



Australian Government
Department of Immigration and Border Protection

18 November 2013

Lawrence Bull
Right to Know

Email: foi+request-439-4a74c510@righttoknow.org.au

In reply please quote:

FOI Request: FA 13/10/00448

File Number: ADF2013/28495

Dear Mr Bull,

Freedom of Information request – Decision on request - Access

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.”

Decision

I am an officer authorised under section 23(1) of the FOI Act to make decisions in relation to FOI requests.

My decision is to exempt in part the documents which fall within the scope of your request. Please refer to the attached Decision Record and Schedule of Documents which will explain the reasons for material being exempt.

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:

Post	Freedom of Information Department of Immigration and Border Protection PO Box 25 BELCONNEN ACT 2616
Email	foi@immi.gov.au

Information Commissioner review

Under section 54L of the FOI Act, you may apply to the Australian Information Commissioner to review my decision. An application for review by the Information Commissioner must be made in writing within 60 days of the date of this letter, and be lodged in one of the following ways:

Online	https://forms.business.gov.au/aba/oaic/foi-review-/
Email	enquiries@oaic.gov.au
Post	GPO Box 2999, Canberra ACT 2601
In person	Level 3, 175 Pitt Street, Sydney NSW

More information about Information Commissioner review is available on the Office of the Australian Information Commissioner website at www.oaic.gov.au.

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. More information is available online at www.oaic.gov.au.

If you are unhappy with the department's decision on your access request you should ask for the decision to be reviewed. This is a separate process and you should follow the advice outlined above to lodge a valid Information Commissioner review request.

Client service information

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

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 8.30 am and 4.30 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



Shannon Bevan
FOI Case Officer
FOI and Privacy Policy Section
Department of Immigration and Border Protection

Telephone 02 6264 4667
Email foi@immi.gov.au

Attachments

Client Service Information

Decision Record

Schedule of Documents

Documents released: as detailed in the Decision Record

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.