



12 September 2017



In reply please quote:

FOI Request: FA 17/08/00607
File Number: ADF2017/87397



Freedom of Information – Decision on Access

I refer to your email dated 15 August 2017 in which you requested access to documents held by the Department of Immigration and Border Protection (the Department) under the *Freedom of Information Act 1982* (the FOI Act).

1 Scope of Request

You have requested access to the following documents held by the Department:

'information about the effectiveness of certain types of Registered Migration Agents (RMA). The report would be broken down into a simple table as follows:

<i>RMA Type</i>	<i>Year</i>	<i>Complaints raised</i>
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- RMA Type identifies if the RMA is either
 - Sole migration agent
 - RMAs that are solicitors/lawyers besides being a migration agent
 - RMA that is an accountant
 - Other RMS some other type if recorded or known to the Department*
- Year is the calendar or financial year over the last 5 years.*
- Complaints raised - number of complaints raised against a particular RMA type over 5 years'*

This letter is to notify you of the Department's decision on access to the documents subject to your request.

2 Authority to make decision

I am an officer authorised under section 23 of the FOI Act to make decisions in respect of requests to access documents or to amend or annotate Departmental records.

3 Relevant material

In reaching my decision, I have considered the following:

- The *Freedom of Information Act 1982*;
- The documents as listed in the Schedule of Documents;
- Consultations with relevant business areas; and
- The Australian Information Commissioner's guidelines relating to access to documents held by government; and consultations with relevant Departmental business areas.

4 Documents in scope of request

In accordance with section 17 of the FOI Act, the Department has used its computer system to create one document that contains the requested information.

I have decided to release the document in full. These documents are detailed at Attachment A – Documents released.

5 FOI Legislation

A copy of the FOI Act is available at <https://www.legislation.gov.au/Series/C2004A02562>.

6 Your Review Rights

Internal Review

If you disagree with this decision, you have the right to apply for an internal review by the Department of this decision. Any request for internal review must be provided to the Department within 30 days of you being notified of the decision. Where possible please attach reasons why you believe a review of the decision is necessary. The internal review will be carried out by an officer other than the original decision maker and the Department is required to make a review decision within 30 days. Applications for review should be sent to:

Freedom of Information Section
Department of Immigration and Border Protection
PO Box 25
BELCONNEN ACT 2617

Or by email to: foi.reviews@border.gov.au

Review by the Office of the Australian Information Commissioner

You may apply directly to the Office of the Australian Information Commissioner (OAIC) for a review of this decision. You must apply in writing within 60 days of this notice. For further information about review rights and how to submit a request for a review to the OAIC, please see Fact Sheet 12 "Freedom of information – Your review rights", available online at <http://www.oaic.gov.au/freedom-of-information/foi-reviews>.

7 Making a Complaint

You may complain to the Australian Information Commissioner about action taken by the Department in relation to your request.

Your enquiries to the Australian Information Commissioner can be directed to:

Phone 1300 363 992 (local call charge)

Email enquiries@oaic.gov.au

There is no particular form required to make a complaint to the Australian Information Commissioner. The request should be in writing and should set out the grounds on which it is considered that the action taken in relation to the request should be investigated and identify the Department of Immigration and Border Protection as the relevant agency.

8 Contact

Should you wish to discuss this decision, please do not hesitate to contact the FOI Section at foi@border.gov.au.

(signed electronically)


FOI Officer | Freedom of Information Section
Department of Immigration and Border Protection
Email: foi@border.gov.au