



Glenn Hamiltonshire

By email: foi+request-12627-32e47af7@righttoknow.org.au

Dear Glenn,

Freedom of Information Request No. (71) - 24/25 - (2)
Notice of Decision on Access under the *Freedom of Information Act 1982* (Cth)

I refer to your email received by the NDIS Quality and Safeguards Commission (**Commission**) on 14 December 2024, in which you requested access under the *Freedom of Information Act 1982* (Cth) (**FOI Act**) to the following documents:

I request access to the Style Guides/Brand Guides/Writing Guides currently used for the NDIS Quality and Safeguards Commission

I am an officer authorised under section 23 of the FOI Act to make decisions regarding access to documents and this letter sets out my reasons for decision on access to documents in scope of your request.

Decision

The Commission has undertaken searches for documents falling within the scope of your request and has identified two documents, comprising of **44** pages, that fall within the scope of your freedom of information (**FOI**) request. These documents are set out in the schedule attached to this notice.

I have decided to grant **full access** to the two documents containing the Style guides and Brand guidelines. However, we currently do not have a specific writing guide that is actively used by the NDIS Quality and Safeguards Commission.

The table at **Attachment A** summarises my decision as it applies to the documents covered by your request.

Reasons for Decision

In reaching my decision I have relied on the following material:

- the terms of your FOI request
- the relevant provisions of the FOI Act
- the results of searches undertaken by relevant NDIS Commission staff
- the guidelines issued by the Australian Information Commissioner under section 93A of the FOI Act (FOI Guidelines).

FOI Disclosure Log

In accordance with the requirements of section 11C of the FOI Act, the Commission is required to publish details of information released under the FOI Act, subject to certain exceptions.

I have considered those exceptions and have decided that they do not apply to this request.

Accordingly, details of the documents disclosed to you as part of your FOI request will be published on the Commission's FOI disclosure log. For further information about the Commission's FOI disclosure log please refer to our website at [.FOI Disclosure Log | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](https://www.ndiscommission.gov.au/foi-disclosure-log).

YOUR REVIEW RIGHTS

If you are dissatisfied with my decision, you may apply for internal review or Information Commissioner review of the decision. We encourage you to seek internal review as a first step as it may provide a more rapid resolution of your concerns.

Internal review

Under section 54 of the FOI Act, you may apply in writing to NDIS Commission for an internal review of my decision by another NDIS Commission officer. The internal review application must be made within 30 days of the date of this letter. The request should be addressed to FOI@ndiscommission.gov.au. Where possible please attach reasons why you believe review of the decision is necessary.

Information Commissioner review

Under section 54L of the FOI Act, you may apply to the Australian Information Commissioner to review my decision. An application for review by the Information Commissioner must be made in writing within 60 days of the date of this letter, and be lodged in one of the following ways:

Online: Using the [OAIC smartform](#)

Email: foidr@oaic.gov.au

Post: GPO Box 5288 Sydney NSW 2001

More information about Information Commissioner review is available on the website of the [Office of the Australian Information Commissioner](#).

FOI Complaints

If you are unhappy with the way we have handled your FOI request, please let us know what we could have done better. We may be able to rectify the problem. If you are not satisfied with our response, you can make a complaint to the Australian Information Commissioner. A complaint to the Information Commissioner must be made in writing. Complaints can be lodged in one of the following ways:

Online: Using the [OAIC smartform](#)

Email: foidr@oaic.gov.au

Post: GPO Box 5288 Sydney 2001

More information about complaints is available on the [Office of the Australian Information Commissioner website](#).

If you are not sure whether to lodge an Information Commissioner review or an Information Commissioner complaint, the website of the [Office of the Australian Information Commissioner](#) has more information.

Contact

If you wish to discuss my decision, please contact the FOI Team on email at FOI@ndiscommission.gov.au

Yours sincerely,

A handwritten signature in black ink that reads "Deepika M". The letters are cursive and connected.

Deepika

Position Number: 50091780

Assistant Director – Freedom of Information

NDIS Quality and Safeguards Commission

13 January 2025



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**FOI Decision
SCHEDULE OF DOCUMENTS**

Doc No.	Pages	Date	Description	Decision / Exemption
1	1-27	February 2020	Document 1	Full Access
2	28-44	September 2020	Document 2	Full Access



**NDIS Quality
and Safeguards
Commission**

LEX ID 3967