



12 May 2016

Our reference: LEX 18826

Mr James Smith

By email: foi+request-1908-bacd7c68@righttoknow.org.au

Dear Mr Smith,

Acknowledgement of your Freedom of Information Request

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:

'I refer to the article "Centrelink 'auto-rejects' tens of thousands of claims" on the Canberra Times website dated 2 May 2016 at the following URL:

<http://www.canberratimes.com.au/national/public-service/centrelink-autorejects-tens-of-thousands-of-claims-20160429-goiarp.html>

I request the following document(s):

1. Any documents put to senior management on this issue
2. Any responses by senior management issuing directives to address this issue
3. Any documents which support the view that this issue was a result of unforeseen high-demand for Centrelink services.
4. Any documents which detail Centrelink's efforts to forecast future demand in the time leading up to this issue occurring.
5. Any documents detailing issues with the 'Customer First' software which are likely to have caused, or otherwise affected, this issue.
6. Any documents detailing the quality-control processes in approving the claims in question.'

Your request was received by the department on 2 May 2016 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 1 June 2016. 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.

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

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-1908-bacd7c68@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 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

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.

Further assistance

If you have any questions please email xxx.xxxxx.xxxx@xxxxxxxxxxxxxx.xxx.xx.

Yours sincerely

Authorised Decision Maker
Freedom of Information Team
FOI and Litigation Branch | Legal Services Division
Department of Human Services