



23 September 2019

Our reference: LEX 47669

Mr Asher Hirsch

Only by email: [foi+request-5632-b96f1571@righttoknow.org.au](mailto:foi+request-5632-b96f1571@righttoknow.org.au)

Dear Mr Hirsch

### **Acknowledgement of your Freedom of Information request**

I refer to your request for access to documents under the *Freedom of Information Act 1982* (the **FOI Act**). Your request is as follows:

'On 16 September 2019 at 10:18am Centrelink's twitter account indicated that they would 'pass on' feedback about no notice being provided for a scheduled maintenance on Centrelink's online system.

The link to the twitter discussion can be found here:  
<https://twitter.com/Centrelink/status/1173390626810925057>

I would like a copy of that feedback that was 'passed on', details of who such feedback was sent to, and any such response or action that followed.'

Your request was received by the department on 16 September 2019 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 16 October 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.

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-5632-b96f1571@righttoknow.org.au](mailto:foi+request-5632-b96f1571@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 ('the 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](mailto:FOI.LEGAL.TEAM@humanservices.gov.au)

Yours sincerely

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