



Australian  
Human Rights  
Commission

Our Ref: F2013/30

20 December 2013

Mr Daniel Hinds

By email: [foi+request-488-deef7a77@righttoknow.org.au](mailto:foi+request-488-deef7a77@righttoknow.org.au)

Dear Mr Hinds

**Request for documents under the *Freedom of Information Act 1982 (Cth)***

I refer to your 16 December 2013 request under the *Freedom of Information Act 1982 (Cth)* (FOI Act) for access to:

*A list of policy documents, procedures and guidelines used by the Commission's staff in executing there [sic] functions in respect of complaints made to the Commission under Anti-Discrimination Legislation. (List Requested)*

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

On 18 December 2013, I emailed you to clarify whether you sought access to policy documents, procedures and guidelines used by the Commission's staff in relation to complaints under Anti-Discrimination legislation, or just a list of those documents. Later that day you confirmed via email that you sought access to a list of those documents.

**Decision**

Although the List Requested does not exist, I have compiled a list in answer to your FOI request (enclosed). I note that copies of all the documents itemised in the enclosed list are available on the Commission's website at <http://www.humanrights.gov.au/complaints/complaint-process>.

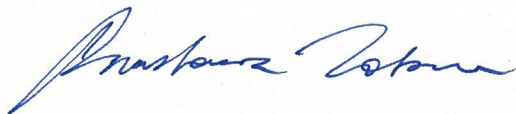
Please note that although these documents are directed to people who have made a complaint or are contemplating making a complaint, they are also used by the Commission's complaints section staff in the execution of their functions.

## Avenues of review

For your information, I enclose information relating to your rights of review of the Commission's decision.

Please call me if you have any questions in relation to this matter.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Anastacia Totoeva', written in a cursive style.

Anastacia Totoeva  
Lawyer  
Legal

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**Policy documents, procedures and guidelines used by the Commission's staff in executing their functions in relation to complaints made to the Commission under Anti-Discrimination Legislation.**

- *The Complaint Process: for complaints about sex, race, disability and age discrimination*
- *Understanding and Preparing for Conciliation: Unlawful Discrimination*
- *Charter of Service: Australian Human Rights Commission Complaint Information Service; Investigation and Conciliation Service*
- *Information for People Making Complaints: Unlawful Discrimination*
- *Complaints under the Age Discrimination Act*
- *Complaints under the Disability Discrimination Act*
- *Complaints under the Racial Discrimination Act*
- *Complaints under the Sex Discrimination Act*
- *Complaints about discrimination in Employment and Occupation*