Keppell, Cassandra <Kassandra.Keppell@act.gov.au>  
**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Mick,

My Director, Chris Seddon, is dealing with this issue. He is currently on annual leave. He will be back on Monday. I'll come back to you after speaking with him.

Regards,

**Marek Bilski | Assistant Manager | Parking Operations and Traffic Compliance**

Phone: 02 6207 3915

Email: [marek.bilski@act.gov.au](mailto:marek.bilski@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region.*

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

**From:** Mick Douros [<mailto:Mick@hellenicclub.com.au>]

**Sent:** Monday, 8 April 2019 9:51 AM

**To:** Bilski, Marek <[Marek.Bilski@act.gov.au](mailto:Marek.Bilski@act.gov.au)>

**Cc:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>; Hubbard, Benjamin <[Benjamin.Hubbard@act.gov.au](mailto:Benjamin.Hubbard@act.gov.au)>;

Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>

**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Marek,

Touching base again to see if you can assist with a way forward?

Regards

**Michael Douros**

Operations Manager



Matilda Street Woden ACT 2606  
PO Box 260 Woden ACT 2606  
Tel: +61 2 6162 6688 • Fax: +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email

This email, including any attachments, to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the opinion of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

**From:** Mick Douros

**Sent:** Tuesday, 19 March 2019 7:17 PM

**To:** 'Bilski, Marek' <[Marek.Bilski@act.gov.au](mailto:Marek.Bilski@act.gov.au)>

**Cc:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>; Hubbard, Benjamin <[Benjamin.Hubbard@act.gov.au](mailto:Benjamin.Hubbard@act.gov.au)>;

Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>

**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Marek,

I hope you are well.

I have returned from annual leave today and wanted to jump on this asap.

We have engaged a third party traffic management company from the list suggested by the ACT Government. They have flagged the loading as "too risky at this location to expect deliveries to be wheeled to and from the truck into your venue being so close the intersection". The comment to make the loading zone safe would require road closures which would not be practical for the community and I am told are extremely expensive and timely to process?

The following suggestions were made by the company.

1. Remove the green paint from the driveway to have a clear distinction of where the bike path starts. (when the path was painted green all of the problems started).
2. Move the loading zone to the side of the path on the road. (Apparently the zoning allows this?)
3. Putting marshals on the path that advise cyclists to stop / wait or go on at their own risk when you have the larger vehicles delivering. (this plan TFP would be supported by the third party company).

Again we will continue to tell drivers to not park across the green path as per the ACT Governments advice but Pedal Power have now become abusive to staff and drivers causing friction even when within the green line.

Could we please have some further guidance or solutions to make this safe and practical for all?

Regards

**Michael Douros**  
Operations Manager



Matilda Street Woden ACT 2606  
PO Box 263 Woden ACT 2606  
Tel: +61 2 6162 6688 • Fax: +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

**From:** Bilski, Marek <[Marek.Bilski@act.gov.au](mailto:Marek.Bilski@act.gov.au)>  
**Sent:** Wednesday, 20 February 2019 4:46 PM  
**To:** Mick Douros <[Mick@hellenicclub.com.au](mailto:Mick@hellenicclub.com.au)>  
**Cc:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>; Hubbard, Benjamin <[Benjamin.Hubbard@act.gov.au](mailto:Benjamin.Hubbard@act.gov.au)>; Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>  
**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Mick,

The loading zone is operational and enforceable. My understanding is the traffic management plan is needed for the safe movement of deliveries between the loading zone and the loading dock, but will leave that with you to formalise.

Regards,

**Marek Bilski | Assistant Manager | Parking and Traffic Camera Operations**

Phone: 02 6207 3915

Email: [marek.bilski@act.gov.au](mailto:marek.bilski@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region.*

---

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

---

**From:** Mick Douros [<mailto:Mick@hellenicclub.com.au>]

**Sent:** Wednesday, 20 February 2019 3:30 PM

**To:** Bilski, Marek <[Marek.Bilski@act.gov.au](mailto:Marek.Bilski@act.gov.au)>

**Cc:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>; Hubbard, Benjamin <[Benjamin.Hubbard@act.gov.au](mailto:Benjamin.Hubbard@act.gov.au)>;

Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>

**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Marek,

Thank you for the email.

My understanding is that the loading zone cannot be used until a suitable traffic management plan is approved?

I am meeting with Territory Traffic tomorrow at 10am to work on a plan as well as schedule training for the proposed staff that will use the space. If we do not require this and can use the loading zone ahead of time please confirm and we will move on it straight away.

In regards to the dock reconfiguration we have commenced works of building a new cool room and will need to knock down one existing. The process is expensive and timely so still a long way off being able to have a clear picture of the space we will be left with for the driveway. As soon as we are in a position to do so I will make sure I am in contact.

Regards

**Michael Douros**

Operations Manager



Matilda Street Woden ACT 2606  
PO Box 260 Woden ACT 2606  
Tel: +61 2 6183 6688 • Fax: +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments, to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

**From:** Bilski, Marek [<mailto:Marek.Bilski@act.gov.au>]

**Sent:** Wednesday, 20 February 2019 2:41 PM

**To:** Mick Douros <[Mick@hellenicclub.com.au](mailto:Mick@hellenicclub.com.au)>

**Cc:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>; Hubbard, Benjamin <[Benjamin.Hubbard@act.gov.au](mailto:Benjamin.Hubbard@act.gov.au)>;

Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>

**Subject:** Loading dock/zone [SEC=UNCLASSIFIED]

Hi Mick,

Following on from your discussions with Chris Seddon and Anthony Webb, I wanted to let you know that Access Canberra Parking inspectors have been updated on the changes to parking arrangements around your loading dock area. We presume that all users of your loading dock area are aware of the new arrangements, requiring large trucks to utilise the new loading zone and for all vehicles using the driveway not to block the cycleway. I would urge you to remind all users of these arrangements regularly to minimise the necessity for enforcement by our inspectors.

Also, do you have an update on the nature strip development application for the relocation of empty kegs to increase the parking area on the loading dock driveway?

I look forward to receiving your update.

Regards,

**Marek Bilski | Assistant Manager | Parking and Traffic Camera Operations**

Phone: 02 6207 3915

Email: [marek.bilski@act.gov.au](mailto:marek.bilski@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region.*

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

**From:** "Mick Douros" <Mick@hellenicclub.com.au>  
**Sent:** 07/04/2019 11:51 PM  
**To:** "Bilski, Marek" <Marek.Bilski@act.gov.au>  
**Cc:** "Seddon, Christopher" <Christopher.Seddon@act.gov.au>; "Hubbard, Benjamin" <Benjamin.Hubbard@act.gov.au>; "Keppell, Cassandra" <Cassandra.Keppell@act.gov.au>  
**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Marek,

Touching base again to see if you can assist with a way forward?

Regards

**Michael Douros**  
Operations Manager



Matilda Street Woden ACT 2606  
PO Box 2611 Woden ACT 2606  
Tel +61 2 6162 6688 + Fax +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments, to it may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the opinion of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

**From:** Mick Douros  
**Sent:** Tuesday, 19 March 2019 7:17 PM  
**To:** 'Bilski, Marek' <Marek.Bilski@act.gov.au>  
**Cc:** Seddon, Christopher <Christopher.Seddon@act.gov.au>; Hubbard, Benjamin <Benjamin.Hubbard@act.gov.au>; Keppell, Cassandra <Cassandra.Keppell@act.gov.au>  
**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Marek,

I hope you are well.

I have returned from annual leave today and wanted to jump on this asap.

We have engaged a third party traffic management company from the list suggested by the ACT Government. They have flagged the loading as "too risky at this location to expect deliveries to be wheeled to and from the truck into your venue being so close the intersection". The comment to make the loading zone safe would require road closures which would not be practical for the community and I am told are extremely expensive and timely to process?

The following suggestions were made by the company.

1. Remove the green paint from the driveway to have a clear distinction of where the bike path starts. (when the path was painted green all of the problems started).
2. Move the loading zone to the side of the path on the road. (Apparently the zoning allows this?)
3. Putting marshals on the path that advise cyclists to stop / wait or go on at their own risk when you have the larger vehicles delivering. (this plan TFP would be supported by the third party company).

Again we will continue to tell drivers to not park across the green path as per the ACT Governments advice but Pedal Power have now become abusive to staff and drivers causing friction even when within the green line.

Could we please have some further guidance or solutions to make this safe and practical for all?

Regards

**Michael Douros**  
Operations Manager



Matilda Street Woden ACT 2606  
PO Box 263 Woden ACT 2606  
Tel: +61 2 6162 6688 • Fax: +61 2 6282 4487  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments, to it, may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the option of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

**From:** Bilski, Marek <[Marek.Bilski@act.gov.au](mailto:Marek.Bilski@act.gov.au)>  
**Sent:** Wednesday, 20 February 2019 4:46 PM  
**To:** Mick Douros <[Mick@hellenicclub.com.au](mailto:Mick@hellenicclub.com.au)>  
**Cc:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>; Hubbard, Benjamin <[Benjamin.Hubbard@act.gov.au](mailto:Benjamin.Hubbard@act.gov.au)>; Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>  
**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Mick,

The loading zone is operational and enforceable. My understanding is the traffic management plan is needed for the safe movement of deliveries between the loading zone and the loading dock, but will leave that with you to formalise.

Regards,

**Marek Bilski | Assistant Manager | Parking and Traffic Camera Operations**

Phone: 02 6207 3915

Email: [marek.bilski@act.gov.au](mailto:marek.bilski@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region.*

---

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

---

---

**From:** Mick Douros [<mailto:Mick@hellenicclub.com.au>]

**Sent:** Wednesday, 20 February 2019 3:30 PM

**To:** Bilski, Marek <[Marek.Bilski@act.gov.au](mailto:Marek.Bilski@act.gov.au)>

**Cc:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>; Hubbard, Benjamin <[Benjamin.Hubbard@act.gov.au](mailto:Benjamin.Hubbard@act.gov.au)>;

Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>

**Subject:** RE: Loading dock/zone [SEC=UNCLASSIFIED]

Hi Marek,

Thank you for the email.

My understanding is that the loading zone cannot be used until a suitable traffic management plan is approved?

I am meeting with Territory Traffic tomorrow at 10am to work on a plan as well as schedule training for the proposed staff that will use the space. If we do not require this and can use the loading zone ahead of time please confirm and we will move on it straight away.

In regards to the dock reconfiguration we have commenced works of building a new cool room and will need to knock down one existing. The process is expensive and timely so still a long way off being able to have a clear picture of the space we will be left with for the driveway. As soon as we are in a position to do so I will make sure I am in contact.

Regards

**Michael Douros**  
Operations Manager



Mullida Street Woden ACT 2606  
PO Box 268 Woden ACT 2606  
Tel: +61 2 6162 6688 • Fax: +61 2 6282 4467  
[www.hellenicclub.com.au](http://www.hellenicclub.com.au)



Like us on Facebook to see our promotions and events! <https://www.facebook.com/hellenicclubofcanberra>

Please consider the environment before printing this email.

This email, including any attachments, to it may contain confidential and/or personal information. If you have received this email in error you must not copy, distribute, disclose it, use it or take any action based on the information contained within it. Please notify the sender immediately by return email of the error and then delete the original email. The information contained within this email may be solely the opinion of the sender and may not necessarily reflect the position, beliefs or opinions of The Hellenic Club on any issue. This email has been swept for the presence of computer viruses known to our anti-virus systems.

---

**From:** Bilski, Marek [<mailto:Marek.Bilski@act.gov.au>]

**Sent:** Wednesday, 20 February 2019 2:41 PM

**To:** Mick Douros <[Mick@hellenicclub.com.au](mailto:Mick@hellenicclub.com.au)>

**Cc:** Seddon, Christopher <[Christopher.Seddon@act.gov.au](mailto:Christopher.Seddon@act.gov.au)>; Hubbard, Benjamin <[Benjamin.Hubbard@act.gov.au](mailto:Benjamin.Hubbard@act.gov.au)>;

Keppell, Cassandra <[Cassandra.Keppell@act.gov.au](mailto:Cassandra.Keppell@act.gov.au)>

**Subject:** Loading dock/zone [SEC=UNCLASSIFIED]

Hi Mick,

Following on from your discussions with Chris Seddon and Anthony Webb, I wanted to let you know that Access Canberra Parking inspectors have been updated on the changes to parking arrangements around your loading dock area. We presume that all users of your loading dock area are aware of the new arrangements, requiring large trucks to utilise the new loading zone and for all vehicles using the driveway not to block the cycleway. I would urge you to remind all users of these arrangements regularly to minimise the necessity for enforcement by our inspectors.

Also, do you have an update on the nature strip development application for the relocation of empty kegs to increase the parking area on the loading dock driveway?

I look forward to receiving your update.

Regards,

**Marek Bilski | Assistant Manager | Parking and Traffic Camera Operations**

Phone: 02 6207 3915

Email: [marek.bilski@act.gov.au](mailto:marek.bilski@act.gov.au)

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)

**Access CBR**  
We're here to help

Click for more info on how we can support you.

just ask



**ACT**  
Government

I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

*Access Canberra acknowledges the traditional custodians of the ACT, the Ngunnawal people. Access Canberra acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region.*

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

**Incident: 190704-00818**

Response



Email

05/07/2019 11:07 AM

Wendy Kirkman,  
Dear Michael

Parking Operations operates on a risk-based compliance model. This risk-based compliance approach enables the targeting of resources to those areas where they are most needed and will be most effective. This approach involves a series of steps to identify and assess risks and to then apply the most appropriate regulatory tool to control the risk. This means that resource allocation and enforcement responses are determined based on ACT Parking Operations Compliance Framework. For example, vehicles causing pedestrian, vehicle and line of sight safety issues are prioritised.

Thank you for submitting your complaint, this matter has been escalated for review and consideration of appropriate action. If you find that the issue persists after a period of two weeks please respond to this incident and the matter will be reopened for further assessment.

Regards

Wendy | Complaints Management Team  
Phone 13 22 81  
Access Canberra | ACT Government

Auto Note



No Channel

04/07/2019 02:54 PM

Administrator,  
 Attachment(s) (3)

- Positional data at time of incident submissions was:  
Latitude:  
Longitude:  
Google Url:  
Google Address: 1, Matilda Street, Phillip, 2606, ACT

Customer Entry



Phone

04/07/2019 02:54 PM

Attachment(s) (3)

- Truck unloading on cycle path



