



Australian Government

Department of Immigration and Border Protection

17 June 2014

Mr Ben Fairless  
Right to Know

FOI Request: FA 14/04/00348  
File Number: ADF2014/12160

Email: [foi+request-581-f1f3effa@righttoknow.org.au](mailto:foi+request-581-f1f3effa@righttoknow.org.au)

Dear Mr Fairless,

**Request deemed withdrawn**

I am writing to you in relation to your request under the *Freedom of Information Act 1982* (the Act) on 6 April 2014 for:

*I request a copy of all documents held by DIBP that either involve, discuss, make mention of or have relevance to, the communications which were initiated from the DIBP's Twitter account (@DIBPAustralia) which are sent to or contain the phrase "@VanessaPowell25"*

*This request specifically includes, but is not limited to:*

- "Direct Messages" sent between any of DIBP's official or unofficial Twitter accounts and @VanessaPowell25*
- Documents created or held by DIBP in relation to the alleged "offensive remark" mentioned in the Tweets from @DIBPAustralia to @VanessaPowell25 on the 4th of April 2014*
- Copies of any complaint made by any employee's, contractors, or anyone associated with DIBP.*

**Purpose of this letter**

This letter is further to the notice of my charges decision, following your contention that the charges not be imposed, under s.29 of the Act, that I sent you on 16 May 2014. In that notice I advised you that it was my decision not to vary the original assessment of charge.

Under the Act, you were required to respond to that notice by close of business, **Monday 16 June 2014**.

**people** our business

6 Chan Street Belconnen ACT 2617

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You have not responded to the notice. As advised, if no response was received in the specified timeframe, your request will be taken to be 'deemed' withdrawn, pursuant to s.29(2) of the Act.

This request has been finalised as 'deemed' withdrawn.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

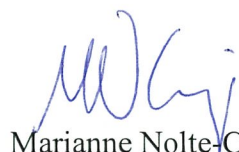
You may lodge a new request for access at any time.

**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.

A complaint form is also available at [www.oaic.gov.au](http://www.oaic.gov.au)

Yours sincerely



Marianne Nolte-Crimp  
Authorised FOI Decision Maker  
FOI & Privacy Policy Section  
Ministerial, Executive & External Accountability Branch  
Department of Immigration and Border Protection

Email [foi@immi.gov.au](mailto:foi@immi.gov.au)

## **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](http://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.