



2 July 2019

Our reference: LEX 45021

Ms Evelyn Doyle

Only by email: foi+request-5468-fefbed1b@righttoknow.org.au

Dear Ms Doyle,

Freedom of Information Request - Third Party Consultation

We refer to your request dated and received by the Department of Human Services (**department**) on 7 June 2019, for access under the *Freedom of Information Act 1982* (**FOI Act**) to the following:

'1. All Ministerial Briefs relating to the decision to outsource Centrelink call centres dated from January 1, 2016 (as advised by your team).

(Some Briefs may refer to the KPMG Serco Trial Report so this might be one of many useful search terms.)

2. Any general correspondence (letters, emails) to the Minister or the department from KPMG, Concentrix Services, Serco, DataCom Connect and Stellar Asia Pacific that relate to the Serco trial or the decision to outsource Centrelink call centre services (please exclude documents that relate to the official tender process).

Also please exclude the 'Serco Trial Report' in the request as an earlier request LEX 43923 noted it remains Cabinet classified'.

Third-party consultation - business documents

As your request covers documents which contain information concerning the business, commercial or financial affairs of an organisation, the department is required to consult with the organisation concerned (under section 27 of the FOI Act) before making a decision on the release of those documents.

For this reason the period for processing your request has been extended by 30 days in order to allow the department time to consult with that person or organisation (section 15(6) of the FOI Act). The processing period for your request will now end on 6 August 2019.

The consultation mechanism under section 27 applies when the department considers the person or organisation concerned may wish to contend that the requested documents are exempt because their release would disclose trade secrets or commercially valuable information or may adversely affect their business or financial affairs. The department will take into account any comments we receive from the person or organisation. However, the final decision on whether to grant you access to the documents requested rests with this department.

Further assistance

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

Yours sincerely

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