



3 May 2023

Our reference: LEX 73213

Centrelink Customer (Right to Know)

By email: [foi+request-10026-647b17fd@righttoknow.org.au](mailto:foi+request-10026-647b17fd@righttoknow.org.au)

Dear Centrelink Customer,

### **Internal Review Acknowledgement of your Freedom of Information Request**

I refer to your request, received by Services Australia (the Agency) for an internal review of the Freedom of Information (FOI) decision made by the Agency dated 18 April 2023. I confirm that your email dated 3 May 2023 was received and will be included as part of your request for internal review.

### **Decision on internal review**

Your request was received by the Agency on 21 April 2023 and the 30 day statutory period for processing your request commenced from the day after that date. You should therefore expect a decision from us by 22 May 2023.

In accordance with section 54C of the FOI Act a person (other than the person who made the original decision) will be the decision maker for this internal review.

### **Your Address**

The FOI Act requires that you provide us with an address which we can send notices to. You have advised your electronic address is [foi+request-10026-647b17fd@righttoknow.org.au](mailto:foi+request-10026-647b17fd@righttoknow.org.au). We will send all notices and correspondence to this address. Please advise us as soon as possible if you wish correspondence to be sent to another address or if your address changes. If you do not advise us of changes to your address, correspondence and notices will continue to be sent to the address specified above.

### **Disclosure Log**

Please note that information released under FOI Act may be published in a disclosure log on the Agency's website. Section 11C of the FOI Act requires this publication, however it is subject to certain exceptions, including where publication of personal, business, professional or commercial information would be unreasonable.

### **Exclusion of junior staff details**

The Agency is working towards ensuring that all staff have a choice about whether they provide their full name, personal logon identifiers and direct contact details in response to public enquiries.

Where such details are included in the scope of a request, this may add to processing time and applicable charges as it may be necessary to consider whether the details are exempt under the FOI Act. On this basis, unless you tell us otherwise, we will assume that these details are out of scope of your request and they will be redacted under section 22 of the FOI Act.

**Further assistance**

If you have any questions please email [FOI.LEGAL.TEAM@servicesaustralia.gov.au](mailto:FOI.LEGAL.TEAM@servicesaustralia.gov.au)

Yours sincerely

Amanda  
FOI Registration Officer  
Freedom of Information Team  
FOI & Ombudsman Branch | Legal Services Division  
Services Australia