

Date: 2 November 2018

Our Ref: SN901

Dear [REDACTED]

Freedom of Information – Determination

I refer to your application pursuant to the South Australian Freedom of Information Act, 1991 ("the Act") received by SA Water on 9 October 2018, seeking confirmation of:

"the date the incident occurred, and provide any details of trade attendance that was carried out by SA Water. We would also like to confirm the dates that SA Water provided accommodation to the resident as a result of this event."

SA Water has identified four documents that fall within the scope of your request, as listed in the attached document schedule. Based on my assessment of the documents, I have determined to provide you with full access to one document and partial access to three documents.

Section 20 of the Act provides that an agency may refuse access to a document, or sections of a document, if the information is considered exempt pursuant to the provisions listed under Schedule 1 to the Act. The sections of the documents which I consider exempt and the reasons for the exemption are explained in more detail below.

Personal Affairs

Clause 6(1) of Schedule 1 to the Act states that:

- (1) *A document is an exempt document if it contains matter the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).*

Sections of documents 1, 3 and 4 contain the name and telephone number a third party who reside at the property where the the overflow occurred. I acknowledge that you are aware of the identity of this person. However, given the unrestricted public access that is afforded to a document once determined for release under the Act, I consider the disclosure of this information to be unreasonable. Therefore, this information has been redacted pursuant to clause 6(1) of Schedule 1 to the Act.

If you are dissatisfied with this determination, you are entitled to exercise your rights to internal review and appeal as outlined under Section 29 of the Act. To apply for an internal review you must lodge an internal review application form with SA Water within 30 days of this determination. Internal review applications can be addressed to the Principal Officer, GPO Box 1751, Adelaide SA 5001.

In accordance with the requirements of the Premier and Cabinet Circular PC045 - Disclosure Logs for Non-Personal Information Released through Freedom of Information, details of your FOI application, a copy of this notice of determination, a schedule of documents and the documents to which you have been given access, will be published on the SA Water website FOI disclosure log. A copy of PC045 can be found at <http://dpc.sa.gov.au/what-we-do/services-for-government/premier-and-cabinet-circulars>. If you disagree with publication, please advise me via email at freedomofinformation@sawater.com.au within seven business days from the date of this determination.

If you have any queries in relation to the above, or if you wish to obtain a copy of the internal review application form, please contact me on telephone (08) 7424 1777 or via email at freedomofinformation@sawater.com.au.

Yours sincerely



Ben Roberts

ACCREDITED FREEDOM OF INFORMATION OFFICER

Freedom of Information application: SN901 - Overflow incident - Days Road Croydon Park			
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"the date the incident occurred, and provide any details of trade attendance that was carried out by SA Water. We would also like to confirm the dates that SA Water provided accommodation to the resident as a result of this event."

No	Date	Author	Document Description	Determination	Clause	Reason
1	27/08/2018	SA Water	Work Order for 41A Days Road	Partial Release	Clause 6(1)	Personal details of resident
2	28/08/2018	SA Water	Significant Incident report - 41A Days Road	Full Release		
3	28/08/2018	iStay	Invoice for accommodation (28/08/2018 - 29/08/2018)	Partial Release	Clause 6(1)	Personal details of resident
4	29/08/2018	West Beach Caravan Park	Invoice for accommodation (29/08/2018 - 31/08/2018)	Partial Release	Clause 6(1)	Personal details of resident

Roberts, Ben

From: Murphy, Christine
Sent: Friday, 19 October 2018 4:54 PM
To: Freedom of Information
Subject: FW: Priority Work Order 06520579

RE: SN901 - Freedom of Information Application - Water leak at Croydon Park

Christine Murphy

MANAGER - CCC OPERATIONAL SUPPORT
7424 1369

From: MAXIMO
Sent: Monday, 27 August 2018 6:15 PM
To: Priority Work Order Alerts
Subject: Priority Work Order 06520579

New Workorder created with the following details:

SR Number: 00866770

Workorder Number: 06520579

WO Description: Overflow Inside Buildings DAVID

Classification: WWNM Breakdown

Lot Number:

Unit Number:

Street Number: 41A

Street name: DAYS

Street Type: RD

Suburb: CROYDON PARK

Postcode: 5008

DPTI Street Class? - NO

Dual Supply Connected: N

Target start: 27/08/18 6:10 PM

Address Owner: **Clause 6 (1) - Personal Affairs**

Phone number:

Additional Customer Details: Overflow has gone onto the carpets in the bedroom- customer was doing a load of laundry when it started coming out of all drains in the house

Customer Mobile Number: **Clause 6 (1) - Personal Affairs**

Reported 27/08/18 6:10 PM

SLA Attend 1 Hr

--- End of Message ---

Roberts, Ben

From: Murphy, Christine
Sent: Friday, 19 October 2018 4:54 PM
To: Freedom of Information
Subject: FW: Significant Incident - 41A Days rd, Croydon Park

RE: SN901 - Freedom of Information Application - Water leak at Croydon Park

Christine Murphy

MANAGER – CCC OPERATIONAL SUPPORT
 7424 1369

From: CS Incident Management
Sent: Tuesday, 28 August 2018 10:28 AM
To: IM Updates
Cc: yannick.monrolyn@sa.gov.au; tony.tompkins@broadpectrum.com
Subject: Significant Incident - 41A Days rd, Croydon Park

SEWERAGE INCIDENT

Work Order Number	06520579
Location of failure	41A Days Rd, Croydon Park
Type of failure	Overflow Inside Buildings
Time reported to SA Water CSC	27/08/18 6:10 PM
Previously reported	No
Time Allwater on site	27/08 @ 20:25
Clean-up crew required/attending	Yes
Number of residents/businesses affected	1
Assets with critical functions affected (e.g. schools/hospitals) and contact made with them	No
Damage or flooding	Yes
SA Water Customer Support team attending site and services being provided	Yes - speaking with affected customers and providing advice and support until resolved.
Traffic restrictions	No
Media in attendance	No
Previous history of failures	No
Any other relevant information	CS have met with customer this morning onsite. Overflow has gone into wet areas of property and onto carpet. Cleaners will attend this morning to disinfect.

Official public response

SA Water apologises for the inconvenience and will safely complete the repairs and the clean up as quickly as possible.

Regards

Eddie Gagliardi

Community Support Coordinator

SA Water

E Eddie.Gagliardi@sawater.com.au

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[Twitter](#), [YouTube](#), [Flickr](#)

www.sawater.com.au

250 Victoria Square/Tarntanyangga, Adelaide SA 5000

GPO Box 1751, Adelaide SA 5001



IStay Precinct

Licence: 185760 ACN No: 108 230 164 ABN No: 63 108 230 164

Clause 6 (1) - Personal Affairs

SA Water
Attention: Att: Accounts Payable
250 Victoria Square
Adelaide
SA 5000

Arrival:	28/08/2018	
Departure:	29/08/2018	
Folio:	28214925	Extras 1
Room:	0401A	Page # 1
Guests:	3	

SA WaterSA Water

Tax Invoice: 28214925

Date	Transaction Description	Reference	Comment	Amount
28/08/2018	Accommodation		(Summary)	\$199.00
29/08/2018	Car Parking Revenue		(Summary)	\$18.00
			Total	\$217.00
			Includes GST to the value of	\$1.64

Printed: 03/09/2018 12:34 Voucher:

Payment can be made by direct debit to the following account:
Bank: ANZ Bank, 135 Horton Parade, Maroochydore Qld 4558, Australia
Account Name: Oaks Precinct Estate - MH Mgmt (SA) Pty Ltd
BSB: 015025
Account Number: 835428371
Please note, all credit card payments incur a service fee of 1.5%.

The ATO has indicated that The Oaks Hotels and Resorts "may have characteristics of a residential premises". Therefore, we are not obliged to add a Goods and Services Tax (GST) to your accommodation tariff. All ancillary charges, however, attract a GST component.

Signature _____

185 Morphett Street, Adelaide SA 5000
P: +61 8 8112 4500 F: +61 8 8410 9496 E: precinct@istayhere.com.au
oakshotels.com

Commonwealth Bank

BIG 4 ADELAIDE SHORE
WEST BEACH SA
TERMINAL 15542200
REFERENCE 064615

CUSTOMER COPY
CARD NO: 4144(c)
EXPIRY DATE:
MasterCard

is
ch
045
20
om.au

CREDIT PURCHASE \$398.00
TOTAL AUD \$398.00

West Beach Parks

holiday · sport
adventure

APPROVED 00
AUTH NO: 079378
AID: A0000000041010
ATC:48 TVR:0000048000
CSN:01 BFB9E47C6BFB1578
29 AUG 2018

Guest Name : **Clause 6 (1) - Personal Affairs**
Address : 42a Days Rd
Croydon Park
South Australia

Invoice No. : 174008
Reservation No. : 708059
Print Date/ Time : 29/08/18 - 16:57
Cashier : JL
Page : 1 of 1

Accommodation Type : Executive Cabin - 4 Berth
Arrival Date : 29/08/18
Departure Date : 31/08/18
Adults : 2
Children : 2
Infants : 0

Date	Description	Total Amount (Inc. GST)
29/08/18	03. Credit Card	-398.00

Total : 0.00
Payment : -398.00
Total due : \$ -398.00

GST Code	Total Ex GST	GST	Total incl GST
0.00 %	0.00	0.00	0.00
0.00 %	0.00	0.00	0.00

Payment is accepted by cash, Visa, Mastercard, EFTPOS or bank transfer.. Personal cheques will be accepted only if received 10 days prior to arrival.

Bank Details

Account Name : ASCR CBA Direct Deposit
Bank : Commonwealth Bank
BSB No. : 065-108
Account : 10214211

