



Your ref:  
Our ref: LEX 1251

Mr Bob Buckley  
By email: [foi+request-12056-2324f6af@righttoknow.org.au](mailto:foi+request-12056-2324f6af@righttoknow.org.au)

Dear Mr Buckley

### Freedom of Information – Internal review decision

1. I refer to your email of 2 November 2024 requesting an internal review of the Department of Education's (the department's) freedom of information (FOI) decision dated 1 November 2024 made under the *Freedom of Information Act 1982* (FOI Act).
2. I am authorised to make internal review decisions under the FOI Act.

#### Decision summary

3. For the reasons set out below, I have decided to affirm the primary decision dated 1 November 2024 (the primary decision).

#### Background

4. On 15 September 2024, the department received your request for access to documents under the FOI Act.
5. On 23 September 2024, the department wrote to you explaining the operation of the FOI Act in respect of your request. The department outlined its interpretation of your request and made suggestions for clarifying and refining the scope of your request, given it would have captured a broad range of documents.
6. On 24 September 2024, you emailed the department and revised your request, stating:  
  
*You can exclude:*
  - \* Cabinet documents
  - \* I am only interested in the final email of email threads, and
  - \* I do not wish to receive duplicate documents.
7. On 30 September 2024, the department wrote to you providing a notice of intention to refuse your request under subsection 24AB(2) of the FOI Act, as your revised request was too big to process. The department gave you an opportunity to consult with the department to further revise your request to remove the practical refusal reason. The department advised you that

preliminary searches indicated that the department potentially held thousands of documents, totalling several thousand pages, which could be relevant to your request.

8. On the same day, you responded by email stating:

*I am puzzled by your claim that preliminary searches indicate the department potentially holds thousands of documents, totalling several thousand pages, which could be relevant to your request.*

*Work on the National Autism Strategy (NAS) only started after the last election. Responsibility for the NAS is with DSS, not with your Department so it is unlikely that there are "several thousand pages" that could be relevant. And clearly, the time period is limited.*

*If it helps, I can describe the information I am after as:*

*all documents held, sent or received by SES officers that explicitly mention or relate to the development of the National Autism Strategy and/or its contents. ...*

9. On 9 October 2024, the department wrote to you again providing a notice of intention to refuse your request under subsection 24AB(2) of the FOI Act, as your revised request remained too big to process. The department gave you a further opportunity to consult with the department to revise your request to remove the practical refusal reason. The department also explained that it had interpreted the scope of your revised request as excluding Cabinet and duplicate documents and only including the 'final email of email threads'. The department advised you that it had conducted initial IT forensics searches of emails sent from, and received by, departmental email addresses of current and former departmental SES officers containing the terms 'National Autism Strategy' or 'NAS', as it was likely that the majority of documents relevant to your request would be in email form. These searches identified over 700 emails that could potentially be within the scope of your request. The department also advised you that a further 250 documents had been identified outside of the email system that could relate to your request.
10. On 10 October 2024, you responded and declined to revise the scope of your request.
11. As set out in the primary decision, the scope of your request as revised on 24 September 2024 and 30 September 2024 is:

*"all documents held, sent or received by SES officers that explicitly mention or relate to the development of the National Autism Strategy and/or its contents."*

12. As set out in the primary decision, the department has interpreted the date range of your request to be 23 May 2022 to 15 September 2024.
13. Following your advice on 10 October 2024 that you were not agreeable to further amending the scope of your request, the department commenced manually reviewing the emails that had been identified as potentially being within scope. Some of the emails that had been reviewed as at 18 October 2024 contained information that would require third party consultation. Accordingly, on 18 October 2024, the department advised you that it had extended the time for processing your request by 30 days to allow for third party consultation in accordance with the FOI Act.

14. Following the completion of the manual review of over 700 emails, the number of pages containing substantive material relating to the development of the National Autism Strategy (NAS) became apparent. Approximately 1,600 pages of email correspondence (including attachments) were identified as falling within the scope of your request. Additional documents outside of the department's email system were also identified as being potentially relevant. As the primary decision maker was satisfied that processing the emails falling within the scope of your request would constitute a substantial and unreasonable diversion of department's resources for the purposes of section 24AA of the FOI Act, the primary decision maker did not manually review the additional documents.
15. On 1 November 2024, the primary decision maker advised you that they had decided to refuse your revised request under subsection 24(1) of the FOI Act because a practical refusal reason still exists under section 24AA of the FOI Act. The primary decision maker was satisfied the work involved in processing your revised request would substantially and unreasonably divert the resources of the department from its other operations as specified in paragraph 24AA(1)(a)(i) of the FOI Act.
16. On 2 November 2024, the department received your request for internal review.

#### **Reasons for decision**

17. In accordance with section 54 of the FOI Act, FOI applicants have a right to apply for internal review of an 'access refusal decision', as defined in section 53A of the FOI Act. An access refusal decision includes a decision refusing access to a document in accordance with a request.
18. In reaching my decision, I took the following material into account:
  - your FOI request dated 15 September 2024, as amended on 24 September 2024 and 30 September 2024
  - other correspondence with you, including your request for internal review dated 2 November 2024
  - the primary decision dated 1 November 2024
  - the results of preliminary searches revealing documents that may fall within the scope of your request
  - the resources that would have to be used:
    - in identifying, locating and collating the documents within the records of the department
    - in examining the documents to decide whether to grant, refuse or defer access to documents in full or in part
    - in making a copy, or an edited copy of the documents, and
    - in preparing and notifying you of the decision in relation to the request
  - consultations with departmental officers about the searches required to identify documents falling within the scope of your request, the nature of the documents and the operating environment and functions of the department
  - the guidelines issued by the Australian Information Commissioner under section 93A of the FOI Act (FOI Guidelines)
  - the FOI Act.

## Your request for internal review

19. Your request for internal review is as follows:

*I am writing to request an internal review of Department of Education's handling of my FOI request 'Education and the National Autism Strategy'.*

*I requested information held by your department that relate to "the development of the National Autism Strategy". I did not request documents that "explicitly mention the NAS", as your officer decided to interpret my request. My request specifically said "development of" ... so documents that merely mention the NAS need not be included (and have not been requested).*

*Perhaps you could start with document with "National Autism Strategy" in the title and emails with "National Autism Strategy" in their subject line.*

*And you could provide the list of subject lines in the 700 emails that your officer claimed were found ... I expect I could indicate which ones do not interest me at this stage.*

## Explicitly mention the NAS

20. As a preliminary matter, I note that in your application for internal review, you stated that "... I did not request documents that "explicitly mention the NAS"...".

21. As set out above, on 30 September 2024 the department wrote to you providing a notice of intention to refuse your request under subsection 24AB(2) of the FOI Act, as your revised request was too big to process. The department gave you an opportunity to consult with the department to further revise your request to remove the practical refusal reason. Your email dated 30 September 2024 in response read as follows:

*If it helps, I can describe the information I am after as:*

*all documents held, sent or received by SES officers that explicitly mention or relate to the development of the National Autism Strategy and/or its contents.*

22. On this basis, the department understood your revised FOI request to be seeking access to:

*"all documents held, sent or received by SES officers that explicitly mention or relate to the development of the National Autism Strategy and/or its contents."*

23. In any event, having regard to the overall wording of your request, the department interpreted your request as being restricted to documents held, sent or received by departmental SES officers that contain substantive material in relation to the development of the NAS and/or its contents. The estimated page counts and estimated time for processing your request set out in the primary decision were based on this narrow interpretation of your request, and did not include documents that contain only a passing or incidental mention of the NAS. The primary decision maker also excluded documents that relate to the organisation or administrative aspects of meetings of the NAS Oversight Council or Working Groups. As set out in the primary decision, if your request had been read as including all documents held, sent or received by departmental SES officers that explicitly mention the NAS, your request would have captured

significantly more documents than the over 1,600 pages referred to in the primary decision, and would take longer than the estimated period of approximately 144.5 hours processing time.

## **Freedom of Information Act 1982**

24. Sections 24 and 24AB of the FOI Act relevantly provide:

### *24 Power to refuse request—diversion of resources etc.*

(1) *If an agency or Minister is satisfied, when dealing with a request for a document, that a practical refusal reason exists in relation to the request (see section 24AA), the agency or Minister:*

- (a) must undertake a request consultation process (see section 24AB); and*
- (b) if, after the request consultation process, the agency or Minister is satisfied that the practical refusal reason still exists—the agency or Minister may refuse to give access to the document in accordance with the request.*

....

### **24AA When does a practical refusal reason exist?**

(1) *For the purposes of section 24, a **practical refusal reason** exists in relation to a request for a document if either (or both) of the following applies:*

- (a) the work involved in processing the request:*
  - (i) in the case of an agency—would substantially and unreasonably divert the resources of the agency from its other operations; or*
  - (ii) ...*
- (b) the request does not satisfy the requirement in paragraph 15(2)(b) (identification of documents).*

(2) *Subject to subsection (3), but without limiting the matters to which the agency or Minister may have regard, in deciding whether a practical refusal reason exists, the agency or Minister must have regard to the resources that would have to be used for the following:*

- (a) identifying, locating or collating the documents within the filing system of the agency, or the office of the Minister;*
- (b) deciding whether to grant, refuse or defer access to a document to which the request relates, or to grant access to an edited copy of such a document, including resources that would have to be used for:*
  - (i) examining the document; or*
  - (ii) consulting with any person or body in relation to the request;*
- (c) making a copy, or an edited copy, of the document;*
- (d) notifying any interim or final decision on the request.*

(3) *In deciding whether a practical refusal reason exists, an agency or Minister must not have regard to:*

- (a) any reasons that the applicant gives for requesting access; or*
- (b) the agency's or Minister's belief as to what the applicant's reasons are for requesting access; or*
- (c) any maximum amount, specified in the regulations, payable as a charge for processing a request of that kind.*

**24AB What is a request consultation process?**

*Scope*

(1) ...

*Requirement to notify*

- (2) *The agency or Minister must give the applicant a written notice stating the following:*
- (a) *an intention to refuse access to a document in accordance with a request;*
  - (b) *the practical refusal reason;*
  - (c) *the name of an officer of the agency or member of staff of the Minister (the **contact person**) with whom the applicant may consult during a period;*
  - (d) *details of how the applicant may contact the contact person;*
  - (e) *that the period (the **consultation period**) during which the applicant may consult with the contact person is 14 days after the day the applicant is given the notice.*

*Assistance to revise request*

- (3) *If the applicant contacts the contact person during the consultation period in accordance with the notice, the agency or Minister must take reasonable steps to assist the applicant to revise the request so that the practical refusal reason no longer exists.*
- (4) *For the purposes of subsection (3), **reasonable steps** includes the following:*
- (a) *giving the applicant a reasonable opportunity to consult with the contact person;*
  - (b) *providing the applicant with any information that would assist the applicant to revise the request.*

...

*No more than one request consultation process required*

- (9) *To avoid doubt, this section only obliges the agency or Minister to undertake a request consultation process once for any particular request.*

25. As set out by former FOI Commissioner Hardiman PSM KC in 'ACW' and *Australian National Maritime Museum* [2023] AICmr 4 ('ACW'), there are three elements of the decision-making task that the decision maker must undertake in determining whether a practical refusal exists:

- The decision maker must determine whether a request consultation process has been undertaken in accordance with section 24AB of the FOI Act.
- Secondly, if the decision maker determines that a request consultation process has been validly undertaken, the decision maker must determine whether they are 'satisfied' that the work involved in processing the applicant's request would 'substantially divert' the resources of the agency from its other operations.
- Thirdly, if the decision maker is satisfied of a substantial diversion of resources, they must determine whether they are also satisfied that the work involved in processing the applicant's request would 'unreasonably' divert the resources of the agency from its other operations.

**First element: whether a request consultation process was undertaken**

26. The conduct of a request consultation process in accordance with section 24AB of the FOI Act is an express statutory precondition to the making of an access refusal decision under subsection 24(1) of the FOI Act. Subsection 24AB(3) of the FOI Act provides that where a practical refusal reason exists and the applicant responds to a notice under subsection 24AB(2), the agency or minister must take reasonable steps to assist the applicant to revise the request so that the practical refusal reason no longer exists.

27. The FOI Guidelines explain:

*3.130 Agencies should also ensure that all relevant steps specified in s 24AB are followed when undertaking a request consultation process, including by ensuring that the contact person, as far as possible, is available for the entire consultation period specified in the request consultation notice (s 24AB(2)(e)), and by ensuring that the contact person is aware of their obligation to take all reasonable steps to assist the applicant to revise the scope of the request so that a practical refusal reason no longer exists (s 24AB(3)). Failure to adhere to the requirements under s 24AB would amount to a procedural defect and may invalidate the practical refusal decision.*

28. The department acknowledged receipt of your request dated 15 September 2024 on 23 September 2024. The department informally advised you that the scope of your request was very broad and the work involved in processing it was likely to substantially and unreasonably divert the resources of the department. The department invited you to narrow the scope of your request and suggested several ways in which you could do so. The department advised that if you did not respond to the informal consultation, the department would process your request in its current form, which may result in the department commencing a formal request consultation process under section 24AB of the FOI Act.

29. By email dated 24 September 2024, you agreed to exclude Cabinet documents and duplicate documents and advised that you are only interested in the final email of email threads.

30. On 30 September 2024, the department sent you a formal notice under section 24AB of the FOI Act, advising that processing your revised request would substantially and unreasonably divert the resources of the agency. The notice included suggestions for narrowing your request.

31. You revised the scope of your request in response to the notice dated 30 September 2024 on the same day.

32. As noted by the Assistant FOI Commissioner Rocelle Ago in '*AMX*' and *Department of Foreign Affairs and Trade* (Freedom of information) [2024] AICmr 177 (20 August 2024) at paragraph 12,

*The fact that an agency has received a revised request does not absolve that agency of its obligation to undertake 'reasonable steps' for the purposes of s 24AB(3) of the FOI Act. As has been discussed in previous IC review decisions, where an applicant has made a revised request that does not remove a practical refusal reason, the agency may be required to take further steps to satisfy the 'reasonable steps' obligation.*

33. Accordingly, following receipt of your revised request, the department sent you a second notice under section 24AB of the FOI Act, advising that processing your further revised request would still substantially and unreasonably divert the resources of the department. The department invited you to consider the following suggestions for narrowing the scope of your request:
- specifying a limited date range for your request (e.g. a 3 month period)
  - specifying types or categories of documents (e.g. final briefs, reports or meeting minutes)
  - specifying keywords the documents must contain (e.g. keywords that relate to particular aspects of the NAS you are interested in)
  - seeking correspondence between specific entities or individuals.
34. On 10 October 2024, you responded and declined to revise the scope of your request.
35. Having reviewed the correspondence between yourself and the department, I am satisfied that the department has taken reasonable steps to assist you to revise your request as required by subsection 24AB(3) in the circumstances:
- the notices dated 30 September 2024 and 9 October 2024 contained detailed information about why processing the request would result in a practical refusal reason, including estimated numbers of documents potentially falling within scope of the revised requests. The notices also included a breakdown of the steps that would be required to process your request and estimates of the time involved in processing the request,
  - the notices dated 30 September 2024 and 9 October 2024 provided specific suggestions about how you could revise the scope of your request to remove the practical refusal reason, and
  - after you contacted the department on 30 September 2024 to revise your request, the Department undertook a second formal consultation process with you, explaining why the revised request did not remove the practical refusal reason and making further suggestions as to how it could be narrowed.
36. These formal consultation processes were preceded by informal consultation undertaken by the department by email dated 23 September 2024.
37. Based on my review of the correspondence, I consider the department's notices under section 24AB included the information required under subsection 24AB(2). Having regard to the totality of the correspondence between the department and yourself, I am satisfied that the department has taken reasonable steps to assist you to revise your request as required by subsection 24AB(3).

**The second element: whether the work involved in processing the request would substantially divert the resources of the department from its other operations**

38. In determining whether a practical refusal reason exists, I must consider whether I am satisfied that the diversion of the department's resources from its other operations would be substantial.
39. Subsection 24AA(2) of the FOI Act provides that in deciding whether a practical refusal reason exists, the agency must have regard to the resources that would have to be used for the following:



- a) identifying, locating or collating the documents within the filing system of the agency, or the office of the Minister;
- b) deciding whether to grant, refuse or defer access to a document to which the request relates, or to grant access to an edited copy of such a document, including resources that would have to be used for
  - (i) examining the document; or
  - (ii) consulting with any person or body in relation to the request;
- c) making a copy, or an edited copy, of the document;
- d) notifying any interim or final decision on the request.

40. The FOI Guidelines recommend that agencies examine a sample of the documents identified within the scope of a request when considering whether processing a request would constitute a substantial diversion of the agency's resources.

41. The FOI Guidelines state:

*3.121 ... A representative sample of between 10 to 15% of the documents within the scope of the request has been considered to be an appropriate sample size for the purposes of calculating processing time when deciding whether a practical refusal reason exists. A person with appropriate knowledge or expertise should assess the sample of the documents, looking at each document as if they were making a decision on access, including indicating the number of documents that could be released in an edited form. The assessment of the sample would provide an indication of the complexity of the potential decision, that is, the number of exemptions required, the topic and content of the documents, and the number of consultations required and effort required to contact third parties based on available contact details.*

42. As set out in the primary decision, two experienced FOI officers in the department's FOI Team have reviewed and redacted emails totalling 152 pages that were identified as falling within the scope of your request. I am satisfied that the sample examined was large enough for it to be representative and therefore sufficient to be relied on for the purpose of estimating the resources required to process your request.

43. I am advised that the FOI officers took on average 52.3 seconds to examine each page for decision making purposes and 142.1 seconds per page to redact irrelevant and exempt material. I agree with the primary decision maker that it is appropriate to round these figures up to one minute to examine each page and 2.5 minutes to make appropriate redactions for the purposes of estimating the resources required to process your request.

44. I am advised that the sampling exercise indicated that if your request were to be processed, an authorised decision maker would need to consider redacting irrelevant material, as well as material likely to be exempt under a range of exemption provisions in the FOI Act, from approximately 87% of the over 1,600 pages falling within scope of your request (i.e. in excess of 1,392 pages). I am advised that some of the material falling within the scope of your request is potentially exempt under section 47C (deliberative material), section 47E(c) (operations of an agency), section 47F (personal information) and section 47G (business affairs). I am also advised that some of the documents only partially fall within the scope of your request, and material falling outside the scope of your request would be redacted as irrelevant under section 22 of the

FOI Act, including information in the documents that relates to matters other than the development of the NAS.

45. The sampling exercise conducted by the department and set out on page 8 of the primary decision was based on the emails identified as falling within the scope of your request. In the course of processing your request for internal review, the department has also reviewed the additional documents outside of the department's email system that have been identified as potentially relevant. The review of the documents outside of the email system has identified approximately 130 additional pages containing material that falls within the scope of your request. Identifying and collating this material has taken many more hours. However, as much of this material is contained in reports that are already publicly available, I have not increased the estimated processing time for the purposes of this decision.
46. Additionally, as stated by the primary decision, processing your request would also require the department to undertake a courtesy consultation with the Department of Social Services (DSS), in accordance with paragraph 3.70 of the FOI Guidelines, as DSS has portfolio responsibility for the NAS. This consultation would be particularly extensive and involve hundreds of pages of material. However, the time estimate set out below does not include an allowance for the time required to conduct this consultation.
47. Noting the above and based on the searches conducted so far, the manual review of emails and other documents potentially falling within the scope of your request and the sampling exercise, I estimate the time required to process your request to be as follows:

Search for and retrieve documents (including identifying and collating documents within scope)	53 hours
Examine approximately 1,600 pages of email material and attachments for decision making at an average of 1 minute per page	26.67 hours (rounded down to 26.5 hours)
Redact approximately 1,392 pages of email material and attachments at an average of 2.5 minutes per page	58 hours
Consult with two external third parties	2 hours
Write statement of reasons for decision	5 hours
<b>Total</b>	<b>144.5 hours</b>

48. I am satisfied that a processing time, estimated conservatively to be approximately 144.5 hours, is not just large in a quantum sense, but can properly be characterised as requiring a diversion of resources that is of substance. Consequently, I am satisfied that the work involved in processing the request constitutes a substantial diversion of the department's resources for the purposes of section 24AA of the FOI Act.

**The third element: whether the work involved in processing the request would unreasonably divert the resources of the department from its other operations**

49. Having determined that processing your request would substantially divert the resources of the department, I must go on to consider whether I am satisfied that it would also unreasonably divert those resources.
50. Relevantly, as discussed in 'ACW', whether I can be satisfied that processing your request would unreasonably divert the resources of the department turns on whether, weighing all of the

relevant considerations disclosed by the evidence, I feel an actual persuasion that diverting resources to processing your request involves a diversion of resources which is 'unreasonable'.

51. For the purposes of deciding whether your request would unreasonably divert the resources of the department from its other operations, I have considered whether the substantial resource burden would be unreasonable having regard to:
- the staffing resources available to the department
  - whether the processing work requires the specialist attention of a senior officer, or can only be undertaken by one or more specialist officers in the department who have competing responsibilities
  - the impact that processing the request may have on other work in the department, including FOI processing
  - your cooperation in framing the request to reduce the processing workload
  - whether there is a significant public interest in the documents requested.
52. As noted by the primary decision maker, FOI requests are handled by the department's Corporate and Information Law (CIL) Team. The department is required to efficiently process FOI requests in accordance with the statutory requirements and timeframes set out in the FOI Act.
53. The CIL Team is a small team with only one dedicated FOI officer. The CIL Team has a range of other essential functions in addition to processing FOI requests, including providing legal advice and support to the Corporate and Enabling Services Group and providing privacy advice and assistance to all Groups to ensure the department meets its privacy obligations. Processing your request in its current terms would adversely affect the Team's ability to process other FOI requests in accordance with the relevant timeframes, thereby disadvantaging other FOI applicants. It would also adversely affect the Team's ability to perform its other important functions.
54. Additionally, key senior officers in the relevant departmental business area would also be required to assist the FOI team in processing the request. The processing of your request would divert these officers from their duties in progressing the disability reform agenda, which includes measures supporting Autistic children and young people.
55. Given the volume of material falling within the scope of your request and the estimated time required to process it, I am satisfied that processing a request of this size and scope would unreasonably divert the CIL Team and key staff in the relevant departmental business area from their other responsibilities.
56. I acknowledge and thank you for your cooperation in seeking to revise your request to reduce the processing workload. However, your revised request continues to be broad in scope and captures a large volume of documents. I am satisfied that processing your revised request would still require significant time and resources, particularly given the volume of pages captured by the revised scope of your request and the complexity of the material captured.
57. I agree with the primary decision maker's view that issues in relation to autism are generally a matter of public interest and debate. However, I am not satisfied that there is significant public interest in all of the documents captured by your request. As noted by the primary decision

maker, the DSS website at <https://www.dss.gov.au/disability-and-carers/national-autism-strategy> contains extensive information regarding the NAS, including the role and membership of the NAS Oversight Committee (which is guiding the development of the NAS), when the Committee meets and key items covered at those meetings. Additionally, the draft NAS was released by DSS for public feedback on 2 April 2024 and remains publicly available on the DSS website. I am also advised that it is expected that the final NAS will be considered by Government by the end of 2024, and that it is anticipated that the NAS will be made publicly available if the Government accepts it. In these circumstances, I agree with the primary decision maker's view that disclosure of the requested information would not add significantly to the public debate.

58. For completeness, I note that I have considered the matters at subsection 24AA(2) of the FOI Act and have not considered the matters at subsection 24AA(3) of the FOI Act.
59. Weighing all of these relevant considerations, I am satisfied that the work involved in processing your request would involve a diversion of the department's resources from its other operations which is unreasonable.

#### **List of subject lines**

60. In your email dated 2 November 2024, you have suggested that the department *"could provide the list of subject lines in the 700 emails that your officer claimed were found ... I expect I could indicate which ones do not interest me at this stage"*.
61. I acknowledge that you have made this suggestion with a view to attempting to narrow your request. However, I do not consider the subject lines of the emails would provide you with sufficient information about the content of the emails to assist you in any meaningful way to identify emails that are of particular interest to you.

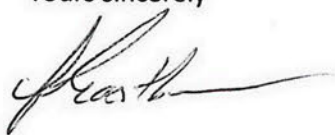
#### **Conclusion**

62. Having regard to all of the relevant evidence before me, I am satisfied that the work involved in processing your request would 'substantially and unreasonably divert the resources of the agency from its other operations'.
63. Therefore, I consider a practical refusal reason exists for the purposes of paragraph 24(1)(b) of the FOI Act and have decided to refuse your request.

#### **Rights of review**

64. I have enclosed information about your rights of review under the FOI Act at Attachment A.
65. Should you have any questions, please do not hesitate to contact me via email at [foi@education.gov.au](mailto:foi@education.gov.au).

Yours sincerely

A handwritten signature in black ink, appearing to read 'Fiona', with a long, sweeping horizontal stroke extending to the right.

Fiona  
Authorised decision maker  
Freedom of Information Team  
Department of Education

28 November 2024

## YOUR RIGHTS OF REVIEW

### Applying for external review by the Australian Information Commissioner

If you do not agree with this decision, you can ask the Australian Information Commissioner to review the decision.

You will have 60 days to apply in writing for a review by the Australian Information Commissioner.

You can lodge your application in one of the following ways:

Online:

<https://webform.oaic.gov.au/prod?entitytype=ICReview&layoutcode=ICReviewWF>

Email: [foidr@oaic.gov.au](mailto:foidr@oaic.gov.au)

Post: Australian Information Commissioner  
GPO Box 5218  
SYDNEY NSW 2001

### Complaints to the Australian Information Commissioner

*Australian Information Commissioner*

You may complain to the Australian Information Commissioner about action taken by an agency in the exercise of powers or the performance of functions under the FOI Act.

A complaint to the Australian Information Commissioner must be made in writing and can be lodged in one of the following ways:

Online:

<https://webform.oaic.gov.au/prod?entitytype=Complaint&layoutcode=FOIComplaintWF>

Email: [foidr@oaic.gov.au](mailto:foidr@oaic.gov.au)

Post: Australian Information Commissioner  
GPO Box 5218  
SYDNEY NSW 2001