



4 November 2019

Our reference: LEX 48556

Ms Julie Middleton

Only by email: [foi+request-5750-475bbeb3@righttoknow.org.au](mailto:foi+request-5750-475bbeb3@righttoknow.org.au)

Dear Ms Middleton

### **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:

1. 'Annual revenue totals from 1992 to 2018 (both inclusive) received as a consequence of the statutory refunds in relation to the Social Security Act 1991 (Cth).
2. To determine statistics for each state and territory, reconcile with the figures in point 1 and provide:
  - a) the annual totals of revenue received from law firms for each separate state and territory;
  - b) the number of transactions that make up the totals in 2 (a). This will identify if there are fewer claims in specific states. Reporting in relation to the MODC forms would assist.
3. The annual revenue totals from 1996 to 2018 received as a consequence of the statutory refunds in relation to the Health and Other Services (Compensation) Act 1995 (Cth).
4. From the figures provided in point 3, the annual totals for the revenue received from law firms in the separate states and territories. These figures will show the recovery rates per state and territory.
5. The annual figures in relation to points 1/2 and 3/4 that have been paid directly from insurers or their claims' managers.'

### **Timeframe for processing your request**

Your request was received by the Department of Human Services (**department**) on 21 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 20 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**

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 that your electronic address is [foi+request-5750-475bbeb3@righttoknow.org.au](mailto:foi+request-5750-475bbeb3@righttoknow.org.au). We will send all notices and correspondence to this address. Please advise us as soon as possible if you wish for 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 the 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 Freedom of Information Branch | Legal Services Division  
Department of Human Services