



**Australian  
Privacy  
Foundation**

<http://www.privacy.org.au>

[Secretary@privacy.org.au](mailto:Secretary@privacy.org.au)

<http://www.privacy.org.au/About/Contacts.html>

13 February 2012

Mr Brian Pink  
Australian Statistician

Dear Mr Pink

I refer to our letter to you of 3 February, concerning Compulsory Surveys, acknowledged on 7 February. We look forward to the substantive response from Ms Carlton in due course.

In the meantime, a further matter of concern has come to our notice.

Your Surveys Charter offers an email-address where complaints can be sent.

The web-page in question is:

<http://www.abs.gov.au/ausstats/abs@.nsf/Latestproducts/1008.0Main%20Features82010?opendocument&tabname=Summary&prodno=1008.0&issue=2010&num=&view=>

And the email-address is [surveys@abs.gov.au](mailto:surveys@abs.gov.au).

An email to that address gets the following response:

"[surveys@abs.gov.au](mailto:surveys@abs.gov.au) is either : misspelled, not permitted to receive email or is not defined to the system. Consequently, your email cannot be delivered ...".

The Charter and the page in question date to March 2010. So it seems reasonable to assume that the email-channel has never resulted in a single message reaching the Liaison Officer in the 23 months the Charter has existed; yet the Liaison Officer has never taken steps to check that it's working.

Would you please advise:

- (a) if anything in the above is incorrect or unreasonable
- (b) whether the situation is consistent with the statement in your letter of 7 February that "[ABS] has a long history of taking the privacy of respondents seriously and we continue to do so"
- (c) what email-address complaints should be addressed to

Thank you for your consideration.

Yours sincerely

Roger Clarke  
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