



Australian Government

Office of the Inspector-General of Aged Care

FOI reference: FOI 25-001

Mr Glenn Hamiltonshire

Email: foi+request-12737-2c67f28b@righttoknow.org.au

Dear Mr Hamiltonshire

Freedom of information request – FOI 25-001

The purpose of this letter is to give you a decision about access to documents that you requested under the *Freedom of Information Act 1982* (FOI Act).

Summary

I, Genevieve Herbert, Director of the Reviews and Information Access Section within the Office of the Inspector-General of Aged Care (OIGAC), am an officer authorised under section 23(1) of the FOI Act to make decisions in relation to FOI requests.

On 15 January 2025, you requested access to:

'Style Guides/Brand Guides/Writing Guides currently used for Office of the Inspector-General of Aged Care.'

I have identified 1 document which falls within the scope of your request, being an internal style guide for writing and presentation of documents. The document was identified through a comprehensive search of the relevant records management systems of the Office, including TRIM (record management system) and Sharepoint.

In addition, I advise that the internal OIGAC style guide identified is a supplementary document based on the following resources, which the OIGAC uses when developing Australian Government content:

- The Australian Government Style Manual is used as our main writing guide – www.stylemanual.gov.au
- The Australian Government Branding Guidelines – <https://www.pmc.gov.au/resources/australian-government-branding-guidelines>.

DECISION AND ACCESS TO DOCUMENTS

With regard to the document identified, I have determined that it is appropriate to release that document to you in full.

The document to be released under the FOI Act is attached to this email in PDF format.

Material taken into account

I have taken the following material into account in making my decision:

- the terms of your FOI request as outlined above;
- the content of the documents that fall within the scope of your request;
- the FOI Act;
- the guidelines issued by the Australian Information Commissioner under section 93A of the FOI Act (FOI Guidelines); and
- advice from relevant officers with knowledge of matters relating to the documents sought.

Your review rights

If you are dissatisfied with my decision, you may apply for Information Commissioner review.

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: https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=ICR_10
- email: foidr@oaic.gov.au
- post: GPO Box 5218 Sydney NSW 2001

More information about Information Commissioner review is available on the Office of the Australian Information Commissioner website. Go to <https://www.oaic.gov.au/freedom-of-information/reviews-and-complaints/information-commissioner-review/>.

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: https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=ICCA_1
- email: foidr@oaic.gov.au
- post: GPO Box 5218 Sydney 2001

More information about complaints is available on the Office of the Australian Information Commissioner at <https://www.oaic.gov.au/freedom-of-information/reviews-and-complaints/make-an-foi-complaint/>.

If you are not sure whether to lodge an Information Commissioner review or an Information Commissioner complaint, the Office of the Australian Information Commissioner has more information at: <https://www.oaic.gov.au/freedom-of-information/reviews-and-complaints/>.

Publication

Where I have decided to release documents to you, the Office may also publish the released material on its Disclosure Log. The Office will not publish personal or business affairs information where it would be unreasonable to do so.

For your reference the Office's Disclosure Log can be found at:
[Freedom of Information | Inspector-General of Aged Care \(igac.gov.au\)](#).

Contacts

If you require clarification of any matters discussed in this letter you can contact the FOI Section at FOI@igac.gov.au.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Genevieve Herbert', written in a cursive style.

Genevieve Herbert
Director
Reviews and Information Access Section
Office of the Inspector-General of Aged Care

10 February 2025