

25 October 2019

Mr Phillip Sweeney

By email: [foi+request-5703-e0427fe7@righttoknow.org.au](mailto:foi+request-5703-e0427fe7@righttoknow.org.au)

Dear Mr Sweeney

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

Thank you for your correspondence of 11 October 2019, in which you requested access under the *Freedom of Information Act 1982 (FOI Act)* to documents held by National Disability Insurance Agency (**the Agency**).

#### **Scope of your request**

You have requested access to documents from the NDIS. Specifically, you requested access to:

“this request is for any document(s) that stipulate timeframes to resolve both simple and more complex requests whether legislated (such as in the case for FOI requests as an example) or in administrative policy manuals.”

In processing your request, we will exclude duplicate documents and the names and contact details of some Agency staff. Unless you advise otherwise, we will take it that you agree to this information being excluded from the scope of your request (that is, the information will be treated as irrelevant).

#### **Processing timeframes**

We received your request on 11 October 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 **11 November 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**

We may apply a processing charge to your request and will advise you if a charge is payable as soon as practicable. We will not apply charges if you are requesting your own personal information.

## **Disclosure Log**

Please note that information released under the FOI Act may be published on the Agency's disclosure log located on our website, subject to certain exceptions.

If you wish to raise any concerns about the publication of information concerning your request, please contact us.

## **Further assistance**

Should you have any queries about this matter, please do not hesitate to us via email on [foi@ndis.gov.au](mailto:foi@ndis.gov.au)

We will contact you using the email address you provided. Please advise if you would prefer us to use an alternative means of contact.

Yours sincerely

FOI Team  
Freedom of Information & Privacy Section  
Legal Services Branch  
Governance, Legal & Compensation Division