



20 October 2016

Our reference: LEX 22591

Mr Ben Fairless

By email: [foi+request-2320-b876e3d9@righttoknow.org.au](mailto:foi+request-2320-b876e3d9@righttoknow.org.au)

Dear Mr Fairless

### Your Freedom of Information request

I refer to your request dated 5 October 2016, and received by the Department of Human Services (the **department**) on the same date, for access under the *Freedom of Information Act 1982* (the **FOI Act**).

I cannot identify the documents you want and I am asking you to give me specific details about the information you are seeking. If you decide not to provide this information, I will have to refuse your FOI request as a 'practical refusal reason' exists. For a more detailed explanation of what this means see **Attachment A**.

### How to send us a 'revised request'

Before I make a final decision on your request, you can submit a revised request.

Within the next 14 days (consultation period) you must do one of the following, in writing:

- withdraw the request
- make a revised request, or
- tell us that you do not want to revise your request.

If you do not do contact us during the consultation period, we will assume you do not want to continue with your request. See **Attachment A** for relevant sections of the FOI Act.

If you decide to make a revised request you should be specific about what documents you actually want. This could help the department find the documents.

**Note:** You may want to access the department's online services at [www.humanservices.gov.au](http://www.humanservices.gov.au) to immediately find some of the personal information and documents included in your original request.

At **Attachment B** is a form which you can use to revise your request in writing. We have 30 days to give you a decision about your request, however the time taken to consult with you now is not included in this 30 day time period.

## Contact officer

I am the contact officer for your request. During the consultation period you are welcome to ask for my help in revising your request and filling out the form. You can contact me:

- by phone on the number below - if you are calling long-distance you are welcome to reverse the charges
- in writing to the address at the top of this letter
- via email to [FOI.LEGAL.TEAM@humanservices.gov.au](mailto:FOI.LEGAL.TEAM@humanservices.gov.au).

**Note:** When you contact us please quote the reference number **FOI LEX 22591**.

Your response will be expected by 2 November 2016. If no response is received, your matter will be taken as withdrawn.

## Further assistance

If you have any questions please email [FOI.LEGAL.TEAM@humanservices.gov.au](mailto:FOI.LEGAL.TEAM@humanservices.gov.au).

Yours sincerely

Clara  
FOI Legal Team  
FOI and Litigation Branch | Legal Services Division  
Department of Human Services

**What I took into account**

You requested access under the *Freedom of Information Act 1982* (the FOI Act) to the following documents:

"When an applicant submits a request for a payment, a message is displayed which says (in part):

"The Department is required to use a private number for outbound calls. This may show up on your phone as either blocked or private."

Can you please provide a copy of the document(s) which detail the reason the Department is required to use a private number for outbound calls?'

I am not able to reasonably identify what documents you are seeking, because you have not provided sufficient information about what process you were engaged in when the relevant message was displayed. It would assist the department to identify and retrieve relevant documents if you were to provide a screenshot of the message that was displayed, or you identified the type of application for payment you were making at the time.

Under sections 24AA(1)(b) and 24 of the Freedom of Information Act, I intend to refuse your FOI request as a 'practical refusal reason' exists. Under the Act, the practical refusal reason is that your request does not satisfy the requirements in paragraph 15(2)(b) (identification of documents).

**Relevant sections of the *Freedom of Information Act 1982***

Section 24AA(1)(b) of the FOI Act provides that a practical refusal reason exists in relation to a request for a document if the request does not satisfy the requirement in section 15(2)(b) of the FOI Act.

Section 15(2)(b) of the FOI Act provides that a request must provide such information as is reasonably necessary to enable the agency to identify the documents that are being requested.

Section 24AB(7) of the FOI Act provides that the request is taken to have been withdrawn under at the end of the consultation period if:

- the applicant does not consult the contact person during the consultation period in accordance with the notice, or
- the applicant does not do one of the things mentioned in subsection (6) before the end of the consultation period.

Section 24AB(7) (subsection 6) says that the applicant must, before the end of the consultation period, do one of the following, by written notice to the agency or Minister:

- withdraw the request,
- make a revised request, or
- indicate that the applicant does not wish to revise the request.

**NOTE: You do not have to fill out every part of this form. However, providing as much detail as possible could help to reduce the amount of work involved for the department to process your request.**

Name	Mr Ben Fairless
FOI LEX number	LEX 22591
Initial request details	Can you please provide a copy of the document(s) which detail the reason the Department is required to use a private number for outbound calls?

1. I would like to limit the time period of documents to:

- ☐ A specific date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ ;  
[day] [month] [year]
- ☐ A specific year: \_\_\_\_\_ ; or  
[year]
- ☐ The date range from: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ to \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
[day] [month] [year] [day] [month] [year]

2. My request relates to documents for (tick boxes and insert numbers that apply to you):

- ☐ **A** Centrelink CRN: \_\_\_\_\_
- ☐ **B** Medicare Card no: \_\_\_\_\_
- ☐ **C** Child Support CSID: \_\_\_\_\_
- ☐ **D** CRS Australia Ref no: \_\_\_\_\_

3. Select which of the following documents you are requesting:

**Debt related documents**

- ☐ My debt calculation documents for debt reference: \_\_\_\_\_
- ☐ A summary of my debt repayments for debt reference: \_\_\_\_\_
- ☐ Debt explanation documents for debt reference: \_\_\_\_\_
- ☐ Other debt related documents (*provide a description of these documents*): \_\_\_\_\_

**Medical related documents**

- ☐ Copies of medical documents about me, including medical assessment reports (for example, Job Capacity Assessment reports)
- ☐ Medical documents related to my claim for \_\_\_\_\_

**Medicare**

- ☐ My personal Medical Benefit Scheme (MBS) History
- ☐ My personal Pharmaceutical Benefit Scheme (PBS) History  
(**Note:** Your PBS and MBS history are available through your online account. They can also be requested without a formal FOI request. See Question 5 below.)
- ☐ Other Medicare documents (*provide a description of these documents*): \_\_\_\_\_

**Child support related documents**

- ☐ My letters of assessment
- ☐ My call recordings (*provide a description of the calls you want*): \_\_\_\_\_  
\_\_\_\_\_
- ☐ Other (*provide a description of these documents*): \_\_\_\_\_  
\_\_\_\_\_

**Other/general documents**

- ☐ Documents about my contact with the department
- ☐ My Online Document Recording (**Note:** These are electronic documents on a customer's record where department staff record customer contact, conversations and actions)
- ☐ Other (*provide a comprehensive description of the documents you need*)  
\_\_\_\_\_

4. Please provide any extra information to assist us to identify the documents.

[illegible]

**We can provide some documents to you without an FOI request.**

5. If your request can be completed without a formal FOI request, do you want us to send the documents this way?

☐ Yes

☐ No

## HOW TO SEND THIS FORM

### ***By post to:***

Attention: FOI Legal Team  
FOI Team  
Department of Human Services  
PO Box 7820  
CANBERRA BC ACT 2610

Make sure you add the reference number FOI LEX 22591.

**OR**

### ***Email to:***

**FOI.Legal.Team@humanservices.gov.au**

Make sure you add the reference number FOI LEX 22591. You do not have to include your signature in your email.