



Australian Government

Department of Immigration and Border Protection

28 October 2013

Mr Lawrence Bull
Right to Know

Sent via email to: foi+request-439-4a74c510@righttoknow.org.au

In reply please quote:

Client Name Lawrence Bull
FOI Request FA 13/10/00448
File Number ADF2013/28495

Dear Mr Bull

Freedom of Information request – Notice of charge decision following applicant contention that charge be reduced or not imposed (s 29(8))

This letter refers to your request received on 8 October 2013 seeking access under the *Freedom of Information Act 1982* (the FOI Act) to the following documents:

“Detailed Incident Report 1-A4Q9GC from the Department's Compliance, Case Management, Detention and Settlement Portal.”

I refer to your email of Monday 21 October 2013 in which you requested a reduction of charges pursuant to s 29(1)(f)(ii) of the Freedom of Information Act 1982 (FOI Act), on the grounds of the charges being wrongly assessed.

I have decided under s 29(4) to reduce the amount by 50%. The amount you are liable to pay is \$7.25.

The reasons for my decision under s 29(4) are set out below.

Reasons for my decision

I have considered the following:

- The arguments you have put forward in your email of Monday 21 October 2013;
- the documents are primarily of interest only to the applicant and are not of general public interest or of interest to a substantial section of the public;
- reduction or waiver of the charge would enhance the agency-client relationship; and
- the agency was able to identify and retrieve the document easily and at marginal cost.

people our business

6 Chan Street Belconnen ACT 2617

PO Box 25 BELCONNEN ACT 2616 • Telephone 02 6264 1111 • Facsimile 02 6225 6970 • Website: www.inmi.gov.au

For the above reasons I have decided to reduce the charges amount by 50%.

Next steps in processing your request

In accordance with section 31 of the FOI Act, the statutory time period is suspended from the date you were notified of the charge until the earliest occurring of the following days:

- the day you pay the amount of the \$7.25;
- if the amount of the charge is changed following review under the FOI Act – the day you pay the revised charge or deposit; or
- if, following review under the FOI Act, a decision is made not to impose a charge – the day you are notified of that decision.

How to pay

The amount can be paid by cheque, money order or credit card.

Cheques and money orders should be made payable to "Collector of Public Monies DIBP" and sent to:

FOI & Privacy Policy Section
Department of Immigration & Border Protection
PO Box 25
BELCONNEN ACT 2616

Should you choose to pay by credit card, please fill out the attached credit card authorisation form and forward to FOI & Privacy Policy Section at the above address, or email to foi@immi.gov.au.

Review Rights

Internal review

If you disagree with my decision in relation to the charge, you have the right to apply for an internal review by the department.

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.

Applications for review should be sent to:

Post	FOI and Privacy Policy Section Department of Immigration and Border Protection PO Box 25 BELCONNEN ACT 2616
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. The OAIC has advised that ‘...going through the agency’s internal review process gives the agency the opportunity to reconsider its initial decision, and your needs may be met more quickly without undergoing an external review process’. For more information please see FOI fact sheet 12 ‘Freedom of information – Your review rights’, available online at www.oaic.gov.au.

If you wish to apply for review directly to the OAIC you must apply in writing within 60 days of this notice. You can lodge your application in one of the following ways:

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	Level 3, 25 National Circuit FORREST ACT
or	Level 3, 175 Pitt Street SYDNEY NSW

An application form is available on the OAIC’s 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 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.

Contacting the FOI Section

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

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 (toll-free within Australia) on 13 31 77 9 am to 4 pm
- complete a feedback form online at www.immi.gov.au
- write to the Manager, Global Feedback Unit, Reply Paid 241, Melbourne Victoria 3001 Australia
- contact us directly through any of our offices.

Yours sincerely

**Shannon Bevan**

FOI Officer

FOI & Privacy Policy Section

Department of Immigration and Border Protection

Phone (02) 6264 4667

Email foi@immi.gov.au