



ACQSC Freedom of
Information
Our Ref: FOI 2025.79

Mr Glenn Hamiltonshire

By email: foi+request-12736-119ba949@righttoknow.org.au

Dear Mr Hamiltonshire

Decision on your Freedom of Information (FOI) request - our reference FOI 2025.79

I refer to your request to the Aged Care Quality and Safety Commission (the Commission) under the *Freedom of Information Act 1982*, received on 15 January 2025. In your request, you asked for copies of the following documents:

the Style Guides/Brand Guides/Writing Guides currently used for Aged Care Quality and Safety Commission.

I am authorised under s 23 of the FOI Act to make decisions in relation to FOI requests for the Commission. I am required to notify you of my decision on your request by 14 February 2025.

I am authorised under s 11 C of the FOI Act to publish the information to which you have been granted access.

The Commission searched its records and located two (2) documents falling within the scope of your request. I have carefully considered the documents and am satisfied that they are not exempt under the FOI Act. I have therefore decided to grant access to the documents in full under section 11A(3) of the FOI Act.

A copy of the documents is provided at [Attachment 2](#).



If you have any questions about this decision please contact the Freedom of Information team at **FOI@agedcarequality.gov.au**.

Yours sincerely

A handwritten signature in black ink that reads "Iris Chan".

Iris Chan
a/g Assistant Director, FOI
Governance and Risk
Enterprise Governance and Strategy
Aged Care Quality and Safety Commission

14 February 2025



Your review rights

Internal review

Section 54 of the *Freedom of Information Act 1982* (FOI Act) gives you the right to apply for an internal review of this decision.

If you wish to seek an internal review of this decision, you must apply for the review to the Aged Care Quality and Safety Commission, in writing, within 30 days of receipt of this letter.

No particular format is required but it will help the new decision-maker if you state clearly why you consider the decision should be reviewed.

Please send your application by post or email as follows:

Post: Freedom of Information (FOI) Officer
PO Box 9819
Canberra ACT 2601

Email: FOI@agedcarequality.gov.au

External review by the Australian Information Commissioner

Section 54L of the FOI Act gives you the right to apply directly to the Australian Information Commissioner to seek a review of this decision.

If you wish to have the decision reviewed by the Information Commissioner you must apply for the review within 60 days of receipt of this letter.

You can also complain to the Information Commissioner about how an agency handled an FOI request or other actions the agency took under the FOI Act.

Applications for review or complaint can be lodged in the following ways:

Online: www.oaic.gov.au
Post: GPO Box 5218
Sydney NSW 2001
Fax: +61 2 9284 9666
Email: enquiries@oaic.gov.au
In person: Level 3, 175 Pitt Street
Sydney NSW 2000

For general enquiries, please call 1300 363 992 or +61 2 9284 9749 for international callers.