



21 January 2021

Our reference: LEX 60515

Mr Ben Fairless

Only by email: foi+request-7027-159195ba@righttoknow.org.au

Dear Mr Fairless

Acknowledgement of your Freedom of Information Request

I refer to your request for access to documents under the *Freedom of Information Act 1982* (the **FOI Act**). You requested access to:

Background: There are messages on customer service lines reminding customers that they will be treated with courtesy and respect, and asking that customers treat staff the same way.

Would you be able to provide the documents in relation to the decision to have this message installed on customer service lines?

I am happy for the names and direct contact details (but not positions) of individuals to be excluded as irrelevant under this request.'

Please consider processing this request administratively (outside the FOI Act) if possible. If you are unable to do so, please consider it a formal FOI request.

Your request was received by the agency on 19 January 2021 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 18 February 2021. 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.

The agency 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 your electronic address is foi+request-7027-159195ba@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

The agency has administrative access arrangements ('the 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 FOI Act may be published in a disclosure log on the agency'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 agency 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@servicesaustralia.gov.au.

Yours sincerely

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