



20 December 2019

Our reference: LEX 50063

Ms Julie Middleton

Only by email: foi+request-6018-6b58e2c7@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. User Guides (or similar instruction manual) for the Department's Compensation Management System that explains the process for recording, monitoring, reviewing and reporting compensation recovery information. The Compensation Recovery Team (CRT) uses the Compensation Management System and Service Officers in the service centres record information for compensation via the New Compensation and Damages Notification (Mod C) workflow, accessed through the Compensation Management System.
2. User Guides (or similar instruction manual) for the Department's Accounts Receivable computer software that records revenue received under the compensation recovery provisions of the Social Security Act 1991.
3. A process flow, instruction manual or similar document that explains the steps:
 - a) to ensure all compensation recovery payments are recorded in the correct General Ledger Account and with an applicable Cost Centre or Code Number.
 - b) to be used in the reconciliation process of matching the detailed amounts of revenue received from compensation recovery to the injured clients income support payments.
 - c) to be used for the reporting process where total revenue figures can be used for Centrelink's annual reports, auditing or any financial management purpose.'

Timeframe for processing your request

Your request was received by the department on 18 December 2019 and the 30 day statutory period for processing your request commenced from the day after that date.

Due to the department's reduced activity period over December and January, we are seeking your permission to extend the processing time by an extra 15 days to allow us to process your request. This means the date you can expect to receive a decision from us will be no later than **3 February 2020**.

We would be grateful if you could please advise by email to FOI.LEGAL.TEAM@humanservices.gov.au by **close of business Monday 23 December 2019** whether you agree to proposed extension of time.

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-6018-6b58e2c7@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.

Yours sincerely

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