



3 January 2019

Our reference: LEX 41699

Vera Lystich

Only by email: foi+request-5175-f06677a4@righttoknow.org.au

Dear Ms Lystich

Acknowledgement of your Freedom of Information (FOI) Request

I refer to your request for access to documents under the *Freedom of Information Act 1982* (**FOI Act**). You requested access to:

Can you please provide the following Operational Blueprint documents:

111-05010000 Answering calls in Centrelink
111-05020000 Dealing with unusual telephone situations
111-05010070 Receiving personal calls
111-05050060 Customer initiated contact with Service Officer
111-05030060 Transferring a priority call within the network

Timeframe to process your FOI request

Your request was received by the Department of Human Services (**department**) on 23 December 2018 and the 30 day statutory period for processing your request commenced from the day after that date. You should therefore expect a decision from us by 22 January 2019. 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.

Charges

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-5175-f06677a4@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.

Administrative release of documents

The department has administrative access arrangements (**arrangements**) for the release of certain documents without the need for a formal FOI request. Unless you advise us otherwise, in processing your request we may provide you with documents under these arrangements where appropriate. The arrangements do not extend to information or materials of third parties. You will be notified when documents are released to you under the arrangements.

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 staff details

The department is working towards ensuring that all staff 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

FOI Registration Officer
Freedom of Information Team
Employment Law and Freedom of Information Branch | Legal Services Division
Department of Human Services