

15 September 2016

Reg in Kinagroy

via email: foi+request-2244-773525dd@righttoknow.org.au

Dear Reg,

Application for documents under the Commonwealth Freedom of Information Act 1982

I refer to your Freedom of Information request received by Australia Post on 14 September 2016 in which you sought access to documents under the Freedom of Information Act 1982 ("FOI Act"). You have sought the following from Australia Post:

"...[all documents] regarding the loss of a parcel sent to me and returned to sender on via Startrack and Australia Post on consignment number 32DZ00002939 and which occurred again on consignment number 32DZ00003511 [including] copies of all information that has been recorded in your system, including telephone recordings of all conversations I held with representatives of your organisation.

The Australia Post case numbers were listed as above and for completion are:

Case No 06474246,

Case No 06563380, and

Case No 06961702....."

Australia Post will respond to your request as soon as practicable and in any event within the statutory period for processing your request.

Please be aware that information released under the FOI Act may later be published in a disclosure log (subject to certain exceptions) within 10 days of a determination being made. You may wish to express a view on this issue and to identify personal or business information that in your view may be unreasonable to publish.

In accordance with the provisions of the FOI Act we will advise you of our decision within 30 days of receipt of your request.

Yours sincerely,

A handwritten signature in blue ink, appearing to be 'A. Oliver'.

Anna Oliver
FOI Officer
Australia Post