

17 May 2024

AS (Right to Know)

**By email:** [foi+request-11328-cdbc58ca@righttoknow.org.au](mailto:foi+request-11328-cdbc58ca@righttoknow.org.au)

Dear AS

### **Freedom of Information request — Notification of Decision**

Thank you for your correspondence of 13 April 2024, in which you requested access to documents held by the National Disability Insurance Agency (NDIA), under the *Freedom of Information Act 1982* (FOI Act).

The purpose of this letter is to provide you with a decision on your request.

### **Scope of your request**

You have requested access to the following documents:

*“...Please provide a copy of ALL templates used by your FOI and PIA teams including but not limited to:*

*Allocation of Matter template to DM*

*ALL Decision Letter Templates used*

*Refusal template*

*Acknowledgement Letter Template*

*Internal Line area request for documentation Email Search template statement of reasons template Deemed decision template Consult with other agencies template...”*

Please note that the NDIA no longer have FOI teams and PIA teams. Our Agency now have a wider Information Access team that processes requests made under the Participant Information Access Scheme and the FOI Act.

### **Extension of time**

On **09 May 2024**, we emailed you to request **30-day** extension of time under section 15AA of the FOI Act, making **11 June 2024** the new date to provide you with a decision on access.

Based on this email, we have continued to process this request on the assumption that you are agreeable to the new due date.

## **Decision on access to documents**

I am authorised to make decisions under section 23(1) of the FOI Act.

I have identified 28 documents which fall within the scope of your request.

The documents were identified by conducting searches of NDIA's systems, using all reasonable search terms that could return documents relevant to your request.

I would like to advise you that we no longer have FOI teams and PIA teams. We have a wider Information Access team that processes requests made under the Participant Information Access scheme and the FOI Act. I would also make the point that, while the documents in the bundle are available for use by members of the Info Access team, they are not always used by team members nor are team members required to make use of them. Many team members depart from the templates when communicating internally and externally.

I would also make the point that parts of some of the documents in the bundle are routinely deleted before the documents are sent.

I have decided to grant access to 28 documents in full.

In reaching my decision, I took the following into account

- your correspondence outlining the scope of your request
- the nature and content of the documents falling within the scope of your request
- the FOI Act
- the FOI Guidelines published under section 93A of the FOI Act
- factors relevant to my assessment of whether or not disclosure would be in the public interest
- the NDIA's operating environment and functions.

## **Release of documents**

The documents for release, as referred to in the Schedule of Documents at **Attachment A**, are enclosed.

## **Rights of review**

Your rights to seek a review of my decision, or lodge a complaint, are set out at **Attachment B**.

Should you have any enquiries concerning this matter, please do not hesitate to contact me by email at [foi@ndis.gov.au](mailto:foi@ndis.gov.au).

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ankit', written in a cursive style.

**Ankit**  
**Senior Freedom of Information Officer**  
Complaints Management & FOI Branch  
General Counsel Division

## Schedule of Documents for FOI-2 23/24-1100

<b>Docu ment numb er</b>	<b>Page numbe r</b>	<b>Description</b>	<b>Access Decision</b>	<b>Comments</b>
1	1-2	Delegate Review Template	<b>FULL ACCESS</b>	
2	3-4	Delegate Review Complete - For Release Template	<b>FULL ACCESS</b>	
3	5-6	Release of Information Template	<b>FULL ACCESS</b>	
4	7	Proof of Identity Template	<b>FULL ACCESS</b>	
5	8	No Consent Template	<b>FULL ACCESS</b>	
6	9	Communication – Matter Closed Template	<b>FULL ACCESS</b>	
7	10	Participant Search Template	<b>FULL ACCESS</b>	
8	11-12	FOI Acknowledgement Email Template	<b>FULL ACCESS</b>	
9	13	FOI - Revised scope Template	<b>FULL ACCESS</b>	
10	14-15	FOI – Request for Extension of Time Template	<b>FULL ACCESS</b>	
11	16-17	FOI-Third Party Personal Information Template	<b>FULL ACCESS</b>	
12	18-20	FOI-Third Party Personally Privacy Template	<b>FULL ACCESS</b>	
13	21-25	FOI -Search Consultation Template	<b>FULL ACCESS</b>	
14	26-27	FOI- Call Transcript Template	<b>FULL ACCESS</b>	
15	28-29	FOI- Third Party Business Information Template	<b>FULL ACCESS</b>	
16	30-31	FOI- Revision/Clarification of scope Template	<b>FULL ACCESS</b>	
17	32-35	FOI – Action Officer to Delegate Template	<b>FULL ACCESS</b>	

<b>Docu ment numb er</b>	<b>Page numbe r</b>	<b>Description</b>	<b>Access Decision</b>	<b>Comments</b>
18	36-38	FOI- Delegate to Action Officer Assessment Template	<b>FULL ACCESS</b>	
19	39-41	FOI – Decision Package for Review Template	<b>FULL ACCESS</b>	
20	42-43	FOI – Decision Made Template	<b>FULL ACCESS</b>	
21	44-53	FOI – Notification of Decision version 1 Template	<b>FULL ACCESS</b>	
22	54-56	FOI – Notification of Decision – Refusal of Access (section 24A)	<b>FULL ACCESS</b>	
23	57-59	FOI – Notification of Decision – Practical Refusal (section 23 (1))	<b>FULL ACCESS</b>	
24	60	FOI – Communication Email Template	<b>FULL ACCESS</b>	
25	61	FOI- Notification of Decision email Template	<b>FULL ACCESS</b>	