



Our ref: CORP F2017/000583

21 December 2017

Hon David Ridgway MLC  
Member of the Legislative Council  
Parliament House  
DX 56506  
ADELAIDE

RECORDS & INFORMATION  
MANAGEMENT  
Level 16  
25 Grenfell Street  
Adelaide SA 5000  
GPO Box 1671  
Adelaide SA 5001  
DX 667  
Tel 8429 0422  
www.pir.sa.gov.au

Dear Mr Ridgway

**Determination under the *Freedom of Information Act 1991***

I refer to your application made under the *Freedom of Information Act 1991* which was received by Primary Industries and Regions SA (PIRSA) on 15 November 2017, seeking access to the following:

*"Copies of briefing papers detailing each of the 3 "Disagree with grant application process/decision" noted on pg 19 – of the PIRSA 2016/2017 Annual Report."*

Accordingly, the following determination has been finalised.

I have located three documents that are captured within the scope of your request.

**Determination**

I have determined that access to the following documents is **granted in part**:

Doc No.	Description of document	No. of Pages
1	Summary of Feedback Agriculture Food and Wine September 2016 to March 2017	3
2	Customer Service Feedback Form – Regions SA	4
3	Customer Service Feedback Form - Forestry	2

The information removed is pursuant to Clause 6(1) of Schedule 1 of the Freedom of Information Act which states:

***"6 - Documents affecting personal affairs***

*(1) A document is an exempt document if it contains matter the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead)."*

The information removed pursuant to Clause 6(1) consists of the names of the complainants. It is considered that disclosure of this information would be an unreasonable intrusion into the privacy rights of the individuals concerned.

The remaining information removed is outside of the scope of your request.

If you are dissatisfied with this determination, you are entitled to exercise your right of review and appeal as outlined in the attached documentation, by completing the "Application for Review of Determination" and returning the completed form to:

Freedom of Information Principal Officer  
Primary Industries and Regions SA  
GPO Box 1671  
ADELAIDE SA 5001

In accordance with the requirements of Premier and Cabinet Circular PC045, details of your application, and the document to which you are given access, will be published in PIRSA's disclosure log. A copy of PC045 can be found at [http://dpc.sa.gov.au/data/assets/pdf\\_file/0019/20818/PC045-Disclosure-Log-Policy.pdf](http://dpc.sa.gov.au/data/assets/pdf_file/0019/20818/PC045-Disclosure-Log-Policy.pdf)

Should you require further information or clarification with respect to this matter, please contact Ms Lisa Farley, Freedom of Information and Privacy Officer on 8429 0422 or email [PIRSA.FOI@sa.gov.au](mailto:PIRSA.FOI@sa.gov.au).

Yours sincerely

A handwritten signature in black ink, consisting of a circular loop followed by a horizontal line and a large, stylized flourish.

Deanna Fleming  
**Accredited Freedom of Information Officer**  
**PRIMARY INDUSTRIES AND REGIONS SA**

[illegible]

Complaint	Disatisfied with outcome of grant process	Followed up by phone call and email	A2958528	Customer informed of rationale for	Completed
22/09/2016	email				



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# CUSTOMER SERVICE FEEDBACK FORM

[illegible]



## NAME OF DIVISION:

[illegible]



## CUSTOMER SERVICE FEEDBACK FORM

Unique ID	Date feedback submitted	Name, title and company or organisation of person providing feedback	Method feedback sent to PIRSA	Nature of feedback	Summary of key issues raised	Response date from Division	Method of response & objective reference	Was corrective action taken?	Status
X/div or identifier from web unit		Note: if confidential a code may be used	Verbal	Compliment	Brief description of the subject matter raised by the person providing feedback and relevant cause of concern	Direct response or date of draft response for CE sign off		Yes	Resolved

[illegible]