



22 March 2019

In reply please quote:

FOI Request: FA 19/02/00469
File Number: ADF2019/6412

Dear [REDACTED]

Freedom of Information (FOI) request - Access Decision

On 7 February 2019, the Department of Home Affairs (the Department) received a request for access to documents under the *Freedom of Information Act 1982* (the FOI Act).

The purpose of this letter is to provide you with a decision on your request for access under the FOI Act.

1 Scope of request

You have requested access to the following documents:

- 1) *Number of Department of Home Affairs case officers who are in charge of decision making of protection visas*
- 2) *Average case number of asylum applications dealt by a case officer in a year*
- 3) *Qualifications of asylum case officers*
- 4) *Quality assurance manual of case officers' performance*
- 5) *Qualifications of interpreters for asylum procedures*
- 6) *Guideline for interpreters*
- 7) *Training for interpreters, including the manual.*

On 21 February 2019 you provided clarification about the following requested documents:

Matter 3: Qualifications of asylum case officers

"Qualifications" means job requirements here.

- *Work experience - types and amounts (years) of work experience*
- *Skills (soft skills and/or technical skills)*
- *Specific knowledge*
- *Education level and type*
- *Professional licenses, accreditations and certifications*
- *Personal qualities and attributes*
- *Languages.*

Matter 4: Quality assurance manual of case officers' performance

- *Performance assessment in the interview/ decision (please provide an assessment kit if it is available)*
- *Application of feedback /recommendations based on performance assessment.*

In relation to matters 1 and 2, the Onshore Humanitarian programs (covering permanent Protection visas, Temporary Protection Visas and related work) operate on a global caseload management principle. Accordingly, multiple staff are engaged with supporting each visa decision, regardless of category.

Documents relevant to matters 5, 6 and 7 include those publically available on the National Accreditation Authority for Translators and Interpreters (NAATI) and Translating and Interpreting Service (TIS National) websites. These can be viewed at:

- <https://www.naati.com.au/certification/the-certification-system>
- <https://www.tisnational.gov.au/Agencies/Help-using-TIS-National-services.aspx>
- https://ausit.org/AUSIT/About/Ethics___Conduct/Code_of_Ethics/AUSIT/About/Code_of_Ethics.aspx.

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 records.

3 Relevant material

In reaching my decision I referred to the following:

- the terms of your request
- the documents relevant to the request
- the FOI Act
- Guidelines published by the Office of the Information Commissioner under section 93A of the FOI Act (the FOI Guidelines)
- advice from departmental officers with responsibility for matters relating to the documents to which you sought access.

4 Documents in scope of request

In addition to the documents publically available, as listed above, the Department has identified two documents as falling within the scope of your request. These documents were in the possession of the Department on 7 February 2019 when your request was received.

Attachment A is a schedule which describes the relevant documents and sets out my decision in relation to each of them.

The Department has undertaken reasonable searches in relation to the documents you have requested access to.

5 Decision

The decision in relation to the documents in the possession of the Department which fall within the scope of your request is as follows:

- Release one document in full
- Release one document in part with deletions
- Refuse access to documents relating to matters 1, 2 and 3.

6 Reasons for Decision

Detailed reasons for my decision are set out below.

Where the schedule of documents indicates an exemption claim has been applied to a document or part of document, my findings of fact and reasons for deciding that the exemption provision applies to that information are set out below.

6.1 Section 22 of the FOI Act – irrelevant to request

Section 22 of the FOI Act provides that if giving access to a document would disclose information that would reasonably be regarded as irrelevant to the request, it is possible for the Department to prepare an edited copy of the document, modified by deletions, ensuring that the edited copy would not disclose any information that would reasonably be regarded as irrelevant to the request.

On 11 February 2019, the Department advised you that its policy is to exclude the personal details of officers not in the Senior Executive Service (SES), as well as the mobile and work telephone numbers of SES staff, contained in documents that fall within scope of an FOI request.

I have therefore decided that parts of document marked 's22(1)(a)(ii)' would disclose information that could reasonably be regarded as irrelevant to your request, and have therefore prepared an edited copy of the document, with the irrelevant material deleted pursuant to section 22(1)(a)(ii) of the FOI Act.

The remainder of the document has been released to you as it is relevant to your request.

6.2 Section 24 of the FOI Act – document does not exist

Section 24A of the FOI Act provides that the Department may refuse a request for access to a document if all reasonable steps have been taken to find the document and the Department is satisfied that the document does not exist.

I am satisfied that the Department has undertaken reasonable searches in relation to your request and that no documents were in the possession of the Department on 7 February 2019 when your FOI request was received. As such I am refusing access to the documents requested by you based on the application of section 24A of the FOI Act.

7 Legislation

A copy of the FOI Act is available at <https://www.legislation.gov.au/Series/C2004A02562>. If you are unable to access the legislation through this website, please contact our office for a copy.

8 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 must make a review decision within 30 days.

Applications for review should be sent to:

OR
By email to: foi.reviews@homeaffairs.gov.au

By mail to:
Freedom of Information Section
Department of Home Affairs
PO Box 25
BELCONNEN ACT 2617

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 <https://www.oaic.gov.au/freedom-of-information/foi-review-process>.

9 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 Home Affairs as the relevant agency.

10 Contacting the FOI Section

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

Yours sincerely



**Authorised Decision Maker
Department of Home Affairs**

ATTACHMENT A

**SCHEDULE OF DOCUMENTS
REQUEST UNDER *FREEDOM OF INFORMATION ACT 1982***

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File Number: OBJ2019/6412

No	Date of document	No. of pages	Description	Decision on release	
1.	04/2017	12	Interpreting for PV [protection visa] interviews: what do I need to know?	Release in full	
2.	09/2018	32	Quality Control (QC) checks – Protection Obligations Assessment: Guidance Document – Humanitarian Program	Release with exemptions	22(1)(a)(ii)