



Our ref: 2014-100355

27 February 2014

Dr Judy Ryan
7 Ossa Place
LYONS ACT 2606

Dear Dr Ryan

Thank you for your correspondence and further contact with this office following our email to you of 22 January 2014. You requested a review of the decision not to investigate your complaint about the Department of Environment (the Department). Your matter has been referred to me as the office's Review Manager.

As I understand it, your initial complaint stems from the Department's graphics and terminology, which depict carbon dioxide as the colour 'black', and refer to it as 'emissions' and/or 'pollution' rather than as 'carbon dioxide'. You argue this is misleading to the Australian public. You complained to the Department about this but found its response to be unsatisfactory. In particular, you complained that the Department did not provide specific references to support its position.

I have examined all the information you provided and remain of the view that investigation by this office is not warranted in all the circumstances.

In the absence of specific evidence to demonstrate that the Department's publications have misled members of the public, I do not consider that your complaints of misinformation warrant further consideration. Furthermore, in my view, and in the context of general community debate about climate change and pollution, it is not unreasonable for the Department to refer to carbon dioxide emissions as pollution.

I am also satisfied that the Department's responses to you were not unreasonable in the circumstances. In my view, the Department have addressed the specific issues you raised, with an appropriate level of detail, taking into account the level of detail contained in your own correspondence to the Department.

I have also considered your concerns about a public contact officer refusing to provide you with their surname on request. I am satisfied that staff provided you with adequate personal information so they could be reasonably identified within our organisation.

I can appreciate that this is not an outcome you would have hoped for however I trust you will see that we have given careful consideration to the issues you have raised.

Yours sincerely

Dr Geoff Airo-Farulla
Acting Senior Assistant Ombudsman