

# AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

TRIM: D24-67669

Ms Julie Keys

Via email: [foi+request-12312-62cc2caa@righttoknow.org.au](mailto:foi+request-12312-62cc2caa@righttoknow.org.au)

Dear Ms Keys

## Decision on your Freedom of Information Request no. 2404

I refer to your information access request of 9 November 2024 made to the Australian Commission on Safety and Quality in Health Care (the Commission) under the Freedom of Information Act 1982 (Cth) (FOI Act). In your request, you sought access to:

- *What the Commission does/has done to ensure the safety and quality of care for people with ME/CFS until the NHMRC issues the proposed new guidelines; and*
- *Policies and practices relating to what the Commission recommends to ensure the safety and quality of care for people who have disabilities/medical conditions.*

I am authorised under section 23(1) of the FOI Act to make decisions in relation to FOI requests. I am writing to notify you of my decision on your access request.

### Decision

All reasonable steps have been taken to find the documents referred to in your request including consultation with the relevant policy and program areas. Thorough searches have been conducted of the Commission's file management system.

I am satisfied that the searches conducted were thorough and all reasonable steps have been taken to locate documents relevant to your request. I am satisfied that the documents referred to in your request do not exist. As a consequence, I refuse your request for access to the documents referred to in your request pursuant to section 24A of the FOI Act.

### Review rights

If you are dissatisfied with my decision, you may apply for an internal review or Australian Information Commissioner (Information Commissioner) review of the decision.

#### Internal review

Under section 54 of the FOI Act, you may apply in writing to the department for an internal review of my decision. The internal review application must be made within 30 days of the date of this notice (or such further period as the department allows). Where possible please provide reasons why you consider review of the decision is necessary. The internal review will be carried out by another officer of this department within 30 days.

An application for an internal review should be addressed to:

Email: [SafetyandQualityFOI@safetyandquality.gov.au](mailto:SafetyandQualityFOI@safetyandquality.gov.au)

OR

Mail: FOI Officer  
Australian Commission on Safety and Quality in Health Care  
GPO Box 5480  
Sydney NSW 2011

### **Information Commissioner Review**

Under section 54L of the FOI Act, you may apply to the Information Commissioner to review my decision. An application for review must be made in writing within 60 days of this notice (if you do not request an internal review).

The Australian Information Commissioner can be contacted by:

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
Phone: 1300 363 992

More about the Information Commissioner review is available on the Office of the Australian Information Commissioner (OAIC) website:

<https://www.oaic.gov.au/freedom-of-information/reviews-andcomplaints/information-commissioner-review/>

You may also make a complaint to the Information Commissioner about action taken by the Commission in relation to your application. Further information can be obtained from the OAIC website.

### **Relevant provisions**

The FOI Act, including the provisions referred to in this letter, can be accessed from the Federal Register of Legislation website:

<https://www.legislation.gov.au/Details/C2019C00288>

### **Contacts**

If you require clarification of any of the matters discussed in this letter you should contact 02 9126 3600 or [SafetyandQualityFOI@safetyandquality.gov.au](mailto:SafetyandQualityFOI@safetyandquality.gov.au).

Yours sincerely



Catherine Katz  
**Executive Director, Intergovernment Relations**  
Australian Commission on Safety and Quality in Health Care  
12 Dec 2024