



Australian Government
Department of Immigration and Citizenship

12 September 2013

Mr Lawrence Bull
Freelance journalist

In reply please quote:

Client Name: Lawrence Bull
FOI Request : FA 13/09/00526
File Number: ADF 2013/29771

Dear Mr Bull

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 6 September 2013 stated as follows:

Detail Incident Report I-9GNMK3 and J-9JC23X without redactions made under s.22(1)(a)(ii).

Your request has been allocated FOI request number FA 13/09/00526. Please include your FOI request number in all correspondence with the Freedom of Information section.

Processing times

The statutory time allowed under the FOI Act for processing requests is 30 days. Requests are generally processed in the order in which they are received.

Contacting the FOI Section

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

Client service information

Information about our Client Service Charter and how to make a compliment, complaint or suggestion, is included in the Client Service Information attachment.

Contacting the department

You can contact us with a general 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 contacting our offices outside Australia are available on our website at www.immi.gov.au.

people our business

Yours sincerely

A handwritten signature in blue ink, appearing to be 'RR', enclosed within a circular blue scribble.

Rosalie Roberts
FOI Officer
FOI & Privacy Policy Section
National Office
Department of Immigration and Citizenship

Email: foi@immi.gov.au

Attachment(s)
Client Service Information

CLIENT SERVICE INFORMATION

Client Service Charter

Our Client Service Charter explains our service commitment to you. We are committed to service delivery that is timely, open and accountable, and responsive to your needs. The Charter explains how you can help us and how you can provide feedback or make a complaint. You can read our Client Service Charter on our website, or in a printed copy available from any of our offices.

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.

To provide a compliment, complaint or suggestion you can:

- telephone the Global Feedback Unit on 13 31 77 during business hours
- complete a feedback form online at www.immi.gov.au
- write to:

The Manager
Global Feedback Unit
GPO Box 241
Melbourne VIC 3001
Australia

contact us directly through any of our offices.

