



## 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.

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.

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

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 \*

Federal Court of 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*

I was advised that the Court does not accord specific numbers to FOI requests.

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

I received a response to an internal review. It has been refused. The application revolved around a document 'matter of an administrative nature. I shall forward the email that I sent to the OAIC for an external review which provides a full explanation with PDF attachments that should be clear.

## 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 \*

s22

I consider my FOI application of 15 August 2022 for s22

Kind regards

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? \*

This is a request of an urgent nature. I am gathering as much information as I can to hand over to the s22

My FOI application provides a clear picture of the request.

As I mentioned s 22

I would be content to just view which s22 t of s22 sent to the respondent.

I would be content to receive a response to my complaint of 20 July 2022 when I s22

## Submission

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Given name \*

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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 [REDACTED]

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

Last letter sent out on 29 September 2022 but no reply was received

29 September 2022

s22 [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

We refer to the above matter noting the original application was lodged on 28 June 2022.

We note we have sought an update from you on our client's FOI request on:

s22 [REDACTED]

To date we have not received any reply. The Department has exceeded the time limit to furnish a reply. If a response is not received by tomorrow, we will forward a copy of this letter to the OAIC and commence a complaint.

We need our client's original application s 22 [REDACTED]

## 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 \*

30 June 2022

s22

Dear s 22

Acknowledgement of Freedom of Information access request

If you are nominated to receive correspondence about this Freedom of Information (FOI) request, copies will not be sent to the applicant. In this letter references to 'you' and 'your' relate to the applicant.

This letter refers to an access request received by the Department of Home Affairs (the Department) under the Freedom of Information Act 1982 (the FOI Act) on 28 June 2022 seeking access to:

s 22

Your request has been allocated FOI request number s 22. Please include your FOI request number in all correspondence with the Freedom of Information (FOI) Section.

We do not provide duplicated documents

If the FOI decision-maker deems a document to be a duplicate, they will not assess those pages as part of your FOI request. This means that if there is a decision to release the document to you, you will receive only one copy, even if multiple copies of that document exist.

We do not provide personal details of staff

The Department's practice is to exclude the personal details of staff not in the Senior Executive Service (SES), as well as the direct contact details of SES staff contained in documents that fall within scope of an FOI request. If you require personal details of non-SES officers or direct contact details of SES staff, please inform us so the decision maker may consider your request. Otherwise we will take it that you agree to that information being excluded from the scope of your request. However, names of staff that have previously been released in departmental correspondence may be disclosed.

Further documentation  
Identification

The Department is committed to maintaining your records to ensure that they are not released to a person who is not entitled to receive them. To help us do this, please provide a copy of your personal photog

Please provide a summary of your complaint \*

The application was acknowledged but the department has failed to furnish the requested documents in the allocated timeframe. Therefore we deem their response a denial of our client's letters.

s 22

We need to view the original application and supporting documents s 22

Home Affairs sometimes refuses applications because of the slightest delay.

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

We want the information requested under FOI s 22 If they dont have it then they should say so.

We want to seek compensation for the delay and an apology.

## 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 ACKNOWLEDGEMENT.pdf



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Family name \*

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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 \*

CPS, Baptcare, Hobart Magistrates Court, Legal Aid

## 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 [REDACTED]  
[REDACTED]. They are now all refusing to reply to  
my emails requesting information under the Freedom of Information Act s 22 [REDACTED]

[REDACTED]

Please do your job well and please find out why no one I am asking will respond and why no one will provide me any information under the Freedom of Information Act? And why are they taking out evidence and only giving me what they want. s 22 [REDACTED]

[REDACTED]

Kindest regards,

s 22 [REDACTED]

## Complaint Details

Have you complained directly to the relevant agency? \*

Yes

No

Did you receive a response from the agency? \*

Yes

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

I would like all to be forced to the fullest extent of the law to provide me s 22  
this information s 22

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Reference Code: KMNX66QQ

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- ☐ Department of Human Services
- ☐ Department of Veterans' Affairs
- ☐ Immigration Assessment Authority
- ☐ National Disability Insurance Agency
- ☒ Other

Other Australian Government Agency \*

DFFH Footscray office

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I've requested for information about s 22

## Complaint Details

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☒ 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 \*

All I have is a text message from s 22 the DFFH work telling me if I want information I have to go through freedom of information and I've also made a complaint to the ombudsman and they called me and only had a discussion with my over the phone

Please provide a summary of your complaint \*

DFFH have been biased and doing all they can to s 22

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

Information about my 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.*

Screenshot **s22** jpg



## Submission

### Submitting your FOI Complaint to the Information Commissioner

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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

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 \*

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- ☐ 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*

FOI Request: s 22

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

A request for FOI of Information was made in December 2021 and it was acknowledged by the Department of Home Affairs.  
However, it has been nearly a year that the Department of Home Affairs has not responded and has not provided the requested information.



## 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 Department of Home Affairs has not responded to any of the emails sent to them requesting for copies of documents requested under the Freedom of Information Act 1982. The request was made in December 2021, nearly one year ago, with no response at all from the Department to date.

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 Department to respond the soonest to the request made with the copies of documents requested.

## Submission

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Reference Code: 9KBLZHZY

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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

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 \*

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- ☒ 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*

FOI Request: s 22

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

An FOI request was made in July 2022, and to date there has not been any response from the Department of Home Affairs, except an acknowledgement made in August 2022.

## 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 Department should have responded with copies of documents requested within 30 days of the request, however, to date the Department has not provided any copies of documents for my client

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

The Department to provide the copies of documents requested the soonest.

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Phone (daytime)

Mobile

Address line 1

Address line 2

Suburb

State

Postcode

2484

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

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### Previous contact with agency

Please provide any FOI reference number(s) if available

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

I did FOI request for information held about me at s22. When i received the documents in relation to my FOI request the first page said, the documents I requested have been provided. When I read the documents I was provided, the documents I requested were not provided and not just one of the documents i requested were not provided.

I then did an FOI review request to s22 to get the documents I requested and also to have information added as the record was incomplete and false and misleading. My FOI review request was ignored completely and I have received no correspondence since making the FOI review request, which was done over two months ago.

## 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 \*

I was not provided with more than one of the documents I requested. My FOI review request was ignored, as was my request to have the record updated as it was incomplete as well as false and misleading,

I have allowed more than the maximum recommended time to fulfill the FOI review request and have received no correspondence in over two months since making the FOI review request.

This is in regards to an s22

Please provide a summary of your complaint \*

s 22

When I made an FOI request to s22 recently s 22 I was not sent the requested documents. I was not sent a copy of my complaint to the RPH consumer engagement unit about this incident either. A reason was not given for supplying the documents either.

After the FOI request. I did an FOI review request. I requested the documents that were not provided as well as a reason the documents were not provided in my original request. I also requested information be added s 22

If the information I was sent in my FOI request to s22 Files have been deleted not redacted. Part of my FOI request review I also requested s 22

I want to know why it is the case that s 22

s 22

I have not received correspondence from s22 FOI team since.

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

I want the FOI changes I requested to have information added to my records as it was incomplete as well as false and misleading.

I want information s 22

I have a lot of information and correspondence in regard to this matter.

s 22

## Supporting documents

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Outcome Letter Tier 1 s22



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## Your details

Title

§ 22

Given name \*

§ 22

Family name \*

§ 22

Name of organisation

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)*

§ 22

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 \*

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- ☐ 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 \*

DCJ/FACS

### 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 \*

s22

[REDACTED]

## 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 \*

s22



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? \*

s22



## 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.*

s22



## 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

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.

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.

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

s 22

Given name \*

s 22

Family name \*

s 22

Name of organisation

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

Email

Phone

Post

Other

Email address \*

s 22

Phone (daytime)

Mobile

Include area code

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.*

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
- ☐ 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 \*

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[REDACTED]

## 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 \*

We have been told just to chuck it in the bin

Please provide a summary of your complaint \*

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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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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.

19 October 2022

To: The Office of the Australian Information Commissioner

Dear Sir/Madam,

I was informed by an ATO Officer that your Office deals has jurisdiction over matters related to the FOI Act. I have some complaints and suggestions that I hope you can consider in relation to the Australian Taxation Office response to FOI requests. I have a copy of the FOI Guidelines (issued February 2022 by the Office of the Australian Information Commissioner) and, depending on a reasonable interpretation, my main complaint is that the Australian Taxation Office has **not** adhered to OAIC's FOI Guidelines.

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[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

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Yours faithfully,

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