



23 November 2015

Dr Justine Lloyd

FOI/LEX: 16270

By email: [foi+request-1359-5479d2d2@righttoknow.org.au](mailto:foi+request-1359-5479d2d2@righttoknow.org.au)

Dear Dr Lloyd

### **Your Freedom of Information Request - Acknowledgement**

1. I refer to your request for access to the following documents under the *Freedom of Information Act 1982* (the **FOI Act**):

'1. Transcripts of 'individual customer roundtables' conducted with income support payment customers during August 2014.

These documents were used to prepare the Reference Group's Final Report (released 2015, February) to the Minister for Social Services entitled 'A New System for Better Employment and Social Outcomes – Final Report' available from <https://www.dss.gov.au/our-responsibilities/review-of-australias-welfare-system/a-new-system-for-better-employment-and-social-outcomes-full-version-of-the-final-report>

To assist in locating the documents, I refer you to the following section of the Final Report:

'Appendix G: Summary of Main Themes from Customer Roundtables', pages 217-220.

I am, of course, expecting any personally-identifying information about individuals to be redacted.'

2. Your request was received by the department on 10 November 2015 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 10 December 2015. The period of 30 days may be extended if we need to consult third parties or for other reasons. We will advise you if this happens.
3. The department 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**

4. 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-1359-5479d2d2@righttoknow.org.au](mailto:foi+request-1359-5479d2d2@righttoknow.org.au). We will send all notices and correspondence to this address. Please advise us if you wish correspondence to be sent to another address or if your address changes as soon as possible. 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**

5. Please note that information released under FOI Act may be published in a disclosure log on the department'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 department employee details**

6. The department is working towards ensuring that all employees 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.
7. Should you have any enquiries concerning this matter, please send an email to: [freedomofinformation@humanservices.gov.au](mailto:freedomofinformation@humanservices.gov.au).

Yours sincerely,



FOI Practitioner  
Freedom of Information Team  
FOI and Litigation Branch | Legal Services Division  
Department of Human Services