(e) For all personal requests POI and MSP/PS checks are to be undertaken by the registration officer. If POI cannot be confirmed at registration it is the responsibility of the FOI officer to undertake the necessary checks.

Stage 5 – Notifying the Decision

Verification of Identity

270. Before sending documents containing personal information to a postal or email address you will need to verify the postal or email address, as part of the process of verifying the identity of the applicant (if the identity of the applicant is relevant to the decision whether to release the documents).

Privacy checks

273. For each FOI request a two-step privacy check process is undertaken <u>whenever</u> FOI correspondence is sent and when documents are released. This is to ensure the right correspondence and right documents are going to the right applicant.

274. Privacy checks are required for all correspondence being sent externally. Postal and email addresses must be checked against the original request and a database check of the address should be included to ensure that the correct address information has been recorded.

275. Any attachments to correspondence must be checked to ensure the correct documents are being sent to the correct applicant.

Mandatory Privacy Check

FOI officer

276. Prior to sending a matter to QA, an FOI officer **must** undertake a Privacy check to ensure documents have been complied correctly and documents have been checked for any third party information was considered, redactions were applied appropriately and Tax file numbers were removed. The check must be undertaken by opening the original FOI request and comparing this to the address on the FOI correspondence and in the database to ensure this is correct and that the correct applicant name and reference numbers have been applied.

277. This mandatory check must be documented in the LEX database via a hotkey – lower case 'e' and hit the 'back tick' key. See <u>Attachment H – LEX database Key Phrases</u>.

Secondary check prior to release

278. Before any correspondence is sent externally, a privacy check **must** be completed by another member of the FOI team. This check must include looking at the original FOI request, the FOI database and the prepared correspondence. This ensures that the correct applicant, correct address/email is being used and final redacted documents are sent. When posting documents, the check should include the correct address on the envelope.

279. Once the privacy check has been completed, the FOI Officer making the privacy check is to code a file note in FOI LEX. See Attachment H – LEX database Key Phrases.

Attachment D – Quality Assurance Guide

Freedom of Information Quality Assurance Guide and Checklist

Decision Maker Responsibilities

All documents are checked for redaction before sending to the applicant

- In addition to the quality assurance of the decision, **all documents** must be checked by another person before sending to the applicant.

Guide – FOI Quality Assurance Checklist

Action	
Open original request (shared drive LEX folder): • Address details in request– match the address on the notice	☐ ☐ ☐
Open LEX – go to file notes – reports and display all file notes • Check the POI check done – generally during registration phase. • No Privacy issues	☐ ☐

Attachment H - LEX database Key Phrases

Code	Key phrase
	Proof of Identify confirmed on following details: Customer name DOB, Email address Postal address CSRN / CRN Telephone & mobile number OR POI not checked because: _____ Customer electronic record updated for file note - FOI request being processed by the FOI team Any enquiries regarding this request should be directed to the FOI mailbox freedomofinformation@humanservices.gov.au . _____
2	ACK Letter Privacy check completed: letter/email
4	Proof of Identify confirmed on following details: Checked by: SPOC against mainframe records OR..

d   MANDATORY PRIVACY CHECKLIST - FOI

_____
COMPILING FOI DOCUMENTS

1. Documents checked for third party information. Redactions applied as appropriate and in line with the FOI Act (e.g. spouse, child not in care, wrong customer, lists of other customer names)

_____

2. Tax File Numbers removed.
_____

PREPARE FOI LETTERS:

3. Correct Address used (latest address on FOI application or mainframe)

4. Cover letter checked for correct names and correct reference number/s.

_____

BEFORE SENDING FOR QA

5. Final check of letters, schedule and documents for third party information (appropriately considered under the FOI Act)

_____

| e | FINAL PRIVACY CHECK PRIOR TO RELEASE (TO BE COMPLETED BY ANOTHER PERSON) _____

1. Check for correct documents to the correct customer, and correct address.

2. Final redactions applied to documents for release.

3. Checked that covering letter is consistent with the FOI decision and documents to be released (FOI reference numbers match, amount of pages to be released matches decision letter).

4. Final check for correct applicant and correct mailing address on envelope or email (latest address on FOI application or mainframe)

5. S47F(5) documents are not attached to the initial decision. Held back for release to qualified person. _____ | |