



Australian Government
Department of Immigration and Border Control

24 September 2013

Mr Lawrence Bull
Email: foi+request-381-dff73ee3@righttoknow.org.au

In reply please quote:

FOI Request FA 13/09/00526
File Number ADF2013/29771

Dear Mr Bull

Freedom of Information request – Decision letter

This letter refers to your request received on 6 September 2013 seeking access under the *Freedom of Information Act 1982* (the FOI Act) to the following documents:

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

Decision

Under section 23 of the FOI Act I am authorised to make a decision on your FOI request. My decision is to release, in full, the documents within the scope of your request.

Review rights

Internal review

If you disagree with my decision, you have the right to apply for an internal review by the department of a primary decision to refuse access to documents you have requested.

If you wish to make a request for internal review this must be sent within 30 days of being notified of the decision. Where possible please attach reasons why you believe review of the decision is necessary. The internal review will be carried out by an officer other than the original decision-maker and the department must make a review decision within 30 days.

people our business

Applications for review should be sent to:

FOI and Privacy Policy Section
Department of Immigration and Border Control
PO Box 25
BELCONNEN ACT 2616

Or email: FOI@immi.gov.au

Review by the Office of the Australian Information Commissioner

You may apply directly to the Australian Information Commissioner for a review of my decision. You must apply in writing and you can lodge your application in one of the following ways:

Post	GPO Box 2999 CANBERRA ACT 2601
Online	www.oaic.gov.au
Email	enquiries@oaic.gov.au
Fax	+61 2 9284 9666
In person or	Level 4, National Circuit BARTON ACT Level 3, 175 Pitt Street SYDNEY NSW

An application form is available on the website at www.oaic.gov.au. Your application should include a copy of the notice of the decision to which you are seeking review of, and your contact details. You should also set out why you are seeking a review of the decision.

How to make a complaint about the handling of your FOI request

You may complain to the Australian Information Commissioner if you have concerns about how the department has handled your request under the FOI Act.

Your complaint must be in writing and must specify the agency you are complaining about. You can send your complaint to the Australian Information Commissioner using the details above. A complaint form is also available at www.oaic.gov.au.

If you are unhappy with the department's decision about giving or refusing access to documents, you should ask for the decision to be reviewed, which is a separate process which has been outlined in the previous section.

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 Contact 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.

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

Yours sincerely



Amy Thompson

Position number: 60001861
FOI Case Officer
FOI & Privacy Policy Section
Department of Immigration and Border Control

Email FOI@immi.gov.au

Attachments

Decision Record

Client Service Information

Documents released: Incident Detail Reports 1-9GNMK3 and 1-9JC23X



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DECISION RECORD

Request Details

FOI Request FA 13/09/00526
File Number ADF2013/29771

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

Information considered

I am an authorised decision maker under Section 23 of the *Freedom of Information Act 1982* (the FOI Act). In reaching my decision, I have considered the following:

- The *Freedom of Information Act 1982*;
- FOI Guidelines published by the Office of the Information Commissioner.
- Consultation with the relevant business area; and
- The document identified below.

Documents in scope

Incident Detail Reports 1-9GNMK3 and 1-9JC23X, without redactions made under s. 22(1)(a)(ii) – 6 folios

Decision

My decision is to release, in full, the documents within the scope of your request.

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.

