



4 January 2017

Our reference: LEX 24847

Mr Ben Fairless
Right to Know

By email: foi+request-2890-2d90c734@righttoknow.org.au

Dear Mr Fairless

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:

'This is a request for the average time taken for a call into a Departmental call centre to be answered or abandoned for the 2016 year for all of the Department's contact centre queues (including "Shared Services" such as ICT, Finance, and Escalation teams within the Department).

I would like the data averaged per month for the 2016 year, separated by each group - If you use a Contact Centre Solution such as Cisco Call Centre, this data should be easily accessible from within that application and shouldn't take much time to obtain.'

My decision

I am authorised to make decisions under section 23(1) of the FOI Act.

I have considered your request under the *Freedom of Information Act 1982* (the **FOI Act**).

Your request does not currently meet the requirements for the department to release documents to you under the FOI Act.

The FOI Act provides a right of access to documents. The terms of your request are more akin to a query for information, rather than a request for documents of an agency. Providing answers to questions posed by applicants is not a function envisioned by the legislation. In order for the department to identify relevant material, we ask that you clarify the scope of your request and specify the documents you are seeking.

The department will consider your request valid from the date that we receive your revision.

If you do not reply within 30 days from the date of this letter, I will understand that you no longer wish to proceed with the matter and I will consider the matter finalised.

How to make an FOI request

You can submit your request by post, email or you can attend a departmental office but your request must:

- be in writing;
- state that the request is an application for the purposes of the FOI Act;
- provide information about the documents to assist us to process your request; and
- provide an address for reply.

If you would like to proceed please reply in writing specifying what documents you require under the FOI Act.

- Reply by mail to:
 - Department of Human Services, PO Box 7820, Canberra BC, ACT, 2610. No stamp is required for this PO Box number.
- Reply by e-mail to:
 - FOI.LEGAL.TEAM@humanservices.gov.au

Further assistance

If you have any questions please email FOI.LEGAL.TEAM@humanservices.gov.au.

Yours sincerely

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