



12 January 2017

Our reference: LEX 24928

Mr Ben Fairless
Right to Know

By email: foi+request-2907-463cee95@righttoknow.org.au

Dear Mr Fairless,

Acknowledgement of your Freedom of Information Request

I refer to your revised request for access to documents under the *Freedom of Information Act 1982* (the **FOI Act**). I have taken your revised request to be for:

'I understand that Telstra provides Managed Telecommunications Services to the Department, including to its call centres. I understand that Telstra regularly emails managers in the Department responsible for call centres. I'm seeking a copy of that correspondence over 2016....I'm only interested in the regular reporting of data related to contact centres that are department managed, or managed by an external service provider.'

Your request was received by the department on 4 January 2017 and the 30 day statutory period for processing your request commenced from the day after that date. The time taken to consult with you in relation to the revision of your request is not included in the time for processing your request. As the due date falls on a Saturday (4 February), you should receive a decision from us no later than 6 February 2017.

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. If a preliminary assessment of charges is made this changes the date the decision is due.

Your Address

The FOI Act requires that you provide us with an address which we can send notices to. You have advised your email address is foi+request-2907-463cee95@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

Authorised FOI Decision Maker
FOI Legal Team
FOI and Litigation Branch | Legal Services Division
Department of Human Services