

GPO Box 1797 MELBOURNE VIC 3001



**Australian Government**

**Australian Taxation Office**

Our Reference: 1-8P6BRK6  
Contact officer: Julie Galeotti  
Telephone: 132869  
Email: [foi@ato.gov.au](mailto:foi@ato.gov.au)  
Issue date: 13 July 2016

Ms Carlotta Devine

Via email to: [foi+request-2028-683cec85@righttoknow.org.au](mailto:foi+request-2028-683cec85@righttoknow.org.au)

Dear Ms Devine,

### **Freedom of information request**

I refer to your email of 30 June 2016 requesting documents under the *Freedom of Information Act 1982* (FOI Act).

Your email states:-

This FOI request relates to the use of business-developed applications (BDAs) within the ATO. By business-developed I mean applications which have been developed by ATO staff or contractors, not including the core systems mentioned in media articles such as ICP and Siebel. This may include for example applications which have been developed in a programming language such as .Net or those which exist within Microsoft Access (or similar) databases.

I request the following documents:

1. A list of all BDAs which are currently in use, or have been used, by ATO staff within the last 12 months.
2. For every BDA, documentation which confirms the BDA, and ATO use of the BDA, conform with all applicable laws, and with ATO information security policy.
3. For each BDA, documentation which confirms suitable risk-assessment processes have been undertaken where documentation in point 2 (above) does not exist.

I am an officer authorised under section 23(1) of the FOI Act to make decisions in relation to FOI requests.

I believe that the work involved in processing your request in its current form would substantially and unreasonably divert the resources of this agency from its other operations due to its size. This is called a 'practical refusal reason' (section 24AA).

On this basis, I intend to refuse access to your request. However, before I make a final decision to do this, you have an opportunity to clarify and revise your request. This is called a 'request consultation process' as set out under section 24AB of the FOI Act. You have 14 days to respond to this notice in one of the ways set out below.

### **Why I intend to refuse your request**

Your request includes details of all business-developed applications within the ATO including those developed by ATO staff or contractors but excluding the core systems such as ICP and Siebel.

I take this to mean any software or computer programs that are used within the ATO, excluding core systems ICP and Siebel.

This is an extremely broad request. It has the capacity to include even small computer instructions such as formulas within excel spreadsheets, templates used for recording and reporting purposes and computer based tools such as due date calculators.

Searches would need to be undertaken across all business lines and teams, possibly even down to individual officer level.

I consider that a practical refusal reason exists because your request would require a large amount of resources to search for relevant documents and there are likely to be a large number of documents relevant to your request.

I believe that the work involved in processing your request would substantially and unreasonably divert the resources of the ATO from its other operations.

### **Request consultation process**

You now have an opportunity to revise your request to enable it to proceed. You can provide further information about the documents you require and consider ways to reduce the size of your request.

Before the end of the consultation period, you must do one of the following, in writing:

- withdraw your request
- make a revised request
- tell me that you do not wish to revise your request.

The consultation period runs for 14 days and starts on the day after you receive this notice. During this period, you are welcome to seek assistance from me to revise your request. If you revise your request in a way that adequately addresses the practical refusal grounds outlined above, I will recommence processing it. (Please note that the time taken to consult you regarding the scope of your request is not taken into account for the purposes of the 30 day time limit for processing your request.)

If you do not do one of the three things listed above during the consultation period or you do not consult me during this period, your request will be taken to have been withdrawn.

**Contact officer**

I am the contact officer if you would like to like to revise your request or have any questions, I can be contacted as follows:

- Phone: 13 28 69 (and ask for Julie Galeotti)
- Email: [foi@ato.gov.au](mailto:foi@ato.gov.au)

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Julie Galeotti', with a stylized initial 'J' and a long, flowing signature.

Julie Galeotti  
Senior FOI Adviser  
General Counsel  
Australian Taxation Office