

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES - 25 FEBRUARY 2014

IMMIGRATION AND BORDER PROTECTION PORTFOLIO

(AE14/499) PROGRAMME – Internal Product

Senator Ludwig (Written) asked:

Do FOI officers ever receive or respond to applicants from their individual email account as opposed to from a central account?

- a. If so, how does the officer distinguish between communication related to their task as a decision maker and their primary work task ?
- b. How do FOI decision makers that receive emails related to FOI decisions in their normal work capacity distinguish these emails from FOI decision emails?

Answer:

The portfolio has central accounts dedicated to handling freedom of information requests. Because of the volume of requests, some emails are sent or received by individual email accounts. These emails are distinguished by their subject line and contents.