



**Australian Government**  
**Department of Immigration and Citizenship**

9 April 2013

**In reply please quote:**

Client Name: Jason Wilson  
FOI Request : FA 13/04/00302  
File Number: ADF2013/10250

Dear Dr Wilson

**Acknowledgement of Freedom of Information request**

This letter refers to a request received by the Department of Immigration and Citizenship on 9 April 2013 under the *Freedom of Information Act 1982* (the FOI Act) seeking:

Original Scope:

*"I would like to get data on the volume of electronic mail to the minister's office from 2000 through 2012.*

*I would like to see any reports, records of traffic or communications that show how much data the minister's email address is receiving across that period."*

Clarified scope as of 09/04/2013:

*"I am primarily interested in emails from members of the public to ministerial addresses. If it is possible to disambiguate this from internal traffic, I am very happy to have those figures specifically.*

*I am interested in all ministers connected with the department in the time period mentioned (2000 through 2012). So*

*Philip Ruddock  
Amanda Vanstone  
Kevin Andrews  
Chris Evans  
Chris Bowen  
Brendan O'Connor  
Kate Lundy*

*I am not interested in Parliamentary Secretaries."*

Your request has been allocated a FOI Request Number FA 13/04/00302. 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.

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6 Chan Street Belconnen ACT 2617

PO Box 25 BELCONNEN ACT 2616 • Telephone 02 6264 1111 • Facsimile 02 6225 6970 • Website: [www.immi.gov.au](http://www.immi.gov.au)

### **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](http://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](http://www.immi.gov.au/about/charters/client-services-charter).

Yours sincerely

Madi Stanford  
FOI Case Officer  
FOI and Privacy Section  
National Office  
Department of Immigration and Citizenship

Telephone 02 6198 7525  
Email [foi@immi.gov.au](mailto:foi@immi.gov.au)