



19 November 2018

Our reference: LEX 35790

Posty

By email only: foi+request-4448-01ce07d8@righttoknow.org.au

Dear Posty,

Freedom of Information Request – Publicly Available Information

I refer to your request, dated and received by the Department of Human Services (**department**) on 22 March 2018, for access under the *Freedom of Information Act 1982* (**FOI Act**) to the following documents:

'All documents contained within the file "Telephone standards 111-05010040" as listed on this page - referred to as your "Operational Blueprint" portal:

<http://operational.humanservices.gov.au/public/Pages/specialist-manuals-and-system-tools/111-05010040-01.html>

This includes all four "tabs" on the page –

"Background", "Process", "References" and "Resources".'

The document is available at the following link:

<http://operational.humanservices.gov.au/public/Pages/specialist-manuals-and-system-tools/111-05010040-01.html>

As such, we consider your request has been withdrawn and is now finalised on the basis that the document you are seeking is publicly available in full.

Further assistance

If you have any questions please email FOI.LEGAL.TEAM@humanservices.gov.au.

Yours sincerely

Vincent

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