

20 December 2024

Glenn Hamiltonshire

**By email:** [foi+request-12411-0a435bb0@righttoknow.org.au](mailto:foi+request-12411-0a435bb0@righttoknow.org.au)

**Reference number:** IA-2347

## Notice of Decision – Freedom of Information request

Dear Mr Hamiltonshire

I refer to your request submitted to the office of the Fair Work Ombudsman (**OFWO**) on 29 November 2024 under the *Freedom of Information Act 1982 (FOI Act)*.

This letter sets out my decision in relation to the documents relevant to your request which I am authorised to make under section 23 of the FOI Act.

### Scope of Request

*“I request access to the Style Guides/Brand Guides/Writing Guides currently used for the Fair Work Ombudsman.”*

### Timeframe for processing the request

The statutory period for processing Freedom of Information requests under the FOI Act is 30 days. The due date for processing this request is 29 December 2024.

### Matters taken into account in making this decision on access

In making my decision, I took the following matters into account:

- The scope of the request
- The documents
- The FOI Act
- The Australian Information Commissioner’s FOI Guidelines
- Internal consultation

### Searches

I arranged for searches of OFWO records to identify any documents falling within the scope of the FOI request. Records searched included those held by the Communications team and Digital Experience team. The search identified 4 relevant documents with attachments (95 pages in total).

## **DECISION**

I have determined that the documents can be released in full.

The relevant documents are outlined in the schedule at **Attachment A** to this letter.

### **Access to the documents**

The documents are being released to you with the decision.

### **Website Publication**

Subject to certain exceptions, section 11C of the FOI Act requires agencies to publish any information released in response to FOI requests on the online Disclosure Log. Section 11C contains some exceptions to this general requirement. These exceptions include when the document contains business or personal information that it would be unreasonable to publish.

As the documents do not contain personal and business information I propose to release the material via the Fair Work Ombudsman's Disclosure Log.

### **Review rights**

I have attached a document setting out your rights of review of this decision at **Attachment B**.

### **Contact details**

For further information, please email [foi@fwo.gov.au](mailto:foi@fwo.gov.au).

Yours sincerely



Stefania Giannopoulos

Assistant Director Information Governance

Fair Work Ombudsman

**Attachment A – Schedule of Documents**

<b>Document Number</b>	<b>No. of Pages</b>	<b>Date</b>	<b>Description</b>	<b>Decision</b>	<b>Applicable Provision (s)</b>
1	001-022	2019	Fair Work Ombudsman Visual Style Guide	Release in full	N/A
2	023-026	Undated	Virtual Assistant Content Style Guide	Release in full	N/A
3	027-093	May 2024	FWO Language Supplement	Release in full	N/A
4	094-095	Undated	Writing cheat sheet	Release in full	N/A

## Attachment B

### INFORMATION ON RIGHTS OF REVIEW & COMPLAINTS

#### Rights of review

If you are dissatisfied with this decision, you can apply for internal review by this agency (Option 1 below) or external review by the Australian Information Commissioner (IC Review) (Option 2 below).

You do not have to apply for internal review before seeking IC review. However, the Information Commissioner has expressed the view that it is preferable for a person to seek internal review by the agency before applying for IC Review. If you choose Option 1 (internal review), you can also apply for IC review of the internal review decision within 60 days after receiving notice of our review decision.

#### Option 1 – Internal review

You can seek internal review of the decision. An application for internal review must be made in writing within 30 days after the date you were notified of the decision, or within such further period as the Fair Work Ombudsman allows. The internal review will be conducted by a senior officer who had no involvement in the initial decision.

There is no particular form required to make a request for internal review. However, it would help the reviewer if you said, in writing, why you think the decision should be reviewed. An application for an internal review of the decision should be sent to:

Email: [foi@fwo.gov.au](mailto:foi@fwo.gov.au)

FOI Manager

GPO Box 9887

MELBOURNE VIC 3001

#### Option 2 – Review by the Australian Information Commissioner

Alternatively, you can apply to the Australian Information Commissioner for IC review of the decision.

An application for IC Review must be made within 30 days after the day you were given notice of this decision and the decision relates to an access grant decision (s 54M(2)(a))<sup>1</sup> or 60 days where the decision relates to an ‘access refusal decision’ (s 54L(s)(a)):<sup>2</sup>

In making your application, you need to provide an address for notices to be sent (this can be an email address) and a copy of this decision. It would also help the Australian Information Commissioner if you set out the reasons for seeking IC review in your application.

To apply for IC review, you can file your application via the [Information Commissioner review application form](#).

#### Complaints

You can complain to the Australian Information Commissioner about action taken by the Fair Work Ombudsman in relation to your freedom of information request. Your complaint must be in writing and it is the Information Commissioner’s preference that an online complaint form is completed. You can lodge your complaint via the OAIC’s [FOI complaint form](#).

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<sup>1</sup> An “access grant decision” is defined in s 53B of the FOI Act to mean a decision to grant access to a document where there is a requirement to consult with a third party under ss 26A, 27 or 27A.

<sup>2</sup> An “access refusal decision” is defined in s 53A of the FOI Act and Part 10 of the FOI Guidelines at <https://www.oaic.gov.au/freedom-of-information/foi-guidelines/part-10-review-by-the-information-commissioner/>