

Freedom of Information (FOI) Requests

You can access documents held by AMES Australia by submitting a request under the Freedom of Information Act 1982 (FOI).

Available documents

You can apply for access to documents about your personal affairs and documents of a non-personal nature.

These include written documents (electronic and hard copy), maps, films, photographs, computer printouts, emails, computer discs, tape recordings and videotapes.

Some documents are not accessible. These include documents which affect the personal affairs of another person, are commercially confidential or would undermine law enforcement. Some internal working documents are also not available.

Each document is assessed on its merits before a decision is made on whether it is accessible.

Some information may be available through other methods

Various information are available on the AMES Australia website (<https://www.ames.net.au/>)

You may also send a request for access to information to privacy@ames.net.au. You will be notified if a FOI request is required.

Our FOI Statements below provides an overview of where you can find frequently accessed documents. Please note that this section only provides a snapshot of the types of documents held by AMES Australia and how to locate them and is by no means an exhaustive representation.

Statement 1: Organisation and functions

AMES Australia was established under the *Education and Training Reform Act 2006* accountable to the Victorian Minister for Skills and TAFE. Its objectives include providing specialist settlement services which improve the social and economic opportunities for people from culturally and linguistically diverse backgrounds.

AMES Australia is governed by a Board established by the Constitution of AMES Australia. The Board comprises of members appointed by the Minister.

Details of the AMES Australia Board, Leadership Team and service location are available on the AMES Australia website.

AMES Australia provides a comprehensive range of settlement support, English language and literacy tuition, vocational training, employment services and services under NDIS and Aged Care.

A summary of key deliveries, activities, performance outputs, key structures, functions, including financial reports are included in the AMES Australia Annual Report. Annual reports are accessible on the AMES Australia website.

Statement 2: Categories of documents

AMES Australia produces a broad range of documents and records (electronic and hard copy) which are managed in accordance with its relevant compliance requirements (for example: legislation, regulations, government directions and guidelines, service agreements, contracts and internal policies and procedures).

The types of documents that AMES Australia handles include:

- policy, procedures, frameworks, guidelines and form
- briefings and reports
- client and personnel files
- registers
- correspondence
- research and evaluation reports
- responses to government policies
- applications, registrations and licences
- meeting records
- financial records
- audio visual material.

Statement 3: Freedom of Information arrangements

The Freedom of Information Act 1982 provides you with the right to access information in the possession of the State Government of Victoria, including AMES Australia. It also provides you with the right to request that incorrect or misleading information held by an agency about you be amended or removed.

FOI request needs to be made in writing.

As at 1 July 2025, the application fee for making a FOI requests is \$33.60. Contact the FOI Officer to discuss the method(s) of payment. This fee is required to lodge a valid FOI request. Additionally, access charges may apply depending on the nature of the request—such as costs for searching, copying, or providing documents

Freedom of Information Officer
AMES Australia
Level 4, 1 Little Collins St
Melbourne Vic 3000

Telephone: 13 AMES (13 2637)
Email: foi@ames.net.au

Statement 4: Publications

Publications can be accessed on the AMES Australia website. An alternate means of obtaining a copy of the publication should be discussed with the FOI Officer.

Information retained by AMES Australia specified by the Financial Reporting Direction 22B can be accessed subject to FOI requirements.

Statement 5: Policies and Procedures

Policies and procedures are in place to govern the day to day operations of AMES Australia. A comprehensive list of policies, procedures, frameworks and forms are maintained via an internal Quality System.

Selected policies are available on the AMES Australia website.

[Statement 6: Report literature](#)

Research publication and AMES Australia's response to government policies are accessible on the AMES Australia website.

How to make a FOI request

You can submit a request by writing via post or email (email is preferred) to AMES Australia FOI Officer.

Freedom of Information Officer

AMES Australia

**Level 4, 1 Little Collins St
Melbourne Vic 3000**

Telephone: 13 AMES (13 2637)

Email: foi@ames.net.au

When writing your request, you should be specific about what documents you are seeking and include as much information as possible. Think about:

- what the documents relate to (for example, a complaint you made, or a personnel file)
- the date range in which the documents may have been created
- where the documents might be located (for example, in an email account, or held by a specific business or work unit)
- the type of document you seek (for example, an email, report, audio visual material).

Consider informing AMES Australia of your reason for seeking access to the document or information, or if you plan to use the document or information for a specific purpose. This may assist us to consider whether it can informally release the document or information to you without the need for a formal request.

If you are requesting your personal information or personal records, you should provide proof of your identity, such as a driver's licence or other identification.

You can authorise another person to make a request on your behalf. You will need to give them your written authorisation, including your signature and the date.

The application fee will be waived or reduced if payment of the fee would cause hardship to the applicant (see s 17(2B) of the FOI Act). Charges may only be waived in accordance with s 22 of the FOI Act.

How we respond

Once we receive your application, the FOI Officer or a delegated officer will review and write back if any further information is needed. We will complete your request within 30 to 45 days once all required information is collected from you.

If we refuse you access to any documents or parts of any documents, our written notice will provide you with the reasons for the decision. It will also explain your rights of review. You may be advised to contact another government entity or department if AMES Australia is unable to provide the information.

If you are unhappy with our decision you may contact the [Victorian Information Commissioner](#) to seek for a review.

Further information

If you need further guidance or assistance regarding Freedom of Information, send an email to FOI@ames.net.au.