



Australian Government

Department of Immigration and Border Protection

10 April 2014

Deep Thought

Email to: foi+request-545-45978203@righttoknow.org.au

In reply please quote:

Client Name: Deep Thought

FOI Request: FA14/03/00149

File Number: ADF2014/7556

Dear Deep Thought

Freedom of Information request – Consultation Notification

I refer to your request of 5 March 2014 in which you sought access under the *Freedom of Information Act 1982* (the FOI Act) to documents relating to:

All details of subcontracts between Transfield Services and Wilson Security as per the "Heads of Agreement" for services rendered on Nauru and Manus Island Regional Processing Centers.

Processing of the request has identified documents that are relevant to the request which concern the business, commercial or financial affairs of Transfield Services.

In these circumstances, the department may consult the business concerned under section 27 of the FOI Act about the possible release of the documents to the applicant. The FOI Act provides agencies with an additional 30 days to carry out these consultations. The due date for your FOI request is now 12 May 2014. The processing of this request did pause when the department issued you a charges notice.

If the business makes submissions that the document should be exempt under section 47 or 47G of the FOI Act, the department is required to take those submissions into account. Release of documents to applicants is then subject to the exercise of review rights by the organisation.

At the conclusion of these consultations, the department will write to inform you of its decision in relation to the request.

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.

people our business

6 Chan Street Belconnen ACT 2617

PO Box 25 BELCONNEN ACT 2616 • Telephone: 02 6264 1111 • Fax: 02 6225 6970 • 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 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.

Yours sincerely



Ashley Smith
FOI Officer
FOI & Privacy Policy Section
National Office
Department of Immigration and Citizenship

Telephone (02) 6225 8037
Email ashley.smith@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.