



6 January 2017

Our reference: LEX 24966

Justin Clacherty  
Right to Know

By email: [foi+request-2909-0c5941d5@righttoknow.org.au](mailto:foi+request-2909-0c5941d5@righttoknow.org.au)

Dear Mr Clacherty,

### **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:

- '1) Any manuals made available to Centrelink staff in the 18 months prior to 31 December, 2016 detailing how staff should respond to threats of self-harm by clients; and*
- 2) Any notices sent to, or made available to Centrelink staff in the 18 months prior to 31 December, 2016 detailing how staff should respond to threats of self-harm by clients;*

*This request is not seeking personal data of individual Centrelink clients. It is a request solely for procedural/training manuals/notices sent to staff on how to respond to threats of self-harm by clients'.*

Your request was received by the department on 5 January 2017 and the 30 day statutory period for processing your request commenced from the day after that date. The date a decision is due is 4 February 2017, which is a Saturday. Accordingly, you should receive a decision from on 6 February 2017. However, 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 email address is [foi+request-2909-0c5941d5@righttoknow.org.au](mailto:foi+request-2909-0c5941d5@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

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