



9 January 2017

Our reference: LEX 24847

Mr Ben Fairless
Right to Know

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

Dear Mr Fairless

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:

'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.'

On 4 January 2016, we emailed you and advised that we did not consider your request to be valid. On the same date, you emailed the department providing explanatory information in relation to your request. Having considered your email, we confirm that your application is valid from the date that you submitted the clarification of your request. Your valid request was therefore received by the department on 4 January 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 6 February 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-2890-2d90c734@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 FOI.LEGAL.TEAM@humanservices.gov.au.

Yours sincerely

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