



21 January 2025

Mr Glenn Hamiltonshire
Email: foi+request-12646-386cdf7@righttoknow.org.au

Dear Mr. Hamiltonshire

Freedom of Information Request

I refer to your request under the *Freedom of Information Act 1982* (the FOI Act) seeking access to the Style Guides, Brand Guides and/or Writing Guides currently used for the Australian Reinsurance Pool Corporation (ARPC).

Your request was received by ARPC on 18 December 2024 and an acknowledgement letter was emailed to you on 20 December 2024. In that letter we informed you that a decision would be made by 12 February 2025, this being the statutory time allowed under the FOI Act of 30 days plus an additional 30 days extension allowed by you due to your request being made before the Christmas and New Year holiday period.

I have decided that there is no charge for processing your request.

Decision

I am an officer authorised under section 23 of the FOI Act to make decisions with respect to your application for access to documents under the FOI Act.

In reaching my decision, I referred to:

- the terms of your FOI request;
- documents relevant to your FOI request;
- relevant provisions of the FOI Act;
- guidelines published by the Office of the Information Commissioner (OAIC) under the FOI Act.

With reference to all parts of your request, ARPC made investigations with the Communications Team within ARPC's Chief Operating Office. As a result of this we are providing the following two documents which will be (included as email attachments) and are described in Attachment A Schedule of Documents:

1. ARPC Visual Style Guide document named "ARPC Visual Style Guide (updated) approved November 2023".
2. ARPC Writing Style Guide document named "ARPC Writing Style Guide approved November 2023".

Your review rights

You are entitled to seek review of this decision. Your rights in this regard are set out at Attachment B to this letter.

You may also raise a complaint with the Commonwealth Ombudsman about the way your request has been handled and Attachment B also sets out your rights and how to exercise them.

Information Publication Scheme

ARPC must publish information that has been released in response to each freedom of information access request, subject to certain exemptions, in what is known as a "disclosure log".

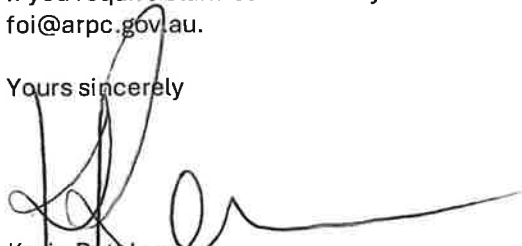
The disclosure log requirement does not apply to personal information about any person if it would be unreasonable to publish the information or to information about the business, commercial, financial, or professional affairs of any person if publication of that information would be unreasonable. ARPC is not required to consult you on any decision to publish information that is released to you and the decision to publish information is not subject to internal review by ARPC or the Australian Information Commissioner. Any person can, however, make a complaint to the Australian Information Commissioner about how an agency handles an FOI request.

ARPC's disclosure log can be found on our website on the following link [Freedom of Information - ARPC](#).

Contacts

If you require clarification of any of the matters set out in this letter, please contact me at foi@arpc.gov.au.

Yours sincerely



Karin Rathbone
FOI Delegate

Attachment A – Schedule of Documents

Upon review of the documents, I have decided to release the following documents in full.

Doc No	Date	No of pages	Document Description	Decision on access	Applicable Exemption
1	November 2023	20	ARPC Visual Style Guide [document name: ARPC Visual Style Guide (updated) approved November 2023]	Release in full	Nil
2	November 2023	15	ARPC Writing Style Guide [document name: ARPC Writing Style Guide approved November 2023]	Release in full	Nil

Attachment B - Internal review of decision by ARPC

You have the right to apply for an internal review of this decision in accordance with Part VI of the *Freedom of Information Act 1982* (FOI Act). If you make an application for review, the CEO of ARPC will appoint an officer of ARPC to conduct a review and make a completely fresh decision on the merits of the case.

If you wish to exercise this review right, you must apply in writing for a review of the decision within 30 days of receipt of this letter. You do not have to pay any fees or proceeding charges for the internal review. No particular form is required to apply for the review, although it is desirable to set out within your application the grounds on which you consider that the decision should be changed.

A written application for an internal review can be sent by email to the FOI Coordinator at foi@arpc.gov.au, or by post to:

FOI Coordinator
Australian Reinsurance Pool Corporation
PO Box Q1432
Queen Victoria Building NSW 1230

If you make an application for internal review and a decision is not made by us within 30 days of receiving the application, the original decision will be deemed to be affirmed in accordance with section 54D of the FOI Act and you will be entitled to make an application to the Information Commissioner in accordance with sections 54L and 54M of the FOI Act.

Similarly, if you are dissatisfied with ARPC's decision on internal review, you may also apply for review of this decision to the Information Commissioner.

External Review by the Australian Information Commissioner (AIC)

You do not have to seek an internal review of the decision directly from ARPC. You may wish to seek a review of the decision from the AIC. If so, you must apply in writing and you can lodge your application in several ways.

More information is available on the AIC's website on the following link:

[Freedom of information complaints | OAIC](#)

Complaints to the AIC or the Commonwealth Ombudsman

You may complain to the Commonwealth Ombudsman or the AIC concerning action taken by an agency in the exercise of the powers or the performance of functions under the FOI Act. There is no fee for making a complaint. The Ombudsman or the AIC will conduct a completely independent investigation of your complaint.

You may complain to the Ombudsman either orally, in person, on-line or in writing and to the AIC in writing or by completing the on-line form.

Relevant addresses are:

Commonwealth Ombudsman
GPO Box 442 CANBERRA ACT 2601
www.ombudsman.gov.au

The Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001
Web: [Make a freedom of information complaint | OAIC](#)

