



Reference Code: 4Y9HJSKN

## Getting started

### About this form

The Office of the Australian Information Commissioner can investigate complaints about the conduct of Australian Government agencies making decisions under the *Freedom of Information Act 1982* (FOI Act). You can use this form to lodge a complaint.

Complaints usually focus on how an agency has handled your FOI request or complied with other obligations under the FOI Act. Further information about the FOI complaints process (<https://www.oaic.gov.au/freedom-of-information/foi-guidelines/part-11-complaints-and-investigations/>) is available on our website.

The OAIC encourages you to lodge your complaint with the agency, before lodging your complaint with us.

The OAIC does not investigate FOI complaints that relate to Ministers or complaints about State, Territory or local government agencies.

Making a complaint is a separate process from applying for an Information Commissioner review of an FOI decision made by an agency. Further information about Information Commissioner reviews (<https://www.oaic.gov.au/freedom-of-information/foi-guidelines/part-10-review-by-the-information-commissioner/>) is available on our website.

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Further information about the difference between FOI complaints and IC reviews (<https://www.oaic.gov.au/freedom-of-information/frequently-asked-questions/what-is-the-difference-between-a-complaint-and-an-application-for-review-of-an-freedom-of-information-decision/>) is available on our website.

When you lodge a complaint with us, we will assess it to determine whether it would be more appropriately handled as an IC review. We will let you know if we decide to treat your complaint as an IC review.

If you have trouble completing this form please send an email to [FOIDR@oaic.gov.au](mailto:FOIDR@oaic.gov.au) or call our enquiries line on 1300 363 992.

### Your personal information

We will handle your personal information in accordance with the Australian Privacy Principles.

If you have any questions about the personal information we collect and how we will handle your information, please contact the OAIC or see our privacy policy (<http://www.oaic.gov.au/privacy-policy-summary>) available on our website.

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## What happens to your application?

The OAIC will assess the information you have provided and decide the appropriate next steps. We will then contact you. You can also contact us in writing, by FOIDR@oaic.gov.au, fax, phone or in person by visiting our office at Level 3, 175 Pitt St, Sydney NSW 2000.

## Your details - the complainant

### Previous dealings

If you have lodged a complaint or enquiry with the OAIC before, please provide your previous reference number (for example, CP18/00000 or EN18/00000).

## Your details

Title

§ 22

Given name \*

§ 22

Family name \*

§ 22

Name of organisation

§ 22

Preferred contact method (you must provide at least one contact method) \*

Email

Phone

Post

Other

Email address \*

§ 22

Phone (daytime)

§ 22

Mobile

Postal address

Start typing full address here..

Other contact details (eg. fax or international address)

Hi Sir/Madam.

My name is § 22

I was recently defrauded, I had money stolen from me to purchase a § 22 § 22 and paid \$1000 via the online § 22 Paid \$1000, and I purchased via § 22 I looked up their address seemed legitimate so did the online – platform via § 22, § 22 sent an invoice and sent my details and I found out after an email asking for a tracking number that they did not exist, I called the store. § 22 Purchase was made on the § 22 As per the receipt below.

§ 22

§ 22

§ 22

§ 22

Alright we have receive your details and as soon as you place your order you will receive a delivery tracking code and invoice before shipping

Enter

§ 22

Account name: § 22

Do you require any assistance to participate in the FOI complaint process?

For example: an interpreter. Please detail below.

## Your representatives details

Do you have someone you would like to represent you in your complaint \*

Yes

No

## Complaint details

### Agency information

Please select the Australian Government agency which is the subject of your FOI complaint \*

- ☐ Administrative Appeals Tribunal
- ☐ Attorney-General's Department
- ☐ Australian Federal Police
- ☒ Australian Securities and Investments Commission
- ☐ Australian Taxation Office
- ☐ Australian Transaction Reports and Analysis Centre (AUSTRAC)
- ☐ Comcare
- ☐ Department of Defence
- ☐ Department of the Environment and Energy
- ☐ Department of Health
- ☐ Department of Home Affairs
- ☐ Department of Human Services
- ☐ Department of Veterans' Affairs
- ☐ Immigration Assessment Authority
- ☐ National Disability Insurance Agency
- ☐ Other

### Previous contact with agency

Please provide any FOI reference number(s) if available

*Do not provide tax file numbers or other confidential account-type numbers*

Please provide a summary of the current status of the FOI Request that has led to this complaint \*

Hi Sir/Madam.

My name is s 22  
 I was recently defrauded, I had money stolen from me to purchase a s 22  
 and paid s 22 via the online s 22 Paid s 22 and I purchased via s 22  
 s 22 I looked up their address seemed legitimate so did the online – platform via Messenger, Laws  
 sent an invoice and sent my details and I found out after an email asking for a tracking number  
 that they did not exist, I called the store. s 22  
 Purchase was made on the s 22 As per the receipt below.  
 s 22

s 22

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



s 22

## Complaint Details

Have you complained directly to the relevant agency? \*

☒ Yes

☐ No

Did you receive a response from the agency? \*

☐ Yes

☒ No

You should wait for the agency to respond to your complaint before making a complaint to us.

You may wish to make an FOI complaint to us if you are unsatisfied with the agency's response to your complaint or you consider that the agency has had adequate time to deal with your complaint but you have not received a response.

Please contact us at FOIDR@oaic.gov.au or on 1300 363 992 if you would like to discuss further.

However, if you would like to make a complaint at this time, please continue to complete the form.

Please provide a summary of your complaint \*

Hi Sir/Madam.

My name is s 22  
I was recently defrauded. I had money stolen from me to purchase a s 22  
and paid s 22 via the online s 22 Paid s 22 and I  
purchased via s 22 I looked up their address seemed legitimate so did the  
online – platform via s 22 s 22 sent an invoice and sent my details and I found  
out after an email asking for a tracking number that they did not exist, I called the store.

s 22  
s 22  
s 22 As per the receipt below.

s 22

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



s 22

The Information Commissioner can make recommendations to the agency that the Commissioner believes the agency ought to implement as a result of a complaint. Information about the possible outcomes following an investigation of an FOI complaint (<https://www.oaic.gov.au/freedom-of-information/foi-guidelines/part-11-complaints-and-investigations/#completing-an-investigation>) can be found on our website.

The FOI complaint process cannot provide access to the documents you have requested. The Information Commissioner review process (<https://www.oaic.gov.au/freedom-of-information/foi-guidelines/part-10-review-by-the-information-commissioner/>) will ordinarily be more appropriate where the outcome you are seeking is access to the documents you requested.

What action or result would you like from the Information Commissioner? \*

Refund - chase them up get money back charge s 22 and shut them down notify s 22 and warn people

## Submission

### Submitting your FOI Complaint to the Information Commissioner

Please review the information contained in this complaint form. If you would like to change anything, you can return to the relevant section by using the **Go Back** button.

When you are ready to submit this form, use the **Submit** button below.

Once you submit your form, you will be taken to a confirmation page. This page will provide a reference code for your submission, and you will be able to download a copy of your completed form or have a copy sent to an email address of your choice.

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The Commissioner's view is that making a complaint is not an appropriate mechanism where IC review is available, unless there is a special reason to undertake an investigation and the matter can be dealt with more appropriately and effectively in that manner. IC review will ordinarily be the more appropriate avenue for a person to seek review of the merits of an FOI decision, particularly an access refusal or access grant decision.

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## Your details - the complainant

### Previous dealings

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## Your details

Title

§ 22

Given name \*

§ 22

Family name \*

§ 22

Name of organisation

Department of Home Affairs

Preferred contact method *(you must provide at least one contact method)* \*

Email

Phone

Post

Other

Email address \*

§ 22

Phone (daytime)

§ 22

Mobile

§ 22

Postal address

Start typing full address here..

Other contact details *(eg. fax or international address)*

Do you require any assistance to participate in the FOI complaint process?

*For example: an interpreter. Please detail below.*

No

## Your representatives details

Do you have someone you would like to represent you in your complaint \*

Yes

No



## Complaint details

### Agency information

Please select the Australian Government agency which is the subject of your FOI complaint \*

- ☐ Administrative Appeals Tribunal
- ☐ Attorney-General's Department
- ☐ Australian Federal Police
- ☐ Australian Securities and Investments Commission
- ☐ Australian Taxation Office
- ☐ Australian Transaction Reports and Analysis Centre (AUSTRAC)
- ☐ Comcare
- ☐ Department of Defence
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- ☐ National Disability Insurance Agency
- ☐ Other

### Previous contact with agency

Please provide any FOI reference number(s) if available

*Do not provide tax file numbers or other confidential account-type numbers*

s 22

Please provide a summary of the current status of the FOI Request that has led to this complaint \*

Pending. FOI request submitted to the department on s 22 Follow up email sent on s 22 and no response received at all. Called the department and they are unable to provide any update unless emailed.

## Complaint Details

Have you complained directly to the relevant agency? \*

☒ Yes☐ No

Did you receive a response from the agency? \*

☒ Yes☐ No

Please provide a copy of the agency's response with this form and explain why you are not satisfied with the response \*

Complaint was provided over the phone. Advised to just continue waiting as cannot provide an update on the FOI request.

Please provide a summary of your complaint \*

FOI request submitted to the department on s 22 [REDACTED] Follow up email sent on s 22 [REDACTED] and no response received at all. Called the department and they are unable to provide any update and continue to advise to send an email. FOI requests are to be completed within 30 calendar days, it has been over 100 days now and no response received.

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What action or result would you like from the Information Commissioner? \*

A response on my FOI requests with the documents required as these are s 22 [REDACTED]

## Supporting documents

You can submit documents in support of your complaint by using the **Upload File** button below. \*

*Files you attach **must**:*

- be in \*.jpg, \*.gif, \*.png, \*.pdf, \*.doc, \*.docx, \*.txt, \*.xls, \*.xlsx format
- be no more than five files
- in total be no larger than 20MB.

FOI Follow up.pdf



FOI Request.pdf



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## Your details

Title

§ 22

Given name \*

§ 22

Family name \*

§ 22

Name of organisation

Department of Home affairs

Preferred contact method *(you must provide at least one contact method)* \*

Email

Phone

Post

Other

Email address \*

§ 22

Phone (daytime)

Include area code

Mobile

§ 22

Address line 1

§ 22

Address line 2

Suburb

State

Postcode

§ 22

Other contact details *(eg. fax or international address)*

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*For example: an interpreter. Please detail below.*

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Do you have someone you would like to represent you in your complaint \*

Yes

No

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- ☐ Comcare
- ☐ Department of Defence
- ☐ Department of the Environment and Energy
- ☐ Department of Health
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- ☐ Department of Human Services
- ☐ Department of Veterans' Affairs
- ☐ Immigration Assessment Authority
- ☐ National Disability Insurance Agency
- ☐ Other

### Previous contact with agency

Please provide any FOI reference number(s) if available

*Do not provide tax file numbers or other confidential account-type numbers*

s 22

Please provide a summary of the current status of the FOI Request that has led to this complaint \*

NO REPLY FROM ANYONE

## Complaint Details

Have you complained directly to the relevant agency? \*

Yes

No

Did you receive a response from the agency? \*

Yes

No

You should wait for the agency to respond to your complaint before making a complaint to us.

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However, if you would like to make a complaint at this time, please continue to complete the form.

Please provide a summary of your complaint \*

I have send email multiple times but no reply

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What action or result would you like from the Information Commissioner? \*

Need my information

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Reference Code: FGZK433A

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## Your details

Title

Given name \*

Family name \*

Name of organisation

Preferred contact method (you must provide at least one contact method) \*

Email	Phone	Post	Other
-------	-------	------	-------

Email address \*

Phone (daytime)

Mobile

Postal address

Other contact details (eg. fax or international address)

Do you require any assistance to participate in the FOI complaint process?

For example: an interpreter. Please detail below.

## Your representatives details

Do you have someone you would like to represent you in your complaint \*

Yes

No

Title

Given name \*

Family name \*

Name of organisation

Preferred contact method *(you must provide at least one contact method)* \*

Email	Phone	Post	Other
-------	-------	------	-------

Email address \*

Phone (daytime)

Mobile

Postal address

Other contact details *(eg. fax or international address)*

If you have contacted the OAIC previously about this or another matter involving the same complainant, please provide your previous reference number *(eg CP19/00001, E11/00001, MR18/00001)*

Please attach the relevant authority to act if you are submitting this complaint on behalf of another person. \*

**Files you attach *must*:**

- be in \*.jpg, \*.gif, \*.png, \*.doc, \*.docx, \*.pdf format
- be no more than five files
- in total be no larger than 20MB.

s 22



s 22



email 1.pdf



email 2.pdf



Upload File

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Please select the Australian Government agency which is the subject of your FOI complaint \*

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- ☐ Australian Transaction Reports and Analysis Centre (AUSTRAC)
- ☐ Comcare
- ☐ Department of Defence
- ☐ Department of the Environment and Energy
- ☐ Department of Health
- ☒ Department of Home Affairs
- ☐ Department of Human Services
- ☐ Department of Veterans' Affairs
- ☐ Immigration Assessment Authority
- ☐ National Disability Insurance Agency
- ☐ Other

### Previous contact with agency

Please provide any FOI reference number(s) if available

*Do not provide tax file numbers or other confidential account-type numbers*

s 22

Please provide a summary of the current status of the FOI Request that has led to this complaint \*

On behalf of my client I lodged s 22 request in s 22. These documents are needed urgently s 22 has now been 7 months since I first lodged the request, and 2 months since I contacted the Department of Home Affairs FOI requesting follow up. We cannot continue to wait for these documents so long outside of the statutory period of 30 days. Thank you



## Complaint Details

Have you complained directly to the relevant agency? \*

Yes

No

Did you receive a response from the agency? \*

Yes

No

Please provide a copy of the agency's response with this form and explain why you are not satisfied with the response \*

Two months ago I wrote to Dept Home Affairs FOI section requesting the release of the documents and was sent a reply saying that it is taking further time. This is not a satisfactory outcome especially as two further months have passed since escalating the request.

Please provide a summary of your complaint \*

See above.

The Information Commissioner can make recommendations to the agency that the Commissioner believes the agency ought to implement as a result of a complaint. Information about the possible outcomes following an investigation of an FOI complaint (<https://www.oaic.gov.au/freedom-of-information/foi-guidelines/part-11-complaints-and-investigations/#completing-an-investigation>) can be found on our website.

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What action or result would you like from the Information Commissioner? \*

Requested documents to be released urgently.

## Supporting documents

You can submit documents in support of your complaint by using the **Upload File** button below. \*

Files you attach **must**:

- be in \*.jpg, \*.gif, \*.png, \*.pdf, \*.doc, \*.docx, \*.txt, \*.xls, \*.xlsx format
- be no more than five files
- in total be no larger than 20MB.

email 2.pdf



email 1.pdf





## Submission

### Submitting your FOI Complaint to the Information Commissioner

Please review the information contained in this complaint form. If you would like to change anything, you can return to the relevant section by using the **Go Back** button.

When you are ready to submit this form, use the **Submit** button below.

Once you submit your form, you will be taken to a confirmation page. This page will provide a reference code for your submission, and you will be able to download a copy of your completed form or have a copy sent to an email address of your choice.

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Reference Code: S6JNVC75

## Getting started

### About this form

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The OAIC encourages you to lodge your complaint with the agency, before lodging your complaint with us.

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Making a complaint is a separate process from applying for an Information Commissioner review of an FOI decision made by an agency. Further information about Information Commissioner reviews (<https://www.oaic.gov.au/freedom-of-information/foi-guidelines/part-10-review-by-the-information-commissioner/>) is available on our website.

The Commissioner's view is that making a complaint is not an appropriate mechanism where IC review is available, unless there is a special reason to undertake an investigation and the matter can be dealt with more appropriately and effectively in that manner. IC review will ordinarily be the more appropriate avenue for a person to seek review of the merits of an FOI decision, particularly an access refusal or access grant decision.

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When you lodge a complaint with us, we will assess it to determine whether it would be more appropriately handled as an IC review. We will let you know if we decide to treat your complaint as an IC review.

If you have trouble completing this form please send an email to [FOIDR@oaic.gov.au](mailto:FOIDR@oaic.gov.au) or call our enquiries line on 1300 363 992.

### Your personal information

We will handle your personal information in accordance with the Australian Privacy Principles.

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## Your details - the complainant

### Previous dealings

If you have lodged a complaint or enquiry with the OAIC before, please provide your previous reference number (for example, CP18/00000 or EN18/00000).

## Your details

Title

Given name \*

Family name \*

Name of organisation

Preferred contact method *(you must provide at least one contact method)* \*

Email	Phone	Post	Other
-------	-------	------	-------

Email address \*

Phone (daytime)

Mobile

Address line 1

Address line 2

Suburb

State

Postcode

Other contact details *(eg. fax or international address)*

Do you require any assistance to participate in the FOI complaint process?

*For example: an interpreter. Please detail below.*

## Your representatives details

Do you have someone you would like to represent you in your complaint \*

Yes

No

## Complaint details

### Agency information

Please select the Australian Government agency which is the subject of your FOI complaint \*

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- ☐ Comcare
- ☐ Department of Defence
- ☐ Department of the Environment and Energy
- ☐ Department of Health
- ☐ Department of Home Affairs
- ☒ Department of Human Services
- ☐ Department of Veterans' Affairs
- ☐ Immigration Assessment Authority
- ☐ National Disability Insurance Agency
- ☐ Other

### Previous contact with agency

Please provide any FOI reference number(s) if available

*Do not provide tax file numbers or other confidential account-type numbers*

Please provide a summary of the current status of the FOI Request that has led to this complaint \*

Contacted by email on s 22 in writing formal request for any and all documents held by s 22. I regards toy use of their services and in conjunction with a complaint lodges at the same time, as yet no for.al response has been received and what documents where surrendered are false misleading statements and I have requested them amended. no response has been received. Furthermore a request was made of s 22 and s 22 on s 22 crs has claimed no responsibility and forwarded it to dese who has claimed no responsibility and forwarded it to DSS, the outcome to that request is due on s 22 as I refused the extensio s 22



## Complaint Details

Have you complained directly to the relevant agency? \*

☒ Yes

☐ No

Did you receive a response from the agency? \*

☐ Yes

☒ No

You should wait for the agency to respond to your complaint before making a complaint to us.

You may wish to make an FOI complaint to us if you are unsatisfied with the agency's response to your complaint or you consider that the agency has had adequate time to deal with your complaint but you have not received a response.

Please contact us at FOIDR@oaic.gov.au or on 1300 363 992 if you would like to discuss further.

However, if you would like to make a complaint at this time, please continue to complete the form.

Please provide a summary of your complaint \*

s 22 [REDACTED] has failed to respond in fair time to the request of s 22 [REDACTED], and as such is in violation of the FOI act, s 22 [REDACTED] failed to provide and respond to requests for documents held by them, s 22 [REDACTED]  
[REDACTED]

The Information Commissioner can make recommendations to the agency that the Commissioner believes the agency ought to implement as a result of a complaint. Information about the possible outcomes following an investigation of an FOI complaint (<https://www.oaic.gov.au/freedom-of-information/foi-guidelines/part-11-complaints-and-investigations/#completing-an-investigation>) can be found on our website.

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What action or result would you like from the Information Commissioner? \*

The documents I have requested in full in unedited and in printed form not digital, legal actions taken against those parties involved



## Submission

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Reference Code: VXZ5CW2B

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## Your details - the complainant

### Previous dealings

If you have lodged a complaint or enquiry with the OAIC before, please provide your previous reference number (for example, CP18/00000 or EN18/00000).

## Your details

Title

Given name \*

Family name \*

Name of organisation

Preferred contact method *(you must provide at least one contact method)* \*

Email	Phone	Post	Other
-------	-------	------	-------

Email address \*

Phone (daytime)

Mobile

Address line 1

Address line 2

Suburb

State

Postcode

Other contact details *(eg. fax or international address)*

Do you require any assistance to participate in the FOI complaint process?

*For example: an interpreter. Please detail below.*

## Your representatives details

Do you have someone you would like to represent you in your complaint \*

Yes

No

## Complaint details

### Agency information

Please select the Australian Government agency which is the subject of your FOI complaint \*

- ☐ Administrative Appeals Tribunal
- ☐ Attorney-General's Department
- ☐ Australian Federal Police
- ☐ Australian Securities and Investments Commission
- ☐ Australian Taxation Office
- ☐ Australian Transaction Reports and Analysis Centre (AUSTRAC)
- ☐ Comcare
- ☐ Department of Defence
- ☐ Department of the Environment and Energy
- ☐ Department of Health
- ☐ Department of Home Affairs
- ☐ Department of Human Services
- ☐ Department of Veterans' Affairs
- ☐ Immigration Assessment Authority
- ☐ National Disability Insurance Agency
- ☒ Other

Other Australian Government Agency \*

Child Support Australia

## Previous contact with agency

Please provide any FOI reference number(s) if available

*Do not provide tax file numbers or other confidential account-type numbers*

Please provide a summary of the current status of the FOI Request that has led to this complaint \*

I have been asking for documentation directly from Child Support Australia (CSA) since April 2022.

They refused to supply,

I then made two FOI applications.

I had previously made an application in s 22

Today. s 22 s 22

The documents I seek, are being withheld.

## Complaint Details

Have you complained directly to the relevant agency? \*

<input checked="" type="radio"/> Yes	<input type="radio"/> No
--------------------------------------	--------------------------

Did you receive a response from the agency? \*

<input checked="" type="radio"/> Yes	<input type="radio"/> No
--------------------------------------	--------------------------

Please provide a copy of the agency's response with this form and explain why you are not satisfied with the response \*

S 22



Please provide a summary of your complaint \*

Hello. I wish to complain/appeal decisions regarding Child Support Australia's (CSA) refusal to disclose documents under Freedom of Information regarding s 22

The Information Commissioner can make recommendations to the agency that the Commissioner believes the agency ought to implement as a result of a complaint. Information about the possible outcomes following an investigation of an FOI complaint (<https://www.oaic.gov.au/freedom-of-information/foi-guidelines/part-11-complaints-and-investigations/#completing-an-investigation>) can be found on our website.

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What action or result would you like from the Information Commissioner? \*

I would like the documents I seek, disclosed.

## Supporting documents

You can submit documents in support of your complaint by using the **Upload File** button below. \*

Files you attach **must**:

- be in \*.jpg, \*.gif, \*.png, \*.pdf, \*.doc, \*.docx, \*.txt, \*.xls, \*.xlsx format
- be no more than five files
- in total be no larger than 20MB.

s 22 - letter to disclose.pdf



FOI Request PDF ATTACHMENT - PDF version.docx



s 22 - signed.pdf



s 22 Submission.pdf



s 22 .pdf



## Submission

### Submitting your FOI Complaint to the Information Commissioner

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## Getting started

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## Your details - the complainant

### Previous dealings

If you have lodged a complaint or enquiry with the OAIC before, please provide your previous reference number (for example, CP18/00000 or EN18/00000).

§ 22

## Your details

Title

Given name \*

Family name \*

Name of organisation

Preferred contact method *(you must provide at least one contact method)* \*

Email	Phone	Post	Other
-------	-------	------	-------

Email address \*

Phone (daytime)

Mobile

Postal address

Other contact details *(eg. fax or international address)*

Do you require any assistance to participate in the FOI complaint process?

*For example: an interpreter. Please detail below.*

## Your representatives details

Do you have someone you would like to represent you in your complaint \*

<input checked="" type="radio"/> Yes	<input type="radio"/> No
--------------------------------------	--------------------------



Title

Given name \*

Family name \*

Name of organisation

Preferred contact method (you must provide at least one contact method) \*

Email	Phone	Post	Other
-------	-------	------	-------

Email address \*

Phone (daytime)

Mobile

Postal address

Other contact details (eg. fax or international address)

If you have contacted the OAIC previously about this or another matter involving the same complainant, please provide your previous reference number (eg CP19/00001, E11/00001, MR18/00001)

Please attach the relevant authority to act if you are submitting this complaint on behalf of another person. \*

Files you attach **must:**

- be in \*.jpg, \*.gif, \*.png, \*.doc, \*.docx, \*.pdf format
- be no more than five files
- in total be no larger than 20MB.

FOI REQ.pdf

**Upload File**



## Complaint details

### Agency information

Please select the Australian Government agency which is the subject of your FOI complaint \*

- ☐ Administrative Appeals Tribunal
- ☐ Attorney-General's Department
- ☐ Australian Federal Police
- ☐ Australian Securities and Investments Commission
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- ☐ Comcare
- ☐ Department of Defence
- ☐ Department of the Environment and Energy
- ☐ Department of Health
- ☐ Department of Home Affairs
- ☐ Department of Human Services
- ☐ Department of Veterans' Affairs
- ☐ Immigration Assessment Authority
- ☐ National Disability Insurance Agency
- ☒ Other

Other Australian Government Agency \*

Services Australia

### Previous contact with agency

Please provide any FOI reference number(s) if available

*Do not provide tax file numbers or other confidential account-type numbers*

s 22

Please provide a summary of the current status of the FOI Request that has led to this complaint \*

Req for Documentation under s 22 s 22 Confirmation and extension request till s 22 agreed, s 22 Follow up email request still no docs, s 22 return email documents have taken longer than expected - no time date, s 22 2nd request for documents, s 22 auto reply, s 22 3rd request s 47F no confirmation, s 22 phone call s 22 recorded message s 47F

## Complaint Details

Have you complained directly to the relevant agency? \*

☒ Yes

☐ No

Did you receive a response from the agency? \*

☒ Yes

☐ No

Please provide a copy of the agency's response with this form and explain why you are not satisfied with the response \*

auto reply only

Please provide a summary of your complaint \*

see above request for Documentation in relation to s 22  
no comment into why this request has taken so long

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What action or result would you like from the Information Commissioner? \*

I would like copies of what I requested

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FOI2.pdf



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Title

Given name \*

Family name \*

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Preferred contact method *(you must provide at least one contact method)* \*

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Do you require any assistance to participate in the FOI complaint process?

*For example: an interpreter. Please detail below.*



## Your representatives details

Do you have someone you would like to represent you in your complaint \*

Yes

No

## Complaint details

### Agency information

Please select the Australian Government agency which is the subject of your FOI complaint \*

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- ☐ Australian Securities and Investments Commission
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- ☐ Australian Transaction Reports and Analysis Centre (AUSTRAC)
- ☐ Comcare
- ☐ Department of Defence
- ☐ Department of the Environment and Energy
- ☐ Department of Health
- ☐ Department of Home Affairs
- ☐ Department of Human Services
- ☐ Department of Veterans' Affairs
- ☐ Immigration Assessment Authority
- ☒ National Disability Insurance Agency
- ☐ Other

## Previous contact with agency

Please provide any FOI reference number(s) if available

*Do not provide tax file numbers or other confidential account-type numbers*

s 22

Please provide a summary of the current status of the FOI Request that has led to this complaint \*

The FOI was only given partial access. parts were redacted on a number grounds.

s 22

## Complaint Details

Have you complained directly to the relevant agency? \*

Yes

No

Did you receive a response from the agency? \*

Yes

No

You should wait for the agency to respond to your complaint before making a complaint to us.

You may wish to make an FOI complaint to us if you are unsatisfied with the agency's response to your complaint or you consider that the agency has had adequate time to deal with your complaint but you have not received a response.

Please contact us at FOIDR@oaic.gov.au or on 1300 363 992 if you would like to discuss further.

However, if you would like to make a complaint at this time, please continue to complete the form.

Please provide a summary of your complaint \*

The FOI was only given partial access. parts were redacted on a number grounds.

s 22

The Information Commissioner can make recommendations to the agency that the Commissioner believes the agency ought to implement as a result of a complaint. Information about the possible outcomes following an investigation of an FOI complaint (<https://www.oaic.gov.au/freedom-of-information/foi-guidelines/part-11-complaints-and-investigations/#completing-an-investigation>) can be found on our website.

The FOI complaint process cannot provide access to the documents you have requested. The Information Commissioner review process (<https://www.oaic.gov.au/freedom-of-information/foi-guidelines/part-10-review-by-the-information-commissioner/>) will ordinarily be more appropriate where the outcome you are seeking is access to the documents you requested.

What action or result would you like from the Information Commissioner? \*

I would like the NDIS to provide full access to all the parts of my FOI

## Submission

### Submitting your FOI Complaint to the Information Commissioner

Please review the information contained in this complaint form. If you would like to change anything, you can return to the relevant section by using the **Go Back** button.

When you are ready to submit this form, use the **Submit** button below.

Once you submit your form, you will be taken to a confirmation page. This page will provide a reference code for your submission, and you will be able to download a copy of your completed form or have a copy sent to an email address of your choice.

Further information about the FOI Complaints process (<https://www.oaic.gov.au/freedom-of-information/foi-guidelines/part-11-complaints-and-investigations/>) can be found on our website.



## Getting started

### About this form

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Complaints usually focus on how an agency has handled your FOI request or complied with other obligations under the FOI Act. Further information about the FOI complaints process (<https://www.oaic.gov.au/freedom-of-information/foi-guidelines/part-11-complaints-and-investigations/>) is available on our website.

The OAIC encourages you to lodge your complaint with the agency, before lodging your complaint with us.

The OAIC does not investigate FOI complaints that relate to Ministers or complaints about State, Territory or local government agencies.

Making a complaint is a separate process from applying for an Information Commissioner review of an FOI decision made by an agency. Further information about Information Commissioner reviews (<https://www.oaic.gov.au/freedom-of-information/foi-guidelines/part-10-review-by-the-information-commissioner/>) is available on our website.

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Further information about the difference between FOI complaints and IC reviews (<https://www.oaic.gov.au/freedom-of-information/frequently-asked-questions/what-is-the-difference-between-a-complaint-and-an-application-for-review-of-an-freedom-of-information-decision/>) is available on our website.

When you lodge a complaint with us, we will assess it to determine whether it would be more appropriately handled as an IC review. We will let you know if we decide to treat your complaint as an IC review.

If you have trouble completing this form please send an email to [FOIDR@oaic.gov.au](mailto:FOIDR@oaic.gov.au) or call our enquiries line on 1300 363 992.

### Your personal information

We will handle your personal information in accordance with the Australian Privacy Principles.

If you have any questions about the personal information we collect and how we will handle your information, please contact the OAIC or see our privacy policy (<http://www.oaic.gov.au/privacy-policy-summary>) available on our website.



## Before you start

The OAIC uses the Australian Government's SmartForm service, which enables our forms to be lodged online using a personal computer or mobile device. When you save or submit a form using this service, it is encrypted and stored on a secure server located in Australia and controlled by the Department of Industry. Once you have submitted your completed form, we will download and decrypt it. Your form will then be permanently erased from the secure server within 72 hours. You can save the form at any point and return within 3 days to complete it. If you have not submitted your form within 3 days it will be permanently erased from the secure server.

## What happens to your application?

The OAIC will assess the information you have provided and decide the appropriate next steps. We will then contact you. You can also contact us in writing, by FOIDR@oaic.gov.au, fax, phone or in person by visiting our office at Level 3, 175 Pitt St, Sydney NSW 2000.

## Your details - the complainant

### Previous dealings

If you have lodged a complaint or enquiry with the OAIC before, please provide your previous reference number (for example, CP18/00000 or EN18/00000).

## Your details

Title

Given name \*

Family name \*

Name of organisation

Preferred contact method *(you must provide at least one contact method)* \*

Email	Phone	Post	Other
-------	-------	------	-------

Email address \*

Phone (daytime)

Mobile

Postal address

Other contact details *(eg. fax or international address)*

Do you require any assistance to participate in the FOI complaint process?

*For example: an interpreter. Please detail below.*

## Your representatives details

Do you have someone you would like to represent you in your complaint \*

Yes

No

## Complaint details

### Agency information

Please select the Australian Government agency which is the subject of your FOI complaint \*

- ☐ Administrative Appeals Tribunal
- ☐ Attorney-General's Department
- ☐ Australian Federal Police
- ☐ Australian Securities and Investments Commission
- ☐ Australian Taxation Office
- ☐ Australian Transaction Reports and Analysis Centre (AUSTRAC)
- ☐ Comcare
- ☐ Department of Defence
- ☐ Department of the Environment and Energy
- ☐ Department of Health
- ☐ Department of Home Affairs
- ☐ Department of Human Services
- ☐ Department of Veterans' Affairs
- ☐ Immigration Assessment Authority
- ☐ National Disability Insurance Agency
- ☒ Other

Other Australian Government Agency \*

Office of the Australian Information Commissioner

## Previous contact with agency

Please provide any FOI reference number(s) if available

*Do not provide tax file numbers or other confidential account-type numbers*

s 22

Please provide a summary of the current status of the FOI Request that has led to this complaint \*

The Information Commissioner

s 22

## Complaint Details

Have you complained directly to the relevant agency? \*

☒ Yes

☐ No

Did you receive a response from the agency? \*

☐ Yes

☒ No

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What action or result would you like from the Information Commissioner? \*

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## Your details

Title

s 22

Given name \*

s 22

Family name \*

s 22

Name of organisation

s 22

Preferred contact method *(you must provide at least one contact method)* \*

Email

Phone

Post

Other

Email address \*

s 22

Phone (daytime)

s 22

Mobile

s 22

Postal address

Start typing full address here..

Other contact details *(eg. fax or international address)*

Do you require any assistance to participate in the FOI complaint process?

*For example: an interpreter. Please detail below.*

s 22

## Your representatives details

Do you have someone you would like to represent you in your complaint \*

Yes

No

## Complaint details

### Agency information

Please select the Australian Government agency which is the subject of your FOI complaint \*

- ☐ Administrative Appeals Tribunal
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- ☐ Department of the Environment and Energy
- ☐ Department of Health
- ☐ Department of Home Affairs
- ☐ Department of Human Services
- ☐ Department of Veterans' Affairs
- ☐ Immigration Assessment Authority
- ☐ National Disability Insurance Agency
- ☒ Other

Other Australian Government Agency \*

Sydney Harbour Federation Trust

## Previous contact with agency

Please provide any FOI reference number(s) if available

*Do not provide tax file numbers or other confidential account-type numbers*

Please provide a summary of the current status of the FOI Request that has led to this complaint \*

s 22

## Complaint Details

Have you complained directly to the relevant agency? \*

☒ Yes☐ No

Did you receive a response from the agency? \*

Yes

No

Please provide a copy of the agency's response with this form and explain why you are not satisfied with the response \*

s 22

Please provide a summary of your complaint \*

s 22

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What action or result would you like from the Information Commissioner? \*

s 22



## Supporting documents

You can submit documents in support of your complaint by using the **Upload File** button below. \*

Files you attach **must**:

- be in \*.jpg, \*.gif, \*.png, \*.pdf, \*.doc, \*.docx, \*.txt, \*.xls, \*.xlsx format
- be no more than five files
- in total be no larger than 20MB.

s 22

pdf



## Submission

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Reference Code: CY4NMRTX

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Title

§ 22

Given name \*

§ 22

Family name \*

§ 22

Name of organisation

n/a

Preferred contact method *(you must provide at least one contact method)* \*

Email

Phone

Post

Other

Email address \*

§ 22

Phone (daytime)

Include area code

Mobile

§ 22

Address line 1

§ 22

Address line 2

Suburb

State

Postcode

§ 22

Other contact details *(eg. fax or international address)*

n/a

Do you require any assistance to participate in the FOI complaint process?

*For example: an interpreter. Please detail below.*

no

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- ☐ Department of the Environment and Energy
- ☐ Department of Health
- ☐ Department of Home Affairs
- ☐ Department of Human Services
- ☐ Department of Veterans' Affairs
- ☐ Immigration Assessment Authority
- ☐ National Disability Insurance Agency
- ☒ Other

Other Australian Government Agency \*

Victoria Police



## Previous contact with agency

Please provide any FOI reference number(s) if available

*Do not provide tax file numbers or other confidential account-type numbers*

s 22

Please provide a summary of the current status of the FOI Request that has led to this complaint \*

I have been waiting 7 months for a response. The initial correspondence noted that it would take 22 weeks to reply. That time has passed. I emailed [foi@police.vic.gov.au](mailto:foi@police.vic.gov.au). I received a response stated, "continued delays", feel free to lodge a complaint.

I have followed the process and paid the fee. s 22

## Complaint Details

Have you complained directly to the relevant agency? \*

Yes

No

Did you receive a response from the agency? \*

Yes

No

Please provide a copy of the agency's response with this form and explain why you are not satisfied with the response \*

Due to the current COVID-19 pandemic, this office is experiencing considerable delays in responding to requests and correspondence. We strongly suggest making your request online (via the link below) or sending any correspondence to this email address ([foi@police.vic.gov.au](mailto:foi@police.vic.gov.au)).

Online link:

<https://online.foi.vic.gov.au/foi/request.doj>

If your enquiry is regarding the progress of a submitted request, please note this office is currently experiencing a significant increase in workload. As a result, there are delays in completing requests which is on average 27 weeks after the due date.

We are endeavouring to process requests in order of receipt. This office will therefore not be responding to individual queries regarding delays in order to facilitate the processing of requests.

Please note you have the right to complain to the Office of the Victorian Information Commissioner (OVIC) if you are concerned with the delay. OVIC can be contacted by email at [enquiries@ovic.vic.gov.au](mailto:enquiries@ovic.vic.gov.au)

We appreciate your understanding during this time.

Freedom of Information Division  
Governance and Assurance Department | Victoria Police  
address: 311 Spencer Street, Docklands VIC 3008 DX: 210096

Please provide a summary of your complaint \*

s 22

The Information Commissioner can make recommendations to the agency that the Commissioner believes the agency ought to implement as a result of a complaint. Information about the possible outcomes following an investigation of an FOI complaint (<https://www.oaic.gov.au/freedom-of-information/foi-guidelines/part-11-complaints-and-investigations/#completing-an-investigation>) can be found on our website.

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What action or result would you like from the Information Commissioner? \*

s 22

## Supporting documents

You can submit documents in support of your complaint by using the **Upload File** button below. \*

*Files you attach **must**:*

- be in \*.jpg, \*.gif, \*.png, \*.pdf, \*.doc, \*.docx, \*.txt, \*.xls, \*.xlsx format
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FOI application.pdf



## Submission

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Australian Government

Office of the Australian Information Commissioner

Enquiry Form

Reference Code: WFN9HFGF

## About this form

You can use this form for **general enquiries** about the roles and functions of the Office of the Australian Information Commissioner (OAIC) and the laws it regulates.

## Your enquiry

Details of your enquiry \*

Hi

I was the respondent s 22

I am trying to collect as much documentation as I can.

If you have contacted us before on this matter, please provide your original reference number

Do you require a response from OAIC? \*

Yes

No

## Supporting information

You may also attach other relevant information that supports your application.

Do you have any electronic document that you want to send electronically with this form?

Yes

No



## Your details

You can use a pseudonym

Title

§ 22

Given name \*

§ 22

Family name \*

§ 22

Preferred Contact Method \*

Email

Phone

Post

Other

Email Address \*

§ 22

Phone (daytime)

Include area code

Mobile

§ 22

Postal address

§ 22

Other contact details (eg. fax or international address)

## Your personal information

We will handle your personal information in accordance with the Australian Privacy Principles (<https://www.oaic.gov.au/privacy/australian-privacy-principles/>).

## What will we do with your information?

We will use the information you have provided to handle your enquiry.

## What information will we collect?

We may need to collect further information from you in order to handle your enquiry. If you do not provide this information to the OAIC, it may affect how we handle your enquiry. In some circumstances, it may mean we are not able to handle your enquiry.

## Accessing your information

If you would like to access information that the OAIC holds about you, please contact our enquiries line at [enquiries.gov.au](https://enquiries.gov.au). You can also find more information on the Access our information (<https://www.oaic.gov.au/about-us/access-our-information/>) page on our website.

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## Submitting your enquiry

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