



# FREEDOM OF INFORMATION ACT 1982

## **ANNUAL REPORT 2000-2001**

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

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# MINISTER'S INTRODUCTION

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I am pleased to present the 19th annual report on the operation of the *Freedom of Information Act 1982* ('FOI Act').

This year, for the first time, the report contains statistics which distinguish between requests for personal information and requests for other information. This action implements a recommendation of the 1999 report of the Commonwealth Ombudsman entitled 'Needs to Know: Own Motion Investigation into the Administration of the *Freedom of Information Act 1982* in Commonwealth Agencies'.

I note that the statistics show that 90 per cent of FOI access requests received by Commonwealth agencies in 2000–01 were for documents containing personal information. The other 10 per cent of requests were for all other documents, such as documents relating to policy development and government decision-making.

The report also records that the number of FOI access requests increased significantly this year – up from 31,784 in 1999–2000 to 35,439 in 2000–01. This indicates the widespread use of the FOI Act within the community.

I am also pleased to report that during the year my Department produced a new FOI Memorandum on the exemptions in the FOI Act (FOI Memorandum No 98). This Memorandum provides guidance to agencies and the community on the interpretation and application of the exemptions in the FOI Act. It is intended that the Memorandum will be updated progressively in line with legislative and case law developments. FOI Memorandum No 98, and other FOI Memoranda and FOI reference material, is available on my Department's FOI home page at: [www.ag.gov.au/foi](http://www.ag.gov.au/foi)

**DARYL WILLIAMS**

31 October 2001

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# CHAPTER 1

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## ACTIVITY UNDER THE FOI ACT

### INTRODUCTION

1.1 This chapter examines the use made of the FOI Act during the reporting year 1 July 2000 to 30 June 2001 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.

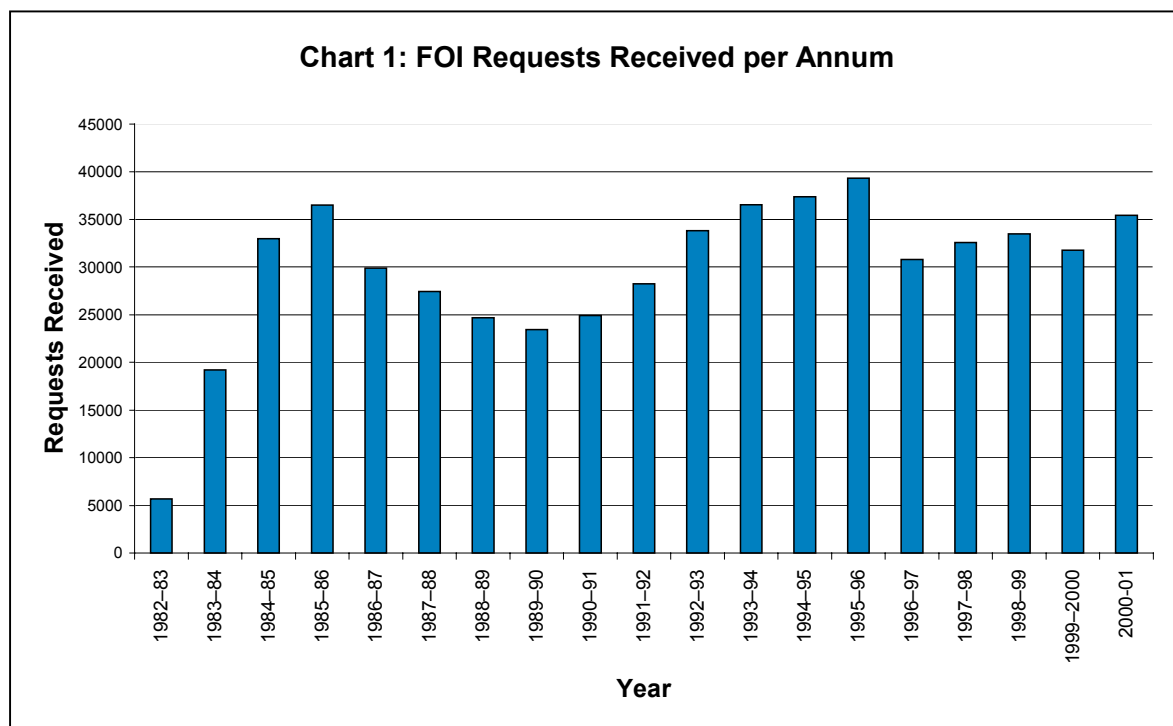
*Number of requests received*

1.4 During the year a total of 35,439 requests were received, an increase of 3,655 (11.50%) compared with 1999–2000. The number of agencies receiving requests increased from 83 in 1999–2000 to 89 in 2000–01. 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**

	1998–99	1999–2000	2000–01
Requests	33,484	31,784	35,439

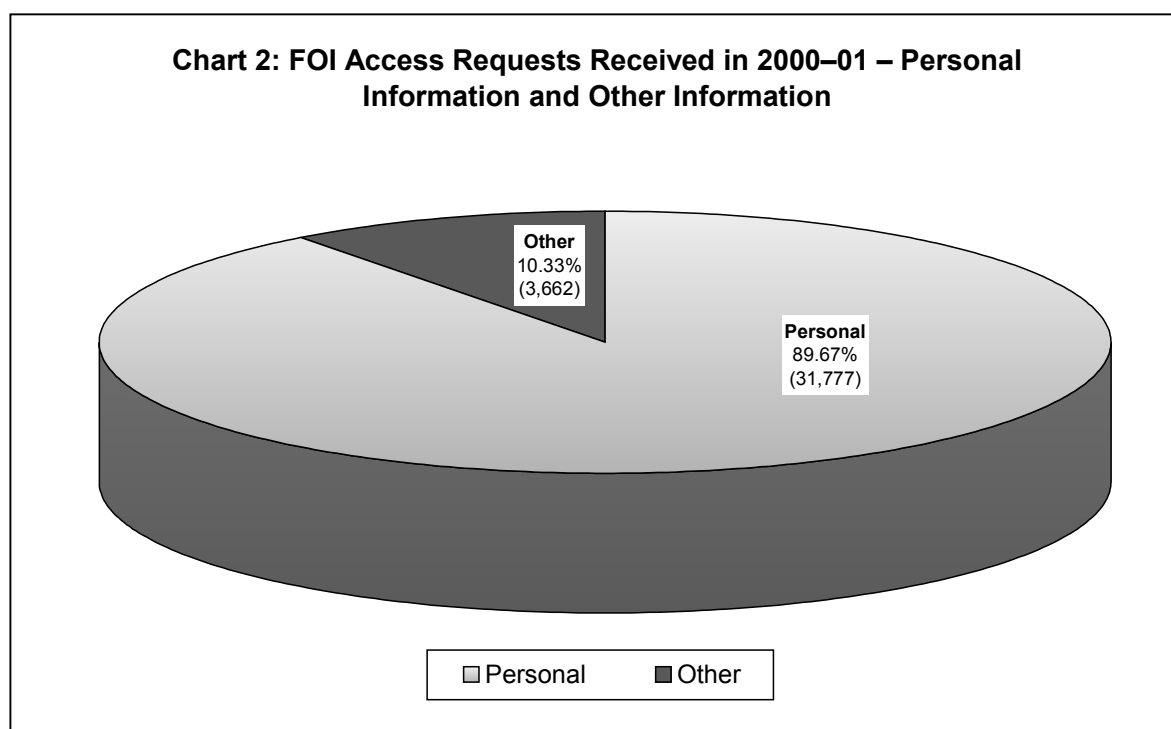
1.5 Between the date of commencement of the FOI Act on 1 December 1982 and 30 June 2001, Commonwealth agencies received a total of 600,658 access requests. Chart 1 shows the total number of access requests made for each year since the commencement of the Act. It should be noted that in 1982–83 the Act operated for seven months only.



*Breakdown of statistics: 'personal' information and 'other' information*

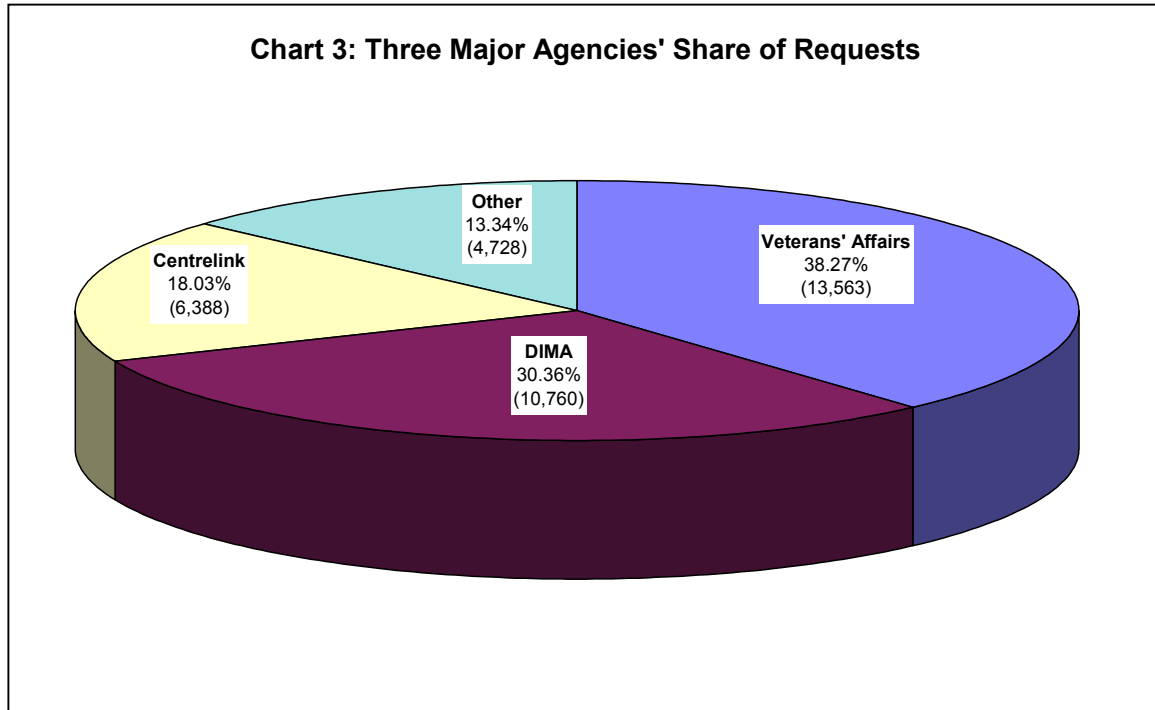
1.6 This year, for the first time, the statistics in this report contain a breakdown of requests for documents containing 'personal' information and requests for documents containing 'other' information. Requests for 'personal' information means requests for documents which contain information about a person. Requests for 'other' information means requests for all other documents such as documents concerning policy development and government decision-making. Appendix A contains a breakdown, for each agency, of the number of requests for documents containing personal information and documents containing other information.

1.7 Chart 2 shows the breakdown of the total number of access requests received by agencies in 2000–01 into the separate categories of 'personal' information and 'other' information. It can be seen that the vast majority of requests (almost 90%) are for documents containing personal information.

*Details of requests received*

1.8 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 3 shows these agencies' share of the total number of requests received by all agencies this year.





1.9 As in recent years, the Department of Veterans' Affairs (DVA) received the largest number of requests. The Department of Immigration and Multicultural Affairs recorded an increase of 2,587 requests from the previous year. Centrelink recorded an increase of 364 requests.

1.10 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. The statistics for 2000-01 in Table 2 include a breakdown of the number of requests for documents containing personal information and the number of requests for documents containing other information. The statistics for 1999-2000 in Table 2 do not include this breakdown because that information was not available.

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

AGENCY	2000-01			%	1999-2000	%	Variation
	Personal	Other	Total		Total		
Department of Veterans' Affairs	13554	9	13563	38.27	13340	41.97	223
Dept of Immigration and Multicultural Affairs	9450	1310	10760	30.36	8173	25.71	2587
Centrelink	6367	21	6388	18.03	6024	18.95	364
Refugee Review Tribunal	1044	1	1045	2.95	942	2.96	103
Trade Marks Office	-	702	702	1.98	635	2.00	67
Australian Taxation Office	5	478	483	1.36	417	1.31	66
Department of Family and Community Services	311	28	339	0.96	229	0.72	110
Telstra Corporation Limited	128	119	247	0.70	163	0.51	84
Department of Defence	152	35	187	0.53	161	0.51	26
Australian Federal Police	89	47	136	0.38	133	0.42	3
Patent Office	-	113	113	0.32	152	0.48	-39
Department of Health and Aged Care	4	99	103	0.29	74	0.23	29
Civil Aviation Safety Authority	11	80	91	0.27	112	0.35	-21
Department of Foreign Affairs and Trade	62	15	77	0.22	51	0.16	26
Department of Employment, W/Relations and S/Business	50	22	72	0.20	93	0.29	-21
CSS Board	67	-	67	0.19	96	0.30	-29
Defence Force Retirement and Death Benefits Authority*	65	-	65	0.18	-	-	-
Australian Securities and Investments Commission	16	49	65	0.18	48	0.15	17
Department of Transport and Regional Services	-	64	64	0.18	53	0.17	11
Australian Customs Service*	23	29	52	0.15	-	-	-
<b>Top 20</b>	<b>31398</b>	<b>3221</b>	<b>34619</b>	<b>97.70</b>	<b>31060</b>	<b>97.72</b>	<b>3559</b>
Remaining Agencies	379	441	820	2.30	724	2.28	96
<b>TOTAL</b>	<b>31777</b>	<b>3662</b>	<b>35439</b>	<b>100.00</b>	<b>31784</b>	<b>100.00</b>	<b>3655</b>

\*Denotes an agency not listed among the Top 20 agencies for 1999-2000

1.11 Of the 89 agencies receiving requests this year:

- 42 agencies (47.2%) received 10 or less requests;
- 22 agencies (24.7%) received between 11 and 40 requests;
- 13 agencies (14.6%) received between 41 and 100 requests;
- 8 agencies (9%) received between 101 and 1,000 requests; and
- 4 agencies (4.5%) received more than 1,000 requests.

**FOI ACCESS REQUESTS DETERMINED 2000-01**

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

- on hand at the beginning of year was 2318<sup>1</sup>
- received was 35439<sup>2</sup>
- requiring determination was 37757<sup>3</sup>
- determined was 33129<sup>4</sup>
- withdrawn was 1361<sup>5</sup>
- transferred in whole was 477<sup>6</sup>
- finalised in total was 34967<sup>7</sup>
- on hand at the end of the year was 2790<sup>8</sup>

1.13 Table 3 shows FOI access decision-making in 2000-01 compared with the previous year. The statistics for 2000-01 contain a breakdown of decisions on requests for documents containing personal information and decisions on requests for documents containing other information. The statistics for 1999-2000 do not include this breakdown because that information was not available.

**TABLE 3 - FOI Access Requests Determined**

DECISION	1999-2000	% of Total	2000-01			% of Total
			Personal	Other	Total	
Granted in Full	23412	77.24	24105	1704	25809	77.91
Granted in Part	5449	17.97	4721	965	5686	17.16
Refused	1451	4.79	1292	342	1634	4.93
<b>TOTAL</b>	<b>30312</b>	<b>100.00</b>	<b>30118</b>	<b>3011</b>	<b>33129</b>	<b>100.00</b>

1.14 The number of requests granted in full has increased by 2,397 while the number of requests granted in part has increased by 237. The number of requests determined has increased by 2,817 (9.29%) which can be attributed to the increase in requests received for 2000-01. The number of requests granted in full or in part, or refused,

<sup>1</sup> See 'On Hand 1st July' in Appendix A. The 2318 figure reported is 154 more than requests reported as on hand at the end of the 1999-2000 financial year. This reflects revised figures provided by agencies. The problem with the transition between reporting periods occurs each year.

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

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

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

<sup>5</sup> See 'Withdrawn' in Appendix B.

<sup>6</sup> See 'Transferred in Whole' in Appendix B.

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

<sup>8</sup> 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.

for each agency is set out in Appendix B. The statistics in Appendix B contain a breakdown by category of 'personal' information and 'other' information.

1.15 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	13127	99.58	36	0.27	20	0.15
Dept of Immigration and Multicultural Affairs	6486	67.33	2713	28.16	434	4.51
Centrelink	3962	62.82	1583	25.1	762	12.08
Refugee Review Tribunal	625	67.64	288	31.17	11	1.19
Trade Marks Office	527	75.94	166	23.92	1	0.14
Telstra Corporation Limited	133	63.03	31	14.69	47	22.27
Patent Office	104	97.2	3	2.8	0	0
Department of Defence	93	58.86	48	30.38	17	10.76
CSS Board	66	98.51	0	0	1	1.49
Defence Force Retirement and Death Benefits (DFRDB) Authority	65	100	0	0	0	0
Civil Aviation Safety Authority	54	62.79	30	34.88	2	2.33
Military Superannuation and Benefits Board of Trustees No. 1	51	100	0	0	0	0
Dept of Family and Community Services	47	15.82	215	72.39	35	11.78
PSS Board	42	100	0	0	0	0
Australian Taxation Office	41	15.02	133	48.72	99	36.26
Australian Transaction Reports and Analysis Centre (AUSTRAC)	39	92.86	2	4.76	1	2.38
Department of Employment, Workplace Relations and Small Business	26	39.39	24	36.36	16	24.24
Australian Customs Service	24	54.55	14	31.82	6	13.64
Department of Health and Aged Care	22	26.51	47	56.63	14	16.87
Australian Securities and Investments Commission	18	33.33	22	40.74	14	25.93
<b>Top 20</b>	<b>25552</b>	<b>77.13</b>	<b>5355</b>	<b>16.16</b>	<b>1480</b>	<b>4.47</b>
Remaining Agencies	257	0.78	331	1.00	154	0.46
<b>TOTAL</b>	<b>25809</b>	<b>77.91</b>	<b>5686</b>	<b>17.16</b>	<b>1634</b>	<b>4.93</b>

1.16 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	%
Defence Force Retirement and Death Benefits (DFRDB) Authority	65	65	100
Military Superannuation and Benefits Board of Trustees No. 1	51	51	100
PSS Board	42	42	100
Department of Veterans' Affairs	13183	13127	99.58
CSS Board	67	66	98.51
Patent Office	107	104	97.20
Australian Transaction Reports and Analysis Centre (AUSTRAC)	42	39	92.86
Australian Trade Commission (AUSTRADE)	11	10	90.91

1.17 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	%
Dept of Family and Community Services	297	47	15.82
Australian Taxation Office	273	41	15.02
Australian Federal Police	90	13	14.44
Department of Health and Aged Care	83	22	26.51
Department of Foreign Affairs and Trade	66	14	21.21
Department of Employment, Workplace Relations and Small Business	66	26	39.39
Australian Securities and Investments Comm	54	18	33.33
Dept of Transport and Regional Services	40	10	25
Attorney-General's Department	35	10	28.57
Dept of Finance and Administration	29	9	31.03
Dept of Industry, Science and Resources	27	13	48.15
Australian Broadcasting Corporation	19	1	5.26
Aboriginal and Torres Strait Islander Comm	19	7	36.84
Airservices Australia	18	4	22.22
Comcare	18	7	38.89
CSIRO	18	7	38.89
Health Insurance Commission	17	1	5.88
Director of Public Prosecutions	17	3	17.65
Australian Competition and Consumer Comm	16	2	12.5
Great Barrier Reef Marine Park Authority	15	5	33.33
Dept of the Environment and Heritage	14	5	35.71
Dept of the Prime Minister and Cabinet	14	5	35.71
Department of Communications, Information Technology and the Arts	13	0	0
Department of the Treasury	12	4	33.33

## TIME TAKEN TO RESPOND TO FOI ACCESS REQUESTS

1.18 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.

1.19 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.

1.20 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, including a breakdown of response times for 'personal' and 'other' requests.

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

Response Time	1999–2000	% of Total	2000–01			% of Total
			Personal	Other	Total	
0–30 Days	23269	76.77	23863	2093	25956	78.35
31–60 Days	4738	15.63	4134	538	4672	14.10
61–90 Days	1055	3.48	989	160	1149	3.47
Over 90 Days	1250	4.12	1132	220	1352	4.08
<b>TOTAL</b>	<b>30312</b>	<b>100.00</b>	<b>30118</b>	<b>3011</b>	<b>33129</b>	<b>100.00</b>

1.21 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 a small increase in the response time for the '0–30 Days' category. The total of 33,129 for 2000–01 corresponds with the total requests determined in Table 3.

1.22 Table 8 shows those agencies which notified 20 or more 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	%
Dept of Immigration and Multicultural Affairs	9633	2076	21.55
Department of Veterans' Affairs	13183	1087	8.25
Centrelink	6307	930	14.75
Australian Taxation Office	273	93	34.07
Dept of Family and Community Services	297	83	27.95
Refugee Review Tribunal	924	65	7.03
Department of Health and Aged Care	83	34	40.96
Department of Defence	158	31	19.62
Australian Federal Police	90	21	23.33
Civil Aviation Safety Authority	86	20	23.26

1.23 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 and Multicultural Affairs	9633	614	6.37
Centrelink	6307	270	4.28
Department of Veterans' Affairs	13183	101	0.77
Dept of Family and Community Services	297	24	8.08
Dept of Health and Aged Care	83	19	22.89
Australian Taxation Office	273	18	6.59
Department of Defence	158	14	8.86
Department of Foreign Affairs and Trade	66	12	18.18

1.24 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	%
Department of Immigration and Multicultural Affairs	9633	783	8.13
Centrelink	6307	373	5.91
Department of Veterans' Affairs	13183	43	0.33
Department of Defence	158	30	18.99
Australian Taxation Office	273	23	8.42
Department of Foreign Affairs and Trade	66	19	28.79
Department of Family and Community Services	297	15	5.05
Health Insurance Commission	17	9	52.94
Department of Finance and Administration	29	8	27.59
Department of Health and Aged Care	83	6	7.23
Refugee Review Tribunal	924	6	0.65
Telstra Corporation Limited	211	4	1.90
Australian Federal Police	90	4	4.44
Attorney-General's Department	35	4	11.43
Great Barrier Reef Marine Park Authority	15	3	20
Director of Public Prosecutions	17	2	11.76
Australian Maritime Safety Authority	15	2	13.33
National Registration Authority for Agriculture and Veterinary Chemicals	5	2	40
Department of Agriculture, Fisheries and Forestry Australia	14	2	14.29
Human Rights and Equal Opportunity Commission	21	2	9.52
Department of Industry, Science and Resources	27	2	7.41
Australian Communications Authority	6	2	33.33
Australian Nuclear Science and Technical Organisation	4	2	50
Department of Transport and Regional Services	40	1	2.5
CSIRO	18	1	5.56
Comcare	18	1	5.56
Office of Film and Literature Classification	1	1	0
Attorney-General	2	1	50
Department of Communications, Information Technology and the Arts	13	1	7.69

**TRANSFER OF REQUESTS**

1.25 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 477 requests (1.35% 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**

1.26 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.

1.27 During the reporting year, 510 requests for amendment of personal records were received by eleven agencies, representing an increase of 62.94% 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	1999-2000	%	2000-01	%
Grant-Alter Record	97	48.99	141	48.96
Grant-Notate Record	14	7.07	4	1.39
Grant-Alter & Notate Record	5	2.53	69	23.96
Refuse	82	41.41	74	25.69
<b>TOTAL DETERMINED</b>	<b>198</b>	<b>100.00</b>	<b>288</b>	<b>100.00</b>
Matters Not Determined	115		222	

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

1.28 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	73	20.33
31-60 Days	43	11.98
Over 60 Days	243	67.69
<b>TOTAL</b>	<b>359</b>	<b>100.00</b>

## FEES AND CHARGES

1.29 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 1.34 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, including a breakdown into the categories of 'personal' information and 'other' information.

1.30 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 \$
Trade Marks Office	702	20700	18351	39051	55.63
Australian Taxation Office	483	12440	24462	36902	76.40
Department of Industry, Science and Resources	35	1160	13638	14798	422.8
Department of Immigration and Multicultural Affairs	10760	11515	2201	13716	1.27
Department of Veterans' Affairs	13563	10050	956	11006	0.81
Dept of Health and Aged Care	103	2970	6474	9444	91.69
Department of Defence	187	3180	5699	8879	47.48
Patent Office	113	3360	4584	7944	70.30
Civil Aviation Safety Authority	91	2560	5001	7561	83.09
Department of Finance and Administration	41	1250	5088	6338	154.59
Australian Securities and Investments Commission	65	1940	3095	5035	77.46
Department of Transport and Regional Services	64	1650	3183	4833	75.52
Dept of Agriculture, Fisheries and Forestry Australia	18	520	4097	4617	256.5
Australian Competition and Consumer Commission	22	640	3773	4413	200.59
Australian Customs Service	52	1600	2785	4385	84.33
Department of the Treasury	16	400	3133	3533	220.81
Telstra Corporation Ltd	247	2670	407	3077	12.46
Australian Federal Police	136	1488	1480	2968	21.82
<b>Subtotal</b>	<b>26698</b>	<b>80093</b>	<b>108407</b>	<b>188500</b>	<b>7.06</b>
Remaining Agencies	8741	15502	17645	33147	3.79
<b>TOTAL</b>	<b>35439</b>	<b>95595</b>	<b>126052</b>	<b>221647</b>	<b>6.25</b>

### *Fees*

1.31 During the year a total of \$95,595 was collected in respect of application fees. This is a big decrease on the total of \$261,512 which was collected in application fees last year. One of the main reasons for the decrease is that application fees collected by the Department of Immigration and Multicultural Affairs (DIMA) fell from \$191,380 in 1999–2000 to \$11,515 in 2000–01. This is a result of DIMA implementing a recommendation of the Commonwealth Ombudsman in his 1999 report, entitled ‘Needs to Know: Own Motion Investigation into the Administration of the *Freedom of Information Act 1982* in Commonwealth Agencies’, that agencies not impose fees where applicants make FOI requests for their own personal information. It should be noted that DIMA may impose a fee in special circumstances where an applicant requests their own personal information, such as where the request is a repeated request for identical personal information.

1.32 Of the total amount collected for application fees in 2000–01, \$89,815 was collected in respect of initial processing. This means that agencies collected initial application fees for the equivalent of 2,993 (8.45%) requests. A total of \$5,780 in internal review application fees was collected. Application fees account for 43.13% of total FOI revenue collected.

### *Charges*

1.33 Agencies notified a total of \$1,099,380 in charges, but collected only \$126,052 (11.47%) 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.

1.34 During the year under report:

- charges were notified in respect of 2,118 requests, or 5.98% of the total requests received;
- the total amount of fees and charges collected was \$221,647, a decrease of \$213,514 (49.07%) on the amount collected in the previous reporting year (see paragraph 1.31 for an explanation of the decrease in fees collected);
- an average of \$6.25 in fees and charges was collected in respect of each request received, a decrease of \$7.45 (54.38%) on the amount collected in 1999–2000;
- the average amount of charges collected (not including application fees) per request where charges were notified was \$59.51, a decrease of \$55.03 (48.04%) over the previous year; and
- the total amount collected represented 1.54% 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

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## REVIEW OF FOI DECISIONS

### INTRODUCTION

2.1 Under the FOI Act, an applicant who is dissatisfied with the decision of an agency on his or her initial FOI request has several avenues for review or redress: 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, 318 applications were made for internal review of agency decisions on access requests, 30 of which were apparently on hand at the end of the reporting period. One hundred and sixty nine applications were for review of decisions on requests for documents containing personal information and 149 applications were for review of decisions on requests for other documents. Appendix E contains details of internal review applications and results as reported by agencies, broken down into the categories of personal information and other information.

2.7 In 2000–01 applicants challenged only a small number 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 277 decisions on internal review, with 171 (61.7%) of those decisions affirming the original decision and 106 (38.3%) decisions resulting in some concession by agencies to applicants, and 11 applications were withdrawn.

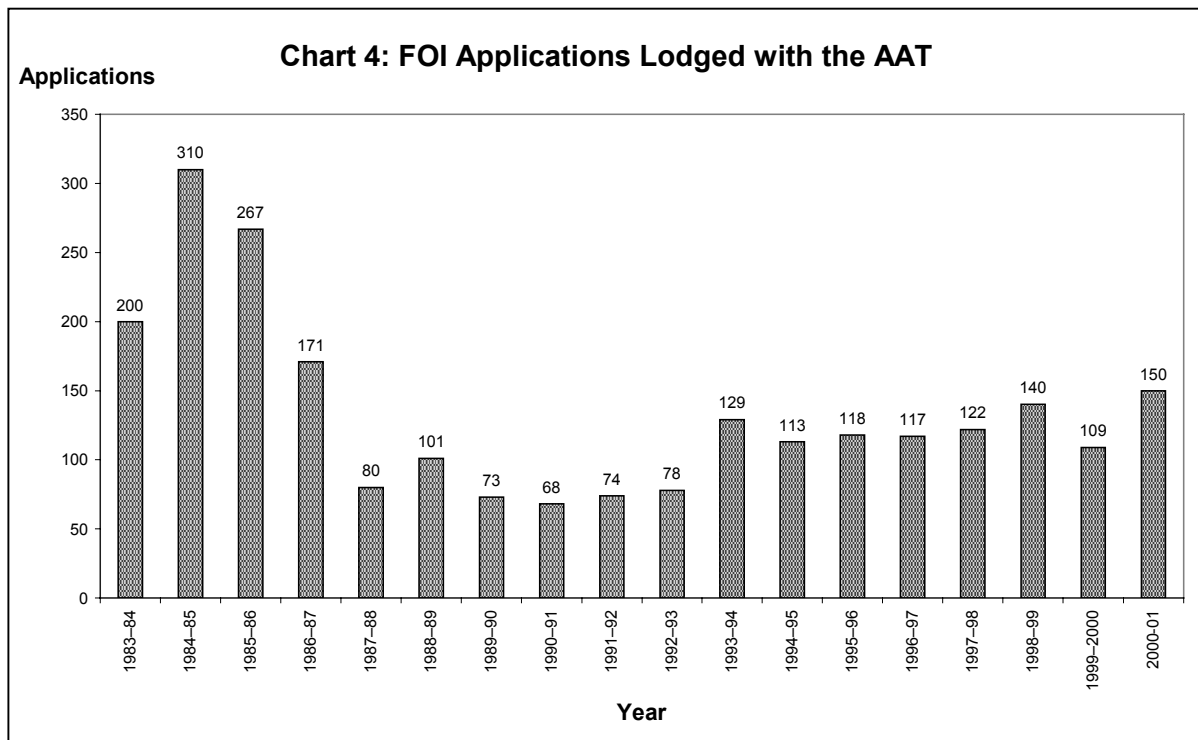
2.8 There were 11 applications for internal review of decisions concerning amendment of personal records (see Appendix I). Agencies made nine decisions on internal review, with seven decisions affirming the original decision and two decisions amending records.

## ADMINISTRATIVE APPEALS TRIBUNAL

2.9 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' (Administrative Review Council, *Better Decisions: Review of Commonwealth Merits Review Tribunals*, 1995, page 9). Where, however, it is established that a document is an 'exempt document' under the FOI Act, the Tribunal does not have power to decide that access to the document, so far as it contains exempt matter, is to be granted (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). The fee is currently \$526.00.

2.10 Chart 4 shows the number of FOI applications recorded by the Tribunal each year. Appendix F contains applications and results as reported by agencies, broken down into the categories of requests for documents containing personal information and requests for documents containing other information. As in the previous year, there is a considerable discrepancy between the number of applications reported by agencies (76 – see Appendix F) and that reported by the Tribunal (150 – see Appendix G). The possible reasons for this discrepancy 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.



2.11 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 2000	Lodged 2000-01	Decided 2000-01	Current at 30 June 2001
NSW	37	47	50	34
VIC	14	45	15	44
QLD	17	20	10	27
SA	1	10	6	5
WA	14	17	16	15
TAS	5	7	10	2
ACT	1	1	1	1
NT	-	3	-	3
<b>TOTAL</b>	<b>89</b>	<b>150</b>	<b>108</b>	<b>131</b>

2.12 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 : 2000-01**

BY CONSENT	Total	BY DECISION	Total	OTHER	Total
Affirmed	2	Affirmed	12	No Fee Paid	4
Set Aside	11	Set Aside	8	Transferred	1
Varied	4	Varied	7		
Remitted	0	Remitted	0		
Dismissed/Withdrawn <sup>9</sup>	40	No Jurisdiction	7		
		Dismissed <sup>10</sup>	12		

## OMBUDSMAN

2.13 During the year the Commonwealth Ombudsman received 262 complaints about FOI matters (this represents an increase of 0.77% from 260 in the previous year). The complaints equate to 0.74% of the total number of FOI requests received during the year. Details of FOI complaints to the Ombudsman are contained in Annual Reports of the Commonwealth Ombudsman.

<sup>9</sup> Includes matters dismissed at the request of the applicant under sections 42A(1A) and (1B).

<sup>10</sup> Includes matters dismissed under sections 42B (frivolous or vexatious) and 42A(4) (non-reviewable).

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



# CHAPTER 3

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## 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 2000-01 are contained in Appendices K and L. For the purposes of calculating the costs of administering the FOI Act, agencies are 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.

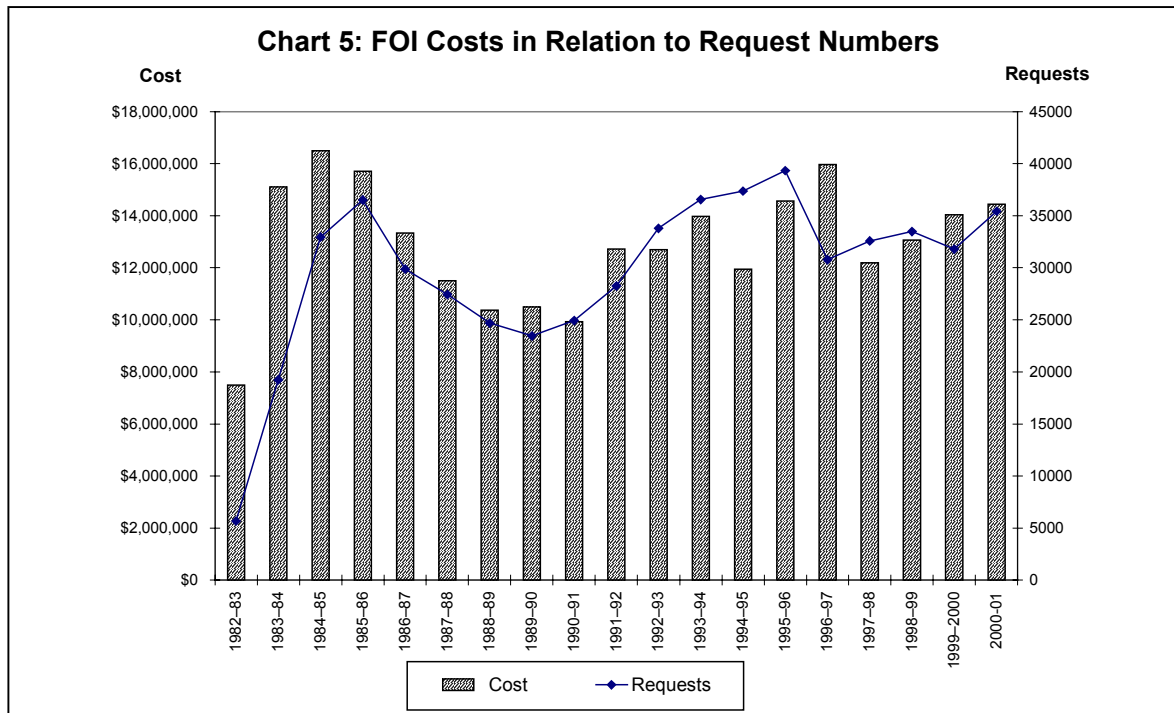
### TOTAL COST

3.3 The total reported cost attributable to the FOI Act during 2000-01 was \$14,415,406 which is an increase of \$380,012 (2.71%) 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**

Year	Total Cost	Year	Total Cost	Year	Total Cost
1982-83*	\$7,502,355	1989-90	\$10,494,376	1996-97	\$15,972,950
1983-84	\$15,106,511	1990-91	\$9,921,772	1997-98	\$12,191,478
1984-85	\$16,496,961	1991-92	\$12,723,097	1998-99	\$13,066,029
1985-86	\$15,711,889	1992-93	\$12,702,329	1999-2000	\$14,035,394
1986-87	\$13,336,864	1993-94	\$13,977,360	2000-01	\$14,415,406
1987-88	\$11,506,931	1994-95	\$11,955,482		
1988-89	\$10,373,321	1995-96	\$14,564,562		
*(7 months only)					

3.4 Chart 5 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 2000–01.



### COST OF FOI FOR 2000–01

#### *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**

	1999-2000	2000-01
Total Staff 75-100% time on FOI matters	109	120
Total Staff 0-75% time on FOI matters	1790	2039
Total staff years	164.30	161.96

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 applied<sup>11</sup>:

- Officers whose duties included FOI work \$46,326<sup>12</sup>
- Other officers involved in processing requests
  - SES officers (or equivalent) \$0<sup>13</sup>
  - APS Level 6 & Executive Levels 1-2 \$68,719<sup>14</sup>
- Support staff (APS Levels 1-5) \$37,900<sup>15</sup>
- Minister's Office
  - Minister and advisers \$81,135<sup>16</sup>
  - Minister's support staff \$37,900<sup>17</sup>

<sup>11</sup> 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 three selected agencies. This reflects the best assessment of salary levels.

<sup>12</sup> Equivalent to the top increment of an Australian Public Service Level 5 as at 30 June 2001.

<sup>13</sup> 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.

<sup>14</sup> Equivalent to the top increment of an Executive Level 1 as at 30 June 2001.

<sup>15</sup> Equivalent to the top increment of an Australian Public Service Level 3 as at 30 June 2001.

<sup>16</sup> Equivalent to the top increment of an Executive Level 2 as at 30 June 2001.

<sup>17</sup> Equivalent to the top increment of an Australian Public Service Level 3 as at 30 June 2001.

**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	117.51	5,443,768	3,266,261	8,710,029
<i>Other officers involved in processing requests:</i>				
– SES	3.57	0*	0*	0*
– APS Level 6 & Executive Levels 1–2	26.82	1,843,044	1,105,826	2,948,870
<i>Support Staff</i>				
– APS Levels 1–5	13.73	520,367	312,220	832,587
<i>Ministerial Staff</i>				
– Minister and advisers	0.26	21,095	12,657	33,752
– Minister's support staff	0.07	2,653	1,592	4,245
<b>Total</b>	<b>161.96</b>	<b>7,830,927</b>	<b>4,698,556</b>	<b>12,529,483</b>

\* See Footnote 13.

3.7 Compared with 1999–2000, Table 18 represents a decrease of 7.27 staff-years (5.83%) for the category titled 'Officers whose duties included FOI work'. There has been an increase in staff years of 0.33 (10.19%) for SES involved in processing requests, and an increase of 4.25 staff years (44.83%) for APS Levels 1–5 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 decreased by \$129,726. Of the 11 categories in Table 19, four showed an increase compared to 1999–2000, the largest being 'Other' which increased by \$21,891. The biggest decrease by category was in 'Legal counsel fees' costs, which fell by \$76,553.

**TABLE 19 – Identified Non-Staff Costs**

Item	1999–2000 \$	2000–01 \$
Photocopying	256,132	238,678
Printing	10,996	10,943
Purchase of material	8,069	8,496
Postage	81,989	80,299
Telephone	99,505	103,388
Travel	121,575	65,635
Solicitors' fees	789,246	771,316
Legal counsel fees	437,203	360,650
Applicants' litigation costs	0	0
Computer time	137,865	151,558
Other	73,069	94,960
<b>Total</b>	<b>2,015,649</b>	<b>1,885,923</b>

*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 0.33 to 38.13 with the overall average being 1.22. 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 \$1 for the Official Secretary to the Governor-General and the Administrative Appeals Tribunal to \$32,496 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
Official Secretary to the Governor-General	\$1	1
Administrative Appeals Tribunal	\$1	6
National Capital Authority	\$10	1
Australian Transaction Reports and Analysis Centre (AUSTRAC)	\$71	43
Department of Veterans' Affairs	\$80	13563
Patent Office	\$108	113
Superannuation Complaints Tribunal	\$110	1
Comcare	\$144	18
Refugee Review Tribunal	\$147	1045
Trade Marks Office	\$149	702
Designs Office	\$160	16

3.11 The average cost for six agencies was higher than \$10,000 per request, as shown in Table 21. Last year, five agencies recorded an average cost per request of greater than \$10,000.

**TABLE 21 - Agencies with Average Cost per Request Greater than \$10,000**

AGENCY	Average Cost	Requests
Dept of Industry, Science and Resources	\$10,021	35
Department of Finance and Administration	\$11,585	41
Australian Broadcasting Authority	\$11,651	3
CSIRO	\$13,505	15
Reserve Bank of Australia	\$32,496	2
Office of Film and Literature Classification	\$33,024	1

*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 2000–01**

3.14 The costs and the number of requests received from 1993–94 to 2000–01 are listed in Table 22.

**TABLE 22 – Average Cost per Request**

<b>Year</b>	<b>Requests Received</b>	<b>Total Cost</b>	<b>Average Cost per Request<sup>18</sup></b>
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
2000–01	35,439	\$14,415,406	\$407

<sup>18</sup> 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

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## 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 at: [www.ag.gov.au/foi](http://www.ag.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 at: [www.ag.gov.au/foi](http://www.ag.gov.au/foi)

### *FOI Memorandum No 98*

4.6 During the year the Attorney-General's Department produced a new FOI Memorandum on the exemptions sections in the FOI Act (Memorandum No 98). Memorandum No 98 provides guidance on the exemptions and is accessible from the FOI home page at: [www.ag.gov.au/foi](http://www.ag.gov.au/foi)

### *FOI pamphlet*

4.7 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: [www.ag.gov.au/foi](http://www.ag.gov.au/foi)

### *FOI Annual Report*

4.8 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: [www.ag.gov.au/foi](http://www.ag.gov.au/foi)

### *Section 8 statements*

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

### *Section 9 statements*

4.10 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.

4.11 Section 9 statements are held in all National Archives of Australia reading rooms and the dates to which the statements are correct are set out in Table 23. 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 16 October 2001<sup>19</sup>**

AGENCY	CORRECT TO
Aboriginal Hostels Limited	8 December 1993
Airservices Australia	15 September 2001
Albury-Wodonga Development Corporation	23 January 2001
Attorney-General's	16 October 2001
AUSTEL	2 February 1995
Australia Council	1 August 1995
Australian Accounting Standards Board	26 September 2001
Australian Broadcasting Authority	October 2000
Australian Broadcasting Corporation	4 October 2001
Australian Bureau of Statistics	July 2001
Australian Statistics Advisory Council	July 2001
Australian Competition and Consumer Commission	27 June 1997
Australian Customs Service	18 March 1997
Australian Electoral Commission	8 October 2001
Australian Heritage Commission	27 September 2001
Australian Industrial Registry	10 September 2001
Australian Institute of Aboriginal and Torres Strait Islander Studies	June 1995
Australian Institute of Family Studies	19 September 2001
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 2001
Australian Radiation Protection and Nuclear Safety Agency	25 September 2001
Australian Securities and Investments Commission	19 September 2001

<sup>19</sup> The information in Table 23 is provided by the National Archives of Australia.

**TABLE 23 Continued**

<b>AGENCY</b>	<b>CORRECT TO</b>
Australian Taxation Office	2 January 1996
Australian Trade Commission	25 September 2001
Australian War Memorial	26 September 2001
Canberra National Memorials Committee	1 March 1987
Centrelink	12 October 2001
Civil Aviation Safety Authority	1 July 2001
Classification Review Board	19 September 2001
Comcare	15 October 2001
Commonwealth Grants Commission	20 September 2001
Commonwealth Ombudsman	7 October 1998
Communications, Information Technology and the Arts	31 July 2000
Copyright Tribunal	19 September 2001
CSIRO	8 June 2001
Defence	October 2000
Employment, Education and Training	1 August 1992
Employment, Workplace Relations and Small Business	October 2000
Environment and Heritage	31 August 2001
Federal Court of Australia	10 January 2001
Federal Magistrates Service	27 September 2001
Finance and Administration	30 June 2001
Fisheries Research and Development Council	24 September 2001
Foreign Affairs and Trade	31 December 2000
Great Barrier Reef Consultative Authority	1 March 1987
Health and Aged Care	31 May 2001
Health Insurance Commission	9 July 1999
Housing and Regional Development	30 December 1995
Immigration and Multicultural Affairs	30 June 2001
Industry, Science and Resources	23 October 2000
Insolvency and Trustee Service Australia	2 October 2001
IP Australia	5 October 2001
National Archives of Australia	30 September 2001
National Competition Council	28 September 2001
National Library of Australia	17 June 1997
National Museum of Australia	17 June 1997
National Rural Advisory Council	20 September 2001

**TABLE 23 Continued**

<b>AGENCY</b>	<b>CORRECT TO</b>
Office of Asset Sales and Commercial Support	30 June 2001
Office of Film and Literature Classification	19 September 2001
Office of Parliamentary Counsel	24 September 2001
Office of the Employment Advocate	21 September 2001
Office of the Registrar of Aboriginal Corporations	31 July 2001
Plant Breeder's Rights Advisory Committee	27 September 2001
Prime Minister and Cabinet	December 1998
Private Health Insurance Administration Council	25 September 2001
Productivity Commission	1 October 2001
Public Service and Merit Protection Commission	May 2001
Reconciliation and Aboriginal and Torres Strait Island Affairs	31 May 2001
Reserve Bank of Australia	15 January 2001
Royal Australian Mint	13 June 1997
Social Security	27 March 1997
Spectrum Management Agency	31 July 1996
Superannuation Complaints Tribunal	24 September 2001
Telstra	19 September 2001
Tourism	30 June 1995
Transport and Regional Services	30 June 2001
Treasury	26 October 1999
Veterans' Affairs	30 June 2001
Wheat Export Authority	30 September 2001

## **MONITORING FOI DECISION-MAKING AND WORKLOAD**

### *Extent of reporting*

4.12 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*

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

*Inadequacy of statistical collection*

4.14 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.

4.15 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 enter their own FOI statistics via the Internet. This system has made it easier for agencies to provide statistics. In addition to this initiative, regular stocktakes of the list of agencies and Ministers subject to the FOI Act are undertaken in order to improve the comprehensiveness of the list.

# CHAPTER 5

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## AMENDMENT OF THE FOI ACT

### INTRODUCTION

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

### AMENDMENT OF THE FOI ACT

5.2 The *Broadcasting Services Amendment (Digital Television and Datacasting) Act 2000* (Act No. 108 of 2000) amended the entries for the Australian Broadcasting Corporation and the Special Broadcasting Service Corporation in Division 1 of Part II of Schedule 2 of the FOI Act by adding a reference to 'datacasting content'. The exemptions for these agencies now read:

- 'Australian Broadcasting Corporation, in relation to its program material and its datacasting content'; and
- 'Special Broadcasting Service Corporation, in relation to its program material and its datacasting content'.

This amendment commenced on 1 January 2001.

5.3 The *Gene Technology (Consequential Amendments) Act 2000* (Act No. 170 of 2000) inserted '*Gene Technology Act 2000*, subsections 187(1) and (2)' into Schedule 3 of the FOI Act. This amendment commenced on 22 June 2001.

5.4 The *Horticulture Marketing and Research and Development Services (Repeals and Consequential Provisions) Act 2000* (Act No. 163 of 2000) removed the item in Part III of Schedule 2 of the FOI Act which referred to '*Australian Horticultural Corporation Act 1987*'. This amendment commenced on 1 February 2001.

5.5 The *Pig Industry Act 2001* (Act No. 30 of 2001) removed the item in Division 1 of Part II of Schedule 2 of the FOI Act which referred to 'Australian Pork Corporation, in relation to documents in respect of its commercial activities'. This amendment commenced on 1 July 2001.

# APPENDICES

Request Numbers

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

AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total All Agencies Requests Received			Requests Finalised			On Hand 30th June		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
<b>AGRICULTURE, FISHERIES AND FORESTRY AUSTRALIA</b>																					
Australian Dairy Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian Dried Fruits Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian Fisheries Management Authority	0	0	0	9	4	13	0	0	0	9	4	13	0.03	0.11	0.04	9	4	13	0	0	0
Australian Horticultural Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian Pork Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian Wine and Brandy Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian Wool Research and Promotion Organisation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cotton Research and Development Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dairy Adjustment Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dairy Research and Development Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Agriculture, Fisheries and Forestry Australia	0	2	2	0	18	18	0	0	0	0	18	18	0	0.49	0.05	0	19	19	0	1	1
Dried Fruits Research and Development Council	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Fisheries Research and Development Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Forest and Wood Products Research and Development Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**KEY: P = Personal, O = Other, T = Total**

Request Numbers

AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total All Agencies Requests Received			Requests Finalised			On Hand 30th June		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Grains Research and Development Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grape and Wine Research and Development Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Horticultural Research and Development Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Land and Water Resources Research and Development Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Minister for Agriculture, Fisheries and Forestry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Minister for Forestry and Conservation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Murray-Darling Basin Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Registration Auth'y for Agricultural & Veterinary Chemicals	0	4	4	0	8	8	0	0	0	0	8	8	0	0.22	0.02	0	9	9	0	3	3
National Rural Advisory Council	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pig Research and Development Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Plant Breeder Rights Advisory Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rural Industries Research and Development Corporation	0	0	0	1	1	2	0	0	0	1	1	2	0.00	0.03	0.01	1	1	2	0	0	0
Sugar Research and Development Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tobacco Research and Development Corporation	0	0	0	0	0	0	0	1	1	0	1	1	0	0.03	0	0	0	0	0	1	1
Wheat Export Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**KEY: P = Personal, O = Other, T = Total**



Request Numbers

AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total All Agencies Requests Received			Requests Finalised			On Hand 30th June		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
<b>ATTORNEY-GENERAL'S</b>																					
Administrative Appeals Tribunal	0	0	0	5	1	6	0	0	0	5	1	6	0.02	0.03	0.02	5	1	6	0	0	0
Administrative Review Council	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Attorney-General	0	0	0	2	2	4	0	1	1	2	3	5	0.01	0.08	0.01	2	3	5	0	0	0
Attorney-General's Department	4	1	5	14	23	37	2	2	4	16	25	41	0.05	0.68	0.12	19	25	44	1	1	2
Australian Customs Service	1	3	4	23	29	52	0	0	0	23	29	52	0.07	0.79	0.15	22	28	50	2	4	6
Australian Federal Police	0	17	17	86	45	131	3	2	5	89	47	136	0.28	1.28	0.38	51	56	107	38	8	46
Australian Law Reform Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0	0	0	0	0
Australian Protective Service	0	0	0	1	0	1	0	0	0	1	0	1	0	0	0.00	1	0	1	0	0	0
Australian Transaction Reports and Analysis Centre (AUSTRAC)	0	0	0	43	0	43	0	0	0	43	0	43	0.14	0	0.12	43	0	43	0	0	0
Classification Review Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0	0	0	0	0
Copyright Tribunal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0	0	0	0	0
Defence Force Discipline Appeal Tribunal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0	0	0	0	0
Director of Public Prosecutions	3	0	3	16	0	16	0	0	0	16	0	16	0.05	0	0.05	17	0	17	2	0	2
Family Court of Australia	0	0	0	1	0	1	0	0	0	1	0	1	0	0	0.00	1	0	1	0	0	0
Family Law Council	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0	0	0	0	0
Federal Court of Australia	0	0	0	3	1	4	0	0	0	3	1	4	0.01	0.03	0.01	2	1	3	1	0	1
Federal Police Disciplinary Tribunal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0	0	0	0	0
High Court of Australia	0	0	0	0	1	1	0	1	1	0	2	2	0	0.05	0.01	0	2	2	0	0	0
Human Rights and Equal Opportunity Commission	6	1	7	17	2	19	0	0	0	17	2	19	0.05	0.05	0.05	21	3	24	2	0	2
Minister for Justice and Customs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0	0	0	0	0

**KEY: P = Personal, O = Other, T = Total**

Request Numbers

AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total All Agencies Requests Received			Requests Finalised			On Hand 30th June		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
National Native Title Tribunal	0	0	0	0	2	2	0	0	0	0	2	2	0	0.05	0.01	0	2	2	0	0	0
Office of Film and Literature Classification	0	0	0	0	1	1	0	0	0	0	1	1	0	0.03	0	0	1	1	0	0	0
Office of Parliamentary Counsel	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>COMMUNICATIONS, INFORMATION TECHNOLOGY AND THE ARTS</b>																					
Australia Council	0	0	0	0	1	1	0	0	0	0	1	1	0	0.03	0	0	1	1	0	0	0
Australian Broadcasting Authority	0	2	2	0	3	3	0	0	0	0	3	3	0	0.08	0.01	0	4	4	0	1	1
Australian Broadcasting Corporation	0	0	0	6	14	20	0	0	0	6	14	20	0.02	0.38	0.06	6	13	19	0	1	1
Australian Communications Authority	0	0	0	0	6	6	0	0	0	0	6	6	0	0.16	0.02	0	6	6	0	0	0
Australian Film Commission	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0
Australian Film, Television and Radio School	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian National Maritime Museum	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian Postal Corporation	1	0	1	18	10	28	0	0	0	18	10	28	0.06	0.27	0.08	19	10	29	0	0	0
Department of Communications, Information Technology and the Arts	0	2	2	1	15	16	0	0	0	1	15	16	0.00	0.41	0.05	1	13	14	0	4	4
National Archives of Australia	0	0	0	0	1	1	0	0	0	0	1	1	0	0.03	0	0	1	1	0	0	0
National Gallery of Australia	0	1	1	0	8	8	0	1	1	0	9	9	0	0.25	0.03	0	4	4	0	6	6
National Library of Australia	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Museum of Australia	0	0	0	0	2	2	0	0	0	0	2	2	0	0.05	0.01	0	2	2	0	0	0
National Science and Technology Centre	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ScreenSound Australia, the National Screen and Sound Archive	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**KEY: P = Personal, O = Other, T = Total**

Request Numbers

AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total All Agencies Requests Received			Requests Finalised			On Hand 30th June		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Special Broadcasting Service Corporation	0	0	0	2	1	3	0	0	0	2	1	3	0.01	0.03	0.01	2	1	3	0	0	0
Telstra Corporation Limited	5	0	5	128	119	247	0	0	0	128	119	247	0.40	3.25	0.70	130	112	242	3	7	10
<b>DEFENCE</b>																					
Army and Air Force Canteen Service Board T/A Frontline Defence Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian Military Forces Relief Trust Fund	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defence Force Retirement and Death Benefits Authority	0	0	0	65	0	65	0	0	0	65	0	65	0.20	0	0.18	65	0	65	0	0	0
Defence Housing Authority	0	0	0	1	0	1	0	0	0	1	0	1	0.00	0	0	1	0	1	0	0	0
Department of Defence	21	30	51	150	35	185	2	0	2	152	35	187	0.48	0.96	0.53	141	54	195	32	11	43
Military Superannuation and Benefits Board of Trustees No.1	0	0	0	51	0	51	0	0	0	51	0	51	0.16	0	0.14	51	0	51	0	0	0
Minister for Defence	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RAAF Veterans' Residence Trust Fund	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RAAF Welfare Trust Fund	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RAN Relief Trust Fund	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>EDUCATION, TRAINING AND YOUTH AFFAIRS</b>																					
Anglo-Australian Telescope Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian National Training Authority	0	0	0	0	1	1	0	0	0	0	1	1	0	0.03	0	0	1	1	0	0	0

**KEY: P = Personal, O = Other, T = Total**

Request Numbers

AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total All Agencies Requests Received			Requests Finalised			On Hand 30th June		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Australian National University	0	1	1	5	3	8	0	0	0	5	3	8	0.02	0.08	0.02	5	4	9	0	0	0
Department of Education, Training and Youth Affairs	0	2	2	9	14	23	0	0	0	9	14	23	0.03	0.38	0.06	5	13	18	4	3	7
<b>EMPLOYMENT, WORKPLACE RELATIONS AND SMALL BUSINESS</b>																					
Australian Industrial Relations Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Comcare	2	0	2	13	5	18	0	0	0	13	5	18	0.04	0.14	0.05	15	5	20	0	0	0
Defence Force Remuneration Tribunal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Employment, Workplace Relations and Small Business	3	3	6	44	20	64	6	2	8	50	22	72	0.16	0.60	0.20	53	22	75	0	3	3
Equal Opportunity for Women in the Workplace Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Occupational Health and Safety Commission	0	0	0	0	1	1	0	0	0	0	1	1	0	0.03	0	0	1	1	0	0	0
Seafarers Safety, Rehabilitation and Compensation Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>ENVIRONMENT AND HERITAGE</b>																					
Australian Heritage Commission	0	0	0	1	2	3	0	0	0	1	2	3	0.00	0.05	0.01	0	2	2	1	0	1
Bureau of Meteorology	0	0	0	2	0	2	0	1	1	2	1	3	0.01	0.03	0.01	2	1	3	0	0	0
Department of the Environment and Heritage	0	5	5	0	17	17	0	1	1	0	18	18	0	0.49	0.05	0	16	16	0	7	7
Great Barrier Reef Marine Park Authority	2	4	6	6	9	15	0	0	0	6	9	15	0.02	0.25	0.04	8	9	17	0	4	4

**KEY: P = Personal, O = Other, T = Total**

Request Numbers

AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total All Agencies Requests Received			Requests Finalised			On Hand 30th June		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
<b>FAMILY AND COMMUNITY SERVICES</b>																					
Australian Institute of Family Studies	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
Centrelink	488	3	<b>491</b>	6366	21	<b>6387</b>	1	0	<b>1</b>	6367	21	<b>6388</b>	20.04	0.57	<b>18.03</b>	6460	24	<b>6484</b>	395	0	<b>395</b>
Department of Family and Community Services	51	0	<b>51</b>	307	24	<b>331</b>	4	4	<b>8</b>	311	28	<b>339</b>	0.98	0.76	<b>0.96</b>	313	19	<b>332</b>	49	9	<b>58</b>
Social Security Appeals Tribunal	0	0	<b>0</b>	1	0	<b>1</b>	0	0	<b>0</b>	1	0	<b>1</b>	0.00	0	<b>0</b>	1	0	<b>1</b>	0	0	<b>0</b>
<b>FINANCE AND ADMINISTRATION</b>																					
Australian Electoral Commission	0	0	<b>0</b>	2	7	<b>9</b>	0	0	<b>0</b>	2	7	<b>9</b>	0.01	0.19	<b>0.03</b>	2	6	<b>8</b>	0	1	<b>1</b>
Commissioner for Superannuation	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
Commonwealth Grants Commission	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
CSS Board	0	0	<b>0</b>	67	0	<b>67</b>	0	0	<b>0</b>	67	0	<b>67</b>	0.21	0	<b>0.19</b>	67	0	<b>67</b>	0	0	<b>0</b>
Department of Finance and Administration	1	8	<b>9</b>	4	37	<b>41</b>	0	0	<b>0</b>	4	37	<b>41</b>	0.01	1.01	<b>0.12</b>	4	40	<b>44</b>	1	5	<b>6</b>
PSS Board	0	0	<b>0</b>	42	0	<b>42</b>	0	0	<b>0</b>	42	0	<b>42</b>	0.13	0	<b>0.12</b>	42	0	<b>42</b>	0	0	<b>0</b>
<b>FOREIGN AFFAIRS AND TRADE</b>																					
Australia-Japan Foundation	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
Australian Centre for International Agricultural Research	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>

**KEY: P = Personal, O = Other, T = Total**

Request Numbers

AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total All Agencies Requests Received			Requests Finalised			On Hand 30th June		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Australian Trade Commission (Austrade)	1	0	1	10	0	10	0	0	0	10	0	10	0.03	0	0	11	0	11	0	0	0
Department of Foreign Affairs and Trade	2	6	8	61	15	76	1	0	1	62	15	77	0.20	0.41	0.22	58	15	73	6	6	12
Export Finance and Insurance Corporation	0	0	0	0	3	3	0	0	0	0	3	3	0	0.08	0.01	0	3	3	0	0	0
Minister for Foreign Affairs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Minister for Trade	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>HEALTH AND AGED CARE</b>																					
Australian Institute of Health and Welfare	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Health and Aged Care	0	20	20	4	97	101	0	2	2	4	99	103	0.01	2.70	0.29	2	100	102	2	19	21
General Practice Recognition Appeal Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
General Practice Recognition Eligibility Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Health Insurance Commission	8	0	8	16	0	16	1	0	1	17	0	17	0.05	0	0.05	22	0	22	3	0	3
Medical Benefits (Dental Practitioners) Advisory Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medical Benefits (Dental Practitioners) Appeal Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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Request Numbers

AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total All Agencies Requests Received			Requests Finalised			On Hand 30th June		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Medicare Benefits Advisory Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas Specialist Advisory Committees- ACT,NSW,NT,QLD,SA,TAS,VIC,WA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Specialist Recognition Appeal Committees	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>IMMIGRATION AND MULTICULTURAL AFFAIRS</b>																					
Department of Immigration and Multicultural Affairs	741	198	<b>939</b>	9432	1309	<b>10741</b>	18	1	<b>19</b>	9450	1310	<b>10760</b>	29.74	35.77	<b>30.36</b>	9234	1292	<b>10526</b>	957	216	<b>1173</b>
Refugee Review Tribunal	18	0	<b>18</b>	491	1	<b>492</b>	553	0	<b>553</b>	1044	1	<b>1045</b>	3.29	0.03	<b>2.95</b>	1028	1	<b>1029</b>	34	0	<b>34</b>
<b>INDUSTRY, SCIENCE AND RESOURCES</b>																					
AusIndustry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian Institute of Marine Science	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian Nuclear Science and Technical Organisation	0	2	2	0	5	5	0	2	2	0	7	7	0	0.19	<b>0.02</b>	0	9	9	0	0	0
Australian Sports Drug Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian Tourist Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Commonwealth Scientific and Industrial Research Organisation (CSIRO)	2	2	4	9	6	15	0	0	0	9	6	15	0.03	0.16	<b>0.04</b>	11	8	19	0	0	0

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Request Numbers

AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total All Agencies Requests Received			Requests Finalised			On Hand 30th June		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Department of Industry, Science and Resources	0	7	7	2	32	<b>34</b>	0	1	<b>1</b>	2	33	<b>35</b>	0.01	0.9	<b>0.10</b>	2	36	<b>38</b>	0	4	<b>4</b>
Designs Office	0	0	<b>0</b>	0	16	<b>16</b>	0	0	<b>0</b>	0	16	<b>16</b>	0	0.44	<b>0.05</b>	0	16	<b>16</b>	0	0	<b>0</b>
Joint Coal Board	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
Minister for Sport and Tourism	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
National Standards Commission	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
Offshore Minerals Joint Authority - All States	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
Patent Office	0	2	<b>2</b>	0	113	<b>113</b>	0	0	<b>0</b>	0	113	<b>113</b>	0	3.09	<b>0.32</b>	0	112	<b>112</b>	0	3	<b>3</b>
Professional Standards Board for Patent and Trade Marks Attorneys	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
Snowy Mountains Hydro-Electric Authority	1	0	<b>1</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	1	0	<b>1</b>	0	0	<b>0</b>
Trade Marks Office	0	3	<b>3</b>	0	702	<b>702</b>	0	0	<b>0</b>	0	702	<b>702</b>	0	19.17	<b>1.98</b>	0	695	<b>695</b>	0	10	<b>10</b>
<b>PRIME MINISTER AND CABINET</b>																					
Commonwealth Ombudsman	0	0	<b>0</b>	28	4	<b>32</b>	1	0	<b>1</b>	29	4	<b>33</b>	0.09	0.11	<b>0.09</b>	27	4	<b>31</b>	2	0	<b>2</b>
Department of the Prime Minister and Cabinet	0	3	<b>3</b>	1	22	<b>23</b>	1	0	<b>1</b>	2	22	<b>24</b>	0.01	0.60	<b>0.07</b>	1	21	<b>22</b>	1	4	<b>5</b>
Merit Protection Commissioner	0	0	<b>0</b>	2	0	<b>2</b>	0	0	<b>0</b>	2	0	<b>2</b>	0.01	0	<b>0.01</b>	2	0	<b>2</b>	0	0	<b>0</b>
Official Secretary to the Governor-General	0	0	<b>0</b>	0	1	<b>1</b>	0	0	<b>0</b>	0	1	<b>1</b>	0	0.03	<b>0.00</b>	0	1	<b>1</b>	0	0	<b>0</b>
Public Service and Merit Protection Commission	0	0	<b>0</b>	1	0	<b>1</b>	1	0	<b>1</b>	2	0	<b>2</b>	0.01	0	<b>0.01</b>	2	0	<b>2</b>	0	0	<b>0</b>

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Request Numbers

AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total All Agencies Requests Received			Requests Finalised			On Hand 30th June		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
<b>RECONCILIATION AND ABORIGINAL AND TORRES STRAIT ISLANDER AFFAIRS</b>																					
Department of Reconciliation and Aboriginal and Torres Strait Islander Affairs	0	0	0	0	2	2	0	1	1	0	3	3	0	0.08	0.01	0	2	2	0	1	1
Aboriginal and Torres Strait Islander Commission	0	2	2	0	33	33	0	2	2	0	35	35	0	0.96	0.10	0	32	32	0	5	5
Australian Institute of Aboriginal and Torres Strait Islander Studies	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TRANSPORT AND REGIONAL SERVICES</b>																					
Airservices Australia	1	0	1	16	11	27	2	0	2	18	11	29	0.06	0.30	0.08	15	11	26	4	0	4
Albury-Wodonga Development Corporation	0	0	0	1	0	1	0	0	0	1	0	1	0.00	0	0.00	1	0	1	0	0	0
Australian Maritime College	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian Maritime Safety Authority	0	0	0	0	20	20	0	0	0	0	20	20	0	0.55	0.06	0	18	18	0	2	2
Civil Aviation Safety Authority	3	9	12	11	77	88	0	3	3	11	80	91	0.03	2.18	0.26	14	81	95	0	8	8
Department of Transport and Regional Services	0	8	8	0	61	61	0	3	3	0	64	64	0	1.75	0.18	0	57	57	0	15	15
National Capital Authority	0	0	0	0	1	1	0	0	0	0	1	1	0	0.03	0.00	0	1	1	0	0	0

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Request Numbers

AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total All Agencies Requests Received			Requests Finalised			On Hand 30th June		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
<b>TREASURY</b>																					
Australian Accounting Standards Board	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
Australian Bureau of Statistics	0	0	<b>0</b>	0	1	<b>1</b>	0	0	<b>0</b>	0	1	<b>1</b>	0	0.03	<b>0.00</b>	0	1	<b>1</b>	0	0	<b>0</b>
Australian Competition and Consumer Commission	0	1	<b>1</b>	2	20	<b>22</b>	0	0	<b>0</b>	2	20	<b>22</b>	0.01	0.55	<b>0.06</b>	2	18	<b>20</b>	0	3	<b>3</b>
Australian Competition Tribunal	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
Australian Prudential Regulation Authority	0	2	<b>2</b>	0	7	<b>7</b>	0	3	<b>3</b>	0	10	<b>10</b>	0	0.27	<b>0.03</b>	0	10	<b>10</b>	0	2	<b>2</b>
Australian Securities and Investments Commission	1	4	<b>5</b>	16	49	<b>65</b>	0	0	<b>0</b>	16	49	<b>65</b>	0.05	1.34	<b>0.18</b>	17	45	<b>62</b>	0	8	<b>8</b>
Australian Statistics Advisory Council	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0.00	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
Australian Taxation Office	0	86	<b>86</b>	5	476	<b>481</b>	0	2	<b>2</b>	5	478	<b>483</b>	0.02	13.05	<b>1.36</b>	5	314	<b>319</b>	0	250	<b>250</b>
Companies and Securities Advisory Committee	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0.00	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
Department of the Treasury	0	9	<b>9</b>	0	14	<b>14</b>	0	2	<b>2</b>	0	16	<b>16</b>	0	0.44	<b>0.05</b>	0	22	<b>22</b>	0	3	<b>3</b>
National Competition Council	0	0	<b>0</b>	0	1	<b>1</b>	0	0	<b>0</b>	0	1	<b>1</b>	0	0.03	<b>0.00</b>	0	1	<b>1</b>	0	0	<b>0</b>
Productivity Commission	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
Reserve Bank of Australia	0	0	<b>0</b>	0	2	<b>2</b>	0	0	<b>0</b>	0	2	<b>2</b>	0	0.05	<b>0.01</b>	0	2	<b>2</b>	0	0	<b>0</b>
Superannuation Complaints Tribunal	1	0	<b>1</b>	1	0	<b>1</b>	0	0	<b>0</b>	1	0	<b>1</b>	0.00	0	<b>0.00</b>	2	0	<b>2</b>	0	0	<b>0</b>
Tax Agents' Board (SA)	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>

**KEY: P = Personal, O = Other, T = Total**

Request Numbers

AGENCY	On Hand 1st July			Requests Received from Applicant			Requests on Transfer			Total Requests Received			% Share of Total All Agencies Requests Received			Requests Finalised			On Hand 30th June		
	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Tax Agents' Board (TAS)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tax Agents' Board (VIC)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tax Agents' Board (WA)	0	0	0	1	0	1	0	0	0	1	0	1	0.00	0	0.00	1	0	1	0	0	0
Treasurer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>VETERANS' AFFAIRS</b>																					
Australian War Memorial	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Veterans' Affairs	496	1	497	13554	9	13563	0	0	0	13554	9	13563	42.65	0.25	38.27	13441	8	13449	609	2	611
Minister for Veterans' Affairs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of Australian War Graves	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Repatriation Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Veterans' Review Board	0	0	0	4	0	4	1	0	1	5	0	5	0.02	0	0.01	5	0	5	0	0	0
<b>TOTAL</b>	1863	455	2318	31180	3624	34804	597	38	635	31777	3662	35439	100	100	100	31491	3476	34967	2149	641	2790

**KEY:** P = Personal, O = Other, T = Total

Action on Requests

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

AGENCY	Granted in Full			% of Total	Granted in Part			% of Total	Access Refused			% of Total	Transferred in Whole			Withdrawn			Total Determined		
	P	O	T		P	O	T		P	O	T		P	O	T	P	O	T	P	O	T
<b>AGRICULTURE, FISHERIES AND FORESTRY AUSTRALIA</b>																					
Australian Fisheries Management Authority	1	0	1	33.33	0	2	2	66.67	0	0	0	0	0	0	0	8	2	10	1	2	3
Department of Agriculture, Fisheries and Forestry Australia	0	7	7	50	0	5	5	35.71	0	2	2	14.29	0	1	1	0	4	4	0	14	14
National Registration Authority for Agricultural & Veterinary Chemicals	0	0	0	0	0	5	5	100	0	0	0	0	0	0	0	4	4	0	5	5	
Rural Industries Research and Development Corporation	1	0	1	50	0	1	1	50	0	0	0	0	0	0	0	0	0	0	1	1	2
<b>ATTORNEY-GENERAL'S</b>																					
Administrative Appeals Tribunal	3	1	4	80	0	0	0	0	1	0	1	20	0	0	0	1	0	1	4	1	5
Attorney-General	0	0	0	0	0	1	1	50	0	1	1	50	2	0	2	0	1	1	0	2	2
Attorney-General's Department	5	5	10	28.57	6	5	11	31.43	4	10	14	40	2	2	4	2	3	5	15	20	35
Australian Customs Service	9	15	24	54.55	8	6	14	31.82	2	4	6	13.64	2	0	2	1	3	4	19	25	44
Australian Federal Police	6	7	13	14.44	29	21	50	55.56	7	20	27	30	0	0	0	9	8	17	42	48	90
Australian Protective Service	0	0	0	0	1	0	1	100	0	0	0	0	0	0	0	0	0	0	1	0	1
Australian Transaction Reports and Analysis Centre (AUSTRAC)	39	0	39	92.86	2	0	2	4.76	1	0	1	2.38	0	0	0	1	0	1	42	0	42

**KEY: P = Personal, O = Other, T = Total**

Action on Requests

AGENCY	Granted in Full			% of Total	Granted in Part			% of Total	Access Refused			% of Total	Transferred in Whole			Withdrawn			Total Determined		
	P	O	T		P	O	T		P	O	T		P	O	T	P	O	T	P	O	T
Director of Public Prosecutions	3	0	3	17.65	9	0	9	52.94	5	0	5	29.41	0	0	0	0	0	0	17	0	17
Family Court of Australia	0	0	0	0	0	0	0	0	1	0	1	100	0	0	0	0	0	0	1	0	1
Federal Court of Australia	1	1	2	66.67	0	0	0	0	1	0	1	33.33	0	0	0	0	0	0	2	1	3
High Court of Australia	0	1	1	50	0	1	1	50	0	0	0	0	0	0	0	0	0	0	0	2	2
Human Rights and Equal Opportunity Commission	12	0	12	57.14	7	0	7	33.33	1	1	2	9.52	0	0	0	1	2	3	20	1	21
National Native Title Tribunal	0	2	2	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
Office of Film and Literature Classification	0	0	0	0	0	1	1	100	0	0	0	0	0	0	0	0	0	0	0	1	1
<b>COMMUNICATIONS, INFORMATION TECHNOLOGY AND THE ARTS</b>																					
Australia Council	0	0	0	0	0	1	1	100	0	0	0	0	0	0	0	0	0	0	0	1	1
Australian Broadcasting Authority	0	0	0	0	0	3	3	100	0	0	0	0	0	1	1	0	0	0	0	3	3
Australian Broadcasting Corporation	1	0	1	5.26	4	13	17	89.47	1	0	1	5.26	0	0	0	0	0	0	6	13	19
Australian Communications Authority	0	4	4	66.67	0	2	2	33.33	0	0	0	0	0	0	0	0	0	0	0	6	6

**KEY: P = Personal, O = Other, T = Total**

Action on Requests

AGENCY	Granted in Full			% of Total	Granted in Part			% of Total	Access Refused			% of Total	Transferred in Whole			Withdrawn			Total Determined		
	P	O	T		P	O	T		P	O	T		P	O	T	P	O	T	P	O	T
Australian Film Commission	0	0	0	0	0	1	1	100	0	0	0	0	0	0	0	0	0	0	0	1	1
Australian Postal Corporation	12	2	14	50	5	2	7	25	2	5	7	25	0	0	0	0	1	1	19	9	28
Department of Communications, Information Technology and the Arts	0	0	0	0	0	1	1	7.69	1	11	12	92.31	0	1	1	0	0	0	1	12	13
National Archives of Australia	0	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
National Gallery of Australia	0	0	0	0	0	3	3	75	0	1	1	25	0	0	0	0	0	0	0	4	4
National Museum of Australia	0	2	2	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
Special Broadcasting Service Corporation	1	0	1	33.33	0	1	1	33.33	1	0	1	33.33	0	0	0	0	0	0	2	1	3
Telstra Corporation Limited	86	47	133	63.03	19	12	31	14.69	16	31	47	22.27	0	0	0	9	22	31	121	90	211
<b>DEFENCE</b>																					
Defence Force Retirement and Death Benefits Authority	65	0	65	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	65	0	65
Defence Housing Authority	0	0	0	0	1	0	1	100	0	0	0	0	0	0	0	0	0	0	1	0	1
Department of Defence	83	10	93	58.86	31	17	48	30.38	12	5	17	10.76	0	0	0	15	22	37	126	32	158
Military Superannuation and Benefits Board of Trustees No.1	51	0	51	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	51	0	51

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Action on Requests

AGENCY	Granted in Full			% of Total	Granted in Part			% of Total	Access Refused			% of Total	Transferred in Whole			Withdrawn			Total Determined		
	P	O	T		P	O	T		P	O	T		P	O	T	P	O	T	P	O	T
<b>EDUCATION, TRAINING AND YOUTH AFFAIRS</b>																					
Australian National Training Authority	0	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Australian National University	3	2	5	62.5	2	1	3	37.5	0	0	0	0	0	0	0	1	1	5	3	8	
Department of Education, Training and Youth Affairs	1	2	3	33.33	1	3	4	44.44	0	2	2	22.22	0	0	0	3	6	9	2	7	9
<b>EMPLOYMENT, WORKPLACE RELATIONS AND SMALL BUSINESS</b>																					
Comcare	7	0	7	38.89	1	2	3	16.67	7	1	8	44.44	0	1	1	0	1	1	15	3	18
Department of Employment, Workplace Relations and Small Business	20	6	26	39.39	16	8	24	36.36	9	7	16	24.24	1	0	1	7	1	8	45	21	66
National Occupational Health and Safety Commission	0	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
<b>ENVIRONMENT AND HERITAGE</b>																					
Australian Heritage Commission	0	1	1	50	0	1	1	50	0	0	0	0	0	0	0	0	0	0	0	2	2
Bureau of Meteorology	0	1	1	33.33	2	0	2	66.67	0	0	0	0	0	0	0	0	0	0	2	1	3
Department of the Environment and Heritage	0	5	5	35.71	0	5	5	35.71	0	4	4	28.57	0	0	0	0	2	2	0	14	14
Great Barrier Reef Marine Park Authority	2	3	5	33.33	3	6	9	60	1	0	1	6.67	0	0	0	2	0	2	6	9	15

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Action on Requests

AGENCY	Granted in Full			% of Total	Granted in Part			% of Total	Access Refused			% of Total	Transferred in Whole			Withdrawn			Total Determined		
	P	O	T		P	O	T		P	O	T		P	O	T	P	O	T	P	O	T
<b>FAMILY AND COMMUNITY SERVICES</b>																					
Centrelink	3941	21	<b>3962</b>	62.82	1580	3	<b>1583</b>	25.1	762	0	<b>762</b>	12.08	11	0	<b>11</b>	166	0	<b>166</b>	6283	24	<b>6307</b>
Department of Family and Community Services	46	1	<b>47</b>	15.82	210	5	<b>215</b>	72.39	32	3	<b>35</b>	11.78	2	1	<b>3</b>	23	9	<b>32</b>	288	9	<b>297</b>
Social Security Appeals Tribunal	0	0	<b>0</b>	0	1	0	<b>1</b>	100	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	<b>0</b>	1	0	<b>1</b>
<b>FINANCE AND ADMINISTRATION</b>																					
Australian Electoral Commission	2	1	<b>3</b>	42.86	0	0	<b>0</b>	0	0	4	<b>4</b>	57.14	0	0	<b>0</b>	0	1	<b>1</b>	2	5	<b>7</b>
CSS Board	66	0	<b>66</b>	98.51	0	0	<b>0</b>	0	1	0	<b>1</b>	1.49	0	0	<b>0</b>	0	0	<b>0</b>	67	0	<b>67</b>
Department of Finance and Administration	2	7	<b>9</b>	31.03	1	13	<b>14</b>	48.28	1	5	<b>6</b>	20.69	0	2	<b>2</b>	0	13	<b>13</b>	4	25	<b>29</b>
PSS Board	42	0	<b>42</b>	100	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	<b>0</b>	42	0	<b>42</b>
<b>FOREIGN AFFAIRS AND TRADE</b>																					
Australian Trade Commission (Austrade)	10	0	<b>10</b>	90.91	0	0	<b>0</b>	0	1	0	<b>1</b>	9.09	0	0	<b>0</b>	0	0	<b>0</b>	11	0	<b>11</b>
Department of Foreign Affairs and Trade	14	0	<b>14</b>	21.21	37	7	<b>44</b>	66.67	3	5	<b>8</b>	12.12	1	0	<b>1</b>	3	3	<b>6</b>	54	12	<b>66</b>
Export Finance and Insurance Corporation	0	0	<b>0</b>	0	0	1	<b>1</b>	33.33	0	2	<b>2</b>	66.67	0	0	<b>0</b>	0	0	<b>0</b>	0	3	<b>3</b>

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Action on Requests

AGENCY	Granted in Full			% of Total	Granted in Part			% of Total	Access Refused			% of Total	Transferred in Whole			Withdrawn			Total Determined		
	P	O	T		P	O	T		P	O	T		P	O	T	P	O	T	P	O	T
<b>HEALTH AND AGED CARE</b>																					
Department of Health and Aged Care	1	21	<b>22</b>	26.51	1	46	<b>47</b>	56.63	0	14	<b>14</b>	16.87	0	4	<b>4</b>	0	15	<b>15</b>	2	81	<b>83</b>
Health Insurance Commission	1	0	<b>1</b>	5.88	14	0	<b>14</b>	82.35	2	0	<b>2</b>	11.76	0	0	<b>0</b>	5	0	<b>5</b>	17	0	<b>17</b>
<b>IMMIGRATION AND MULTICULTURAL AFFAIRS</b>																					
Department of Immigration and Multicultural Affairs	5767	719	<b>6486</b>	67.33	2368	345	<b>2713</b>	28.16	383	51	<b>434</b>	4.51	348	15	<b>363</b>	368	162	<b>530</b>	8518	1115	<b>9633</b>
Refugee Review Tribunal	625	0	<b>625</b>	67.64	288	0	<b>288</b>	31.17	10	1	<b>11</b>	1.19	61	0	<b>61</b>	44	0	<b>44</b>	923	1	<b>924</b>
<b>INDUSTRY, SCIENCE AND RESOURCES</b>																					
Australian Nuclear Science and Technical Organisation	0	3	<b>3</b>	75	0	1	<b>1</b>	25	0	0	<b>0</b>	0	0	<b>0</b>	0	5	<b>5</b>	0	4	<b>4</b>	
Commonwealth Scientific and Industrial Research Organisation (CSIRO)	4	3	<b>7</b>	38.89	6	3	<b>9</b>	50	1	1	<b>2</b>	11.11	0	0	<b>0</b>	0	1	<b>1</b>	11	7	<b>18</b>
Department of Industry, Science and Resources	1	12	<b>13</b>	48.15	1	13	<b>14</b>	51.85	0	0	<b>0</b>	0	0	<b>0</b>	0	9	<b>9</b>	2	25	<b>27</b>	
Designs Office	0	16	<b>16</b>	100	0	0	<b>0</b>	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	<b>0</b>	0	16	<b>16</b>	
Patent Office	0	104	<b>104</b>	97.2	0	3	<b>3</b>	2.8	0	0	<b>0</b>	0	0	<b>0</b>	0	4	<b>4</b>	0	107	<b>107</b>	

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Action on Requests

AGENCY	Granted in Full			% of Total	Granted in Part			% of Total	Access Refused			% of Total	Transferred in Whole			Withdrawn			Total Determined		
	P	O	T		P	O	T		P	O	T		P	O	T	P	O	T	P	O	T
Snowy Mountains Hydro-Electric Authority	1	0	1	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Trade Marks Office	0	527	527	75.94	0	166	166	23.92	0	1	1	0.14	0	0	0	0	1	1	0	694	694
<b>PRIME MINISTER AND CABINET</b>																					
Commonwealth Ombudsman	16	0	16	61.54	6	2	8	30.77	1	1	2	7.69	1	1	2	3	0	3	23	3	26
Department of the Prime Minister and Cabinet	0	5	5	35.71	0	4	4	28.57	1	4	5	35.71	0	2	2	0	6	6	1	13	14
Merit Protection Commissioner	0	0	0	0	1	0	1	100	0	0	0	0	0	0	0	1	0	1	1	0	1
Official Secretary to the Governor-General	0	0	0	0	0	0	0	0	0	1	1	100	0	0	0	0	0	0	0	1	1
Public Service and Merit Protection Commission	1	0	1	50	0	0	0	0	1	0	1	50	0	0	0	0	0	0	2	0	2
<b>RECONCILIATION AND ABORIGINAL AND TORRES STRAIT ISLANDER AFFAIRS</b>																					
Department of Reconciliation and Aboriginal and Torres Strait Islander Affairs	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0
Aboriginal and Torres Strait Islander Commission	0	7	7	36.84	0	11	11	57.89	0	1	1	5.26	0	1	1	0	12	12	0	19	19

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Action on Requests

AGENCY	Granted in Full			% of Total	Granted in Part			% of Total	Access Refused			% of Total	Transferred in Whole			Withdrawn			Total Determined		
	P	O	T		P	O	T		P	O	T		P	O	T	P	O	T	P	O	T
<b>TRANSPORT AND REGIONAL SERVICES</b>																					
Airservices Australia	3	1	4	22.22	11	1	12	66.67	0	2	2	11.11	0	1	1	1	6	7	14	4	18
Albury-Wodonga Development Corporation	1	0	1	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Australian Maritime Safety Authority	0	11	11	73.33	0	3	3	20	0	1	1	6.67	0	1	1	0	2	2	0	15	15
Civil Aviation Safety Authority	10	44	54	62.79	3	27	30	34.88	0	2	2	2.33	1	0	1	0	8	8	13	73	86
Department of Transport and Regional Services	0	10	10	25	0	18	18	45	0	12	12	30	0	0	0	0	17	17	0	40	40
National Capital Authority	0	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
<b>TREASURY</b>																					
Australian Bureau of Statistics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0
Australian Competition and Consumer Commission	0	2	2	12.5	2	10	12	75	0	2	2	12.5	0	0	0	0	4	4	2	14	16
Australian Prudential Regulation Authority	0	3	3	33.33	0	2	2	22.22	0	4	4	44.44	0	0	0	0	1	1	0	9	9
Australian Securities and Investments Commission	6	12	18	33.33	8	14	22	40.74	1	13	14	25.93	0	0	0	2	6	8	15	39	54
Australian Taxation Office	4	37	41	15.02	1	132	133	48.72	0	99	99	36.26	0	0	0	0	46	46	5	268	273
Department of the Treasury	0	4	4	33.33	0	2	2	16.67	0	6	6	50	0	3	3	0	7	7	0	12	12

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Action on Requests

AGENCY	Granted in Full			% of Total	Granted in Part			% of Total	Access Refused			% of Total	Transferred in Whole			Withdrawn			Total Determined		
	P	O	T		P	O	T		P	O	T		P	O	T	P	O	T	P	O	T
National Competition Council	0	0	0	0	0	1	1	100	0	0	0	0	0	0	0	0	0	0	0	1	1
Reserve Bank of Australia	0	1	1	50	0	0	0	0	0	1	1	50	0	0	0	0	0	0	0	2	2
Superannuation Complaints Tribunal	2	0	2	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2
Tax Agents' Board (WA)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0
<b>VETERANS' AFFAIRS</b>																					
Department of Veterans' Affairs	13123	4	13127	99.58	34	2	36	0.27	19	1	20	0.15	3	0	3	262	1	263	13176	7	13183
Veterans' Review Board	4	0	4	80	1	0	1	20	0	0	0	0	0	0	0	0	0	0	5	0	5
<b>TOTAL</b>	24105	1704	25809	100	4721	965	5686	100	1292	342	1634	100	435	42	477	938	423	1361	30118	3011	33129

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Response Time

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

AGENCY	Requests Determined	0-30 Days			31-60 Days			61-90 Days			Over 90 Days		
		P	O	T	P	O	T	P	O	T	P	O	T
<b>AGRICULTURE, FISHERIES AND FORESTRY AUSTRALIA</b>													
Australian Fisheries Management Authority	3	1	1	2	0	1	1	0	0	0	0	0	0
Department of Agriculture, Fisheries and Forestry Australia	14	0	5	5	0	5	5	0	2	2	0	2	2
National Registration Auth'y for Agricultural & Veterinary Chemicals	5	0	0	0	0	1	1	0	2	2	0	2	2
Rural Industries Research and Development Corporation	2	0	1	1	1	0	1	0	0	0	0	0	0
<b>ATTORNEY-GENERAL'S</b>													
Administrative Appeals Tribunal	5	4	0	4	0	1	1	0	0	0	0	0	0
Attorney-General	2	0	0	0	0	1	1	0	0	0	0	1	1
Attorney-General's Department	35	8	17	25	5	0	5	1	0	1	1	3	4
Australian Customs Service	44	11	15	26	7	10	17	1	0	1	0	0	0
Australian Federal Police	90	34	27	61	5	16	21	0	4	4	3	1	4
Australian Protective Service	1	1	0	1	0	0	0	0	0	0	0	0	0
Australian Transaction Reports and Analysis Centre (AUSTRAC)	42	42	0	42	0	0	0	0	0	0	0	0	0

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Response Time

AGENCY	Requests Determined	0-30 Days			31-60 Days			61-90 Days			Over 90 Days		
		P	O	T	P	O	T	P	O	T	P	O	T
Director of Public Prosecutions	17	4	0	4	6	0	6	5	0	5	2	0	2
Family Court of Australia	1	0	0	0	0	0	0	1	0	1	0	0	0
Federal Court of Australia	3	2	1	3	0	0	0	0	0	0	0	0	0
High Court of Australia	2	0	2	2	0	0	0	0	0	0	0	0	0
Human Rights and Equal Opportunity Commission	21	11	1	12	5	0	5	2	0	2	2	0	2
National Native Title Tribunal	2	0	0	0	0	2	2	0	0	0	0	0	0
Office of Film and Literature Classification	1	0	0	0	0	0	0	0	0	0	0	1	1
<b>COMMUNICATIONS, INFORMATION TECHNOLOGY AND THE ARTS</b>													
Australia Council	1	0	0	0	0	1	1	0	0	0	0	0	0
Australian Broadcasting Authority	3	0	0	0	0	2	2	0	1	1	0	0	0
Australian Broadcasting Corporation	19	5	13	18	1	0	1	0	0	0	0	0	0
Australian Communications Authority	6	0	4	4	0	0	0	0	0	0	0	2	2
Australian Film Commission	1	0	0	0	0	1	1	0	0	0	0	0	0
Australian Postal Corporation	28	18	7	25	1	1	2	0	1	1	0	0	0
Department of Communications, Information Technology and the Arts	13	0	10	10	0	2	2	0	0	0	1	0	1

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Response Time

AGENCY	Requests Determined	0-30 Days			31-60 Days			61-90 Days			Over 90 Days		
		P	O	T	P	O	T	P	O	T	P	O	T
National Archives of Australia	1	0	1	1	0	0	0	0	0	0	0	0	0
National Gallery of Australia	4	0	3	3	0	1	1	0	0	0	0	0	0
National Museum of Australia	2	0	2	2	0	0	0	0	0	0	0	0	0
Special Broadcasting Service Corporation	3	1	1	2	0	0	0	1	0	1	0	0	0
Telstra Corporation Limited	211	108	76	184	7	8	15	4	4	8	2	2	4
<b>DEFENCE</b>													
Defence Force Retirement and Death Benefits Authority	65	65	0	65	0	0	0	0	0	0	0	0	0
Defence Housing Authority	1	1	0	1	0	0	0	0	0	0	0	0	0
Department of Defence	158	79	4	83	22	9	31	9	5	14	16	14	30
Military Superannuation and Benefits Board of Trustees No.1	51	51	0	51	0	0	0	0	0	0	0	0	0
<b>EDUCATION, TRAINING AND YOUTH AFFAIRS</b>													
Australian National Training Authority	1	0	0	0	0	0	0	0	1	1	0	0	0
Australian National University	8	2	3	5	3	0	3	0	0	0	0	0	0
Department of Education, Training and Youth Affairs	9	0	4	4	2	3	5	0	0	0	0	0	0

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Response Time

AGENCY	Requests Determined	0-30 Days			31-60 Days			61-90 Days			Over 90 Days		
		P	O	T	P	O	T	P	O	T	P	O	T
<b>EMPLOYMENT, WORKPLACE RELATIONS AND SMALL BUSINESS</b>													
Comcare	18	7	2	9	6	0	6	2	0	2	0	1	1
Department of Employment, Workplace Relations and Small Business	66	38	11	49	5	8	13	2	2	4	0	0	0
National Occupational Health and Safety Commission	1	0	1	1	0	0	0	0	0	0	0	0	0
<b>ENVIRONMENT AND HERITAGE</b>													
Australian Heritage Commission	2	0	2	2	0	0	0	0	0	0	0	0	0
Bureau of Meteorology	3	0	1	1	1	0	1	1	0	1	0	0	0
Department of the Environment and Heritage	14	0	6	6	0	6	6	0	2	2	0	0	0
Great Barrier Reef Marine Park Authority	15	2	1	3	1	3	4	3	2	5	0	3	3
<b>FAMILY AND COMMUNITY SERVICES</b>													
Centrelink	6307	4710	24	4734	930	0	930	270	0	270	373	0	373
Department of Family and Community Services	297	173	2	175	79	4	83	24	0	24	12	3	15
Social Security Appeals Tribunal	1	1	0	1	0	0	0	0	0	0	0	0	0

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Response Time

AGENCY	Requests Determined	0-30 Days			31-60 Days			61-90 Days			Over 90 Days		
		P	O	T	P	O	T	P	O	T	P	O	T
<b>FINANCE AND ADMINISTRATION</b>													
Australian Electoral Commission	7	1	4	5	1	1	2	0	0	0	0	0	0
CSS Board	67	67	0	67	0	0	0	0	0	0	0	0	0
Department of Finance and Administration	29	2	1	3	1	13	14	0	4	4	1	7	8
PSS Board	42	42	0	42	0	0	0	0	0	0	0	0	0
<b>FOREIGN AFFAIRS AND TRADE</b>													
Australian Trade Commission (Austrade)	11	11	0	11	0	0	0	0	0	0	0	0	0
Department of Foreign Affairs and Trade	66	15	4	19	13	3	16	11	1	12	15	4	19
Export Finance and Insurance Corporation	3	0	2	2	0	1	1	0	0	0	0	0	0
<b>HEALTH AND AGED CARE</b>													
Department of Health and Aged Care	83	1	23	24	1	33	34	0	19	19	0	6	6
Health Insurance Commission	17	3	0	3	5	0	5	0	0	0	9	0	9

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Response Time

AGENCY	Requests Determined	0-30 Days			31-60 Days			61-90 Days			Over 90 Days		
		P	O	T	P	O	T	P	O	T	P	O	T
<b>IMMIGRATION AND MULTICULTURAL AFFAIRS</b>													
Department of Immigration and Multicultural Affairs	9633	5469	691	<b>6160</b>	1863	213	<b>2076</b>	538	76	<b>614</b>	648	135	<b>783</b>
Refugee Review Tribunal	924	843	1	<b>844</b>	65	0	<b>65</b>	9	0	<b>9</b>	6	0	<b>6</b>
<b>INDUSTRY, SCIENCE AND RESOURCES</b>													
Australian Nuclear Science and Technical Organisation	4	0	0	<b>0</b>	0	2	<b>2</b>	0	0	<b>0</b>	0	2	<b>2</b>
Commonwealth Scientific and Industrial Research Organisation (CSIRO)	18	7	2	<b>9</b>	1	3	<b>4</b>	3	1	<b>4</b>	0	1	<b>1</b>
Department of Industry, Science and Resources	27	0	12	<b>12</b>	0	11	<b>11</b>	1	1	<b>2</b>	1	1	<b>2</b>
Designs Office	16	0	16	<b>16</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
Patent Office	107	0	104	<b>104</b>	0	3	<b>3</b>	0	0	<b>0</b>	0	0	<b>0</b>
Snowy Mountains Hydro-Electric Authority	1	0	0	<b>0</b>	1	0	<b>1</b>	0	0	<b>0</b>	0	0	<b>0</b>
Trade Marks Office	694	0	679	<b>679</b>	0	15	<b>15</b>	0	0	<b>0</b>	0	0	<b>0</b>

**KEY:** P = Personal, O = Other, T = Total

Response Time

AGENCY	Requests Determined	0-30 Days			31-60 Days			61-90 Days			Over 90 Days		
		P	O	T	P	O	T	P	O	T	P	O	T
<b>PRIME MINISTER AND CABINET</b>													
Commonwealth Ombudsman	26	22	3	<b>25</b>	1	0	<b>1</b>	0	0	<b>0</b>	0	0	<b>0</b>
Department of the Prime Minister and Cabinet	14	1	8	<b>9</b>	0	5	<b>5</b>	0	0	<b>0</b>	0	0	<b>0</b>
Merit Protection Commissioner	1	1	0	<b>1</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
Official Secretary to the Governor-General	1	0	1	<b>1</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
Public Service and Merit Protection Commission	2	2	0	<b>2</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
<b>RECONCILIATION AND ABORIGINAL AND TORRES STRAIT ISLANDER AFFAIRS</b>													
Aboriginal and Torres Strait Islander Commission	19	0	8	<b>8</b>	0	10	<b>10</b>	0	1	<b>1</b>	0	0	<b>0</b>
<b>TRANSPORT AND REGIONAL SERVICES</b>													
Airservices Australia	18	14	3	<b>17</b>	0	1	<b>1</b>	0	0	<b>0</b>	0	0	<b>0</b>
Albury-Wodonga Development Corporation	1	1	0	<b>1</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
Australian Maritime Safety Authority	15	0	8	<b>8</b>	0	2	<b>2</b>	0	3	<b>3</b>	0	2	<b>2</b>
Civil Aviation Safety Authority	86	11	53	<b>64</b>	2	18	<b>20</b>	0	2	<b>2</b>	0	0	<b>0</b>

**KEY:** P = Personal, O = Other, T = Total

Response Time

AGENCY	Requests Determined	0-30 Days			31-60 Days			61-90 Days			Over 90 Days		
		P	O	T	P	O	T	P	O	T	P	O	T
Department of Transport and Regional Services	40	0	17	17	0	16	16	0	6	6	0	1	1
National Capital Authority	1	0	1	1	0	0	0	0	0	0	0	0	0
<b>TREASURY</b>													
Australian Competition and Consumer Commission	16	2	11	13	0	2	2	0	1	1	0	0	0
Australian Prudential Regulation Authority	9	0	8	8	0	0	0	0	1	1	0	0	0
Australian Securities and Investments Commission	54	9	34	43	6	5	11	0	0	0	0	0	0
Australian Taxation Office	273	5	134	139	0	93	93	0	18	18	0	23	23
Department of the Treasury	12	0	12	12	0	0	0	0	0	0	0	0	0
National Competition Council	1	0	1	1	0	0	0	0	0	0	0	0	0
Reserve Bank of Australia	2	0	2	2	0	0	0	0	0	0	0	0	0
Superannuation Complaints Tribunal	2	0	0	0	2	0	2	0	0	0	0	0	0
<b>VETERANS' AFFAIRS</b>													
Department of Veterans' Affairs	13183	11950	2	11952	1085	2	1087	101	0	101	40	3	43
Veterans' Review Board	5	5	0	5	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>33129</b>	23863	2093	<b>25956</b>	4134	538	<b>4672</b>	989	160	<b>1149</b>	1132	220	<b>1352</b>

**KEY:** P = Personal, O = Other, T = Total

Fees and Charges Notified and Collected

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

AGENCY	Requests Received	Requests Where Charges Notified			Total Charges Notified \$			Total Charges Collected \$			Fees Collected Initial Processing \$			Internal Review \$			Total Fees Collected \$		
		P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
<b>AGRICULTURE, FISHERIES AND FORESTRY AUSTRALIA</b>																			
Australian Fisheries Management Authority	13	1	499	<b>500</b>	30	499	<b>529</b>	30	499	<b>529</b>	30	390	<b>420</b>	0	0	<b>0</b>	30	390	<b>420</b>
Department of Agriculture, Fisheries and Forestry Australia	18	0	13	<b>13</b>	0	11692	<b>11692</b>	0	4097	<b>4097</b>	0	480	<b>480</b>	0	40	<b>40</b>	0	520	<b>520</b>
National Registration Auth'y for Agricultural & Veterinary Chemicals	8	0	3	<b>3</b>	0	5503	<b>5503</b>	0	0	<b>0</b>	0	180	<b>180</b>	0	40	<b>40</b>	0	220	<b>220</b>
Rural Industries Research and Development Corporation	2	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	30	30	<b>60</b>	0	0	<b>0</b>	30	30	<b>60</b>
Tobacco Research and Development Corporation	1	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
<b>ATTORNEY-GENERAL'S</b>																			
Administrative Appeals Tribunal	6	1	1	<b>2</b>	111	111	<b>222</b>	111	111	<b>222</b>	30	30	<b>60</b>	0	0	<b>0</b>	30	30	<b>60</b>
Attorney-General	5	0	1	<b>1</b>	0	125	<b>125</b>	0	125	<b>125</b>	0	60	<b>60</b>	0	0	<b>0</b>	0	60	<b>60</b>
Attorney-General's Department	41	2	6	<b>8</b>	8440	4326	<b>12766</b>	0	1029	<b>1029</b>	180	690	<b>870</b>	40	120	<b>160</b>	220	810	<b>1030</b>
Australian Customs Service	52	3	15	<b>18</b>	333	2452	<b>2785</b>	333	2452	<b>2785</b>	420	900	<b>1320</b>	160	120	<b>280</b>	580	1020	<b>1600</b>
Australian Federal Police	136	37	26	<b>63</b>	2082	1356	<b>3438</b>	987	493	<b>1480</b>	731	757	<b>1488</b>	0	0	<b>0</b>	731	757	<b>1488</b>
Australian Protective Service	1	30	0	<b>30</b>	30	0	<b>30</b>	30	0	<b>30</b>	30	0	<b>30</b>	0	0	<b>0</b>	30	0	<b>30</b>

**KEY: P = Personal, O = Other, T = Total**

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 \$		
		P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Australian Transaction Reports and Analysis Centre (AUSTRAC)	43	42	0	42	1260	0	1260	1260	0	1260	1260	0	1260	0	0	0	1260	0	1260
Director of Public Prosecutions	16	0	0	0	0	0	0	22	0	22	366	0	366	0	0	0	366	0	366
Family Court of Australia	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Court of Australia	4	0	0	0	0	0	0	0	0	0	30	30	60	0	40	40	30	70	100
High Court of Australia	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Human Rights and Equal Opportunity Commission	19	6	1	7	279	103	382	112	0	112	240	60	300	0	0	0	240	60	300
National Native Title Tribunal	2	0	0	0	0	0	0	0	0	0	0	30	30	0	0	0	0	30	30
Office of Film and Literature Classification	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>COMMUNICATIONS, INFORMATION TECHNOLOGY AND THE ARTS</b>																			
Australia Council	1	0	0	0	0	0	0	0	0	0	0	30	30	0	0	0	0	30	30
Australian Broadcasting Authority	3	0	3	3	0	2774	2774	0	1521	1521	0	60	60	0	40	40	0	100	100
Australian Broadcasting Corporation	20	0	6	6	0	535	535	0	435	435	0	450	450	0	40	40	0	490	490
Australian Communications Authority	6	0	1	1	0	10	10	0	10	10	0	90	90	0	0	0	0	90	90
Australian Film Commission	0	0	0	0	0	0	0	0	0	0	0	40	40	0	40	40	0	80	80

**KEY: P = Personal, O = Other, T = Total**

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 \$		
		P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Australian Postal Corporation	28	1	0	1	70	0	70	0	0	0	150	90	240	40	150	190	190	240	430
Department of Communications, Information Technology and the Arts	16	0	7	7	0	72458	72458	0	77	77	0	390	390	0	0	0	0	390	390
National Archives of Australia	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Gallery of Australia	9	0	6	6	0	7586	7586	0	586	586	0	210	210	0	0	0	0	210	210
National Museum of Australia	2	0	0	0	0	0	0	0	0	0	0	60	60	0	0	0	0	60	60
Special Broadcasting Service Corporation	3	0	1	1	0	125	125	0	125	125	0	125	125	0	0	0	0	125	125
Telstra Corporation Limited	247	2	4	6	87	3038	3125	87	320	407	510	1680	2190	160	320	480	670	2000	2670
<b>DEFENCE</b>																			
Defence Force Retirement and Death Benefits Authority	65	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defence Housing Authority	1	0	0	0	0	0	0	0	0	0	30	0	30	0	0	0	30	0	30
Department of Defence	187	15	19	34	3012	11170	14182	1213	4486	5699	1950	990	2940	160	80	240	2110	1070	3180
Military Superannuation and Benefits Board of Trustees No.1	51	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**KEY: P = Personal, O = Other, T = Total**

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 \$		
		P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
<b>EDUCATION, TRAINING AND YOUTH AFFAIRS</b>																			
Australian National Training Authority	1	0	0	0	0	0	0	0	0	0	0	70	70	0	0	0	0	70	70
Australian National University	8	1	0	1	50	0	50	50	0	50	120	90	210	0	0	0	120	90	210
Department of Education, Training and Youth Affairs	23	1	7	8	611	247579	248190	0	272	272	90	200	290	0	40	40	90	240	330
<b>EMPLOYMENT, WORKPLACE RELATIONS AND SMALL BUSINESS</b>																			
Comcare	18	0	0	0	0	0	0	0	0	0	0	120	120	0	0	0	0	120	120
Department of Employment, Workplace Relations and Small Business	72	0	0	0	0	0	0	0	0	0	330	360	690	0	80	80	330	440	770
National Occupational Health and Safety Commission	1	0	0	0	0	0	0	0	0	0	0	30	30	0	0	0	0	30	30
<b>ENVIRONMENT AND HERITAGE</b>																			
Australian Heritage Commission	3	0	4	4	0	238	238	0	106	106	0	150	150	0	0	0	0	150	150
Bureau of Meteorology	3	0	0	0	0	0	0	0	0	0	30	0	30	40	0	40	70	0	70
Department of the Environment and Heritage	18	0	17	17	0	5038	5038	0	1817	1817	0	570	570	0	80	80	0	650	650

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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 \$		
		P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Great Barrier Reef Marine Park Authority	15	7	7	14	1005	429	1434	193	428	621	210	240	450	40	40	80	250	280	530
<b>FAMILY AND COMMUNITY SERVICES</b>																			
Centrelink	6388	0	0	0	0	0	0	0	0	0	420	0	420	0	0	0	420	0	420
Department of Family and Community Services	339	59	16	75	527	9964	10491	456	0	456	630	420	1050	0	0	0	630	420	1050
Social Security Appeals Tribunal	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>FINANCE AND ADMINISTRATION</b>																			
Australian Electoral Commission	9	0	1	1	0	287	287	0	0	0	0	210	210	0	0	0	0	210	210
CSS Board	67	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Finance and Administration	41	0	24	24	0	302310	302310	0	5088	5088	0	1050	1050	0	200	200	0	1250	1250
PSS Board	42	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**KEY: P = Personal, O = Other, T = Total**

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 \$		
		P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
<b>FOREIGN AFFAIRS AND TRADE</b>																			
Australian Trade Commission (Austrade)	10	6	0	6	1270	0	1270	426	0	426	270	60	330	40	0	40	310	60	370
Department of Foreign Affairs and Trade	77	0	11	11	0	58305	58305	0	1601	1601	0	390	390	0	40	40	0	430	430
Export Finance and Insurance Corporation	3	0	0	0	0	0	0	0	0	0	0	90	90	0	40	40	0	130	130
<b>HEALTH AND AGED CARE</b>																			
Department of Health and Aged Care	103	0	26	26	0	8205	8205	0	6474	6474	30	2460	2490	0	480	480	30	2940	2970
Health Insurance Commission	17	9	0	9	645	0	645	314	0	314	330	0	330	280	0	280	610	0	610
<b>IMMIGRATION AND MULTICULTURAL AFFAIRS</b>																			
Department of Immigration and Multicultural Affairs	10760	13	8	21	1525	870	2395	1931	270	2201	4530	6545	11075	200	240	440	4730	6785	11515
Refugee Review Tribunal	1045	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**KEY: P = Personal, O = Other, T = Total**

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 \$		
		P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
<b>INDUSTRY, SCIENCE AND RESOURCES</b>																			
Australian Nuclear Science and Technical Organisation	7	0	5	5	0	16709	16709	0	1359	1359	0	120	120	0	0	0	0	120	120
Commonwealth Scientific and Industrial Research Organisation (CSIRO)	15	0	3	3	0	774	774	0	774	774	90	150	240	70	40	110	160	190	350
Department of Industry, Science and Resources	35	1	26	27	0	39870	39870	0	13638	13638	0	960	960	0	200	200	0	1160	1160
Designs Office	16	0	15	15	0	422	422	0	422	422	0	450	450	0	0	0	0	450	450
Patent Office	113	0	107	107	0	4584	4584	0	4584	4584	0	3360	3360	0	0	0	0	3360	3360
Trade Marks Office	702	0	687	687	0	18351	18351	0	18351	18351	0	20580	20580	0	120	120	0	20700	20700
<b>PRIME MINISTER AND CABINET</b>																			
Commonwealth Ombudsman	33	0	0	0	0	0	0	0	0	0	90	30	120	0	0	0	90	30	120
Department of the Prime Minister and Cabinet	24	0	15	15	0	95762	95762	0	1231	1231	0	600	600	0	0	0	0	600	600
Merit Protection Commissioner	2	1	0	1	3095	0	3095	0	0	0	30	0	30	0	0	0	30	0	30
Official Secretary to the Governor-General	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Public Service and Merit Protection Commission	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**KEY: P = Personal, O = Other, T = Total**

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 \$		
		P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
<b>RECONCILIATION AND ABORIGINAL AND TORRES STRAIT ISLANDER AFFAIRS</b>																			
Department of Reconciliation and Aboriginal and Torres Strait Islander Affairs	3	0	1	1	0	590	590	0	0	0	0	31	31	0	0	0	0	31	31
Aboriginal and Torres Strait Islander Commission	35	0	4	4	0	437	437	0	437	437	0	630	630	0	0	0	0	630	630
<b>TRANSPORT AND REGIONAL SERVICES</b>																			
Albury-Wodonga Development Corporation	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airservices Australia	29	0	1	1	0	176	176	0	0	0	60	30	90	0	0	0	60	30	90
Australian Maritime Safety Authority	20	0	14	14	0	5482	5482	0	827	827	0	600	600	0	0	0	0	600	600
Civil Aviation Safety Authority	91	2	24	26	74	16973	17047	74	4927	5001	210	2070	2280	0	280	280	210	2350	2560
Department of Transport and Regional Services	64	0	36	36	0	44594	44594	0	3183	3183	0	1410	1410	0	240	240	0	1650	1650
National Capital Authority	1	0	1	1	0	364	364	0	364	364	0	30	30	0	0	0	0	30	30

**KEY: P = Personal, O = Other, T = Total**

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 \$		
		P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
<b>TREASURY</b>																			
Australian Bureau of Statistics	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian Competition and Consumer Commission	22	0	14	14	0	9805	9805	0	3773	3773	0	600	600	0	40	40	0	640	640
Australian Prudential Regulation Authority	10	0	6	6	0	487	487	0	485	485	0	210	210	0	0	0	0	210	210
Australian Securities and Investments Commission	65	10	21	31	1409	11213	12622	1749	1346	3095	450	1170	1620	120	200	320	570	1370	1940
Australian Taxation Office	483	0	121	121	0	39817	39817	0	24462	24462	0	11440	11440	0	1000	1000	0	12440	12440
Department of the Treasury	16	0	10	10	0	5800	5800	0	3133	3133	0	360	360	0	40	40	0	400	400
National Competition Council	1	0	1	1	0	3254	3254	0	0	0	0	30	30	0	0	0	0	30	30
Reserve Bank of Australia	2	0	0	0	0	0	0	0	0	0	0	30	30	0	0	0	0	30	30
Superannuation Complaints Tribunal	1	0	0	0	0	0	0	0	0	0	30	0	30	0	0	0	30	0	30
Tax Agents' Board (WA)	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>VETERANS' AFFAIRS</b>																			
Department of Veterans' Affairs	13563	21	2	23	761	122	883	834	122	956	9900	150	10050	0	0	0	9900	150	10050
Veterans' Review Board	5	0	0	0	0	0	0	0	0	0	30	0	30	0	0	0	30	0	30
<b>TOTAL</b>	<b>35439</b>	271	1847	<b>2118</b>	26706	1072674	<b>1099380</b>	10212	115840	<b>126052</b>	23867	65948	<b>89815</b>	1350	4430	<b>5780</b>	25217	70378	<b>95595</b>

**KEY: P = Personal, O = Other, T = Total**

Internal Review - Applications and Results

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

AGENCY	Applications			% of Total Applications	Decisions Affirmed			Access Granted in Full			Partial Access Granted			Access Granted after Deferment			Access Granted in Another Form			Charges Reduced			Withdrawn Without Concession		
	P	O	T		P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Airservices Australia	1	0	1	0.3	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Attorney-General's Department	5	4	9	2.8	3	3	6	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	
Australian Broadcasting Authority	0	1	1	0.3	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Australian Broadcasting Corporation	1	1	2	0.6	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	
Australian Competition and Consumer Commission	0	1	1	0.3	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Australian Customs Service	5	3	8	2.5	2	0	2	0	0	0	3	1	4	0	0	0	0	0	0	0	0	0	0	0	
Australian Federal Police	3	1	4	1.3	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Australian Film Commission	0	2	2	0.6	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Australian Fisheries Management Authority	0	1	1	0.3	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Australian National University	1	1	2	0.6	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Australian Postal Corporation	2	2	4	1.3	0	2	2	0	0	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	
Australian Securities and Investments Commission	3	5	8	2.5	0	3	3	0	0	0	3	2	5	0	0	0	0	0	0	0	0	0	0	0	
Australian Taxation Office	0	29	29	9.1	0	7	7	0	1	1	0	10	10	0	0	0	0	0	0	0	0	0	1	1	

**KEY: P = Personal, O = Other, T = Total**

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		
	P	O	T		P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Centrelink	65	0	65	20.44	46	0	46	5	0	5	7	0	7	0	0	0	0	0	0	0	0	0	2	0	2
Civil Aviation Safety Authority	0	7	7	2.20	0	2	2	0	0	0	0	4	4	0	0	0	0	1	1	0	0	0	0	0	0
Commonwealth Ombudsman	1	0	1	0.31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Commonwealth Scientific and Industrial Research Organisation (CSIRO)	1	2	3	0.94	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Agriculture, Fisheries and Forestry Australia	0	2	2	0.63	0	1	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Communications, Information Technology and the Arts	1	0	1	0.31	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Defence	11	3	14	4.40	6	1	7	1	0	1	3	0	3	0	0	0	0	0	0	0	0	0	0	0	0
Department of Education, Training and Youth Affairs	1	1	2	0.63	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Employment, Workplace Relations and Small Business	3	2	5	1.57	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Department of Family and Community Services	5	1	6	1.89	1	1	2	0	0	0	4	0	4	0	0	0	0	0	0	0	0	0	0	0	0
Department of Finance and Administration	1	4	5	1.57	0	4	4	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	4	4	4
Department of Foreign Affairs and Trade	8	1	9	2.83	6	1	7	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0

**KEY: P = Personal, O = Other, T = Total**

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		
	P	O	T		P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Department of Health and Aged Care	0	16	16	5.03	0	10	10	0	0	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0
Department of Immigration and Multicultural Affairs	28	22	50	15.72	18	16	34	4	0	4	10	7	17	0	0	0	0	1	1	0	0	0	0	0	0
Department of Industry, Science and Resources	0	8	8	2.52	0	2	2	0	2	2	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Environment and Heritage	0	2	2	0.63	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Prime Minister and Cabinet	1	0	1	0.31	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Transport and Regional Services	0	6	6	1.89	0	2	2	0	0	0	0	1	1	0	0	0	0	0	0	0	2	2	0	0	0
Department of Veterans' Affairs	1	0	1	0.31	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Designs Office	0	1	1	0.31	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Director of Public Prosecutions	0	0	0	0.00	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Export Finance and Insurance Corporation	0	1	1	0.31	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
Family Court of Australia	1	0	1	0.31	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Court of Australia	0	1	1	0.31	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Great Barrier Reef Marine Park Authority	1	1	2	0.63	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**KEY: P = Personal, O = Other, T = Total**



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		
	P	O	T		P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Health Insurance Commission	7	0	7	2.20	0	0	0	0	0	0	7	0	7	0	0	0	0	0	0	0	0	0	0	0	0
Human Rights and Equal Opportunity Commission	2	0	2	0.63	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Registration Auth'y for Agricultural & Veterinary Chemicals	0	1	1	0.31	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refugee Review Tribunal	6	2	8	2.52	2	1	3	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Telstra Corporation Limited	4	11	15	4.72	2	7	9	1	0	1	1	3	4	0	0	0	0	0	0	0	0	0	1	1	2
Trade Marks Office	0	3	3	0.94	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>169</b>	<b>149</b>	<b>318</b>	<b>100</b>	<b>97</b>	<b>74</b>	<b>171</b>	<b>14</b>	<b>8</b>	<b>22</b>	<b>43</b>	<b>36</b>	<b>79</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>6</b>	<b>11</b>

**KEY:** P = Personal, O = Other, T = Total

AAT Review - Applications and Results

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

**\*Note: Zero statistics recorded for 'Access Granted After Deferment', 'Access Granted in Another Form' and 'Charges Reduced'**

AGENCY	Applications			% of Total Applications	Decisions Affirmed			Access Granted in Full			Partial Access Granted			Withdrawn Without Concession			Withdrawn Part Concession			Decided No Jurisdiction			Delay Primary (S.56(1))			Delay Internal Review (S.55(3))		
	P	O	T		P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T
Airservices Australia	0	1	1	1.32	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Attorney-General's Department	1	2	3	3.95	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	1	0	0	0	
Australian Broadcasting Authority	0	1	1	1.32	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian Customs Service	1	1	2	2.63	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian Federal Police	1	1	2	2.63	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian National University	2	2	4	5.26	0	0	0	0	0	0	0	2	2	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Australian Postal Corporation	2	1	3	3.95	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Australian Securities and Investments Commission	0	3	3	3.95	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Australian Taxation Office	0	6	6	7.89	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	4	0	0	0	
Centrelink	9	0	9	11.84	0	0	0	0	0	0	0	0	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0
Commonwealth Ombudsman	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	
Department of Defence	6	1	7	9.21	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	

**KEY: P = Personal, O = Other, T = Total**

AAT Review - Applications and Results

AGENCY	Applications			% of Total Applications	Decisions Affirmed			Access Granted in Full			Partial Access Granted			Withdrawn Without Concession			Withdrawn Part Concession			Decided No Jurisdiction			Delay Primary (S.56(1))			Delay Internal Review (S.55(3))			
	P	O	T		P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	
Department of Employment, Workplace Relations and Small Business	1	0	1	1.32	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Department of Family and Community Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0
Department of Foreign Affairs and Trade	2	1	3	3.95	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	
Department of Health and Aged Care	0	2	2	2.63	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Immigration and Multicultural Affairs	7	5	12	15.79	1	2	3	1	0	1	0	1	1	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Industry, Science and Resources	0	2	2	2.63	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Department of Transport and Regional Services	1	0	1	1.32	0	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0
Family Court of Australia	1	0	1	1.32	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Health Insurance Commission	0	7	7	9.21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Human Rights and Equal Opportunity Commission	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**KEY:** P = Personal, O = Other, T = Total

AAT Review - Applications and Results

AGENCY	Applications			% of Total Applications	Decisions Affirmed			Access Granted in Full			Partial Access Granted			Withdrawn Without Concession			Withdrawn Part Concession			Decided No Jurisdiction			Delay Primary (S.56(1))			Delay Internal Review (S.55(3))			
	P	O	T		P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	P	O	T	
National Gallery of Australia	0	1	1	1.32	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refugee Review Tribunal	0	1	1	1.32	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Telstra Corporation Limited	1	1	2	2.63	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Trade Marks Office	0	2	2	2.63	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>35</b>	<b>41</b>	<b>76</b>	<b>100</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>8</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>1</b>	

**KEY:** P = Personal, O = Other, T = Total

AAT Review - Applications

**Appendix G: AAT Review - Applications**

[Note: Information supplied by Administrative Appeals Tribunal]

<b>AGENCY</b>	<b>Total Applications</b>	<b>% of Applications</b>
Commissioner of Taxation	34	22.67
Centrelink	18	12.00
Department of Family and Community Services	18	12.00
Department of Immigration and Multicultural Affairs	16	10.67
Health Insurance Commission	7	4.66
Attorney-General's Department	5	3.32
Family Court of Australia	5	3.32
Department of Defence	4	2.66
Telstra Corporation Limited	4	2.66
Australian Postal Corporation	3	2.00
Department of Foreign Affairs and Trade	3	2.00
Australian Federal Police	2	1.33
Australian National University	2	1.33
Child Support Registrar	2	1.33
Department of Employment, Workplace Relations and Small Business	2	1.33
Department of Health and Aged Care	2	1.33
National Gallery of Australia	2	1.33
Refugee Review Tribunal	2	1.33
Aboriginal and Torres Strait Island Commission (Yapakurlangu Regional Council)	1	0.67
AusIndustry	1	0.67
Australian Broadcasting Corporation	1	0.67
Australian Government Solicitor	1	0.67
Australian Securities and Investments Commission	1	0.67
Civil Aviation Safety Authority	1	0.67
Comcare	1	0.67
Collector of Customs	1	0.67
Commissioner for Superannuation	1	0.67
Commonwealth Ombudsman	1	0.67
CSIRO	1	0.67
Department of Communications, Information Technology and the Arts	1	0.67
Department of Finance and Administration	1	0.67
Department of Industry, Science and Resources	1	0.67
Health Services Australia	1	0.67
Human Rights and Equal Opportunity Commission	1	0.67
IP Australia	1	0.67
National Crime Authority	1	0.67
National Registration Authority	1	0.67
<b>TOTAL</b>	<b>150</b>	<b>100</b>

Amendment of Personal Records - Primary Request Result

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

<b>AGENCY</b>	<b>S.48 Requests</b>	<b>Primary Requests Granted - Alter</b>	<b>Primary Requests Granted - Notate</b>	<b>Primary Requests Granted - Alter &amp; Notate</b>	<b>Primary Requests Refused</b>
Australian Customs Service	2	1	0	0	1
Australian Federal Police	1	0	0	1	0
Australian Taxation Office	1	0	0	0	0
Centrelink	24	1	1	1	2
Civil Aviation Safety Authority	1	0	0	0	0
Comcare	1	0	0	0	0
Department of Defence	4	1	0	0	5
Department of Family and Community Services	2	0	0	0	1
Department of Immigration and Multicultural Affairs	472	138	3	67	63
Department of the Environment and Heritage	1	0	0	0	1
Family Court of Australia	1	0	0	0	1
<b>TOTAL</b>	<b>510</b>	<b>141</b>	<b>4</b>	<b>69</b>	<b>74</b>

Note: The number of requests determined - 288 - does not correlate with requests made - 510. 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**

<b>AGENCY</b>	<b>S.48 Requests</b>	<b>Internal Review Requests</b>	<b>Granted - Alter</b>	<b>Granted - Notate</b>	<b>Granted - Alter &amp; Notate</b>	<b>Total Granted</b>	<b>Refused</b>
Australian Customs Service	2	0	0	0	0	0	0
Australian Federal Police	1	0	0	0	0	0	0
Family Court of Australia	1	1	0	0	0	0	1
Department of Defence	4	1	0	0	0	0	2
Comcare	1	0	0	0	0	0	0
Centrelink	24	1	0	0	0	0	1
Department of Family and Community Services	2	0	0	0	0	0	0
Department of Immigration and Multicultural Affairs	472	7	1	0	0	1	3
Department of the Environment and Heritage	1	0	0	0	0	0	0
Civil Aviation Safety Authority	1	1	0	0	0	0	0
Australian Taxation Office	1	0	0	0	0	0	0
<b>TOTAL</b>	<b>510</b>	<b>11</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>7</b>

Amendment of Personal Records - AAT Review Result

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

<b>AGENCY</b>	<b>S.48 Requests</b>	<b>AAT Reviews</b>	<b>Granted - Alter</b>	<b>Granted - Notate</b>	<b>Granted - Alter &amp; Notate</b>	<b>Total Granted</b>	<b>Refused</b>
Australian Customs Service	2	0	0	0	0	0	0
Australian Federal Police	1	0	0	0	0	0	0
Family Court of Australia	1	1	0	0	0	0	0
Department of Defence	4	1	0	0	0	0	0
Comcare	1	0	0	0	0	0	0
Centrelink	24	0	0	0	0	0	0
Department of Family and Community Services	2	0	0	0	0	0	0
Department of Immigration and Multicultural Affairs	472	0	0	0	0	0	0
Department of the Environment and Heritage	1	0	0	0	0	0	0
Civil Aviation Safety Authority	1	0	0	0	0	0	2
Australian Taxation Office	1	1	0	0	0	0	0
<b>TOTAL</b>	<b>510</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>



Summary of all Costs of FOI Reported by Agencies

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

<b>AGENCY</b>	<b>Requests Received</b>	<b>Staff-Years</b>	<b>Salary Costs (Inc. 60% Related Costs)</b>	<b>Non-Labour Costs</b>	<b>Average Staff Days per Request</b>	<b>Average Cost per Request</b>	<b>TOTAL COSTS</b>
Australian Taxation Office	483	27.04	\$2,309,118	\$213,488	14.89	\$5,223	\$2,522,606
Department of Immigration and Multicultural Affairs	10760	26.42	\$1,957,775	\$271,217	0.65	\$207	\$2,228,992
Centrelink	6388	25.05	\$1,856,451	\$179,273	1.04	\$319	\$2,035,724
Department of Veterans' Affairs	13563	12.47	\$913,941	\$165,349	0.24	\$80	\$1,079,290
Department of Family and Community Services	339	11.37	\$989,508	\$24,509	8.92	\$2,991	\$1,014,017
Department of Defence	187	7.95	\$599,277	\$17,526	11.31	\$3,298	\$616,803
Department of Finance and Administration	41	4.95	\$403,335	\$71,652	32.11	\$11,585	\$474,987
Australian Federal Police	136	4.6	\$320,642	\$51,521	9	\$2,736	\$372,163
Department of Health and Aged Care	103	4.18	\$337,221	\$18,587	10.79	\$3,454	\$355,808
Department of Industry, Science and Resources	35	3.48	\$297,417	\$53,334	26.45	\$10,021	\$350,751
Department of Employment, Workplace Relations and Small Business	72	2.19	\$160,413	\$174,243	8.09	\$4,648	\$334,656
Commonwealth Scientific and Industrial Research Organisation (CSIRO)	15	1.1	\$74,122	\$128,446	19.51	\$13,505	\$202,568
Aboriginal and Torres Strait Islander Commission	35	2.16	\$197,152	\$2,612	16.42	\$5,708	\$199,764
Attorney-General's Department	41	1.62	\$122,241	\$62,892	10.51	\$4,515	\$185,133
Telstra Corporation Limited	247	2.7	\$148,243	\$35,086	2.91	\$742	\$183,329
Department of Foreign Affairs and Trade	77	1.91	\$128,872	\$51,153	6.6	\$2,338	\$180,025
Health Insurance Commission	17	2	\$148,243	\$9,200	31.29	\$9,261	\$157,443
Refugee Review Tribunal	1045	1.73	\$129,972	\$23,878	0.44	\$147	\$153,850
Civil Aviation Safety Authority	91	1.45	\$122,078	\$16,050	4.24	\$1,518	\$138,128

Summary of all Costs of FOI Reported by Agencies

<b>AGENCY</b>	<b>Requests Received</b>	<b>Staff-Years</b>	<b>Salary Costs (Inc. 60% Related Costs)</b>	<b>Non-Labour Costs</b>	<b>Average Staff Days per Request</b>	<b>Average Cost per Request</b>	<b>TOTAL COSTS</b>
Airservices Australia	29	1.73	\$126,407	\$8,659	15.87	\$4,657	\$135,066
Department of Education, Training and Youth Affairs	23	1.65	\$124,412	\$3,294	19.08	\$5,552	\$127,706
Department of Transport and Regional Services	64	1.58	\$118,386	\$3,417	6.57	\$1,903	\$121,803
Australian Competition and Consumer Commission	22	1.35	\$108,320	\$344	16.32	\$4,939	\$108,664
Trade Marks Office	702	1.26	\$86,124	\$18,167	0.48	\$149	\$104,291
Australian Securities and Investments Commission	65	1.22	\$90,369	\$6,029	4.99	\$1,483	\$96,398
Australian Customs Service	52	1.3	\$92,741	\$1,060	6.65	\$1,804	\$93,801
Department of the Environment and Heritage	18	1.03	\$83,781	\$1,529	15.22	\$4,739	\$85,310
Department of Agriculture, Fisheries and Forestry Australia	18	0.81	\$60,432	\$23,510	11.97	\$4,663	\$83,942
Department of the Treasury	16	0.17	\$13,470	\$52,007	2.83	\$4,092	\$65,477
Reserve Bank of Australia	2	0.04	\$0	\$64,991	5.32	\$32,496	\$64,991
National Registration Authority for Agricultural & Veterinary Chemicals	8	0.6	\$61,039	\$170	19.95	\$7,651	\$61,209
Australian Postal Corporation	28	0.29	\$21,091	\$27,313	2.76	\$1,729	\$48,404
Department of the Prime Minister and Cabinet	24	0.59	\$44,031	\$110	6.54	\$1,839	\$44,141
Department of Communications, Information Technology and the Arts	16	0.31	\$23,439	\$13,630	5.15	\$2,317	\$37,069
Australian Broadcasting Authority	3	0.43	\$33,284	\$1,670	38.13	\$11,651	\$34,954

Summary of all Costs of FOI Reported by Agencies

<b>AGENCY</b>	<b>Requests Received</b>	<b>Staff-Years</b>	<b>Salary Costs (Inc. 60% Related Costs)</b>	<b>Non-Labour Costs</b>	<b>Average Staff Days per Request</b>	<b>Average Cost per Request</b>	<b>TOTAL COSTS</b>
Office of Film and Literature Classification	1	0.03	\$2,805	\$30,219	7.98	\$33,024	\$33,024
Commonwealth Ombudsman	33	0.35	\$19,411	\$3,194	2.82	\$685	\$22,605
National Gallery of Australia	9	0.13	\$10,505	\$6,102	3.84	\$1,845	\$16,607
Defence Force Retirement and Death Benefits Authority	65	0.2	\$14,824	\$707	0.82	\$239	\$15,531
CSS Board	67	0.2	\$14,824	\$557	0.79	\$230	\$15,381
Human Rights and Equal Opportunity Commission	19	0.16	\$11,675	\$3,438	2.24	\$795	\$15,113
Australian Prudential Regulation Authority	10	0.06	\$4,447	\$9,990	1.6	\$1,444	\$14,437
Patent Office	113	0.08	\$5,837	\$6,341	0.19	\$108	\$12,178
Australian Broadcasting Corporation	20	0.16	\$11,859	\$250	2.13	\$605	\$12,109
Military Superannuation and Benefits Board of Trustees No.1	51	0.15	\$11,118	\$559	0.78	\$229	\$11,677
Australian Nuclear Science and Technical Organisation	7	0.15	\$10,824	\$100	5.7	\$1,561	\$10,924
Director of Public Prosecutions	16	0.21	\$9,813	\$1,010	3.49	\$676	\$10,823
PSS Board	42	0.13	\$9,636	\$470	0.82	\$241	\$10,106
Defence Housing Authority	1	0.03	\$1,841	\$7,292	7.98	\$9,133	\$9,133
Australian Trade Commission (Austrade)	10	0.1	\$7,859	\$800	2.66	\$866	\$8,659
Australian Communications Authority	6	0.1	\$7,029	\$500	4.43	\$1,255	\$7,529
Australian National University	8	0.02	\$1,348	\$6,047	0.67	\$924	\$7,395
Great Barrier Reef Marine Park Authority	15	0.09	\$5,930	\$249	1.6	\$412	\$6,179
Australian Fisheries Management Authority	13	0.07	\$5,277	\$300	1.43	\$429	\$5,577

Summary of all Costs of FOI Reported by Agencies

<b>AGENCY</b>	<b>Requests Received</b>	<b>Staff-Years</b>	<b>Salary Costs (Inc. 60% Related Costs)</b>	<b>Non-Labour Costs</b>	<b>Average Staff Days per Request</b>	<b>Average Cost per Request</b>	<b>TOTAL COSTS</b>
Public Service and Merit Protection Commission	2	0.07	\$5,412	\$90	9.31	\$2,751	\$5,502
Australian Electoral Commission	9	0.06	\$4,447	\$700	1.77	\$572	\$5,147
Australian Maritime Safety Authority	20	0.06	\$4,447	\$406	0.8	\$243	\$4,853
Attorney-General	5	0.03	\$3,203	\$366	1.6	\$714	\$3,569
National Competition Council	1	0.01	\$0	\$3,304	2.66	\$3,304	\$3,304
Australian Transaction Reports and Analysis Centre (AUSTRAC)	43	0.02	\$1,482	\$1,550	0.12	\$71	\$3,032
Australia Council	1	0.03	\$2,199	\$671	7.98	\$2,870	\$2,870
Dept of Reconciliation and Aboriginal and Torres Strait Islander Affairs	3	0.03	\$2,582	\$140	2.66	\$907	\$2,722
Comcare	18	0.03	\$1,482	\$1,115	0.44	\$144	\$2,597
Designs Office	16	0.02	\$1,706	\$854	0.33	\$160	\$2,560
Merit Protection Commissioner	2	0.03	\$2,447	\$105	3.99	\$1,276	\$2,552
Special Broadcasting Service Corporation	3	0.03	\$2,199	\$250	2.66	\$816	\$2,449
Bureau of Meteorology	3	0.03	\$2,224	\$55	2.66	\$760	\$2,279
Australian National Training Authority	1	0.04	\$2,089	\$150	10.64	\$2,239	\$2,239
High Court of Australia	2	0.02	\$1,841	\$110	2.66	\$975	\$1,951
Social Security Appeals Tribunal	1	0.02	\$1,841	\$21	5.32	\$1,862	\$1,862
National Native Title Tribunal	2	0.02	\$1,841	\$14	2.66	\$927	\$1,855
Rural Industries Research and Development Corporation	2	0.01	\$741	\$1,110	1.33	\$926	\$1,851
Australian Bureau of Statistics	1	0.02	\$1,841	\$5	5.32	\$1,846	\$1,846

Summary of all Costs of FOI Reported by Agencies

<b>AGENCY</b>	<b>Requests Received</b>	<b>Staff-Years</b>	<b>Salary Costs (Inc. 60% Related Costs)</b>	<b>Non-Labour Costs</b>	<b>Average Staff Days Per Request</b>	<b>Average Cost Per Request</b>	<b>TOTAL COSTS</b>
Australian Heritage Commission	3	0.03	\$1,841	\$0	2.66	\$614	\$1,841
Federal Court of Australia	4	0.03	\$1,841	\$0	1.99	\$460	\$1,841
Veterans' Review Board	5	0.02	\$1,482	\$35	1.06	\$303	\$1,517
Export Finance and Insurance Corporation	3	0.02	\$1,482	\$15	1.77	\$499	\$1,497
Australian Protective Service	1	0.01	\$1,100	\$280	2.66	\$1,380	\$1,380
Tax Agents' Board (WA)	1	0.02	\$1,348	\$0	5.32	\$1,348	\$1,348
National Archives of Australia	1	0.02	\$1,100	\$0	5.32	\$1,100	\$1,100
Family Court of Australia	1	0.01	\$741	\$14	2.66	\$755	\$755
Australian Institute of Family Studies	0	0.01	\$741	\$0	0	\$0	\$741
Australian Law Reform Commission	0	0.01	\$741	\$0	0	\$0	\$741
Cotton Research and Development Corporation	0	0.01	\$741	\$0	0	\$0	\$741
National Occupational Health and Safety Commission	1	0.01	\$741	\$0	2.66	\$741	\$741
Snowy Mountains Hydro-Electric Authority	0	0.01	\$741	\$0	0	\$0	\$741
National Museum of Australia	2	0.01	\$606	\$15	1.33	\$311	\$621
Albury-Wodonga Development Corporation	1	0	\$0	\$272	0	\$272	\$272
Superannuation Complaints Tribunal	1	0	\$0	\$110	0	\$110	\$110
Commissioner for Superannuation	0	0	\$0	\$100	0	\$0	\$100
National Capital Authority	1	0	\$0	\$10	0	\$10	\$10

Summary of all Costs of FOI Reported by Agencies

<b>AGENCY</b>	<b>Requests Received</b>	<b>Staff-Years</b>	<b>Salary Costs (Inc. 60% Related Costs)</b>	<b>Non-Labour Costs</b>	<b>Average Staff Days per Request</b>	<b>Average Cost per Request</b>	<b>TOTAL COSTS</b>
Administrative Appeals Tribunal	6	0	\$0	\$7	0	\$1	\$7
Sugar Research and Development Corporation	0	0.01	\$0	\$5	0	\$0	\$5
RAAF Veterans' Residence Trust Fund	0	0	\$0	\$2	0	\$0	\$2
Official Secretary to the Governor-General	1	0	\$0	\$1	0	\$1	\$1
<b>TOTAL</b>	<b>35438</b>	<b>161.96</b>	<b>\$12,529,483</b>	<b>\$1,885,923</b>	<b>1.22</b>	<b>\$407</b>	<b>\$14,415,406</b>

## 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 \$
Dept of Immigration and Multicultural Affairs	12079	1927	320	9474	613	3452	178814	26594	0	6798	31146	271217
Australian Taxation Office	6791	1260	4162	2850	30180	9240	105865	0	0	42750	10390	213488
Centrelink	82048	4000	175	17472	35268	12144	0	500	0	2666	25000	179273
Dept of Employment, Workplace Relations and Small Business	2500	0	0	460	1300	13390	111991	40901	0	2000	1701	174243
Department of Veterans' Affairs	71029	0	310	32426	17818	0	0	0	0	43766	0	165349
Commonwealth Scientific and Industrial Research Organisation (CSIRO)	5000	0	300	200	3000	4500	115446	0	0	0	0	128446
Department of Finance and Administration	500	0	0	120	0	1630	69402	0	0	0	0	71652
Reserve Bank of Australia	58	4	0	0	3	1113	0	63763	0	50	0	64991
Attorney-General's Department	480	300	0	168	152	0	0	61482	0	310	0	62892
Department of Industry, Science and Resources	2350	0	1560	590	700	1010	45694	0	0	580	850	53334
Department of the Treasury	378	154	0	31	393	100	0	50894	0	57	0	52007
Australian Federal Police	5326	588	0	1500	1500	0	0	19607	0	20000	3000	51521
Department of Foreign Affairs and Trade	2590	0	140	720	4128	0	13970	27805	0	0	1800	51153
Telstra Corporation Limited	1844	0	0	790	1807	2320	0	26702	0	0	1623	35086
Office of Film and Literature Classification	400	0	0	150	100	0	29419	0	0	150	0	30219
Australian Postal Corporation	240	50	0	40	47	900	17901	5335	0	0	2800	27313
Department of Family and Community Services	6118	0	301	1210	445	10198	6237	0	0	0	0	24509
Refugee Review Tribunal	7693	227	543	3915	322	737	8405	0	0	0	2036	23878
Department of Agriculture, Fisheries and Forestry Australia	290	0	0	120	300	0	0	21000	0	1800	0	23510

Non-Labour Costs Reported by Agencies

<b>AGENCY</b>	<b>Photocopy \$</b>	<b>Printing \$</b>	<b>Purchase of Material \$</b>	<b>Postage \$</b>	<b>Telephone \$</b>	<b>Travel \$</b>	<b>Solicitors' Fees \$</b>	<b>Legal Counsel Fees \$</b>	<b>Applicants' Litigation Costs \$</b>	<b>Computer Time \$</b>	<b>Other \$</b>	<b>TOTAL \$</b>
Department of Health and Aged Care	3000	70	0	400	300	2280	5053	0	0	7000	484	18587
Trade Marks Office	4460	21	0	1538	100	0	6757	0	0	384	4907	18167
Department of Defence	795	0	0	453	301	1621	14356	0	0	0	0	17526
Civil Aviation Safety Authority	6030	1000	400	1900	1700	0	0	0	0	5020	0	16050
Department of Communications, Information Technology and the Arts	100	0	0	200	30	0	13300	0	0	0	0	13630
Australian Prudential Regulation Authority	20	0	0	8	0	0	0	9862	0	100	0	9990
Health Insurance Commission	3000	0	0	700	1000	0	1000	0	0	3000	500	9200
Airservices Australia	1779	0	113	145	139	0	0	0	0	6483	0	8659
Defence Housing Authority	0	0	0	0	0	0	7292	0	0	0	0	7292
Patent Office	418	5	0	254	0	0	0	0	0	65	5599	6341
National Gallery of Australia	200	0	0	30	50	0	5572	0	0	250	0	6102
Australian National University	50	0	0	5	1	0	1723	3768	0	500	0	6047
Australian Securities and Investments Commission	1125	110	75	124	171	1000	0	0	0	3415	9	6029
Human Rights and Equal Opportunity Commission	581	0	0	220	100	0	0	2437	0	100	0	3438
Department of Transport and Regional Services	1147	0	0	170	100	0	0	0	0	2000	0	3417
National Competition Council	50	0	0	0	0	0	3254	0	0	0	0	3304
Department of Education, Training and Youth Affairs	350	0	37	50	0	0	2857	0	0	0	0	3294
Commonwealth Ombudsman	664	500	0	380	150	0	0	0	0	500	1000	3194
Aboriginal and Torres Strait Islander Commission	0	0	0	0	0	0	2612	0	0	0	0	2612



Non-Labour Costs Reported by Agencies

<b>AGENCY</b>	<b>Photocopy \$</b>	<b>Printing \$</b>	<b>Purchase of Material \$</b>	<b>Postage \$</b>	<b>Telephone \$</b>	<b>Travel \$</b>	<b>Solicitors' Fees \$</b>	<b>Legal Counsel Fees \$</b>	<b>Applicants' Litigation Costs \$</b>	<b>Computer Time \$</b>	<b>Other \$</b>	<b>TOTAL \$</b>
Australian Broadcasting Authority	500	10	0	60	0	0	1000	0	0	100	0	1670
Australian Transaction Reports and Analysis Centre (AUSTRAC)	20	20	0	0	10	0	1500	0	0	0	0	1550
Department of the Environment and Heritage	762	0	0	102	253	0	0	0	0	412	0	1529
Comcare	1000	0	0	80	35	0	0	0	0	0	0	1115
Rural Industries Research and Development Corporation	50	20	0	10	10	0	1000	0	0	20	0	1110
Australian Customs Service	300	200	0	160	250	0	0	0	0	150	0	1060
Director of Public Prosecutions	55	0	0	35	20	0	0	0	0	50	850	1010
Designs Office	32	1	0	15	10	0	0	0	0	31	765	854
Australian Trade Commission (Austrade)	500	100	0	50	50	0	0	0	0	100	0	800
Defence Force Retirement and Death Benefits Authority	466	0	0	129	12	0	0	0	0	0	100	707
Australian Electoral Commission	100	0	0	50	50	0	0	0	0	500	0	700
Australia Council	30	10	0	3	12	0	616	0	0	0	0	671
Military Superannuation and Benefits Board of Trustees No.1	333	0	0	108	18	0	0	0	0	0	100	559
CSS Board	305	0	0	129	23	0	0	0	0	0	100	557
Australian Communications Authority	500	0	0	0	0	0	0	0	0	0	0	500
PSS Board	279	0	0	78	13	0	0	0	0	0	100	470
Australian Maritime Safety Authority	187	0	0	40	9	0	0	0	0	170	0	406
Attorney-General	125	84	0	25	18	0	0	0	0	114	0	366

Non-Labour Costs Reported by Agencies

<b>AGENCY</b>	<b>Photocopy \$</b>	<b>Printing \$</b>	<b>Purchase of Material \$</b>	<b>Postage \$</b>	<b>Telephone \$</b>	<b>Travel \$</b>	<b>Solicitors' Fees \$</b>	<b>Legal Counsel Fees \$</b>	<b>Applicants' Litigation Costs \$</b>	<b>Computer Time \$</b>	<b>Other \$</b>	<b>TOTAL \$</b>
Australian Competition and Consumer Commission	344	0	0	0	0	0	0	0	0	0	0	344
Australian Fisheries Management Authority	200	0	0	100	0	0	0	0	0	0	0	300
Australian Protective Service	0	0	0	0	0	0	280	0	0	0	0	280
Albury-Wodonga Development Corporation	5	207	0	5	5	0	0	0	0	50	0	272
Australian Broadcasting Corporation	200	0	0	50	0	0	0	0	0	0	0	250
Special Broadcasting Service Corporation	200	0	0	25	25	0	0	0	0	0	0	250
Great Barrier Reef Marine Park Authority	197	0	0	52	0	0	0	0	0	0	0	249
National Registration Authority for Agricultural & Veterinary Chemicals	100	0	0	20	50	0	0	0	0	0	0	170
Australian National Training Authority	30	20	0	30	30	0	0	0	0	40	0	150
Department of Reconciliation and Aboriginal and Torres Strait Islander Affairs	30	30	60	10	10	0	0	0	0	0	0	140
Department of the Prime Minister and Cabinet	40	10	0	30	30	0	0	0	0	0	0	110
High Court of Australia	50	10	0	5	25	0	0	0	0	20	0	110
Superannuation Complaints Tribunal	20	0	0	10	30	0	0	0	0	50	0	110
Merit Protection Commissioner	20	0	0	5	80	0	0	0	0	0	0	105
Australian Nuclear Science and Technical Organisation	100	0	0	0	0	0	0	0	0	0	0	100
Commissioner for Superannuation	0	0	0	0	0	0	0	0	0	0	100	100

Non-Labour Costs Reported by Agencies

<b>AGENCY</b>	<b>Photocopy \$</b>	<b>Printing \$</b>	<b>Purchase of Material \$</b>	<b>Postage \$</b>	<b>Telephone \$</b>	<b>Travel \$</b>	<b>Solicitors' Fees \$</b>	<b>Legal Counsel Fees \$</b>	<b>Applicants' Litigation Costs \$</b>	<b>Computer Time \$</b>	<b>Other \$</b>	<b>TOTAL \$</b>
Public Service and Merit Protection Commission	20	0	0	10	60	0	0	0	0	0	0	90
Bureau of Meteorology	25	0	0	30	0	0	0	0	0	0	0	55
Veterans' Review Board	10	0	0	5	20	0	0	0	0	0	0	35
Social Security Appeals Tribunal	15	0	0	5	1	0	0	0	0	0	0	21
Export Finance and Insurance Corporation	5	0	0	5	5	0	0	0	0	0	0	15
National Museum of Australia	10	0	0	5	0	0	0	0	0	0	0	15
Family Court of Australia	5	5	0	1	1	0	0	0	0	2	0	14
National Native Title Tribunal	5	0	0	6	3	0	0	0	0	0	0	14
National Capital Authority	6	0	0	2	2	0	0	0	0	0	0	10
Administrative Appeals Tribunal	7	0	0	0	0	0	0	0	0	0	0	7
Australian Bureau of Statistics	4	0	0	1	0	0	0	0	0	0	0	5
Sugar Research and Development Corporation	0	0	0	0	0	0	0	0	0	5	0	5
RAAF Veterans' Residence Trust Fund	2	0	0	0	0	0	0	0	0	0	0	2
Official Secretary to the Governor-General	1	0	0	0	0	0	0	0	0	0	0	1
<b>TOTAL</b>	<b>238678</b>	<b>10943</b>	<b>8496</b>	<b>80299</b>	<b>103388</b>	<b>65635</b>	<b>771316</b>	<b>360650</b>	<b>0</b>	<b>151558</b>	<b>94960</b>	<b>1,885,923</b>

Agencies and Ministers subject to the FOI Act

**Appendix M: Agencies and Ministers subject to the FOI Act as at 30 June 2001\***

**AGRICULTURE, FISHERIES AND  
FORESTRY AUSTRALIA**

Australian Dairy Corporation  
Australian Fisheries Management Authority  
Australian Wine and Brandy Corporation  
Cotton Research and Development Corporation  
Dairy Adjustment Authority  
Dairy Research and Development Corporation  
Department of Agriculture, Fisheries  
and Forestry Australia  
Fisheries Research and Development Corporation  
Forest and Wood Products Research  
and Development Corporation  
Grains Research and Development Corporation  
Grape and Wine Research and Development Corporation  
Land and Water Resources Research  
and Development Corporation  
Minister for Agriculture, Fisheries and Forestry  
Minister for Forestry and Conservation  
Murray-Darling Basin Commission  
National Registration Authority for  
Agricultural and Veterinary Chemicals  
National Rural Advisory Council  
Parliamentary Secretary to the Minister for  
Agriculture, Fisheries and Forestry  
Plant Breeder's Rights Advisory Committee  
Rural Industries Research and Development Corporation  
Sugar Research and Development Corporation  
Tobacco Research and Development Corporation  
Wheat Export Authority

**ATTORNEY-GENERAL'S**

Administrative Appeals Tribunal  
Administrative Review Council  
Attorney-General  
Attorney-General's Department  
Australian Customs Service  
Australian Federal Police  
Australian Institute of Criminology  
Australian Law Reform Commission  
Australian Protective Service  
Australian Transaction Reports and Analysis Centre  
(AUSTRAC)  
Classification Review Board  
Copyright Tribunal  
Criminology Research Council  
Crimtrac  
Defence Force Discipline Appeal Tribunal  
Director of Public Prosecutions

Family Court of Australia  
Family Law Council  
Federal Court of Australia  
Federal Magistrates Service  
Federal Police Disciplinary Tribunal  
High Court of Australia  
Human Rights and Equal Opportunity Commission  
Insolvency and Trustee Service Australia  
Minister for Justice and Customs  
National Crime Authority  
National Native Title Tribunal  
Office of Film and Literature Classification  
Office of Parliamentary Counsel  
Office of the Federal Privacy Commissioner  
Solicitor General

**COMMUNICATIONS, INFORMATION  
TECHNOLOGY AND THE ARTS**

Australia Council  
Australian Broadcasting Authority  
Australian Broadcasting Corporation  
Australian Communications Authority  
Australian Film Commission  
Australian Film, Television and Radio School  
Australian National Maritime Museum  
Australian Postal Corporation  
Department of Communications, Information  
Technology and the Arts  
Minister for Communications, Information  
Technology and the Arts  
Minister for the Arts and the Centenary of Federation  
National Archives of Australia  
National Gallery of Australia  
National Library of Australia  
National Museum of Australia  
National Office for the Information Economy  
National Science and Technology Centre  
Parliamentary Secretary to the Minister for  
Communications, Information Technology and the  
Arts  
ScreenSound Australia, the National Screen  
and Sound Archive  
Special Broadcasting Service Corporation  
Telstra Corporation Limited

## Agencies and Ministers subject to the FOI Act

### **DEFENCE**

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

### **EDUCATION, TRAINING AND YOUTH AFFAIRS**

Anglo-Australian Telescope Board  
Australian National Training Authority  
Australian National University  
Department of Education, Training and Youth Affairs  
Minister for Education, Training and Youth Affairs  
Parliamentary Secretary to the Minister for  
Education, Training and Youth Affairs

### **EMPLOYMENT, WORKPLACE RELATIONS AND SMALL BUSINESS**

Australian Industrial Relations Commission  
Comcare  
Defence Force Remuneration Tribunal  
Department of Employment, Workplace Relations  
and Small Business  
Equal Opportunity for Women in the Workplace Agency  
Minister for Employment Services  
Minister for Employment, Workplace Relations  
and Small Business  
Minister for Small Business  
National Occupational Health and Safety Commission  
Office of the Employment Advocate  
Seafarers Safety 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  
Minister for the Environment and Heritage  
National Oceans Office  
Parliamentary Secretary to the Minister for the  
Environment and Heritage

### **FAMILY AND COMMUNITY SERVICES**

Australian Institute of Family Studies  
Centrelink  
Department of Family and Community Services  
Minister for Community Services  
Minister for 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  
Minister for Finance and Administration  
Office of Asset Sales and Commercial Support  
Parliamentary Secretary to the Minister for Finance  
and Administration  
PSS Board  
Special Minister of State

### **FOREIGN AFFAIRS AND TRADE**

Australia-Japan Foundation  
Australian Centre for International Agriculture  
Research  
Australian Trade Commission (Austrade)  
Department of Foreign Affairs and Trade  
Export Finance and Insurance Corporation  
Minister for Foreign Affairs  
Minister for Trade

## Agencies and Ministers subject to the FOI Act

### **HEALTH AND AGED CARE**

Acute Care Advisory Committee  
Aged Care Commissioner of Complaints  
Aged Care Complaints Resolution Committees  
Aged Care Planning Advisory Committees  
Aged Care Residential Care Standards Review Committees  
Australia New Zealand Food Authority  
Australian Community Pharmacy Authority  
Australian Drug Evaluation Committee  
Australian Hearing  
Australian Institute of Health and Welfare  
Australian Radiation Protection and Nuclear Safety Agency  
Complementary Medicines Evaluation Committee  
Department of Health and Aged Care  
Gene Technology Regulator  
General Practice Recognition Appeal Committee  
General Practice Recognition Eligibility Committee  
Health Insurance Commission  
Medical Benefits (Dental Practitioners) Advisory Committee  
Medical Benefits (Dental Practitioners) Appeal Committee  
Medical Training Review Panel  
Medicare Benefits Advisory Committee  
Medicare Participation Review Committees  
Medicines Evaluation Committee  
Minister for Aged Care  
Minister for Health and Aged Care  
National Drugs and Poisons Schedule Committee  
National Health and Medical Research Council  
National Pathology Accreditation Advisory Council  
Nursing Homes Fee Review Committees of Inquiry  
Overseas Specialist Advisory Committees-  
ACT,NSW,NT,QLD,SA,TAS,VIC,WA  
Parliamentary Secretary to the Minister for  
Health and Aged Care  
Pathology Services Table Committee  
Pharmaceutical Benefits Advisory Committee  
Pharmaceutical Benefits Remuneration Tribunal  
Pharmaceutical Services Committees of Inquiry  
Private Health Insurance Administration Council  
Private Health Insurance Ombudsman  
Professional Services Review Scheme  
Registration Committee  
Specialist Recognition Advisory Committees  
Specialist Recognition Appeal Committees  
Therapeutic Device Evaluation Committee  
Therapeutic Goods Advertising Codes Council  
Therapeutic Goods Committee  
Therapeutic Goods Complaints Resolution Panel

### **IMMIGRATION AND MULTICULTURAL AFFAIRS**

Department of Immigration and Multicultural Affairs  
Migration Review Tribunal  
Minister for Immigration and Multicultural Affairs  
Parliamentary Secretary to the Minister for  
Foreign Affairs and Parliamentary Secretary to the  
Minister for Immigration and Multicultural Affairs  
Refugee Review Tribunal

### **INDUSTRY, SCIENCE AND RESOURCES**

Australian Institute of Marine Science  
Australian Nuclear Science and Technical  
Organisation  
Australian Sports Commission  
Australian Sports Drug Agency  
Australian Tourist Commission  
CSIRO  
Department of Industry, Science and Resources  
Designs Office  
Joint Coal Board  
Minister for Industry, Science and Resources  
Minister for Sport and Tourism  
National Standards Commission  
Offshore Minerals Joint Authority-All States  
Parliamentary Secretary to the Minister for Industry,  
Science and Resources  
Patent Office  
Professional Standards Board for Patent and Trade  
Marks Attorneys  
Snowy Mountains Hydro-Electric Authority  
Trade Marks Office

### **PRIME MINISTER AND CABINET**

Commonwealth Ombudsman  
Department of the Prime Minister and Cabinet  
Merit Protection Commissioner  
Official Secretary to the Governor-General  
Parliamentary Secretary to Cabinet  
Prime Minister  
Public Service and Merit Protection Commission

## Agencies and Ministers subject to the FOI Act

### **RECONCILIATION AND ABORIGINAL AND TORRES STRAIT ISLANDER AFFAIRS**

Aboriginal and Torres Strait Islander Commission  
Aboriginal Hostels Limited  
Aboriginals Benefit Account Advisory Committee  
Australian Institute of Aboriginal and Torres Strait Islander Studies  
Department of Reconciliation and Aboriginal and Torres Strait Islander Affairs  
Indigenous Land Corporation  
Minister for Reconciliation and Aboriginal and Torres Strait Islander Affairs  
Office of Evaluation and Audit  
Parliamentary Secretary to the Minister for Reconciliation and Aboriginal and Torres Strait Islander Affairs  
Registrar of Aboriginal Corporations  
Torres Strait Regional Authority

### **TRANSPORT AND REGIONAL SERVICES**

Airservices Australia  
Albury-Wodonga Development Corporation  
Australian Maritime College  
Australian Maritime Safety Authority  
Civil Aviation Safety Authority  
Department of Transport and Regional Services  
Minister for Regional Services, Territories and Local Government  
Minister for Transport and Regional Services  
National Capital Authority  
Parliamentary Secretary to the Minister for Transport and Regional Services

### **TREASURY**

Assistant Treasurer  
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  
Companies Auditors and Liquidators Disciplinary Board  
Department of the Treasury  
Financial Reporting Council  
Minister for Financial Services and Regulation  
National Competition Council  
Productivity Commission  
Reserve Bank of Australia  
Superannuation Complaints Tribunal  
Tax Agents' Board (NSW)  
Tax Agents' Board (QLD)  
Tax Agents' Board (WA)  
Tax Agents' Board (SA)  
Tax Agents' Board (TAS)  
Tax Agents' Board (VIC)  
Treasurer

### **VETERANS' AFFAIRS**

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

\* This list is based on information provided by agencies. It may contain omissions and should not be relied on as an authoritative list. Separate statistics for all agencies and Ministers listed in Appendix M are not included in this report. The reasons for this include: (a) some agencies' and Ministers' statistics are included in other agencies' statistics; and (b) new agencies have been identified as a result of the annual stocktake of agencies and have been included in Appendix M even though they did not report in 2000-01. Separate statistics for each agency and Minister will be included in the 2001-02 FOI Annual Report.