



FREEDOM OF  
INFORMATION ACT  
1982

Annual Report

2007–2008



# FREEDOM OF INFORMATION ACT 1982

## **ANNUAL REPORT 2007-2008**

*Annual Report by the Cabinet Secretary and Special Minister of State  
to the Parliament on the Operation of the Act*

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Senator the Hon John Faulkner  
Cabinet Secretary and  
Special Minister of State



# MINISTER'S INTRODUCTION

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I am pleased to present the 26th annual report on the operation of the *Freedom of Information Act 1982* (FOI Act).

The report shows that Australian Government agencies received 29,019 FOI access requests in 2007–08, which is a decrease of 25 per cent on the previous year's figure.

The report shows that 85 per cent of FOI requests are from people seeking access to documents containing personal information about either themselves or other people.

The remaining 15 per cent of FOI requests are for documents containing other information, such as documents concerning policy development and government decision-making.

I also note that 96 per cent of access requests were granted in full or in part, and that this figure is similar to recent years.

A significant event in the past year is the Government's announcement of its intention to reform the FOI Act, which was first stated in our election policy document *Government information: restoring trust and integrity*. The FOI Act serves as a cornerstone law in Australian Government accountability legislation, and it has not been the subject of significant reform since 1991. An overarching object of the FOI Act is to give members of the public a right of access to official documents of Australian Government agencies and Ministers. The object of the reforms to the FOI Act is to promote a pro-disclosure culture across the government.

On 22 July 2008 I announced details of the Government's proposal to implement the reforms, which will be undertaken in two phases of legislation.

A Bill to repeal the power to issue conclusive certificates in the FOI Act (and also the *Archives Act 1983*) is to be introduced in 2008. The removal of that power would represent a significant accountability measure as it would mean all decisions to rely on an exemption would be subject to full merits review by the Administrative Appeals Tribunal.

It is further proposed that exposure draft legislation addressing broader reforms to the FOI Act be released for public comment as early as practicable in 2009. Key initiatives to be addressed in this Bill will include:

- the establishment of an FOI Commissioner, who will be an independent statutory officer and champion for FOI;
- implementation of other key recommendations of the 1996 joint Australian Law Reform Commission and Administrative Review Council *Open government report*; and
- making access to a person's own information free of charge.

The release of exposure draft legislation will enable the government to receive comments on the detail of the proposals to improve the effectiveness of this important legislation. I am looking forward to the progression of these reforms in the forthcoming year.

A handwritten signature in black ink, appearing to read 'John Faulkner', with a large, sweeping flourish at the end.

**JOHN FAULKNER**

**31 October 2008**

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# CHAPTER 1

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## ACTIVITY UNDER THE FOI ACT

### INTRODUCTION

1.1 This chapter examines the use made of the *Freedom of Information Act 1982* (Cth) (FOI Act) during the reporting year 1 July 2007 to 30 June 2008 and the responses by agencies to requests made under the FOI Act.

1.2 Subsection 93(3) of the FOI Act requires this report to include particulars of:

- the number of requests made;
- the number of decisions granting, partially granting or refusing access;
- the number and outcome of applications for internal review under section 54;
- the number and outcome of requests to amend personal records under section 48;
- the number and outcome of applications to the Administrative Appeals Tribunal; and
- fees and charges collected.

1.3 Commentary on the more significant statistics is contained in this chapter and chapters 2 and 3. Detailed statistical information for each agency receiving requests in the reporting period appears in Appendices A–M.

### REQUESTS RECEIVED

#### *Types of requests reported*

1.4 Agencies are only required to supply information on “formal” requests; that is, those which meet the requirements of section 15 of the FOI Act. Accordingly, the figures for requests do not include applications which did not satisfy these requirements. Also, section 15A of the FOI Act states that, where an agency has established procedures for giving employees or former employees access to their personnel records, an employee or former employee must first use those procedures. An employee or former employee, if not satisfied with the result of using those procedures, or if not notified within 30 days of the outcome of using the non-FOI Act procedures, may then use the procedures under the FOI Act.

1.5 Where requests do not satisfy the requirements of section 15, agencies must assist the applicant in making a request which does satisfy the requirements (see subsection 15(3) of the FOI Act). Many agencies have a policy of satisfying routine requests for information outside the scope of the FOI Act. This is consistent with section 14 of the FOI Act, which makes it clear that the FOI Act is not intended as the sole means of access to documents held by government agencies. Indeed, the FOI Act sets a minimum standard, rather than a maximum standard, for access to information. Giving access to information outside the FOI Act, therefore, is consistent with the intention of the FOI Act to promote open government.

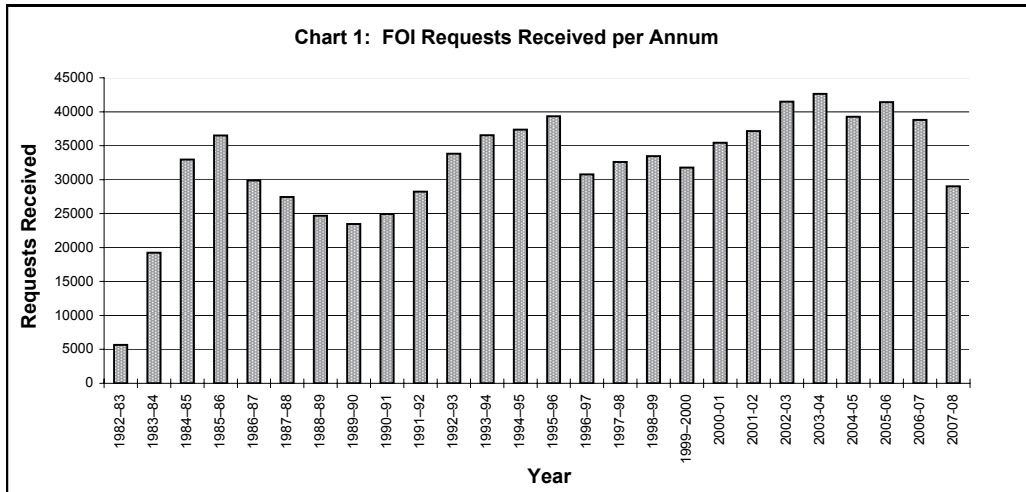
*Number of requests received*

1.6 In 2007–08 a total of 29,019 FOI access requests were received, a decrease of 9,768 (25%) from 2006–07. **Appendix A** provides details of requests received by agencies in 2007–08. **Table 1** provides a comparison of requests received in the last 4 years.

**TABLE 1 – Total FOI Access Requests Received: 2004–05 to 2007–08**

2004–05	2005–06	2006–07	2007–08
39,265	41,430	38,787	29,019

1.7 Between 1 December 1982 (the date of commencement of the FOI Act) and 30 June 2008, Commonwealth agencies received a total of 833,886 access requests. **Chart 1** shows the total number of requests for each year since the commencement of the Act in 1982. It should be noted that in 1982–83 the FOI Act operated for seven months only.

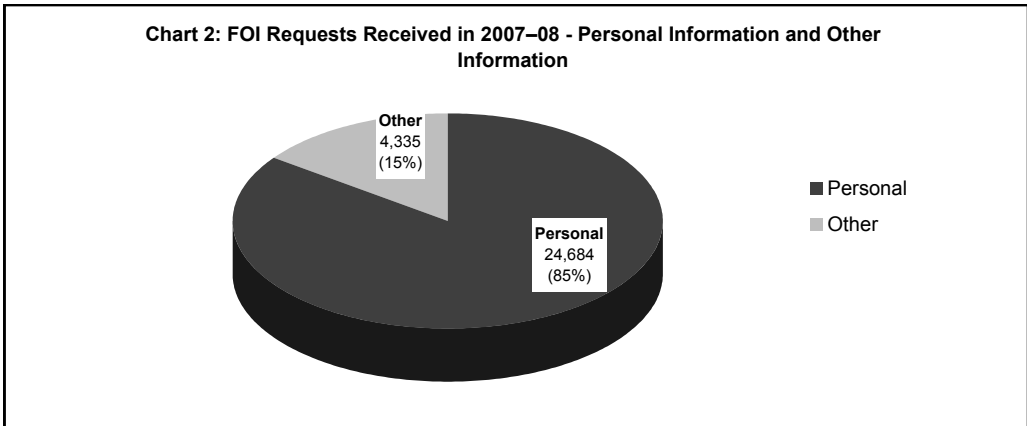


*Breakdown of statistics: “personal” information and “other” information*

1.8 Since 2000–01, FOI access requests received have been broken down into requests for documents containing “personal” information and requests for documents containing “other” information. A request for “personal” information means a request for documents which contains information about a person. A request for “other” information means a request for all other documents, such as documents concerning policy development and government decision-making. **Appendix A** shows the number of requests for documents containing “personal” information and documents containing “other” information for each agency.

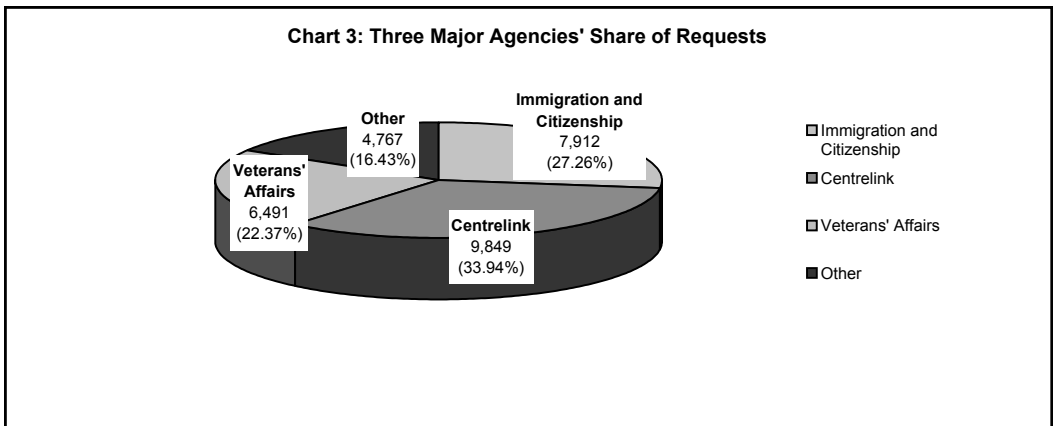
1.9 **Chart 2** shows the total number of “personal” and “other” requests received by agencies in 2007–08. It can be seen that the vast majority of requests (24,684 or 85%) are for documents containing “personal” information. The percentage of “personal” requests received as a total of all requests received has slightly decreased from 87% in 2006–07.

**Appendix O** shows a breakdown of FOI requests by type (“personal” information and “other” information) from 2000–01 to 2007–08.



*Details of requests received*

1.10 Centrelink, the Department of Immigration and Citizenship (DIAC) and the Department of Veterans’ Affairs (DVA) continue to receive the majority of requests. Commonly, requests to these agencies are from clients seeking access to documents containing their own personal information. **Chart 3** shows these agencies’ share of the total number of requests received by all agencies in 2007–08.



1.11 Centrelink received the largest number of requests in 2007–08. However, requests to Centrelink, DIAC and DVA all decreased from 2006–07. DIAC received 7,005 less requests (a fall of 47%), Centrelink received 2,225 less requests (a fall of 18%) and DVA received 659 less requests (a fall of 9%).

1.12 DIAC’s request numbers fell in 2007–08 for a number of reasons, including the fact that changes to the *Migration Act 1958* enabled clients to request and receive international movement records without the need to submit an FOI request. Centrelink has also processed more requests for information informally, so its formal FOI request numbers have fallen.

1.13 Agencies' share of requests fell sharply after the top three agencies. The top 20 agencies in 2007–08 which received the greatest number of requests are shown in **Table 2**, together with a comparison of requests received in the previous year. As the number of requests received varies from year to year, the Top 20 agencies listed for 2007–08 are not the same as those listed for the previous year.

**TABLE 2 – Top 20 Agencies: Access Requests Received**

AGENCY	2006–07			%	2007–08			%	Variation
	Personal	Other	Total		Personal	Other	Total		
Centrelink	12,059	15	<b>12,074</b>	31.13	9,838	11	<b>9,849</b>	33.94	-2,225
Dept of Immigration and Citizenship	12,331	2,586	<b>14,917</b>	38.46	6,360	1,552	<b>7,912</b>	27.26	-7,005
Dept of Veterans' Affairs	7,142	8	<b>7,150</b>	18.43	6,485	6	<b>6,491</b>	22.37	-659
Australian Taxation Office	88	759	<b>847</b>	2.18	109	891	<b>1,000</b>	3.45	153
Trade Marks Office	0	702	<b>702</b>	1.81	0	537	<b>537</b>	1.85	-165
Dept of Human Services	318	15	<b>333</b>	0.85	316	6	<b>322</b>	1.11	-11
Refugee Review Tribunal	408	0	<b>408</b>	1.05	313	1	<b>314</b>	1.08	-94
Migration Review Tribunal	259	0	<b>259</b>	0.67	306	1	<b>307</b>	1.05	48
Australian Federal Police	148	46	<b>194</b>	0.50	203	72	<b>275</b>	0.95	81
Dept of Health and Ageing	15	134	<b>149</b>	0.38	5	172	<b>177</b>	0.61	28
Department of Defence	118	65	<b>183</b>	0.47	103	72	<b>175</b>	0.60	-8
Dept of Foreign Affairs and Trade	60	45	<b>105</b>	0.27	42	46	<b>88</b>	0.30	-17
Department of Education, Employment and Workplace Relations*	–	–	–	–	48	38	<b>86</b>	0.30	–
Attorney-General's Dept	22	37	<b>59</b>	0.15	25	58	<b>83</b>	0.29	24
Australian Competition and Consumer Commission*	–	–	–	–	2	80	<b>82</b>	0.28	–
Department of the Prime Minister and Cabinet*	–	–	–	–	0	75	<b>75</b>	0.26	–
Australian Securities and Investments Commission	17	63	<b>80</b>	0.21	8	62	<b>70</b>	0.24	-10
Department of the Treasury*	–	–	–	–	0	60	<b>60</b>	0.21	–
Defence Force Retirement and Death Benefits Authority*	–	–	–	–	50	0	<b>50</b>	0.17	–
Civil Aviation Safety Authority*	–	–	–	–	36	12	<b>48</b>	0.17	–
<b>Top 20</b>	<b>33,313<sup>^</sup></b>	<b>4,577<sup>^</sup></b>	<b>37,890<sup>^</sup></b>	<b>97.69<sup>^</sup></b>	<b>24,249</b>	<b>3,752</b>	<b>28,001</b>	<b>96.49</b>	N/A
Remaining Agencies	312	585	897	2.31	435	583	1,018	3.51	N/A
<b>TOTAL</b>	<b>33,625</b>	<b>5,162</b>	<b>38,787</b>	<b>100</b>	<b>24,684</b>	<b>4,335</b>	<b>29,019</b>	<b>100</b>	N/A

\*Denotes an agency not listed in the Top 20 agencies in 2006–07.

<sup>^</sup>This figure is the total for the Top 20 agencies in 2006–07. It is not the total of all agencies' figures in this column. The top 20 agencies in 2006–07 are different to the Top 20 agencies in 2007–08.

1.14 Of the 111 agencies receiving requests this year:

- 60 agencies (54.06%) received 10 or less requests
- 25 agencies (22.52%) received 11–40 requests
- 15 agencies (13.51%) received 41–100 requests
- 8 agencies (7.21%) received 101–1,000 requests, and
- 3 agencies (2.70%) received more than 1,000 requests.

### FOI ACCESS REQUESTS DETERMINED 2007–08

1.15 Based on the figures provided by agencies and reproduced in the Appendices, the number of requests in the year under report is as follows:

- on hand at the beginning of year 7,281<sup>1</sup>
- received 29,019<sup>2</sup>
- requiring determination 36,300<sup>3</sup>
- determined 31,367<sup>4</sup>
- withdrawn 2,189<sup>5</sup>
- transferred in whole 439<sup>6</sup>
- finalised in total 33,995<sup>7</sup>
- on hand at the end of year 2,305<sup>8</sup>

1.16 **Table 3** shows FOI access decision-making in 2007–08 compared with the previous year, broken into requests for personal information, other requests and totals.

**TABLE 3 – FOI Access Requests Determined**

DECISION	2006–07			%	2007–08			%
	Personal	Other	Total		Personal	Other	Total	
Granted in Full	25,432	2,099	27,531	80.60	20,400	2,003	22,403	71.42
Granted in Part	3,766	1,362	5,128	15.01	4,825	2,771	7,596	24.22
Refused	1,081	418	1,499	4.39	921	447	1,368	4.36
<b>TOTAL</b>	<b>30,279</b>	<b>3,879</b>	<b>34,158</b>	<b>100</b>	<b>26,146</b>	<b>5,221</b>	<b>31,367</b>	<b>100</b>

<sup>1</sup> See “On Hand 1st July” in Appendix A. The 7,281 figure reported is greater than was reported as on hand at the end of the 2006–07 financial year. This reflects revised figures provided by agencies and the addition of on hand figures for agencies which were established in 2007–08. The discrepancy in the transition between reporting periods occurs each year.

<sup>2</sup> See “Total Requests Received” in Appendix A.

<sup>3</sup> The number of requests requiring determination is the sum of requests on hand at the beginning of the year and requests received.

<sup>4</sup> See “Total Determined” in Appendix B. The number of requests determined is the sum of requests granted in full, requests granted in part and access refused.

<sup>5</sup> See Total for “Withdrawn” in Appendix B.

<sup>6</sup> See Total for “Transferred in Whole” in Appendix B.

<sup>7</sup> See Total for “Requests Finalised” in Appendix A. The number of requests finalised in total is the sum of requests determined, withdrawn and transferred in whole – see Appendix B.

<sup>8</sup> See Total for “On Hand 30th June” in Appendix A. The number of requests on hand at the end of the year is the number of requests finalised in total subtracted from the number of requests requiring determination.

1.17 Table 3 shows that the percentage of determined requests “granted in full” decreased from 80.60% in 2006–07 to 71.42% in 2007–08. The percentage of requests “granted in part” increased from 15.01% to 24.22%. The percentage of requests refused fell slightly from 4.39% to 4.36%. The number of requests granted in full or in part, or refused, for each agency is set out in **Appendix B**. The statistics in Appendix B contain a breakdown by category of “personal” information and “other” information.

1.18 **Table 4** lists the top 20 agencies in order of decisions made. The high grant rate for many of these agencies is to be expected because the majority of their requests are from clients seeking access to documents containing their own personal information.

**TABLE 4 – Top 20 Agencies Requests Determined**

AGENCY	Granted in Full	%	Granted in Part	%	Refused	%	Total
Dept of Immigration and Citizenship	7,286	61.29	4,216	35.47	385	3.24	11,887
Centrelink	7,702	79.85	1,507	15.62	437	4.53	9,646
Department of Veterans' Affairs	5,834	97.69	57	0.95	81	1.36	5,972
Australian Taxation Office	342	35.96	536	56.36	73	7.68	951
Trade Marks Office	399	78.24	109	21.37	2	0.39	510
Department of Human Services	32	10.81	239	80.74	25	8.45	296
Refugee Review Tribunal	146	57.94	98	38.89	8	3.17	252
Australian Federal Police	34	16.35	133	63.94	41	19.71	208
Department of Defence	54	44.26	55	45.08	13	10.66	122
Migration Review Tribunal	61	57.01	44	41.12	2	1.87	107
Department of Health and Ageing	22	21.15	48	46.15	34	32.69	104
Dept of Education, Employment and Workplace Relations	23	37.70	34	55.74	4	6.56	61
Australian Securities and Investments Commission	20	35.09	16	28.07	21	36.84	57
Defence Force Retirement and Death Benefits Authority	41	85.42	4	8.33	3	6.25	48
CSS Scheme (ARIA)	45	97.83	1	2.17	0	0	46
Australian Transaction Reports and Analysis Centre (AUSTRAC)	22	47.83	15	32.61	9	19.57	46
Military Superannuation and Benefits Board of Trustees No.1	37	86.05	4	9.30	2	4.65	43
Civil Aviation Safety Authority	22	51.16	13	30.23	8	18.60	43
PSS Scheme	41	100.00	0	0	0	0	41
Department of Employment and Workplace Relations	19	57.58	11	33.33	3	9.09	33
<b>Top 20</b>	<b>22,182</b>	<b>70.72</b>	<b>7,140</b>	<b>22.76</b>	<b>1,151</b>	<b>3.67</b>	<b>30,473</b>
<b>Remaining Agencies</b>	221	0.70	456	1.46	217	0.69	894
<b>TOTAL</b>	<b>22,403</b>	<b>71.42</b>	<b>7,596</b>	<b>24.22</b>	<b>1,368</b>	<b>4.36</b>	<b>31,367</b>

1.19 **Table 5** lists the agencies which determined more than 10 requests and granted full access to more than 90% of requests received.

**TABLE 5 – Agencies with Greater than 90% “Granted in Full” Rate**

AGENCY	Requests Determined	Granted In Full	%
PSS Scheme (ARIA)	41	41	100
CSS Scheme (ARIA)	46	45	98
Department of Veterans’ Affairs	5,972	5,834	98

1.20 **Table 6** shows those agencies which determined more than 10 requests and granted full access to less than 50% of those requests.

**TABLE 6 – Agencies with Less than 50% “Granted in Full” Rate**

AGENCY	Requests Determined	Granted In Full	%
Commonwealth Ombudsman	23	0	0
Australian Maritime Safety Authority	14	0	0
Australian Pesticides and Veterinary Medicines Authority	11	0	0
Australian Broadcasting Corporation	11	0	0
Department of Innovation, Industry, Science and Research	18	1	6
Department of Industry, Tourism and Resources	13	1	8
Australian Customs Service	38	3	8
Department of Families, Housing, Community Services and Indigenous Affairs	12	1	8
Australian Competition and Consumer Commission	70	8	11
Department of Human Services	296	32	11
Department of the Environment and Water Resources	26	4	15
Department of Families, Community Services and Indigenous Affairs	13	2	15
Australian Prudential Regulation Authority	13	2	15
Australian Federal Police	208	34	16
Department of Health and Ageing	104	22	21
Department of Foreign Affairs and Trade	65	15	23
Department of Education, Science and Training	16	4	25
Australian Postal Corporation	22	6	27
Department of the Treasury	29	8	28
Department of the Prime Minister and Cabinet	36	10	28
Director of Public Prosecutions	18	5	28
Australian Communications and Media Authority	21	6	29
Attorney-General’s Department	57	17	30
Department of Transport and Regional Services	20	6	30
Commonwealth Scientific and Industrial Research Organisation (CSIRO)	22	7	32
Department of the Environment, Water, Heritage and the Arts	21	7	33
Australian Taxation Office	951	342	36
Department of Communications, Information Technology and the Arts	11	4	36
Department of Finance and Deregulation	11	4	36
Department of Education, Employment and Workplace Relations	61	23	38
Department of Finance and Administration	10	4	40
Department of Defence	122	54	44
Australian Transaction Reports and Analysis Centre (AUSTRAC)	46	22	48

#### TIME TAKEN TO RESPOND TO FOI ACCESS REQUESTS

1.21 Where an agency or Minister receives a request which satisfies the requirements of section 15, they must comply by notifying the applicant of the decision on the request within

30 days of the day after the request is received. Where an agency or Minister is considering releasing a document which concerns a State Government, commercial organisation or private individual (third party), the agency or Minister is required to consult with the relevant third party in accordance with sections 26A, 27 or 27A of the FOI Act before making a final decision in respect of the release of that document. In such cases the 30 day processing time limit for the request may be extended by a further 30 days, providing a permissible response time of up to 60 days. If the time limit for the request is extended, the applicant must be informed.

1.22 In addition to consultation requirements, other factors which have caused response times to exceed 30 days are: (a) untimely transfers between agencies; and (b) agreement between an agency and an FOI applicant to a longer time limit.

1.23 The time taken by agencies to notify access decisions (to grant access in whole or in part or to refuse access) is set out in **Table 7**.

1.24 This report contains a breakdown showing response times of 31–60 days for decisions where consultation occurred in accordance with sections 26A, 27 or 27A of the FOI Act and response times of 31–60 days where no statutory consultation occurred (see paragraph 1.21 above for more information about statutory consultation).

1.25 **Appendix C** provides full details of response times for agencies, including a breakdown of response times for “personal” information and “other” information requests.

**TABLE 7 – Response Times: FOI Access Requests**

RESPONSE TIME	2006–07			%	2007–08			%
	Personal	Other	Total		Personal	Other	Total	
<b>0–30 Days</b>	24,327	2,025	26,352	77.15	19,278	2,018	21,296	67.89
<b>31–60 Days With Consultation<sup>9</sup></b>	1,322	363	1,685	4.93	718	370	1,088	3.47
<b>31–60 Days Without Consultation</b>	1,642	491	2,133	6.24	1,749	739	2,488	7.93
<b>61–90 Days</b>	1,228	344	1,572	4.60	1,183	636	1,819	5.80
<b>Over 90 Days</b>	1,760	656	2,416	7.07	3,218	1,458	4,676	14.91
<b>TOTAL</b>	<b>30,279</b>	<b>3,879</b>	<b>34,158</b>	<b>100</b>	<b>26,146</b>	<b>5,221</b>	<b>31,367</b>	<b>100</b>

1.26 Table 7 shows that there has been a significant decrease in the percentage of requests responded to in the “0–30 Days” category. There has been a small decrease in the percentage of requests responded to in the “31–60 Days With Consultation” category and a small increase in the percentage of requests responded to in the “31–60 Days Without Consultation” and “61–90 Days” categories. There has been a large increase in the “Over 90 Days” category. The total of 31,367 for 2007–08 corresponds with the total requests determined in Table 3.

<sup>9</sup> See paragraphs 1.21 and 1.24 for further information about the meaning of the categories “31–60 Days With Consultation” and “31–60 Days Without Consultation”.

1.27 **Table 8** lists those agencies which notified 20 or more decisions on access within 31–60 days and the percentage which those decisions represent of the total number of requests determined by those agencies during the year. Table 8 shows that statutory consultation has occurred in some of those decisions. In decisions where statutory consultation has occurred, it is permissible for an agency to respond within 60 days of receipt of the request (see paragraph 1.21 above).

**TABLE 8 – Agencies with 20 or More Requests Responded to Within 31–60 Days**

AGENCY	Total Requests Determined	31–60 Days With Consultation	%*	31–60 Days Without Consultation	%*
Department of Immigration and Citizenship	11,887	540	4.54	1,447	12.17
Department of Veterans' Affairs	5,972	24	0.40	408	6.83
Centrelink	9,646	55	0.57	182	1.89
Australian Taxation Office	951	5	0.53	180	18.93
Department of Human Services	296	24	8.11	56	18.92
Trade Marks Office	510	138	27.06	29	5.69
Australian Federal Police	208	28	13.46	28	13.46
Department of Defence	122	13	10.66	25	20.49
Department of Health and Ageing	104	34	32.69	11	10.58
Department of Education, Employment and Workplace Relations	61	25	40.98	1	1.64
Aust Competition and Consumer Commission	70	47	67.14	0	0

\*Number of requests responded to within 31–60 days, with and without consultation respectively, expressed as a percentage of the total number of requests determined by the agency.

1.28 **Table 9** lists those agencies which notified 10 or more decisions on access within the category of 61–90 days, and the percentage which those decisions represent of the total number of requests determined by those agencies during the year.

**TABLE 9 – Agencies with 10 or More Requests Responded to Within 61–90 Days**

AGENCY	Total Requests Determined	61–90 Days	%*
Department of Immigration and Citizenship	11,887	1,394	11.73
Department of Veterans' Affairs	5,972	161	2.70
Trade Marks Office	510	48	9.41
Australian Taxation Office	951	41	4.31
Department of Human Services	296	28	9.46
Centrelink	9,646	22	0.23
Department of Defence	122	21	17.21
Department of Foreign Affairs and Trade	65	10	15.38

\*Number of requests responded to within 61–90 days, expressed as a percentage of the total number of requests determined by the agency.

1.29 **Table 10** lists those agencies which notified decisions on access beyond 90 days of the request being received and the percentage which those decisions represent of the total number of requests determined by those agencies during the year.

**TABLE 10 – Response Time: Greater than 90 Days**

<b>AGENCY</b>	<b>Total Requests Determined</b>	<b>Greater than 90 Days</b>	<b>%*</b>
Department of Immigration and Citizenship	11,887	4,509	37.93
Australian Taxation Office	951	39	4.10
Department of Human Services	296	20	6.76
Centrelink	9,646	18	0.19
Department of Foreign Affairs and Trade	65	14	21.54
Department of Defence	122	10	8.2
Department of the Prime Minister and Cabinet	36	10	27.78
Department of Veterans' Affairs	5,972	8	0.13
Dept of the Environment, Water, Heritage and the Arts	21	5	23.81
Attorney-General's Department	57	4	7.02
Australian Transaction Reports and Analysis Centre (AUSTRAC)	46	4	8.7
Australian Customs Service	38	4	10.53
Department of Families, Housing, Community Services and Indigenous Affairs	12	4	33.33
Refugee Review Tribunal	252	3	1.19
Australian Maritime Safety Authority	14	3	21.43
Dept of Families, Community Services & Indigenous Affairs	13	2	15.38
Department of Transport and Regional Services	20	2	10
Workplace Authority	9	2	22.22
Department of Health and Ageing	104	2	1.92
Migration Review Tribunal	107	1	0.93
Department of Education, Science and Training	16	1	6.25
Australian Electoral Commission	19	1	5.26
Department of Agriculture, Fisheries and Forestry	18	1	5.56
Department of Resources, Energy and Tourism	5	1	20
Great Barrier Reef Marine Park Authority	4	1	25
Department of Communications, Information Technology and the Arts	11	1	9.09
Department of Finance and Administration	10	1	10
Department of Finance and Deregulation	11	1	9.09
Department of Infrastructure, Transport, Regional Development and Local Government	5	1	20
Dept of Innovation, Industry, Science and Research	18	1	5.56
Australian Bureau of Statistics	4	1	25
Prime Minister	6	1	0.17

\*Number of requests responded to after 90 days, expressed as a percentage of the total number of requests determined by the agency.

## TRANSFER OF REQUESTS

1.30 Section 16 of the FOI Act provides that, as far as possible, the most appropriate agency will deal with an FOI request, regardless of which agency receives it. An agency can transfer a request when it does not hold the documents being sought, or when the subject matter of the request is more closely connected to the functions of another agency. Only 439 requests were transferred in whole during the year. It is possible to transfer part of a request to another agency. Statistics are not collected on the number of requests partially transferred.

## AMENDMENT OF PERSONAL RECORDS

1.31 Section 48 of the FOI Act confers a right to request an agency or Minister to amend a document to which lawful access has been granted, where the applicant claims that information in the document:

- contains personal information about the applicant;
- is incomplete, incorrect, out of date or misleading; and

- has been used, is being used, or is available for use by the agency or Minister for an administrative purpose.

1.32 In 2007–08, 2,553 requests for amendment of personal records were received by 8 agencies, representing an increase of 1,174 requests from the previous year. **Appendices H, J and K** set out full details of agencies' determination of requests for amendment of records. **Table 11** compares the pattern of decision-making for amendment of personal records for this reporting year with the previous reporting year.

**TABLE 11 – Determination of FOI Requests for Amendment of Personal Records**

DETERMINATION	2006–07	%	2007–08	%
Grant–Alter Record	528	39.2	1,843	76.2
Grant–Notate Record	79	5.9	90	3.7
Grant–Alter & Notate Record	191	14.2	44	1.8
Refused	549	40.8	443	18.3
<b>TOTAL DETERMINED</b>	<b>1,347</b>	<b>100</b>	<b>2,420*</b>	<b>100</b>

\*The total requests determined for amendment of personal records differs from the total requests received (see paragraph 1.32 above), because not all requests are determined within a reporting period.

### RESPONSE TIME FOR REQUESTS FOR AMENDMENT OF PERSONAL RECORDS

1.33 Agencies are required to notify applicants of decisions on their request as soon as practicable but in any case not later than 30 days after the date the request is received. Agencies are asked to report how many requests they deal with in each of 3 specified time periods. **Table 12** summarises response times for all agencies receiving requests for amendment of personal records during the reporting period. Full details of agencies' response times for requests to amend personal records are in **Appendix I**.

**TABLE 12 – Response Times: Amendment of Personal Records**

RESPONSE TIME	Number of Requests	% of Total
0–30 Days	1,220	46.3
31–60 Days	468	17.8
Over 60 Days	945	35.9
<b>TOTAL</b>	<b>2,633*</b>	<b>100</b>

\*The total number of requests in Table 12 is greater than the total number of section 48 requests received in 2007–08 (see paragraph 1.32 above) because the former includes requests from more than one reporting period.

### FEES AND CHARGES

1.34 FOI fees and charges have not increased since November 1986. They are designed to ensure that users of the FOI Act make a contribution towards the costs of providing FOI access to documents. As paragraph 1.39 indicates, the amount of fees and charges collected represents a small percentage of the estimated costs of dealing with FOI requests. Fees and charges are not applicable where an applicant is seeking access to his or her own income support documents. Agencies have a general discretion to remit application fees and not to

impose charges, but must take into account financial hardship and public interest factors. **Appendix D** sets out full details of fees and charges notified and collected by agencies.

1.35 **Table 13** shows the amounts collected by agencies which together collected 85% of all fees and charges revenue.

#### *Fees*

1.36 During the year a total of \$150,771 was collected in application fees for all initial applications and internal review applications. This is a decrease of \$3,960 on the amount collected in 2006-07. The total amount of application fees collected in 2007-08 accounts for 29% of the total FOI revenue collected in 2007-08. In 2006-07 the total amount collected for application fees was 39% of the total FOI revenue.

1.37 Of the total amount of application fees collected in 2007-08, \$141,638 was for processing initial requests and \$9,133 for processing internal reviews. The corresponding figures for 2006-07 were \$147,966 and \$6,765 respectively.

#### *Charges*

1.38 Agencies notified a total of \$2,683,042 in charges, but exercising their discretion under section 29 of the FOI Act, collected only \$368,077 (or 13.7%) of those charges. Section 29 provides that where an agency decides that an applicant is liable to pay a charge for access to a document, the agency must make a preliminary assessment of the charge and notify the applicant of that charge in writing. The applicant then has the opportunity to withdraw the request, ask that the charge be reduced or not imposed, or agree to pay the charge as assessed. Where an applicant asks that the charge be reduced or not imposed, the agency must consider the applicant's reasons and may decide to reduce the charge or to not impose it.

**TABLE 13 – Agencies which Together Collected 85% of all Fees and Charges**

AGENCY	Number of Requests Received	Total Fees Collected (\$)	Charges Collected (\$)	Total Fees and Charges Collected (\$)
Australian Taxation Office	1,000	23,930	83,039	106,969
Department of Health and Ageing	177	4,980	72,405	77,385
Dept of Immigration and Citizenship	7,912	45,000	0	45,000
Trade Marks Office	537	16,000	25,369	41,369
Australian Competition and Consumer Commission	82	4,360	32,364	36,724
Australian Federal Police	275	6,350	12,371	18,721
Department of Veterans' Affairs	6,491	6,070	6,586	12,656
Department of Defence	175	3,120	8,574	11,694
Dept of Education, Science and Training	36	4,310	6,422	10,732
Department of the Treasury	60	1,720	8,644	10,364
Dept of Foreign Affairs and Trade	88	1,940	7,862	9,802
Australian Maritime Safety Authority	18	510	9,291	9,801
Dept of Agriculture, Fisheries and Forestry	38	1,410	8,248	9,658
Dept of Education, Employment and Workplace Relations	86	2,560	6,668	9,228
Food Standards Australia New Zealand	2	30	6,833	6,863
National Capital Authority	2	60	6,214	6,274
Australian Customs Service	43	1,030	4,517	5,547
Department of Employment and Workplace Relations	41	1,410	3,913	5,323
Australian Pesticides and Veterinary Medicines Authority	13	410	4,906	5,316
Department of Human Services	322	3,352	1,489	4,841
<b>Subtotal</b>	<b>17,398</b>	<b>128,552</b>	<b>315,715</b>	<b>444,267</b>
Remaining Agencies	11,621	22,219	52,362	74,581
<b>TOTAL</b>	<b>29,019</b>	<b>150,771</b>	<b>368,077</b>	<b>518,848</b>

## 1.39 During the year under report:

- charges were notified in respect of 2,544 requests;
- the total amount of fees and charges collected (including fees for internal review) was \$518,848, an increase of \$123,659 (31%) on the amount collected in the previous reporting year; and
- the total amount of fees and charges collected represents 1.76% of the total cost of the FOI Act (see Chapter 3 and **Appendix L** for further information about the total cost of the FOI Act).

# CHAPTER 2

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## REVIEW OF FOI DECISIONS

### INTRODUCTION

2.1 Under the FOI Act, an applicant who is dissatisfied with the decision of an agency on his or her initial FOI request has several avenues for review or redress. The applicant can first seek internal review by the agency; then external merits review by the Administrative Appeals Tribunal; followed by appeals on possible errors of law to the Federal Court or High Court. In addition, an applicant may make a complaint at any time on matters of administration to the Commonwealth Ombudsman.

2.2 Third parties under the Commonwealth FOI Act, being State Governments (sections 26A and 33A), commercial organisations (sections 27 and 43) and private individuals (sections 27A and 41), have the same review rights as an FOI applicant in the event that an agency decides to release documents contrary to their submissions. Third parties may, however, choose to appeal directly to the Tribunal and are not required to first seek internal review.

2.3 Agencies are encouraged to delegate the authority to make initial decisions to the lowest practicable level. This allows agencies to deal with requests efficiently in the first instance and to conserve the time of their senior officers on FOI matters. The internal review procedure then allows an agency to reconsider its initial decision at a more senior level before recourse may be had to the Tribunal. Section 23 of the FOI Act permits the responsible Minister or the principal officer of an agency either to make decisions themselves or to authorise officers of the agency to make decisions.

2.4 Part VI of the FOI Act deals both with internal review and the right to seek external merits review of a variety of agency decisions at the Administrative Appeals Tribunal.

### INTERNAL REVIEW

2.5 A person dissatisfied with an agency's decision on an application for access may apply to the agency for internal review of the decision (see section 54 of the FOI Act). Such a review is an entirely fresh decision. It is not appropriate for the internal review decision-maker to merely ratify what went before. Instead, the internal reviewer needs to consider matters anew, from the beginning and on their merits. Internal review is generally a prerequisite to Tribunal review. Subsection 54(2) requires that the internal review be conducted by a person other than the person who made the initial decision. If the initial decision-maker is the responsible Minister or the principal officer of the agency, internal review is not available and application for review must be made directly to the Tribunal.

2.6 In 2007–08, 406 requests were made for internal review of agency decisions on access requests. Of these requests, 191 were for review of decisions on requests for documents containing “personal” information and 215 were for review of decisions on requests for “other” information documents. **Appendix E** contains details of internal review applications and results as reported by agencies, broken down into the categories of “personal” information and “other” information.

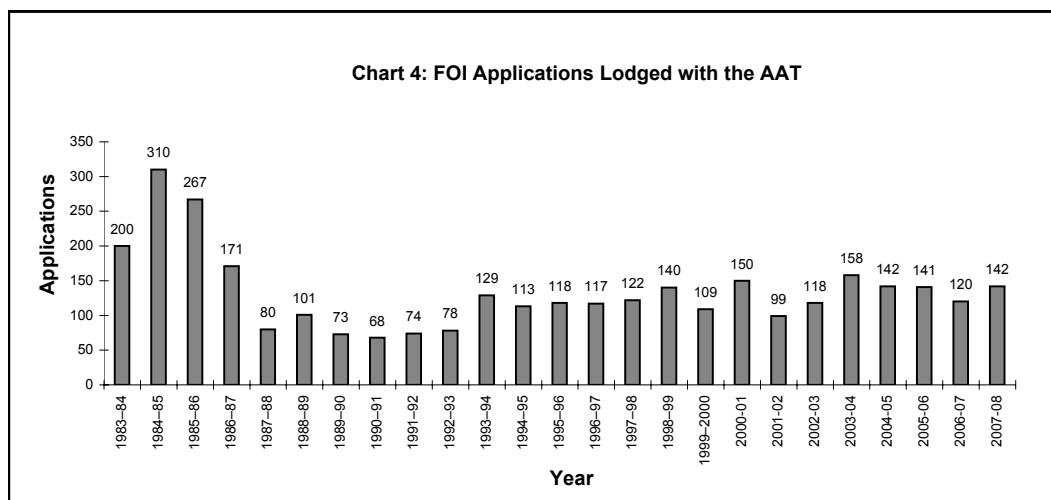
2.7 In this period, agencies made 385 decisions on internal review. Of these, 171 (or 44%) affirmed the original decision; 30 (or 8%) were granted in full and 184 (or 48%) resulted in some concession by agencies to applicants. 133 applications for internal review were withdrawn.

2.8 There were 56 requests for internal review of decisions concerning amendment of personal records. 23 decisions resulted in concession by agencies (see **Appendix J**).

### **ADMINISTRATIVE APPEALS TRIBUNAL**

2.9 In external merit reviews (setting aside its recommendatory role in relation to conclusive certificates), the Administrative Appeals Tribunal considers the facts, law and policy aspects of the original decision afresh, and can make a new decision affirming, varying or setting aside the original decision. *“Merits review is characterised by the capacity for substitution of the decision of the reviewing person or body for that of the original decision maker”* (see Administrative Review Council, *Better Decisions: Review of Commonwealth Merits Review Tribunals*, 1995, page 9). Where, however, it is established that a document is an “exempt document” under the FOI Act, the Tribunal does not have power to decide that access to the document, so far as it contains exempt matter, is to be granted (see subsection 58(2) of the FOI Act). The Tribunal’s decisions are appealable, but only in relation to errors of law, to the Federal Court of Australia. The fee for an application to the Tribunal increases on each biennial anniversary of 1 July 1996 (based on a calculation related to Consumer Price Index figures). The fee is currently \$682.

2.10 **Chart 4** shows the number of FOI applications recorded by the Administrative Appeals Tribunal since 1983–84. **Appendix F** contains applications and results as reported by agencies, broken down into the categories of requests for documents containing “personal” information and requests for documents containing “other” information. As in previous years, there is a considerable discrepancy between the number of applications reported by agencies (104 – see Appendix F) and that reported by the Tribunal (142 – see Appendix G). The possible reasons for this discrepancy were canvassed in detail at paragraph 4.7 of the 1994–95 FOI Annual Report. The Tribunal’s figures are accepted as a more accurate picture of the external appeals figures. **Appendix G** provides a breakdown of application numbers in Tribunal FOI matters as drawn from Tribunal case data.



2.11 **Table 14** shows a breakdown by State and Territory Registry of the status of applications to the Administrative Appeals Tribunal. This material has been provided by the Tribunal.

**TABLE 14 – Appeals to the Administrative Appeals Tribunal: Breakdown by Registry**

REGISTRY	Current at 30 June 2007	Lodged 2007–08	Decided 2007–08	Current at 30 June 2008
NSW	48	75	44	80
VIC	29	35	43	22
QLD	10	6	9	6
SA	3	12	12	3
WA	10	7	11	6
TAS	0	3	2	1
ACT	2	4	4	3
NT	0	0	0	0
<b>TOTAL</b>	<b>102</b>	<b>142</b>	<b>125</b>	<b>121</b>

2.12 **Table 15** shows the outcome of decided applications to the Administrative Appeals Tribunal. This material has been provided by the Tribunal.

**TABLE 15 – Outcome of Decided Applications to the Administrative Appeals Tribunal: 2007–08**

BY CONSENT/WITHDRAWN	Total	BY DECISION	Total	OTHER	Total
Affirmed	3	Affirmed	22	Fee not paid	2
Set Aside	13	Set Aside	7		
Varied	3	Varied	2		
Dismissed <sup>10</sup>	25	Dismissed <sup>11</sup>	10		
Withdrawn <sup>12</sup>	38				

**OMBUDSMAN**

2.13 The Commonwealth Ombudsman has a statutory role under the FOI Act to review complaints about the handling of FOI requests by Australian Government agencies, including decisions, delays, and refusal or failure to act.

2.14 During the year, the Ombudsman received 208 complaints about FOI requests. **Table 16** provides further details (this material has been provided by the Office of the Commonwealth Ombudsman).

**TABLE 16 – Ombudsman FOI Complaints Received, Closed and Issues Finalised: 2007–08**

AGENCY	Complaints Received	Closed	Issues Finalised
Centrelink	52	56	57
Department of Immigration and Citizenship	49	44	46
Child Support Agency	12	13	15
Australian Federal Police	14	11	12
Dept of Education, Employment and Workplace Relns	6	4	4
Department of Veterans' Affairs	5	8	12
Australia Post	3	3	3
Department of Defence	5	5	5
Australian Taxation Office	8	7	7
Others	54	64	71
<b>Total<sup>13</sup></b>	<b>208</b>	<b>215</b>	<b>232</b>

<sup>10</sup> Applications dismissed by the consent of the parties under subsection 42A(1) of the *Administrative Appeals Tribunal Act 1975* (Cth).

<sup>11</sup> Applications dismissed under subsections 42A(2) (non-appearance), 42A(4) (non-reviewable) and 42B(1) (frivolous or vexatious) of the *Administrative Appeals Tribunal Act 1975* (Cth).

<sup>12</sup> Applications withdrawn by the applicant under subsection 42A(1A) of the *Administrative Appeals Tribunal Act 1975* (Cth).

<sup>13</sup> The total number of complaints closed will not necessarily correspond to the number of issues finalised as the former can include more than one issue.

2.15 In his annual report for 2007–08, the Ombudsman notes that the main issue raised by complainants continues to be delay in processing requests, which comprises about 34% of all complaints. Another 31% of complaints relate to the correctness of an agency’s primary decision.

2.16 The Ombudsman notes that in some cases agencies don’t formally invoke the provisions in the FOI Act for extending the timeframe for responding to requests, and simply breach the statutory timeframes. The frustration experienced by applicants with delay can be lessened by keeping applicants informed. Agencies should contact applicants when delays are expected. In many cases an applicant will be satisfied with an update, and will wait without contacting the Ombudsman’s office.

2.17 The Ombudsman also noted that in some complaints which were investigated, agencies did not meet the obligation in the FOI Act to assist an applicant to make a request in a manner that complies with the FOI Act. For example, agencies did not assist an applicant when an FOI request was invalid.

2.18 The Ombudsman also noted that section 15A of the FOI Act (which states that an employee who wishes to obtain access to his or her personnel records must use the established procedures for access to such records in the first instance, rather than the access provisions in the FOI Act) can be helpful when used correctly, and problematic when a person has expectations that cannot be met by the definition of “personnel records”. For example, a person attempted to use section 15A to access personnel records, but was informed by the agency that section 15A did not apply as the agency did not have established procedures for giving access under section 15A. Nevertheless, the agency agreed to provide the documents informally and outside the FOI Act. The person was dissatisfied with the outcome of the informal disclosure of documents as the agency did not provide the sort of documents the person believed should be contained on their personnel records. As the decision had not been made under the FOI Act, the person had no formal right of review. The person then made a formal request under section 15 of the FOI Act.

2.19 The Ombudsman notes that all agency officers who make decisions under the FOI Act should be educated properly about the agency’s obligations under the FOI Act. It is important that staff are properly trained in the FOI timeframes. There are few options open to an applicant to combat delay, other than to complain to the Ombudsman or treat the delay as a deemed refusal.

2.20 In June 2008 the Ombudsman released a report entitled *Department of Immigration and Citizenship: timeliness of decision making under the Freedom of Information Act 1982* (Report No 6/2008). The investigation considered the systemic delays in FOI processing experienced by the Department of Immigration and Citizenship.

2.21 The report, which has broader relevance to all Australian Government agencies, notes:

- FOI can impose complex demands on an agency and require a high level response;
- FOI is a core business activity that will only be undertaken adequately if it receives appropriate managerial attention and resourcing; and
- commitment to high quality FOI administration requires cultural as well as managerial devotion.

# CHAPTER 3

## IMPACT OF FOI ON AGENCY RESOURCES

### INTRODUCTION

3.1 This chapter is concerned with the impact on agency resources of the FOI Act, assessed from reports by agencies relating to the costs of administration of the legislation.

3.2 Summaries of FOI costs identified in 2007–08 are contained in **Appendices L and M**. For the purposes of calculating the costs of administering the FOI Act, agencies are required to provide an estimate of the staff-years spent on FOI matters (the smallest unit being equal to 20 hours) and estimates of non-staff costs directly attributable to FOI (such as photocopying). Agencies submit these estimates annually. Experience shows that agencies rarely keep exact records of hours spent by officers on FOI matters and other non-labour costs incurred.

### SUMMARY OF TOTAL AND AVERAGE COSTS

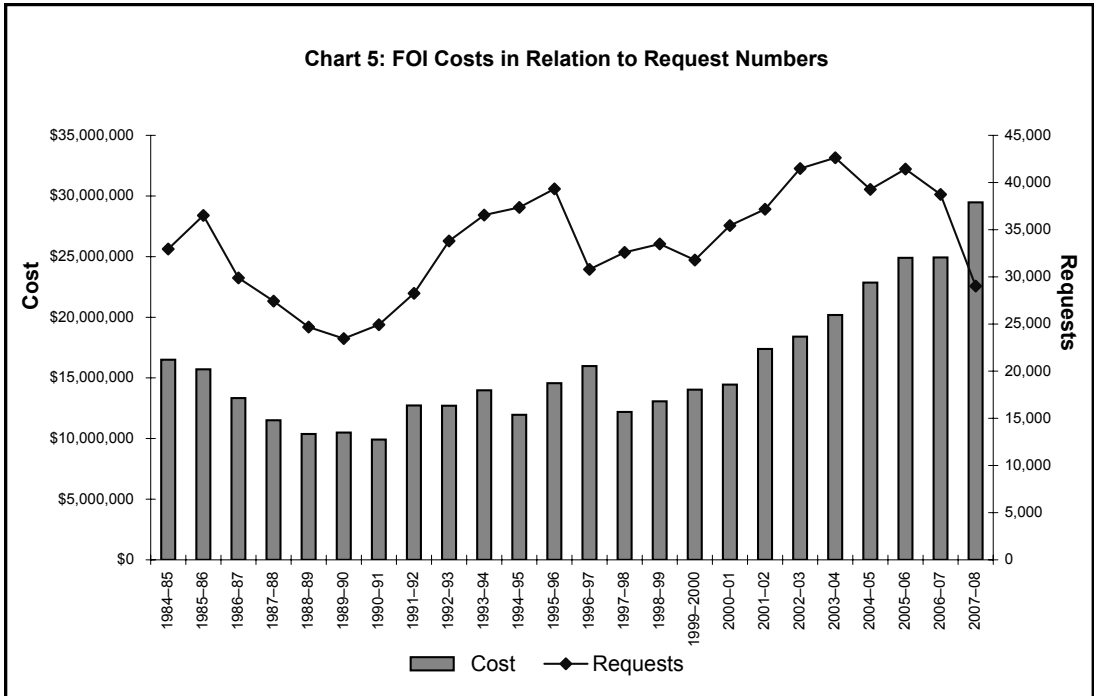
3.3 The total reported cost attributable to the FOI Act in 2007–08 was \$29,474,653, which is an increase of \$4,538,475 (or 18%) on the previous year, while total request numbers decreased by 25%. One reason for the increased cost of FOI in 2007–08 is a \$2,000,003 (45%) increase in non-labour costs. Total yearly FOI costs figures since the commencement of the FOI Act are shown in **Table 17**. For the reasons set out in paragraph 3.7 below, pre-2006–07 total costs are no longer strictly comparable with post-2005–06 equivalents. **Table 23** sets out the average cost per FOI request determined (which is the sum of FOI access requests granted in full, in part and refused) from 2000–2001 to 2007–08. On that basis, the cost per request determined has increased from an average of \$730 for 2006–07 to \$940 for 2007–08 (or 29%).

**TABLE 17 – Comparative Total Yearly Cost of FOI**

Year	Total Cost	Year	Total Cost	Year	Total Cost
1982–83*	\$7,502,355	1991–92	\$12,723,097	2000–01	\$14,415,406
1983–84	\$15,106,511	1992–93	\$12,702,329	2001–02	\$17,387,088
1984–85	\$16,496,961	1993–94	\$13,977,360	2002–03	\$18,398,181
1985–86	\$15,711,889	1994–95	\$11,955,482	2003–04	\$20,189,136
1986–87	\$13,336,864	1995–96	\$14,564,562	2004–05	\$22,860,022
1987–88	\$11,506,931	1996–97	\$15,972,950	2005–06	\$24,903,771
1988–89	\$10,494,376	1997–98	\$12,191,478	2006–07	\$24,936,178
1989–90	\$10,373,321	1998–99	\$13,066,029	2007–08	\$29,474,653
1990–91	\$9,921,772	1999–2000	\$14,035,394		

\*Seven months only.

3.4 **Chart 5** shows the relation of total costs to request numbers received for each year since 1984–85. For the reasons set out in paragraph 3.7 below, pre-2006–07 total costs are no longer strictly comparable with post-2005–06 equivalents.



**COST OF FOI FOR 2007–08**

*Staff costs*

3.5 All agencies are required to supply information about staff resources allocated to FOI. The information includes the number of staff who spent:

- (1) 75% to 100% of their time on FOI work; and
- (2) less than 75% of their time on such work.

This covers all facets of processing requests, including:

- search and retrieval;
- consultation with third parties;
- decision-making; and
- internal review.

In addition, non-access activities such as training and compiling section 8 and section 9 statements are included. Totals for FOI staffing for 2006–07 and 2007–08 are shown in **Table 18**.

**TABLE 18 – Total FOI Staffing**

Staffing	2006–07	2007–08
Staff numbers: 75–100% time on FOI matters	178	215
Staff numbers: less than 75% time on FOI matters	1,933	2,124
Total staff years	216.04	232.37

3.6 Agencies provided estimates of the number of staff-years (0.01 equals 20 hours) spent on FOI to enable calculation of salary costs (and 60% related costs) directly attributable to FOI. A summary of staff costs is provided in **Table 19**, based on information provided by agencies and the median salary figures referred to below. As the level at which decisions and reviews are taken differs between agencies, the following median base annual salaries were applied:<sup>14</sup>

- **officers whose duties included FOI work** \$58,825<sup>15</sup>
- **other officers involved in processing requests**
  - Senior Executive Service officers (or equivalent) \$135,000<sup>16</sup>
  - APS Level 6 & Executive Levels (EL) 1–2 \$84,875<sup>17</sup>
  - Australian Public Service (APS) Levels 1–5 \$46,542<sup>18</sup>
- **Minister’s Office**
  - Minister and advisers \$105,299<sup>19</sup>
  - Minister’s support staff \$46,542<sup>20</sup>

3.7 The change from using the average of the salary levels of the three agencies recording the highest total FOI costs in pre-2006–07 FOI Annual Reports to using APS Base Salary Median figures, and the inclusion of SES salary costs since 2006–07, means that tables, charts and appendices in FOI Annual Reports that contain pre-2006–07 salary cost components (eg Tables 17, 19, 21, 22 and 23; Chart 5 and Appendix L) will no longer be strictly comparable with their post-2005–06 equivalents.

<sup>14</sup> As the current salary levels differ among agencies, a decision was made to use the 2007 APS Remuneration Survey Median salary levels as at 31 December 2007 (see 2007 APS Remuneration Survey at <[www.workplace.gov.au](http://www.workplace.gov.au)>).

<sup>15</sup> This figure, taken from the 2007 APS Remuneration Survey, represents the APS 5 Base Salary Median, as at 31 December 2007.

<sup>16</sup> This figure, taken from the 2007 APS Remuneration Survey, represents the SES 1 Base Salary Median, as at 31 December 2007.

<sup>17</sup> This figure, taken from the 2007 APS Remuneration Survey, represents the EL 1 Base Salary Median, as at 31 December 2007.

<sup>18</sup> This figure, taken from the 2007 APS Remuneration Survey, represents the APS 3 Base Salary Median, as at 31 December 2007.

<sup>19</sup> This figure, taken from the 2007 APS Remuneration Survey, represents the EL 2 Base Salary Median, as at 31 December 2007.

<sup>20</sup> This figure, taken from the 2007 APS Remuneration Survey, represents the APS 3 Base Salary Median, as at 31 December 2007.

**TABLE 19 – Estimated Staff Costs of Freedom of Information\***

Staff Type	Staff-Years	Salary Costs (\$)	Related Costs (60%) (\$)	Total Staff Costs (\$)
<b>Officers whose duties included FOI work</b>	136.74	8,043,731	4,826,239	12,869,970
<b>Other officers involved in processing requests:</b>				
– SES	6.09	822,150	493,290	1,315,440
– APS Level 6 and Executive Levels 1–2	35.62	3,023,248	1,813,949	4,837,197
– APS Levels 1–5	52.92	2,463,003	1,477,802	3,940,805
<b>Ministerial Staff:</b>				
– Minister and advisers	0.41	43,173	25,904	69,077
– Minister’s support staff	0.59	27,460	16,476	43,936
<b>Total</b>	<b>232.37</b>	<b>14,422,763</b>	<b>8,653,658</b>	<b>23,076,421</b>

\*Figures in Table 19 have been rounded.

#### *Identified non-staff expenditure*

3.8 Non-staff costs directly attributable to FOI are summarised in **Table 20** with full agency details in **Appendix M**. Non-labour costs increased by \$2,000,003 (or 45%) from 2006–07. Of the 11 categories in Table 20, 8 showed an increase from 2006–07, with “Photocopying”, “Solicitors’ fees” and “Other” costs increasing significantly. “Applicants’ litigation costs” decreased significantly from 2006–07. Photocopying costs for the Department of Immigration and Citizenship increased considerably due to the finalisation of a larger number of complex cases and to the greater number of documents released per request.

**TABLE 20 – Identified Non-Staff Costs of Freedom of Information**

ITEM	2006–07 (\$)	2007–08 (\$)	% change
Photocopying	260,794	423,766	62.5
Printing	59,868	53,002	-11.5
Purchase of material	71,583	47,442	-33.7
Postage	121,459	14,0753	15.9
Telephone	52,146	61,814	18.5
Travel	84,679	122,571	44.7
Solicitors’ fees	2,827,256	4,294,667	51.9
Legal counsel fees	467,868	619,192	32.3
Applicants’ litigation costs	85,821	672	-99.2
Computer time	219,258	319,633	45.8
Other	147,497	314,720	113.4
<b>Total</b>	<b>4,398,229</b>	<b>6,398,232</b>	<b>45.5</b>

#### *Administration*

3.9 **Appendix L** summarises the costs of all agencies that spent 0.01 or more staff-years on FOI matters or reported a non-labour cost. As in previous years, Appendix L reveals marked

differences between agencies in the average staff-days per request recorded and the average cost per request recorded. The average staff-day per request per agency (where this was reported) ranged from 0.11 to 49.88, with the overall average being 2.13 (up from 1.48 in 2006–07). As in previous years, these statistics confirm that some of the large client service departments handle high volumes of requests very quickly (because of the routine nature of many requests made to them) in contrast to the smaller, policy-orientated agencies which may deal with fewer, but more complex requests. The average cost per request ranged from \$11 to \$51,120.

3.10 **Table 21** lists the agencies which recorded an average cost of less than \$200 per request received in 2007–08.

**TABLE 21 – Agencies with Average Cost per Request Received Less than \$200**

AGENCY	Average Cost (\$)	Number of Requests Received
Aboriginal Hostels Limited	11	1
Minister for Education, Science and Training	19	9
Indigenous Land Corporation	38	3
Migration Review Tribunal	70	307
Refugee Review Tribunal	110	314
National Gallery of Australia	157	6
PSS Scheme	165	41
Civil Aviation Safety Authority	193	48

3.11 **Table 22** lists the agencies which recorded an average cost of greater than \$10,000 per request received in 2007–08. The number of agencies recording an average cost per request of greater than \$10,000 increased from 11 in 2006–07 to 16 in 2007–08.

**TABLE 22 – Agencies with Average Cost per Request Received Greater than \$10,000**

AGENCY	Average Cost (\$)	Number of Requests Received
Department of Defence	10,665	175
Department of Foreign Affairs and Trade	12,260	88
Department of Agriculture, Fisheries and Forestry	12,402	38
Dept of Families, Housing, Community Services and Indigenous Affairs	12,885	23
Aged Care Commissioner of Complaints	13,809	1
Dept of Communications, Information Technology and the Arts	14,092	11
Export Finance and Insurance Corporation	14,525	2
Dept of Broadband, Comms and the Digital Economy	15,228	12
Great Barrier Reef Marine Park Authority	16,034	5
Australian Pesticides and Veterinary Medicines Authority	16,484	13
Medicare Australia	17,035	8
Dept of Families, Community Services and Indigenous Affairs	18,034	11
CrimTrac	18,145	2
Australian Hearing	18,620	1
Australian Research Council	22,465	7
Indigenous Business Australia	51,120	2

*Internal review and appeals*

3.12 Although agencies were asked to identify costs paid to legal counsel and solicitors' fees, they were not requested to provide separate details of the costs of all review and appeal procedures under the FOI Act. Internal review costs may constitute a considerable component of actual, as opposed to reported, overall costs, as internal review may be conducted by the principal officer or other very senior officers. In addition, some agencies received requests which were resource intensive, either because of their volume or complexity or both.

3.13 The costs further increase where the decision on the request is the subject of an application to the AAT. As in previous years, AAT appeals have involved senior officers who may have been required to give oral evidence at a hearing, or to prepare affidavit evidence.

**COST COMPARISON FROM 2000-01 TO 2007-08**

3.14 Figures for the average cost per request determined from 2000-01 to 2007-08 are listed in **Table 23**. Requests determined are the sum of requests granted in full, granted in part and refused. For the reasons set out in paragraph 3.7 above, pre-2006-07 total costs are no longer strictly comparable with post-2005-06 equivalents.

**TABLE 23 – Average Cost per Request Determined: 2000-01 to 2007-08**

Year	Requests Determined	Total Cost	Average Cost per Request Determined
2000-01	33,129	\$14,415,406	\$435
2001-02	35,102	\$17,387,088	\$495
2002-03	38,370	\$18,398,181	\$479
2003-04	39,774	\$20,189,136	\$508
2004-05	36,827	\$22,860,022	\$621
2005-06	38,987	\$24,903,771	\$639
2006-07	34,158	\$24,936,178	\$730
2007-08	31,367	\$29,474,653	\$940

# CHAPTER 4

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## ADMINISTRATION OF THE FOI ACT

### INTRODUCTION

4.1 This chapter reports action taken during 2007–08 to co-ordinate the administration of the FOI Act, assist agencies to fulfil their obligations under the FOI Act and assist members of the public to understand the rights conferred by the FOI Act. General FOI developments are also noted.

### CO-ORDINATION AND ADMINISTRATION OF THE FOI ACT

4.2 Following the 2007 federal election, Senator John Faulkner, Cabinet Secretary and Special Minister of State, assumed responsibility for the general administration of the FOI Act. On his behalf, the Privacy & FOI Policy Branch (P&FOIPB) in the Department of the Prime Minister and Cabinet has responsibility for the management of the FOI Act across the Australian Government. Previously, the FOI Act was administered by the Attorney-General and the Attorney-General's Department.

4.3 In 2007–08 the work of P&FOIPB included legal, policy and administrative advising regarding the FOI Act. Although each agency is responsible for its decisions under the FOI Act, agencies often seek the advice of the Department of the Prime Minister and Cabinet in relation to legal, policy and procedural matters arising from particular requests. Each agency is responsible for meeting its own obligations under the FOI Act.

### MEASURES TO ASSIST AGENCIES TO COMPLY WITH THE FOI ACT

#### *FOI website*

4.4 The Department of the Prime Minister and Cabinet's FOI website at <[www.pmc.gov.au/foi](http://www.pmc.gov.au/foi)> contains a range of FOI material including:

- the FOI Act and Regulations;
- general information about the FOI Act and how to make an FOI request;
- FOI research aids;
- FOI Guidelines;
- list of Australian Government FOI Contact Officers;
- FOI annual reports; and

- links to other FOI sites.

#### *FOI electronic discussion list*

4.5 The Department of the Prime Minister and Cabinet administers an electronic discussion list for FOI officers in agencies to discuss freedom of information matters. The forum enables the Department to broadcast FOI policy information to agencies and provides agencies with the opportunity to exchange FOI information and to seek assistance from other agencies in relation to FOI issues.

### **MEASURES TO ASSIST THE PUBLIC**

#### *FOI website*

4.6 The Department of the Prime Minister and Cabinet FOI website is at <[www.pmc.gov.au/foi](http://www.pmc.gov.au/foi)>.

#### *FOI Guidelines*

4.7 The Department of the Prime Minister and Cabinet issues FOI Guidelines as FOI reference tools. The Guidelines cover all the topics in the now superseded FOI memoranda. The Guidelines are intended to provide practical advice, in straightforward language, on the operation of the FOI Act. *FOI Guidelines – Exemptions Sections in the FOI Act* is the sole exception. It remains a legally-focused document that is updated annually to incorporate the latest AAT and court interpretations of the FOI Act exemption provisions.

4.8 The FOI Guidelines are available on the Department of the Prime Minister and Cabinet website at <[www.pmc.gov.au/foi](http://www.pmc.gov.au/foi)>. The superseded FOI memoranda are also available on the website as archived documents. However, they are no longer current and should not be relied on for guidance.

#### *FOI annual report*

4.9 The Annual Report on the Operation of the FOI Act is available on the Department of the Prime Minister and Cabinet FOI website at <[www.pmc.gov.au/foi](http://www.pmc.gov.au/foi)>.

#### *Section 8 statements*

4.10 Section 8 of the FOI Act requires each Minister responsible for an agency to publish annually a statement setting out details of the functions of the agency, categories of documents held, and arrangements for access by the public to documents in the possession of the agency. These statements are published in the annual report of the agency or of the portfolio department to which the agency relates.

#### *Section 9 statements*

4.11 Section 9 of the FOI Act requires the principal officer of each agency to make available at National Archives of Australia offices in all capital cities, a statement listing documents used by the agency in making decisions that affect the public. The statements are required to be updated at 3-monthly intervals where practicable, and in any case within 12 months after the last statement. Principal officers are also required to make available for inspection and purchase all documents listed in their agency's section 9 statements.

4.12 Section 9 statements and the dates to which they are correct are set out in **Table 24**. A list of all section 9 statements is available on the National Archives of Australia website. It is apparent that a number of agencies in Table 24 are not subject to the FOI Act because those agencies have changed their name; been absorbed into, or amalgamated with another agency; or ceased to exist. A list of agencies and Ministers subject to the FOI Act, based on information provided by agencies, is at **Appendix N**.

**TABLE 24 – Section 9 Statements held by the National Archives of Australia as at 3 October 2008<sup>21</sup>**

Agency	Date of Statement
Aboriginal Hostels Limited	8 December 1993
Administrative Appeals Tribunal	19 December 2007
Agriculture, Fisheries and Forestry	30 June 2008
Airservices Australia	1 November 2002
Albury-Wodonga Development Corporation	10 June 2008
Anglo-Australian Observatory (nil return)	25 October 2001
Attorney-General's Department	10 June 2005
AusAID	31 January 2008
AUSTEL	2 February 1995
Austrade	31 January 2008
Australia Council	1 August 1995
Australian Accounting Standards Board (nil return)	26 September 2001
Australian Broadcasting Authority	February 2002
Australian Broadcasting Corporation	18 September 2006
Australian Building and Construction Commissioner	16 April 2008
Australian Bureau of Statistics (includes Australian Statistics Advisory Council)	7 July 2008
Australian Centre for International Agricultural Research	31 January 2008
Australian Commission for Law Enforcement Integrity	19 September 2008
Australian Competition and Consumer Commission	20 August 2007
Australian Competition Tribunal (nil return)	22 October 2001
Australian Customs Service	1 May 2008
Australian Electoral Commission	25 June 2008
Australian Federal Police	14 September 2007
Australian Fisheries Management Authority	7 August 2006
Australian Film Commission	26 October 2006
Australian Hearing	31 July 2008
Australian Heritage Commission	27 September 2001
Australian Industrial Registry	25 June 2008
Australian Institute of Aboriginal and Torres Strait Islander Studies	June 1995
Australian Institute of Family Studies (nil return)	19 September 2001
Australian Institute of Marine Science	11 March 1998
Australian Landcare Council	15 August 2006

<sup>21</sup> The information in Table 24 was viewed on the National Archives of Australia website on 3 October 2008.

**TABLE 24 Continued**

Australian Law Reform Commission	10 April 2008
Australian Maritime Safety Authority	13 August 2008
Australian National Botanic Gardens	1 March 1987
Australian Pesticides and Veterinary Medicines Authority	14 November 2006
Australian Postal Corporation	30 December 1995
Australian Prudential Regulation Authority	19 June 2006
Australian Public Service Commission	10 May 2006
Australian Radiation Protection and Nuclear Safety Agency	25 September 2001
Australian Research Council	30 June 2008
Australian Securities and Investments Commission	4 March 2008
Australian Sports Commission	31 October 2006
Australian Taxation Office	Accessible from ATO website <sup>22</sup>
Australian Tourist Commission	30 October 2001
Australian Transaction Reports and Analysis Centre	11 February 2008
Australian War Memorial	21 February 2007
Australian Wine and Brandy Corporation	26 August 2008
Broadband, Communications and the Digital Economy	30 June 2008
Bureau of Meteorology	13 March 2008
Canberra National Memorials Committee	1 March 1987
Centrelink	21 September 2007
Civil Aviation Safety Authority	14 September 2004
Classification Review Board (nil return)	19 September 2001
Comcare (includes Seafarers Safety, Rehabilitation and Compensation Authority)	21 November 2007
ComSuper (including PSS, CSS and PSSap)	31 October 2007
Commonwealth Grants Commission	15 July 2003
Commonwealth Ombudsman	21 December 2005
Commonwealth Scientific and Industrial Research Organisation (CSIRO)	30 June 2006
Copyright Tribunal (nil return)	6 July 2004
Cotton Research and Development Corporation	5 March 2007
CrimTrac	23 August 2006
Dairy Adjustment Authority	18 September 2006
Defence (includes Australian Military Forces Relief Trust Fund, Royal Australian Navy Relief Trust Fund, Army and Air Force Canteen Service Board of Management, Royal Australian Air Force Veterans' Residences Trust Fund, Royal Australian Navy Central Canteens Board, Trustees of the Royal Australian Air Force Welfare Trust Fund and Defence Housing Australia)	2 June 2008
Defence Force Discipline Appeal Tribunal (nil return)	25 October 2001
Defence Force Retirement and Death Benefits Authority	31 October 2007
Director of Public Prosecutions	3 July 2006
Education, Employment and Workplace Relations	25 July 2008
Environment, Water, Heritage and the Arts	17 March 2008
Export Finance and Insurance Corporation	31 January 2008
Families, Community Services and Indigenous Affairs	9 February 2007

<sup>22</sup> See <[law.ato.gov.au/atolaw/browse.htm?toc=02:FOI](http://law.ato.gov.au/atolaw/browse.htm?toc=02:FOI)>.

**TABLE 24 Continued**

Federal Court of Australia	4 January 2007
Federal Magistrates Court	18 August 2006
Finance and Administration	4 May 2006
Fisheries Research and Development Corporation	1 September 2006
Foreign Affairs and Trade	31 January 2008
Forest and Wood Products Research and Development Corporation	30 June 2006
Grains Research and Development Corporation	31 August 2008
Grape and Wine Research and Development Corporation	6 March 2007
Great Barrier Reef Marine Park Authority	23 October 2001
Health and Ageing	31 July 2006
Human Rights and Equal Opportunity Commission	1 June 2006
Human Services (includes Child Support Agency and CRS Australia)	7 May 2007
Immigration and Citizenship	20 September 2008
Industry, Tourism and Resources	4 October 2007
Insolvency and Trustee Service Australia	2 October 2001
IP Australia	17 February 2006
Medicare Australia	21 April 2008
Merit Protection Commissioner	24 April 2006
Migration Review Tribunal	July 2004
Military Superannuation and Benefits Board of Trustees No. 1	31 October 2007
National Archives of Australia	29 July 2008
National Competition Council	22 February 2007
National Library of Australia	11 December 2007
National Museum of Australia	1 December 2006
National Native Title Tribunal	30 June 2008
National Occupational Health and Safety Commission	30 July 2004
National Office for the Information Economy	31 July 2003
National Rural Advisory Council	30 June 2006
Office of Assets Sales and Commercial Support	30 June 2001
Office of Film and Literature Classification	20 July 2006
Office of the Federal Privacy Commissioner	April 2003
Office of Parliamentary Counsel (nil return)	15 July 2008
Office of the Registrar of Aboriginal and Torres Strait Islander Corporations	30 March 2008
Office of the Renewable Energy Regulator	15 September 2008
Plant Breeder's Rights Advisory Committee (nil return)	27 September 2001
Prime Minister and Cabinet	30 June 2007
Private Health Insurance Administration Council	20 September 2006
Productivity Commission (nil return)	16 July 2008
Reconciliation and Aboriginal and Torres Strait Islander Affairs	31 May 2001
Refugee Review Tribunal	23 September 2003
Reserve Bank of Australia	22 November 2004
Royal Australian Mint (nil return)	13 June 1997
Rural Industries Research and Development Corporation	25 July 2006
Special Broadcasting Service Corporation	27 April 2007
Social Security Appeals Tribunal	10 February 2008

**TABLE 24 Continued**

Spectrum Management Agency	31 July 1996
Sugar Research and Development Corporation	18 August 2006
Superannuation Complaints Tribunal	7 July 2008
Telstra (nil return)	19 September 2001
Transport and Regional Services	30 October 2007
Treasury	16 July 2007
Veterans' Affairs (includes Repatriation Commission, Military Rehabilitation and Compensation Commission, Director of War Graves (Office of Australian War Graves))	30 October 2007
Wheat Export Authority	30 June 2004
Workplace Authority	1 July 2008

**MONITORING FOI DECISION-MAKING AND WORKLOAD***Extent of reporting*

4.13 Section 93 of the FOI Act requires statistics to be provided to the Department of the Prime Minister and Cabinet by agencies. These statistics are used by the Special Minister of State and Cabinet Secretary, as the Minister administering the FOI Act, in compiling this annual report to Parliament on the FOI Act.

*Frequency of reporting*

4.14 Agencies are required to submit statistical returns every quarter and an annual statistical return at the end of each financial year.

*Comments on statistical collection*

4.15 The Department's Internet-hosted database for the electronic lodgement of statistical information by agencies has proven to be an efficient Departmental tool. To ensure that the system remains user-friendly and effective, the Department will continue to monitor its use. Feedback from users is a valuable input for this purpose.

4.16 The Department also undertakes an annual stocktake of the list of agencies and Ministers subject to the FOI Act in order to maintain a comprehensive list.

# CHAPTER 5

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## AMENDMENT OF THE FOI ACT

### INTRODUCTION

5.1 During the reporting year there were no major amendments to the FOI Act. Minor amendments to the FOI Act are outlined below.

### AMENDMENT OF THE FOI ACT

#### *Communications Legislation Amendment (Content Services) Act 2007*

5.2 The *Communications Legislation Amendment (Content Services) Act 2007* (CLA (CS) Act) amended the *Broadcasting Services Act 1992* (BSA) to provide for the regulation of content services delivered over convergent devices, such as broadband services to mobile handsets, and new types of content provided over the Internet.

5.3 The CLA (CS) Act inserted the terms *exempt content-service document* and *offensive content-service content* into the definitions listed in subsection 4(1) of the FOI Act.

5.4 Part II of Schedule 2 to the FOI Act is a list of agencies which are exempt from the FOI Act in respect of particular documents. The CLA (CS) Act repealed the reference to the Attorney-General's Department in Division 1 of Part II of Schedule 2 and substituted a new reference. The new reference adds two classes of documents to those already listed, in respect of which the Attorney-General's Department will be exempt from the application of the FOI Act. The additional classes of documents are exempt Internet-content documents and exempt content service documents concerning the performance of a function, or the exercise of a power, under Schedules 5 and 7 to the BSA.

5.5 Similarly, the CLA (CS) Act repealed the references to the Australian Communications and Media Authority, Classification Board and Classification Review Board in Division 1 of Part II of Schedule 2 and substituted new references.

5.6 The effect of these provisions is that the exceptions to FOI access that apply in relation to certain information about prohibited or potential prohibited Internet content under Schedule 5 to the BSA are extended to corresponding information about prohibited or potential prohibited content under Schedule 7 to the BSA.

*Wheat Export Marketing (Repeal and Consequential Amendments) Act 2008*

5.7 The *Wheat Export Marketing (Repeal and Consequential Amendments) Act 2008* (WEM (R and CA) Act) deals with consequential matters arising from the enactment of the *Wheat Export Marketing Act 2008* and the repeal of the *Wheat Marketing Act 1989*.

5.8 Part III of Schedule 2 to the FOI Act lists legislation concerning agencies which are exempt in respect of documents relating to their commercial activities. The WEM (R and CA) Act removed the reference to *Wheat Marketing Act 1989* from Schedule 2 because it is redundant. The affect of the amendment is that Wheat Exports Australia will now be subject to the general provisions in the FOI Act.

*Quarantine Amendment (Commission of Inquiry) Act 2007*

5.9 The *Quarantine Amendment (Commission of Inquiry) Act 2007* (QA (CoI) Act) amended subsection 4(1) of the FOI Act to exclude the Commission of inquiry into the 2007 outbreak of equine influenza in Australia from the ambit of the FOI Act in the same way as a Royal Commission is excluded. The QA (CoI) Act also amended subsection 13(3) of the FOI Act to provide that records of the Commission of inquiry that are in the custody of the National Archives of Australia are, for the purposes of the FOI Act, taken to be documents of an agency, and to be in the possession of the Department administered by the Minister administering the *Quarantine Act 1908*.

# APPENDICES

**Appendix A: Request Numbers — [P = Personal, O = Other, T = Total]**

AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total of All Agencies' Requests Received			Requests Finalised			On Hand 30th June		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
<b>AGRICULTURE, FISHERIES AND FORESTRY</b>																					
Australian Fisheries Management Authority	1	0	1	2	1	3	0	1	1	2	2	4	0.0	0.0	0.0	3	2	5	0	0	0
Australian Landcare Council	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Australian Pesticides and Veterinary Medicines Authority	0	6	6	0	13	13	0	0	0	0	13	13	0.0	0.3	0.0	0	13	13	0	6	6
Australian Wine and Brandy Corporation	0	0	0	0	1	1	0	0	0	0	1	1	0.0	0.0	0.0	0	1	1	0	0	0
Cotton Research and Development Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Dairy Adjustment Authority	0	0	0	1	0	1	0	0	0	1	0	1	0.0	0.0	0.0	1	0	1	0	0	0
Department of Agriculture, Fisheries and Forestry	1	12	13	1	34	35	0	3	3	1	37	38	0.0	0.9	0.1	1	35	36	1	14	15
Fisheries Research and Development Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Forest and Wood Products Council	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Forest and Wood Products Research and Development Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Grains Research and Development Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0

**Appendix A: Request Numbers — [P = Personal, O = Other, T = Total]**

AGENCY	On Hand 1st July		Requests Received from Applicant		Requests on Transfer		Total Requests Received		% Share of Total of All Agencies' Requests Received		Requests Finalised		On Hand 30th June	
	P	O	P	T	P	O	P	O	P	O	P	O	P	O
Grape and Wine Research and Development Corporation	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Land and Water Australia	0	1	0	0	0	0	0	0	0.0	0.0	0	1	0	0
Minister for Agriculture, Fisheries and Forestry	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Minister for Fisheries, Forestry and Conservation	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
National Rural Advisory Council	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Parl Sec to the Min for Agriculture, Fisheries and Forestry	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Rural Industries Research and Development Corporation	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Statutory Fishing Rights Allocation Review Panel	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Sugar Research and Development Corporation	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Wheat Export Authority	0	0	0	8	0	0	0	8	0.0	0.2	0	8	0	0
<b>ATTORNEY-GENERAL'S</b>														
Administrative Appeals Tribunal	0	0	0	2	0	0	2	2	0.0	0.0	0	2	0	0

**Appendix A: Request Numbers — [P = Personal, O = Other, T = Total]**

AGENCY	On Hand 1st July		Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total of All Agencies' Requests Received			Requests Finalised			On Hand 30th June			
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Administrative Review Council	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Attorney-General	0	0	0	0	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	0	0
Attorney-General's Department	1	1	2	22	52	74	3	6	9	25	58	83	0.1	1.3	0.3	19	45	64	7	14	21
Australian Commission for Law Enforcement Integrity	0	0	0	1	0	1	0	0	0	1	0	1	0.0	0.0	0.0	1	0	1	0	0	0
Australian Crime Commission	0	0	0	1	6	7	0	1	1	1	7	8	0.0	0.2	0.0	1	7	8	0	0	0
Australian Customs Service	1	1	2	19	21	40	1	2	3	20	23	43	0.1	0.5	0.1	21	22	43	0	2	2
Australian Federal Police	26	6	32	201	72	273	2	0	2	203	72	275	0.8	1.7	0.9	180	56	236	49	22	71
Australian Institute of Criminology	0	0	0	0	2	2	0	0	0	0	2	2	0.0	0.0	0.0	0	2	2	0	0	0
Australian Law Reform Commission	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Australian Transaction Reports and Analysis Centre (AUSTRAC)	10	4	14	39	1	40	0	0	0	39	1	40	0.2	0.0	0.1	49	5	54	0	0	0
Classification Board	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Classification Review Board	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Copyright Tribunal of Australia	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Criminology Research Council	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0

**Appendix A: Request Numbers — [P = Personal, O = Other, T = Total]**

AGENCY	On Hand 1st July		Requests Received from Applicant		Requests on Transfer		Total Requests Received		% Share of Total of All Agencies' Requests Received		Requests Finalised		On Hand 30th June	
	P	O	P	T	P	O	P	O	P	O	P	O	P	O
CrimTrac	0	0	1	2	0	0	1	2	0.0	0.0	1	2	0	0
Defence Force Discipline Appeal Tribunal	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Director of Public Prosecutions	0	0	23	29	0	1	23	30	0.1	0.2	17	23	6	7
Family Court of Australia	0	0	2	4	0	0	2	4	0.0	0.0	2	4	0	0
Family Law Council	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Federal Court of Australia	0	0	1	3	0	0	1	3	0.0	0.0	1	3	0	0
Federal Magistrates Court	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
High Court of Australia	0	0	0	1	0	0	0	1	0.0	0.0	0	1	0	0
Human Rights and Equal Opportunity Commission	0	0	6	6	0	0	6	6	0.0	0.0	6	6	0	0
Insolvency and Trustee Service Australia	0	1	3	3	0	0	3	3	0.0	0.0	3	4	0	0
Minister for Home Affairs	0	0	1	1	0	0	1	1	0.0	0.0	1	1	0	0
Minister for Justice and Customs	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
National Capital Authority	0	1	2	2	0	0	2	2	0.0	0.0	0	1	2	2

**Appendix A: Request Numbers — [P = Personal, O = Other, T = Total]**

AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total of All Agencies' Requests Received			Requests Finalised			On Hand 30th June		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
National Native Title Tribunal	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Office of Film and Literature Classification	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Office of Parliamentary Counsel	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Solicitor-General	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
<b>BROADBAND, COMMUNICATIONS AND THE DIGITAL ECONOMY</b>																					
Australian Broadcasting Corporation	0	2	2	1	8	9	0	0	0	1	8	9	0.0	0.2	0.0	1	10	11	0	0	0
Australian Communications and Media Authority	0	6	6	6	11	17	0	0	0	6	11	17	0.0	0.3	0.1	6	15	21	0	2	2
Australian Postal Corporation	0	0	0	10	13	23	0	0	0	10	13	23	0.0	0.3	0.1	10	12	22	0	1	1
Dept of Broadband, Communications and the Digital Economy	0	3	3	0	10	10	0	2	2	0	12	12	0.0	0.3	0.0	0	10	10	0	5	5
Min for Broadband, Communications and the Digital Economy	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Special Broadcasting Service Corporation	0	1	1	1	5	6	0	0	0	1	5	6	0.0	0.1	0.0	1	6	7	0	0	0

**Appendix A: Request Numbers — [P = Personal, O = Other, T = Total]**

AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total of All Agencies' Requests Received			Requests Finalised			On Hand 30th June					
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T			
<b>CLIMATE CHANGE</b>																								
Department of Climate Change	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0	0	0	0
Office of the Renewable Energy Regulator	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0	0	0	0
<b>COMMUNICATIONS, INFORMATION TECHNOLOGY AND THE ARTS</b>																								
Dept of Communications, Info Technology and the Arts	1	7	8	0	10	10	0	1	1	0	11	11	0.0	0.3	0.0	1	15	16	0	3	3	0	0	0
Min for Communications, Information Tech and the Arts	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0	0	0	0
Minister for the Arts and Sport	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0	0	0	0
<b>DEFENCE</b>																								
Australian Military Forces Relief Trust Fund	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0	0	0	0
Defence Force Retirement and Death Benefits Authority	0	0	0	49	0	49	1	0	1	50	0	50	0.0	0.2	0.2	50	0	50	0	0	0	0	0	0
Defence Housing Australia	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0	0	0	0

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AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total of All Agencies' Requests Received			Requests Finalised			On Hand 30th June		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Department of Defence	30	22	52	90	66	156	13	6	19	103	72	175	0.4	1.7	0.6	101	71	172	32	23	55
Frontline Defence Services	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Military Superannuation and Benefits Board of Trustees No. 1	0	0	0	44	0	44	0	0	0	44	0	44	0.2	0.0	0.2	44	0	44	0	0	0
Minister for Defence	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Minister for Defence Science and Personnel	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Parl Sec for Defence Procurement	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Parl Sec for Defence Support	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Parliamentary Secretary to the Minister for Defence	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Royal Australian Air Force Veterans' Residences Trust Fund	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Royal Australian Air Force Welfare Trust Fund	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Royal Australian Navy Central Canteens Fund	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Royal Australian Navy Relief Trust Fund	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0

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AGENCY	On Hand 1st July		Requests Received from Applicant		Requests on Transfer		Total Requests Received		% Share of Total of All Agencies' Requests Received		Requests Finalised		On Hand 30th June		
	P	O	P	T	P	O	P	T	P	O	P	T	P	O	T
<b>EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS</b>															
5 Central Committees established under the Tradesmen's Rights Regulation Act 1946	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0	0
Australian Industrial Registry	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0	0
Australian National University	0	0	6	3	9	0	0	6	3	9	0	5	3	8	1
Coal Mining Industry (Long Service Leave Funding) Corporation	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0	0
Comcare	0	1	1	4	5	0	0	1	4	5	0	1	5	6	0
Defence Force Remuneration Tribunal	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0	0
Dept of Education, Employment and Workplace Relations	10	3	48	35	83	0	3	48	38	86	0.2	49	31	80	19
Minister for Education	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0	0
Minister for Employment and Workplace Relations	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0	0
Minister for Employment Participation	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0	0
Minister for Social Inclusion	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0	0

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AGENCY	On Hand 1st July		Requests Received from Applicant		Requests on Transfer		Total Requests Received		% Share of Total of All Agencies' Requests Received		Requests Finalised		On Hand 30th June	
	P	O	P	O	P	O	P	O	P	O	P	O	P	O
Minister for Youth	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Office of the Australian Building and Construction Commissioner	0	0	0	2	0	0	0	2	0.0	0.0	0	2	0	0
Office of the Workplace Ombudsman	1	2	13	1	0	1	13	2	0.1	0.1	10	4	4	4
Parliamentary Secretary for Early Childhood Education and Child Care	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Parliamentary Secretary for Social Inclusion and the Voluntary Sector	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Remuneration Tribunal	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Safety, Rehabilitation and Compensation Commission	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Seafarers Safety, Rehabilitation and Compensation Authority	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Workplace Authority	0	4	0	5	0	1	0	6	0.0	0.1	0	9	0	1
<b>EDUCATION, SCIENCE AND TRAINING</b>														
Dept of Education, Science and Training	0	4	5	23	0	8	5	31	0.0	0.7	4	33	1	3
Minister for Education, Science and Training	0	0	0	9	0	0	0	9	0.0	0.2	0	9	0	0

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AGENCY	On Hand 1st July		Requests Received from Applicant		Requests on Transfer		Total Requests Received		% Share of Total of All Agencies' Requests Received		Requests Finalised		On Hand 30th June	
	P	T	P	T	P	T	P	T	P	T	P	T	P	T
Minister for Vocational and Further Education	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Parl Secretary to the Minister for Education, Science and Training	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
<b>EMPLOYMENT AND WORKPLACE RELATIONS</b>														
Department of Employment and Workplace Relations	8	14	34	6	1	0	1	35	6	41	33	10	43	12
Minister for Workforce Participation	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
<b>ENVIRONMENT AND WATER RESOURCES</b>														
Department of the Environment and Water Resources	4	25	29	0	25	0	1	26	26	26	4	51	55	0
Minister for the Environment and Water Resources	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Parl Sec to the Min for the Environment and Water Resources	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
<b>ENVIRONMENT, WATER, HERITAGE AND THE ARTS</b>														
Australia Council for the Arts	0	0	0	1	0	0	0	1	1	1	0	1	1	0

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AGENCY	On Hand 1st July		Requests Received from Applicant		Requests on Transfer		Total Requests Received		% Share of Total of All Agencies' Requests Received		Requests Finalised		On Hand 30th June	
	P	O	P	T	P	O	P	O	P	O	P	O	P	O
Australian Film Commission	0	0	0	2	0	0	0	2	0.0	0.0	0	2	0	0
Australian Film, Television and Radio School	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Australian National Maritime Museum	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Bureau of Meteorology	0	0	0	3	0	1	4	4	0.0	0.1	0	4	0	0
Department of the Environment, Water, Heritage and the Arts	0	10	1	41	1	2	3	43	0.0	1.0	1	31	1	22
Director of National Parks	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Great Barrier Reef Marine Park Authority	0	0	0	4	0	1	1	5	0.0	0.1	0	5	0	0
Minister for the Environment, Heritage and the Arts	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Murray-Darling Basin Commission	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
National Environment Protection Council	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
National Gallery of Australia	0	0	6	6	0	0	0	6	0.0	0.0	6	0	0	0
National Library of Australia	0	1	0	0	0	0	0	0	0.0	0.0	0	1	0	0
National Museum of Australia	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0

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AGENCY	On Hand 1st July		Requests Received from Applicant		Requests on Transfer		Total Requests Received		% Share of Total of All Agencies' Requests Received		Requests Finalised		On Hand 30th June	
	P	T	P	T	P	T	P	T	P	T	P	T	P	T
Public Lending Right Committee	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Sydney Harbour Federation Trust	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
<b>FAMILIES, COMMUNITY SERVICES AND INDIGENOUS AFFAIRS</b>														
Department of Families, Community Services and Indigenous Affairs	1	11	0	11	0	0	0	11	0.0	0.3	1	14	0	8
Minister for Community Services	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Minister for Families, Community Services and Indigenous Affairs	1	0	0	0	0	0	0	0	0.0	0.0	1	0	0	0
<b>FAMILIES, HOUSING, COMMUNITY SERVICES AND INDIGENOUS AFFAIRS</b>														
Aboriginal Benefit Account Advisory Committee	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Aboriginal Hostels Limited	0	0	0	1	0	0	0	1	0.0	0.0	0	1	0	0
Dept of Families, Housing, Community Services and Indig Aff	0	8	0	19	0	4	23	23	0.0	0.5	0	25	0	6
Equal Opportunity for Women in the Workplace Agency	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Indigenous Business Australia	0	0	2	0	0	0	2	0	0.0	0.0	2	0	0	0

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AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total of All Agencies' Requests Received			Requests Finalised			On Hand 30th June		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Indigenous Land Corporation	0	0	0	0	0	3	0	0	0	0	0	3	0.0	0.0	0.0	0	0	3	0	0	0
Min for Families, Housing, Comm Services and Indigenous Affairs	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Minister for Housing	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Minister for the Status of Women	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Office of the Registrar of Indigenous Corporations	0	0	0	0	0	1	0	0	0	0	1	1	0.0	0.0	0.0	0	1	1	0	0	0
Parliamentary Secretary for Disabilities and Children's Services	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Social Security Appeals Tribunal	1	0	1	4	0	4	0	0	0	4	0	4	0.0	0.0	0.0	5	0	5	0	0	0
Torres Strait Regional Authority	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
<b>FINANCE AND ADMINISTRATION</b>																					
Department of Finance and Administration	1	10	11	3	4	7	0	0	0	3	4	7	0.0	0.1	0.0	1	14	15	3	0	3
Minister for Finance and Administration	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Parl Sec to the Minister for Finance and Administration	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0

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	P	O	P	O	P	O	P	O	P	O	P	O	P	O
<b>FINANCE AND DEREGULATION</b>														
Albury-Wodonga Development Corporation	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Australian Electoral Commission	0	4	4	6	0	0	6	20	0.1	0.1	14	10	24	0
ComSuper	0	0	0	2	0	0	2	2	0.0	0.0	0	2	2	0
CSS Scheme (ARIA)	0	0	0	46	0	0	46	46	0.2	0.0	46	0	46	0
Department of Finance and Deregulation	3	0	3	17	0	2	19	22	0.0	0.4	6	10	16	9
Future Fund Management Agency	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Minister for Finance and Deregulation	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
PSS Scheme	0	0	0	41	0	0	41	41	0.2	0.0	41	0	41	0
Special Minister of State	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
<b>FOREIGN AFFAIRS AND TRADE</b>														
Australian Centre for International Agricultural Research	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0

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AGENCY	On Hand 1st July		Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total of All Agencies' Requests Received			Requests Finalised			On Hand 30th June			
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Australian Trade Commission (Austrade)	0	0	0	2	1	3	0	2	2	2	3	5	0.0	0.1	0.0	2	3	5	0	0	0
Department of Foreign Affairs and Trade	9	11	20	41	44	85	1	2	3	42	46	88	0.2	1.1	0.3	42	47	89	9	10	19
Export Finance and Insurance Corporation	0	0	0	0	2	2	0	0	0	0	2	2	0.0	0.0	0.0	0	2	2	0	0	0
Minister for Foreign Affairs	0	0	0	1	0	1	0	0	0	1	0	1	0.0	0.0	0.0	1	0	1	0	0	0
Minister for Trade	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Parl Sec for International Development Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Parliamentary Secretary for Pacific Island Affairs	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Parliamentary Secretary to the Minister for Foreign Affairs	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Parliamentary Secretary to the Minister for Trade	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
<b>HEALTH AND AGEING</b>																					
Acute Care Advisory Committee	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Aged Care Commissioner of Complaints	0	0	0	0	0	0	0	1	1	0	1	1	0.0	0.0	0.0	0	1	1	0	0	0

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	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Aged Care Planning Advisory Committees	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian Community Pharmacy Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian Drug Evaluation Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian Institute of Health and Welfare	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian Radiation Protection and Nuclear Safety Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian Sports Anti-Doping Authority	1	1	2	1	2	3	0	0	0	1	2	3	0	0	0	1	3	4	1	0	1
Australian Sports Commission	0	1	1	0	7	7	0	0	0	0	7	7	0	0	0	0	4	4	0	4	4
Complementary Medicines Evaluation Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Health and Ageing	2	35	37	5	169	174	0	3	3	5	172	177	0	0	0	5	159	2	48	50	
Food Standards Australia New Zealand	0	1	1	0	1	1	0	1	1	0	2	2	0	0	0	0	3	3	0	0	0
Gene Technology Regulator	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
General Practice Recognition Appeal Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**Appendix A: Request Numbers — [P = Personal, O = Other, T = Total]**

AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total of All Agencies' Requests Received			Requests Finalised			On Hand 30th June		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
General Practice Recognition Eligibility Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medical Benefits (Dental Practitioners) Advisory Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medical Benefits (Dental Practitioners) Appeal Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medical Device Evaluation Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medical Training Review Panel	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medicare Benefits Advisory Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medicare Participation Review Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medicines Evaluation Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Minister for Ageing	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Minister for Health and Ageing	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Minister for Sport	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Blood Authority	0	0	0	0	0	1	0	0	1	0	1	0	0	2	0	0	0	2	0	0	2

**Appendix A: Request Numbers — [P = Personal, O = Other, T = Total]**

AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total of All Agencies' Requests Received			Requests Finalised			On Hand 30th June		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
National Drugs and Poisons Schedule Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Health and Medical Research Council	0	0	0	0	4	4	0	0	0	0	4	4	0.0	0.1	0.0	0	0	4	0	0	0
National Industrial Chemicals Notification and Assessment Scheme	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
National Pathology Accreditation Advisory Council	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Overseas Specialist Advisory Committees - All States/Territories	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Parliamentary Secretary to the Minister for Health and Ageing	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Pathology Services Table Committee	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Pharmaceutical Benefits Adv Comm	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Pharmaceutical Benefits Remuneration Tribunal	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Pharmaceutical Services Committees of Inquiry	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Private Health Insur Admin Council	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Private Health Insurance Ombudsman	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0

**Appendix A: Request Numbers — [P = Personal, O = Other, T = Total]**

AGENCY	On Hand 1st July		Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total of All Agencies' Requests Received			Requests Finalised			On Hand 30th June			
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Professional Services Review	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Registration Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Specialist Recognition Advis Comm	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Specialist Recognition Appeal Comm	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Therapeutic Goods Advertising Code Council	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Therapeutic Goods Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Therapeutic Goods Complaints Resolution Panel	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>HUMAN SERVICES</b>																					
Australian Hearing	0	0	0	1	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0
Centrelink	491	3	494	9835	11	9846	3	0	3	9838	11	9849	33.9	0.3	33.9	9865	12	9877	464	2	466
Department of Human Services	33	12	45	316	5	321	0	1	1	316	6	322	1.1	0.1	1.1	332	18	350	17	0	17
Medicare Australia	0	0	0	4	3	7	0	1	1	4	4	8	0.0	0.1	0.0	2	4	6	2	0	2
Minister for Human Services	0	0	0	0	1	1	0	0	0	0	1	1	0.0	0.0	0.0	0	1	1	0	0	0

**Appendix A: Request Numbers — [P = Personal, O = Other, T = Total]**

AGENCY	On Hand 1st July		Requests Received from Applicant		Requests on Transfer		Total Requests Received		% Share of Total of All Agencies' Requests Received		Requests Finalised		On Hand 30th June							
	P	O	P	T	P	O	P	T	P	O	P	T	P	O	T					
<b>IMMIGRATION AND CITIZENSHIP</b>																				
Dept of Immigration and Citizenship	3614	2185	6327	1548	7875	33	4	37	6360	1552	7912	25.8	35.8	27.3	9559	3386	12945	415	351	766
Migration Review Tribunal	6	0	299	1	300	7	0	7	306	1	307	1.2	0.0	1.1	307	1	308	5	0	5
Min for Immigration and Citizenship	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Parl Sec for Multicultural Affairs and Settlement Services	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Parl Sec to the Minister for Immigration and Citizenship	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Refugee Review Tribunal	3	0	292	1	293	21	0	21	313	1	314	1.3	0.0	1.1	311	1	312	5	0	5
<b>INDUSTRY, TOURISM AND RESOURCES</b>																				
Department of Industry, Tourism and Resources	0	2	0	17	17	0	1	1	0	18	18	0.0	0.4	0.1	0	20	20	0	0	0
Minister for Industry, Tourism and Resources	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Minister for Small Business and Tourism	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Offshore Minerals Joint Authority	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0

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AGENCY	On Hand 1st July		Requests Received from Applicant		Requests on Transfer		Total Requests Received		% Share of Total of All Agencies' Requests Received		Requests Finalised		On Hand 30th June	
	P	T	P	T	P	T	P	T	P	T	P	T	P	T
Parl Sec to the Min for Industry, Tourism and Resources	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
<b>INFRASTRUCTURE, TRANSPORT, REGIONAL DEV AND LOCAL GOVT</b>														
Airservices Australia	1	2	15	12	27	2	2	14	29	0.1	0.3	15	30	1
Australian Maritime College	0	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0
Australian Maritime Safety Authority	0	0	0	18	18	0	0	18	18	0.0	0.4	0	18	0
Civil Aviation Safety Authority	1	10	36	0	36	0	12	36	48	0.1	0.3	37	49	0
Dept of Infrastructure, Transport, Regional Dev and Local Govt	0	4	1	11	12	0	1	12	13	0.0	0.3	1	12	0
Min for Infrastructure, Transport, Regional Dev and Local Govt	0	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0
Parl Sec for Regional Development and Northern Australia	0	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0
<b>INNOVATION, INDUSTRY, SCIENCE AND RESEARCH</b>														
Anglo-Australian Telescope Board	0	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0
Australian Institute of Aboriginal and Torres Strait Islander Studies	0	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0

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AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total of All Agencies' Requests Received			Requests Finalised			On Hand 30th June		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Australian Institute of Marine Science	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian Nuclear Science and Technology Organisation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian Research Council	0	0	0	6	0	6	1	0	1	7	0	7	0	0	0	0	0	7	0	0	0
C'wealth Scientific and Industrial Research Organisation (CSIRO)	0	0	0	5	17	22	0	0	0	5	17	22	0.0	0.4	0.1	5	17	22	0	0	0
Department of Innovation, Industry, Science and Research	0	0	0	3	19	22	0	1	1	3	20	23	0.0	0.5	0.1	3	18	21	0	2	2
Designs Office	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Minister for Innovation, Industry, Science and Research	0	0	0	0	0	0	1	0	1	1	0	1	0.0	0.0	0.0	0	0	0	1	0	1
Min for Small Business, Indep Contractors and the Service Economy	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Patent and Trade Marks Attorneys Disciplinary Tribunal	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Patent Office	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Plant Breeder's Rights Advisory Committee	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Professional Standards Board for Patent and Trade Marks Attorneys	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0

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AGENCY	On Hand 1st July		Requests Received from Applicant		Requests on Transfer		Total Requests Received		% Share of Total of All Agencies' Requests Received		Requests Finalised		On Hand 30th June	
	P	O	P	O	P	O	P	O	P	O	P	O	P	O
Trade Marks Office	0	110	0	537	0	0	0	537	0.0	12.4	0	538	0	109
<b>PRIME MINISTER AND CABINET</b>														
Australian Institute of Family Studies	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Australian Public Service Commission	0	0	7	2	0	0	7	2	0.0	0.0	5	2	2	2
Cabinet Secretary	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Commonwealth Ombudsman	6	6	19	0	0	0	19	0	0.1	0.0	25	0	0	0
Department of the Prime Minister and Cabinet	3	19	0	75	0	0	75	75	0.0	1.7	0	73	3	24
Merit Protection Commissioner	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
National Archives of Australia	0	0	2	7	0	0	7	9	0.0	0.2	2	5	0	2
Office of the Federal Privacy Comm	0	0	8	0	0	0	8	8	0.0	0.0	8	0	0	0
Office of the Official Secretary to the Governor-General	0	0	0	2	0	2	4	4	0.0	0.1	0	4	0	0
Parl Sec to the Prime Minister	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Prime Minister	1	10	0	4	0	2	6	6	0.0	0.1	1	15	0	1

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AGENCY	On Hand 1st July		Requests Received from Applicant		Requests on Transfer		Total Requests Received		% Share of Total of All Agencies' Requests Received		Requests Finalised		On Hand 30th June	
	P	O	P	O	P	O	P	O	P	O	P	O	P	O
<b>RESOURCES, ENERGY AND TOURISM</b>														
Dept of Resources, Energy and Tourism	0	3	0	9	0	2	0	11	0.0	0.3	0	10	0	4
Minister for Resources and Energy	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Minister for Tourism	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Tourism Australia	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
<b>TRANSPORT AND REGIONAL SERVICES</b>														
Department of Transport and Regional Services	0	12	1	19	0	1	1	20	0.0	0.5	1	28	0	4
Minister for Local Government, Territories and Roads	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
Minister for Transport and Regional Services	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0
<b>TREASURY</b>														
Auditing and Assurance Standards Board	0	0	0	0	0	0	0	0	0.0	0.0	0	0	0	0

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AGENCY	On Hand 1st July		Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total of All Agencies' Requests Received			Requests Finalised			On Hand 30th June			
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Australian Accounting Standards Board	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Australian Bureau of Statistics	0	1	1	0	3	3	0	0	0	3	3	0	0.0	0.1	0.0	0	4	4	0	0	0
Australian Competition and Consumer Commission	0	6	6	2	79	81	0	1	1	2	80	82	0.0	1.8	0.3	2	76	78	0	10	10
Australian Competition Tribunal	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Australian Office of Financial Management	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Australian Prudential Regulation Authority	1	2	3	5	8	13	0	0	0	5	8	13	0.0	0.2	0.0	6	10	16	0	0	0
Australian Securities and Investments Commission	1	11	12	8	62	70	0	0	0	8	62	70	0.0	1.4	0.2	7	65	72	2	8	10
Australian Statistics Advisory Council	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Australian Taxation Office	10	105	115	109	887	996	0	4	4	109	891	1000	0.4	20.6	3.4	102	894	996	17	102	119
Commonwealth Grants Commission	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Companies Auditors and Liquidators Disciplinary Board	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Corporations and Markets Advisory Committee	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0

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AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total of All Agencies' Requests Received			Requests Finalised			On Hand 30th June		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Department of the Treasury	0	4	4	0	53	53	0	7	7	0	60	60	0.0	1.4	0.2	0	47	47	0	17	17
Financial Reporting Council	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Inspector-General of Taxation	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Minister for Competition Policy and Consumer Affairs	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Minister for Revenue	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Minister for Superannuation and Corporate Law	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
National Competition Council	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Parliamentary Secretary to the Treasurer	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Productivity Commission	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Reserve Bank of Australia	0	0	0	0	10	10	0	0	0	0	10	10	0.0	0.2	0.0	0	8	8	0	2	2
Superannuation Complaints Tribunal	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Tax Agents' Board (NSW)	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Tax Agents' Board (QLD)	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0

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AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total of All Agencies' Requests Received			Requests Finalised			On Hand 30th June		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Tax Agents' Board (SA)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tax Agents' Board (TAS)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tax Agents' Board (VIC)	0	0	0	2	0	2	0	0	0	2	0	2	0	0	0	2	0	2	0	0	0
Tax Agents' Board (WA)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Treasurer	0	0	0	0	2	2	0	0	0	2	0	2	0	0	0	2	0	1	0	1	1
<b>VETERANS' AFFAIRS</b>																					
Australian War Memorial	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Veterans' Affairs	284	1	285	6477	6	6483	8	0	8	6485	6	6491	26.3	0.1	22.4	6402	7	6409	367	0	367
Military Rehabilitation and Compensation Commission	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Minister for Veterans' Affairs	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Office of Australian War Graves	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Repatriation Commission	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0
Repatriation Medical Authority	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0	0	0	0	0	0

**Appendix A: Request Numbers — [P = Personal, O = Other, T = Total]**

AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total of All Agencies' Requests Received			Requests Finalised			On Hand 30th June		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Specialist Medical Review Council	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Veterans' Review Board	0	0	0	1	0	1	0	0	0	1	0	1	0	0	0	1	0	1	0	0	0
<b>TOTAL</b>	4568	2713	7281	24585	4236	28821	99	99	198	24684	4335	29019	100	100	100	27813	6182	33995	1439	866	2305

Appendix B: Action on Requests — [P = Personal, O = Other, T = Total]

AGENCY	Granted in Full			% of Total			Granted in Part			% of Total			Access Refused			% of Total			Transferred in Whole			Withdrawn			Total Determined		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T			
<b>AGRICULTURE, FISHERIES AND FORESTRY</b>																											
Australian Fisheries Management Authority	3	1	4	80	0	1	1	20	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	2	5
Australian Pesticides and Veterinary Medicines Authority	0	0	0	0	11	11	100	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	11	11	
Australian Wine and Brandy Corporation	0	0	0	0	0	1	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	
Dairy Adjustment Authority	0	0	0	0	0	0	0	0	1	0	1	100	0	0	0	0	0	0	0	0	0	0	0	1	0	1	
Department of Agriculture, Fisheries and Forestry	0	13	13	72.22	0	4	4	22.22	0	1	1	5.56	0	3	3	1	14	15	0	0	0	0	0	18	18		
Land and Water Australia	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0		
Wheat Export Authority	0	0	0	0	0	8	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	8	
<b>ATTORNEY-GENERAL'S</b>																											
Administrative Appeals Tribunal	0	1	1	50	0	0	0	0	0	1	1	50	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
Attorney-General	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	
Attorney-General's Department	6	11	17	29.82	8	10	18	31.58	4	18	22	38.6	0	5	5	1	1	2	18	39	57	18	39	57			

**Appendix B: Action on Requests — [P = Personal, O = Other, T = Total]**

AGENCY	Granted in Full			% of Total			Granted in Part			% of Total			Access Refused			% of Total			Transferred in Whole			Withdrawn			Total Determined		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T			
Australian Commission for Law Enforcement Integrity	0	0	0	1	0	1	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	
Australian Crime Commission	0	0	0	0	3	3	37.5	1	4	5	62.5	0	0	0	0	0	0	0	0	0	0	0	1	7	8		
Australian Customs Service	1	2	3	15	13	28	73.68	3	4	7	18.42	0	0	0	2	3	5	19	19	38							
Australian Federal Police	24	10	34	104	29	133	63.94	30	11	41	19.71	4	1	5	18	5	23	158	50	208							
Australian Institute of Criminology	0	0	0	0	0	0	0	0	2	2	100	0	0	0	0	0	0	0	0	2							
Australian Transaction Reports and Analysis Centre (AUSTRAC)	20	2	22	14	1	15	32.61	7	2	9	19.57	0	0	0	8	0	8	41	5	46							
CrimTrac	0	0	0	0	0	0	0	1	0	1	100	0	1	1	0	0	0	1	0	1							
Director of Public Prosecutions	4	1	5	7	4	11	61.11	1	1	2	11.11	4	0	4	1	0	1	12	6	18							
Family Court of Australia	1	1	2	1	0	1	25	0	1	1	25	0	0	0	0	0	0	2	2	4							
Federal Court of Australia	0	1	1	0	0	0	0	1	1	2	66.67	0	0	0	0	0	0	1	2	3							
High Court of Australia	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1							
Human Rights and Equal Opportunity Commission	3	0	3	1	0	1	16.67	2	0	2	33.33	0	0	0	0	0	0	6	0	6							
Insolvency and Trustee Service Australia	2	0	2	1	1	2	50	0	0	0	0	0	0	0	0	0	0	3	1	4							
Minister for Home Affairs	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0							

**Appendix B: Action on Requests — [P = Personal, O = Other, T = Total]**

AGENCY	Granted in Full			% of Total	Granted in Part			% of Total	Access Refused			% of Total	Transferred in Whole			Withdrawn			Total Determined		
	P	O	T		P	O	T		P	O	T		P	O	T	P	O	T	P	O	T
National Capital Authority	0	0	0	0	100	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	1
<b>BROADBAND, COMMUNICATIONS AND THE DIGITAL ECONOMY</b>																					
Australian Broadcasting Corporation	0	0	0	0	27.27	1	2	3	0	8	8	72.73	0	0	0	0	0	0	1	10	11
Australian Communications and Media Authority	0	6	6	28.57	66.67	5	9	14	1	0	1	4.76	0	0	0	0	0	0	6	15	21
Australian Postal Corporation	3	3	6	27.27	31.82	5	2	7	2	7	9	40.91	0	0	0	0	0	0	10	12	22
Dept of Broadband, Communications and the Digital Economy	0	0	0	0	40	0	2	2	0	3	3	60	0	0	0	0	5	5	0	5	5
Special Broadcasting Service Corporation	1	0	1	20	60	0	3	3	0	1	1	20	0	0	0	0	2	1	4	5	5
<b>COMMUNICATIONS, INFORMATION TECHNOLOGY AND THE ARTS</b>																					
Dept of Communications, Information Tech and the Arts	0	4	4	36.36	36.36	0	4	4	3	3	3	27.27	0	1	1	1	3	4	0	11	11
<b>DEFENCE</b>																					
Defence Force Retirement and Death Benefits Authority	41	0	41	85.42	8.33	4	0	4	3	0	3	6.25	0	0	0	2	0	2	48	0	48
Department of Defence	43	11	54	44.26	45.08	32	23	55	8	5	13	10.66	2	1	3	16	31	47	83	39	122

**Appendix B: Action on Requests — [P = Personal, O = Other, T = Total]**

AGENCY	Granted in Full			% of Total	Granted in Part			% of Total	Access Refused			% of Total	Transferred in Whole			Withdrawn			Total Determined		
	P	O	T		P	O	T		P	O	T		P	O	T	P	O	T	P	O	T
Military Superannuation and Benefits Board of Trustees No. 1	37	0	37	86.05	4	0	4	9.3	2	0	2	4.65	0	0	0	1	0	1	43	0	43
<b>EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS</b>																					
Australian National University	3	1	4	57.14	2	1	3	42.86	0	0	0	0	0	0	0	0	1	1	5	2	7
Comcare	1	3	4	80	0	1	1	20	0	0	0	0	0	1	1	0	0	0	1	4	5
Dept of Education, Employment and Workplace Relations	20	3	23	37.7	21	13	34	55.74	0	4	4	6.56	3	1	4	5	10	15	41	20	61
Office of the Australian Building and Construction Commissioner	0	0	0	0	0	0	0	0	0	2	2	100	0	0	0	0	0	0	0	2	2
Office of the Workplace Ombudsman	1	1	2	25	4	2	6	75	0	0	0	0	0	0	0	5	1	6	5	3	8
Workplace Authority	0	1	1	11.11	0	6	6	66.67	0	2	2	22.22	0	0	0	0	0	0	0	9	9
<b>EDUCATION, SCIENCE AND TRAINING</b>																					
Department of Education, Science and Training	0	4	4	25	2	6	8	50	1	3	4	25	1	0	1	0	20	20	3	13	16
Minister for Education, Science and Training	0	0	0	0	0	0	0	0	0	1	1	100	0	8	8	0	0	0	0	1	1

Appendix B: Action on Requests — [P = Personal, O = Other, T = Total]

AGENCY	Granted in Full			% of Total			Granted in Part			% of Total			Access Refused			% of Total			Transferred in Whole			Withdrawn			Total Determined		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T			
<b>EMPLOYMENT AND WORKPLACE RELATIONS</b>																											
Department of Employment and Workplace Relations	18	1	19	57.58	8	3	11	33.33	1	2	3	9.09	0	1	1	6	3	9	27	6	33						
<b>ENVIRONMENT AND WATER RESOURCES</b>																											
Department of the Environment and Water Resources	0	4	4	15.38	0	20	20	76.92	0	2	2	7.69	0	13	13	4	12	16	0	26	26						
<b>ENVIRONMENT, WATER, HERITAGE AND THE ARTS</b>																											
Australia Council for the Arts	0	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1						
Australian Film Commission	0	2	2	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2						
Bureau of Meteorology	0	3	3	75	0	1	1	25	0	0	0	0	0	0	0	0	0	0	0	4	4						
Department of the Environment, Water, Heritage and the Arts	0	7	7	33.33	0	10	10	47.62	0	4	4	19.05	0	1	1	1	9	10	0	21	21						
Great Barrier Reef Marine Park Authority	0	1	1	25	0	3	3	75	0	0	0	0	0	0	0	0	1	1	0	4	4						
National Gallery of Australia	0	0	0	0	0	0	0	0	6	0	6	100	0	0	0	0	0	0	6	0	6						
National Library of Australia	0	0	0	0	0	1	100	0	0	0	0	0	0	0	0	0	0	0	0	1	1						

Appendix B: Action on Requests — [P = Personal, O = Other, T = Total]

AGENCY	Granted in Full			% of Total			Granted in Part			% of Total			Access Refused			% of Total			Transferred in Whole			Withdrawn			Total Determined		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T			
<b>FAMILIES, COMMUNITY SERVICES AND INDIGENOUS AFFAIRS</b>																											
Department of Families, Community Services and Indigenous Affairs	0	2	2	15.38	1	8	9	69.23	0	2	2	15.38	0	0	0	0	0	0	0	0	0	0	2	2	1	12	13
Minister for Families, Community Services and Indigenous Affairs	1	0	1	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
<b>FAMILIES, HOUSING, COMMUNITY SERVICES AND INDIGENOUS AFFAIRS</b>																											
Aboriginal Hostels Limited	0	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Dept of Families, Housing, Community Services and Indig Aff	0	1	1	8.33	0	7	7	58.33	0	4	4	33.33	0	2	2	0	11	11	0	0	0	0	0	0	0	12	12
Indigenous Business Australia	1	0	1	50	1	0	1	50	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2
Indigenous Land Corporation	0	1	1	33.33	0	2	2	66.67	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3
Office of the Registrar of Indigenous Corporations	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0
Social Security Appeals Tribunal	1	0	1	25	2	0	2	50	1	0	1	25	1	0	1	0	0	0	0	0	0	0	0	0	4	0	4
<b>FINANCE AND ADMINISTRATION</b>																											
Department of Finance and Administration	1	3	4	40	0	5	5	50	0	1	1	10	0	0	0	0	5	5	0	0	0	0	0	0	1	9	10





**Appendix B: Action on Requests — [P = Personal, O = Other, T = Total]**

AGENCY	Granted in Full			% of Total			Granted in Part			% of Total			Access Refused			% of Total			Transferred in Whole			Withdrawn			Total Determined				
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T		
Minister for Human Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>IMMIGRATION AND CITIZENSHIP</b>																													
Department of Immigration and Citizenship	6213	1073	7286	61.29	2504	1712	4216	35.47	259	126	385	3.24	0	1	1	583	474	1057	8976	2911	11887								
Migration Review Tribunal	61	0	61	57.01	43	1	44	41.12	2	0	2	1.87	30	0	30	171	0	171	106	1	107								
Refugee Review Tribunal	146	0	146	57.94	98	0	98	38.89	7	1	8	3.17	52	0	52	8	0	8	251	1	252								
<b>INDUSTRY, TOURISM AND RESOURCES</b>																													
Department of Industry, Tourism and Resources	0	1	1	7.69	0	7	7	53.85	0	5	5	38.46	0	0	0	0	7	7	0	13	13								
<b>INFRASTRUCTURE, TRANSPORT, REGIONAL DEV AND LOCAL GOVT</b>																													
Airservices Australia	8	7	15	55.56	4	4	8	29.63	2	2	4	14.81	0	0	0	1	2	3	14	13	27								
Australian Maritime Safety Authority	0	0	0	0	0	14	14	100	0	0	0	0	0	0	0	0	4	4	0	14	14								
Civil Aviation Safety Authority	19	3	22	51.16	8	5	13	30.23	7	1	8	18.6	2	0	2	1	3	4	34	9	43								
Dept of Infrastructure, Transport, Regional Dev and Local Govt	0	3	3	60	0	2	2	40	0	0	0	0	0	0	0	1	6	7	0	5	5								



**Appendix B: Action on Requests — [P = Personal, O = Other, T = Total]**

AGENCY	Granted in Full			% of Total			Granted in Part			% of Total			Access Refused			% of Total			Transferred in Whole			Withdrawn			Total Determined		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T			
Prime Minister	0	1	1	16.67	0	2	2	33.33	1	2	3	50	0	2	2	0	8	8	1	5	6						
<b>RESOURCES, ENERGY AND TOURISM</b>																											
Department of Resources, Energy and Tourism	0	0	0	0	0	3	3	60	0	2	2	40	0	0	0	0	5	5	0	5	5						
<b>TRANSPORT AND REGIONAL SERVICES</b>																											
Department of Transport and Regional Services	0	6	6	30	0	6	6	30	0	8	8	40	1	0	1	0	8	8	0	20	20						
<b>TREASURY</b>																											
Australian Bureau of Statistics	0	0	0	0	0	1	1	25	0	3	3	75	0	0	0	0	0	0	0	4	4						
Australian Competition and Consumer Commission	2	6	8	11.43	0	38	38	54.29	0	24	24	34.29	0	0	0	0	8	8	2	68	70						
Aust Prudential Regulation Auth	0	2	2	15.38	4	6	10	76.92	0	1	1	7.69	0	0	0	2	1	3	4	9	13						
Australian Securities and Investments Commission	0	20	20	35.09	1	15	16	28.07	4	17	21	36.84	0	0	0	2	13	15	5	52	57						
Australian Taxation Office	37	305	342	35.96	44	492	536	56.36	16	57	73	7.68	1	0	1	4	40	44	97	854	951						
Department of the Treasury	0	8	8	27.59	0	15	15	51.72	0	6	6	20.69	0	2	2	0	16	16	0	29	29						

**Appendix B: Action on Requests — [P = Personal, O = Other, T = Total]**

AGENCY	Granted in Full			% of Total	Granted in Part			% of Total	Access Refused			% of Total	Transferred in Whole			Withdrawn			Total Determined				
	P	O	T		P	O	T		P	O	T		P	O	T	P	O	T	P	O	T		
Reserve Bank of Australia	0	3	3	37.5	0	1	1	12.5	0	4	4	4	50	0	0	0	0	0	0	0	0	8	8
Tax Agents' Board (VIC)	0	0	0	0	0	0	0	0	2	0	2	100	0	0	0	0	0	0	0	0	2	0	2
Treasurer	0	0	0	0	0	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
<b>VETERANS' AFFAIRS</b>																							
Department of Veterans' Affairs	5832	2	5834	97.69	56	1	57	0.95	79	2	81	1.36	272	0	272	163	2	165	5967	5	5972		
Veterans' Review Board	1	0	1	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1		
<b>TOTAL</b>	20400	2003	22403	71.42	4825	2771	7596	24.22	921	447	1368	4.36	385	54	439	1282	907	2189	26146	5221	31367		

**Appendix C: Response Time — [P = Personal, O = Other, T = Total]**

AGENCY	Requests Determined			0-30 Days			31-60 Days With Consultation			31-60 Days Without Consultation			61-90 Days			Over 90 Days		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
<b>AGRICULTURE, FISHERIES AND FORESTRY</b>																		
Australian Fisheries Management Authority	3	2	5	1	0	1	2	2	4	0	0	0	0	0	0	0	0	0
Australian Pesticides and Veterinary Medicines Authority	0	11	11	0	0	0	0	9	9	0	0	0	0	2	0	0	0	0
Australian Wine and Brandy Corporation	0	1	1	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0
Dairy Adjustment Authority	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Department of Agriculture, Fisheries and Forestry	0	18	18	0	12	12	0	2	2	0	1	1	0	2	0	1	1	1
Wheat Export Authority	0	8	8	0	0	0	0	0	0	0	2	2	0	6	0	0	0	0
<b>ATTORNEY-GENERAL'S</b>																		
Administrative Appeals Tribunal	0	2	2	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0
Attorney-General's Department	18	39	57	11	22	33	1	3	4	2	9	11	2	3	5	2	2	4
Australian Commission for Law Enforcement Integrity	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Australian Crime Commission	1	7	8	1	6	7	0	1	1	0	0	0	0	0	0	0	0	0
Australian Customs Service	19	19	38	10	10	20	2	2	4	3	4	7	0	3	4	0	4	4
Australian Federal Police	158	50	208	110	38	148	24	4	28	20	8	28	4	0	4	0	0	0
Australian Institute of Criminology	0	2	2	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0
Australian Transaction Reports and Analysis Centre (AUSTRAC)	41	5	46	31	4	35	1	1	2	1	0	1	4	0	4	4	0	4

**Appendix C: Response Time — [P = Personal, O = Other, T = Total]**

AGENCY	Requests Determined			0-30 Days			31-60 Days With Consultation			31-60 Days Without Consultation			61-90 Days			Over 90 Days		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
CrimTrac	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Director of Public Prosecutions	12	6	18	11	6	17	0	0	0	1	0	1	0	0	0	0	0	0
Family Court of Australia	2	2	4	2	2	4	0	0	0	0	0	0	0	0	0	0	0	0
Federal Court of Australia	1	2	3	1	2	3	0	0	0	0	0	0	0	0	0	0	0	0
High Court of Australia	0	1	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
Human Rights and Equal Opportunity Commission	6	0	6	4	0	4	0	0	0	2	0	2	0	0	0	0	0	0
Insolvency and Trustee Service Australia	3	1	4	3	0	3	0	1	1	0	0	0	0	0	0	0	0	0
National Capital Authority	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0
<b>BROADBAND, COMMUNICATIONS AND THE DIGITAL ECONOMY</b>																		
Australian Broadcasting Corporation	1	10	11	1	10	11	0	0	0	0	0	0	0	0	0	0	0	0
Australian Communications and Media Authority	6	15	21	2	7	9	4	5	9	0	1	1	0	2	2	0	0	0
Australian Postal Corporation	10	12	22	8	10	18	2	1	3	0	1	1	0	0	0	0	0	0
Dept of Broadband, Communications and the Digital Economy	0	5	5	0	2	2	0	3	3	0	0	0	0	0	0	0	0	0
Special Broadcasting Service Corp	1	4	5	1	0	1	0	3	3	0	1	1	0	0	0	0	0	0

**Appendix C: Response Time — [P = Personal, O = Other, T = Total]**

AGENCY	Requests Determined			0-30 Days			31-60 Days With Consultation			31-60 Days Without Consultation			61-90 Days			Over 90 Days		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
<b>COMMUNICATIONS, INFORMATION TECHNOLOGY AND THE ARTS</b>																		
Dept of Communications, Information Technology and the Arts	0	11	11	0	4	4	0	6	6	0	0	0	0	0	0	0	1	1
<b>DEFENCE</b>																		
Defence Force Retirement and Death Benefits Authority	48	0	48	44	0	44	0	0	0	4	4	0	0	0	0	0	0	0
Department of Defence	83	39	122	42	11	53	10	3	13	18	7	25	9	12	21	4	6	10
Military Superannuation and Benefits Board of Trustees No. 1	43	0	43	39	0	39	0	0	0	2	0	2	2	0	2	0	0	0
<b>EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS</b>																		
Australian National University	5	2	7	3	1	4	1	1	2	1	0	1	0	0	0	0	0	0
Comcare	1	4	5	1	3	4	0	1	1	0	0	0	0	0	0	0	0	0
Dept of Education, Employment and Workplace Relations	41	20	61	22	9	31	18	7	25	0	1	1	1	3	4	0	0	0
Office of the Australian Building and Construction Commissioner	0	2	2	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0
Office of the Workplace Ombudsman	5	3	8	3	1	4	2	2	4	0	0	0	0	0	0	0	0	0
Workplace Authority	0	9	9	0	1	1	0	1	1	0	4	4	0	1	1	0	2	2
<b>EDUCATION, SCIENCE AND TRAINING</b>																		
Department of Education, Science and Training	3	13	16	3	3	6	0	0	0	0	4	4	0	5	5	0	1	1

**Appendix C: Response Time — [P = Personal, O = Other, T = Total]**

AGENCY	Requests Determined			0-30 Days			31-60 Days With Consultation			31-60 Days Without Consultation			61-90 Days			Over 90 Days		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Minister for Education, Science and Training	0	1	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
<b>EMPLOYMENT AND WORKPLACE RELATIONS</b>																		
Department of Employment and Workplace Relations	27	6	33	18	3	21	9	3	12	0	0	0	0	0	0	0	0	0
<b>ENVIRONMENT AND WATER RESOURCES</b>																		
Department of the Environment and Water Resources	0	26	26	0	4	4	0	13	13	0	8	8	0	1	1	0	0	0
<b>ENVIRONMENT, WATER, HERITAGE AND THE ARTS</b>																		
Australia Council for the Arts	0	1	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
Australian Film Commission	0	2	2	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0
Bureau of Meteorology	0	4	4	0	3	3	0	1	1	0	0	0	0	0	0	0	0	0
Department of the Environment, Water, Heritage and the Arts	0	21	21	0	6	6	0	5	5	0	4	4	0	1	1	0	5	5
Great Barrier Reef Marine Park Authority	0	4	4	0	1	1	0	2	2	0	0	0	0	0	0	0	1	1
National Gallery of Australia	6	0	6	0	0	0	6	0	6	0	0	0	0	0	0	0	0	0
National Library of Australia	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0

Appendix C: Response Time — [P = Personal, O = Other, T = Total]

AGENCY	Requests Determined			0-30 Days			31-60 Days With Consultation			31-60 Days Without Consultation			61-90 Days			Over 90 Days		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
<b>FAMILIES, COMMUNITY SERVICES AND INDIGENOUS AFFAIRS</b>																		
Department of Families, Community Services and Indigenous Affairs	1	12	13	1	2	3	0	3	3	0	1	1	0	4	4	0	2	2
Minister for Families, Community Services and Indigenous Affairs	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
<b>FAMILIES, HOUSING, COMMUNITY SERVICES AND INDIGENOUS AFFAIRS</b>																		
Aboriginal Hostels Limited	0	1	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
Dept of Families, Housing, Community Services and Indig Aff	0	12	12	0	3	3	0	0	0	0	5	5	0	0	0	0	4	4
Indigenous Business Australia	2	0	2	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0
Indigenous Land Corporation	0	3	3	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0
Social Security Appeals Tribunal	4	0	4	4	0	4	0	0	0	0	0	0	0	0	0	0	0	0
<b>FINANCE AND ADMINISTRATION</b>																		
Department of Finance and Administration	1	9	10	0	1	1	0	0	0	0	1	1	1	6	7	0	1	1
<b>FINANCE AND DEREGULATION</b>																		
Australian Electoral Commission	12	7	19	10	3	13	2	3	5	0	0	0	0	0	0	0	1	1
ComSuper	0	2	2	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0
CSS Scheme (ARIA)	46	0	46	46	0	46	0	0	0	0	0	0	0	0	0	0	0	0

Appendix C: Response Time — [P = Personal, O = Other, T = Total]

AGENCY	Requests Determined			0-30 Days			31-60 Days With Consultation			31-60 Days Without Consultation			61-90 Days			Over 90 Days		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Dept of Finance and Deregulation	3	8	11	1	0	1	0	0	0	1	3	4	1	4	5	0	1	1
PSS Scheme	41	0	41	41	0	41	0	0	0	0	0	0	0	0	0	0	0	0
<b>FOREIGN AFFAIRS AND TRADE</b>																		
Australian Trade Commission (Austrade)	2	3	5	2	1	3	0	1	1	0	1	1	0	0	0	0	0	0
Dept of Foreign Affairs and Trade	39	26	65	17	9	26	1	0	1	7	7	14	5	5	10	9	5	14
Export Finance and Insurance Corporation	0	2	2	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0
<b>HEALTH AND AGEING</b>																		
Aged Care Commissioner of Complaints	0	1	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
Aust Sports Anti-Doping Authority	1	3	4	0	1	1	1	0	1	0	1	1	0	1	1	0	0	0
Australian Sports Commission	0	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0
Department of Health and Ageing	4	100	104	2	47	49	1	33	34	0	11	11	1	7	8	0	2	2
Food Standards Aust New Zealand	0	2	2	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0
National Blood Authority	0	2	2	0	1	1	0	1	1	0	0	0	0	0	0	0	0	0
National Health and Medical Research Council	0	4	4	0	3	3	0	0	0	0	0	0	0	1	1	0	0	0
<b>HUMAN SERVICES</b>																		
Australian Hearing	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0

**Appendix C: Response Time — [P = Personal, O = Other, T = Total]**

AGENCY	Requests Determined			0-30 Days			31-60 Days With Consultation			31-60 Days Without Consultation			61-90 Days			Over 90 Days		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Centrelink	9639	7	9646	9363	6	9369	55	0	55	182	0	182	21	1	22	18	0	18
Department of Human Services	290	6	296	164	4	168	23	1	24	55	1	56	28	0	28	20	0	20
Medicare Australia	0	3	3	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0
<b>IMMIGRATION AND CITIZENSHIP</b>																		
Dept of Immigration and Citizenship	8976	2911	11887	3373	624	3997	518	22	540	1017	430	1447	931	463	1394	3137	1372	4509
Migration Review Tribunal	106	1	107	98	0	98	2	1	3	4	0	4	1	0	1	1	0	1
Refugee Review Tribunal	251	1	252	238	1	239	2	0	2	5	0	5	3	0	3	3	0	3
<b>INDUSTRY, TOURISM AND RESOURCES</b>																		
Dept of Industry, Tourism and Resources	0	13	13	0	12	12	0	1	1	0	0	0	0	0	0	0	0	0
<b>INFRASTRUCTURE, TRANSPORT, REGIONAL DEV AND LOCAL GOVT</b>																		
Airservices Australia	14	13	27	13	10	23	0	1	1	1	2	3	0	0	0	0	0	0
Australian Maritime Safety Authority	0	14	14	0	0	0	0	10	10	0	0	0	0	1	1	0	3	3
Civil Aviation Safety Authority	34	9	43	33	9	42	1	0	1	0	0	0	0	0	0	0	0	0
Dept of Infrastructure, Transport, Regional Dev and Local Govt	0	5	5	0	3	3	0	1	1	0	0	0	0	0	0	0	1	1
<b>INNOVATION, INDUSTRY, SCIENCE AND RESEARCH</b>																		
Australian Research Council	6	0	6	5	0	5	1	0	1	0	0	0	0	0	0	0	0	0

**Appendix C: Response Time — [P = Personal, O = Other, T = Total]**

AGENCY	Requests Determined			0-30 Days			31-60 Days With Consultation			31-60 Days Without Consultation			61-90 Days			Over 90 Days		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Cwealth Scientific and Industrial Research Organisation (CSIRO)	5	17	22	2	15	17	3	2	5	0	0	0	0	0	0	0	0	0
Department of Innovation, Industry, Science and Research	3	15	18	2	14	16	1	0	1	0	0	0	0	0	0	0	1	1
Trade Marks Office	0	510	510	0	295	295	0	138	138	0	29	29	0	48	48	0	0	0
<b>PRIME MINISTER AND CABINET</b>																		
Australian Public Service Commission	5	2	7	2	1	3	1	0	1	1	0	1	1	1	2	0	0	0
Commonwealth Ombudsman	23	0	23	19	0	19	0	0	0	3	0	3	1	0	1	0	0	0
Department of the Prime Minister and Cabinet	0	36	36	0	11	11	0	0	0	0	12	12	0	3	3	0	10	10
National Archives of Australia	2	4	6	1	4	5	0	0	0	1	0	1	0	0	0	0	0	0
Office of the Federal Privacy Commissioner	8	0	8	7	0	7	1	0	1	0	0	0	0	0	0	0	0	0
Office of the Official Secretary to the Governor-General	0	4	4	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0
Prime Minister	1	5	6	0	1	1	0	0	0	1	1	2	0	2	2	0	1	1
<b>RESOURCES, ENERGY AND TOURISM</b>																		
Department of Resources, Energy and Tourism	0	5	5	0	1	1	0	1	1	0	0	0	0	2	2	0	1	1
<b>TRANSPORT AND REGIONAL SERVICES</b>																		
Department of Transport and Regional Services	0	20	20	0	11	11	0	2	2	0	1	1	0	4	4	0	2	2

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AGENCY	Requests Determined			0-30 Days			31-60 Days With Consultation			31-60 Days Without Consultation			61-90 Days			Over 90 Days		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
<b>TREASURY</b>																		
Australian Bureau of Statistics	0	4	4	0	2	2	0	0	0	0	1	1	0	0	0	0	1	1
Australian Competition and Consumer Commission	2	68	70	1	22	23	1	46	47	0	0	0	0	0	0	0	0	0
Australian Prudential Regulation Authority	4	9	13	4	7	11	0	1	1	0	0	0	0	1	1	0	0	0
Australian Securities and Investments Commission	5	52	57	4	41	45	0	7	7	1	4	5	0	0	0	0	0	0
Australian Taxation Office	97	854	951	74	612	686	1	4	5	8	172	180	6	35	41	8	31	39
Department of the Treasury	0	29	29	0	26	26	0	3	3	0	0	0	0	0	0	0	0	0
Reserve Bank of Australia	0	8	8	0	8	8	0	0	0	0	0	0	0	0	0	0	0	0
Tax Agents' Board (VIC)	2	0	2	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0
Treasurer	0	1	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
<b>VETERANS' AFFAIRS</b>																		
Department of Veterans' Affairs	5967	5	5972	5369	2	5371	21	3	24	408	0	408	161	0	161	8	0	8
Veterans' Review Board	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	26146	5221	31367	19278	2018	21296	718	370	1088	1749	739	2488	1183	636	1819	3218	1458	4676

**Appendix D: Fees and Charges Notified and Collected — [P = Personal, O = Other, T = Total]**

AGENCY	Requests Received			Requests Where Charges Notified			Total Charges Notified (\$)			Total Charges Collected (\$)			Fees Collected Initial Processing (\$)			Internal Review (\$)			Total Fees Collected (\$)			
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	
<b>AGRICULTURE, FISHERIES AND FORESTRY</b>																						
Australian Fisheries Management Authority	2	2	4	0	1	1	0	964	964	0	964	964	60	30	90	0	0	0	60	30	90	
Aust Pesticides and Veterinary Medicines Authority	0	13	13	0	7	7	0	18671	18671	0	4906	4906	0	330	330	0	80	80	0	410	410	
Australian Wine and Brandy Corporation	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dairy Adjustment Authority	1	0	1	0	0	0	0	0	0	0	0	0	30	0	30	0	0	0	30	0	30	
Department of Agriculture, Fisheries and Forestry	1	37	38	1	19	20	926	49841	50767	0	8248	8248	0	1050	1050	0	360	360	0	1410	1410	
Wheat Export Authority	0	8	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>ATTORNEY-GENERAL'S</b>																						
Administrative Appeals Tribunal	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Attorney-General	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Attorney-General's Department	25	58	83	1	10	11	105	3116	3221	105	835	940	43	279	322	1	42	43	44	321	365	
Australian Commission for Law Enforcement Integrity	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Australian Crime Commission	1	7	8	0	0	0	0	0	0	0	0	0	30	150	180	0	0	0	30	150	180	
Australian Customs Service	20	23	43	14	13	27	879	4724	5603	511	4006	4517	420	570	990	40	40	40	460	570	1030	
Australian Federal Police	203	72	275	59	26	85	17659	3863	21522	9538	2833	12371	4380	1650	6030	320	0	320	4700	1650	6350	

Appendix D: Fees and Charges Notified and Collected — [P = Personal, O = Other, T = Total]

AGENCY	Requests Received			Requests Where Charges Notified			Total Charges Notified (\$)			Total Charges Collected (\$)			Fees Collected Initial Processing (\$)			Internal Review (\$)			Total Fees Collected (\$)					
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T			
Australian Institute of Criminology	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	70	70	
Aust Transaction Reports and Analysis Centre (AUSTRAC)	39	1	40	12	0	12	3312	0	3312	908	0	908	1170	30	1200	0	0	0	0	0	0	1170	30	1200
CrimTrac	1	1	2	0	0	0	0	0	0	0	0	0	30	30	60	40	0	40	0	0	0	70	30	100
Director of Public Prosecutions	23	7	30	0	0	0	0	0	0	0	0	0	90	0	90	0	0	0	0	0	0	90	0	90
Family Court of Australia	2	2	4	0	0	0	0	0	0	0	0	0	30	30	60	0	0	0	0	0	0	30	30	60
Federal Court of Australia	1	2	3	0	0	0	0	0	0	0	0	0	0	30	30	0	0	0	0	0	0	0	30	30
High Court of Australia	0	1	1	0	0	0	0	0	0	0	0	0	0	30	30	0	0	0	0	0	0	0	30	30
Human Rights and Equal Opportunity Commission	6	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Insolvency and Trustee Service Australia	3	0	3	0	0	0	0	0	0	0	0	0	30	30	60	0	0	0	0	0	0	30	30	60
Minister for Home Affairs	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Capital Authority	2	0	2	0	1	1	0	6214	6214	0	6214	6214	60	0	60	0	0	0	0	0	0	60	0	60
<b>BROADBAND, COMMUNICATIONS AND THE DIGITAL ECONOMY</b>																								
Australian Broadcasting Corporation	1	8	9	3	0	3	108	0	108	99	0	99	30	210	240	40	200	240	40	200	240	70	410	480
Australian Communications and Media Authority	6	11	17	1	16	17	32	3197	3229	32	1735	1767	30	450	480	0	120	120	0	120	120	30	570	600
Australian Postal Corporation	10	13	23	0	0	0	0	0	0	0	0	0	270	360	630	80	40	120	80	40	120	350	400	750

Appendix D: Fees and Charges Notified and Collected — [P = Personal, O = Other, T = Total]

AGENCY	Requests Received			Requests Where Charges Notified			Total Charges Notified (\$)			Total Charges Collected (\$)			Fees Collected Initial Processing (\$)			Internal Review (\$)			Total Fees Collected (\$)		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Dept of Broadband, Communications and the Digital Economy	0	12	12	0	5	5	0	4996	4996	0	1824	1824	0	150	150	0	40	40	0	190	190
Special Broadcasting Service Corporation	1	5	6	0	5	5	0	580	580	0	208	208	0	150	150	0	0	0	0	150	150
<b>COMMUNICATIONS, INFO TECHNOLOGY AND THE ARTS</b>																					
Dept of Communications, Information Tech and the Arts	0	11	11	0	10	10	0	32159	32159	0	1859	1859	0	300	300	0	120	120	0	420	420
<b>DEFENCE</b>																					
Defence Force Retirement and Death Benefits Authority	50	0	50	0	0	0	0	0	0	0	0	0	61	0	61	0	0	0	61	0	61
Department of Defence	103	72	175	27	45	72	10720	75084	85804	676	7898	8574	1050	1830	2880	80	160	240	1130	1990	3120
Military Superannuation and Benefits Bd of Trustees No. 1	44	0	44	0	0	0	0	0	0	0	0	0	90	0	90	0	0	0	90	0	90
<b>EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS</b>																					
Australian Industrial Registry	0	0	0	0	0	0	0	0	0	0	1783	1783	0	0	0	0	40	40	0	40	40
Australian National University	6	3	9	0	1	1	0	214	214	0	36	36	30	60	90	0	0	0	30	60	90
Comcare	1	4	5	0	1	1	0	368	368	0	0	0	30	60	90	0	0	0	30	60	90
Dept of Education, Employment and Workplace Relations	48	38	86	32	25	57	2852	34364	37216	2156	4512	6668	1170	1110	2280	80	200	280	1250	1310	2560

Appendix D: Fees and Charges Notified and Collected — [P = Personal, O = Other, T = Total]

AGENCY	Requests Received			Requests Where Charges Notified			Total Charges Notified (\$)			Total Charges Collected (\$)			Fees Collected Initial Processing (\$)			Internal Review (\$)			Total Fees Collected (\$)			
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	
Office of the Aust Building and Construction Comm	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	60	60
Office of the Workplace Ombudsman	13	2	15	13	1	14	977	2556	3533	325	76	401	360	60	420	80	0	80	440	60	500	500
Workplace Authority	0	6	6	0	0	0	0	0	0	0	0	0	0	240	240	0	40	40	0	280	280	280
<b>EDUCATION, SCIENCE AND TRAINING</b>																						
Department of Education, Science and Training	5	31	36	2	17	19	892	68867	69759	401	6021	6422	60	4170	4230	0	80	80	60	4250	4310	4310
Minister for Education, Science and Training	0	9	9	0	0	0	0	0	0	0	0	0	0	30	30	0	0	0	0	30	30	30
<b>EMPLOYMENT AND WORKPLACE RELATIONS</b>																						
Department of Employment and Workplace Relations	35	6	41	27	8	35	3973	34706	38679	2988	925	3913	1140	150	1290	0	120	120	1140	270	1410	1410
<b>ENVIRONMENT AND WATER RESOURCES</b>																						
Dept of the Environment and Water Resources	0	26	26	0	13	13	0	8843	8843	0	1769	1769	0	360	360	0	0	0	0	360	360	360
<b>ENVIRONMENT, WATER, HERITAGE AND THE ARTS</b>																						
Australia Council for the Arts	0	1	1	0	1	1	0	309	309	0	309	309	0	30	30	0	0	0	0	30	30	30
Australian Film Commission	0	2	2	0	0	0	0	0	0	0	0	0	0	60	60	0	0	0	0	60	60	60
Bureau of Meteorology	0	4	4	0	0	0	0	0	0	0	0	0	0	90	90	0	0	0	0	90	90	90
Dept of the Environment, Water, Heritage and the Arts	2	43	45	1	278	279	3740	13718	17458	0	2763	2763	0	1320	1320	0	80	80	0	1400	1400	1400

Appendix D: Fees and Charges Notified and Collected — [P = Personal, O = Other, T = Total]

AGENCY	Requests Received			Requests Where Charges Notified			Total Charges Notified (\$)			Total Charges Collected (\$)			Fees Collected Initial Processing (\$)			Internal Review (\$)			Total Fees Collected (\$)			
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	
Great Barrier Reef Marine Park Authority	0	5	5	0	6	6	0	48747	48747	0	1021	1021	0	120	120	0	0	0	0	0	120	120
National Gallery of Australia	6	0	6	6	0	6	0	0	0	0	0	0	180	0	180	0	0	0	0	180	0	180
National Library of Australia	0	0	0	0	0	0	0	0	0	0	2178	2178	0	0	0	0	0	0	0	0	0	0
<b>FAMILIES, COMMUNITY SERVICES AND INDIGENOUS AFFAIRS</b>																						
Dept of Families, Community Services and Indigenous Aff	0	11	11	1	8	9	76	13295	13371	76	3897	3973	0	270	270	0	160	160	0	430	0	430
<b>FAMILIES, HOUSING, COMMUNITY SERVICES AND INDIGENOUS AFFAIRS</b>																						
Aboriginal Hostels Limited	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dept of Families, Housing, Comm Services and Indig Aff	0	23	23	0	186	186	0	11002	11002	0	272	272	0	360	360	0	0	0	0	360	0	360
Indigenous Business Australia	2	0	2	0	0	0	25000	0	25000	0	0	0	0	0	0	0	0	0	0	0	0	0
Indigenous Land Corporation	0	3	3	0	0	0	0	0	0	0	0	0	0	90	90	0	0	0	0	90	0	90
Office of the Registrar of Indigenous Corporations	0	1	1	0	1	1	0	3011	3011	0	0	0	0	30	30	0	0	0	0	30	0	30
Social Security Appeals Tribunal	4	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>FINANCE AND ADMINISTRATION</b>																						
Department of Finance and Administration	3	4	7	0	8	8	2711	8545	11256	0	1624	1624	90	120	210	0	0	0	90	120	210	210

Appendix D: Fees and Charges Notified and Collected — [P = Personal, O = Other, T = Total]

AGENCY	Requests Received			Requests Where Charges Notified			Total Charges Notified (\$)			Total Charges Collected (\$)			Fees Collected Initial Processing (\$)			Internal Review (\$)			Total Fees Collected (\$)			
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	
<b>FINANCE AND DEREGULATION</b>																						
Australian Electoral Commission	14	6	20	3	6	9	2782	45420	48202	117	618	735	300	150	450	0	40	40	300	190	490	
ComSuper	0	2	2	0	0	0	0	0	0	0	0	0	0	30	30	0	0	0	0	30	30	
CSS Scheme (ARIA)	46	0	46	0	0	0	0	0	0	0	0	0	30	0	30	0	0	0	30	0	30	
Department of Finance and Deregulation	3	19	22	60	279	339	0	30044	30044	0	3485	3485	0	270	270	0	0	0	0	270	270	
PSS Scheme	41	0	41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>FOREIGN AFFAIRS AND TRADE</b>																						
Australian Trade Commission (Austrade)	2	3	5	1	3	4	65	340	405	65	243	308	60	30	90	0	40	40	60	70	130	
Department of Foreign Affairs and Trade	42	46	88	6	34	40	4221	84537	88758	588	7274	7862	690	1170	1860	40	40	730	1210	1940		
Export Finance and Insurance Corporation	0	2	2	0	0	0	0	0	0	0	0	0	0	120	120	0	80	80	0	200	200	
Minister for Foreign Affairs	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>HEALTH AND AGEING</b>																						
Aged Care Commissioner of Complaints	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Australian Sports Anti-Doping Authority	1	2	3	0	3	3	0	896	896	0	896	896	0	90	90	0	40	40	0	130	130	
Australian Sports Commission	0	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

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AGENCY	Requests Received			Requests Where Charges Notified			Total Charges Notified (\$)			Total Charges Collected (\$)			Fees Collected Initial Processing (\$)			Internal Review (\$)			Total Fees Collected (\$)		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Department of Health and Ageing	5	172	177	3	115	118	198	882696	882894	161	72244	72405	120	4530	4650	80	250	330	200	4780	4980
Food Standards Australia New Zealand	0	2	2	0	3	3	0	16701	16701	0	6833	6833	0	30	30	0	0	0	0	30	30
National Blood Authority	0	2	2	0	0	0	0	480	480	0	219	219	0	60	60	0	0	0	0	60	60
National Health and Medical Research Council	0	4	4	0	0	0	0	0	0	0	0	0	0	120	120	0	0	0	0	120	120
<b>HUMAN SERVICES</b>																					
Australian Hearing	1	0	1	0	0	0	0	0	0	0	0	0	30	0	30	30	0	30	60	0	60
Centrelink	9838	11	9849	7	4	11	745	1416	2161	440	1725	2165	450	210	660	0	0	0	450	210	660
Department of Human Services	316	6	322	10	4	14	1459	3022	4481	1489	0	1489	3122	150	3272	80	0	80	3202	150	3352
Medicare Australia	4	4	8	0	0	0	0	0	0	0	0	0	90	60	150	0	40	40	90	100	190
Minister for Human Services	0	1	1	0	0	0	0	0	0	0	0	0	0	30	30	0	0	0	0	30	30
<b>IMMIGRATION AND CITIZENSHIP</b>																					
Dept of Immigration and Citizenship	6360	1552	7912	0	0	0	0	0	0	0	0	0	8370	34770	43140	280	1580	1860	8650	36350	45000
Migration Review Tribunal	306	1	307	0	0	0	0	0	0	0	0	0	0	30	30	0	0	0	0	30	30
Refugee Review Tribunal	313	1	314	0	0	0	0	0	0	0	0	0	60	0	60	0	0	0	60	0	60

**Appendix D: Fees and Charges Notified and Collected — [P = Personal, O = Other, T = Total]**

AGENCY	Requests Received			Requests Where Charges Notified			Total Charges Notified (\$)			Total Charges Collected (\$)			Fees Collected Initial Processing (\$)			Internal Review (\$)			Total Fees Collected (\$)					
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T			
<b>INDUSTRY, TOURISM AND RESOURCES</b>																								
Department of Industry, Tourism and Resources	0	18	18	0	10	10	0	16033	16033	0	800	800	0	420	420	0	0	0	0	0	0	0	0	420
<b>INFRASTRUCTURE, TRANSPORT, REGIONAL DEV AND LOCAL GOVT</b>																								
Airservices Australia	15	14	29	1	1	2	2216	136	2352	0	28	28	30	300	330	0	0	0	0	0	0	30	300	330
Australian Maritime Safety Authority	0	18	18	0	17	17	0	19625	19625	0	9291	9291	0	510	510	0	0	0	0	0	0	0	510	510
Civil Aviation Safety Authority	36	12	48	7	3	10	2649	13778	16427	1428	120	1548	1020	390	1410	80	0	80	1100	390	1490			
Dept of Infrastructure, Transport, Regional Dev and Local Govt	1	12	13	0	7	7	0	22609	22609	0	49	49	0	300	300	0	0	0	0	0	0	0	300	300
<b>INNOVATION, INDUSTRY, SCIENCE AND RESEARCH</b>																								
Australian Research Council	7	0	7	3	0	3	250	0	250	250	0	250	150	0	150	80	0	80	230	0	230			
C'wealth Scientific and Industrial Research Organisation (CSIRO)	5	17	22	0	0	0	0	0	0	0	0	0	60	210	270	0	0	0	60	210	270			
Dept of Innovation, Industry, Science and Research	3	20	23	1	11	12	120	17280	17400	120	2958	3078	90	540	630	40	40	80	130	580	710			
Min for Innovation, Industry, Science and Research	1	0	1	0	0	0	0	236	236	0	236	236	0	0	0	0	0	0	0	0	0	0	0	0
Trade Marks Office	0	537	537	0	466	466	0	24321	24321	0	25369	25369	0	15960	15960	0	40	40	0	16000	16000			

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AGENCY	Requests Received			Requests Where Charges Notified			Total Charges Notified (\$)			Total Charges Collected (\$)			Fees Collected Initial Processing (\$)			Internal Review (\$)			Total Fees Collected (\$)					
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T			
<b>PRIME MINISTER AND CABINET</b>																								
Aust Public Service Comm	7	2	9	0	0	0	0	0	0	0	0	0	0	0	0	180	60	240	0	0	0	180	60	240
Commonwealth Ombudsman	19	0	19	0	0	0	0	0	0	0	0	0	0	0	0	145	0	145	0	0	0	145	0	145
Department of the Prime Minister and Cabinet	0	75	75	0	28	28	0	11565	11565	0	2415	2415	0	1980	1980	0	80	80	0	80	0	2060	2060	2060
National Archives of Australia	2	7	9	2	3	5	624	829	1453	0	0	0	0	60	60	0	0	0	0	0	0	60	0	60
Office of the Federal Privacy Commissioner	8	0	8	0	0	0	0	0	0	0	0	0	0	210	210	0	0	0	0	0	0	210	0	210
Office of the Official Secretary to the Governor-General	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prime Minister	0	6	6	0	4	4	0	2379	2379	0	430	430	0	90	90	0	0	0	0	0	0	90	0	90
<b>RESOURCES, ENERGY AND TOURISM</b>																								
Department of Resources, Energy and Tourism	0	11	11	0	5	5	0	5323	5323	0	1876	1876	0	180	180	0	90	90	0	90	0	270	270	270
<b>TRANSPORT AND REGIONAL SERVICES</b>																								
Dept of Transport and Regional Services	1	20	21	0	21	21	0	62101	62101	0	3381	3381	0	428	428	30	80	80	0	80	0	508	508	538
<b>TREASURY</b>																								
Australian Bureau of Statistics	0	3	3	0	1	1	0	2033	2033	0	2033	2033	0	60	60	0	0	0	0	0	0	60	60	60
Australian Competition and Consumer Commission	2	80	82	0	120	120	0	755513	755513	0	32364	32364	0	2280	2280	0	2080	2080	0	2080	0	4360	4360	4360

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AGENCY	Requests Received			Requests Where Charges Notified			Total Charges Notified (\$)			Total Charges Collected (\$)			Fees Collected Initial Processing (\$)			Internal Review (\$)			Total Fees Collected (\$)		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Australian Prudential Regulation Authority	5	8	13	4	7	11	360	1887	2247	360	1198	1558	120	180	300	80	0	80	200	180	380
Australian Securities and Investments Commission	8	62	70	2	29	31	346	11536	11882	50	1902	1952	210	1740	1950	0	120	120	210	1860	2070
Australian Taxation Office	109	891	1000	27	157	184	1273	24919	26192	1029	82010	83039	2360	20770	23130	120	680	800	2480	21450	23930
Department of the Treasury	0	60	60	0	35	35	0	71949	71949	0	8644	8644	0	1680	1680	0	40	40	0	1720	1720
Reserve Bank of Australia	0	10	10	0	1	1	0	101	101	0	101	101	0	270	270	0	0	0	0	270	270
Tax Agents' Board (VIC)	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Treasurer	0	2	2	0	1	1	0	121	121	0	121	121	0	60	60	0	0	0	0	60	60
<b>VETERANS' AFFAIRS</b>																					
Department of Veterans' Affairs	6485	6	6491	114	3	117	8167	1825	9992	5661	925	6586	5760	90	5850	180	40	220	5940	130	6070
Veterans' Review Board	1	0	1	0	0	0	0	0	0	0	0	0	30	0	30	0	0	0	30	0	30
<b>TOTAL</b>	24684	4335	29019	451	2093	2544	99437	2583605	2683042	29573	338504	368077	34741	106897	141638	1851	7282	9133	36592	114179	150771

Appendix E: Internal Review - Applications and Results — [P = Personal, O = Other, T = Total]

AGENCY	Applications			% of Total Applications	Decisions Affirmed			Access Granted in Full			Partial Access Granted			Access Granted after Deferment			Access Granted in Another Form			Charges Reduced			Withdrawn Without Concession		
	P	O	T		P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
<b>AGRICULTURE, FISHERIES AND FORESTRY</b>																									
Australian Pesticides and Veterinary Medicines Authority	0	2	2	0.49	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Agriculture, Fisheries and Forestry	1	8	9	2.22	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2	0	0
Min for Agriculture, Fisheries and Forestry	1	2	3	0.74	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wheat Export Authority	0	1	1	0.25	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>ATTORNEY-GENERAL'S</b>																									
Attorney-General's Department	3	4	7	1.72	2	1	3	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0
Australian Customs Service	3	0	3	0.74	1	0	1	0	0	0	2	1	3	0	0	0	2	0	0	2	0	2	0	0	0
Australian Federal Police	12	2	14	3.45	11	1	12	1	0	1	2	1	3	0	0	0	0	0	0	0	0	0	0	0	0
CrimTrac	1	0	1	0.25	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Director of Public Prosecutions	2	0	2	0.49	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Human Rights and Equal Opportunity Commission	0	1	1	0.25	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>BROADBAND, COMMUNICATIONS AND THE DIGITAL ECONOMY</b>																									
Australian Broadcasting Corporation	1	5	6	1.48	0	5	5	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0

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AGENCY	Applications			% of Total Applications	Decisions Affirmed			Access Granted in Full			Partial Access Granted			Access Granted after Deferment			Access Granted in Another Form			Charges Reduced			Withdrawn Without Concession		
	P	O	T		P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Australian Communications and Media Authority	0	5	5	1.23	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	
Australian Postal Corporation	3	2	5	1.23	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dept of Broadband, Communications and the Digital Economy	1	0	1	0.25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Special Broadcasting Service Corporation	0	1	1	0.25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>COMMUNICATIONS, INFO TECHNOLOGY AND THE ARTS</b>																									
Dept of Communications, Information Tech and the Arts	0	4	4	0.99	0	1	1	0	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	
<b>DEFENCE</b>																									
Department of Defence	5	5	10	2.46	1	2	3	2	0	2	2	3	5	0	0	0	1	0	1	0	0	0	0	0	
<b>EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS</b>																									
Australian Industrial Registry	0	1	1	0.25	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dept of Education, Employment and Workplace Relations	2	4	6	1.48	1	4	5	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Workplace Authority	0	1	1	0.25	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

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AGENCY	Applications			% of Total Applications	Decisions Affirmed			Access Granted in Full			Partial Access Granted			Access Granted after Deferment			Access Granted in Another Form			Charges Reduced			Withdrawn Without Concession		
	P	O	T		P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
<b>EDUCATION, SCIENCE AND TRAINING</b>																									
Department of Education, Science and Training	0	1	1	0.25	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>EMPLOYMENT AND WORKPLACE RELATIONS</b>																									
Department of Employment and Workplace Relations	1	4	5	1.23	0	2	2	0	0	0	0	1	1	0	0	0	0	0	0	0	1	1	2	0	0
Office of the Workplace Ombudsman	2	0	2	0.49	1	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
<b>ENVIRONMENT, WATER, HERITAGE AND THE ARTS</b>																									
Department of the Environment, Water, Heritage and the Arts	0	3	3	0.74	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	1	1	1	0	0
<b>FAMILIES, COMMUNITY SERVICES AND INDIGENOUS AFFAIRS</b>																									
Dept of Families, Community Services and Indigenous Affairs	0	6	6	1.48	0	0	0	0	0	0	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0
<b>FAMILIES, HOUSING, COMMUNITY SERVICES AND INDIGENOUS AFFAIRS</b>																									
Dept of Families, Housing, Comm Services and Indig Aff	0	2	2	0.49	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Indigenous Business Australia	2	0	2	0.49	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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AGENCY	Applications			% of Total Applications	Decisions Affirmed			Access Granted in Full			Partial Access Granted			Access Granted after Deferment			Access Granted in Another Form			Charges Reduced			Withdrawn Without Concession			
	P	O	T		P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	
<b>FINANCE AND DEREGULATION</b>																										
Australian Electoral Commission	3	1	4	0.99	3	0	3	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	
<b>FOREIGN AFFAIRS AND TRADE</b>																										
Australian Trade Commission (Austrade)	0	1	1	0.25	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dept of Foreign Affairs and Trade	3	1	4	0.99	3	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Export Finance and Insurance Corporation	0	2	2	0.49	0	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	
<b>HEALTH AND AGEING</b>																										
Aged Care Commissioner of Complaints	0	1	1	0.25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Aust Sports Anti-Doping Auth	0	1	1	0.25	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	
Department of Health and Ageing	1	11	12	2.96	0	2	2	0	0	0	0	3	3	0	0	0	0	0	0	2	2	0	0	0	0	
<b>HUMAN SERVICES</b>																										
Australian Hearing	1	0	1	0.25	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Centrelink	89	1	90	22.17	24	0	24	8	0	8	44	0	44	0	0	0	2	0	0	0	0	0	0	0	0	
Department of Human Services	6	1	7	1.72	1	1	2	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1	0	1	
Medicare Australia	0	1	1	0.25	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

**Appendix E: Internal Review - Applications and Results — [P = Personal, O = Other, T = Total]**

AGENCY	Applications			% of Total Applications			Decisions Affirmed			Access Granted in Full			Partial Access Granted			Access Granted after Deferment			Access Granted in Another Form			Charges Reduced			Withdrawn Without Concession					
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T			
<b>IMMIGRATION AND CITIZENSHIP</b>																														
Department of Immigration and Citizenship	26	8	34	8.37			9	3	12	8	2	10	16	10	26	0	1	1	1	0	1	0	0	0	0	0	0	94	34	128
Migration Review Tribunal	2	0	2	0.49			0	0	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refugee Review Tribunal	3	0	3	0.74			1	0	1	2	0	2	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>INFRASTRUCTURE, TRANSPORT, REGIONAL DEV AND LOCAL GOVT</b>																														
Aust Maritime Safety Authority	0	2	2	0.49			0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Civil Aviation Safety Authority	1	1	2	0.49			1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dept of Infrastructure, Transport, Regional Dev and Local Govt	0	0	0	0.00			0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>INNOVATION, INDUSTRY, SCIENCE AND RESEARCH</b>																														
Australian Research Council	2	0	2	0.49			0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Innovation, Industry, Science and Research	1	1	2	0.49			0	1	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Trade Marks Office	0	5	5	1.23			0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>PRIME MINISTER AND CABINET</b>																														
Commonwealth Ombudsman	2	0	2	0.49			1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Prime Minister and Cabinet	0	2	2	0.49			0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1

Appendix E: Internal Review - Applications and Results — [P = Personal, O = Other, T = Total]

AGENCY	Applications			% of Total Applications			Decisions Affirmed			Access Granted in Full			Partial Access Granted			Access Granted after Deferment			Access Granted in Another Form			Charges Reduced			Withdrawn Without Concession		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
National Archives of Australia	0	2	2	0	2	2	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>RESOURCES, ENERGY AND TOURISM</b>																											
Department of Resources, Energy and Tourism	0	2	2	0	2	2	0	2	2	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
<b>TRANSPORT AND REGIONAL SERVICES</b>																											
Department of Transport and Regional Services	0	3	3	0	3	3	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TREASURY</b>																											
Australian Competition and Consumer Commission	0	52	52	0	38	38	0	38	38	0	0	0	0	14	14	0	0	0	0	0	0	0	0	0	0	1	1
Australian Prudential Regulation Authority	2	0	2	0	0	0	0	0	0	0	0	0	2	2	2	0	0	0	0	0	0	0	0	0	0	0	0
Australian Securities and Investments Commission	0	5	5	0	1	1	0	1	1	0	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0
Australian Taxation Office	2	42	44	1	12	13	0	13	13	0	1	1	0	34	34	0	0	0	0	0	0	0	0	0	4	4	0
Department of the Treasury	0	3	3	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0
<b>VETERANS' AFFAIRS</b>																											
Department of Veterans' Affairs	7	2	9	5	0	5	0	5	5	0	0	0	2	1	3	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	191	215	406	69	102	171	4	26	4	30	75	91	166	0	1	1	1	4	0	4	5	8	13	96	37	133	

**Appendix F: AAT Review - Applications and Results\* — [P = Personal, O = Other, T = Total]**

\*Note: Zero statistics recorded for 'Access after Deferment', 'Access in Another Form', 'Decided No Jurisdiction' and 'Withdrawn Full Concession'

AGENCY	Applications			% of Total Applications	Applications Affirmed			Access in Full			Access in Part			Charges Reduced			Withdrawn No Concession			Withdrawn Part Concession			Delay Primary (ss 56(1))			Delay Internal Review (ss 55(3))		
	P	O	T		P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T			
<b>AGRICULTURE, FISHERIES AND FORESTRY</b>																												
Department of Agriculture, Fisheries and Forestry	1	1	2	1.92	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
<b>ATTORNEY-GENERAL'S</b>																												
Attorney-General's Department	2	0	2	1.92	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Australian Customs Service	1	0	1	0.96	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Australian Federal Police	4	0	4	3.85	0	0	0	0	0	0	0	0	0	0	2	0	2	0	0	0	0	0	0	0	0			
Aust Institute of Criminology	0	1	1	0.96	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Director of Public Prosecutions	3	0	3	2.88	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Federal Court of Australia	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0			
<b>BROADBAND, COMMUNICATIONS AND THE DIGITAL ECONOMY</b>																												
Australian Communications and Media Authority	0	1	1	0.96	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Australian Postal Corporation	1	0	1	0.96	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Dept of Broadband, Comms and the Digital Economy	1	0	1	0.96	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
<b>DEFENCE</b>																												
Department of Defence	2	1	3	2.88	2	0	2	0	0	0	0	0	1	0	1	0	1	0	1	0	1	0	0	0	0			





**Appendix F: AAT Review - Applications and Results\* — [P = Personal, O = Other, T = Total]**

\*Note: Zero statistics recorded for 'Access after Deferment', 'Access in Another Form', 'Decided No Jurisdiction' and 'Withdrawn Full Concession'

AGENCY	Applications			% of Total Applications			Applications Affirmed			Access in Full			Access in Part			Charges Reduced			Withdrawn No Concession			Withdrawn Part Concession			Delay Primary (ss 56(1))			Delay Internal Review (ss 55(3))		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T			
Dept of the Treasury	0	1	1	0.96	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
<b>TRANSPORT AND REGIONAL SERVICES</b>																														
Department of Transport and Regional Services	0	1	1	0.96	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0		
<b>VETERANS' AFFAIRS</b>																														
Department of Veterans' Affairs	2	0	2	1.92	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0		
<b>TOTAL</b>	49	55	104	100	13	3	16	0	1	1	5	3	8	1	0	1	0	0	0	0	0	0	0	0	2	3	5	2	0	2

## Appendix G: AAT Review - Applications\*

\*Note: This information is supplied by the Administrative Appeals Tribunal

AGENCY	Number of Applications Lodged	% of Applications
Australian Competition and Consumer Commission	35	24.65
Dept of Immigration and Citizenship/Minister for Immigration and Citizenship	25	17.61
Centrelink	17	11.97
Australian Federal Police	11	7.75
Department of Defence	5	3.52
Australian Taxation Office	4	2.82
Commonwealth Director of Public Prosecutions	4	2.82
Australian Communications and Media Authority	3	2.11
Australian Postal Corporation	3	2.11
Commonwealth Ombudsman	3	2.11
Department of Agriculture, Fisheries and Forestry	3	2.11
Department of the Prime Minister and Cabinet	3	2.11
Department of Veterans' Affairs	3	2.11
Australian Customs Service	2	1.41
Australian Electoral Commission	2	1.41
Civil Aviation Safety Authority	2	1.41
Department of Foreign Affairs and Trade	2	1.41
Export Finance and Insurance Corporation	2	1.41
National Archives of Australia	2	1.41
Airservices Australia	1	0.70
Attorney-General's Department	1	0.70
Australian Broadcasting Corporation	1	0.70
ComSuper	1	0.70
Department of Broadband, Communications and the Digital Economy	1	0.70
Department of Education, Science and Training	1	0.70
Department of Families, Housing, Community Services and Indigenous Affairs	1	0.70
Department of Health and Ageing	1	0.70
Department of the Treasury	1	0.70
Department of Transport and Regional Services	1	0.70
Refugee Review Tribunal	1	0.70
<b>TOTAL</b>	<b>142</b>	<b>100</b>

### Appendix H: Amendment of Personal Records - Primary Request Result

AGENCY	Section 48 Requests Received	Primary Requests Granted - Altered	Primary Requests Granted - Notated	Primary Requests Granted - Altered and Notated	Primary Requests Refused
Australian Federal Police	1	0	0	0	0
Centrelink	34	6	9	2	14
Department of Defence	11	4	1	0	5
Department of Employment and Workplace Relations	2	0	2	0	0
Department of Health and Ageing	1	0	0	0	1
Department of Immigration and Citizenship	2500	1831	78	42	423
Department of Veterans' Affairs	3	2	0	0	0
Medicare Australia	1	0	0	0	0
<b>TOTAL</b>	<b>2552</b>	<b>1843</b>	<b>90</b>	<b>44</b>	<b>443</b>

Note: The number of requests determined (2,420) differs from the number of requests received (2,553). This is due to timing differences of requests received and requests determined, among other reporting difficulties.

**Appendix I: Response Time - Amendment of Personal Records - Primary Requests**

<b>AGENCY</b>	<b>Section 48 Requests Received</b>	<b>0-30 Days</b>	<b>31-60 Days</b>	<b>Over 60 Days</b>
Airservices Australia	0	6	0	0
Australian Federal Police	1	0	0	0
Australian Film Commission	0	1	0	0
Centrelink	34	29	1	1
Civil Aviation Authority	0	41	2	0
Department of Defence	11	3	5	2
Department of Employment and Workplace Relations	2	2	0	0
Department of Health and Ageing	1	1	0	0
Department of Immigration and Citizenship	2500	1133	460	942
Department of Veterans' Affairs	3	2	0	0
Indigenous Business Australia	0	2	0	0
Medicare Australia	1	0	0	0
<b>TOTAL</b>	<b>2553</b>	<b>1220</b>	<b>468</b>	<b>945</b>

Note: The number of requests responded to in the reporting year often differs from the number of requests received. This is due to timing, as some requests received in one reporting year are responded to in the following reporting year.

**Appendix J: Amendment of Personal Records - Internal Review Result**

<b>AGENCY</b>	<b>Section 48 Requests Received</b>	<b>Internal Review Requests</b>	<b>Granted - Alter</b>	<b>Granted - Notate</b>	<b>Granted - Alter and Notate</b>	<b>Total Granted</b>	<b>Refused</b>
Australian Federal Police	1	0	0	0	0	0	0
Centrelink	34	3	1	0	0	1	2
Civil Aviation Authority	0	2	0	0	0	0	0
Department of Defence	11	2	0	0	0	0	2
Department of Employment and Workplace Relations	2	0	0	0	0	0	0
Department of Health and Ageing	1	1	0	0	0	0	1
Department of Immigration and Citizenship	2500	47	16	3	2	21	42
Department of Veterans' Affairs	3	0	0	0	0	0	0
Medicare Australia	1	0	0	0	0	0	0
Social Security Appeals Tribunal	0	1	1	0	0	1	0
<b>TOTAL</b>	<b>2553</b>	<b>56</b>	<b>18</b>	<b>3</b>	<b>2</b>	<b>23</b>	<b>47</b>

**Appendix K: Amendment of Personal Records - AAT Review Result**

AGENCY	Section 48 Requests Received	AAT Reviews	Granted - Alter	Granted - Notate	Granted - Alter and Notate	Total Granted	Refused
Australian Communications and Media Authority	0	1	0	0	0	0	0
Australian Federal Police	1	1	0	0	0	0	0
Centrelink	34	2	0	0	0	0	0
Department of Defence	11	0	0	1	0	1	0
Department of Employment and Workplace Relations	2	0	0	0	0	0	0
Department of Health and Ageing	1	1	0	0	0	0	0
Department of Immigration and Citizenship	2500	0	0	0	4	4	0
Department of Veterans' Affairs	3	0	0	0	0	0	0
Indigenous Business Australia	0	3	0	0	0	0	1
Medicare Australia	1	0	0	0	0	0	0
<b>TOTAL</b>	<b>2553</b>	<b>8</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>1</b>

**Appendix L: Summary of all Costs of FOI Reported by Agencies**

AGENCY	Requests Received	Staff-Years	Salary Costs (plus 60% Related Costs)	Non-Labour Costs	Average Staff-Days per Request	Average Cost per Request	TOTAL COSTS
Department of Immigration and Citizenship	7,912	60.53	\$5,645,450	\$673,854	2.04	\$799	\$6,319,304
Australian Taxation Office	1,000	17.92	\$1,724,929	\$2,319,819	4.77	\$4,045	\$4,044,748
Centrelink	9,849	32.24	\$3,026,619	\$210,862	0.87	\$329	\$3,237,481
Department of Defence	175	12.69	\$1,243,187	\$623,140	19.29	\$10,665	\$1,866,327
Department of Veterans' Affairs	6,491	15.19	\$1,421,636	\$108,283	0.62	\$236	\$1,529,919
Australian Federal Police	275	10.5	\$1,165,601	\$204,019	10.16	\$4,980	\$1,369,620
Department of Human Services	322	9.91	\$1,012,474	\$115,347	8.19	\$3,503	\$1,127,821
Department of Foreign Affairs and Trade	88	8.26	\$893,038	\$185,813	24.97	\$12,260	\$1,078,851
Department of Health and Ageing	177	4.78	\$521,848	\$337,241	7.18	\$4,854	\$859,089
Australian Competition and Consumer Commission	82	3.07	\$350,293	\$204,909	9.96	\$6,771	\$555,202
Dept of Education, Employment and Workplace Relations	86	4.47	\$449,185	\$35,988	13.83	\$5,642	\$485,173
Department of Agriculture, Fisheries and Forestry	38	3.1	\$366,907	\$104,378	21.7	\$12,402	\$471,285
Department of the Treasury	60	2.9	\$323,402	\$140,842	12.86	\$7,737	\$464,244
Trade Marks Office	537	2.96	\$283,424	\$38,108	1.47	\$599	\$321,532
Department of the Environment, Water, Heritage and the Arts	45	2.56	\$314,507	\$3,367	15.13	\$7,064	\$317,874
Department of the Prime Minister and Cabinet	75	2.6	\$267,325	\$47,714	9.22	\$4,201	\$315,039
Attorney-General's Department	83	3.03	\$287,236	\$15,032	9.71	\$3,642	\$302,268
Department of Families, Housing, Community Services and Indigenous Aff	23	0.75	\$86,875	\$209,473	8.67	\$12,885	\$296,348
Australian Securities and Investments Commission	70	2	\$227,677	\$58,903	7.6	\$4,094	\$286,580
Department of Employment and Workplace Relations	41	2.18	\$218,472	\$26,009	14.14	\$5,963	\$244,481
Australian Transaction Reports and Analysis Centre (AUSTRAC)	40	2	\$228,937	\$450	13.3	\$5,735	\$229,387
Australian Pesticides and Veterinary Medicines Authority	13	1.93	\$189,115	\$25,183	39.49	\$16,484	\$214,298
Dept of Families, Community Services and Indigenous Affairs	11	0.63	\$77,861	\$120,517	15.23	\$18,034	\$198,378
Department of the Environment and Water Resources	26	1.49	\$183,538	\$1,976	15.24	\$7,135	\$185,514
Dept of Broadband, Comms and the Digital Economy	12	0.99	\$106,485	\$76,256	21.94	\$15,228	\$182,741
Department of Education, Science and Training	36	1.14	\$120,689	\$58,899	8.42	\$4,989	\$179,588
Department of Finance and Deregulation	22	1.53	\$165,755	\$8,460	18.5	\$7,919	\$174,215
Australian Research Council	7	0.5	\$83,940	\$73,313	19	\$22,465	\$157,253
Dept of Communications, Inform Technology and the Arts	11	0.97	\$109,973	\$45,037	23.46	\$14,092	\$155,010
Australian Customs Service	43	1.46	\$144,014	\$7,727	9.03	\$3,529	\$151,741
Commonwealth Ombudsman	19	1.57	\$142,464	\$2,550	21.98	\$7,632	\$145,014

**Appendix L: Summary of all Costs of FOI Reported by Agencies**

AGENCY	Requests Received	Staff-Years	Salary Costs (plus 60% Related Costs)	Non-Labour Costs	Average Staff-Days per Request	Average Cost per Request	TOTAL COSTS
Medicare Australia	8	1.5	\$126,440	\$9,843	49.88	\$17,035	\$136,283
Australian Maritime Safety Authority	18	1.18	\$125,687	\$1,505	17.44	\$7,066	\$127,192
Australian Communications and Media Authority	17	1.23	\$113,087	\$10,205	19.25	\$7,252	\$123,292
Department of Innovation, Industry, Science and Research	23	1.03	\$98,383	\$4,600	11.91	\$4,478	\$102,983
Indigenous Business Australia	2	1	\$94,120	\$8,120	133	\$51,120	\$102,240
Department of Transport and Regional Services	21	0.91	\$94,386	\$7,653	11.53	\$4,859	\$102,039
Department of Industry, Tourism and Resources	18	1.03	\$98,383	\$770	15.22	\$5,508	\$99,153
Dept of Infrastructure, Transport, Regional Dev and Local Govt	13	0.91	\$95,000	\$1,425	18.62	\$7,417	\$96,425
Department of Resources, Energy and Tourism	11	0.7	\$91,879	\$3,550	16.93	\$8,675	\$95,429
Director of Public Prosecutions	30	0.39	\$46,403	\$38,582	3.46	\$2,833	\$84,985
Great Barrier Reef Marine Park Authority	5	0.46	\$62,041	\$18,129	24.47	\$16,034	\$80,170
Commonwealth Scientific and Industrial Research Organisation (CSIRO)	22	0.5	\$47,060	\$29,651	6.05	\$3,487	\$76,711
Department of Finance and Administration	7	0.48	\$50,313	\$10,406	18.24	\$8,674	\$60,719
Airservices Australia	29	0.53	\$50,300	\$6,751	4.86	\$1,967	\$57,051
Australian Prudential Regulation Authority	13	0.42	\$49,399	\$570	8.59	\$3,844	\$49,969
CrimTrac	2	0.09	\$8,888	\$27,402	11.97	\$18,145	\$36,290
Australian Electoral Commission	20	0.23	\$28,214	\$6,642	3.06	\$1,743	\$34,856
Refugee Review Tribunal	314	0.25	\$22,351	\$12,336	0.21	\$110	\$34,687
Australian Postal Corporation	23	0.1	\$9,412	\$20,778	1.16	\$1,313	\$30,190
Export Finance and Insurance Corporation	2	0.13	\$12,236	\$16,815	17.29	\$14,525	\$29,051
Defence Force Retirement and Death Benefits Authority	50	0.31	\$23,698	\$851	1.65	\$491	\$24,549
Office of the Federal Privacy Commissioner	8	0.21	\$20,984	\$1,750	6.98	\$2,842	\$22,734
Migration Review Tribunal	307	0.13	\$11,646	\$9,724	0.11	\$70	\$21,370
Prime Minister	6	0.2	\$20,115	\$351	8.87	\$3,411	\$20,466
Insolvency and Trustee Service Australia	3	0.17	\$19,186	\$190	15.07	\$6,459	\$19,376
Australian Hearing	1	0.03	\$3,657	\$14,963	7.98	\$18,620	\$18,620
Military Superannuation and Benefits Board of Trustees No. 1	44	0.21	\$16,251	\$712	1.27	\$386	\$16,963
Office of the Workplace Ombudsman	15	0.15	\$14,747	\$1,985	2.66	\$1,115	\$16,732
Australian Sports Anti-Doping Authority	3	0.1	\$13,289	\$2,364	8.87	\$5,218	\$15,653
Australian Crime Commission	8	0.09	\$8,518	\$6,684	2.99	\$1,900	\$15,202
Comcare	5	0.14	\$14,616	\$400	7.45	\$3,003	\$15,016

**Appendix L: Summary of all Costs of FOI Reported by Agencies**

AGENCY	Requests Received	Staff-Years	Salary Costs (plus 60% Related Costs)	Non-Labour Costs	Average Staff-Days per Request	Average Cost per Request	TOTAL COSTS
Workplace Authority	6	0.12	\$15,014	\$0	5.32	\$2,502	\$15,014
National Archives of Australia	9	0.11	\$11,211	\$3,340	3.25	\$1,617	\$14,551
Aged Care Commissioner of Complaints	1	0.1	\$13,769	\$40	26.6	\$13,809	\$13,809
National Library of Australia	0	0.05	\$5,123	\$7,824	0	\$0	\$12,947
Food Standards Australia New Zealand	2	0.04	\$3,765	\$8,363	5.32	\$6,064	\$12,128
Australian Broadcasting Corporation	9	0.09	\$11,545	\$40	2.66	\$1,287	\$11,585
Australian Trade Commission (Austrade)	5	0.06	\$7,086	\$4,220	3.19	\$2,261	\$11,306
Wheat Export Authority	8	0.08	\$10,832	\$215	2.66	\$1,381	\$11,047
Federal Court of Australia	3	0.02	\$3,518	\$7,450	1.77	\$3,656	\$10,968
CSS Scheme (ARIA)	46	0.07	\$9,089	\$547	0.4	\$209	\$9,636
Australian Film Commission	2	0.07	\$9,443	\$42	9.31	\$4,742	\$9,485
Australian Sports Commission	7	0.1	\$9,412	\$72	3.8	\$1,355	\$9,484
Civil Aviation Safety Authority	48	0.04	\$7,421	\$1,850	0.22	\$193	\$9,271
Reserve Bank of Australia	10	0.06	\$7,086	\$0	1.6	\$709	\$7,086
PSS Scheme	41	0.05	\$6,373	\$404	0.32	\$165	\$6,777
Treasurer	2	0.06	\$6,348	\$265	7.98	\$3,307	\$6,613
National Health and Medical Research Council	4	0.04	\$5,400	\$39	2.66	\$1,360	\$5,439
Office of the Official Secretary to the Governor-General	4	0.04	\$5,400	\$7	2.66	\$1,352	\$5,407
Family Court of Australia	4	0.03	\$5,261	\$40	1.99	\$1,325	\$5,301
Human Rights and Equal Opportunity Commission	6	0.04	\$4,205	\$683	1.77	\$815	\$4,888
Office of the Australian Building and Construction Commissioner	2	0.04	\$4,402	\$0	5.32	\$2,201	\$4,402
Australian Public Service Commission	9	0.04	\$3,765	\$365	1.18	\$459	\$4,130
National Blood Authority	2	0.03	\$4,042	\$30	3.99	\$2,036	\$4,072
Australian Fisheries Management Authority	4	0.03	\$3,657	\$80	1.99	\$934	\$3,737
Special Broadcasting Service Corporation	6	0.03	\$3,240	\$99	1.33	\$557	\$3,339
Australian National University	9	0.03	\$2,824	\$315	0.89	\$349	\$3,139
Social Security Appeals Tribunal	4	0.03	\$2,824	\$250	1.99	\$768	\$3,074
Bureau of Meteorology	4	0.03	\$2,824	\$30	1.99	\$713	\$2,854
Australian Bureau of Statistics	3	0.02	\$2,299	\$3	1.77	\$767	\$2,302
Minister for Innovation, Industry, Science and Research	1	0.02	\$1,686	\$220	5.32	\$1,906	\$1,906
Australian Institute of Criminology	2	0.02	\$1,882	\$8	2.66	\$945	\$1,890
National Capital Authority	2	0.01	\$941	\$712	1.33	\$827	\$1,653

**Appendix L: Summary of all Costs of FOI Reported by Agencies**

AGENCY	Requests Received	Staff-Years	Salary Costs (plus 60% Related Costs)	Non-Labour Costs	Average Staff-Days per Request	Average Cost per Request	TOTAL COSTS
ComSuper	2	0.01	\$1,358	\$16	1.33	\$687	\$1,374
Australian Industrial Registry	0	0.01	\$1,358	\$0	0	\$0	\$1,358
Administrative Appeals Tribunal	2	0.01	\$941	\$62	1.33	\$502	\$1,003
Australian Wine and Brandy Corporation	1	0.01	\$941	\$60	2.66	\$1,001	\$1,001
Australia Council for the Arts	1	0.01	\$941	\$50	2.66	\$991	\$991
Minister for Families, Community Services and Indigenous Affairs	0	0	\$0	\$990	0	\$0	\$990
Veterans' Review Board	1	0.01	\$941	\$17	2.66	\$958	\$958
Dairy Adjustment Authority	1	0.01	\$941	\$0	2.66	\$941	\$941
High Court of Australia	1	0.01	\$941	\$0	2.66	\$941	\$941
National Gallery of Australia	6	0.01	\$941	\$0	0.44	\$157	\$941
Office of Parliamentary Counsel	0	0.01	\$941	\$0	0	\$0	\$941
Office of the Registrar of Indigenous Corporations	1	0.01	\$941	\$0	2.66	\$941	\$941
Minister for Education, Science and Training	9	0	\$0	\$167	0	\$19	\$167
Indigenous Land Corporation	3	0	\$0	\$115	0	\$38	\$115
Private Health Insurance Administration Council	0	0	\$0	\$15	0	\$0	\$15
Aboriginal Hostels Limited	1	0	\$0	\$11	0	\$11	\$11
5 Central C'tees estab'd under Tradesmen's Rights Regulation Act 1946	0	0	\$0	\$0	0	\$0	\$0
Attorney-General	2	0	\$0	\$0	0	\$0	\$0
Australian Commission for Law Enforcement Integrity	1	0	\$0	\$0	0	\$0	\$0
Minister for Foreign Affairs	1	0	\$0	\$0	0	\$0	\$0
Minister for Home Affairs	1	0	\$0	\$0	0	\$0	\$0
Minister for Human Services	1	0	\$0	\$0	0	\$0	\$0
Tax Agents' Board (VIC)	2	0	\$0	\$0	0	\$0	\$0
<b>TOTAL</b>	<b>29,019</b>	<b>232.37</b>	<b>\$23,076,421</b>	<b>\$6,398,232</b>	<b>2.13</b>	<b>\$1,016</b>	<b>\$29,474,653</b>

**Appendix M: Non-Labour Costs Reported by Agencies**

AGENCY	Photocopy \$	Printing \$	Purchase of Material \$	Postage \$	Telephone \$	Travel \$	Solicitors' Fees \$	Legal Counsel Fees \$	Applicants' Litigation Costs \$	Computer Time \$	Other \$	TOTAL \$
Australian Taxation Office	26342	4378	3200	2150	4300	27891	2116610	73100	623	56185	5040	2319819
Department of Immigration and Citizenship	201700	2329	13996	23621	9935	40390	281314	16354	0	0	84215	673854
Department of Defence	12000	0	2127	1081	600	5975	588455	0	0	809	12093	623140
Department of Health and Ageing	3420	1583	0	3240	968	6123	305292	0	0	3600	13015	337241
Centrelink	62385	31209	0	48203	16915	7308	0	0	0	0	44842	210862
Dept of Families, Housing, Comm Services and Indigenous Affairs	646	0	0	50	150	0	205783	2844	0	0	0	209473
Australian Competition and Consumer Commission	4168	0	500	759	576	1040	137506	0	0	5741	54619	204909
Australian Federal Police	5369	0	19896	2200	3000	3160	0	103652	0	44000	22742	204019
Dept of Foreign Affairs and Trade	5869	0	700	1096	3342	180	61066	70709	0	35466	7385	185813
Department of the Treasury	8975	3790	500	1000	750	763	0	121464	0	300	3300	140842
Dept of Families, Community Services and Indigenous Affairs	842	0	0	100	1500	1654	110371	6050	0	0	0	120517
Department of Human Services	7083	2286	418	3226	2117	3446	26041	0	0	70730	0	115347
Department of Veterans' Affairs	41481	85	0	40084	4620	13105	0	0	0	1228	7680	108283
Department of Agriculture, Fisheries and Forestry	397	0	0	100	30	0	103851	0	0	0	0	104378
Dept of Broadband, Communications and the Digital Economy	490	11	5	350	300	0	0	73762	0	0	1338	76256
Australian Research Council	300	0	0	50	60	0	72903	0	0	0	0	73313
Australian Securities and Investments Commission	2983	297	0	325	635	1566	0	39572	0	13525	0	58903
Department of Education, Science and Training	4050	330	374	180	459	0	40128	13378	0	0	0	58899
Department of the Prime Minister and Cabinet	978	0	0	1304	2119	0	43313	0	0	0	0	47714
Dept of Communications, Information Technology and the Arts	600	85	20	300	300	600	0	37975	0	0	5157	45037
Director of Public Prosecutions	2015	605	0	100	135	0	0	33227	0	300	2200	38582
Trade Marks Office	5272	1658	300	1927	964	200	17930	0	0	2432	7425	38108
Dept of Education, Employment and Workplace Relations	1634	0	667	810	1410	0	0	3387	0	28080	0	35988
Cwealth Scientific and Industrial Research Organisation (CSIRO)	200	0	140	90	300	0	28921	0	0	0	0	29651
CrimTrac	10	20	0	5	5	0	27342	0	0	20	0	27402
Department of Employment and Workplace Relations	1653	0	252	694	990	0	895	0	0	18720	2805	26009
Australian Pesticides and Veterinary Medicines Authority	1900	1200	900	300	320	120	17358	0	0	500	2585	25183
Australian Postal Corporation	0	0	0	0	0	0	20778	0	0	0	0	20778
Great Barrier Reef Marine Park Authority	2189	160	40	23	155	0	15112	0	0	450	0	18129
Export Finance and Insurance Corporation	50	0	0	0	0	511	16254	0	0	0	0	16815

**Appendix M: Non-Labour Costs Reported by Agencies**

AGENCY	Photocopy \$	Printing \$	Purchase of Material \$	Postage \$	Telephone \$	Travel \$	Solicitors' Fees \$	Legal Counsel Fees \$	Applicants' Litigation Costs \$	Computer Time \$	Other \$	TOTAL \$
Attorney-General's Department	2000	1000	1500	500	1000	742	0	7790	0	500	0	15032
Australian Hearing	0	0	0	0	0	0	14963	0	0	0	0	14963
Refugee Review Tribunal	2167	0	809	965	73	0	0	0	0	0	8322	12336
Department of Finance and Administration	110	110	0	18	18	2500	0	0	0	7650	0	10406
Australian Communications and Media Authority	50	0	0	50	0	1700	1642	0	0	2913	3850	10205
Medicare Australia	6	10	59	97	935	400	0	4040	0	3896	400	9843
Migration Review Tribunal	1085	0	437	935	85	0	0	0	0	0	7182	9724
Department of Finance and Deregulation	350	350	0	55	55	0	0	0	0	7650	0	8460
Food Standards Australia New Zealand	40	20	0	5	10	0	0	8288	0	0	0	8363
Indigenous Business Australia	500	0	0	70	50	0	7500	0	0	0	0	8120
National Library of Australia	85	0	0	95	0	0	7644	0	0	0	0	7824
Australian Customs Service	366	143	0	452	11	1147	0	0	0	1753	3855	7727
Department of Transport and Regional Services	63	10	0	50	11	0	0	0	49	0	7470	7653
Federal Court of Australia	20	10	0	10	0	0	7410	0	0	0	0	7450
Airservices Australia	839	0	282	660	264	0	0	0	0	4706	0	6751
Australian Crime Commission	0	0	0	0	0	0	6684	0	0	0	0	6684
Australian Electoral Commission	180	150	0	275	29	0	2983	0	0	0	3025	6642
Dept of Innovation, Industry, Science and Research	1000	700	0	150	250	0	0	0	0	2500	0	4600
Australian Trade Commission (Austrade)	20	20	100	25	15	0	3890	0	0	150	0	4220
Department of Resources, Energy and Tourism	500	0	0	30	20	0	0	3000	0	0	0	3550
Dept of the Environment, Water, Heritage and the Arts	1666	0	0	170	610	0	0	0	0	921	0	3367
National Archives of Australia	147	0	0	108	7	0	0	0	0	603	2475	3340
Commonwealth Ombudsman	500	0	0	50	0	2000	0	0	0	0	0	2550
Australian Sports Anti-Doping Authority	10	0	0	8	0	0	2346	0	0	0	0	2364
Office of the Workplace Ombudsman	557	0	0	108	0	0	1320	0	0	0	0	1985
Dept of the Environment and Water Resources	978	0	0	99	358	0	0	0	0	541	0	1976
Civil Aviation Safety Authority	500	0	0	400	200	0	0	0	0	750	0	1850
Office of the Federal Privacy Commissioner	500	0	0	100	150	0	0	0	0	1000	0	1750
Australian Maritime Safety Authority	490	0	0	175	0	0	0	0	0	840	0	1505
Dept of Infrastructure, Transport, Regional Dev and Local Govt	84	11	0	142	3	0	0	0	0	85	1100	1425

**Appendix M: Non-Labour Costs Reported by Agencies**

AGENCY	Photocopy \$	Printing \$	Purchase of Material \$	Postage \$	Telephone \$	Travel \$	Solicitors' Fees \$	Legal Counsel Fees \$	Applicants' Litigation Costs \$	Computer Time \$	Other \$	TOTAL \$
Minister for Families, Community Services and Indigenous Affairs	3	0	0	5	0	0	982	0	0	0	0	990
Defence Force Retirement and Death Benefits Authority	311	0	0	205	35	0	0	0	0	0	300	851
Department of Industry, Tourism and Resources	100	100	0	50	20	0	0	0	0	500	0	770
Military Super and Benefits Board of Trustees No. 1	177	0	0	205	30	0	0	0	0	0	300	712
National Capital Authority	10	0	0	2	0	0	0	600	0	100	0	712
Human Rights and Equal Opportunity Comm	587	0	0	82	10	0	0	0	0	4	0	683
Australian Prudential Regulation Authority	530	0	0	40	0	0	0	0	0	0	0	570
CSS Scheme (ARIA)	318	0	0	129	100	0	0	0	0	0	0	547
Australian Transaction Reports and Analysis Centre (AUSTRAC)	28	28	220	100	24	50	0	0	0	0	0	450
PSS Scheme	144	0	0	200	60	0	0	0	0	0	0	404
Comcare	400	0	0	0	0	0	0	0	0	0	0	400
Australian Public Service Commission	150	10	0	175	30	0	0	0	0	0	0	365
Prime Minister	78	0	0	104	169	0	0	0	0	0	0	351
Australian National University	40	0	0	25	0	0	0	0	0	250	0	315
Treasurer	230	0	0	35	0	0	0	0	0	0	0	265
Social Security Appeals Tribunal	200	0	0	20	30	0	0	0	0	0	0	250
Minister for Innovation, Industry, Science and Research	100	100	0	10	10	0	0	0	0	0	0	220
Wheat Export Authority	10	5	0	0	100	0	0	0	0	100	0	215
Insolvency and Trustee Service Australia	50	20	0	10	10	0	0	0	0	100	0	190
Minister for Education, Science and Training	135	11	0	6	15	0	0	0	0	0	0	167
Indigenous Land Corporation	20	0	0	5	5	0	80	0	0	5	0	115
Special Broadcasting Service Corporation	36	30	0	23	10	0	0	0	0	0	0	99
Australian Fisheries Management Authority	40	20	0	20	0	0	0	0	0	0	0	80
Australian Sports Commission	30	20	0	20	2	0	0	0	0	0	0	72
Administrative Appeals Tribunal	50	2	0	5	5	0	0	0	0	0	0	62
Australian Wine and Brandy Corporation	30	10	0	5	15	0	0	0	0	0	0	60
Australia Council for the Arts	0	15	0	0	10	0	0	0	0	25	0	50
Australian Film Commission	0	30	0	8	4	0	0	0	0	0	0	42
Aged Care Commissioner of Complaints	20	0	0	20	0	0	0	0	0	0	0	40
Australian Broadcasting Corporation	30	0	0	10	0	0	0	0	0	0	0	40

**Appendix M: Non-Labour Costs Reported by Agencies**

AGENCY	Photocopy \$	Printing \$	Purchase of Material \$	Postage \$	Telephone \$	Travel \$	Solicitors' Fees \$	Legal Counsel Fees \$	Applicants' Litigation Costs \$	Computer Time \$	Other \$	TOTAL \$
Family Court of Australia	20	10	0	5	5	0	0	0	0	0	0	40
National Health and Medical Research Council	9	0	0	30	0	0	0	0	0	0	0	39
Bureau of Meteorology	30	0	0	0	0	0	0	0	0	0	0	30
National Blood Authority	0	20	0	10	0	0	0	0	0	0	0	30
Veterans' Review Board	10	5	0	2	0	0	0	0	0	0	0	17
Commissioner for Superannuation	9	0	0	6	1	0	0	0	0	0	0	16
Private Health Insurance Administration Council	5	5	0	0	0	0	0	0	0	5	0	15
Aboriginal Hostels Limited	7	0	0	4	0	0	0	0	0	0	0	11
Australian Institute of Criminology	0	1	0	2	5	0	0	0	0	0	0	8
Office of the Official Secretary to the Governor-General	5	0	0	2	0	0	0	0	0	0	0	7
Australian Bureau of Statistics	0	0	0	3	0	0	0	0	0	0	0	3
<b>TOTAL</b>	<b>423,766</b>	<b>53,002</b>	<b>47,442</b>	<b>140,753</b>	<b>61,814</b>	<b>122,571</b>	<b>4,294,667</b>	<b>619,192</b>	<b>672</b>	<b>319,633</b>	<b>314,720</b>	<b>6,398,232</b>

## Appendix N: Agencies and Ministers subject to the FOI Act as at 1 July 2008\*

### AGRICULTURE, FISHERIES AND FORESTRY

Australian Fisheries Management Authority  
Australian Landcare Council  
Australian Pesticides and Veterinary Medicines Authority  
Australian Wine and Brandy Corporation  
Cotton Research and Development Corporation  
Dairy Adjustment Authority  
Department of Agriculture, Fisheries and Forestry  
Fisheries Research and Development Corporation  
Grains Research and Development Corporation  
Grape and Wine Research and Development Corporation  
Land and Water Australia  
Minister for Agriculture, Fisheries and Forestry  
National Rural Advisory Council  
Rural Industries Research and Development Corporation  
Statutory Fishing Rights Allocation Review Panel  
Sugar Research and Development Corporation  
Wheat Exports Australia

### ATTORNEY-GENERAL'S

Administrative Appeals Tribunal  
Administrative Review Council  
Admiralty Rules Committee  
Attorney-General  
Attorney-General's Department  
Australian Commission for Law Enforcement Integrity  
Australian Crime Commission  
Australian Customs Service  
Australian Federal Police  
Australian Human Rights Commission  
Australian Institute of Criminology  
Australian Law Reform Commission  
Australian Transaction Reports and Analysis Centre (AUSTRAC)  
Classification Board  
Classification Review Board  
Copyright Tribunal of Australia  
Criminology Research Council  
CrimTrac  
Defence Force Discipline Appeal Tribunal  
Director of Public Prosecutions  
Family Court of Australia  
Family Law Council  
Federal Court of Australia  
Federal Magistrates Court  
High Court of Australia  
Insolvency and Trustee Service Australia  
Minister for Home Affairs  
National Capital Authority  
National Native Title Tribunal  
Office of Film and Literature Classification  
Office of Parliamentary Counsel  
Solicitor-General

### BROADBAND, COMMUNICATIONS AND THE DIGITAL ECONOMY

Australian Broadcasting Corporation  
Australian Communications and Media Authority  
Australian Postal Corporation  
Department of Broadband, Communications and the Digital Economy  
Minister for Broadband, Communications and the Digital Economy  
Special Broadcasting Service Corporation

### CLIMATE CHANGE

Department of Climate Change  
Minister for Climate Change and Water  
Office of the Renewable Energy Regulator

### DEFENCE

Australian Defence Force Academy Consultative Council  
Australian Defence Human Research Ethics Committee  
Australian Military Court  
Australian Military Forces Relief Trust Fund  
Defence Families of Australia  
Defence Force Retirement and Death Benefits Authority  
Defence Housing Australia  
Defence Reserves Support Council  
Department of Defence  
Frontline Defence Services  
Military Superannuation and Benefits Board of Trustees No. 1  
Minister for Defence  
Minister for Defence Science and Personnel  
Parliamentary Secretary for Defence Procurement  
Parliamentary Secretary for Defence Support  
Royal Australian Air Force Veterans' Residences Trust Fund  
Royal Australian Air Force Welfare Trust Fund  
Royal Australian Navy Central Canteens Fund  
Royal Australian Navy Relief Trust Fund

### EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS

5 Central Committees established under the *Tradesmen's Rights Regulation Act 1946*  
Accreditation Decisions Review Committee  
Australian Fair Pay Commission  
Australian Industrial Registry  
Australian Industrial Relations Commission  
Australian National University  
Business Industry Higher Education Collaboration Council  
Coal Mining Industry (Long Service Leave Funding) Corporation  
Comcare

\* This list is based upon information provided by agencies. It may contain omissions or inaccuracies and should not be relied upon as an authoritative list.

## Appendix N: Agencies and Ministers subject to the FOI Act as at 1 July 2008\*

### **EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS (Continued)**

Defence Force Remuneration Tribunal  
Department of Education, Employment and Workplace  
Relations  
Minister for Education  
Minister for Employment and Workplace Relations  
Minister for Employment Participation  
Minister for Social Inclusion  
Minister for Youth  
Office of the Australian Building and Construction  
Commissioner  
Parliamentary Secretary for Early Childhood Education  
and Child Care  
Parliamentary Secretary for Social Inclusion and the  
Voluntary Sector  
Remuneration Tribunal  
Safety, Rehabilitation and Compensation Commission  
Seafarers Safety, Rehabilitation and Compensation  
Authority  
Workplace Authority  
Workplace Ombudsman  
Workplace Relations Ministerial Council

### **ENVIRONMENT, WATER, HERITAGE AND THE ARTS**

Australia Council for the Arts  
Australian Film, Television and Radio School  
Australian Heritage Council  
Australian National Maritime Museum  
Bundanon Trust  
Bureau of Meteorology  
Caring for our Country  
Department of the Environment, Water, Heritage and  
the Arts  
Director of National Parks  
Film Certification Advisory Board  
Great Barrier Reef Marine Park Authority  
Minister for the Environment, Heritage and the Arts  
Murray-Darling Basin Commission  
National Environment Protection Council  
National Environment Protection Council Service  
Corporation  
National Gallery of Australia  
National Library of Australia  
National Museum of Australia  
National Water Commission  
Public Lending Right Committee  
Screen Australia  
Sydney Harbour Federation Trust  
Water Efficiency Labelling and Standards Regulator

### **FAMILIES, HOUSING, COMMUNITY SERVICES AND INDIGENOUS AFFAIRS**

Aboriginal Benefit Account Advisory Committee  
Aboriginal Hostels Limited  
Department of Families, Housing, Community Services  
and Indigenous Affairs  
Equal Opportunity for Women in the Workplace  
Agency  
Indigenous Business Australia  
Indigenous Land Corporation  
Minister for Families, Housing, Community Services  
and Indigenous Affairs  
Minister for Housing  
Minister for the Status of Women  
Office of the Registrar of Indigenous Corporations  
Parliamentary Secretary for Disabilities and Children's  
Services  
Social Security Appeals Tribunal  
Torres Strait Regional Authority

### **FINANCE AND DEREGULATION**

Albury-Wodonga Development Corporation  
Australian Electoral Commission  
Australian Political Exchange Council  
Australian Procurement and Construction Ministerial  
Council  
Australian Reward Investment Alliance  
ComSuper  
Department of Finance and Deregulation  
Future Fund Management Agency  
Minister for Finance and Deregulation  
Parliamentary Retiring Allowances Trust  
Secretaries' Committee on ICT  
Special Minister of State

### **FOREIGN AFFAIRS AND TRADE**

Australian Centre for International Agricultural  
Research  
Australian Trade Commission (Austrade)  
Department of Foreign Affairs and Trade  
Export Finance and Insurance Corporation  
Minister for Foreign Affairs  
Minister for Trade  
Parliamentary Secretary for International Development  
Assistance  
Parliamentary Secretary for Pacific Island Affairs  
Parliamentary Secretary to the Minister for Trade

\* This list is based upon information provided by agencies. It may contain omissions or inaccuracies and should not be relied upon as an authoritative list.

## Appendix N: Agencies and Ministers subject to the FOI Act as at 1 July 2008\*

### HEALTH AND AGEING

Advisory Panel on the Marketing in Australia of Infant Formula  
Aged Care Commissioner  
Aged Care Funding Instrument Reference Group  
Ageing Consultative Committee  
Australia and New Zealand Food Regulation Ministerial Council  
Australian Commission on Safety and Quality in Health Care  
Australian Community Pharmacy Authority  
Australian Drug Evaluation Committee  
Australian Institute of Health and Welfare  
Australian National Council on Drugs  
Australian Population Health Development Principal Committee  
Australian Radiation Protection and Nuclear Safety Agency  
Australian Sports Anti-Doping Authority  
Australian Sports Commission  
Cancer Australia  
Complaints Resolution Panel  
Complementary Medicines Evaluation Committee  
Department of Health and Ageing  
Food Standards Australia New Zealand  
Gene Technology Ministerial Council  
Gene Technology Regulator  
General Practice Recognition Appeal Committee  
General Practice Recognition Eligibility Committee  
Hearing Services Consultative Committee  
Intergovernmental Committee on Drugs  
Medical Device Evaluation Committee  
Medical Services Advisory Committee  
Medicare Participation Review Committee  
Medicines Evaluation Committee  
Minister for Ageing  
Minister for Health and Ageing  
Minister for Sport  
Ministerial Advisory Committee on AIDS, Sexual Health and Hepatitis  
Ministerial Council on Drug Strategy  
National Blood Authority  
National Drugs and Poisons Schedule Committee  
National E-Health Transition Authority  
National Health and Medical Research Council  
National Industrial Chemicals Notification and Assessment Scheme  
National Pathology Accreditation Advisory Council  
Nuclear Safety Committee  
Parliamentary Secretary to the Minister for Health and Ageing  
Pathology Consultative Committee  
Pathology Services Table Committee  
Pharmaceutical Benefits Advisory Committee  
Pharmaceutical Benefits Pricing Authority  
Pharmaceutical Benefits Remuneration Tribunal  
Private Health Insurance Administration Council  
Private Health Insurance Ombudsman  
Professional Services Review

### HEALTH AND AGEING (Continued)

Prostheses and Devices Committee  
Quality Use of Pathology Committee  
Radiation Oncology Reform Implementation Committee  
Sport and Recreation Ministers' Council  
Therapeutic Goods Advertising Code Council  
Therapeutic Goods Committee

### HUMAN SERVICES

Australian Hearing Centrelink  
Department of Human Services  
Medicare Australia  
Minister for Human Services

### IMMIGRATION AND CITIZENSHIP

Department of Immigration and Citizenship  
Migration Review Tribunal  
Minister for Immigration and Citizenship  
Parliamentary Secretary for Multicultural Affairs and Settlement Services  
Refugee Review Tribunal

### INFRASTRUCTURE, TRANSPORT, REGIONAL DEVELOPMENT AND LOCAL GOVERNMENT

Airservices Australia  
Australian Maritime Safety Authority  
Civil Aviation Safety Authority  
Department of Infrastructure, Transport, Regional Development and Local Government  
Infrastructure Australia  
Minister for Infrastructure, Transport, Regional Development and Local Government  
Parliamentary Secretary for Regional Development and Northern Australia

### INNOVATION, INDUSTRY, SCIENCE AND RESEARCH

Anglo-Australian Telescope Board  
Australian Institute of Aboriginal and Torres Strait Islander Studies  
Australian Institute of Marine Science  
Australian Nuclear Science and Technology Organisation  
Australian Research Council  
Commonwealth Scientific and Industrial Research Organisation (CSIRO)  
Department of Innovation, Industry, Science and Research  
Designs Office  
Minister for Innovation, Industry, Science and Research  
Minister for Small Business, Independent Contractors and the Service Economy

\* This list is based upon information provided by agencies. It may contain omissions or inaccuracies and should not be relied upon as an authoritative list.

## Appendix N: Agencies and Ministers subject to the FOI Act as at 1 July 2008\*

### **INNOVATION, INDUSTRY, SCIENCE AND RESEARCH (Continued)**

Patent and Trade Marks Attorneys Disciplinary Tribunal  
Patent Office  
Plant Breeder's Rights Advisory Committee  
Professional Standards Board for Patent and Trade Marks Attorneys  
Trade Marks Office

### **PRIME MINISTER AND CABINET**

Australian Institute of Family Studies  
Australian Public Service Commission  
Cabinet Secretary  
Commonwealth Ombudsman  
Department of the Prime Minister and Cabinet  
Merit Protection Commissioner  
National Archives of Australia  
Office of the Federal Privacy Commissioner  
Office of the Official Secretary to the Governor-General  
Parliamentary Secretary to the Prime Minister  
Prime Minister

### **RESOURCES, ENERGY AND TOURISM**

Department of Resources, Energy and Tourism  
Geoscience Australia  
Minister for Resources and Energy  
Minister for Tourism  
National Offshore Petroleum Safety Authority  
Offshore Minerals Joint Authority  
Tourism Australia

### **TREASURY**

Assistant Treasurer  
Auditing and Assurance Standards Board  
Australian Accounting Standards Board  
Australian Bureau of Statistics  
Australian Competition and Consumer Commission  
Australian Competition Tribunal  
Australian Office of Financial Management  
Australian Prudential Regulation Authority  
Australian Securities and Investments Commission  
Australian Statistics Advisory Council  
Australian Taxation Office  
Commonwealth Grants Commission  
Companies Auditors and Liquidators Disciplinary Board  
Corporations and Markets Advisory Committee  
Department of the Treasury  
Financial Reporting Council  
Inspector-General of Taxation  
Minister for Competition Policy and Consumer Affairs  
Minister for Superannuation and Corporate Law  
National Competition Council  
Productivity Commission

### **TREASURY (Continued)**

Reserve Bank of Australia  
Superannuation Complaints Tribunal  
Tax Agents' Board (NSW)  
Tax Agents' Board (VIC)  
Tax Agents' Board (QLD)  
Tax Agents' Board (SA)  
Tax Agents' Board (WA)  
Tax Agents' Board (TAS)  
Treasurer

### **VETERANS' AFFAIRS**

Australian War Memorial  
Department of Veterans' Affairs  
Military Rehabilitation and Compensation Commission  
Minister for Veterans' Affairs  
Repatriation Commission  
Repatriation Medical Authority  
Specialist Medical Review Council  
Veterans' Review Board

\* This list is based upon information provided by agencies. It may contain omissions or inaccuracies and should not be relied upon as an authoritative list.

**Appendix O: Summary of FOI requests by type and processing costs - 2000–01 to 2007–08\***

<b>Items</b>	<b>2000–01</b>	<b>2001–02</b>	<b>2002–03</b>	<b>2003–04</b>	<b>2004–05</b>	<b>2005–06</b>	<b>2006–07</b>	<b>2007–08</b>
<b>Personal Requests</b>								
%	89.67	89.87	91.90	91.19	91.04	84.64	86.76	85.06
Number	31,777	33,403	38,120	38,870	35,748	35,066	33,625	24,684
Change	N/A	1,626	4,717	750	-3,122	-682	-1,441	-8,941
<b>Other Requests</b>								
%	10.33	10.13	8.10	8.81	8.96	15.36	13.32	14.94
Number	3,662	3,766	3,361	3,757	3,517	6,364	5,162	4,335
Change	N/A	104	-405	396	-240	2,847	-1,202	-827
<b>Total Requests</b>								
Number	35,439	37,169	41,481	42,627	39,265	41,430	38,757	29,019
Change	N/A	1,730	4,312	1,146	-3,362	2,165	-2,673	-9,738

\*For the reasons set out in paragraph 3.7 of this report, pre-2006–07 total costs are no longer strictly comparable with post-2005–06 equivalents.

