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### **REQUEST FOR DOCUMENTS**

I acknowledge and refer to your application made under section 30 of the *Freedom of Information Act 2016* (the FOI Act), received by the Education Directorate (the Directorate) on 28 October 2021, in which you sought access to:

*‘the results of the 2020 ACT School Satisfaction Survey.’*

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act.

As noted in your request, results for the School Satisfaction Surveys for 2010 to 2019 are available on the Directorate’s website. However, results for 2020 have not been published. Thank you for bringing this to our attention. Unfortunately, with the sudden and ongoing complications of responding to the COVID-19 emergency, the publication upload was overlooked. This has now been rectified. You will find the ACT School Satisfaction Survey has been published on the Directorate’s website and can be found here: [School-Satisfaction-Survey-2020.pdf](#). We apologise for any inconvenience experienced.

### **Decision on access**

In accordance with sections 35(1)(d), 43(1)(d) and 45(a) of the Act, I am refusing to deal with your application because the information requested is now publicly available and therefore is regarded as available to you.

### **Charges**

Processing charges are not applicable for this request because the information requested is publicly available.

### **Online publishing – disclosure log**

Under section 28 of the Act, the Directorate maintains an online record of access applications called a disclosure log. Information about your request and my decision will be published in the Directorate’s disclosure log between three and 10 working days after

a decision on access has been provided to you. Your personal information will not be published in the Directorate's disclosure log.

You may view the Directorate's disclosure log at [https://www.education.act.gov.au/about\\_us/freedom\\_of\\_information/disclosure-log](https://www.education.act.gov.au/about_us/freedom_of_information/disclosure-log).

**Ombudsman review**

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in the Directorate's disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman  
GPO Box 442  
CANBERRA ACT 2601

Email: [actfoi@ombudsman.gov.au](mailto:actfoi@ombudsman.gov.au)

**ACT Civil and Administrative Tribunal (ACAT) review**

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal  
Level 4, 1 Moore St  
GPO Box 370  
Canberra City ACT 2601

Telephone: (02) 6207 1740  
<http://www.acat.act.gov.au/>

If you have any queries concerning the Directorate's processing of your request, or would like further information, please contact the Directorate's FOI team on 02 6205 0720 or email [EducationFOI@act.gov.au](mailto:EducationFOI@act.gov.au).

Yours sincerely



Paula Murray  
Information Officer

9 November 2021