



17 December 2015

Mr Ben Fairless

FOI/LEX: 16765

By email: foi+request-1427-bf02e834@righttoknow.org.au

Dear Mr Fairless,

Your Freedom of Information Request - Acknowledgement

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

'Can you please provide, under either Administrative access or Freedom of Information, documents which contain:

- Details on the number of calls made to the Department's "Technical Support" hotline 132 307 in the previous 6 months
- Details on the number of issues that were "escalated" by staff on the above hotline, separated by the category of issues
- Details of any official communication to Departmental staff (specifically Technical Support staff) on issues with MyGov
- Details of any official communication to Departmental staff (specifically Technical Support staff) on issues with Centrelink online services
- the difference between a Customer Access Number and a Customer Reference Number
- Troubleshooting steps used by Departmental staff on MyGov and Centrelink Online services'

Timeframe to Process Your FOI Request - extension of time

2. Your request was received by the department on 11 December 2015 and the 30 day statutory period for processing your request commenced from the day after that date.
3. Due to the reduced activity period over December and January, we are seeking your permission to extend the processing time by an extra 15 days to allow us process your request. This means the date you can expect to receive a decision from us by 25 January 2016.
4. Unless we hear otherwise from you, we propose to treat this as an extension of time by agreement under the FOI Act (s15AA). If, however, you have any concerns with that timeframe, please let us know by emailing us at the email address set out below.
5. The timeframe may be further extended if we need to consult third parties or for other reasons. We will advise you if this happens.

6. 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.

Your Address

7. 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-1427-bf02e834@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

8. 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

9. 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.
10. Should you have any enquiries concerning this matter, please send an email to: FOI.Legal.Team@humanservices.gov.au.

Yours sincerely,

FOI Delegate
Freedom of Information Team
FOI and Litigation Branch | Legal Services Division
Department of Human Services
FOI.Legal.Team@humanservices.gov.au