

Our ref: FOI-2024-80034

15 November 2024

Lex Not Given

By email: foi+request-12196-7ea41ce3@righttoknow.org.au

Dear Lex

Freedom of Information request

1. I refer to your request of 21 October 2024 to this Office under the *Freedom of Information Act 1982* (FOI Act) for access to documents in the following terms:

"On 21 October 2024, Iain Anderson, the Commonwealth Ombudsman, gave a keynote address for the 2024 complaint handling forum.

Under the Freedom of Information Act 1982 (Cth), I request access to the keynote address delivered by Iain Anderson on 21 October 2024.

For the purposes of the Freedom of Information Act 1982 (Cth), the concept of a document extends to traditional documents, as well as digital documents, audio recordings and video recordings. If a documentary copy of the address does not exist but a recording of the address exists, please grant access to the video or audio recording."

Decision

2. This letter constitutes notice of my decision on your request for access. I am authorised to make decisions on behalf of our Office under s 23 of the FOI Act.
3. Our Office has identified one (1) document, totalling 12 pages, relevant to your request. I have decided to release the document in full.

4. A schedule setting out the relevant documents is at **Attachment A**. Our Office identified the documents by searching our electronic records management system and electronic documents saved on shared or network drives.
5. I attach the relevant requested documents with this email.

Reasons for decision

Material taken into account

6. In making my decision I had regard to the following:
 - a. the terms of your request
 - b. the content of the documents to which you sought access
 - c. the relevant provisions of the FOI Act
 - d. Guidelines issued by the Australian Information Commissioner under s 93A of the FOI Act, available at www.oaic.gov.au (**FOI Guidelines**).
7. In considering whether all reasonable steps have been taken to locate documents within scope, I have considered:
 - a. the subject matter of the documents requested
 - b. the file management systems in place
 - c. individuals and line areas within the office who may be able to assist.
8. I have interpreted this request as extending to documents held by the Ombudsman that pertain to the keystone address the Commonwealth Ombudsman delivered during the complaint handling forum on 21 October 2024.

Review rights

Internal review

9. You can request internal review within 30 days of you receiving this decision. An internal review will be conducted by a different officer from the original decision-maker.
10. No particular form is required to apply for review although it will assist your case to set out the grounds on which you believe that the original decision should be changed. Applications for internal review can be made:
 - via email to information.access@ombudsman.gov.au
 - by mail to Commonwealth Ombudsman GPO Box 442 Canberra ACT 2601
11. If you choose to seek an internal review, you will afterward have a right to apply for Information Commissioner review (IC review) of the internal review decision.

Information Commissioner review or complaint

12. You also have the right to seek IC review of this decision. For FOI applicants, an application for IC review must be made in writing within 60 days of the decision. For third parties who object to disclosure of their information, an application for IC review must be made in writing within 30 days of the decision.
13. If you are not satisfied with the way we have handled your FOI request, you can lodge a complaint with the Office of the Australian Information Commissioner (OAIC). However, the OAIC suggests that complaints are made to the agency in the first instance.
14. While there is no particular form required to make a complaint to the OAIC, the complaint should be in writing and set out the reasons for why you are dissatisfied with the way your request was processed. It should also identify the Ombudsman's Office as the agency about which you are complaining.
15. You can make an IC review application or make an FOI complaint in one of the following ways:

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- online at <https://www.oaic.gov.au/freedom-of-information/your-freedom-of-information-rights/freedom-of-information-complaints/make-an-foi-complaint>
- via email to foidr@oaic.gov.au
- by mail to GPO Box 5218 Sydney NSW 2001, or
- by fax to 02 9284 9666.

16. More information about the Information Commissioner reviews and complaints is available at its website: www.oaic.gov.au/freedom-of-information/foi-review-process.

Contact

17. You may contact me via email at information.access@ombudsman.gov.au or via telephone on 1300 362 072.

Yours sincerely



Laura Mackenzie
Legal Officer
Legal Team

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Attachment A

Schedule of documents- Freedom of Information Request FOI-2024-80034

Doc No.	Description of Document	Decision of Access	Exempt or irrelevant material	Information redacted	Notes
1.	Iain Anderson's address notes	<i>Full release</i>			Not a transcript, the speech was prepared prior to the address.