

Providing personal details to customers	<ul style="list-style-type: none">• Sometimes you might be asked by a customer to provide your surname. If you do not wish to provide your full name, you are encouraged to provide your logon ID instead• You do not need to give your home address or other personal details to customers• It is also recommended that you only include your first name and/or logon ID when recording information on a customer's record as this information can be released to the customer under <i>Freedom of Information Act 1982</i> (FOI Act) provisions• Pursuant to the FOI Act, the department takes measures to ensure that staff details are not released where there are applicable exemptions
Freedom of Information – release of staff names	<ul style="list-style-type: none">• Documents that include the names of employees may be released to customers if a request is lodged under the <i>FOI Act</i>• If you think that disclosure of this information would or could reasonably be expected to endanger your life or physical safety, that information may be exempt from release• For the exemption to be considered, you should supply supporting documentation including the reasons for your concerns. This should also be supported by your manager. An incident will be recorded on the customer's record to alert FOI employees to the need to consider an employee's safety in the release of information

Contact with Child Support customers 277-01010000

Disclosing your name to customers - [Read more](#) ^[2]

It is not a requirement for a Service Officer to disclose their full name to customers, but the Service Officer must identify themselves. This is normally done by using a first name only. If there are any concerns about disclosing your name to customers, the Service Officer should discuss this with their Team Leader or manager.

Freedom of Information Act exemption for release of staff names

Documents that include the names of staff members may be released to customers if a request is lodged under the *Freedom of Information Act 1982 (FOI Act)*. However, if a staff member thinks that disclosure of their names would or could reasonably be expected to endanger their life or physical safety, that information may be exempt from release.

For the exemption to be considered, the staff member concerned should supply supporting documentation containing the reasons why they feel threatened. This should be supported by the manager.

Staff can consider their personal circumstances and make decisions about the availability of their personal contact details in the public domain including electoral rolls and phone book listings.