

From: § 22 on behalf of [FREEDOMOFINFORMATION](#)
To: [Enquiries](#)
Subject: § 22 15AB request for your consideration - Our Ref: § 22 [SEC=UNCLASSIFIED]
Date: Thursday, 9 March 2017 8:30:45 AM
Attachments: [image001.png](#)

Dear Office of the Information Commissioner,

The Department of Human Services (the department) received a Freedom of Information (FOI) request from § 22 § 22 § 22

The department is seeking the Information Commissioner's agreement to a **20 day extension of time** for processing this request, in accordance with section 15AC of the *Freedom of Information Act 1982* (the FOI Act). The request is due 13 March 2017.

The effect of this extension of time would mean a decision regarding the request would not be a deemed refusal and instead be due on **31 March 2017**.

The Request

Under the FOI Act, the applicant has requested access to:

'We request copies of the following documents from 1 July 2015 to date:

1. Any application for any payment type, including any claim and assessment forms.
2. All Job Plans prepared for § 22
3. Records of any initial or ongoing interviews or assessments between § 22 § 22 and the provider, including audio recordings or transcripts.
4. Any Risk Assessments regarding Work for the Dole activities that § 22 has participated in.
5. Any Employment Services Assessment, Job Seeker Classification Instrument or other assessment relating to § 22 suitability and capacity to participate in Work for the Dole activities.
6. Records of all appointments with § 22 provider.
7. Records of § 22 attendance at activities with the provider.
8. Details of what activities § 22 provider arranged for § 22 to undertake.

A copy of all participation workflow summary reports, including (but not limited to):

- a. Participation Reports
 - b. Provider Appointment Reports.
 - c. Connection Failure Participation Reports.
 - d. Non-Attendance Reports.
 - e. No Show, No Pay Participation Reports.
 - f. Serious Failure Participation Reports.
- § 22 compliance history, including:
- a. A summary of the failures, penalties, or sanctions imposed.
 - b. The failure, penalty or sanction type.
 - c. The date/(s) or period of time to which the failure, penalty or sanction relates.
 - d. The reasons why the failure, penalty or sanction was imposed.
 - e. The financial amount of the failure, penalty or sanction.

11. A summary of any dates or periods during which § 22 requested or was

granted an exemption or excusal, or § 22 was granted "time off" from activities, including the reason for the exemption, excusal or "time off".

12. A copy of § 22 Activity Diary, Job Seeker Diary and Calendar from the CDP IT System, including details of calendar entries recording attendance results.

13. Any documents relating to any Comprehensive Compliance Assessment (CCA), including CCA Reports, audio recordings and/or transcripts;

14. Any medical records or reports from medical professionals or social workers regarding § 22

15. Details of § 22 past and present Vulnerability Indicators.

16. Any information regarding past and present Nominees of § 22

17. Any document recording a request by § 22 to correspond with the Department of Human Services and/or the provider through the use of a Nominee or Interpreter, including any record by OHS or a provider of the reasons for refusing such a request.

18. All correspondence between OHS, the provider, § 22 and/or any third party regarding:

- a. The CDP Program.
- b. § 22 mutual obligations.
- c. Formal notifications of provider appointments or other obligations.
- d. § 22 state of health and/or ability to work.
- e. Any requests for excusals, exemptions or "time off".
- f. Any suspension(s) of § 22 Newstart Allowance.
- g. Any failures, penalties or sanctions imposed.
- h. The cancellation of § 22 Newstart Allowance.

19. Online Document Records from 1 July 2015 to date.

20. Copies of any OHS entitlement review documents that are not included in the above.'

Reasons for seeking an extension of time under section 15AC

The requested documents is considered complex as certain documents are owned by Department of Employment and or Department of Prime Minister and Cabinet § 22).

Request for part transfer was refused by DoE however, it I have now been advised by DoE that the documents may belong to PM&C who I am now consulting with.

Consultation with the Applicant

On 7 March 2017, I emailed the applicant requesting a 14 day extension of time under section 15AA of the FOI Act however, I received an automatic response advising that § 22 was on annual leave.

Measures to be taken by the department to process the request

I am currently consulting with PM&C on the document for this matter and will process as a matter of priority once the advice has been received.

s 22 [redacted] has been advised that DHS is consulting with PM&C and DoE to ensure all further request for CDP program documents are handled more efficiently.

Moving forward

As discussed, we request that, for the reasons outlined above, the OAIC extend the processing period for this request by **20 days**. Please do not hesitate to contact me if you have any questions.

Thank you for your assistance in this matter.

Kind regards,

s 22 [redacted]
FOI Officer
FOI and Litigation Branch | Legal Services Division
Department of Human Services
Phone: s 22 [redacted]
Email: freedomofinformation@humanservices.gov.au

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20 March 2017

Office of the Australian Information Commissioner
FOI Extensions Team

By email: foiextensions@oaic.gov.au

Dear FOI Extensions Team

SECTION 15AB REQUEST — DEPARTMENT OF HUMAN SERVICES — s 22

I am writing to request an extension under section 15AB of the *Freedom of Information Act 1982* (the FOI Act) in relation to an application by s 22 s 22 who is contactable at s 22

Details of the access request

s 22 lodged an FOI access request, on behalf of s 22 with the Department of Human Services (the Department) on 23 January 2017. I contacted the applicant on 9 February 2017 for an extension of time under section 15AA of the FOI Act for 30 days. The applicant agreed to the extension on the same day and the Office of the Australian Information Commissioner was notified of this extension. The due date is currently 24 March 2017. The applicant also said then that they are open to a further 30 day extension of time on top of the one provided under section 15AA of the FOI Act.

Period of s 15AB extension sought

The department now requests a 30 day extension under section 15AB of the FOI Act. This will make the new due date for a decision 24 April 2017.

Reasons

Voluminous request

On 25 January 2017, I spoke with the applicant. I noted that on initial inspection of the customer's record the request looked large and I asked whether the applicant would be willing to revise their scope or even split their request in several parts and stage the request. The applicant declined to do so but said that they were willing to provide an extension of time if it was needed. I sent out a

time estimate to relevant Service Zone to gauge the amount of documents that would be relevant to the request, including those on paper file. I received a response on 6 February 2017 saying that it was 1,500 pages and it did not include documents that the Service Zone could not access but would still be within scope.

At that stage I considered a formal consultation under section s 24AB for a practical refusal reason being the diversion of resources of the agency. However, I decided to process the documents as the applicant was willing to provide time extensions, the documents are personal information and the applicant will assist in explaining the documents to the customer.

On 9 February 2017 I contacted the applicant and asked for a 30 day extension under section 15AA of the FOI Act, this was provided in writing. I also mentioned that another 30 day extension may be sought if it was needed. The applicant responded '[i]f you are unable to complete the request by 24 March 2017 can you please advise me as I understand that you may require a further 30 days.'

Several line areas were involved in obtaining the documents. The documents total over 2,200 pages and are currently being processed. I require one more extension of 30 days but I am unable to do it through the agreement of the applicant as the Office of the Australian Information Commissioner guideline 3.125 states that it can be provided up to 30 days as either a single extension or a series of shorter extensions. I will process the documents as a priority and do not intend to use the entire 30 days, however, I may have to go back to the relevant line areas to provide further documents or consult with them.

If you have any questions or require clarification of any of these matters please do not hesitate to contact me.

Yours sincerely

s 22

Authorised FOI Decision Maker Freedom
of Information Team
FOI and Litigation Branch | Legal Services Division Department
of Human Services
Phone: s 22

From: [FOI.LEGAL.TEAM](#)
To: [Enquiries](#)
Cc: § 22
Subject: § 22 - Section 15AB request - Applicant: § 22
 [SEC=UNCLASSIFIED]
Date: Thursday, 23 March 2017 11:29:18 AM
Attachments: [image002.png](#)

Dear Office of the Australian Information Commissioner,

The Department of Human Services (the **department**) received a Freedom of Information request from § 22 on 23 February 2017.

The department is seeking the Information Commissioner's agreement to a 14 day extension of time in relation to this FOI request, in accordance with section 15AB of the *Freedom of Information Act 1982* (the **Act**). The effect of this extension of time would mean a decision regarding the request will be due 6 April 2017.

FOI request:

Under the FOI Act, § 22 has requested access to the following documents:

'All medical information on record.'

This request includes both Centrelink and Medicare information. This extension of time request relates only to the Centrelink information. Medicare information from the last five years has been retrieved and is ready for release, and information older than five years is in the process of being retrieved from the Department of Health for administrative release.

The department has experienced delays in processing this request because the request involves obtaining paper files from our archives. We have tried to contact the applicant to discuss a possible extension of time, however because of language barriers we were unable to obtain the applicant's agreement.

Work undertaken on the request

- 23/2/2017: applicant made FOI request to the department using the department's standard form.
- 28/2/2017: standard form scanned by local office and incorrectly sent to Records Management for action.
- 3/3/2017: request forwarded to the FOI team.
- 3/3/2017: retrieval request sent to the Single Point of Contact (**SPOC**) team responsible for retrieving Centrelink documents.
- 3/3/2017 - SPOC responded asking for an additional 7 days to allow the Records Management Unit (**RMU**) to conduct searches of the department's records because the scope of the applicant's file dates back to 1979. This means the request may include documents pre-dating electronic filing, requiring retrieval from our paper filing system. Time period for SPOC to retrieve the file pushed

back until 16/3/2017 – allowing 11 days for paper file to be shipped from RMU to SPOC, and any documents found to be processed by the FOI team.

- 17/3/2017 – SPOC advised that the RMU was unable to locate the applicant's paper file at first instance. A request was sent to the RMU to conduct more thorough searches.
- 20/3/2017 – RMU unable to find applicant's file. RMU conducted searches for the applicant's § 22 file, as the applicant's documents may have been stored there.
- 20/3/2017 – called applicant to request extension of time (EOT) under s 15AA of the Act. Unable to communicate with the applicant because of language barrier, as § 22 has very limited English. There is no email address on the request through which to make EOT request in writing, and a postal EOT request may not be received back in time. During the telephone call, the applicant provided a telephone number for § 22 so that we could communicate with § 22 about the FOI request.
- 20/3/2017 – call made to phone number provided by the applicant. Phone number provided was not § 22 but belonged to a friend of the applicant. I was not satisfied of this friend's authority to speak on the applicant's behalf, as the applicant gave authority specifically to § 22. There were also language barriers with the applicant's friend.
- 21/3/2017 – SPOC advised that applicant's § 22 file has been approved for overnight courier shipping to § 22 office. This may have allowed sufficient time to process the request as a priority.
- 22/3/2017 – SPOC advised that file had still not arrived.
- 23/3/2017 – SPOC advised that paper file has been received.

It is unlikely that all necessary processing of the request can occur by the due date. SPOC still needs to peruse file to locate medical documents and, if any are located, forward them to FOI team for processing.

Work to be completed in additional time

- 2 days – review relevant documents.
- 2 - 4 days – prepare documents and draft decision letter.
- 3 - 5 days – submit letter and documents for Quality Assurance.
- 1 - 3 days – send letter and documents to applicant by Express Post.

The department is seeking an extension to retrieve any documents, make a decision and notify the applicant via post.

Consultation with the Applicant

The applicant will be sent a letter informing § 22 of the department's application for extension of time and the reasons why this extension is necessary. Communication by post will enable the applicant to consult with § 22 or receive other help in

understanding the letter.

Contact details for the Applicant

The applicant can be contacted at:

§ 22
[Redacted]

Phone: § 22
[Redacted]

Please do not hesitate to contact me on § 22 [Redacted] if you have any questions regarding this matter.

§ 22
[Redacted]

Legal Graduate
FOI Legal Team
FOI and Litigation Branch | Legal Services Division
Department of Human Services
Doris Blackburn Building 18 Canberra Avenue, Forrest
Phone: § 22 [Redacted] Extension: § 22 [Redacted]
Email: freedomofinformation@humanservices.gov.au



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From: [FREEDOMOFINFORMATION](#)
To: [Enquiries](#)
Subject: § 22 Extension of time request - s15AB § 22 [SEC=UNCLASSIFIED]
Date: Monday, 3 April 2017 2:48:09 PM
Attachments: § 22 [Decision - Final decision.pdf](#)
Importance: High

Dear Sir/Madam

On 3 March 2017, the Department of Human Services (the department) received a Freedom of Information (FOI) request from § 22 (the applicant). The request is currently due on Monday 3 April 2017. The department is seeking the Information Commissioner's agreement to a **32 day extension of time** to process this request, in accordance with section 15AB of the *Freedom of Information Act 1982* (the FOI Act). The effect of this extension of time would mean a decision regarding the request would be due on **5 May 2017**.

Background

On 14 December 2016, the department received a request § 22 on the departments 'I want to access or change document(s) form (reference number § 22 § 22 indicated § 22 wanted documents from the Department of Human Services, Centrelink and Medicare, providing a Centrelink Reference Number and Medicare Number. However, § 22 separately crossed out the fields indicating § 22 was requesting Child Support and CRS documents, which are also Department of Human Services documents. In the free field text box, § 22 indicated that § 22 wanted a copy of '...my file: Department of Human Services, Centrelink and Medicare'. An acknowledgment letter was sent to § 22 on 15 December 2016.

On 20 December 2016, following several unsuccessful attempts to contact § 22 by phone, the department sent § 22 a letter under section 24AB of the FOI Act. The letter:

- included an attachment (Attachment B) that would assist § 22 to revise § 22 request; and
- noted that Medicare claiming history greater than the last five years may take up to eight weeks to obtain.

On 10 January 2016:

- A letter was received from § 22. The letter was in response to the acknowledgement letter and did not address the section 24AB letter from the department to § 22 dated 20 December 2016.
- An attempt was made to contact § 22 by telephone to discuss the letter received and the 24AB letter sent to § 22.

No response was received from § 22 to the section 24AB letter. As such, the matter was closed on 12 January 2017 as withdrawn.

On 23 January 2017, § 22 made contact with the department by phone. § 22 made demands for immediate access to the information requested, questioning why it was taking so long. § 22 acknowledged that § 22 had received, but not responded to, the departments letter of 20 December 2016. It was discussed with § 22 that a § 22 would need to make a fresh request for the information sought.

On 3 March 2017, the department received a letter from § 22 dated 27 February 2017. The letter included a completed Attachment B of the departments letter to § 22 dated 20 December 2016. The letter was taken to be a request for access to the following documents under the FOI Act:

- I, § 22 would like to revise my current FOI request.
- I would like to limit the time period of documents to the date range from the beginning to until the end (today's day)

- My request relates to documents for Centrelink § 22 and Medicare (Card no § 22)
- Note: requested History greater than the last 5 years
- Copies of medical documents about me, including medical assessment reports (for example, Job Capacity Assessment reports)
- My personal Medical Benefit Scheme (MBS) History
- My personal Pharmaceutical Benefits Scheme (PBS) History
- Documents about my contact with the department
- My Online Document Recording

On 6 March 2017, the department sent § 22 an acknowledgement letter which noted the following:

- § 22 correspondence dated 27 February 2017 was further to § 22 previous request (reference number § 22), for which the department sent § 22 a letter dated 20 December 2016. As no written response was received to that letter, the matter was taken to be withdrawn
- That MBS and PBS history greater than the last five years may take up to eight weeks to obtain. As such, the department may request § 22 agree to an extension of time or seek and extension of time from the Office of the Australian Information Commissioner (OAIC).

On 14 March 2017, the applicant left a message for the department indicating that § 22 matter was with the § 22 and to respond to § 22 FOI request within 30 days. On 16 March 2016 the applicant called again, advising § 22 had made complaints to the department and wanted § 22 documents within 30 days. Attempts to explain to § 22 how § 22 request was being processed, the applicable timeframes and that the department would not be able to provide § 22 with a MBS and PBS history until approximately early May were unsuccessful. The applicant again claimed that § 22 needed the documents for a § 22 matter, adding this was needed before § 22 booked tickets to go overseas but would not elaborate on this further. On 29 March 2017, the applicant called and claimed that further complaints to the department had been made and a code of conduct complaint lodged against the officer processing the request. Because of this, the department has not sought the applicants agreement to an extension of time under section 15AA of the FOI Act.

Work undertaken on the request

The department had identified and processed the Centrelink documents within the scope of the request. A decision regarding these documents have been sent to the applicant today by express post. A copy of the decision is attached for your reference. MBS and PBS history documents for the last 5 years have been included in this decision.

MBS and PBS history documents over five years old have been requested from the Department of Health. This information is not readily available from the department as parts of it are stored in de-identified form by the Department of Health. The over 5 year information has been requested and will take approximately 8 weeks to be obtained by the department and collated in a form that can be provided to the applicant.

Reason for seeking an extension of time under section 15AB

MBS and PBS history documents over 5 years old need to be obtained from the Department of Health and can take approximately 8 weeks.

Contact details for the Applicant

Name: § 22

Phone: § 22

Address: § 22

Email: Not provided by the applicant

Please call me on s 22 to discuss this request. I am generally in the office between the hours of 8am and 3pm, Monday to Friday.

Kind regards

s 22

FOI Practitioner

FOI Team

FOI and Litigation Branch | Legal Services Division

Department of Human Services

Ph: s 22

Freedomofinformation@humanservices.gov.au

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From: [FREEDOMOFINFORMATION](#)
To: ["FOIExtensions@oaic.gov.au"](mailto:FOIExtensions@oaic.gov.au)
Cc: [Enquiries](#)
Subject: [§ 22](#) - Freedom of Information - Request for EOT under s 15AB for [§ 22](#)
 [SEC=UNCLASSIFIED]
Date: Wednesday, 26 April 2017 2:54:52 PM

Dear Office of the Australian Information Commissioner

The Department of Human Services (the department) has received a freedom of information request from [§ 22](#) on 28 March 2017.

The department is seeking the Information Commissioner's agreement to a 20 day extension of time in relation to this FOI request, in accordance with section 15AB of the *Freedom of Information Act 1982*. The effect of this extension of time would mean the decision regarding this request will be due 17 May 2017.

FOI request

Under the FOI Act, [§ 22](#) has requested access to the following document:

'Documents [§ 22](#) used to transfer FTB out of my name and claim parent payment for my daughter [§ 22](#) (circa March 2008).'

Work undertaken on request

- The documents were requested from [§ 22](#) with a due date of 6 April 2017
- Due to Cyclone Debbie and the departments involvement in disaster relief for the area, an extension was requested by the Zone and was granted until 13 April 2017
- Due to a delay with retrieving the physical files from an off-site Records Management Unit, the response Search Minute was not delivered to the FOI officer until 19 April 2017. It was noted in the Search Minute that there were no documents located for this request and, that one physical file had not been requested.
- On 20 April 2017 an urgent request was sent to the Zone requesting retrieval of the additional physical file to ensure all possible searches have been undertaken to find the requested documents.
- On 20 April 2017 I phoned the applicant and explained that the department requires more time to complete [§ 22](#) FOI request, the customer agreed verbally to a 20 day extension, an email was sent to the customer requesting written confirmation of such.
- On 24 April 2017 the Zone responded to the urgent request noting the file retrieval will take a further full week to retrieve.
- On 26 April 2017 I phoned the customer, referred to our previous conversation where [§ 22](#) verbally agreed to a 20 day extension and asked if [§ 22](#) had sent [§ 22](#) written confirmation yet, [§ 22](#) replied 'I don't want to give you an extension now.'

Reason for seeking an extension under section 15AB

The department is seeking an extension to retrieve the remainder of the physical files to confirm whether the requested documents can be located. While the documents may not be complex, further time is required to access and retrieve the information. If relevant documents are located the FOI Case Officer will require time to review and determine if exemptions apply, as well as time to draft the decision notification letter.

Consultation with the Applicant

Further consultation with the applicant was attempted on 26 April and [§ 22](#) has changed [§ 22](#) mind regarding the grant of a 20 day extension.

Contact details for Applicant

The applicant can be contacted at:

[§ 22](#)

s 22

Phone: s 22

Staged Release

Not applicable

Please do not hesitate to contact me on s 22 if you have any questions regarding this matter.

Kind regards

s 22

FOI Practitioner

FOI and Litigation Branch | Legal Services Division

Department of Human Services | www.humanservices.gov.au

279 King Street Newcastle

T: s 22

S: s 22

E: freedomofinformation@humanservices.gov.au

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From: [FREEDOMOFINFORMATION](#)
To: [Enquiries](#)
Subject: s 22 - Section 15AB Extension Request [SEC=UNCLASSIFIED]
Date: Monday, 8 May 2017 1:35:48 PM

Dear Office of the Information Commissioner,

The Department of Human Services (the department) received a Freedom of Information (FOI) request from s 22

The department is seeking the Information Commissioner's agreement to a **20 day extension of time** for processing this request, in accordance with section 15AB of the *Freedom of Information Act 1982* (the FOI Act). The request is currently due 8 May 2017.

The effect of this extension of time would mean a decision regarding the request would be due on 29 May 2017.

The Request

Under the FOI Act, the applicant has requested access to:

'... a full transcript of any call made to me, and a copy of anything written about me.'

Work completed to date

- 14 March 2017; document search minute sent to s 22
 - 15 March 2017, response redirecting to s 22
- 3 April 2017; urgent document search minute sent to s 22
 - 6 April 2017, documents relating to third parties were received.
 - 10 April 2017, documents received including:
 - CAR letters
 - ACE letters
 - Scans of paper file
 - ODRs
 - Complaints
 - RSA Documents and email correspondence
- 3 April 2017; urgent document search minute sent to Social Work Referrals;
 - 6 April 2017, Social Work requested an extension to due date of documents - approved until 7 April 2017.
 - 7 April 2017, documents from electronic record received.
 - 18 April 2017, response confirming no paper file records.
- 4 April 2017; urgent document search minute sent to Ministerial Correspondence.
 - 6 April 2017, ministerial correspondence documents received including correspondence briefs and letters.
- 7 April 2017; extension of time of 30 days for s 27A consult: third party information relating to ex-treating psychologist contained in documents received to date. Decision due 8 May 2017.
- 7 April 2017; s 27A letter and related documents sent to psychologist regarding release of information. Letter sent to applicant informing them of extension.
- 10 April 2017; response from psychologist objecting to the direct release of

- information as likely to compromise the applicant's psychological wellbeing.
- 18-27 April 2017; sorting through documents/preparation of decision and applying redactions.
 - 28 April 2017; the documents from § 22 to be sent to Social Work for review, to consider s 37 and 45 redactions.
 - 1 May 2017; documents from § 22 sent to Social Work for their consideration.
 - 3 May 2017- 4 May 2017; all documents sent to Assessment Services for their review and consideration.
 - 4 May 2017; response from Assessment Services – *'real concern that release of these documents could pose a risk of harm to § 22 or to others. It is considered that in addition to pages 1310 -1665 previously identified pages 1197 -1219 should also be excluded from release.'*
 - 5 May 2017; response from Social Work – *'Social Work Services would have grave concerns if any of the above attachments were shared with the § 22 § 22 and as such are recommending that they are not provided to § 22'*

Reasons for seeking an extension of time under section 15AB

- The request was received by the department on 9 March 2017.
- The request was acknowledged by email on 30 March 2017.
- The request was delayed in its early stages following staff movements.
- The requested documents received so far amount to over 1600 pages; it is apparent from the ACE documents provided by § 22 that there are letters which have been archived and have not yet been provided.
- The request is for the period 1996-2017. These have had to be retrieved from the archive. It has now been discovered that further documents within the scope have not been provided. The quantity of pages in this file is as yet unknown.
- The customer has demonstrated unacceptable behaviour towards the department, and we are endeavouring to limit our contact with the applicant for these reasons.
- The additional time will ensure a well-considered decision and that the applicant receives all the documents within scope.

Measures to be taken by the department to process the request

- The request is being processed by the department as a matter of priority.
- The additional documents will need to be requested and retrieved from archives. These documents will need to be reviewed and redacted, then the decision will need to be finalised and posted.

Moving forward

We request that, for the reasons outlined above, the OAIIC extend the processing period for this request by **20 days**. Please do not hesitate to contact me if you have any questions.

Thank you for your assistance in this matter.

Kind regards,

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From: [FREEDOMOFINFORMATION](#)
To: [Enquiries](#)
Subject: Extension of time request - s15AB - s 22 [SEC=UNCLASSIFIED]
Date: Monday, 5 June 2017 10:46:46 AM
Importance: High

Dear Sir/Madam

On 5 May 2017, the Department of Human Services (the department) received a Freedom of Information (FOI) request from s 22 (the applicant). The request is currently due today, Monday 5 June 2017. The department is seeking the Information Commissioner's agreement to a **30 day extension of time** to process this request, in accordance with section 15AB of the *Freedom of Information Act 1982* (the FOI Act). The effect of this extension of time would mean a decision regarding the request would be due on **5 July 2017**.

Background

On 5 May 2017, the department received a freedom of information request from s 22 dated 2 May 2017 for the following documents:

'All documents from 2nd March 1989 up to 30th April 2017'

On 10 May 2017 and 11 May 2017, a message was left on s 22 mobile phone requesting a call. No response was received.

Today – 5 June 2017 - the following communication has been attempted with s 22

- A message has been left on s 22 mobile phone requesting a call.
- A letter has been express posted to s 22 mailing address requesting s 22 agreement to a 30 day extension of time under s 15AA of the FOI Act. The letter also notes that we may seek an extension from you under s 15AB of the FOI Act.

Work undertaken on the request

The department had collated Centrelink documents, and some Medicare documents, within the scope of the request.

MBS and PBS history documents have been requested, including from the Department of Health. This information is not readily available from the department as parts of it are stored in de-identified form by the Department of Health. The over 5 year information has been requested and will take approximately 8 weeks to be obtained by the department and collated in a form that can be provided to the applicant.

Reason for seeking an extension of time under section 15AB

The current documents retrieved total 2,190 pages.

MBS and PBS history documents over 5 years old need to be obtained from the Department of Health and can take approximately 8 weeks.

Contact details for the Applicant

Name: s 22
Phone: s 22
Address: s 22
Email: Not provided by the applicant

Please call me on s 22 to discuss this request. I am generally in the office between the hours of 8am and 3pm, Monday to Friday.

Kind regards

s 22
FOI Practitioner
FOI Team
FOI and Litigation Branch | Legal Services Division
Department of Human Services
Ph: s 22
Freedomofinformation@humanservices.gov.au

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From: [FOI LEGAL TEAM](#)
To: § 22
Cc: § 22; [FOI LEGAL TEAM](#); § 22
Subject: RE: § 22 FOI request - § 22 - Seeking transfer of FOI request - Response by 12.5.17 please [SEC=UNCLASSIFIED]
Date: Monday, 19 June 2017 2:07:29 PM
Attachments: [image001.jpg](#)
[image002.png](#)

Dear § 22

I refer to our telephone conversation today regarding our extension of time request for this matter.

Section 15AB request

I am writing to request an extension under section 15AB of the *Freedom of Information Act 1982* (the FOI Act) in relation to an application by § 22 who is contactable via email at § 22

Details of the access request

The applicant lodged an FOI access request with the Office of the Australian Information Commissioner (OAIC) on 19 April 2017.

On 10 May 2017 (9 days left on the clock), the OAIC identified that the subject matter of part of the applicant's request was more closely connected with the functions of the department than with the functions of the OAIC. The OAIC sought the department's agreement for a partial transfer of the request pursuant to section 16(1)(b) of the FOI Act (refer to below email).

After the department accepted the transfer of the request from OAIC, the department determined that the documents contained information of third parties, which resulted in the department issuing a notice of extension for third party consultation to the applicant. This extended the due date of the decision to 19 June 2017.

Period of s 15AB extension sought

The department now requests a 7 day extension under section 15AB of the FOI Act. This will make the new due date for a decision 26 June 2017.

Reasons

Complex and voluminous request

After reviewing the documents within the scope of the applicant's request, it appears that there are 122 discrete documents, totalling 557 pages relevant to this request. Following a preliminary investigation of the documents, it appears that the following exemptions are likely to apply:

- information the disclosure of which could reasonably be expected to endanger the life or physical safety of any person (s37);
- information that is subject to legal professional privilege (s42);

- information of a deliberative nature (s47C);
- information that would unreasonably interfere with the operations of the agency (s47E(d));
- personal information of other people, the disclosure of which is unreasonable (s47F); and
- business information, the disclosure of which is unreasonable (s47G).

Given the delay in the department originally receiving notice of the transfer request, the nature of the exemptions, and the large volume of documents that must be considered, the department is requesting an extension of 7 days to process this request. The department is seeking this extension so that it can properly consider and apply any exemptions relevant to this request.

As the request is due 19 June 2017 (today) we appreciate your response as soon as practicable.

Kind Regards

§ 22

Seconded Government Lawyer
FOI and Litigation Branch | Legal Services Division
Department of Human Services
18 Canberra Avenue, Forrest, ACT
Email: § 22



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From: § 22
Sent: Wednesday, 10 May 2017 4:06 PM
To: § 22
Subject: FW: § 22 FOI request - § 22 Seeking transfer of FOI request - Response by 12.5.17 please [SEC=UNCLASSIFIED]

Dear § 22

My apologies, I omitted some relevant information.

This request was received by the Oaic on 19 April 2017 and is therefore due on **19 May 2017** (next Wednesday). Due to the unexpected absence of our FOI officer this matter was not attended to in a timely fashion. I apologise for this delay.

The Guidelines provide that where extra time is needed to process a transferred request it is the responsibility of the transferring agency to apply for extra time under s 15AB. However, the Oaic cannot apply to itself for an extension of time, therefore if DHS requires further time to produce a decision you will need to apply for an extension of time.

If you agree to the transfer and require further time, please send your request for an extension of time to me so that I can make sure the processing officer is briefed on the background to the request.

Regards

§ 22 | Assistant Director | FOI Dispute Resolution
Office of the Australian Information Commissioner
 GPO Box 5218 SYDNEY NSW 2001 | www.oaic.gov.au
 Phone: § 22 | Email: § 22

Privacy.jpg



From: § 22
Sent: Wednesday, 10 May 2017 3:56 PM
To: § 22
Subject: § 22 - FOI request - § 22 - Seeking transfer of FOI request - Response by 12.5.17 please [SEC=UNCLASSIFIED]

Your ref: § 22
 Our ref: § 22

Dear § 22

As discussed this afternoon, the Office of the Australian Information Commissioner (OAIC) has received a freedom of information request from § 22 seeking access to all documents relating to § 22

Section 16(1)(b) of the *Freedom of Information Act 1982* (FOI Act) allows an agency to transfer all or part of a request to another agency if the subject matter of the documents is more closely connected with the functions of the other agency than with those of the agency to which the request is made. However transfer is subject to agreement by the other agency.

The purpose of my email is to seek your agreement to accept transfer of the part of the request that applies to the documents DHS found to be exempt from release. § 22 provided the relevant documents to the OAIC on 22 February 2017 (see attached emails).

Can you please let me know by **Friday 12 May 2017** whether you agree to accept transfer of the part of the request which relates to the exempt documents?

Please call me if you have any questions.

Regards

§ 22 Assistant Director | FOI Dispute Resolution

Office of the Australian Information Commissioner

GPO Box 5218 SYDNEY NSW 2001 | www.oaic.gov.au

Phone: § 22 | Email § 22



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From: [FREEDOMOFINFORMATION](#)
To: [Enquiries](#)
Subject: s 22 [REDACTED] Section 15AB Extension of Time Request [SEC=UNCLASSIFIED]
Date: Monday, 26 June 2017 11:06:44 AM

Dear Office of the Information Commissioner,

The Department of Human Services (the department) received a Freedom of Information (FOI) request from s 22 [REDACTED]

The department is seeking the Information Commissioner's agreement to a **60 day extension of time** for processing this request, in accordance with section 15AB of the *Freedom of Information Act 1982* (the FOI Act). The request is currently due 26 June 2017.

The effect of this extension of time would mean a decision regarding the request would be due on 25 August 2017.

The Request

Under the FOI Act, the applicant has requested access to:

'JCA conducted around 10/05/2017 for the DSP.'

Reasons for seeking an extension of time under section 15AB

The request was received by the department on 22 May 2017. The relevant line area has advised the FOI team that:

- the applicant's Job Capacity Assessment (JCA) report remains as 'submitted' pending a Disability Medical Assessment (DMA) appointment and will remain as 'submitted' until the DMA is completed;
- the DMA report submission deadline is 5 July 2017;
- Once the DMA report is submitted, the department will still need to review the report which can take up to 30 days.

The line area and I do not anticipate that document will be available until early August 2017.

Consultation with the Applicant

Following advice from the line area, on 21 June 2017, I attempted to contact the customer on both s 22 [REDACTED] andline and mobile.

On 23 June 2017, I attempted to contact the customer again on both s 22 [REDACTED] andline and mobile phone number. I was unsuccessful in getting hold of the customer.

Contact details for the Applicant

The applicant can be contacted at:

s 22 [REDACTED]

Phone: s 22 [Redacted]

Measures to be taken by the department to process the request

The request is being processed by the department as a matter of priority. The relevant line areas are aware of the department's obligations to meet the statutory timeframes in the FOI Act. Upon receipt of the documents, the FOI team will process the request immediately to minimise the impact of the delay on the applicant.

Moving forward

As discussed, we request that, for the reasons outlined above, the OAIC extend the processing period for this request by **60 days**. Please do not hesitate to contact me if you have any questions.

Thank you for your assistance in this matter.

s 22 [Redacted]

Seconded FOI Practitioner
FOI and Litigation Branch | Legal Services Division
Department of Human Services
Doris Blackburn Building
18 Canberra Avenue, Forrest ACT 2603

Email: freedomofinformation@humanservices.gov.au

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26 June 2017

Office of the Australian Information Commissioner
FOI Extensions Team

By email: foiextensions@oaic.gov.au

Dear FOI Extensions Team

SECTION 15AB REQUEST — DEPARTMENT OF HUMAN SERVICES — s 22

I am writing to request an extension under section 15AB of the *Freedom of Information Act 1982* (the FOI Act) in relation to an FOI request from s 22 who is contactable at s 22

Details of the access request

s 22 lodge s 22 FOI access request with the Department of Human Services (the Department) on 1 May 2017 for the following:

"I believe s 22 was thorough in s 22 search with my current file held in (s 22) but I am not satisfied at the outcome of this search. I have advised s 22 and my s 22 that I was requesting access to my file/s via Freedom of information. Therefore, I would still like to proceed with this access. I would like to access my Compensation file both paper and electronic from 01/01/2012 to current please. If it is necessary to go back further than these dates then I will request this also from FOI."

On 24 May 2017, following discussions with line area about the time required to retrieve the documents, the department requested s 22 agreement to a 30 day extension of time. s 22 s 22 granted this extension, which was confirmed in writing on the same day, under section 15AA. The due date for this request is, therefore, 30 June 2017.

I have now been advised by the relevant line area that it is unlikely that all documents in scope of the request would be ready by 30 June 2017. I have spoken with the applicant today, and s 22 agreed that s 22 could be agreeable to a further extension of 14 days. I have attached s 22 email correspondence confirming this.

Period of s 15AB extension sought

The department now requests a 14 day extension under section 15AB of the FOI Act. This would make 14 July 2017 as the new due date for a decision.

Reasons

Nature of the request

Due to this request being for personnel records, the FOI team was required to confirm with several areas in the department to clarify whether any records were held, and to confirm whether ^{s 22} had first used the existing methods of access. There was, therefore, some complexity in establishing the relevant line areas for this request.

Size of the request

The FOI team has worked with the applicant and the relevant line area to revise the scope of the request so that it is not so large as to be considered voluminous under section 24AA of the FOI Act. While the applicant has agreed to reduce the size of ^{s 22} request, it still requires an extensive amount of processing work for both the line area and the FOI team.

Line area access and training

The retrieval time for this request has been extended due to the availabilities of the relevant staff in the responsible line area. The line area staff only work part-time, so this has increased the time taken for the documents to be provided to the FOI team.

An additional consideration for this request is that the line area providing the documents does not seem to have access to programs usually used to combine and prepare documents for redaction. The FOI team, therefore, has received documents in a format that will require several hours of work to prepare before review and redaction can commence.

A 14-day extension would allow the department additional time to prepare the documents in a form suitable for release to the applicant. This would also give the FOI team time to review the documents and make the decision.

If you have any questions or require clarification of any of these matters, please do not hesitate to contact me.

Yours sincerely

^{s 22}

Authorised FOI Decision Maker
Freedom of Information Team
FOI and Litigation Branch | Legal Services Division
Department of Human Services
Phone: ^{s 22}



S 15AB applications received 2016/2017 - Top 3 agencies by volume

Agency	Number
Australian Taxation Office	99
Department of Health	43
Department of Human Services	34
Total applications received	448

S 15AB applications closed (decided) 2016/2017

Agency	Number
Australian Taxation Office	102

S 15AB applications closed (decided) 2016/2017

Department of Health	34
Department of Human Services	42
Total applications closed (decided)	448

S 15AB applications granted 2016/2017

Agency	Number
Australian Taxation Office	91
Department of Health	27
Department of Human Services	35
Total applications granted	380

S 15AB applications other outcomes 2016/2017

Outcome – granted varied	Number
Australian Taxation Office	7
Department of Human Services	1
Department of Health	2
Total granted varied	19
Outcome – granted with conditions	Number
Australian Taxation Office	1
Department of Human Services	0
Department of Health	0
Total granted with conditions	1
Outcome – withdrawn	Number

S 15AB applications other outcomes 2016/2017	
Australian Taxation Office	2
Department of Human Services	3
Department of Health	3
Total withdrawn	27
Outcome – invalid	Number
Australian Taxation Office	2
Department of Human Services	3
Department of Health	3
Total invalid	10
Outcome – not granted	Number
Australian Taxation Office	0

S 15AB applications other outcomes 2016/2017	
Department of Human Services	2
Department of Health	1
Total not granted	11