



**Australian Government**  
**Department of Immigration and Citizenship**

15 November 2012

Mr Paul Farrell  
Freelance Journalist  
1A Yarran Road  
OATLEY NSW 2223  
AUSTRALIA

**In reply please quote:**

Client Name: Paul Farrell  
FOI Request: FA 12/11/00538  
File Number: ADF2012/34527

Dear Mr Farrell

**Acknowledgement of Freedom of Information request**

This letter refers to a request received on 14 November 2012 seeking access to documents under the *Freedom of Information Act 1982* (the FOI Act).

Your request has been allocated a FOI Request Number FA 12/11/00538. Please include your FOI Request Number in all correspondence with the Freedom of Information Section. The statutory time allowed under the FOI Act for processing requests is 30 days.

**Contacting the FOI Section**

If you wish to discuss this matter, I can be contacted using the details provided below.

**Service satisfaction**

The department remains committed to ensuring that all clients, both in Australia and overseas, receive not only fair and reasonable treatment, but also an efficient standard of service that is sensitive to each client's needs.

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The Department's client service charter is available by contacting me or; at any of our offices or; online at [www.immi.gov.au/about/charters/client-services-charter](http://www.immi.gov.au/about/charters/client-services-charter).

Yours sincerely



Shannon Bevan  
FOI Case Officer  
FOI & Privacy Policy Section  
National Office  
Department of Immigration and Citizenship

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