

# South East Water



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28 March 2025

Mr James Bendell  
— View Point Road  
McCrae VIC 3938

**By email:** Irrelevant and Sensitive

Dear Mr Bendell

## Request under Freedom of Information Act 1982 (FOI Act)

I write in relation to your request to South East Water (**SEW**) dated 19 March 2025, in which you requested documents pursuant to the FOI Act regarding water leaks in McCrae.

I understand that you discussed clarifications to your information request with Jon Theobald, SEW's Community and Stakeholder Manager, in a telephone conversation on 27 March 2025.

So that I can process your request:

1. Please advise whether Table A below reflects your clarified request for information;
2. Please confirm whether personal affairs information can be excluded from the search as being irrelevant (which will avoid the need to consult all individuals that create a record in SEW's systems and delay the release of information); and
3. Please confirm whether information relating to the charges incurred by SEW from its contractors regarding its attendances or works, and invoices for any works claimed for, can also be removed as irrelevant. If you do require this information then we will need to consult with the contractors regarding their commercial business information which would delay the production of any documentation.

**Table A – information request clarification**

Initial request	Clarification of information request
1. Documents relating to notifications of water main failure in the Outlook Drive, McCrae, area 2024.	A. Montage (SEW's works management system) records relating to any leaks detected in the water main along Bayview Road between Outlook Road and The Boulevard, McCrae, during the period 1 January 2024 to 14 January 2025.*
2. Date when the repairs were completed.	B. Montage records relating to any leaks detected in the water main along Charlesworth Street, McCrae, during the period 1 January 2024 to 14 January 2025.
3. Date when the Charlesworth St leakage was notified?	

<p>4. The last five years water consumption figures (6 months October 1 to February 30) 2020 to 2025. Overlaid graphical form if possible.</p> <p>5. Was any advise given to any third parties regarding this incident</p>	<p>C. Reports or notes indicating the volume of water loss from the water main leak along Bayview Road between Outlook Road and The Boulevard, McCrae in December 2024.</p> <p>D. Records of dates and times of, and attendees at, meetings between SEW and Mornington Peninsula Shire Council from 15 January to 31 January 2025 regarding the landslide in McCrae on 14 January 2025.</p>
<p>* Please note that:</p> <ul style="list-style-type: none"> <li>• Montage contains documents such as reports and photographs recorded by our contractors in responding to incidents (for example, repairing burst pipes, containing spills and removing blockages); and</li> <li>• Dates of repairs are included in the Montage records referred to at A and B above.</li> </ul>	

I have attached some supplementary information about the FOI Act setting out why SEW is seeking clarification of your information request.

Please note that SEW waives payment of the application fee in relation to your request.

that your request can be progressed promptly.

Kind regards

Irrelevant & Sensitive

**Kate O'Connor**  
Interim General Counsel (FOI Officer)

## **Attachment A – why we seek FOI request clarification**

Section 17(2) of the FOI Act requires that a request for access to documents contains sufficient information concerning the documents to which access is sought to enable an officer to identify the relevant documents.

Applicants' description of the documents sought must be specific so that an officer does not assume or guess what applicants are seeking to access. For instance:

- Requests should be for documents (e.g. meeting records) rather than questions (e.g. was any advice given to third parties?); and
- Requests should be as specific as possible rather than broad (e.g. request for water consumption figures could be interpreted to cover water consumption across all suburbs and towns in SEW's services area, when more specific information related to assets or locations in McCrae may be the applicant's intent of a request).

Under section 17(3) of the FOI Act we have a duty to help applicants frame their request in such a way that it complies with section 17(2). SEW can process an application under the FOI Act once matters that may initially be unclear or ambiguous are clarified. Once the information request is clear, SEW can commence processing of requests for response within 30 days as per section 21 of the FOI Act.

# Request for access to documents

## under the *Freedom of Information Act 1982*



### Document Description

Describe the documents you seek access to here. You may attach additional pages or documents if necessary.

Documents relating to the 15/11/2022 land slip at 8 View Point Rd. McCrae.	
<ol style="list-style-type: none"> <li>1. Reports on the slip.</li> <li>2. Reports relating to cause of the slip.</li> <li>3. Report of recommendations regarding likelihood of further similar events.</li> <li>4. Reports, or recommendations for prevention of further repeat events.</li> <li>5. Plans for remediation of both slip debris and slip surfaces.</li> <li>6. Plans for removal of slip debris.</li> </ol>	
Date From	November 14 2022
Date To	April 10 2025

### Application Fee

The application fee of \$32.70 is a non-refundable, fixed cost required under legislation. Payment can be made as follows:

- Online via credit card
- Via phone by credit card accepted 8.30am – 5pm Monday to Friday: 1300 850 600
- In person at any of the Shire Customer Service Centres

The application fee may be waived or reduced on grounds of hardship. If you seek waiver on the grounds of hardship, you should provide evidence of such hardship (e.g. a copy of a current health care or pension card, income details etc.)

Access charges are payable *in addition* to the application fee.

### Access Charges

- \$24.50 per hour or part thereof for search time
- \$0.20 for each A4 black & white photocopy page (other charges apply for coloured pages/larger print sizes)
- \$6.10 per quarter hour of part thereof for supervised inspection of documents.

If access charges exceed \$50.00, the Shire will seek a deposit before continuing to process the request.