

23 January 2025

Glenn Hamiltonshire

By email: foi+request-12442-614fe096@righttoknow.org.au

Dear Mr Hamiltonshire

Application for documents under *Freedom of Information Act 1982* ('FOI Act')

I refer to your request on 2 December 2024 under the FOI Act:

- Style Guides/Brand Guides/Writing Guides currently used for the Tourism Australia

I am authorised under section 23 of the FOI Act to make access decisions and have been appointed to be the decision-maker on your request. I have been provided with a document identified in searches within the agency as relevant to your request.

Decision

I have decided to grant access to this document in full. This document is attached.

Review Rights

You have two alternative options for review of my decision. The first is an internal review within Tourism Australia. The second option is review by the Australian Information Commissioner.

Internal Review

Section 54 of the FOI Act gives you the right to apply for an internal review of my decision. If you make an application for internal review it will be conducted by an officer of Tourism Australia (other than me) appointed by the Managing Director, to conduct a review and make a completely fresh decision on the merits of the case.

Application for a review of the decision must be made within 30 days after the day of receipt of this letter. You do not have to pay any fees or processing charges for an internal review, except for providing access to any additional relevant material located as a result of the review (for example, photocopying, inspection, etc). No particular form is required but it would assist the decision-maker were you to set out in the application the grounds on which you consider that the decision should be reviewed.

Application for a review of the decision should be addressed to:

FOI Officer
Tourism Australia
GPO Box 2721
Sydney NSW 1006

If the decision on internal review is not satisfactory to you, you would then be entitled to seek review of that decision by the Australian Information Commissioner. You will be further notified of your rights of review at the time the internal review is notified, should you take that course.

Information Commissioner review

As an alternative, section 54L(2)(a) of the FOI Act gives you the right to apply for an external review of my decision by the Australian Information Commissioner.

The Information Commissioner is an independent office holder who can review the decisions of agencies under the FOI Act. The Commissioner's office charges no fee for a review.

You must apply in writing for a review by the Commissioner. You can do this in any one of the following ways:

- Online: www.oaic.gov.au.
- Post: GPO Box 2999, Canberra, ACT 2601.
- Fax: (02) 9284 9666.
- Email: enquiries@oaic.gov.au.
- In person in Canberra: Level 3, 25 National Circuit, Forrest, ACT 2602 or
- In person in Sydney: Level 8, Piccadilly Tower, 133 Castlereagh Street, Sydney, NSW 2000.

An application form is available on the Commissioner's website www.oaic.gov.au. An application should include a copy of the notice of decision that is appealed against (if one was provided), and the applicant's contact details. Reasons should be given suggesting why the decision is wrong.

If you are objecting to a decision to refuse access to documents, impose a charge or refuse to amend a document, you must apply to the Information Commissioner within 60 days of receiving the decision.

If you are objecting to a decision to grant access to another person you must apply within 30 days of receiving the decision. The Commissioner can grant an extension of time in an appropriate case where an application for review has been delayed.

More information about Commissioner reviews can be found at http://www.oaic.gov.au/publications/fact_sheets/FOI_fact_sheet12_your_review_rights.html or by phoning 1300 363 992.

Complaints to the Commonwealth Ombudsman

You may also complain to the Commonwealth Ombudsman concerning action taken by an agency in the exercise of powers or the performance of functions under the FOI Act. There is no fee for making a complaint. The Ombudsman will make a completely independent investigation of your complaint. Complaints to the Ombudsman can also be lodged via the Ombudsman's web page www.ombudsman.gov.au/. The Ombudsman usually prefers complainants to first seek internal review before complaining about a decision.

Yours sincerely



Mark Craig
Executive General Manager, Corporate Services
Freedom of Information Officer