



21 August 2020

Our reference: LEX 57875

James

Only by email: foi+request-6603-ee39c566@righttoknow.org.au

Dear James

Acknowledgement of your Freedom of Information Request

I refer to your request for access to documents under the *Freedom of Information Act 1982* (**FOI Act**) made in the following terms:

'I request a copy of all documents which confirm the administrative procedures undertaken as part of the process of verifying the identity of the applicant before sending information to a postal or email address, if identity of the FOI applicant is relevant to decision whether to release the documents'

Information that may assist

The FOI Procedural Manual (**Manual**) provides guidance to staff in Services Australia's FOI Team. The Manual contains information relating to the process of verifying the identity and protecting the privacy of FOI applicants which may be of assistance to you. A copy of the Manual which has previously been released is publicly available at the following hyperlink (pages 8, 32, and 39 will be of relevance):

<https://www.righttoknow.org.au/request/6032/response/16569/attach/4/LEX%2050177%20Communication%20Document.pdf>.

Noting that this document satisfies your request, could you please confirm whether you are happy to withdraw your request?

Timeframe to process your request

Your request was received by Services Australia on 18 August 2020, 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 17 September 2020. 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

Services Australia 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 to which we can send notices. You have advised your electronic address is foi+request-6603-ee39c566@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

Services Australia 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 Services Australia'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.

Further assistance

If you have any questions please email FOI.LEGAL.TEAM@servicesaustralia.gov.au.

Yours sincerely

FOI Registration Officer
Freedom of Information Team
Employment Law and FOI | Legal Services Division
Services Australia