Australian Government
Department of Immigration and Citizenship

16 September 2013

Kate Aubusson

In reply please quote:
Client Name: Kate Aubusson
FOI Request : FA 13/09/00717
File Number: ADF2013/30220

Dear Ms Aubusson,

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 16/09/2013 stated as follows:

> *I request the following document:*
>
> *The final report of the Independent Audit of Health Care Records for People in Detention on Christmas Island dated 30 August 2012 exercised under the Provision of Health Services contract at Clause 6.5.*

Your request has been allocated FOI request number FA 13/09/00717. 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.

6 Chan Street Belconnen ACT 2617
PO Box 25 BELCONNEN ACT 2616 • Telephone 02 6264 1111 • Facsimile 02 6225 6970• Website: www.immi.gov.au

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.

Yours sincerely

Rosalie Roberts
60011349
FOI Officer
FOI & Privacy Policy Section
National Office
Department of Immigration and Citizenship

Telephone (02) 6264 1757
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.