

From: s 47F s 11C(1)(a)
To: s 22(1)(b)(ii) s 22(1)(b)(ii) s 47F s 11C(1)(a)
Cc: s 22(1)(b)(ii) s 47F s 11C(1)(a)
Subject: QA approach [SEC=OFFICIAL]
Date: Thursday, 1 December 2022 6:05:08 PM
Attachments: [QA on hand 1 Dec.xlsx](#)

Hi team

I have attached the QA on hand as at today, let me know if you don't have the dashboard. For Friday and Sunday O'T approach please action as many active matters as possible.

s 22(1)(b)(ii) - please QA only those matters processed by APS employees – text in black

s 22(1)(b)(ii) s 11C(1)(a) :2(1)(b)(ii) - please focus on contractor staff – text in orange.

If by miracle they are all done, please start with most recent deemed matters.

Thanks

s 11C(1)(a) s 47F

s 11C(1)(a)

Information Access Branch

Legal Services Division

Phone s 47F

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LEX ID	Applicant / Organisation	Customer sought	FOI officer	Request type / Decision	Documents Requests	Status	Date valid	Due date	pages/notes
s 47E(d)	s 47F		s 47E(d)						

From: s 47F s 11C(1)(a)
To: s 22(1)(b)(ii)
Cc: s 47F s 11C(1)(a)
Subject: Team C work [SEC=OFFICIAL]
Date: Tuesday, 3 January 2023 12:33:47 PM
Attachments: [team c.xlsx](#)

Hi s 22(1)(b)(ii)

As discussed I have done some analysis on TEAM C matters and included comments in the attached. Lets discuss this afternoon so we can prioritise capacity.

Thanks

s 11C(1)(a) s 47F

s 11C(1)(a)

Information Access Branch

Legal Services Division

Phone s 47F

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LEX ID	Applicant / Organisation	Customer sought	FOI officer	Request group	Significant request	Documents Requests	Status	Date valid	Due date
S 47 E(d)	s 47F		s 47E(d)	s 47E(d)					
			s 11C(1)(a) s 47E(d)						
			s 11C(1)(a) s 47E(d)						
			s 11C(1)(a) s 47E(d)						
			s 11C(1)(a)						
			s 47E(d) s 11C(1)(a) s 47E(d)						

From: s 47F s 11C(1)(a)
To: s 47F s 11C(1)(a) s 22(1)(b)(ii)
Subject: Team C catch up [SEC=OFFICIAL]
Attachments: team c.xlsx

Legal don't have capacity to assist so we need to consider the workload without their assistance

Microsoft Teams meeting

Join on your computer, mobile app or room device

Click here to join the meeting s 47F

s 47F

Meeting ID: s 47F

Passcode s 47F

Download Teams <<https://www.microsoft.com/en-us/microsoft-teams/download-app>> | Join on the web <<https://www.microsoft.com/microsoft-teams/join-a-meeting>>

Or call in (audio only)

s 47F Australia, Canberra

Phone Conference ID: s 47F

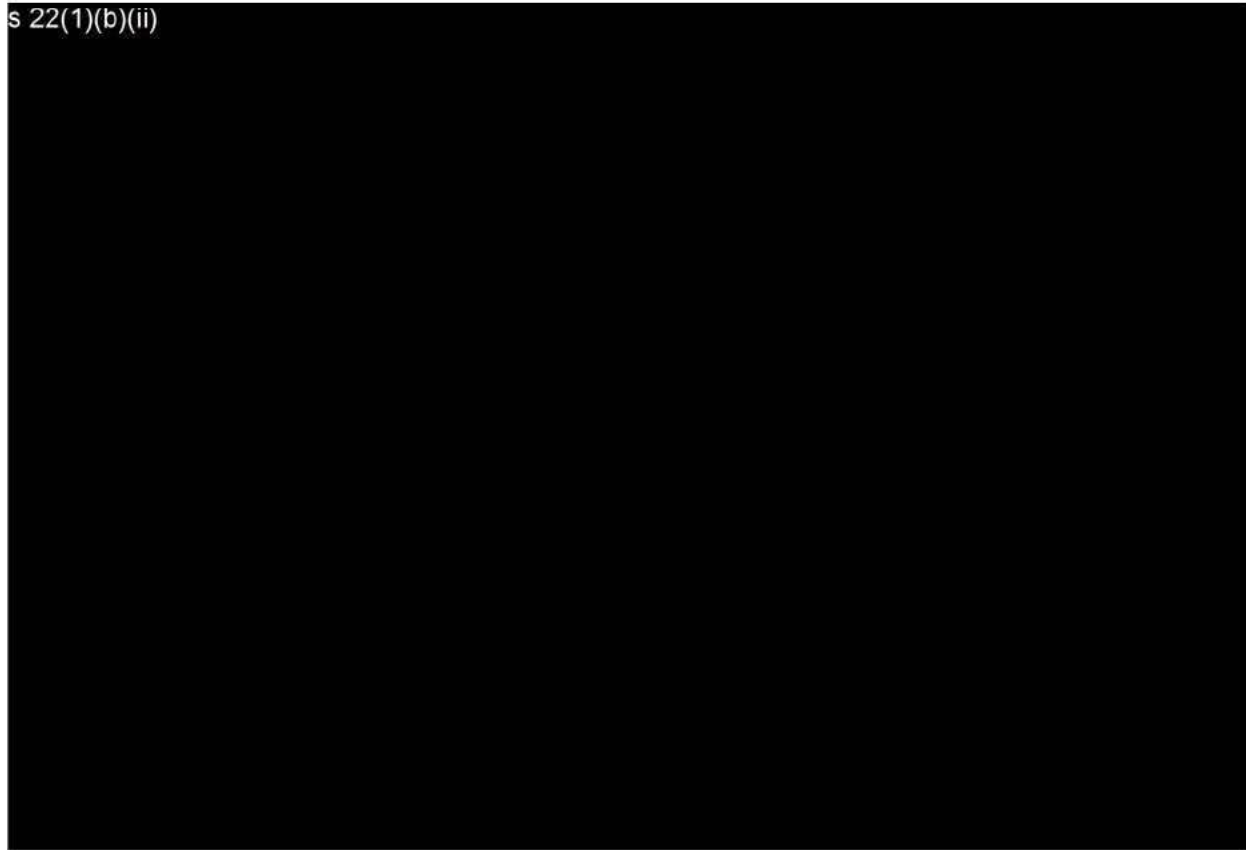
Find a local number <<https://dialin.teams.microsoft.com/a5571da0-c63b-46a1-b0bc-b8b72ef83a17?id=245319602>> | Reset PIN <<https://dialin.teams.microsoft.com/usp/pstnconferencing>>

Learn More <<https://aka.ms/JoinTeamsMeeting>> | Meeting options <https://teams.microsoft.com/meetingOptions/?organizerId=f415929f-bf52-4f2a-84dd-63140c8687be&tenantId=627250e6-3e29-4861-a084-aad68ecfcccc&threadId=19_meeting_NTBJnTc2OTUuNDJhNi00Y2VlTk1ZmMtOWZiNDg5M2NlZGRh@thread.v2&messageId=0&language=en-US>

From: [REDACTED] s 47F s 11C(1)(a)
To: [REDACTED] s 47F s 11C(1)(a) s 22(1)(b)(ii)
Subject: Team C catch up [SEC=OFFICIAL]
Attachments: [team c.xlsx](#)

Sorry I am still updating the report

s 22(1)(b)(ii)



From: s 47F s 11C(1)(a)
To: s 47F s 11C(1)(a) s 22(1)(b)(ii)
Cc: s 47F s 11C(1)(a)
Subject: Leadership follow up [SEC=OFFICIAL]
Date: Thursday, 26 January 2023 1:32:29 PM
Attachments: [FW suggestionfeedback for registration \(recording CF passwords into LE... \(18.2 KB\).msg](#)
[Queryconcern regarding admin release wording in FOI auto acknowledgemen... \(34.4 KB\).msg](#)
[FOI Team Jan 23.pptx](#)


Hi leadership team,

I have a number of items for feedback/discussion. Please review below and come prepared to discussion at our next catch up.

s 47E(d)



s 47E(d)



s 11C(1)(a) s 47F

s 11C(1)(a)

Information Access Branch

Legal Services Division

Phone s 47F

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s 11C(1)(a)

Query/concern regarding admin release wording in FOI auto acknowledgement email [SEC=OFFICIAL]

From: s 22(1)(b)(ii)
To: s 47F s 11C(1)(a) s 47F
Cc: s 22(1)(b)(ii)
Date: Thu, 19 Jan 2023 12:25:43 +1100

Hi s 11C(1)(a)

s 22(1)(b)(ii) and I were trying to find the admin release wording for the auto acknowledgement email to assist with one of s 22(1)(b)(ii) matters.

I did a test email from my personal email address to see what was included in the acknowledgement (see email below).

The key concern is the admin release wording in the auto acknowledgement. Details as follows:

s 47C



Referred for your consideration.

Happy to discuss if needed.

Kind Regards

s 22(1)(b)(ii)

s 11C(1)(a)

LEGAL SERVICES DIVISION

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s 47F

Email: freedomofinformation@servicesaustralia.gov.au

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From: s 22(1)(b)(ii)
Sent: Thursday, 19 January 2023 12:02 PM
To: s 22(1)(b)(ii)
Subject: Fwd: Automatic reply: Test

Caution: Do not click any links or open any attachments unless you trust the sender and believe the content to be safe.

----- Forwarded message -----

From: s 22(1)(b)(ii)
Date: Thu, 19 Jan. 2023, 12:01 pm
Subject: Automatic reply: Test
To: s 47F

Thank you for contacting the Freedom of Information (FOI) team in Services Australia (the Agency).

This email acknowledges your correspondence and provides some general information in relation to FOI.

Charges

The Agency will advise you if a charge is payable to process your request and the amount of any such charge as soon as practicable. No charge is payable for providing a person with their own personal information.

Your address

The FOI Act requires you to provide us with an address which we can send notices to. We will send correspondence and notices to your email address. Please advise us as soon as possible if you wish correspondence to be sent to another address or if your email address changes.

Administrative release of documents

The Agency has administrative access arrangements in place for the release of certain documents without the need for a formal FOI request. These arrangements do not extend to information or material of third parties.

Exclusion of staff details

The Agency is working towards ensuring all staff have a choice about whether they provide their full name, personal logon identifiers and direct contact details in response to FOI requests. Where such details are included in documents they will be redacted. If you request staff details as part of your FOI application, this may add to processing time and applicable charges as it will be necessary to consider whether these details are exempt under the FOI Act.

***** IMPORTANT: This e-mail is for the use of the intended recipient only and may contain information that is confidential, commercially valuable and/or subject to legal or parliamentary privilege. If you are not the intended recipient you are notified that any review, re-transmission, disclosure, dissemination or other use of, or taking of any action in reliance upon, this information is prohibited and may result in severe penalties. If you have received this e-mail in error please notify the sender immediately and delete all electronic and hard copies of this transmission together with any attachments. Please consider the environment before printing this e-mail

s 11C(1)(a) s 47F
s 11C(1)(a)
Position s 47F
s 11C(1)(a)

s 22(1)(b)(ii)

s 11C(1)(a) s 47F
s 11C(1)(a)
Position s 47F
s 11C(1)(a)

s 22(1)(b)(ii)

s 11C(1)(a)

s 22(1)(b)(ii)

s 22(1)(b)(i)

s 22(1)(b)(ii)

From: s 47F s 11C(1)(a)
To: s 11C(1)(a) FREEDOMOFINFORMATION
Cc: s 47E s 11C(1)(a) s 22(1)(b)(ii)
Subject: RE: Submitting for QA s 47E(d) For Action by 10 February 2023
 [SEC=OFFICIAL]
Date: Wednesday, 8 February 2023 1:04:10 PM
Attachments: s 47E(d) - Decision Final QA feedback.xml

Hi s 11C(1)(a)

Thanks for your work on this matter, I have edits in the decision letter for your review please, can you please include page numbers in the document package. Once updated please prepare for DCEO noting and place in the lisa to action folder once its been QA'd by an EL1.

s 11C(1)(a) s 22(1)(b)(ii) I think it's worthwhile in discussing what we consider best practice in relation to listing out page numbers in the schedule. I don't believe the team as a whole has a consistent approach and I believe that while it may be of assistance to the applicant, it can also increase the risk of error while preparing. Something to discuss in the coming weeks

Thanks

s 11C(1)(a) s 47F

s 11C(1)(a)

Information Access Branch

Legal Services Division

Phone s 47F

M s 47F

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 servicesaustralia.gov.au

From: s 11C(1)(a)

Sent: Tuesday, 7 February 2023 1:36 PM

To: FREEDOMOFINFORMATION <freedomofinformation@servicesaustralia.gov.au>

Subject: Submitting for QA s 47E(d) - For Action by 10 February 2023 [SEC=OFFICIAL]

Dear QAer

Submitting for QA s 47E(d)

Significant Matter

Document to be QA'd	Decision and Documents
Date doc submitted for QA	7 February 2023
Date doc due from QA	10 February 2023
Date decision due	23 February 2023

to be notified	
Comments	

Many thanks

s 11C(1)(a)

s 11C(1)(a)

Freedom of Information Team

Information Access Branch

LEGAL SERVICES DIVISION

Phone s 11C(1)(a)

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I acknowledge the Traditional Custodians of the lands we live on. I pay my respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.

LGBTI+ ALLY!

From: s 47F s 11C(1)(a)
To: s 47F s 11C(1)(a)
Subject: RE: Workplace discussion [SEC=OFFICIAL]
Date: Sunday, 19 February 2023 8:50:44 AM

Thankyou, no problem I will make myself available to attend ☺

s 22(1)(b)(ii)



From: s 47F s 11C(1)(a)
To: s 11C(1)(a) [redacted]
Cc: s 47F s 11C(1)(a)
Subject: RE: Workplace discussion [SEC=OFFICIAL]
Date: Monday, 20 February 2023 10:13:23 AM

Good Morning

Thanks I have accepted this invite. I have asked s 11C(1)(a) to attend as your TL and depending on timing she may be able to attend in person.

Is s 47F staff member of the agency? I will organise a room for us all.

Thanks

s 11C(1)(a) s 47F

s 11C(1)(a)

Freedom of Information and Ombudsman Branch

Legal Services Division

Phone s 47F M s 47F

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s 22(1)(b)(ii)



From: [REDACTED] s 47F s 11C(1)(a)
To: [REDACTED] s 22(1)(b)(ii)
Cc: [REDACTED] s 47F s 11C(1)(a)
Subject: FW: FOR ACTION: Induction reporting February 2023 (for cascade) [SEC=OFFICIAL:Sensitive, ACCESS=Personal-Privacy]
Date: Wednesday, 22 February 2023 11:32:28 AM
Attachments: [Induction Training Report - Corporate Enabling Group Staff Listing - February 2023.xlsx](#)
[EMT report anomalies - troubleshooting.docx](#)
[Induction Training Overview - Corporate Enabling Group - February 2023.pdf](#)

Hi [REDACTED] s 22(1)(b)(ii)

Can you please check if you have completed this training, if not, aim to complete this week. If you have please let me know and I can advise the CC Office.

Thanks

[REDACTED] s 11C(1)(a) s 47F

[REDACTED] s 11C(1)(a)

Freedom of Information and Ombudsman Branch

Legal Services Division

Phone [REDACTED] s 47F

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From: [REDACTED] s 22(1)(b)(ii)

Sent: Wednesday, 22 February 2023 11:18 AM

To: [REDACTED] s 47F s 11C(1)(a) [REDACTED] s 11C(1)(a)

[REDACTED] s 47F

Subject: FW: FOR ACTION: Induction reporting February 2023 (for cascade) [SEC=OFFICIAL:Sensitive, ACCESS=Personal-Privacy]

Hi

I had a quick look and the only ones not complaint from FOI are [REDACTED] s 22(1)(b)(ii). Can you ask their supervisors to get them onto the training ASAP.

Thanks

[REDACTED] s 22(1)(b)(ii)

From: [REDACTED] s 22(1)(b)(ii) **On Behalf Of** [REDACTED] s 47E(d)

Sent: Tuesday, 21 February 2023 1:55 PM

To: [REDACTED] s 47E(d)

[REDACTED] s 22(1)(b)(ii)

Cc: [REDACTED] s 47E(d) [REDACTED] s 22(1)(b)(ii)

Subject: FOR ACTION: Induction reporting February 2023 (for cascade) [SEC=OFFICIAL:Sensitive, ACCESS=Personal-Privacy]

Dear GCs

Could you please ensure that all of your staff have completed the mandatory induction program. The February 2023 report is attached which identifies those LSD staff that are showing as not having

completed the program.

Kind regards

s 22(1)(b)(ii)

s 22(1)(b)(ii)

s 11C(1)(a)

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s 47F

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From: s 22(1)(b)(ii) > On Behalf Of s47E(d)
Sent: Friday, 17 February 2023 10:10 AM
To: s 22(1)(b)(ii) s47E(d)
 s 22(1)(b)(ii)
Cc: s47E(d) s 22(1)(b)(ii)
Subject: FW: FOR ACTION: Induction reporting February 2023 (for cascade) [SEC=OFFICIAL:Sensitive, ACCESS=Personal-Privacy]

Hi s 22(1)(b)(ii)

Please find attached the monthly mandatory Induction program report for your division.

Can you please ensure all staff have completed this mandatory training.

Thank you,

s 22(1)(b)(ii)

s 11C(1)(a)

s 22(1)(b)(ii)


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s 47F

I acknowledge the Traditional Custodians of the lands we live on. I pay my respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.

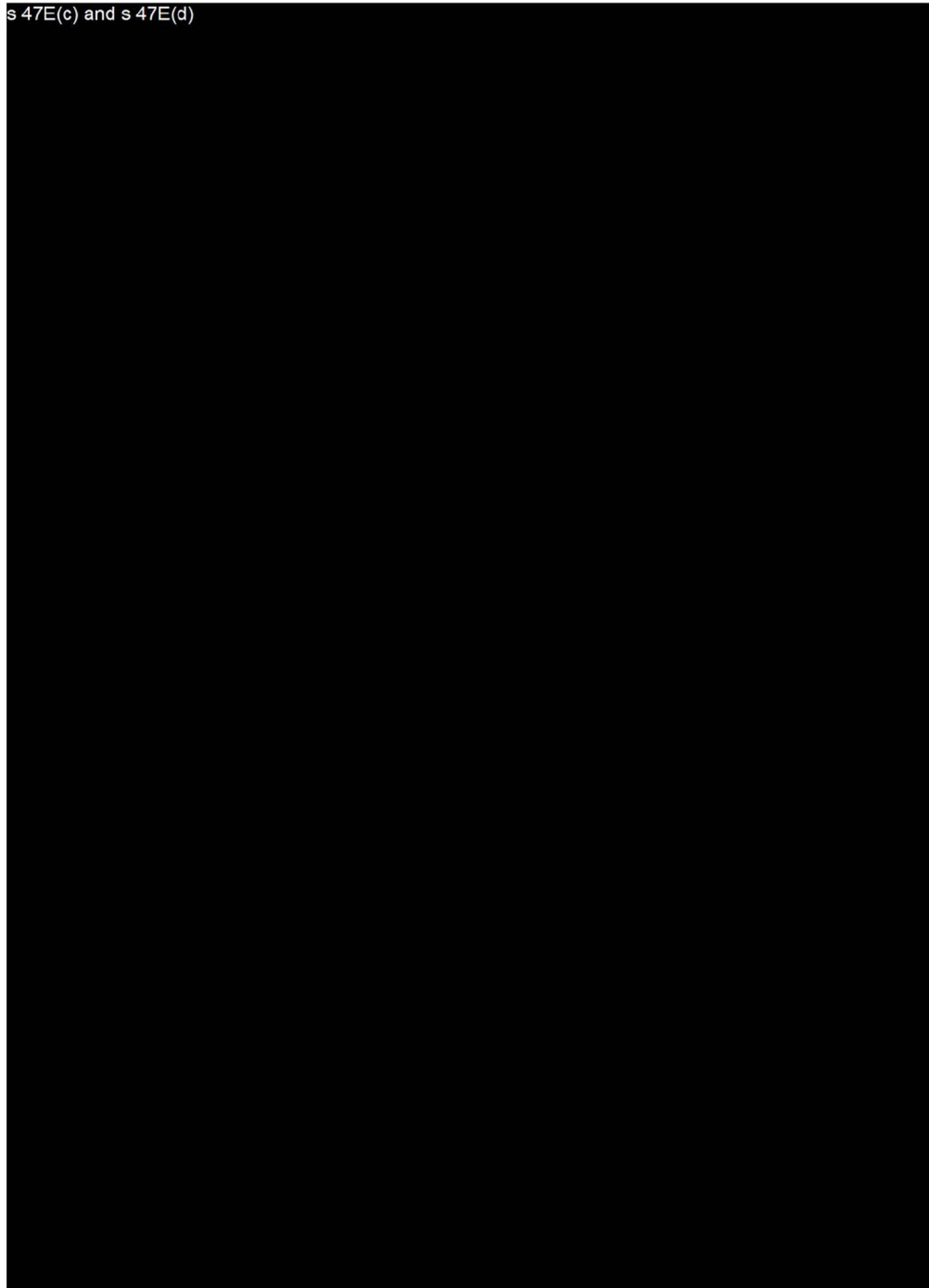
From: s 22(1)(b)(ii)
Sent: Thursday, 16 February 2023 3:53 PM
To: s 22(1)(b)(ii)

s 22(1)(b)(ii)


A large black rectangular redaction box covers the majority of the page content below the subject line.

Subject: FOR ACTION: Induction reporting February 2023 (for cascade) [SEC=OFFICIAL:Sensitive, ACCESS=Personal-Privacy]

s 47E(c) and s 47E(d)

A very large black rectangular redaction box covers the entire lower half of the page, starting below the subject line and extending to the bottom.

s 47E(c) and s 47E(d)



s 22(1)(b)(ii)

s 11C(1)(a)

CORPORATE ENABLING GROUP

s 22(1)(b)(ii)

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servicesaustralia.gov.au

s 47F

I acknowledge the Traditional Custodians of the lands we live on. I pay my respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.

EMPLOYEE NAME	TRAINING COMPLIANT	ADDITIONAL EMPLOYEE SUB-GROUP	ACTUAL PAY GROUP (APS EQUIV)	ACTUAL ORGANISATION KEY	GROUP	DIVISION	BRANCH	SECTION
---------------	--------------------	-------------------------------	------------------------------	-------------------------	-------	----------	--------	---------

s 47E(c) and s 47E(d)

s 11C(1)(a) s 47F
s 47E(c) and s 47E(d)

From: [REDACTED] s 47F s 11C(1)(a)
To: [O'Donnell, Lisa](#)
Cc: [REDACTED] s 47F s 11C(1)(a)
Subject: FOI Team structure [SEC=OFFICIAL]
Date: Tuesday, 7 March 2023 5:49:21 PM
Attachments: [FOI Team March 23 draft.pptx](#)

Hi Lisa

I have made the edits we discussed, see attached. I will have a discussion with [REDACTED] s 22(1)(b)(ii) tomorrow about TPA opportunities once [REDACTED] s 22(1)(b)(ii) finishes up with us.

As discussed, I believe we could have the start date of the new structure from 20 March with [REDACTED] s 22(1)(b)(ii) doing a handover early in the week that [REDACTED] s 22(1)(b)(ii) coming across to work through how her role would work with the focus on QA. Would do you think?

I will also involve her in the discussions with Sparke Helmore if she is going to manage this arrangement going forward. Do you agree?

Thanks

[REDACTED] s 11C(1)(a) s 47F

[REDACTED] s 11C(1)(a)

Freedom of Information and Ombudsman Branch

Legal Services Division

Phone [REDACTED] s 47F

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Freedom of Information Team – March 2023

Lisa O'Donnell
GC, FOI and
Ombudsman Branch

s 11C(1)(a)s 47F
s 11C(1)(a)
Position # s 47F
s 11C(1)(a)

s 22(1)(b)(ii)

s 11C(1)(a)s 47F
s 11C(1)(a)
Position s 47F
s 11C(1)(a)

s 22(1)(b)(ii)

s 22(1)(b)(ii)

s 11C(1)(a)s 22(1)(b)(ii)
s 11C(1)(a)

s 22(1)(b)(ii)

s 22(1)(b)(ii)

s 22(1)(b)(ii)

From: s 47F s 11C(1)(a)
To: s 22(1)(b)(ii)
Cc: s 11C(1)(a) s 22(1)(b)(ii) FREEDOMOFINFORMATION; s 47F s 11C(1)(a)
Subject: RE: Search terms and CCIT process used for s 22(1)(b)(ii) [SEC=OFFICIAL:Sensitive]
Date: Thursday, 16 March 2023 12:09:49 PM

Hi all

s 22(1)(b)(ii) given your discussion with cyber yesterday, can you respond to the email sent yesterday at 2:11 confirming we accept the email from Kirk as GM clearance. Happy to do it but as it was addressed to you I thought I would hold off.

Thanks

s 11C(1)(a) s 47F

s 11C(1)(a)

Freedom of Information and Ombudsman Branch

Legal Services Division

Phone s 47F

M s 47F

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From: s 22(1)(b)(ii)

Sent: Thursday, 16 March 2023 10:34 AM

To: s 47F s 11C(1)(a) s 47F

Cc: s 11C(1)(a)

s 22(1)(b)(ii)

s 22(1)(b)(ii)

s 11C(1)(a)

s 22(1)(b)(ii)

s 47F

s 11C(1)(a)

s 11C(1)(a) s 47F @servicesaustralia.gov.au>

Subject: RE: Search terms and CCIT process used for s 47E(d) [SEC=OFFICIAL:Sensitive]

Thanks s 11C(1)(a) Sorry to be a pain but s 22(1)(b)(ii) away according to her out of office so maybe s 22(1)(b)(ii) could assist.

From: s 47F s 11C(1)(a) s 47F

Sent: Thursday, 16 March 2023 10:12 AM

To: s 22(1)(b)(ii)

Cc: s 11C(1)(a)

s 22(1)(b)(ii)

s 22(1)(b)(ii)

FREEDOMOFINFORMATION

s 22(1)(b)(ii)

s 47F

s 11C(1)(a)

s 11C(1)(a) s 47F

Subject: FW: Search terms and CCIT process used for s 47E(d) [SEC=OFFICIAL:Sensitive]

Importance: High

Hi all,

I have just put through a request for s 22(1)(b)(ii) gain access to the FOI shared drive until Monday

20/3/23.

Once this flows through as approved I will let you know. I believe I am an admin, but if you have received this request for approval as an admin please approve asap.

Once approved **s 22(1)(b)(ii)** should be able to save the documents in the following location (we will need to let her know):

s 47E(d)

Kind regards,

s 11C(1)(a) s 47F s 11C(1)(a)
s 47F

Freedom of Information and Ombudsman Branch
LEGAL SERVICES DIVISION



s 47F

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From: **s 22(1)(b)(ii)**
Sent: Wednesday, 15 March 2023 3:22 PM
s 22(1)(b)(ii)
Cc: **s 22(1)(b)(ii)**; Lang, David
s 22(1)(b)(ii)
s 22(1)(b)(ii), **s 47F s11C(1)(a)**
s 47F, **s 22(1)(b)(ii)**
s 22(1)(b)(ii)
Subject: RE: Search terms and CCIT process used for **s 47E(d)** [SEC=OFFICIAL:Sensitive]

Thanks **s 47F**

From: **s 22(1)(b)(ii)**
Sent: Wednesday, 15 March 2023 2:11 PM
To: **s 22(1)(b)(ii)**
s 22(1)(b)(ii)
Cc: **s 22(1)(b)(ii)**; Lang, David
s 22(1)(b)(ii)

s 22(1)(b)(ii) s 47F s11C(1)(a)
s 47F s 22(1)(b)(ii)
s 22(1)(b)(ii)

Subject: RE: Search terms and CCIT process used for LEX 71573 [SEC=OFFICIAL:Sensitive]

Hi s 22(1)(b)(ii)

As you would have likely seen, Kirk has provided the attached response in regards to this request.

s 47E(d)

Please let me know and I can action as required.

s 22(1)(b)(ii)

Cyber Crime and Insider Threat Team
Cyber Threat Intelligence | Cyber Operations
Cyber Security Division



s 47F

Please note: I work from home on Wednesdays

From: s 22(1)(b)(ii)
Sent: Wednesday, 15 March 2023 12:24 PM
To: s 22(1)(b)(ii)
s 22(1)(b)(ii)
Cc: FOI.LEGAL.TEAM s 22(1)(b)(ii) ; Lang, David
s 22(1)(b)(ii)
s 22(1)(b)(ii) s 47F s 11C(1)(a)
s 47F s 22(1)(b)(ii)
s 22(1)(b)(ii)
Subject: RE: Search terms and CCIT process used for s 47E(c) [SEC=OFFICIAL:Sensitive]

Hi all

Thanks for the email below s As noted I or s 11C(1)(a) (FOI Director) are more than happy to discuss anytime.

s 47E(d)

From: § 47F § 11C(1)(a)
To: § 47F § 11C(1)(a)
Subject: FW: For information and reference - Validity of a FOI request update [SEC=OFFICIAL]
Date: Wednesday, 29 March 2023 4:35:12 PM
Attachments: [image002.png](#)
[image002.png](#)
[image001.emz](#)
[image002.png](#)

Hi

Can you please include the below update in scope of the procedure manual updates please.

§ 11C(1)(a) § 47F
 § 11C(1)(a)
 Freedom of Information and Ombudsman Branch
 Legal Services Division
 § 47F



From: § 47F § 11C(1)(a) On Behalf Of FREEDOMOFINFORMATION
Sent: Wednesday, 29 March 2023 4:34 PM

To: § 22(1)(b)(ii)
 § 22(1)(b)(ii)

[Large black redaction block covering the main body of the email]

§ 22(1)(b)(ii)
 § 22(1)(b)(ii) § 47F § 11C(1)(a)
 § 47F § 22(1)(b)(ii)

s 22(1)(b)(ii)

s 22(1)(b)(ii)

s 11C(1)(a)

s 11C(1)(a)

s 22(1)(b)(ii)

s 22(1)(b)(ii)

Subject: For information and reference - Validity of a FOI request update [SEC=OFFICIAL]

Good afternoon FOI

Earlier this year there were some discussions regarding the validity of a foi request, this was also discussed at a recent processing stand up. I can confirm that the current guidance in the procedure manual is out of date, while we get that updated, can all staff please use the following guidance.

If you have any questions please raise with your team leader.

Application validity

In order to make a valid request for access to a document (FOI request) under the *Freedom of Information Act 1982* (the FOI Act), an application must meet the requirements set out in section 15 of the FOI Act.

Section 15(2) of the FOI Act sets out the content requirements for making a valid FOI request. Section 15(2A) of the FOI Act sets out the methods an applicant may use to make a valid FOI request.

The 30 day statutory timeframe for dealing with a FOI request commences the day after a valid request is received. That is, the day after it is received by one of the methods specified at section 15(2A) of the FOI Act.

Methods for making an FOI request

-

Section 15(2A) of the FOI Act prescribes three methods for making an FOI request:

1. Delivery by hand to an officer of the agency at the address of any central or regional office of the agency specified in a current telephone directory
 - a. In practice – any of our shop fronts and office buildings
2. By post to Services Australia. This can be any postal address specified by the agency that is published on the Services Australia website
3. By electronic communication to an electronic address specified by the agency. That is, any email address, portal etc. published on the Services Australia website
 - a. The includes – emails, fax, portal uploads (e.g. MyGov, Webmaster).

For example: if a child support customer makes an FOI request by uploading the request to Webmaster, the request is valid as at the date it is received by Webmaster. The 30 day statutory timeframe will commence the following day.

Delay in FOI receiving an FOI request

-
As we have all experienced, FOI requests made in ways other than directly to the FOI email address can be delayed in making their way to us. In such circumstances a request must be registered as valid as at the date it is received by the agency (whether in person, post or electronic means). The FOI Officer the matter is assigned to must then consider whether or not it is appropriate to seek an extension of time from the Australian Information Commissioner under section 15AC of the FOI Act.

Services Australia's policy position is, where a request is received by the FOI team within 2 months of the date it was made we should seek an EOT from the Information Commissioner. If a request is older than that, we proceed on the basis the request has deemed, prepare a statement of reasons and continue the process the request.

Thank you

s 11C(1)(a) s 47F

s 11C(1)(a)

Freedom of Information and Ombudsman Branch

Legal Services Division

Phone s 47F

M s 47F

SERVICES AUSTRALIA
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From: s 47F s 11C(1)(a)
To: s 47F s 11C(1)(a)
Subject: Proposed potential FOI structure [SEC=OFFICIAL]
Date: Thursday, 20 April 2023 6:03:38 PM
Attachments: [Proposed FOI structure.pptx](#)

Hi s 11C(1)(a)

Following on from my idea in our discussion yesterday I have quickly thrown this together – wanted to give you an opportunity to consider and comment before I approach Lisa (if time permits) 😊

Role responsibilities are outlined below and draft structure map attached.

s 47E(c) and s 47E(d)



FOI Team Structure Proposal

s 11C(1)(a) s 47F
s 11C(1)(a)
Position # s 47F
s 11C(1)(a)

s 22(1)(b)(ii)

LEX 76357 - Disclosure Log Request

s 22(1)(b)(ii)

s 22(1)(b)(ii)

s 22(1)(b)(ii)

s 11C(1)(a)

s 22(1)(b)(ii)

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s 22(1)(b)(ii)

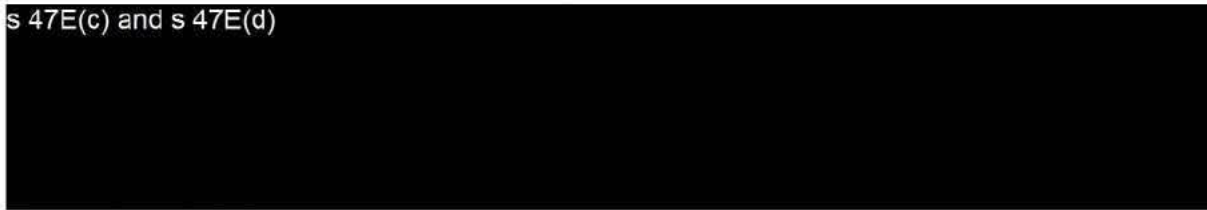
s 22(1)(b)(ii)

From: s 47F s 11C(1)(a)
To: s 47F s 11C(1)(a)
Subject: FW: ACTION: EL1/2 Merit Pool [SEC=OFFICIAL]
Date: Monday, 10 July 2023 12:23:47 PM
Attachments: FOI Team July 2023.pptx

Hi s 11C(1)(a)

I have attached a draft structure I have done up for Team F based on known staffing at this point in time.

s 47E(c) and s 47E(d)

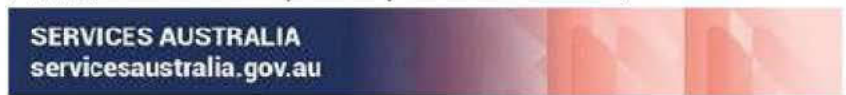


Let me know if you want to chat before we meet with Lisa tomorrow.

s 11C(1)(a) s 47F

s 11C(1)(a)

Freedom of Information and Ombudsman Branch
 Legal Services Division
 Phone s 47F



From: O'Donnell, Lisa s 22(1)(b)(ii)
Sent: Monday, 10 July 2023 11:18 AM
To: s 47F s 11C(1)(a) s 47F s 11C(1)(a)
 s 47F s 22(1)(b)(ii)
 s 22(1)(b)(ii)
Subject: RE: ACTION: EL1/2 Merit Pool [SEC=OFFICIAL]

s 47E(c) and s 47E(d)



Lisa

From: s 47F s 11C(1)(a) s 47F
Sent: Monday, 10 July 2023 11:10 AM
To: O'Donnell, Lisa s 22(1)(b)(ii) s 47F s 11C(1)(a)
 s 47F s 22(1)(b)(ii)
 s 22(1)(b)(ii)
Subject: RE: ACTION: EL1/2 Merit Pool [SEC=OFFICIAL]

Thanks Lisa

s 47E(c) and s 47E(d)

Thanks

s 11C(1)(a) s 47F

s 11C(1)(a)

Freedom of Information and Ombudsman Branch

Legal Services Division

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From: O'Donnell, Lisa s 22(1)(b)(ii)

Sent: Monday, 10 July 2023 10:50 AM

To: s 47F s 11C(1)(a)

s 47F

s 11C(1)(a)

s 11C(1)(a) s 47F

s 22(1)(b)(ii)

s 22(1)(b)(ii)

s 22(1)(b)(ii)

Subject: FW: ACTION: EL1/2 Merit Pool [SEC=OFFICIAL]

Please note below.

From: s 22(1)(b)(ii)

Sent: Monday, 10 July 2023 10:15 AM

To: s 47E(d)

s 22(1)(b)(ii)

Cc: s 47E(d)

s 22(1)(b)(ii)

Subject: FW: ACTION: EL1/2 Merit Pool [SEC=OFFICIAL]

Dear Colleagues

s 47E(c) and s 47E(d)

Regards

s 22(1)(b)(ii)

s 22(1)(b)(ii)

| [Teams](#)

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Freedom of Information Team – July 2023

Lisa O'Donnell
GC, FOI and
Ombudsman Branch

§ 11C(1)(a) § 47F
§ 11C(1)(a)
Position # § 47F
§ 11C(1)(a)

§ 11C(1)(a) § 47F
§ 11C(1)(a)
Position # § 47F
§ 11C(1)(a)

§ 22(1)(b)(ii)

§ 22(1)(b)(ii)

§ 22(1)(b)(ii)

§ 22(1)(b)(ii)

FOI and Ombudsman Branch
– June 2023

Lisa O'Donnell
GC, FOI and Ombudsman Branch

s 22(1)(b)(ii)

s 22(1)(b)(ii)

s 11C(1)(a) s 47F
s 11C(1)(a)
Processing Position s 47F
s 11C(1)(a)

s 22(1)(b)(ii)

s 22(1)(b)(ii)

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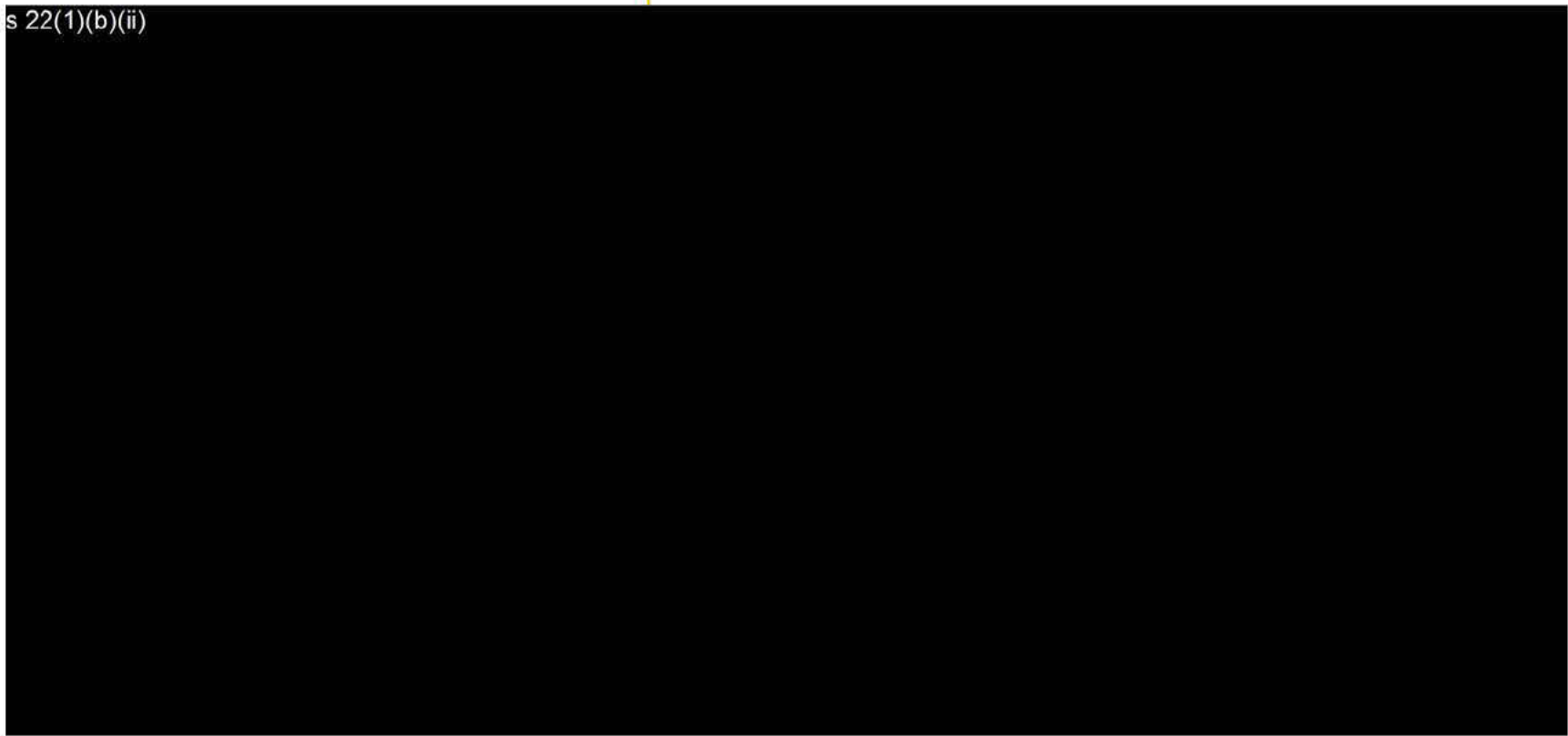
s 22(1)(b)(ii)

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FOI Legal Team

s 22(1)(b)(ii)

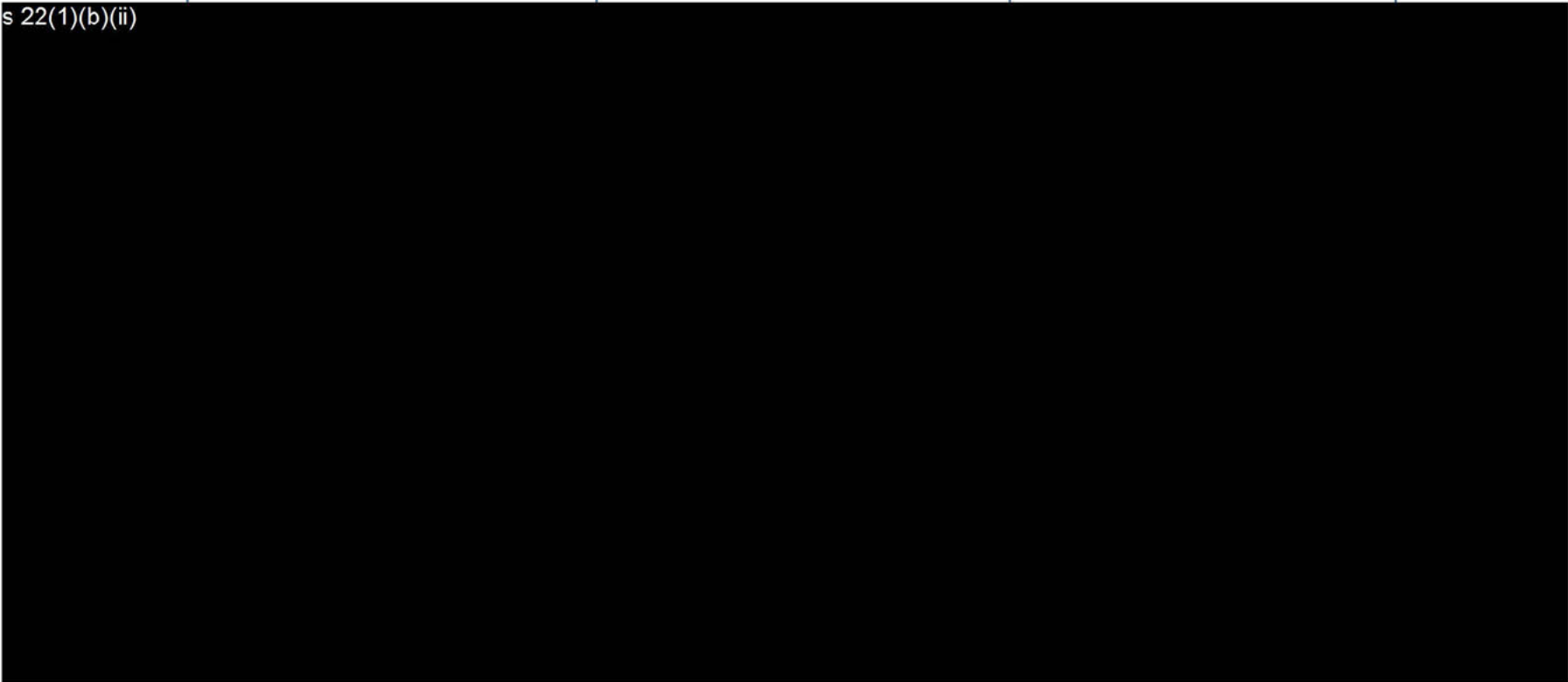


**Ombudsman Relationship
Management Section**

s 22(1)(b)(ii)

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s 22(1)(b)(ii)

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From: s 47F s 11C(1)(a)
To: s 22(1)(b)(ii)
Subject: FW: QA approach [SEC=OFFICIAL]
Date: Friday, 2 December 2022 3:01:41 PM
Attachments: [QA on hand 1 Dec.xlsx](#)

s 11C(1)(a) s 47F

s 11C(1)(a)

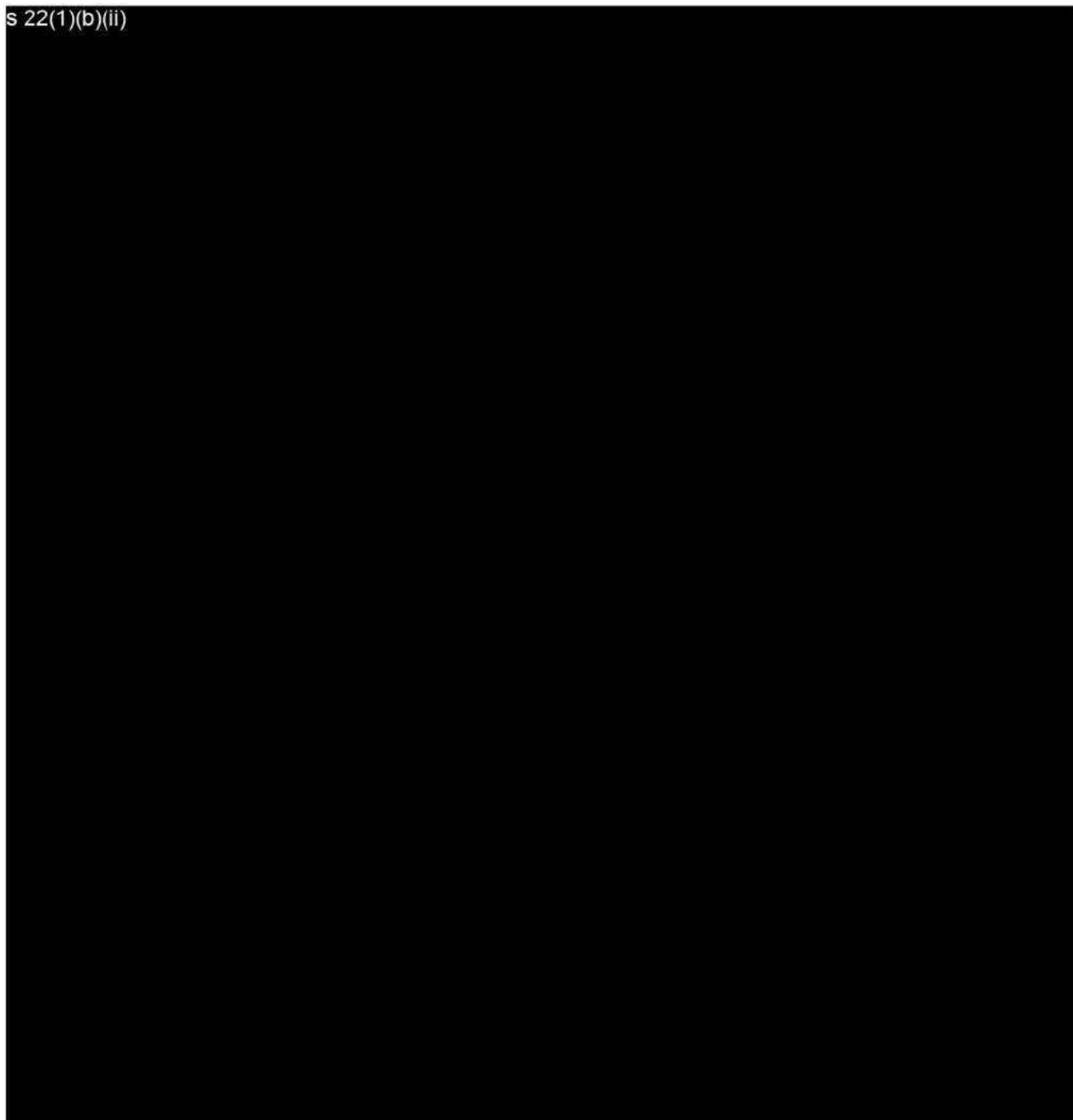
Information Access Branch

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s 22(1)(b)(ii)



From: s 47F s 11C(1)(a)
To: s 22(1)(b)(ii)
Subject: Fw: Leadership follow up [SEC=OFFICIAL]
Date: Tuesday, 31 January 2023 1:36:31 PM
Attachments: [FW suggestionfeedback for registration \(recording CF passwords into LE... \(18.2 KB\).msg](#)
[Queryconcern regarding admin release wording in FOI auto acknowledgemen... \(34.4 KB\).msg](#)
[FOI Team Jan 23.pptx](#)

s 11C(1)(a) s 47F

s 11C(1)(a)

Information Access Branch

Legal Services Division

Phone s 47F M s 47F



s 22(1)(b)(ii)

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From: s 47F s 11C(1)(a)
To: s 22(1)(b)(ii)
Subject: FW: Workplace discussion [SEC=OFFICIAL]
Date: Friday, 17 February 2023 3:22:13 PM

What do you think

s 11C(1)(a) s 47F

s 11C(1)(a)

Freedom of Information and Ombudsman Branch
Legal Services Division

Phone s 47F Ms 47F

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s 22(1)(b)(ii)

From: s 22(1)(b)(ii)
To:
Subject: FW: For information and reference - Validity of a FOI request update [SEC=OFFICIAL]
Date: Thursday, 30 March 2023 8:45:36 AM
Attachments: [image002.png](#)
[image001.emz](#)
[image002.png](#)

Kind Regards

s 22(1)(b)(ii)

FOI Team/Freedom of Information and Ombudsman Branch
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s 47F

Email: freedomofinformation@servicesaustralia.gov.au

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From: s 22(1)(b)(ii)
Sent: Thursday, 30 March 2023 7:25 AM
To: s 22(1)(b)(ii)
Subject: RE: For information and reference - Validity of a FOI request update [SEC=OFFICIAL]

Good morning s 22(1)(b)(ii)

Just read s 11C(1)(a) email and am a little confused regarding the following dot point:

s 47C



Kind Regards

s 22(1)(b)(ii)

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s 47F

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s 22(1)(b)(ii)

From: s 22(1)(b)(ii)
To:
Subject: FW: For information and reference - Validity of a FOI request update [SEC=OFFICIAL]
Date: Tuesday, 9 May 2023 10:20:20 AM
Attachments: [image002.png](#)
[image001.emz](#)
[image002.png](#)

Kind Regards

s 22(1)(b)(ii)

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