



5 January 2017

Our reference: LEX 24848

Mr Ben Fairless

By email: foi+request-2891-8bbe2e7e@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:

'the current induction training materials for contact centre staff hired to assist clients with: Medicare and Centrelink Services'.

Your request was received by the department on 29 December 2016 and the 30 day statutory period for processing your request commenced from the day after that date. Due to the department's reduced activity period over December and January, we are seeking your permission to extend the processing time by an extra 15 days to allow us to process your request. This means the date you can expect to receive a decision from us is no later than 13 February 2017.

Unless we hear otherwise from you, we propose to treat this as an extension of time by agreement under the FOI Act (s15AA). If however you have any concerns with that timeframe, please contact by emailing us.

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-2891-8bbe2e7e@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

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