



15 September 2016

Ms Annie Cameron

Email: foi+request-2183-78cb5c73@righttoknow.org.au

In reply please quote:

FOI Request: FA 16/09/01293

File Number: ADF2016/51891

Dear Ms Cameron

Acknowledgement of Freedom of Information Access request

This letter refers to an access request received under the *Freedom of Information Act 1982* (the FOI Act) on 7 September 2016 for:

'The cost of interpreter services (present and phone) from 2014 through 2015 at both state and national level'

Your request has been allocated FOI request number FA 16/09/01293. Please include your FOI request number in all correspondence with the Freedom of Information (FOI) Section.

Timeframe for request

The statutory time frame provided under the FOI Act for processing requests is a standard 30 calendar days. Due to the unprecedented number of requests currently being received by the Department, our processing times have increased.

We appreciate your patience and understanding during this busy time and we will endeavour to finalise your request as soon as possible. Although we endeavour to have all requests finalised within the statutory timeframes, this is not practicable at this time. Requests that are outside the processing timeframes under the FOI Act will still continue to be processed by the Department.

FOI requests will generally be processed in the order that they are received. As the number of cases on-hand continues to increase, we are unable to give you an exact date for the finalisation of your request. In some cases where a request is specific and is seeking to access a single document the Department may process this type of request within the 30 day timeframe.

Contacting the FOI Section

If you wish to discuss your access request you may contact the FOI Section using the details provided below.

Contacting the Department

You can contact us with an enquiry in a number of ways including by email, through our website; by telephone, through our Service Centres or offices around the world, or in person. In Australia you can call 13 18 81 between 9 am and 4 pm Monday to Friday. Details on submitting a webform, or contacting our offices outside Australia are available on our website at www.border.gov.au.

Yours sincerely

FOI Officer
Freedom of Information Section
Department of Immigration and Border Protection
Email FOI@border.gov.au