



FREEDOM OF INFORMATION ACT 1982

ANNUAL REPORT 1999–2000

*Annual Report by the Attorney-General to the
Parliament on the Operation of the Act*

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MINISTER'S INTRODUCTION

I am pleased to present the 18th annual report on the operation of the *Freedom of Information Act 1982* ('FOI Act').

The statistics in this report indicate the high rate at which FOI access requests are granted, continuing the trend from previous years. The report shows that in 1999–2000, 77 per cent of access requests were granted in full and almost 18 per cent of requests were partially granted.

I am also pleased to announce that a Freedom of Information Home Page has been established on the Internet. The FOI Home Page contains a range of useful FOI reference material for both agencies and members of the public including:

- the FOI Act and Regulations;
- general information on the operation of the FOI Act and how to make an FOI request;
- FOI research aids;
- FOI Memoranda and past AAT Decision Summaries;
- FOI Annual Reports; and
- links to other FOI Internet sites.

The FOI Home Page will be updated by my Department as new material becomes available.

The Internet address of the FOI Home Page is: <http://www.law.gov.au/foi>

DARYL WILLIAMS

October 2000

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CHAPTER 1

ACTIVITY UNDER THE FOI ACT

INTRODUCTION

1.1 This chapter examines the use made of the FOI Act during the reporting year 1 July 1999 to 30 June 2000 and the responses by agencies to requests made under the FOI Act.

1.2 Subsection 93(3) of the FOI Act requires that this report 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 applications to the Administrative Appeals Tribunal; and
- fees and charges collected.

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-L.

REQUESTS RECEIVED

Types of requests reported

1.3 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 provides that, where an agency has established procedures for giving employees or former employees access to their personnel records, the employee or former employee must first use those procedures. The 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. Where requests do not satisfy the requirements of section 15, agencies must assist the

applicant in making a request which does satisfy the requirements. 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 and not a maximum standard for access to information and, therefore, giving access to information outside the Act is consistent with the intention of the Act to promote open government.

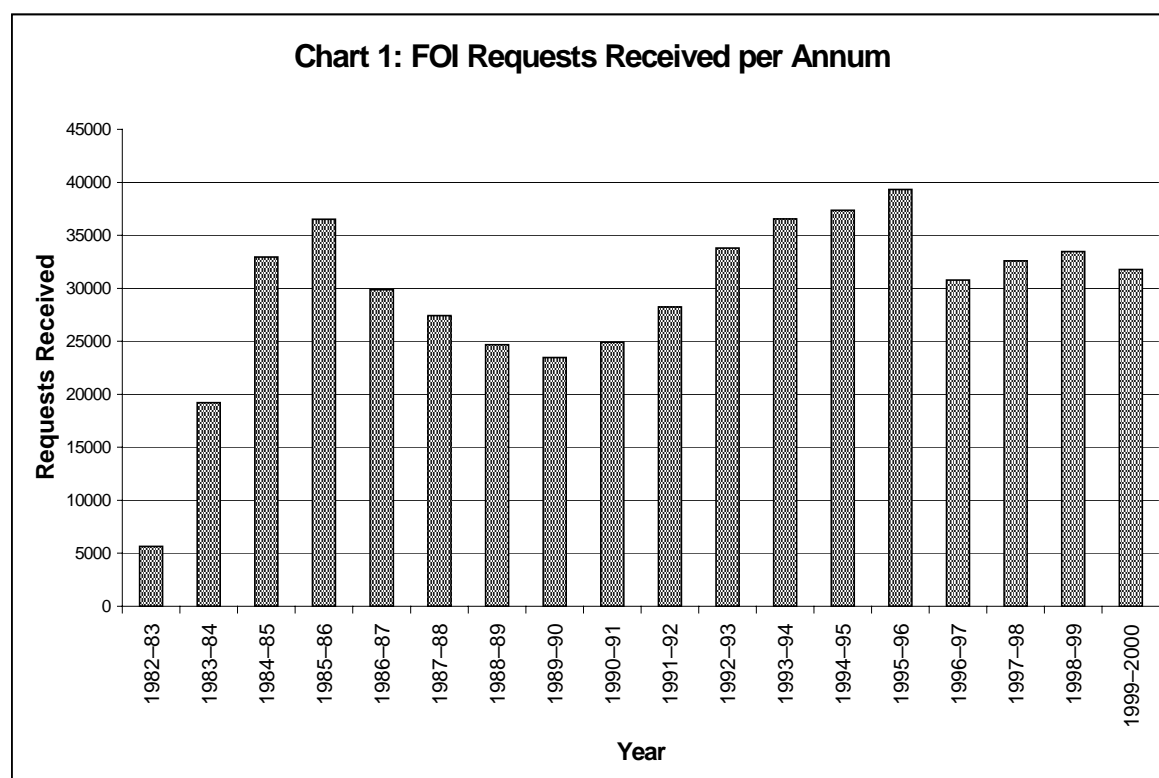
Number of requests received

1.4 During the year a total of 31,784 requests were received, a decrease of 1,700 (5.08%) compared with 1998–99. The number of agencies receiving requests increased from 82 in 1998–99 to 83 in 1999–2000. Appendix A provides details of requests received by agencies for the reporting year. Table 1 provides a comparison of requests received in the last three years.

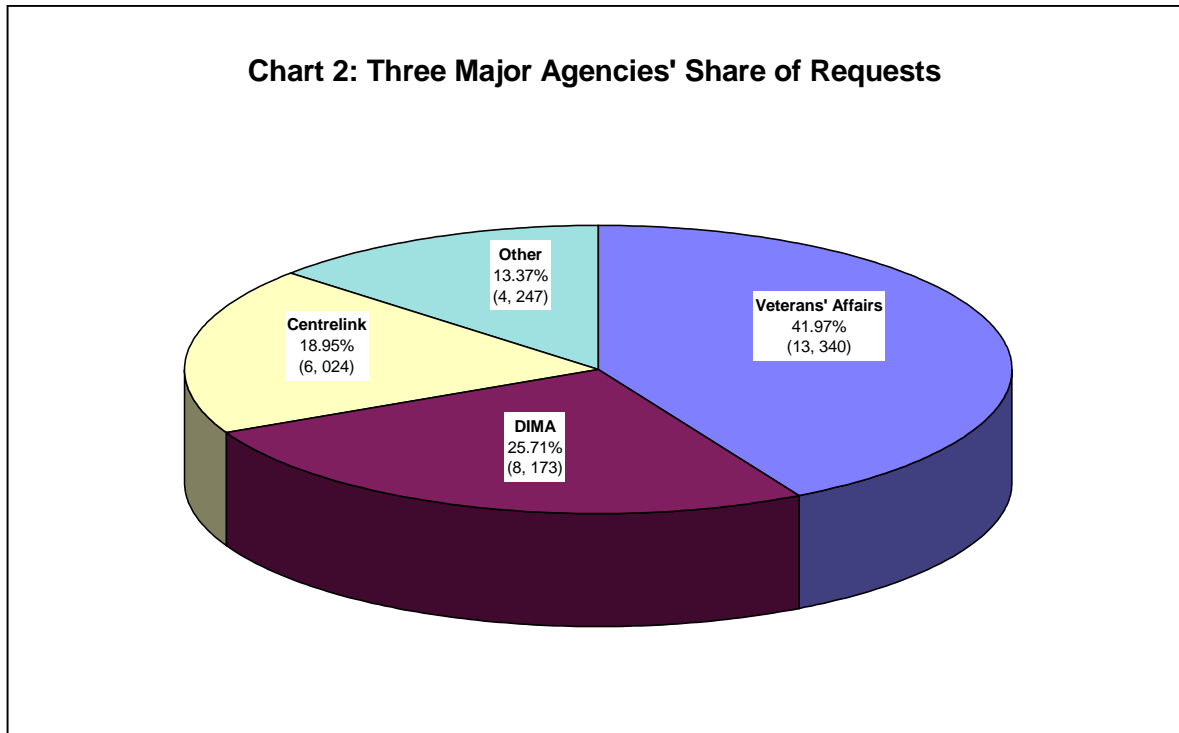
TABLE 1 – FOI Access Requests

	1997–98	1998–99	1999–2000
Requests	32,590	33,484	31,784

1.5 Between the date of commencement of the FOI Act on 1 December 1982 and 30 June 2000, Commonwealth agencies received a total of 565,219 access requests. Chart 1 shows the total number of access requests made for each year since the commencement of the Act. It should be noted that in 1982–83 the Act operated for seven months only.



1.6 The Departments of Veterans’ Affairs, and Immigration and Multicultural Affairs continue to receive the majority of requests, as well as Centrelink. Commonly, requests made to these agencies are from clients seeking access to documents containing their own personal information. Chart 2 shows the share of those agencies of the total number of requests received by all agencies this year.



1.7 As in recent years, the Department of Veterans’ Affairs (DVA) received the largest number of requests. It did, however, record a decrease of 1,374 requests from the previous year. The decrease in the number of requests to DVA appears to be due to a reduction in the number of requests for documents in relation to applications for a Gold Health Treatment Card for Australian Veterans. Centrelink recorded a decrease of 436 requests. This was due to more documents being directly provided to people without the requirement for those people to use the formal FOI process. The Department of Immigration and Multicultural Affairs recorded an increase of 360 requests from the previous year. The Department of Family and Community Services (FACS) experienced an increase of 145 requests due to the fact that some areas of the Department of Health and Aged Care have moved to FACS.

1.8 Agencies’ share of requests fall sharply after the top three. The top 20 agencies for the reporting year are shown in Table 2 together with shares this year compared to last year and the actual variation of request numbers from the previous year.

TABLE 2 – Top 20 Agencies : Access Requests Received

AGENCY	1999–2000	%	1998–99	%	Variation
Department of Veterans' Affairs	13340	41.97	14714	43.95	-1374
Dept of Immigration & Multicultural Affairs	8173	25.71	7813	23.34	360
Centrelink	6024	18.95	6460	19.29	-436
Refugee Review Tribunal	942	2.96	982	2.93	-40
Trade Marks Office	635	2.00	727	2.17	-92
Australian Taxation Office	417	1.31	452	1.35	-35
Dept of Family & Community Services	229	0.72	84	0.25	145
Telstra Corporation Limited	163	0.51	117	0.35	46
Department of Defence	161	0.51	185	0.55	-24
Patents Office	152	0.48	109	0.33	43
Australian Federal Police	133	0.42	159	0.47	-26
Civil Aviation Safety Authority	112	0.35	124	0.37	-12
*CSS Board	96	0.30	–	–	–
Dept of Empl, W/Relation and S/Business	93	0.29	84	0.25	9
Department of Health and Aged Care	74	0.23	114	0.34	-40
*Military Superannuation and Benefits Board of Trustees No. 1	67	0.21	–	–	–
Dept of Transport & Regional Services	53	0.17	74	0.22	-21
Department of Foreign Affairs & Trade	51	0.16	65	0.19	-14
*PSS Board	49	0.15	–	–	–
=Attorney-General's Department	48	0.15	97	0.29	-49
=*Australian Securities and Investments Commission	48	0.15	–	–	–
Top 20	31060	97.72	32722	97.72	-1662
Remaining Agencies	724	2.28	762	2.28	-38
TOTAL	31784	100.00	33484	100.00	-1700

* Denotes an agency not listed as among the Top 20 agencies for 1998–99

= Denotes an agency that finished in equal position at No. 20 for 1999–2000

1.9 Of the 83 agencies receiving requests this year:

- 38 agencies (45.8%) received 10 or less requests;
- 22 agencies (26.5%) received between 11 and 40 requests;
- 11 agencies (13.3%) received between 41 and 100 requests;
- 9 agencies (10.8%) received between 101 and 1,000 requests; and
- 3 agencies (3.6%) received more than 1,000 requests.

FOI ACCESS REQUESTS DETERMINED 1999–2000

1.10 Based on the figures provided by agencies and reproduced in the Appendices, the number of requests in the year under report:

• on hand at beginning of year was	2143 ¹
• received was	31784 ²
• requiring determination was	33927 ³
• determined was	30312 ⁴
• withdrawn was	1176 ⁵
• transferred in whole was	275 ⁶
• finalised in total was	31763 ⁷
• on hand at end of year was	2164 ⁸

1.11 Table 3 shows FOI access decision-making in 1999–2000 compared with the previous year.

TABLE 3 – FOI Access Requests Determined

DECISION	1998–99	%	1999–2000	%
Granted in Full	25086	79.55	23412	77.24
Granted in Part	4971	15.76	5449	17.97
Refused	1478	4.69	1451	4.79
TOTAL	31535	100.00	30312	100.00

1.12 The number of requests granted in full has decreased by 1,674 while the number of requests granted in part has increased by 478. The number of requests determined has decreased by 1,223 (3.88%) which can be attributed to the decrease in requests received for 1999–2000. The number of requests granted in full or in part, or refused, for each agency are set out in Appendix B.

¹ See 'On Hand 1st July' in Appendix A. The 2143 figure reported is 95 less than requests reported as on hand at the end of the 1998–99 financial year. This reflects revised figures provided by agencies. The problem with the transition between reporting periods occurs each year.

² See 'Total Requests Received' in Appendix A.

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

⁴ See 'Total Determined' in Appendix B. The number of requests determined is the sum of requests granted in full, requests granted in part and requests refused.

⁵ See 'Withdrawn' in Appendix B.

⁶ See 'Transferred in Whole' in Appendix B.

⁷ See 'Requests Finalised' in Appendix A. The number of requests finalised in total is the sum of requests determined, withdrawn and transferred in whole.

⁸ See 'On Hand 30th June' in Appendix A. The number of requests on hand at end of year is the result of the number of requests finalised in total subtracted from the number of requests requiring determination.

1.13 Table 4 shows decision-making by the 20 agencies that received the most access requests in the year under report. The high grant rate of many of those agencies is to be expected because the majority of requests are from clients seeking access to documents containing their own personal information.

TABLE 4 – Determination of Requests by the Top 20 Agencies

AGENCY	Granted in Full	%	Granted in Part	%	Refused	%
Department of Veterans' Affairs	12861	99.57	29	0.22	26	0.20
Dept of Immigration & Multicultural Affairs	4741	62.11	2519	33.00	373	4.89
Centrelink	3667	60.99	1713	28.49	632	10.51
Refugee Review Tribunal	669	80.7	147	17.73	13	1.57
Trade Marks Office	424	65.23	226	34.77	0	0
Patents Office	120	94.49	6	4.72	1	0.79
CSS Board	92	95.83	2	2.08	2	2.08
Australian Taxation Office	80	23.32	159	46.36	104	30.32
Department of Defence	79	55.63	46	32.39	17	11.97
Telstra Corporation Limited	72	48.65	28	18.92	48	32.43
Civil Aviation Safety Authority	70	67.31	21	20.19	13	12.50
Military Superannuation & Benefits Board of Trustees No. 1	66	98.51	0	0	1	1.49
PSS Board	47	95.92	2	4.08	0	0
Defence Force Retirement and Death Benefits (DFRDB) Authority	41	91.11	1	2.22	3	6.67
Dept of Family & Community Services	35	21.08	118	71.08	13	7.83
Australian Federal Police	26	22.41	60	51.72	30	25.86
Dept of Employment, Workplace Relations & Small Business	26	35.62	25	34.25	22	30.14
Australian Customs Service	20	41.67	14	29.17	14	29.17
Comcare	19	65.52	6	20.69	4	13.79
Aboriginal and Torres Strait Islander Commission	17	45.95	17	45.95	3	8.11
Top 20	23172	76.45	5139	16.95	1319	4.35
Remaining Agencies	240	0.79	310	1.02	132	0.44
TOTAL	23412	77.24	5449	17.97	1451	4.79

1.14 Table 5 shows those 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	%
Department of Veterans’ Affairs	12916	12861	99.57
Military Superannuation & Benefits Board of Trustees No. 1	67	66	98.51
PSS Board	49	47	95.92
CSS Board	96	92	95.83
Patents Office	127	120	94.49
Defence Force Retirement & Death Benefits (DFRDB) Authority	45	41	91.11

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

TABLE 6 – Agencies with Less than 50% ‘Granted in Full’ Rate

AGENCY	Requests Determined	Granted In Full	%
Telstra Corporation Limited	148	72	48.65
Aboriginal and Torres Strait Islander Comm	37	17	45.95
Airservices Australia	24	11	45.83
Great Barrier Reef Marine Park Authority	11	5	45.45
Australian Customs Service	48	20	41.67
Dept of Finance & Administration	31	12	38.71
Department of Treasury	24	9	37.50
Department of Employment, Workplace Relations and Small Business	73	26	35.62
Australia Post	23	8	34.78
Australian Securities and Investments Comm	42	13	30.95
Australian Taxation Office	343	80	23.32
Dept of Industry Science and Resources	13	3	23.08
Australian Federal Police	116	26	22.41
CSIRO	27	6	22.22
Dept of Health and Aged Care	61	13	21.31
Dept of Family and Community Services	166	35	21.08
Dept of Foreign Affairs & Trade	43	9	20.93
Attorney-General’s Department	20	4	20.00
Dept of the Prime Minister and Cabinet	20	4	20.00
Dept of Environment & Heritage	11	2	18.18
Health Insurance Commission	11	2	18.18
Dept of Education, Training & Youth Affairs	17	3	17.65
Dept of Transport and Regional Services	52	7	13.46
C’wealth Director of Public Prosecutions	13	1	7.69

TIME TAKEN TO RESPOND TO FOI ACCESS REQUESTS

1.16 An agency which, or a Minister who, receives a request which satisfies the requirements of section 15 must comply with it 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 parties), the agency or Minister is required to consult with the relevant third party in accordance with sections 26A, 27 or 27A 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.

1.17 In addition to consultation requirements, other factors which have been identified as resulting in response times exceeding 30 days are: (a) untimely transfers having occurred between agencies; and (b) agreement between an agency and an FOI applicant to a time limit which exceeds 30 days.

1.18 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. Appendix C provides full details of response times for agencies.

TABLE 7 – Response Times : FOI Access Requests

Response Time	1998–99	%	1999–2000	%
0–30 Days	24184	76.69	23269	76.77
31–60 Days	5186	16.44	4738	15.63
61–90 Days	1261	4.00	1055	3.48
Over 90 Days	904	2.87	1250	4.12
TOTAL	31535	100.00	30312	100.00

1.19 Table 7 shows that the percentages for most response time categories this year are similar to the percentages to those recorded last year. However, there has been an increase in the response time for the ‘Over 90 Days’ category. The total of 30312 for 1999–2000 corresponds with the total requests determined in Table 3.

1.20 Table 8 shows those agencies which notified more than 20 decisions on access for the period of 31–60 days, together with the proportion which those decisions represent of the total number of decisions notified by those agencies during the year.

TABLE 8 – Response Time : 31–60 Days

AGENCY	Total Requests Determined	31–60 days	%
Department of Veterans’ Affairs	12916	1445	11.19
Dept of Immigration & Multicultural Affairs	7633	1834	24.03
Centrelink	6012	952	15.83
Australian Taxation Office	343	100	29.15
Dept of Family & Community Services	166	55	33.13
Refugee Review Tribunal	829	30	3.62
Civil Aviation Safety Authority	104	28	26.92
Telstra Corporation Limited	148	26	17.57
Department of Defence	142	26	18.31

1.21 Table 9 shows those agencies which notified 10 or more access decisions for the period of 61–90 days.

TABLE 9 – Response Time : 61–90 Days

AGENCY	Total Requests Determined	61–90 days	%
Dept of Immigration & Multicultural Affairs	7633	543	7.11
Centrelink	6012	217	3.61
Department of Veterans' Affairs	12916	135	1.05
Australian Taxation Office	343	19	5.54
Dept of Family & Community Services	166	18	10.84
Dept of Health & Aged Care	61	13	21.31
Civil Aviation Safety Authority	104	10	9.62

1.22 Table 10 shows those agencies which notified decisions on access beyond 90 days of the request being received.

TABLE 10 – Response Time: Greater than 90 Days

AGENCY	Total Requests Determined	Greater than 90 days	%
Centrelink	6012	525	8.73
Department of Immigration and Multicultural Affairs	7633	522	6.84
Department of Veterans' Affairs	12916	68	0.53
Department of Defence	142	35	24.65
Australian Taxation Office	343	15	4.37
Department of Family and Community Services	166	14	8.43
Department of Health and Aged Care	61	10	16.39
Department of the Prime Minister and Cabinet	20	6	30.00
Department of Agriculture, Fisheries and Forestry Australia	19	5	26.32
Department of Foreign Affairs and Trade	43	5	11.63
Refugee Review Tribunal	829	5	0.60
Civil Aviation Safety Authority	104	5	4.81
Human Rights and Equal Opportunity Commission	28	4	14.29
Australian Customs Service	48	3	6.25
Department of Transport and Regional Services	52	3	5.77
Department of Employment, Workplace Relations and Small Business	73	2	2.74
AusIndustry	8	2	25.00
Department of the Environment and Heritage	11	2	18.18
Great Barrier Reef Marine Park Authority	11	2	18.18
Aboriginal and Torres Strait Islander Commission	37	2	5.41
Australian Maritime Safety Authority	13	2	15.38
Department of Treasury	24	2	8.33
Attorney-General's Department	20	1	5.00

TABLE 10 Continued

AGENCY	Total Requests Determined	Greater than 90 days	%
Department of Communications, Information Technology and the Arts	9	1	11.11
Telstra Corporation Limited	148	1	0.68
Military Superannuation and Benefits Board of Trustees No.1	67	1	0.68
Australian Electoral Commission	3	1	33.33
Department of Finance and Administration	31	1	3.23
Health Insurance Commission	11	1	9.09
CSIRO	27	1	3.70
Department of Industry, Science and Resources	13	1	7.69
Australian Heritage Commission	4	1	25.00
Reserve Bank of Australia	2	1	50.00

TRANSFER OF REQUESTS

1.23 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. Agencies can transfer requests where they do not hold the documents being sought, or where the subject matter of the request is more closely connected to the functions of another agency. Only 275 requests (0.87% of all requests received) were transferred in whole during the year. These transfers were effected by 26 agencies. It is possible to transfer part of a request to another agency, however, statistics are not collected on the number of requests partially transferred.

AMENDMENT OF PERSONAL RECORDS

1.24 Part V 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.

1.25 During the reporting year, 313 requests for amendment of personal records were received by eight agencies, representing an increase of 19.01% on the requests for the previous reporting year. Appendices H, I and J set out full details of agencies' determination of requests for amendment of records. Table 11 compares the pattern of amendment of personal records decision-making this reporting year with the previous reporting year.

TABLE 11 – Determination of FOI Requests for Amendment of Personal Records Received During the Reporting Year

DETERMINATION	1998–99	%	1999–2000	%
Grant-Alter Record	78	35.3	97	49.0
Grant-Notate Record	20	9.0	14	7.1
Grant-Alter & Notate Record	19	8.6	5	2.5
Refuse	104	47.1	82	41.4
TOTAL DETERMINED	221	100.00	198	100.00
Matters Not Determined	42		115	

RESPONSE TIME FOR REQUESTS FOR AMENDMENT OF PERSONAL RECORDS

1.26 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 three specified time periods. Table 12 summarises response times for all agencies receiving requests for amendment of personal records during the reporting period.

TABLE 12 – Response Times : Amendment of Personal Records

RESPONSE TIME	No. of Requests	% of Total
0–30 Days	50	19.08
31–60 Days	39	14.89
Over 60 Days	173	66.03
TOTAL	262	100.00

FEES AND CHARGES

1.27 The 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 1.31 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 the requestor is seeking access to his or her own income support documents. Agencies use discretion in deciding to remit application fees and to not impose charges on any relevant ground, 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.

1.28 Table 13 shows the amounts collected by agencies which together collected more than 85% of all fees and charges revenue.

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

AGENCY	Requests	Total Fees Collected \$	Charges Collected \$	Total Fees & Charges Collected \$	Average Collected/Request \$
Dept of Immigration and Multicultural Affairs	8173	191380	276	191656	23.45
Australian Taxation Office	417	9986	40713	50699	121.58
Trade Marks Office	635	15287	27358	42645	67.16
Australian Federal Police	133	2090	19239	21329	160.37
Civil Aviation Safety Authority	112	3210	7178	10388	92.75
Dept of Veterans' Affairs	13340	8190	349	8539	0.64
Patents Office	152	3780	4370	8150	53.62
Dept of Health and Aged Care	74	1940	6147	8087	109.28
Dept of Transport and Regional Services	53	1410	6047	7457	140.70
AusIndustry	8	320	5965	6285	785.63
Dept of Finance and Administration	39	1140	4744	5884	150.87
Australian Competition & Consumer Commission	12	300	5182	5482	456.83
Reserve Bank of Australia	2	0	5093	5093	2546.50
Subtotal	23150	239033	132661	371694	16.06
Remaining Agencies	8634	22479	40988	63467	7.35
TOTAL	31784	261512	173649	435161	13.70

Fees

1.29 During the year a total of \$261,512 was collected in respect of application fees. Of that total, \$256,172 was collected in respect of initial processing. This means that agencies collected initial application fees for the equivalent of 8539 (26.87%) requests. A total of \$5,340 in internal review application fees was collected. Application fees account for 60.10% of total FOI revenue collected.

Charges

1.30 Agencies notified a total of \$552,038 in charges, but collected only \$173,649 (31.46%) of those charges. Where agencies decide that an applicant is liable to pay a charge in respect of the processing of the request, the agency must under section 29 of the FOI Act 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 has asked 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.

1.31 During the year under report:

- charges were notified in respect of 1516 requests, or 4.77% of the total requests received;
- the total amount of fees and charges collected was \$435,161, a decrease of 2.55% on the amount collected in the previous reporting year;
- an average of \$13.70 in fees and charges was collected in respect of each request received, an increase of 2.70% on the amount collected in 1998–99;
- the average amount of charges collected (not including application fees) per request where charges were notified was \$114.54, an increase of \$3.44 (3.10%) over the previous year; and
- the total amount collected represented 3.10% of the total cost of the FOI Act (see Chapter 3 and Appendix K for further information on the total cost of the FOI Act).

CHAPTER 2

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: first, internal review by the agency; then external merits review by the Administrative Appeals Tribunal (the Tribunal); followed by appeals on possible errors of law to the Federal Court or High Court. In addition, provision is made for complaints 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 direct 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 decisions 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 in various circumstances 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, with the consequences which may follow in terms of changed results. 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 direct to the Tribunal.

2.6 In the year under report, 314 applications were made for internal review of agency decisions on access requests (see Appendix E), 60 of which were apparently on hand at the end of the reporting period. Applicants challenged just 4.6% of adverse agency decisions on access requests (ie. those decisions to refuse access to documents or to grant access in part – see Table 3 in Chapter 1). Agencies made 236 decisions on internal review, with 143 (60.6%) of those decisions affirming the original decision and 93 (39.4%) decisions resulting in some concession by agencies to applicants, and 18 applications were withdrawn.

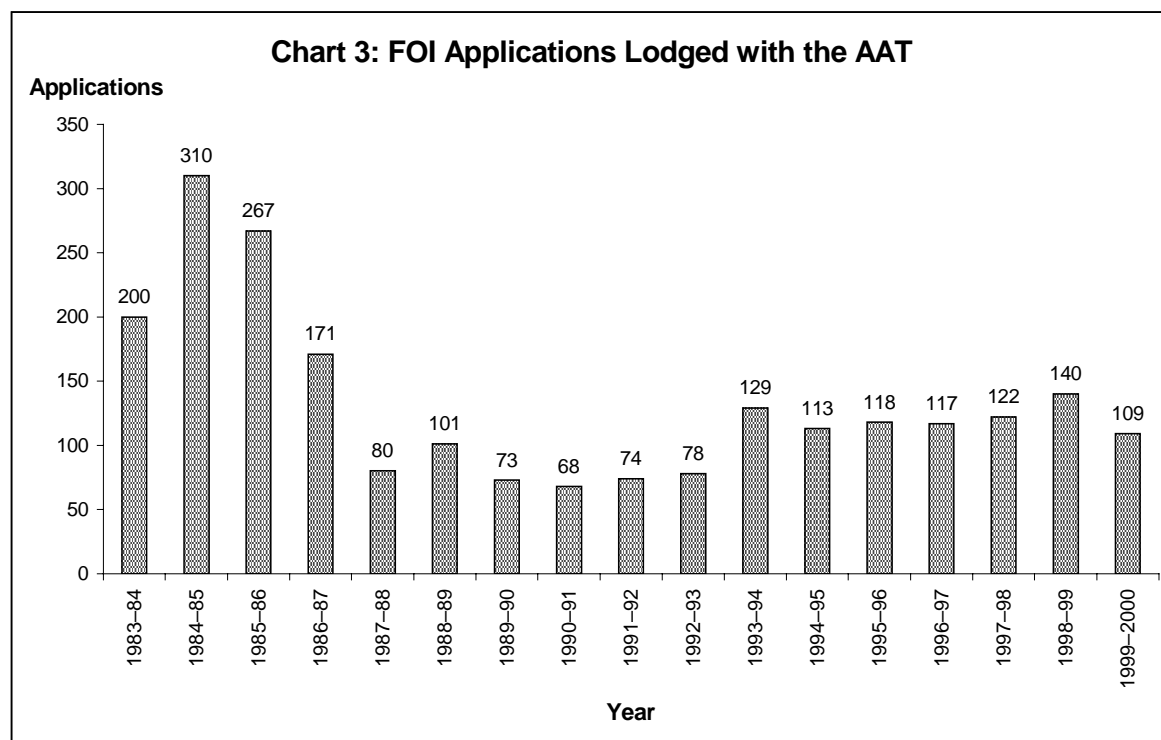
2.7 There were eight applications for internal review of decisions concerning amendment of personal records (see Appendix I). Agencies made 10 decisions on internal review, with eight decisions affirming the original decision and two decisions amending records.

ADMINISTRATIVE APPEALS TRIBUNAL

2.8 In external merit reviews (setting aside its recommendatory role in relation to conclusive certificates), the 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' (*Better Decisions: review of Commonwealth Merits Review Tribunals*, September 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 (subsection 58(2), FOI Act). The Tribunal's decision may be appealed, in relation to errors of law only, to the Federal Court. 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). Consequently, the fee rose to \$526 from 1 July 2000.

2.9 Chart 3 shows the number of FOI applications recorded by the Tribunal each year. Appendix F contains applications and results as reported by agencies. As in the previous year, there is a considerable discrepancy between the number of applications reported by agencies (73 – see Appendix F) and that reported by the

Tribunal (109 – see Appendix G). The figures recorded by agencies and the Tribunal show the situation in relation to the discrepancy has improved compared with that reported at paragraph 6.10 in the 1995–96 Report. The possible reasons for such discrepancies were canvassed in detail in the 1994–95 Report at paragraph 4.7. The Tribunal’s figures are clearly more accurate as a picture of the external appeals figures. Appendix G to this year’s report provides a breakdown of application numbers in Tribunal FOI matters as drawn from Tribunal case data.



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

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

Registry	Current at 30 June 1999	Lodged 1999-2000	Decided 1999-2000	Current at 30 June 2000
NSW	32	44	41	35
VIC	20	14	20	14
QLD	24	20	28	16
SA	1	4	4	1
WA	11	17	14	14
TAS	1	0	0	1
ACT	7	10	12	5
NT	0	0	0	0
TOTAL	96	109	119	86

2.11 Table 15 shows a breakdown of the outcome of decided applications to the Administrative Appeal Tribunal. This material has been provided by the Administrative Appeals Tribunal.

TABLE 15 – Outcome of Decided Applications to the Administrative Appeals Tribunal : 1999–2000

BY CONSENT	Total	BY DECISION	Total	OTHER	Total
Affirmed	0	Set Aside	11	Delisted	0
Set Aside	11	Varied	6	Transferred	0
Varied	4	Remitted	0	No Fee Paid	2
Remitted	0	Affirmed	21	Other	5
Dismissed/Withdrawn ⁹	44	No Jurisdiction	6		
		Dismissed ¹⁰	9		

OMBUDSMAN

2.12 During the year the Commonwealth Ombudsman received 260 complaints about FOI matters (this represents an increase of 2.77% from 253 in the previous year). The complaints comprised 0.82% of the total number of FOI requests made during the year. Details of FOI complaints to the Ombudsman are contained in Annual Reports of the Commonwealth Ombudsman.

2.13 The Ombudsman has a statutory role under the FOI Act to review complaints about the handling of FOI requests by Commonwealth agencies.

2.14 In his 1998–99 Annual Report, the Ombudsman reported on an own motion inquiry which he conducted into agencies' administration of the FOI Act. The inquiry resulted from a trend in complaints to the Ombudsman which had indicated that there were certain administrative problems in the handling of FOI requests. The Ombudsman's report, entitled *Needs to Know*, was released on 3 June 1999. The Ombudsman's investigation revealed problems in the recording of FOI decisions and probable misuses of the exemption provisions in some instances to avoid disclosure of information, particularly in those agencies which are more likely to receive requests about government policy matters.

⁹ Includes matters dismissed at the request of the applicant under subsections 42A(1A) and (1B).

¹⁰ Includes matters dismissed under sections 42B (frivolous or vexatious), 42A(2) (non-appearance), 42A(4) (non-reviewable) and 42A(5) (failure to comply with a direction of the Tribunal).

2.15 The Ombudsman's report made a range of recommendations designed to reinforce the principles and provisions contained in the FOI Act, and to help agencies improve their compliance with the FOI Act through better administration. The Ombudsman's report recommended a number of possible improvements in agency FOI practices. The Attorney-General has agreed to Recommendation 11 of the Ombudsman's report, which is that when reporting, agencies will distinguish between FOI requests for personal and non-personal information. To implement this recommendation, the Attorney-General's Department is collecting relevant statistics for inclusion in the 2000-01 FOI Annual Report. The Attorney-General's Department has also implemented Recommendation 9, which is that the Attorney-General's Department make FOI Memoranda and Decision Summaries available on its Internet site (see paragraph 4.4 of this Annual Report for further information on the FOI Home Page). Other recommendations suggesting certain action which might be taken by the Attorney-General's Department in relation to its responsibilities in administering the FOI Act are under consideration.

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 1999–2000 are contained in Appendices K and L. For the purposes of calculating the costs of administering the FOI Act, agencies were required to provide an estimate of the staff years expended 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 on hours spent by officers on FOI matters and other non-labour costs incurred.

TOTAL COST

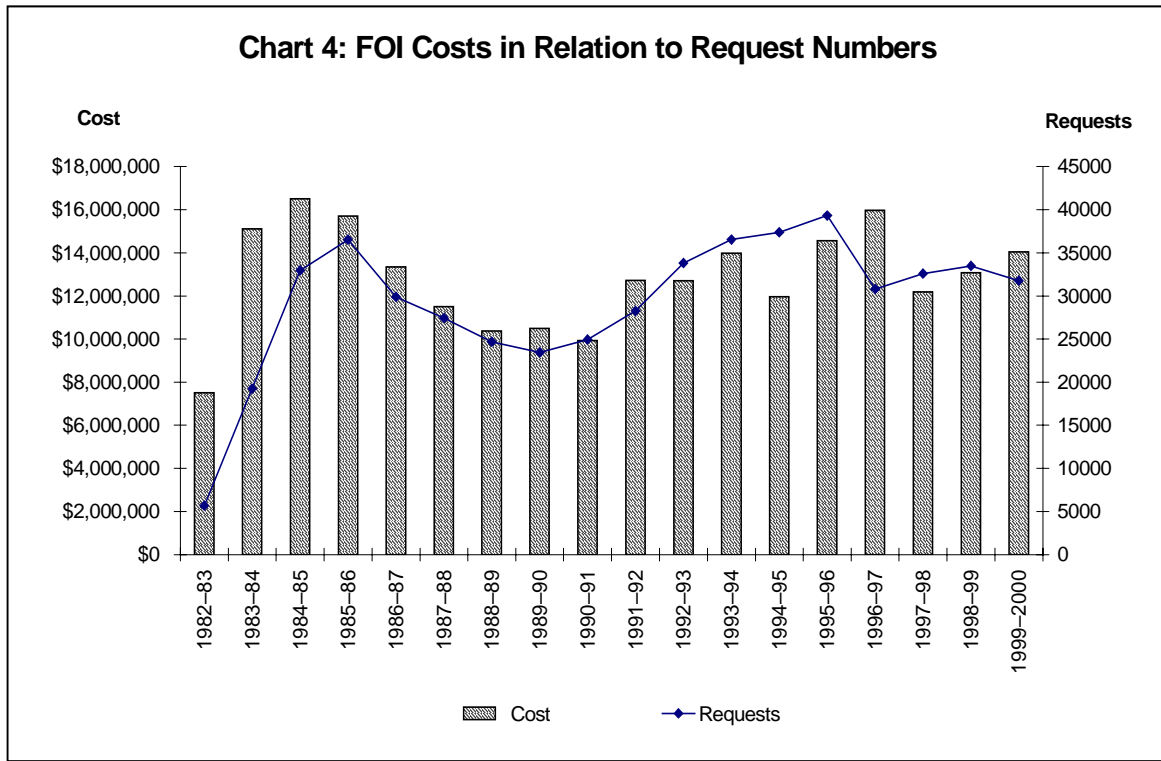
3.3 The total reported cost attributable to the FOI Act during 1999–2000 was \$14,035,394 which is an increase of \$969,365 (7.42%) on the previous year. The comparative yearly cost figures since the commencement of the Act are shown in Table 16.

TABLE 16 – Comparative Yearly Cost of FOI

<u>Year</u>	<u>Total Cost</u>	<u>Year</u>	<u>Total Cost</u>	<u>Year</u>	<u>Total Cost</u>
1982–83*	\$7,502,355	1988–89	\$10,373,321	1994–95	\$11,955,482
1983–84	\$15,106,511	1989–90	\$10,494,376	1995–96	\$14,564,562
1984–85	\$16,496,961	1990–91	\$9,921,772	1996–97	\$15,972,950
1985–86	\$15,711,889	1991–92	\$12,723,097	1997–98	\$12,191,478
1986–87	\$13,336,864	1992–93	\$12,702,329	1998–99	\$13,066,029
1987–88	\$11,506,931	1993–94	\$13,977,360	1999–2000	\$14,035,394

*(7 months only)

3.4 Chart 4 shows the relation of total costs to request numbers received for each year since the commencement of the Act. Table 22 sets out costs comparisons from 1993–94 to 1999–2000.



COST OF FOI FOR 1999–2000

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:

- (1) spent 0–75% of their time on FOI work; and
- (2) spent 75–100% 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 this and the previous period are shown in Table 17.

TABLE 17 – Total FOI Staffing

	1998–99	1999–2000
Total Staff 75–100% time on FOI matters	121	109
Total Staff 0–75% time on FOI matters	1819	1790
Total staff years	156.06	164.30

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, details of which are provided in Table 18. As the level at which decisions and reviews are taken differs between agencies, the following annual salaries were applied¹¹:

- Officers whose duties included FOI work \$43,994¹²
- Other officers involved in processing requests
 - SES officers (or equivalent) \$0¹³
 - APS Level 6 & Executive Levels 1–2 \$62,740¹⁴
- Support staff (APS Levels 1–5) \$35,982¹⁵
- Minister's Office
 - Minister and advisers \$75,463¹⁶
 - Minister's support staff \$35,982¹⁷

¹¹ The *Workplace Relations Act 1996* instituted new arrangements for determining salaries for employees of agencies. Separate determinations have been made in respect of employees of different agencies. As the current salary levels differ among agencies, a decision was made to use an average of the salary levels of the four agencies that recorded the highest total FOI costs (as contained in Appendix K). This reflects the best assessment of salary levels.

¹² Equivalent to the top increment of an Australian Public Service Level 5 as at 30 June 2000.

¹³ A relevant salary figure for Senior Executive Service officers is unavailable because agencies were unable to provide this information. In addition, it is understood that salary levels for SES officers differ markedly so it would not be possible to determine an applicable salary figure.

¹⁴ Equivalent to the top increment of an Executive Level 1 as at 30 June 2000.

¹⁵ Equivalent to the top increment of an Australian Public Service Level 3 as at 30 June 2000.

¹⁶ Equivalent to the top increment of an Executive Level 2 as at 30 June 2000.

¹⁷ Equivalent to the top increment of an Australian Public Service Level 3 as at 30 June 2000.

TABLE 18 – Estimated Staff Costs of Freedom of Information

	Staff-Years	Salary Costs (\$)	Related Costs (60%) (\$)	Total Staff Costs (\$)
Officers whose duties included FOI work	124.78	5,489,571	3,293,742	8,783,313
<i>Other officers involved in processing requests:</i>				
– SES	3.24	0*	0*	0*
– APS Level 6 & Executive Levels 1–2	26.72	1,676,413	1,005,848	2,682,261
<i>Support Staff</i>				
– APS Levels 1–5	9.48	341,109	204,665	545,774
<i>Ministerial Staff</i>				
– Minister and advisers	0.06	4,528	2,717	7,245
– Minister's support staff	0.02	720	432	1,152
Total	164.30	7,512,341	4,507,404	12,019,745

* See Footnote 13.

3.7 Compared with 1998–99, Table 18 represents a decrease of 2.36 staff years (1.86%) for the category titled 'Officers whose duties included FOI work'. There has been a decrease in staff years of 5.11 (61.20%) for SES involved in processing requests, and an increase of 14.37 staff years (116.36%) for APS Levels 6 & Executive Levels 1–2 involved in processing requests.

Identified non-staff expenditure

3.8 Non-staff costs directly attributable to FOI are summarised in Table 19 with full agency details in Appendix L. Overall, non-labour costs increased by \$504,650. Of the 11 categories in Table 19, six showed an increase compared to 1998–99, the largest being 'Legal counsel fees' which increased by \$310,452. The biggest decrease by category was in 'Computer time' costs, which fell by \$25,799.

TABLE 19 – Identified Non-Staff Costs

Item	1998–99 \$	1999–2000 \$
Photocopying	251,575	256,132
Printing	16,278	10,996
Purchase of material	8,737	8,069
Postage	73,744	81,989
Telephone	109,837	99,505
Travel	72,734	121,575
Solicitors' fees	660,438	789,246
Legal counsel fees	126,751	437,203
Applicants' litigation costs	820	0
Computer time	163,664	137,865
Other	26,421	73,069
Total	1,510,999	2,015,649

Administration

3.9 Appendix K summarises the costs of all agencies that spent 0.01 or more staff years on FOI matters or reported a non-labour cost. The following paragraphs relate only to agencies appearing in Appendix K. As in previous years, Appendix K reveals marked differences between agencies in so far as the average staff days per request and the average cost per request are concerned. The average staff days per request (where this was reported) ranged from 0.09 to 62.07 with the overall average being 1.38. 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 requests made to them in contrast to the smaller policy orientated agencies which may deal with fewer, but more complex, requests.

3.10 The average cost per request ranged from \$3 for the Federal Court of Australia and the Designs Office to \$40,454 for the Reserve Bank of Australia. The average cost for 11 agencies was less than \$200 per request, as shown in Table 20.

TABLE 20 – Agencies with Average Cost per Request Less than \$200

AGENCY	Average Cost	Requests
Federal Court of Australia	\$3	2
Designs Office	\$3	9
High Court of Australia	\$8	2
Patents Office	\$29	152
Department of Veterans' Affairs	\$78	13340
Refugee Review Tribunal	\$132	942
Superannuation Complaints Tribunal	\$168	3
CSS Board	\$175	96
Australian Communications Authority	\$184	17
PSS Board	\$195	49
Trade Marks Office	\$199	635

3.11 The average cost for five agencies was higher than \$10,000 per request, as shown in Table 20. Last year, six agencies recorded an average cost per request of greater than \$10,000.

TABLE 21 – Agencies with Average Cost per Request Higher than \$10,000

AGENCY	Average Cost	Requests
CSIRO	\$10,375	31
Dept of Industry, Science and Resources	\$10,709	18
Australian Nuclear Science and Technical Org	\$15,324	3
Australian Competition & Consumer Commission	\$22,206	12
Reserve Bank of Australia	\$40,454	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 Act. Internal review costs may constitute a considerable component of overall costs, as internal review is usually conducted by the principal officer or other very senior officers. In addition, some agencies received requests which were resource intensive either by their volume or complexity.

3.13 The costs would further increase where the decision on the request was the subject of an application to the AAT. As in previous years, AAT appeals have involved senior officers, where, for instance, they may have given oral evidence at a hearing, or have prepared affidavit evidence.

COST COMPARISON FROM 1993-94 TO 1999-2000

3.14 The costs and the number of requests received from 1993-94 to 1999-2000 are listed in Table 22.

TABLE 22 – Average Cost per Request

Period	Requests Received	Total Cost	Average Cost per Request¹⁸
1993-94	36,547	\$13,977,360	\$382
1994-95	37,367	\$11,955,482	\$320
1995-96	39,327	\$14,564,562	\$370
1996-97	30,788	\$15,972,950	\$519
1997-98	32,590	\$12,191,478	\$374
1998-99	33,484	\$13,066,029	\$390
1999-2000	31,784	\$14,035,394	\$442

¹⁸ This figure is calculated by dividing the total for Requests Received into Total Cost. The Average Cost per Request figure in Table 22 may differ for some periods from the Average Cost per Request figure in Appendix K because Appendix K records only requests received from agencies which spent 0.01 or more staff years on FOI matters or reported a non-labour cost. Consequently, in some years the Requests Received figure in Appendix K may be less than the Requests Received figure in Table 22.

CHAPTER 4

ADMINISTRATION OF THE FOI ACT

INTRODUCTION

4.1 This chapter reports action taken during the year under report 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 which the FOI Act confers.

CO-ORDINATION AND ADMINISTRATION OF THE FOI ACT

4.2 Each agency is responsible for meeting its own obligations under the FOI Act. The Attorney-General and, on his behalf, the Information Law Branch (ILB) of the Attorney-General's Department, is responsible for the general administration of the FOI Act.

4.3 In the year under report, the work of ILB included legal, policy and administrative advising regarding the FOI Act. Although each agency is responsible for its decisions made under the FOI Act, agencies often seek the advice of the Attorney-General's Department in relation to legal, policy and procedural matters arising from particular requests. ILB provides both oral and written advice.

MEASURES TO ASSIST AGENCIES TO COMPLY WITH THE FOI ACT

FOI Home Page

4.4 The Attorney-General's Department has established a Freedom of Information Home Page. The FOI Home Page is located at: <http://www.law.gov.au/foi>

The FOI Home Page contains a range of FOI material including:

- the FOI Act and Regulations;
- general information on the operation of the FOI Act and how to make an FOI request;

- FOI research aids;
- FOI Memoranda and past FOI Decision Summaries;
- FOI Annual Reports; and
- links to other FOI sites.

MEASURES TO ASSIST THE PUBLIC

FOI Home Page

4.5 The Attorney-General's Department Internet FOI Home Page is located at: <http://www.law.gov.au/foi>

FOI pamphlet

4.6 The Attorney-General's Department has produced a general information pamphlet on FOI, copies of which may be obtained from the Department and from most Commonwealth departments and agencies. The pamphlet is also available on the Attorney-General's Department FOI Home Page at: <http://www.law.gov.au/foi>

FOI Annual Report

4.7 This Annual Report on the Operation of the *Freedom of Information Act 1982* is also available on the Attorney-General's Department FOI Home Page at: <http://www.law.gov.au/foi>

Section 8 statements

4.8 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 conjunction with the Annual Report of the agency or of the portfolio department to which the agency relates.

Section 9 statements

4.9 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 three-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 the section 9 statements.

4.10 Section 9 statements are held in all National Archives reading rooms and the dates to which the statements are correct are set out in Table 23. However, it is apparent that a number of agencies in Table 23 are not subject to the FOI Act because those agencies have in fact 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, as provided by agencies, is at Appendix M.

TABLE 23 – Section 9 Statements held by the National Archives of Australia as at 7 September 2000

AGENCY	CORRECT TO
Albury-Wodonga Development Corporation	25 February 1999
Attorney-General's	29 April 1999
AUSTEL	2 February 1995
Australia Council	1 August 1995
Australian Broadcasting Authority	31 January 1995
Australian Broadcasting Corporation	May 1995
Australian Bureau of Statistics	July 1999
Australian Statistics Advisory Council	July 1999
Australian Competition and Consumer Commission	27 June 1997
Australian Customs Service	18 March 1997
Australian Institute of Aboriginal & Torres Strait Islander Studies	June 1995
Australian Institute of Marine Science	11 March 1998
Australian Maritime Safety Authority	June 2000
Australian National Botanical Gardens	1 March 1987
Australian Postal Corporation	30 December 1995
Australian Prudential Regulation Authority	1 September 1999
Australian Securities Commission	May 1997
Australian Taxation Office	2 January 1996
Canberra National Memorials Committee	1 March 1987
Civil Aviation Safety Authority	July 1996
Commonwealth Ombudsman	7 October 1998
CSIRO	7 June 2000
Communications, Information Technology and the Arts	31 July 1999
Defence	October 1999
Employment, Education and Training	1 August 1992
Employment, Workplace Relations and Small Business	June 2000
Environment and Heritage	15 November 1999
Finance and Administration	30 June 1999
Foreign Affairs and Trade	31 December 1999
Great Barrier Reef Consultative Authority	1 March 1987

TABLE 23 Continued

AGENCY	CORRECT TO
Health and Family Services	July 1997
Health Insurance Commission	9 July 1999
Housing and Regional Development	30 December 1995
Immigration and Multicultural Affairs	26 June 1996
Industry, Science and Resources	25 October 1999
National Competition Council	2 June 1997
National Library of Australia	17 June 1997
National Museum of Australia	17 June 1997
Prime Minister & Cabinet	December 1998
Public Service and Merit Protection Commission	March 2000
Reserve Bank of Australia	9 November 1998
Royal Australian Mint	13 June 1997
Social Security	27 March 1997
Spectrum Management Agency	31 July 1996
Superannuation Complaints Tribunal	7 July 1999
Tourism	30 June 1995
Transport and Regional Services	30 June 1999
Treasury	26 October 1999
Veterans' Affairs	31 May 2000

MONITORING FOI DECISION-MAKING AND WORKLOAD

Extent of reporting

4.11 Section 93 requires statistics to be provided to the Attorney-General's Department by agencies. These statistics are used by the Attorney-General, as the Minister administering the Act, in compiling this Annual Report to Parliament on the FOI Act.

Frequency of reporting

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

Inadequacy of statistical collection

4.13 Deficiencies in the reporting practices of some agencies are part of the reason for this Annual Report's statistical inconsistencies. Unfortunately, the overall quality of statistical information provided by agencies is of a mixed standard. While some agencies make the effort necessary to record accurate statistics to the extent of installing software packages to accomplish this end, this does not apply to the majority of agencies. In some cases there is no centralised collection of statistics.

4.14 The Attorney-General's Department has undertaken some activities to improve the quality of statistical information. It has developed an Internet-hosted database system for the electronic lodgment of statistics. The system incorporates checks in the data entry to ensure that data is correctly calculated. As a result of the system, agencies are now able to enter their own FOI statistics via the Internet. The new system has made it easier for agencies to provide statistics. Those agencies that do not have Internet access are still able to submit paper-based returns and ILB staff input those returns. In addition to this initiative, a stocktake of the list of agencies and Ministers subject to the FOI Act was undertaken in order to improve the comprehensiveness of the list.

CHAPTER 5

AMENDMENT OF THE FOI ACT

INTRODUCTION

5.1 During the reporting year there were no major amendments to Commonwealth freedom of information legislation but there were minor amendments to the FOI Act.

AMENDMENT OF THE FOI ACT

5.2 The *Statute Stocktake Act 1999* (Act No. 118, 1999) amended Schedule 3 of the FOI Act by deleting the references to “*Gift Duty Assessment Act 1941*, subsections 10(2) and (5)” and “*Stevedoring Industry Charge Assessment Act 1947*, subsections 10(2) and (5)”. These amendments resulted from the repeal of the *Gift Duty Assessment Act 1941* and the *Stevedoring Industry Charge Assessment Act 1947*.

5.3 The *Public Employment (Consequential and Transitional) Amendment Act 1999* (Act No. 146, 1999) amended the item relating to the National Health and Medical Research Council in Division 1 of Part II of Schedule 2 by omitting “officers, or employees, within the meaning of the *Public Service Act 1922*” and substituting “persons appointed or engaged under the *Public Service Act 1999*”. This amendment resulted from the repeal of the *Public Service Act 1922* and the passage of the Public Service Bill 1999.

5.4 The *Australian Security Intelligence Organisation Legislation Amendment Act 1999* (Act No. 161, 1999) amended the following provisions of the FOI Act: subsection 7(2A), Part I of Schedule 2 (reference to Australian Security Intelligence Organization), and Schedule 3 (reference to *Australian Security Intelligence Organization Act 1979*). These amendments resulted from the changed spelling of ‘Organization’ to ‘Organisation’ in “Australian Security Intelligence Organisation”.

5.5 The *A New Tax System (Indirect Tax and Consequential Amendments) Act 1999* (Act No. 176, 1999) inserted “*Taxation Administration Act 1953*, section 68” into Schedule 3 of the FOI Act.

5.6 The *Federal Magistrates (Consequential Amendments) Act 1999* (Act No. 194, 1999) amended section 64 of the FOI Act by adding new subsections (7) and (8). These amendments resulted from the Federal Magistrates Court being able to hear appeals from the Administrative Appeals Tribunal.

5.7 The *Ministers of State and Other Legislation Amendment Act 2000* (Act No. 1, 2000) repealed the definition of “Minister” in subsection 4(1) of the FOI Act. This amendment resulted from the repeal of the *Parliamentary Secretaries Act 1980*.

Request Numbers

Appendix A: Request Numbers

AGENCY	On Hand 1st July	Requests Received From Applicant	Requests on Transfer	Total Requests Received	% of Total All Agncs Reqsts Recd	Requests Finalised	On Hand 30th June
AGRICULTURE, FISHERIES AND FORESTRY AUSTRALIA							
Australian Dairy Corporation	0	1	0	1	0	1	0
Australian Dried Fruits Board	0	0	0	0	0	0	0
Australian Fisheries Management Authority	1	4	0	4	0.01	5	0
Australian Horticultural Corporation	0	0	0	0	0	0	0
Australian Pork Corporation	0	0	0	0	0	0	0
Australian Wine and Brandy Corporation	0	1	0	1	0	1	0
Australian Wool Research and Promotion Organisation	0	0	0	0	0	0	0
Cotton Research and Development Corporation	0	0	0	0	0	0	0
Dairy Research and Development Corporation	0	0	0	0	0	0	0
Department of Agriculture, Fisheries and Forestry Australia	7	19	0	19	0.06	24	2
Dried Fruits Research and Development Council	0	0	0	0	0	0	0
Fisheries Research and Development Corporation	0	0	0	0	0	0	0
Grains Research and Development Corporation	0	0	0	0	0	0	0
Grape and Wine Research and Development Corporation	0	0	0	0	0	0	0
Horticultural Research & Development Corporation	0	0	0	0	0	0	0
Land and Water Resources Research & Development Corporation	0	0	0	0	0	0	0
Minister for Agriculture, Fisheries and Forestry	0	0	0	0	0	0	0
Minister for Forestry and Conservation	0	0	0	0	0	0	0
Murray-Darling Basin Commission	0	0	0	0	0	0	0
National Registration Authority for Agricultural & Veterinary Chemicals	1	7	0	7	0.02	4	4
National Rural Advisory Council	0	0	0	0	0	0	0
Pig Research and Development Corporation	0	0	0	0	0	0	0

Request Numbers

AGENCY	On Hand 1st July	Requests Received From Applicant	Requests on Transfer	Total Requests Received	% of Total All Agncs Reqsts Recd	Requests Finalised	On Hand 30th June
Plant Breeder Rights Advisory Committee	0	0	0	0	0	0	0
Rural Industries Research and Development Corporation	0	0	0	0	0	0	0
Snowy Mountains Hydro-Electric Authority	0	1	0	1	0	0	1
Sugar Research & Development Corporation	0	0	0	0	0	0	0
Tobacco Research & Development Corporation	0	0	0	0	0	0	0
ATTORNEY-GENERAL'S							
Administrative Appeals Tribunal	1	3	0	3	0.01	4	0
Administrative Review Council	0	0	0	0	0	0	0
Attorney-General's Department	11	46	2	48	0.15	54	5
Australian Customs Service	9	46	1	47	0.15	52	4
Australian Federal Police	17	127	6	133	0.42	133	17
Australian Law Reform Commission	0	0	0	0	0	0	0
Australian Protective Service	0	4	0	4	0.01	4	0
Australian Transaction Reports and Analysis Centre (AUSTRAC)	0	6	0	6	0.02	6	0
Classification Review Board	0	0	0	0	0	0	0
Commonwealth Director of Public Prosecutions	0	16	0	16	0.05	15	1
Copyright Tribunal	0	0	0	0	0	0	0
Defence Force Discipline Appeal Tribunal	0	0	0	0	0	0	0
Family Court of Australia	1	5	0	5	0.02	6	0
Family Law Council	0	0	0	0	0	0	0
Federal Court of Australia	0	2	0	2	0.01	2	0
Federal Police Disciplinary Tribunal	0	0	0	0	0	0	0
High Court of Australia	0	2	0	2	0.01	2	0
Human Rights and Equal Opportunity Commission	6	31	0	31	0.10	30	7
Minister for Justice and Customs	0	0	0	0	0	0	0
National Native Title Tribunal	0	0	0	0	0	0	0
Office of Film and Literature Classification	0	2	0	2	0.01	2	0
Office of Parliamentary Counsel	0	2	0	2	0.01	2	0

Request Numbers

AGENCY	On Hand 1st July	Requests Received From Applicant	Requests on Transfer	Total Requests Received	% of Total All Agncs Reqsts Recd	Requests Finalised	On Hand 30th June
COMMUNICATIONS, INFORMATION TECHNOLOGY AND THE ARTS							
Australia Council	0	1	0	1	0	1	0
Australia Post	0	25	0	25	0.08	24	1
Australian Broadcasting Authority	3	7	0	7	0.02	8	2
Australian Broadcasting Corporation	1	4	0	4	0.01	5	0
Australian Communications Authority	0	17	0	17	0.05	17	0
Australian Film Commission	0	2	0	2	0.01	1	1
Australian Film, Television and Radio School	0	0	0	0	0	0	0
Australian National Maritime Museum	0	0	0	0	0	0	0
Department of Communications, Information Technology and the Arts	1	11	0	11	0.03	10	2
National Archives of Australia	0	0	0	0	0	0	0
National Gallery of Australia	0	6	0	6	0.02	5	1
National Library of Australia	0	0	0	0	0	0	0
National Musuem of Australia	0	0	0	0	0	0	0
National Science and Technology Centre	0	0	0	0	0	0	0
ScreenSound Australia-National Screen and Sound Archive	0	1	0	1	0	1	0
Special Broadcasting Service	0	3	0	3	0.01	3	0
Telstra Corporation Limited	11	162	1	163	0.51	169	5
DEFENCE							
Army and Air Force Canteen Service Board T/A Frontline Defence Service	0	0	0	0	0	0	0
Defence Force Retirement and Death Benefits (DFRDB) Authority	1	45	0	45	0.14	46	0
Defence Housing Authority	0	0	0	0	0	0	0
Department of Defence	49	157	4	161	0.51	159	51
Military Superannuation and Benefits Board of Trustees No.1	0	66	1	67	0.21	67	0
Minister Assisting the Minister for Defence	0	0	0	0	0	0	0
Minister for Defence	0	1	0	1	0	1	0
RAAF Veterans' Residences Trust	0	0	0	0	0	0	0
RAAF Welfare Trust Fund	0	0	0	0	0	0	0
RAN Relief Trust Fund	0	0	0	0	0	0	0
Trustees of the Australian Military Forces Relief Trust Fund	0	0	0	0	0	0	0

Request Numbers

AGENCY	On Hand 1st July	Requests Received From Applicant	Requests on Transfer	Total Requests Received	% of Total All Agncs Reqsts Recd	Requests Finalised	On Hand 30th June
EDUCATION, TRAINING AND YOUTH AFFAIRS							
Anglo-Australian Telescope Board	0	0	0	0	0	0	0
Australian Maritime College	0	0	0	0	0	0	0
Australian National Training Authority	0	0	0	0	0	0	0
Australian National University	0	7	0	7	0	6	1
Department of Education, Training and Youth Affairs	3	20	2	22	0.07	23	2
EMPLOYMENT, WORKPLACE RELATIONS & SMALL BUSINESS							
Australian Industrial Relations Commission/Aust'n Industrial Registry	0	0	0	0	0	0	0
Comcare	2	31	2	33	0.10	33	2
Defence Force Remuneration Tribunal	0	0	0	0	0	0	0
Department of Employment, Workplace Relations and Small Business	8	78	15	93	0.29	95	6
Equal Opportunity for Women in the Workplace Agency	0	0	0	0	0	0	0
National Occupational Health and Safety Commission	0	2	0	2	0.01	2	0
Seafarers Rehabilitation and Compensation Authority	0	0	0	0	0	0	0
ENVIRONMENT AND HERITAGE							
Australian Heritage Commission	1	3	0	3	0.01	4	0
Bureau of Meterology	0	0	0	0	0	0	0
Department of the Environment and Heritage	6	15	0	15	0.05	16	5
Great Barrier Reef Marine Park Authority	7	14	2	16	0.05	17	6
FAMILY AND COMMUNITY SERVICES							
Australian Institute of Family Studies	0	0	0	0	0	0	0
Centrelink	507	6023	1	6024	18.95	6198	333
Department of Family and Community Services	7	227	2	229	0.72	185	51
Social Security Appeals Tribunal	0	3	0	3	0.01	3	0

Request Numbers

AGENCY	On Hand 1st July	Requests Received From Applicant	Requests on Transfer	Total Requests Received	% of Total All Agncs Reqsts Recd	Requests Finalised	On Hand 30th June
IMMIGRATION AND MULTICULTURAL AFFAIRS							
Department of Immigration and Multicultural Affairs	828	8097	76	8173	25.71	8062	939
Refugee Review Tribunal	31	611	331	942	2.96	955	18
INDUSTRY, SCIENCE AND RESOURCES							
AusIndustry	2	8	0	8	0.03	9	1
Australian Institute of Marine Science	0	0	0	0	0	0	0
Australian Nuclear Science and Technical Organisation	0	3	0	3	0.01	1	2
Australian Sports Drug Agency	0	0	0	0	0	0	0
Australian Tourist Commission	0	0	0	0	0	0	0
CSIRO	2	29	2	31	0.10	29	4
Department of Industry, Science and Resources	9	17	1	18	0.06	18	9
Designs Office	0	9	0	9	0.03	9	0
Joint Coal Board	0	0	0	0	0	0	0
Minister for Sport and Tourism	0	0	0	0	0	0	0
National Standards Commission	0	0	0	0	0	0	0
Offshore Minerals Joint Authority - All States	0	0	0	0	0	0	0
Patents Office	3	152	0	152	0.48	153	2
Professional Standards Board for Patent & Trade Marks Attorneys	0	0	0	0	0	0	0
Trade Marks Office	23	635	0	635	2.00	655	3
PRIME MINISTER AND CABINET							
Aboriginal and Torres Strait Islander Commission	7	33	2	35	0.11	40	2
Australian Institute of Aboriginal and Torres Strait Islander Studies	0	0	0	0	0	0	0
Commonwealth Ombudsman	2	20	1	21	0.07	20	3
Department of the Prime Minister and Cabinet	8	21	2	23	0.07	28	3
Merit Protection Commissioner	0	1	0	1	0	1	0
Official Secretary to the Governor-General	0	0	0	0	0	0	0
Public Service and Merit Protection Commission	1	3	1	4	0.01	5	0

Request Numbers

AGENCY	On Hand 1st July	Requests Received From Applicant	Requests on Transfer	Total Requests Received	% of Total All Agncs Reqsts Recd	Requests Finalised	On Hand 30th June
TRANSPORT AND REGIONAL							
Airservices Australia	8	24	3	27	0.08	34	1
Albury-Wodonga Development Corporation	0	0	0	0	0	0	0
Australian Maritime Safety Authority	0	15	1	16	0.05	16	0
Civil Aviation Safety Authority	22	108	4	112	0.35	122	12
Department of Transport and Regional Services	17	45	8	53	0.17	62	8
National Capital Authority	0	0	0	0	0	0	0
TREASURY							
Australian Accounting Standards Board	0	0	0	0	0	0	0
Australian Bureau of Statistics	0	2	0	2	0.01	2	0
Australian Competition and Consumer Commission	2	11	1	12	0.04	13	1
Australian Competition Tribunal	0	0	0	0	0	0	0
Australian Prudential Regulation Authority	2	18	1	19	0.06	19	2
Australian Securities and Investments Commission	10	48	0	48	0.15	53	5
Australian Statistics Advisory Council	0	0	0	0	0	0	0
Australian Taxation Office	75	416	1	417	1.31	406	86
Companies and Securities Advisory Committee	0	0	0	0	0	0	0
Department of Treasury	7	28	8	36	0.11	34	9
National Competition Council	0	0	0	0	0	0	0
Productivity Commission	0	0	1	1	0	1	0
Reserve Bank of Australia	1	1	1	2	0.01	3	0
Superannuation Complaints Tribunal	0	2	1	3	0.01	2	1
Tax Agents' Board (SA)	0	0	0	0	0	0	0
Tax Agents' Board (Tas)	0	0	0	0	0	0	0
Tax Agents' Board (Vic)	0	0	0	0	0	0	0
Tax Agents' Board (WA)	0	0	0	0	0	0	0
Treasurer's Office	0	0	0	0	0	0	0
VETERANS' AFFAIRS							
Australian War Memorial	0	0	0	0	0	0	0
Department of Veterans' Affairs	379	13337	3	13340	41.97	13222	497
Director of Australian War Graves	0	0	0	0	0	0	0
Minister for Veterans' Affairs	0	0	0	0	0	0	0
Repatriation Commission	0	0	0	0	0	0	0
Veterans' Review Board	0	3	0	3	0.01	3	0
TOTAL	2143	31290	494	31784	100	31763	2164

Action on Requests

Appendix B: Action on Requests

AGENCY	Granted in Full	% of Total	Granted in Part	% of Total	Access Refused	% of Total	Transferred in Whole	Withdrawn	Total Determined
AGRICULTURE, FISHERIES AND FORESTRY AUSTRALIA									
Australian Dairy Corporation	0	0	0	0	1	100	0	0	1
Australian Fisheries Management Authority	0	0	3	60	2	40	0	0	5
Australian Wine and Brandy Corporation	1	100	0	0	0	0	0	0	1
Department of Agriculture, Fisheries and Forestry Australia	10	52.63	8	42.11	1	5.26	2	3	19
National Registration Authority for Agricultural & Veterinary Chemicals	0	0	2	50	2	50	0	0	4
ATTORNEY-GENERAL'S									
Administrative Appeals Tribunal	2	50	1	25	1	25	0	0	4
Attorney-General's Department	4	20	10	50	6	30	10	24	20
Australian Customs Service	20	41.67	14	29.17	14	29.17	1	3	48
Australian Federal Police	26	22.41	60	51.72	30	25.86	0	17	116
Australian Protective Service	1	25	3	75	0	0	0	0	4
Australian Transaction Reports and Analysis Centre (AUSTRAC)	5	83.33	0	0	1	16.67	0	0	6
Commonwealth Director of Public Prosecutions	1	7.69	7	53.85	5	38.46	0	2	13
Family Court of Australia	0	0	0	0	6	100	0	0	6
Federal Court of Australia	0	0	1	50	1	50	0	0	2
High Court of Australia	0	0	0	0	2	100	0	0	2
Human Rights and Equal Opportunity Commission	15	53.57	9	32.14	4	14.29	0	2	28
Office of Film and Literature Classification	0	0	2	100	0	0	0	0	2
Office of Parliamentary Counsel	0	0	1	100	0	0	1	0	1

Action on Requests

AGENCY	Granted in Full	% of Total	Granted in Part	% of Total	Access Refused	% of Total	Transferred in Whole	Withdrawn	Total Determined
COMMUNICATIONS, INFORMATION TECHNOLOGY AND THE ARTS									
Australia Council	0	0	0	0	0	0	0	1	0
Australia Post	8	34.78	8	34.78	7	30.43	1	0	23
Australian Broadcasting Authority	1	25	3	75	0	0	0	4	4
Australian Broadcasting Corporation	2	40	2	40	1	20	0	0	5
Australian Communications Authority	8	53.33	4	26.67	3	20	0	2	15
Australian Film Commission	1	100	0	0	0	0	0	0	1
Department of Communications, Information Technology and the Arts	6	66.67	0	0	3	33.33	1	0	9
National Gallery of Australia	3	75	1	25	0	0	0	1	4
ScreenSound Australia-National Screen and Sound Archive	1	100	0	0	0	0	0	0	1
Special Broadcasting Service	0	0	0	0	1	100	0	2	1
Telstra Corporation Limited	72	48.65	28	18.92	48	32.43	0	21	148
DEFENCE									
Defence Force Retirement and Death Benefits (DFRDB) Authority	41	91.11	1	2.22	3	6.67	1	0	45
Department of Defence	79	55.63	46	32.39	17	11.97	3	14	142
Military Superannuation and Benefits Board of Trustees No.1	66	98.51	0	0	1	1.49	0	0	67
Minister for Defence	0	0	0	0	0	0	1	0	0
EDUCATION, TRAINING AND YOUTH AFFAIRS									
Australian National University	5	83.33	1	16.67	0	0	0	0	6
Department of Education, Training and Youth Affairs	3	17.65	11	64.71	3	17.65	3	3	17

Action on Requests

AGENCY	Granted in Full	% of Total	Granted in Part	% of Total	Access Refused	% of Total	Transferred in Whole	Withdrawn	Total Determined
EMPLOYMENT, WORKPLACE RELATIONS & SMALL BUSINESS									
Comcare	19	65.52	6	20.69	4	13.79	3	1	29
Department of Employment, Workplace Relations and Small Business	26	35.62	25	34.25	22	30.14	4	18	73
National Occupational Health and Safety Commission	0	0	1	100	0	0	1	0	1
ENVIRONMENT AND HERITAGE									
Australian Heritage Commission	2	50	1	25	1	25	0	0	4
Department of the Environment and Heritage	2	18.18	9	81.82	0	0	1	4	11
Great Barrier Reef Marine Park Authority	5	45.45	5	45.45	1	9.09	0	6	11
FAMILY AND COMMUNITY SERVICES									
Centrelink	3667	60.99	1713	28.49	632	10.51	6	180	6012
Department of Family and Community Services	35	21.08	118	71.08	13	7.83	2	17	166
Social Security Appeals Tribunal	2	66.67	1	33.33	0	0	0	0	3
FINANCE AND ADMINISTRATION									
Australian Electoral Commission	1	33.33	0	0	2	66.67	0	1	3
Commissioner for Superannuation	1	100	0	0	0	0	0	1	1
CSS Board	92	95.83	2	2.08	2	2.08	0	0	96
Department of Finance and Administration	12	38.71	9	29.03	10	32.26	0	5	31
PSS Board	47	95.92	2	4.08	0	0	0	0	49

Action on Requests

AGENCY	Granted in Full	% of Total	Granted in Part	% of Total	Access Refused	% of Total	Transferred in Whole	Withdrawn	Total Determined
FOREIGN AFFAIRS AND TRADE									
Australian Trade Commission (Austrade)	2	66.67	1	33.33	0	0	0	2	3
Department of Foreign Affairs and Trade	9	20.93	31	72.09	3	6.98	0	12	43
HEALTH AND AGED CARE									
Department of Health and Aged Care	13	21.31	35	57.38	13	21.31	1	16	61
Health Insurance Commission	2	18.18	5	45.45	4	36.36	0	4	11
IMMIGRATION AND MULTICULTURAL AFFAIRS									
Department of Immigration and Multicultural Affairs	4741	62.11	2519	33	373	4.89	126	303	7633
Refugee Review Tribunal	669	80.7	147	17.73	13	1.57	93	33	829
INDUSTRY, SCIENCE AND RESOURCES									
AusIndustry	6	75	1	12.5	1	12.5	0	1	8
Australian Nuclear Science and Technical Organisation	1	100	0	0	0	0	0	0	1
CSIRO	6	22.22	18	66.67	3	11.11	0	2	27
Department of Industry, Science and Resources	3	23.08	10	76.92	0	0	1	4	13
Designs Office	9	100	0	0	0	0	0	0	9
Patents Office	120	94.49	6	4.72	1	0.79	0	26	127
Trade Marks Office	424	65.23	226	34.77	0	0	1	4	650
PRIME MINISTER AND CABINET									
Aboriginal and Torres Strait Islander Commission	17	45.95	17	45.95	3	8.11	2	1	37
Commonwealth Ombudsman	8	40	9	45	3	15	0	0	20
Department of the Prime Minister and Cabinet	4	20	11	55	5	25	3	5	20
Merit Protection Commissioner	1	100	0	0	0	0	0	0	1
Public Service and Merit Protection Commission	2	40	3	60	0	0	0	0	5

Action on Requests

AGENCY	Granted in Full	% of Total	Granted in Part	% of Total	Access Refused	% of Total	Transferred in Whole	Withdrawn	Total Determined
TRANSPORT AND REGIONAL SERVICES									
Airservices Australia	11	45.83	9	37.5	4	16.67	1	9	24
Australian Maritime Safety Authority	10	76.92	1	7.69	2	15.38	0	3	13
Civil Aviation Safety Authority	70	67.31	21	20.19	13	12.5	0	18	104
Department of Transport and Regional Services	7	13.46	42	80.77	3	5.77	0	10	52
TREASURY									
Australian Bureau of Statistics	1	50	1	50	0	0	0	0	2
Australian Competition and Consumer Commission	1	10	5	50	4	40	0	3	10
Australian Prudential Regulation Authority	15	88.24	2	11.76	0	0	0	2	17
Australian Securities and Investments Commission	13	30.95	16	38.1	13	30.95	0	11	42
Australian Taxation Office	80	23.32	159	46.36	104	30.32	0	63	343
Department of Treasury	9	37.5	6	25	9	37.5	2	8	24
Productivity Commission	1	100	0	0	0	0	0	0	1
Reserve Bank of Australia	0	0	1	50	1	50	0	1	2
Superannuation Complaints Tribunal	2	100	0	0	0	0	0	0	2
VETERANS' AFFAIRS									
Department of Veterans' Affairs	12861	99.57	29	0.22	26	0.2	4	302	12916
Veterans' Review Board	2	100	0	0	0	0	0	1	2
TOTAL	23412	100	5449	100	1451	100	275	1176	30312

Response Time

Appendix C: Response Time

AGENCY	Requests Determined	0-30 Days	31-60 Days	61-90 Days	Over 90 Days
AGRICULTURE, FISHERIES AND FORESTRY AUSTRALIA					
Australian Dairy Corporation	1	1	0	0	0
Australian Fisheries Management Authority	5	4	1	0	0
Australian Wine and Brandy Corporation	1	1	0	0	0
Department of Agriculture, Fisheries and Forestry Australia	19	4	5	5	5
National Registration Authority for Agricultural & Veterinary Chemicals	4	1	2	1	0
ATTORNEY-GENERAL'S					
Administrative Appeals Tribunal	4	4	0	0	0
Attorney-General's Department	20	8	6	5	1
Australian Customs Service	48	34	10	1	3
Australian Federal Police	116	93	17	6	0
Australian Protective Service	4	1	1	2	0
Australian Transaction Reports and Analysis Centre (AUSTRAC)	6	6	0	0	0
Commonwealth Director of Public Prosecutions	13	8	4	1	0
Family Court of Australia	6	6	0	0	0
Federal Court of Australia	2	2	0	0	0
High Court of Australia	2	2	0	0	0
Human Rights and Equal Opportunity Commission	28	13	5	6	4
Office of Film and Literature Classification	2	2	0	0	0
Office of Parliamentary Counsel	1	0	1	0	0
COMMUNICATIONS, INFORMATION TECHNOLOGY AND THE ARTS					
Australia Post	23	22	1	0	0
Australian Broadcasting Authority	4	0	4	0	0
Australian Broadcasting Corporation	5	3	2	0	0
Australian Communications Authority	15	12	3	0	0
Australian Film Commission	1	1	0	0	0
Department of Communications, Information Technology and the Arts	9	3	5	0	1
National Gallery of Australia	4	4	0	0	0
ScreenSound Australia-National Screen and Sound Archive	1	1	0	0	0
Special Broadcasting Service	1	1	0	0	0
Telstra Corporation Limited	148	116	26	5	1

Response Time

AGENCY	Requests Determined	0-30 Days	31-60 Days	61-90 Days	Over 90 Days
DEFENCE					
Defence Force Retirement and Death Benefits (DFRDB) Authority	45	45	0	0	0
Department of Defence	142	72	26	9	35
Military Superannuation and Benefits Board of Trustees No.1	67	66	0	0	1
EDUCATION, TRAINING AND YOUTH AFFAIRS					
Australian National University	6	5	1	0	0
Department of Education, Training and Youth Affairs	17	12	4	1	0
EMPLOYMENT, WORKPLACE RELATIONS AND SMALL BUSINESS					
Comcare	29	23	6	0	0
Department of Employment, Workplace Relations and Small Business	73	49	19	3	2
National Occupational Health and Safety Commission	1	0	0	1	0
ENVIRONMENT AND HERITAGE					
Australian Heritage Commission	4	1	2	0	1
Department of the Environment and Heritage	11	1	5	3	2
Great Barrier Reef Marine Park Authority	11	5	3	1	2
FAMILY AND COMMUNITY SERVICES					
Centrelink	6012	4318	952	217	525
Department of Family and Community Services	166	79	55	18	14
Social Security Appeals Tribunal	3	3	0	0	0
FINANCE AND ADMINISTRATION					
Australian Electoral Commission	3	1	0	1	1
Commissioner for Superannuation	1	1	0	0	0
CSS Board	96	96	0	0	0
Department of Finance and Administration	31	10	11	9	1
PSS Board	49	49	0	0	0

Response Time

AGENCY	Requests Determined	0-30 Days	31-60 Days	61-90 Days	Over 90 Days
FOREIGN AFFAIRS AND TRADE					
Australian Trade Commission (Austrade)	3	2	1	0	0
Department of Foreign Affairs and Trade	43	17	14	7	5
HEALTH AND AGED CARE					
Department of Health and Aged Care	61	21	17	13	10
Health Insurance Commission	11	7	3	0	1
IMMIGRATION AND MULTICULTURAL AFFAIRS					
Department of Immigration and Multicultural Affairs	7633	4734	1834	543	522
Refugee Review Tribunal	829	792	30	2	5
INDUSTRY, SCIENCE AND RESOURCES					
AusIndustry	8	2	3	1	2
Australian Nuclear Science and Technical Organisation	1	1	0	0	0
CSIRO	27	11	14	1	1
Department of Industry, Science and Resources	13	3	8	1	1
Designs Office	9	9	0	0	0
Patents Office	127	124	3	0	0
Trade Marks Office	650	648	2	0	0
PRIME MINISTER AND CABINET					
Aboriginal and Torres Strait Islander Commission	37	19	10	6	2
Commonwealth Ombudsman	20	19	0	1	0
Department of the Prime Minister and Cabinet	20	6	5	3	6
Merit Protection Commissioner	1	1	0	0	0
Public Service and Merit Protection Commission	5	4	1	0	0

Response Time

AGENCY	Requests Determined	0-30 Days	31-60 Days	61-90 Days	Over 90 Days
TRANSPORT AND REGIONAL SERVICES					
Airservices Australia	24	19	1	4	0
Australian Maritime Safety Authority	13	9	1	1	2
Civil Aviation Safety Authority	104	61	28	10	5
Department of Transport and Regional Services	52	23	18	8	3
TREASURY					
Australian Bureau of Statistics	2	2	0	0	0
Australian Competition and Consumer Commission	10	5	2	3	0
Australian Prudential Regulation Authority	17	14	3	0	0
Australian Securities and Investments Commission	42	29	12	1	0
Australian Taxation Office	343	209	100	19	15
Department of Treasury	24	18	4	0	2
Productivity Commission	1	0	1	0	0
Reserve Bank of Australia	2	1	0	0	1
Superannuation Complaints Tribunal	2	0	1	1	0
VETERANS' AFFAIRS					
Department of Veterans' Affairs	12916	11268	1445	135	68
Veterans' Review Board	2	2	0	0	0
TOTAL	30312	23269	4738	1055	1250

Fees and Charges Notified and Collected

Appendix D: Fees and Charges Notified and Collected

AGENCY	Requests Received	Requests Where Charges Notified	Total Charges Notified \$	Total Charges Collected \$	Fees Collected Initial Processing \$	Internal Review \$	Total Fees Collected \$
AGRICULTURE, FISHERIES AND FORESTRY AUSTRALIA							
Australian Dairy Corporation	1	0	0	0	0	0	0
Australian Fisheries Management Authority	4	3	923	174	120	40	160
Australian Wine and Brandy Corporation	1	0	0	0	0	0	0
Department of Agriculture, Fisheries and Forestry Australia	19	16	6162	2167	510	80	590
National Registration Authority for Agricultural & Veterinary Chemicals	7	4	2377	155	150	80	230
Snowy Mountains Hydro-Electric Authority	1	0	0	0	0	0	0
ATTORNEY-GENERAL'S							
Administrative Appeals Tribunal	3	0	0	0	0	0	0
Attorney-General's Department	48	9	6819	2132	420	40	460
Australian Customs Service	47	14	936	936	1230	160	1390
Australian Federal Police	133	32	20675	19239	1890	200	2090
Australian Protective Service	4	1	174	0	60	0	60
Australian Transaction Reports and Analysis Centre (AUSTRAC)	6	0	0	0	150	0	150
Commonwealth Director of Public Prosecutions	16	3	4587	4587	30	0	30
Family Court of Australia	5	0	0	0	60	30	90
Federal Court of Australia	2	0	0	0	0	0	0
High Court of Australia	2	0	0	0	30	30	60
Human Rights and Equal Opportunity Commission	31	4	621	621	270	0	270
Office of Film and Literature Classification	2	0	0	200	60	40	100
Office of Parliamentary Counsel	2	0	0	0	60	0	60
COMMUNICATIONS, INFORMATION TECHNOLOGY AND THE ARTS							
Australia Council	1	0	0	0	0	0	0
Australia Post	25	86	87	2	420	200	620
Australian Broadcasting Authority	7	4	6228	116	210	80	290

Fees and Charges Notified and Collected

AGENCY	Requests Received	Requests Where Charges Notified	Total Charges Notified \$	Total Charges Collected \$	Fees Collected Initial Processing \$	Internal Review \$	Total Fees Collected \$
Australian Broadcasting Corporation	4	4	1132	566	150	40	190
Australian Communications Authority	17	0	0	0	450	0	450
Australian Film Commission	2	1	717	0	70	0	70
Department of Communications, Information Technology and the Arts	11	0	0	0	180	40	220
National Gallery of Australia	6	1	127	127	185	40	225
ScreenSound Australia-National Screen and Sound Archive	1	0	0	0	0	0	0
Special Broadcasting Service	3	2	1040	0	0	0	0
Telstra Corporation Limited	163	2	290	74	1650	320	1970
DEFENCE							
Defence Force Retirement and Death Benefits (DFRDB) Authority	45	0	0	0	0	0	0
Department of Defence	161	30	23113	1754	2340	240	2580
Military Superannuation and Benefits Board of Trustees No.1	67	0	0	0	0	0	0
Minister for Defence	1	0	0	0	0	0	0
EDUCATION, TRAINING AND YOUTH AFFAIRS							
Australian National University	7	1	268	268	90	0	90
Department of Education, Training and Youth Affairs	22	10	1034	684	390	0	390
EMPLOYMENT, WORKPLACE RELATIONS AND SMALL BUSINESS							
Comcare	33	0	0	0	90	0	90
Department of Employment, Workplace Relations and Small Business	93	14	3934	1058	930	120	1050
National Occupational Health and Safety Commission	2	0	0	0	60	0	60
ENVIRONMENT AND HERITAGE							
Australian Heritage Commission	3	1	30	30	90	0	90
Department of the Environment and Heritage	15	8	1176	2299	460	40	500
Great Barrier Reef Marine Park Authority	16	14	2523	1823	420	40	460

Fees and Charges Notified and Collected

AGENCY	Requests Received	Requests Where Charges Notified	Total Charges Notified \$	Total Charges Collected \$	Fees Collected Initial Processing \$	Internal Review \$	Total Fees Collected \$
FAMILY AND COMMUNITY SERVICES							
Centrelink	6024	0	0	0	711	0	711
Department of Family and Community Services	229	70	2648	2012	1953	0	1953
Social Security Appeals Tribunal	3	0	0	0	0	0	0
FINANCE AND ADMINISTRATION							
Australian Electoral Commission	3	1	243	35	60	0	60
Commissioner for Superannuation	2	0	0	0	0	0	0
CSS Board	96	0	0	0	0	0	0
Department of Finance and Administration	39	18	10387	4744	980	160	1140
PSS Board	49	0	0	0	0	0	0
FOREIGN AFFAIRS AND TRADE							
Australian Trade Commission (Austrade)	6	0	0	0	90	0	90
Department of Foreign Affairs and Trade	51	16	3E+05	3725	450	40	490
HEALTH AND AGED CARE							
Department of Health and Aged Care	74	20	10157	6147	1740	200	1940
Health Insurance Commission	23	10	1850	458	570	0	570
IMMIGRATION AND MULTICULTURAL AFFAIRS							
Department of Immigration and Multicultural Affairs	8173	6	284	276	190500	880	191380
Refugee Review Tribunal	942	0	0	0	150	0	150
INDUSTRY, SCIENCE AND RESOURCES							
AusIndustry	8	16	10058	5965	240	80	320
Australian Nuclear Science and Technical Organisation	3	0	0	0	0	0	0
CSIRO	31	0	0	0	0	40	40
Department of Industry, Science and Resources	18	0	17533	0	390	40	430
Designs Office	9	9	141	141	270	0	270
Patents Office	152	128	4370	4370	3780	0	3780
Trade Marks Office	635	647	27358	27358	15087	200	15287

Fees and Charges Notified and Collected

AGENCY	Requests Received	Requests Where Charges Notified	Total Charges Notified \$	Total Charges Collected \$	Fees Collected Initial Processing \$	Internal Review \$	Total Fees Collected \$
PRIME MINISTER AND CABINET							
Aboriginal and Torres Strait Islander Commission	35	7	4119	4119	690	80	770
Commonwealth Ombudsman	21	1	45	40	30	0	30
Department of the Prime Minister and Cabinet	23	14	5341	3990	570	40	610
Merit Protection Commissioner	1	0	0	0	0	0	0
Public Service and Merit Protection Commission	4	1	67	0	30	0	30
TRANSPORT AND REGIONAL SERVICES							
Airservices Australia	27	2	1136	565	150	40	190
Australian Maritime Safety Authority	16	10	2966	1641	330	0	330
Civil Aviation Safety Authority	112	71	9095	7178	3090	120	3210
Department of Transport and Regional Services	53	42	29778	6047	1290	120	1410
TREASURY							
Australian Bureau of Statistics	2	0	0	0	30	0	30
Australian Competition and Consumer Commission	12	6	12835	5182	300	0	300
Australian Prudential Regulation Authority	19	8	801	801	510	0	510
Australian Securities and Investments Commission	48	20	4370	2123	1200	280	1480
Australian Taxation Office	417	114	43673	40713	9026	960	9986
Department of Treasury	36	9	4988	1499	510	200	710
Productivity Commission	1	0	0	0	0	0	0
Reserve Bank of Australia	2	1	5093	5093	0	0	0
Superannuation Complaints Tribunal	3	1	66	66	30	0	30
VETERANS' AFFAIRS							
Department of Veterans' Affairs	13340	4	349	349	8190	0	8190
Veterans' Review Board	3	0	0	0	0	0	0
TOTAL	31784	1516	6E+05 173649	256172	5340	5340	261512

Internal Review - Applications and Results

Appendix E: Internal Review - Applications and Results

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
Aboriginal and Torres Strait Islander Commission	2	0.64	1	0	0	0	0	0	0
Airservices Australia	1	0.32	1	0	0	0	0	0	0
Attorney-General's Department	2	0.64	2	2	1	0	0	0	0
AusIndustry	2	0.64	0	2	0	0	0	0	0
Australia Post	7	2.23	3	0	1	0	0	0	1
Australian Broadcasting Authority	2	0.64	1	0	0	0	0	0	0
Australian Customs Service	7	2.23	4	0	1	0	0	1	0
Australian Federal Police	18	5.73	8	0	5	0	0	0	0
Australian National University	1	0.32	0	0	1	0	0	0	0
Australian Securities and Investments Commission	8	2.55	5	1	1	0	1	0	2
Australian Taxation Office	34	10.8	6	0	17	0	0	0	0
Centrelink	103	32.803	68	9	13	0	0	0	4
Civil Aviation Safety Authority	3	0.96	2	1	0	0	0	0	0
Comcare	1	0.32	0	1	0	0	0	0	0
Commonwealth Director of Public Prosecutions	2	0.64	1	0	0	0	0	0	0
Commonwealth Ombudsman	1	0.32	1	0	0	0	0	0	0
CSIRO	5	1.59	2	1	1	0	0	0	0
Department of Agriculture, Fisheries and Forestry Australia	3	0.96	2	0	1	0	0	0	0
Department of Communications, Information Technology and the Arts	0	0	1	0	0	0	0	0	0
Department of Defence	13	4.1401	7	2	3	0	0	0	1
Department of Employment, Workplace Relations and Small Business	4	1.27	2	1	0	0	0	0	6
Department of Family and Community Services	4	1.27	1	0	2	0	0	0	1
Department of Finance and Administration	4	1.27	2	0	1	0	0	1	0
Department of Foreign Affairs and Trade	4	1.27	1	0	1	0	0	0	2
Department of Health and Aged Care	8	2.55	2	1	3	0	0	0	0

Internal Review - Applications and Results

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
Department of Immigration and Multicultural Affairs	29	9.24	0	0	0	0	0	0	0
Department of Industry, Science and Resources	1	0.32	0	0	1	0	0	0	0
Department of the Environment and Heritage	1	0.32	1	0	0	0	0	0	0
Department of the Prime Minister and Cabinet	3	0.96	1	0	1	0	0	0	0
Department of Transport and Regional Services	3	0.96	0	1	2	0	0	0	0
Department of Treasury	4	1.27	1	0	1	0	0	0	0
Department of Veterans' Affairs	6	1.91	4	0	1	0	0	0	0
Family Court of Australia	3	0.96	4	0	0	0	0	0	0
Great Barrier Reef Marine Park Authority	1	0.32	1	0	0	0	0	0	0
High Court of Australia	1	0.32	1	0	0	0	0	0	0
Human Rights and Equal Opportunity Commission	2	0.64	0	0	2	0	0	0	0
National Gallery of Australia	1	0.32	0	0	1	0	0	0	0
National Registration Authority for Agricultural & Veterinary Chemicals	1	0.32	1	0	0	0	0	0	0
Office of Film and Literature Classification	1	0.32	0	0	0	0	0	0	0
Refugee Review Tribunal	1	0.32	0	0	1	0	0	0	0
Telstra Corporation Limited	12	3.82	6	0	4	0	0	0	1
Trade Marks Office	5	1.59	0	0	2	0	0	0	0
TOTAL	314	100	143	22	68	0	1	2	18

AAT Review - Applications and Results

Appendix F: AAT Review - Applications and Results

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
Aboriginal and Torres Strait Islander Commission	1	1.37	1	0	0	0	0	0
Attorney-General's Department	6	8.22	0	2	1	0	0	0
Australia Post	6	8.22	1	0	0	0	0	0
Australian Competition and Consumer Commission	0	0	1	0	0	0	0	0
Australian Customs Service	4	5.48	0	1	0	0	0	0
Australian Federal Police	5	6.85	4	0	0	0	0	0
Australian Maritime Safety Authority	1	1.37	0	0	0	0	0	0
Australian National University	2	2.74	0	0	0	0	0	0
Australian Securities and Investments Commission	2	2.74	1	0	1	0	0	0
Australian Taxation Office	4	5.48	4	1	0	0	0	0
Centrelink	19	26.03	2	0	0	0	0	0
Civil Aviation Safety Authority	0	0	1	0	0	0	0	0
CSIRO	3	4.11	0	0	0	0	0	0
Department of Communications, Information Technology and the Arts	1	1.37	0	0	0	0	0	0
Department of Defence	3	4.11	3	0	1	0	0	0
Department of Employment, Workplace Relations and Small Business	0	0	0	0	1	0	0	0
Department of Finance and Administration	1	1.37	0	0	0	0	0	0
Department of Foreign Affairs and Trade	1	1.37	0	0	0	0	0	0
Department of Immigration and Multicultural Affairs	8	10.96	3	0	2	0	0	0
Department of the Prime Minister and Cabinet	1	1.37	0	0	0	0	0	0
Department of Treasury	2	2.74	0	0	0	0	0	0
Family Court of Australia	1	1.37	0	0	0	0	0	0
Health Insurance Commission	1	1.37	0	0	0	0	0	0
National Gallery of Australia	1	1.37	0	0	0	0	0	0
TOTAL	73	100	21	4	6	0	0	0

AAT Review - Applications

Appendix G: AAT Review - Applications*

AGENCY	Total Applications	% of Applications
Department of Family & Community Services	19	17.50
Commissioner of Taxation	10	9.20
Attorney-General's Department	7	6.50
Australian Federal Police	7	6.50
Department of Defence	6	5.41
Australian Postal Corporation	5	4.50
Department of Immigration & Multicultural Affairs	5	4.50
Family Court of Australia	4	3.50
Australian Securities & Investment Commission	3	2.80
Centrelink	3	2.80
Commonwealth Director of Public Prosecutions	3	2.80
Department of Health & Aged Care	3	2.80
Registrar of Aboriginal Corporations	3	2.80
Australian Heritage Commission	2	1.70
Australian National University	2	1.70
Civil Aviation Safety Authority	2	1.70
Comcare	2	1.70
Department of Employment Workplace Relations & Small Business	2	1.70
Department of Finance and Administration	2	1.70
Department of Treasury	2	1.70
Aboriginal and Torres Strait Island Commission	1	0.97
Australian Maritime Safety Authority	1	0.97
Australian Protective Service	1	0.97
Australian Prudential Regulation Authority	1	0.97
Child Support Registrar	1	0.97
Commissioner of Customs	1	0.97
CSIRO	1	0.97
Department of Agriculture Fisheries & Forestry	1	0.97
Department of Communication & the Arts	1	0.97
Department of Industry Science & Resources	1	0.97
Department of Prime Minister & Cabinet	1	0.97
Health Insurance Commission	1	0.97
Human Rights & Equal Opportunity Commission	1	0.97
National Archives of Australia	1	0.97
National Gallery of Australia	1	0.97
National Registration Authority	1	0.97
Reserve Bank of Australia	1	0.97
TOTAL	109	100

* Information supplied by the Administrative Appeals Tribunal

Amendment of Personal Records - Primary Request Result

Appendix H: Amendment of Personal Records - Primary Request Result

AGENCY	S.48 Requests	Primary Requests Granted - Alter	Primary Requests Granted - Notate	Primary Requests Granted - Alter & Notate	Primary Requests Refused
AusIndustry	1	0	0	0	1
Australia Post	1	0	1	0	0
Australian Prudential Regulation Authority	2	0	0	0	0
Centrelink	61	0	4	2	16
Comcare	1	0	0	0	0
Department of Defence	5	1	2	0	0
Department of Employment, Workplace Relations and Small Business	1	0	1	0	0
Department of Immigration and Multicultural Affairs	241	96	6	3	65
TOTAL	313	97	14	5	82

Note: The number of requests determined - 198 - does not correlate with requests made - 313.
This is presumably due to requests made but not finalised and/or to reporting difficulties.

Amendment of Personal Records - Internal Review Result

Appendix I: Amendment of Personal Records - Internal Review Result

AGENCY	S.48 Requests	Internal Review Requests	Granted - Alter	Granted - Notate	Granted - Alter & Notate	Total Granted	Refused
AusIndustry	1	0	0	0	0	0	0
Australia Post	1	0	0	0	0	0	0
Australian Prudential Regulation Authority	2	1	1	0	0	1	0
Centrelink	61	4	0	0	0	0	2
Comcare	1	0	0	0	0	0	0
Department of Defence	5	0	0	0	0	0	0
Department of Employment, Workplace Relations and Small Business	1	0	0	0	0	0	0
Department of Immigration and Multicultural Affairs	241	3	0	0	1	1	6
TOTAL	313	8	1	0	1	2	8

Amendment of Personal Records - AAT Review Result

Appendix J: Amendment of Personal Records - AAT Review Result

AGENCY	S.48 Requests	AAT Reviews	Granted - Alter	Granted - Notate	Granted - Alter & Notate	Total Granted	Refused
AusIndustry	1	0	0	0	0	0	0
Australia Post	1	0	0	0	0	0	0
Australian Prudential Regulation Authority	2	1	0	0	0	0	0
Centrelink	61	0	0	0	0	0	0
Comcare	1	0	0	0	0	0	0
Department of Defence	5	4	1	0	0	1	3
Department of Employment, Workplace Relations and Small Business	1	0	0	0	0	0	0
Department of Family and Community Services	0	0	0	0	1	1	0
Department of Immigration and Multicultural Affairs	241	2	0	0	0	0	0
Department of Veterans' Affairs	0	0	0	0	1	1	0
TOTAL	313	7	1	0	2	3	3

Summary of all Costs of FOI Reported by Agencies

Appendix K: Summary of all Costs of FOI Reported by Agencies

AGENCY	Requests Received	Staff-Years	Salary Costs (Inc. 60% Related Costs)	Non-Labour Costs	Average Staff Days Per Request	Average Cost per Request	TOTAL COSTS
Centrelink	6024	36.07	\$2,858,528	\$166,641	1.59	\$502	3,025,169
Department of Immigration and Multicultural Affairs	8173	26.17	\$1,858,313	\$165,783	0.85	\$248	2,024,096
Australian Taxation Office	417	19.97	\$1,399,600	\$139,679	12.74	\$3,691	1,539,279
Department of Veterans' Affairs	13340	12.8	\$896,730	\$141,230	0.26	\$78	1,037,960
Department of Family and Community Services	229	11.28	\$941,315	\$38,990	13.1	\$4,281	980,305
Department of Defence	161	7.72	\$549,730	\$21,265	12.75	\$3,547	570,995
Department of Employment, Workplace Relations & Small Business	93	2.2	\$152,074	\$282,296	6.29	\$4,671	434,370
Australian Federal Police	133	4.5	\$305,146	\$62,223	9	\$2,762	367,369
CSIRO	31	1.18	\$82,529	\$239,095	10.13	\$10,375	321,624
Department of Health and Aged Care	74	3.13	\$252,485	\$21,662	11.25	\$3,705	274,147
Australian Competition and Consumer Commission	12	1.39	\$106,101	\$160,373	30.81	\$22,206	266,474
Aboriginal and Torres Strait Islander Commission	35	2.16	\$181,365	\$56,744	16.42	\$6,803	238,109
Telstra Corporation Limited	163	2.7	\$140,781	\$61,409	4.41	\$1,240	202,190
Department of Industry, Science and Resources	18	2.4	\$187,610	\$5,150	35.47	\$10,709	192,760
Health Insurance Commission	23	2	\$140,781	\$20,090	23.13	\$6,994	160,871
Department of Foreign Affairs and Trade	51	1.93	\$128,909	\$18,508	10.07	\$2,891	147,417
Department of Finance and Administration	39	1.98	\$116,210	\$26,125	13.5	\$3,650	142,335
Australian Securities and Investments Commission	48	1.55	\$109,330	\$24,002	8.59	\$2,778	133,332
Civil Aviation Safety Authority	112	1.75	\$120,235	\$11,815	4.16	\$1,179	132,050
Trade Marks Office	635	1.46	\$115,999	\$10,564	0.61	\$199	126,563
Airservices Australia	27	1.56	\$107,954	\$17,265	15.37	\$4,638	125,219
Refugee Review Tribunal	942	1.61	\$112,564	\$11,897	0.45	\$132	124,461
Australia Post	25	1.48	\$95,600	\$24,304	15.75	\$4,796	119,904
Department of Transport and Regional Services	53	1.6	\$113,336	\$6,075	8.03	\$2,253	119,411
Department of Education, Training and Youth Affairs	22	1.65	\$117,341	\$285	19.95	\$5,347	117,626

Summary of all Costs of FOI Reported by Agencies

AGENCY	Requests Received	Staff-Years	Salary Costs (Inc. 60% Related Costs)	Non-Labour Costs	Average Staff Days Per Request	Average Cost per Request	TOTAL COSTS
Attorney-General's Department	48	0.75	\$54,718	\$52,367	4.16	\$2,231	107,085
Australian Customs Service	47	1.29	\$87,410	\$2,294	7.3	\$1,909	89,704
Department of Agriculture, Fisheries and Forestry Australia	19	0.68	\$50,976	\$36,320	9.52	\$4,595	87,296
Reserve Bank of Australia	2	0.1	\$3,159	\$77,748	13.3	\$40,454	80,907
Department of the Environment and Heritage	15	1.03	\$75,265	\$1,454	18.27	\$5,115	\$76,719
National Archives of Australia	0	1	\$70,390	\$2,421	0	\$0	\$72,811
Cotton Research and Development Corporation	0	1	\$70,390	\$0	0	\$0	\$70,390
AusIndustry	8	0.4	\$29,071	\$35,029	13.3	\$8,012	\$64,100
Department of the Prime Minister and Cabinet	23	0.71	\$47,941	\$110	8.21	\$2,089	\$48,051
Australian Nuclear Science and Technical Organisation	3	0.7	\$45,972	\$0	62.07	\$15,324	\$45,972
Australian Maritime Safety Authority	16	0.52	\$36,199	\$115	8.64	\$2,269	\$36,314
Commonwealth Director of Public Prosecutions	16	0.5	\$28,592	\$3,000	8.31	\$1,974	\$31,592
Australian Heritage Commission	3	0.03	\$2,283	\$26,610	2.66	\$9,631	\$28,893
Australian National University	7	0.4	\$23,996	\$1,056	15.2	\$3,579	\$25,052
National Registration Authority for Agricultural & Veterinary Chemicals	7	0.18	\$12,286	\$4,900	6.84	\$2,455	\$17,186
CSS Board	96	0.23	\$16,190	\$604	0.64	\$175	\$16,794
Australian Broadcasting Authority	7	0.19	\$15,217	\$400	7.22	\$2,231	\$15,617
Department of Treasury	36	0.19	\$12,549	\$2,884	1.4	\$429	\$15,433
Department of Communications, Information Technology & the Arts	11	0.19	\$14,644	\$170	4.59	\$1,347	\$14,814
Military Superannuation and Benefits Board of Trustees No.1	67	0.19	\$13,374	\$875	0.75	\$213	\$14,249
Family Court of Australia	5	0.06	\$3,520	\$10,450	3.19	\$2,794	\$13,970
Human Rights and Equal Opportunity Commission	31	0.13	\$9,625	\$1,615	1.12	\$363	\$11,240
Great Barrier Reef Marine Park Authority	16	0.14	\$9,194	\$423	2.33	\$601	\$9,617
PSS Board	49	0.13	\$9,151	\$415	0.71	\$195	\$9,566
Defence Force Retirement and Death Benefits (DFRDB) Authority	45	0.13	\$9,151	\$395	0.77	\$212	\$9,546

Summary of all Costs of FOI Reported by Agencies

AGENCY	Requests Received	Staff-Years	Salary Costs (Inc. 60% Related Costs)	Non-Labour Costs	Average Staff Days Per Request	Average Cost per Request	TOTAL COSTS
Australian Broadcasting Corporation	4	0.11	\$7,039	\$880	7.32	\$1,980	\$7,919
Australian Film Commission	2	0.02	\$1,708	\$6,130	2.66	\$3,919	\$7,838
Comcare	33	0.07	\$5,527	\$1,506	0.56	\$213	\$7,033
Australian Electoral Commission	3	0.07	\$5,227	\$1,588	6.21	\$2,272	\$6,815
National Gallery of Australia	6	0.07	\$4,867	\$1,450	3.1	\$1,053	\$6,317
Public Service and Merit Protection Commission	4	0.08	\$5,931	\$130	5.32	\$1,515	\$6,061
Australian Prudential Regulation Authority	19	0.07	\$4,223	\$1,632	0.98	\$308	\$5,855
Australian Protective Service	4	0.06	\$4,223	\$673	3.99	\$1,224	\$4,896
Commonwealth Ombudsman	21	0.08	\$2,731	\$2,164	1.01	\$233	\$4,895
Patents Office	152	0.05	\$3,307	\$1,092	0.09	\$29	\$4,399
Productivity Commission	1	0.05	\$3,520	\$80	13.3	\$3,600	\$3,600
Commissioner for Superannuation	2	0.05	\$3,520	\$8	6.65	\$1,764	\$3,528
Office of Film and Literature Classification	2	0.04	\$2,583	\$600	5.32	\$1,592	\$3,183
Australian Communications Authority	17	0.03	\$2,283	\$850	0.47	\$184	\$3,133
Australian Fisheries Management Authority	4	0.04	\$2,687	\$185	2.66	\$718	\$2,872
Australian Wine and Brandy Corporation	1	0.02	\$1,708	\$182	5.32	\$1,890	\$1,890
Merit Protection Commissioner	1	0.02	\$1,708	\$120	5.32	\$1,828	\$1,828
National Occupational Health and Safety Commission	2	0.03	\$1,408	\$340	3.99	\$874	\$1,748
Australian Bureau of Statistics	2	0.02	\$1,708	\$27	2.66	\$867	\$1,735
Australian Transaction Reports and Analysis Centre (AUSTRAC)	6	0.02	\$1,708	\$30	0.89	\$290	\$1,738
National Competition Council	0	0.02	\$1,408	\$50	0	\$0	\$1,458
Veterans' Review Board	3	0.02	\$1,408	\$35	1.77	\$481	\$1,443
Australia Council	1	0.02	\$1,280	\$0	5.32	\$1,280	\$1,280
Special Broadcasting Service	3	0.03	\$1,280	\$0	2.66	\$427	\$1,280

Summary of all Costs of FOI Reported by Agencies

AGENCY	Requests Received	Staff-Years	Salary Costs (Inc. 60% Related Costs)	Non-Labour Costs	Average Staff Days Per Request	Average Cost per Request	TOTAL COSTS
Albury-Wodonga Development Corporation	0	0.01	\$704	\$139	0	\$0	\$843
ScreenSound Australia-National Screen and Sound Archive	1	0.01	\$704	\$30	2.66	\$734	\$732
Office of Parliamentary Counsel	2	0.02	\$704	\$20	2.66	\$362	\$724
Administrative Appeals Tribunal	3	0.01	\$704	\$0	0.89	\$235	\$704
Australian Accounting Standards Board	0	0.01	\$704	\$0	0	\$0	\$704
Snowy Mountains Hydro-Electric Authority	1	0.02	\$704	\$0	5.32	\$704	\$704
Social Security Appeals Tribunal	3	0.01	\$704	\$28	0.89	\$244	\$732
Superannuation Complaints Tribunal	3	0	\$0	\$505	0	\$168	\$505
Designs Office	9	0	\$0	\$30	0	\$3	\$30
High Court of Australia	2	0	\$0	\$15	0	\$8	\$15
Federal Court of Australia	2	0.01	\$0	\$5	1.33	\$3	\$5
TOTAL	31776	164.30	\$12,019,745	\$2,015,649	1.38	\$442	\$14,035,394

Non-Labour Costs Reported by Agencies

Appendix L: 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
Employment, Workplace Relations & Small Business	2370	0	0	429	1123	15063	157538	99939	0	1600	4234	\$282,296.00
CSIRO	4700	0	200	600	5300	4500	223795	0	0	0	0	\$239,095.00
Centrelink	80549	4300	220	17144	31716	30056	0	0	0	171	2485	\$166,641.00
Immigration and Multicultural Affairs	40370	1189	165	13161	583	15549	0	73776	0	16078	4912	\$165,783.00
Australian Competition & Consumer Commission	1379	0	0	0	0	4000	127779	27215	0	0	0	\$160,373.00
Veterans' Affairs	73606	630	567	31889	18490	1300	0	0	0	14148	600	\$141,230.00
Australian Taxation Office	6579	2218	3735	2643	27841	14633	7635	0	0	52898	21497	\$139,679.00
Reserve Bank of Australia	1250	0	0	0	0	0	0	76498	0	0	0	\$77,748.00
Australian Federal Police	6500	0	0	1500	2500	3223	0	24525	0	19500	4475	\$62,223.00
Telstra Corporation Limited	1290	0	0	553	0	0	2528	54596	0	0	2442	\$61,409.00
Aboriginal & Torres Strait Islander Commission	0	0	0	0	0	0	56494	0	0	0	250	\$56,744.00
Attorney-General's	340	352	0	146	148	0	32525	17513	0	241	1102	\$52,367.00
Family and Community Services	2250	120	1150	985	100	22531	0	0	0	0	11854	\$38,990.00
Agriculture, Fisheries & Forestry Australia	240	0	0	100	250	0	0	34230	0	1500	0	\$36,320.00
AusIndustry	0	0	0	0	0	0	35029	0	0	0	0	\$35,029.00
Australian Heritage Commission	30	0	0	0	0	0	25000	0	0	0	1580	\$26,610.00
Finance and Administration	500	0	0	0	0	0	24425	0	0	0	1200	\$26,125.00
Australia Post	155	0	0	52	267	0	20820	0	0	10	3000	\$24,304.00
Australian Securities & Investments Commission	877	60	70	177	245	2000	0	12600	0	4133	3840	\$24,002.00
Department of Health and Aged Care	1159	200	0	200	200	840	18463	600	0	0	0	\$21,662.00
Department of Defence	667	0	0	380	253	2026	17939	0	0	0	0	\$21,265.00
Health Insurance Commission	1850	0	0	1000	2400	2800	6000	5000	0	1040	0	\$20,090.00
Foreign Affairs and Trade	2255	0	125	695	3820	0	5772	3341	0	0	2500	\$18,508.00
Airservices Australia	0	973	21	135	130	418	0	0	0	14813	775	\$17,265.00
Refugee Review Tribunal	5340	150	265	3428	462	1617	0	0	0	0	635	\$11,897.00
Civil Aviation Safety Authority	1806	0	1150	1600	1800	119	0	0	0	5040	300	\$11,815.00
Trade Marks Office	5249	20	0	1684	164	0	2861	0	0	578	8	\$10,564.00

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	50	0	250	50	100	500	8500	0	0	1000	0	\$10,450.00
Australian Film Commission	100	0	0	10	20	0	6000	0	0	0	0	\$6,130.00
Department of Transport & Regional Services	1090	0	0	159	75	0	0	0	0	1956	2795	\$6,075.00
Department of Industry, Science and Resources	700	0	0	450	0	0	4000	0	0	0	0	\$5,150.00
National Registration Authority for Agricultural & Veterinary Chemical	300	0	0	100	0	0	0	4500	0	0	0	\$4,900.00
Commonwealth Director of Public Prosecutions	2650	0	0	100	50	0	0	0	0	200	0	\$3,000.00
Treasury	149	0	0	29	46	0	0	2420	0	240	0	\$2,884.00
National Archives of Australia	2000	0	0	0	0	0	0	0	0	421	0	\$2,421.00
Australian Customs Service	265	121	0	183	140	0	1500	0	0	85	0	\$2,294.00
Commonwealth Ombudsman	324	500	0	250	90	0	0	0	0	0	1000	\$2,164.00
Australian Prudential Regulation Authority	424	0	0	63	20	0	1125	0	0	0	0	\$1,632.00
Human Rights & Equal Opportunity Commission	1175	0	0	240	100	0	0	0	0	100	0	\$1,615.00
Australian Electoral Commission	150	0	0	100	100	0	738	0	0	500	0	\$1,588.00
Comcare	1200	0	0	256	50	0	0	0	0	0	0	\$1,506.00
Environment and Heritage	729	0	0	97	232	0	0	0	0	396	0	\$1,454.00
National Gallery of Australia	100	0	0	20	30	0	1200	0	0	100	0	\$1,450.00
Patents Office	669	6	0	263	27	0	0	0	0	127	0	\$1,092.00
Australian National University	40	0	0	6	10	0	1000	0	0	0	0	\$1,056.00
Australian Broadcasting Corporation	50	0	100	30	50	0	0	0	0	150	500	\$880.00
Military Superannuation & Benefits Board of Trustees No.1	314	0	0	142	19	0	0	300	0	0	100	\$875.00
Australian Communications Authority	100	0	0	50	50	400	0	0	0	250	0	\$850.00
Australian Protective Service	16	0	0	1	0	0	520	0	0	20	116	\$673.00

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
Productivity Commission	0	0	0	0	0	0	0	0	0	80	0	\$80.00
National Competition Council	0	0	0	0	50	0	0	0	0	0	0	\$50.00
Veterans' Review Board	10	0	0	5	20	0	0	0	0	0	0	\$35.00
Australian Transaction Reports and Analysis Centre (AUSTRAC)	30	0	0	0	0	0	0	0	0	0	0	\$30.00
ScreenSound Australia-National Screen & Sound Archive	20	0	0	5	5	0	0	0	0	0	0	\$30.00
Designs Office	5	0	0	19	0	0	0	0	0	6	0	\$30.00
Snowy Mountains Hydro-Electric Authority	28	0	0	0	0	0	0	0	0	0	0	\$28.00
Australian Bureau of Statistics	22	0	0	5	0	0	0	0	0	0	0	\$27.00
Office of Parliamentary Counsel	5	0	0	5	10	0	0	0	0	0	0	\$20.00
High Court of Australia	0	2	0	2	1	0	0	0	0	10	0	\$15.00
Commissioner for Superannuation	1	0	0	1	6	0	0	0	0	0	0	\$8.00
Federal Court of Australia	0	0	0	5	0	0	0	0	0	0	0	\$5.00
TOTALS	256132	10996	8069	81989	99505	121575	789246	437203	0	137865	73069	\$2,015,649

Agencies and Ministers Subject to the FOI Act

Appendix M: Agencies and Ministers subject to the FOI Act as at 30 June 2000 *

AGRICULTURE, FISHERIES AND FORESTRY

AUSTRALIA

Australian Dairy Corporation
Australian Dried Fruits Board
Australian Fisheries Management Authority
Australian Horticultural Corporation
Australian Pork Corporation
Australian Wine and Brandy Corporation
Australian Wool Research and Promotion Organisation
Cotton Research and Development Corporation
Dairy Research and Development Corporation

Department of Agriculture, Fisheries and Forestry Australia
Dried Fruits Research and Development Council

Fisheries Research and Development Corporation
Grains Research and Development Corporation
Grape and Wine Research and Development Corporation
Horticultural Research & Development Corporation
Land and Water Resources Research & Development Corporation
Minister for Agriculture, Fisheries and Forestry

Minister for Forestry and Conservation
Murray-Darling Basin Commission

National Registration Authority for Agricultural & Veterinary Chemicals
National Rural Advisory Council
Pig Research and Development Corporation
Plant Breeder Rights Advisory Committee
Rural Industries Research and Development Corporation
Snowy Mountains Hydro-Electric Authority
Sugar Research & Development Corporation
Tobacco Research & Development Corporation

ATTORNEY-GENERAL'S

Administrative Appeals Tribunal
Administrative Review Council
Attorney-General
Attorney-General's Department
Australian Customs Service
Australian Federal Police
Australian Law Reform Commission

Australian Protective Service
Australian Transaction Reports and Analysis Centre (AUSTRAC)
Classification Review Board

Commonwealth Director of Public Prosecutions

Copyright Tribunal
Defence Force Discipline Appeal Tribunal
Family Court of Australia

Family Law Council
Federal Court of Australia

Federal Police Disciplinary Tribunal

High Court of Australia
Human Rights and Equal Opportunity Commission

Minister for Justice and Customs

National Native Title Tribunal
Office of Film and Literature Classification
Office of Parliamentary Counsel
Solicitor General

* This list is based on information provided by agencies. It is not a complete list of agencies and Ministers.

Agencies and Ministers Subject to the FOI Act

COMMUNICATIONS, INFORMATION TECHNOLOGY AND THE ARTS

Australia Council
Australia Post
Australian Broadcasting Authority
Australian Broadcasting Corporation
Australian Communications Authority
Australian Film Commission
Australian Film, Television and Radio School

Australian National Maritime Museum

Department of Communications, Information Technology and the Arts
National Archives of Australia
National Gallery of Australia

National Library of Australia
National Museum of Australia
National Science and Technology Centre
ScreenSound Australia-National Screen and Sound Archive
Special Broadcasting Service
Telstra Corporation Limited

DEFENCE

Army and Air Force Canteen Service Board T/A Frontline Defence Service
Defence Force Retirement and Death Benefits (DFRDB) Authority
Defence Housing Authority
Department of Defence
Military Superannuation & Benefits Board of Trustees No.1
Minister Assisting the Minister for Defence
Minister for Defence
RAAF Veterans' Residences Trust
RAAF Welfare Trust Fund
RAN Relief Trust Fund
Trustees of the Australian Military Forces Relief Trust Fund

EDUCATION, TRAINING AND YOUTH AFFAIRS

Anglo-Australian Telescope Board
Australian Maritime College
Australian National Training Authority
Australian National University
Department of Education, Training and Youth Affairs

EMPLOYMENT, WORKPLACE RELATIONS & SMALL BUSINESS

Australian Industrial Relations Commission/Aust'n Industrial Registry
Comcare

Defence Force Remuneration Tribunal
Department of Employment, Workplace Relations and Small Business
Equal Opportunity for Women in the Workplace Agency
National Occupational Health and Safety Commission
Seafarers Rehabilitation and Compensation Authority

ENVIRONMENT AND HERITAGE

Australian Heritage Commission
Bureau of Meteorology
Department of the Environment and Heritage
Great Barrier Reef Marine Park Authority

FAMILY AND COMMUNITY SERVICES

Australian Institute of Family Studies
Centrelink
Department of Family and Community Services

Social Security Appeals Tribunal

FINANCE AND ADMINISTRATION

Australian Electoral Commission
Commissioner for Superannuation
Commonwealth Grants Commission

CSS Board
Department of Finance and Administration
PSS Board

Agencies and Ministers Subject to the FOI Act

FOREIGN AFFAIRS AND TRADE

Australia-Japan Foundation
Australian Centre for International Agriculture
Research
Australian Trade Commission (Austrade)

Department of Foreign Affairs & Trade
Export Finance and Insurance Corporation
Minister for Foreign Affairs
Minister for Trade

HEALTH AND AGED CARE

Australian Institute of Health and Welfare
Department of Health and Aged Care
General Practitioners Recognition Appeal
Committee
General Practitioners Recognition Eligibility
Committee
Health Insurance Commission

Medical (Dental Practitioners) Appeal
Committee
Medical Benefits (Dental Practitioners) Advisory
Committee
Medicare Benefits Advisory Committee
Overseas Specialist Advisory Committees-
ACT,NSW,NT,QLD,SA,TAS,VIC,WA
Specialist Recognition Appeal Committee

IMMIGRATION AND MULTICULTURAL AFFAIRS

Department of Immigration and Multicultural
Affairs
Refugee Review Tribunal

INDUSTRY, SCIENCE & RESOURCES

AusIndustry
Australian Institute of Marine Science

Australian Nuclear Science and Technical
Organisation
Australian Sports Drug Agency
Australian Tourist Commission
CSIRO
Department of Industry, Science and Resources

Designs Office

Joint Coal Board
Minister for Sport and Tourism
National Standards Commission
Offshore Minerals Joint Authority - All States

Patents Office

Professional Standards Board for Patent & Trade
Marks Attorneys
Trade Marks Office

PRIME MINISTER AND CABINET

Aboriginal and Torres Strait Islander Commission

Australian Institute of Aboriginal and Torres Strait Islander
Studies
Commonwealth Ombudsman

Department of the Prime Minister and Cabinet

Merit Protection Commissioner

Official Secretary to the Governor-General
Public Service and Merit Protection Commission

TRANSPORT AND REGIONAL SERVICES

Airservices Australia
Albury-Wodonga Development Corporation
Australian Maritime Safety Authority
Civil Aviation Safety Authority
Department of Transport and Regional Services
National Capital Authority

Agencies and Ministers Subject to the FOI Act

TREASURY

Australian Accounting Standards Board
Australian Bureau of Statistics
Australian Competition and Consumer Commission
Australian Competition Tribunal
Australian Prudential Regulation Authority
Australian Securities and Investments Commission
Australian Statistics Advisory Council
Australian Taxation Office
Companies and Securities Advisory Committee
Department of Treasury
National Competition Council
Productivity Commission
Reserve Bank of Australia
Superannuation Complaints Tribunal
Tax Agents' Board (WA)
Tax Agents' Board (SA)
Tax Agents' Board (Tas)
Tax Agents' Board (Vic)
Treasurer's Office

VETERANS' AFFAIRS

Australian War Memorial
Department of Veterans' Affairs
Director of Australian War Graves
Minister for Veterans' Affairs
Repatriation Commission
Veterans' Review Board