



Australian Government
Department of Immigration and Citizenship

4 April 2013

Mr Jason Wilson
foi+request-82-973e202a@righttoknow.org.au

In reply please quote:
FOI Request: FA 13/04/00129
File Number: ADF2013/9811

Dear Mr Wilson

Acknowledgment of Freedom of Information request

This letter refers to a request received by the Department of Immigration and Citizenship on 26 March 2013 under the *Freedom of Information Act 1982* (the FOI Act) seeking:

I write requesting information under the Freedom of Information Act.

I would like to access any reports on the number of emails received by the department and its predecessor department DIMIA, from the public from 2000 onwards.

I am looking for quantitative summaries of emails on an annual basis over that period, although quarterly or monthly would also be welcome.

An example of a government agency having done this can be found here, where DPS compiled this information for me
https://www.righttoknow.org.au/request/volume_of_email_to_members_and_s

But any form in which you have the information will be welcome.

For your information, this will assist with my academic research about public communication.

Your request has been allocated a FOI Request Number FA 13/04/00129. Please include your FOI Request Number in all correspondence with the Freedom of Information Section. The statutory time allowed under the FOI Act for processing requests is 30 days.

people our business

Contacting the FOI Section

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

Service satisfaction

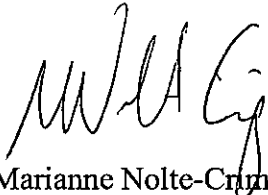
The department remains committed to ensuring that all clients, both in Australia and overseas, receive not only fair and reasonable treatment, but also an efficient standard of service that is sensitive to each client's needs.

To provide a compliment, complaint or suggestion you can:

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

The Department's client service charter is available by contacting me or; at any of our offices or; online at www.immi.gov.au/about/charters/client-services-charter.

Yours sincerely



Marianne Nolte-Crump
FOI Case Officer
FOI and Privacy Section
National Office
Department of Immigration and Citizenship

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