



18 April 2017

Mr Dan West

By email:

**In reply please quote:**

FOI Request: FA 17/04/00514

File Number: ADF2017/40166

Dear Mr West

**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 17 April 2017, seeking access to:

*Any contract between IHMS and the Department of Immigration for the provision of services on Nauru from 2012 to present.*

Your request has been allocated FOI request number FA 17/04/00514. Please include your FOI request number in all correspondence with the Freedom of Information (FOI) Section.

**Exclusion of non-SES staff personal details and SES telephone contact details**

The Department's policy is to exclude the personal details of officers not in the Senior Executive Service (SES), as well as the mobile and work telephone numbers of SES staff, contained in documents that fall within scope of an FOI request. If you require names and contact details of non-SES officers, or direct telephone numbers of SES staff, please inform us so the decision maker may consider your request. Otherwise we will take it that you agree to that information being excluded from the scope of your request.

**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](http://www.border.gov.au).

Yours sincerely

A handwritten signature in purple ink, appearing to read 'K. Chapman'.

Karen Chapman  
FOI Officer | Freedom of Information Section  
Department of Immigration and Border Protection

Email            [foi@border.gov.au](mailto:foi@border.gov.au)