



Australian Government
Department of Immigration and Citizenship

11 November 2013

Ms Kate Aubusson

Copy sent by email to: foi+request-396-0aecea50@righttoknow.org.au

In reply please quote:

Client Name Kate Aubusson

FOI Request FA 13/09/00717

File Number ADF2013/30220

Dear Ms Aubusson,

Freedom of Information request – request deemed withdrawn

This letter refers to an access request received under the *Freedom of Information Act 1982* (the FOI Act) on 16 September 2013.

You requested access to the following information:

'...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 CI 6.5.'

On 10 October 2013 you were sent a charges notification and asked to provide a payment within 30 days of the date of the letter.

Our records indicate you have not responded to this letter. As advised in the letter, if no response was received in the specified timeframe, your request will be taken to be withdrawn.

This request has been finalised as withdrawn. No further action will be taken on this request.

You may lodge a new request for access at any time.

Contacting the FOI Section

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

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 that follow:

Post	GPO Box 2999 CANBERRA ACT 2601
or	GPO Box 5218 SYDNEY NSW 2001
Online	www.oaic.gov.au
Email	enquiries@oaic.gov.au
Fax	+61 2 9284 9666
In person	4 National Circuit BARTON ACT
or	Level 3, 175 Pitt Street SYDNEY NSW

A complaint form is also available at www.oaic.gov.au.

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.

Yours sincerely



Ms Elizabeth Miegel
Position Number 60028785
FOI Case Officer
FOI & Privacy Policy Section
Department of Immigration and Citizenship

Telephone 02 6264 3951
Email foi@immi.gov.au

Attachments: 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.