



10 February 2017

Our reference: LEX 24847

Mr Ben Fairless

By email: [foi+request-2890-2d90c734@righttoknow.org.au](mailto:foi+request-2890-2d90c734@righttoknow.org.au)

Dear Mr Fairless

### **Acknowledgement of your Freedom of Information Request**

I refer to your request, dated 29 December 2017 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**) to the following documents:

'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 11 January 2017 we advised that you could expect a decision from us by 30 January 2017.

The processing time was suspended during a period of consultation under section 24AB. As this consultation occurred, you can now expect a decision from us by 17 February 2017.

You have revised your request to be for the following:

'A copy of the aggregate data referred to in the Department's letter of Feb 7 2017 in relation to call centre queues each month, for all months in 2016'.

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.

### **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](mailto: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](mailto:FOI.LEGAL.TEAM@humanservices.gov.au).

Yours sincerely

Authorised FOI Decision Maker  
Freedom of Information Team  
FOI and Litigation Branch | Legal Services Division  
Department of Human Services  
[FOI.LEGAL.TEAM@humanservices.gov.au](mailto:FOI.LEGAL.TEAM@humanservices.gov.au)