



Department of Human Services

Incorporating: Community Services, Housing, Women's Affairs and Youth Affairs

Southern Metropolitan Region
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14 August 2012

Ms Susan Lawrie
[REDACTED]

OUR REF:

YOUR REF:

Dear Ms Lawrie, [REDACTED]

Freedom of Information (FOI) request Notice of Decision

I refer to your request under the *Freedom of Information Act 1982* (the FOI Act) regarding access to ward records.

The Department's Archival Services has made an extensive search of holdings using the information you provided. Archival Services advised that they searched:

Parent and child indexes	Term expiry index
Infant life protection registers	Allambie
Defacto adoption registers	Turana

Unfortunately no records were found and I regret that we cannot provide you with the information you requested.

Please note that under section 27(1)(e) of the Act, where documents do not exist or cannot be located, you have the right to refer this matter to the Victorian Ombudsman (please refer to the fact sheet attached).

As I mentioned in my previous letter, you may want to contact Good Shepherd regarding access to St Aidan's records. Their details are below:

Good Shepherd
Fraser Faithfull
PO Box 182
Abbotsford VIC 3067
Phone: (03) 9270 9712

If you have any further queries or further information that might assist with another search for the documents you are seeking, please contact me on (03) 8608 5700 or 1300 769 926.

Yours sincerely

Lisa Bordonaro
Family Information Case Manager
Family Information, Networks & Discovery

Encl. The Ombudsman fact sheet



Freedom of Information

The Ombudsman: Your Appeal Rights

If you are unhappy with the results or processing of your Freedom of Information (FOI) request or the FOI decision provided by the Department of Human Services, you may lodge a complaint with the Ombudsman to investigate.

What is the role of the Ombudsman?

The primary role of the Ombudsman is to investigate complaints concerning administrative actions taken by any government department. An 'administrative action' means any action relating to a matter of administration, and includes:

- management of the request
- a decision and an act
- the refusal or failure to take a decision or to perform an act.

Freedom of Information and the Ombudsman

The specific responsibilities of the Ombudsman in relation to the *Freedom of Information Act 1982* (the Act) are:

- Voluminous requests - The Ombudsman may investigate a decision by the department to refuse to process a request on the grounds that it is too large.
- Lost documents - The Ombudsman may investigate where documents do not exist or cannot be located.
- Charges - With regards to charges incurred by an applicant, the Ombudsman may decide whether the matter is important enough for VCAT to hear.
- Delays - If the department took longer to respond than the Act requires, the Ombudsman may investigate.
- Other matters around how the department managed your request.

If you think you have grounds to have the Ombudsman investigate, and you are dissatisfied with the manner in which the department has managed your application, then you should contact the Ombudsman's office to discuss your circumstances.

How do I contact the Ombudsman?

The Ombudsman is located at:
Level 9, 459 Collins Street
Melbourne VIC 3000
Phone: 9613.8222
Toll free: 1800.808.314
Fax: 9614.0246
Web: www.ombudsman.vic.gov.au

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