



Please quote: LEX 8298

Date 5 June 2014

Via email: foi+request-609-68b60dfd@righttoknow.org.au

Dear Anonymouse

Your Freedom of Information request

1. I refer to your request for access to documents under the *Freedom of Information Act 1982* (FOI Act). Your request was received by Department of Human Services (the department) on 3 May 2014.
2. Following a revision to the scope of your request on 22 May 2014, we have taken your request to be for:

In relation to telephone call statistics, I seek the following for the period 2011-today:

Quarterly reports for the NewStart Allowance hotline (132 850) and Youth Allowance/AusStudy hotline (132 490) that provide high level information about:

- *call wait times (for customers who call and are placed on hold); and*
- *how frequently callers are transferred from one area to another.*

...QoS may also be referred to as a Service Level Agreement (SLA). It is a common clause in ICT contracts whereby a supplier will guarantee a certain level of availability of their systems and may pay penalties for failing to meet these targets.

In regard to the software(s) used by Centrelink call centre staff manning the lines of the aforementioned phone numbers, I also seek the following for the period 2011-today:

1. *Contract outlines and QoS/SLA information from contracts of ICT suppliers who have designed and/or work on maintaining this backend system for Centrelink.*
2. *Any documents or reports showing length of time, number of incidents, and causes for such incidents where this backend software was unavailable to Centrelink staff.*
3. *Any performance reports of the software suppliers for Centrelink's backend systems".*

I have been unable to ascertain the makers of these softwares from publicly available information and may be able to further refine my request below if these software vendors are made known to me.

Third-party consultation— Section 27 – Consultation business documents

3. Section 27 of the FOI Act provides, among other things, that where a request is made for access to a document that contains information about the business, commercial or financial affairs of an organisation (business information) and it appears that the organisation might reasonably wish to contend that the business information is exempt under the FOI Act, the department must not release the document

without first giving the person a reasonable opportunity to make a submission in support of the contention.

4. As your request covers documents which contain an organisation's business information, the department is required to consult with the business concerned under section 27 of the FOI Act before making a decision to release those documents.
5. In accordance with subsection 15(6) of the FOI Act, the period for processing your request has been extended by 30 days in order to allow the department time to undertake the required consultation. A decision in relation to your request is now due by 7 July 2014.
6. Should you have any enquiries concerning this matter, please contact me.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Julian Russell', with a long horizontal flourish extending to the right.

Julian Russell
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