

Freedom of Information

This step: Processing a request for access under the FOI Act.

Next step: Processing a request for internal and/or Information Commissioner review of a decision made under the FOI Act.

1. Purpose

This Standard Operating Procedure (SOP) outlines the processing of a request for access under section 15 of the *Freedom of Information Act 1982 (Cth)* (FOI Act).

2. To be used by

This SOP is to be used by NDIA staff responsible for processing Freedom of Information (FOI) requests.

3. Scope

This SOP applies to request for access made under section 15 of the FOI Act. This is separate to:

- requests for access to personal information made under Australian Privacy Principle (APP) 12 of the *Privacy Act 1998 (Cth)*; and
- requests made under the Participant Information Access (PIA) process.

4. Prerequisites

In accordance with section 15(2) of the FOI Act, a request must:

- be in writing;
- state that it is an application for the purposes of the FOI Act;
- provide an address for reply; and
- provide enough information about the documents to enable the NDIA to locate them.

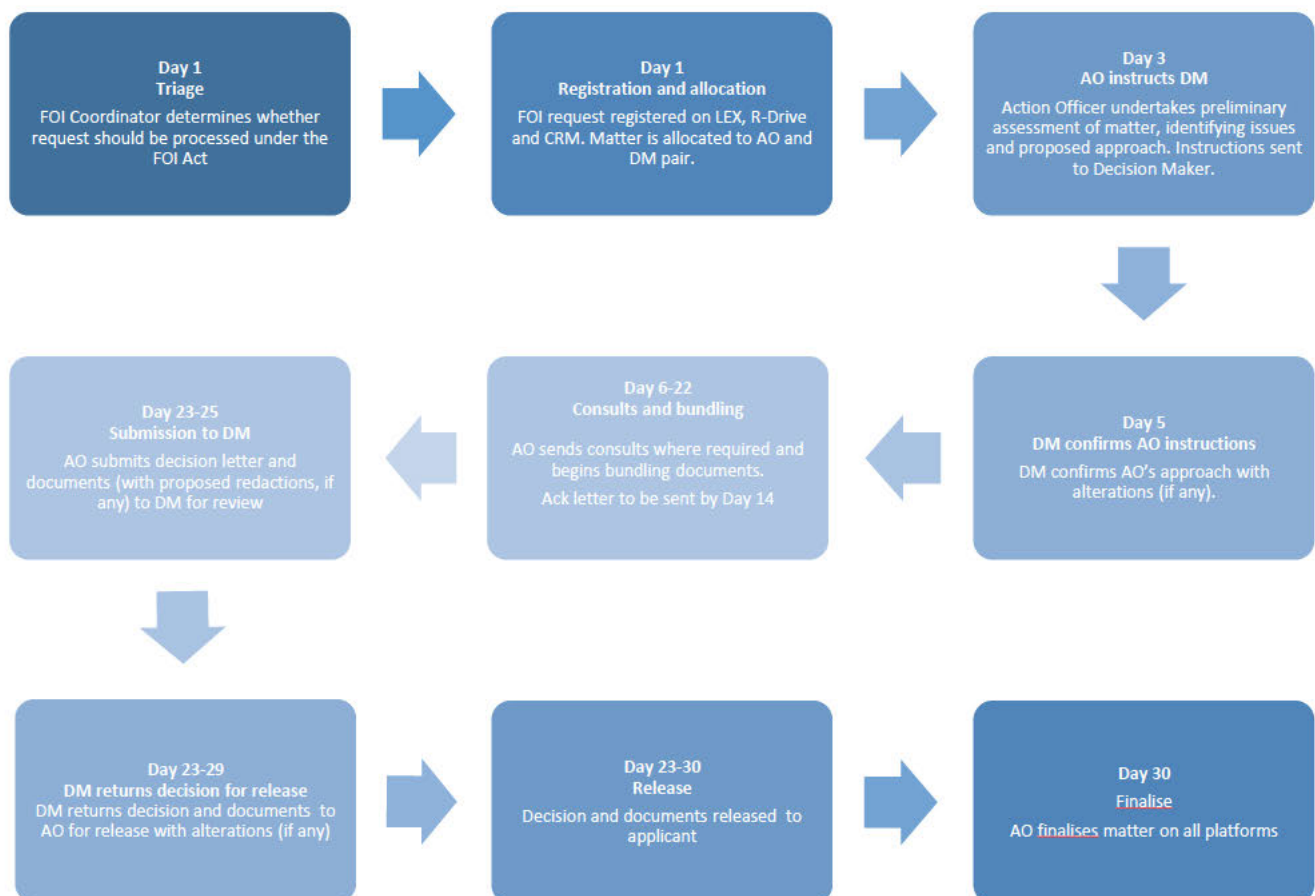
The NDIA must take reasonable steps to assist applicants to make a request. If a request does not meet section 15, the NDIA will contact the applicant to obtain any

missing information or otherwise provide help to satisfy this part. Once the request meets section 15, it can be acknowledged. If the scope of the request is unclear, the request should be acknowledged and the applicant should be assisted in accordance with section 24 of the FOI Act.

If the request is too vague or seems too large to be able to be processed, consult the applicant as soon as possible to clarify the request or see if the scope can be narrowed. This can include asking the applicant more details about the topic or subject they are seeking documents about, or by specifying a date range or some other form a descriptor.

The 30-day statutory timeframe commences the day after a request is received.

5. Process



6. Triage

Further to advice on the NDIA website, the Agency is able to provide access to certain personal information without the need for a formal FOI request. On receipt of a request for personal information that does not appear to meet section 15(2) of the FOI Act, the FOI Coordinator will assess whether the request is intended to be a request for access under the FOI Act, or whether it is a request for personal information which can be processed administratively through the Participant Information Access scheme (PIA).

If the applicant does not specify that their request is intended to be made in accordance with the FOI Act, the FOI Coordinator may refer the matter to be processed administratively by referring it to the PIA document release process.

If the request is intended to be a request under the FOI Act, the FOI Coordinator will assist the applicant to make a valid request.

6.1 Registration of an FOI request

FOI requests can be made anonymously. However, where the request seeks access to personal information, it is preferable to verify the applicant's identity. This is important to consider in the context of unreasonable disclosure of personal information (section 47F).

Where possible, the FOI Coordinator will attempt to verify the applicant's identity.

6.1.2 Verify identity (for requests involving personal information)

s47E(d) - certain operations of agencies

6.1.3 Consent

Where the applicant is willing to provide their details and they are not the person who is the participant to whom the request relates, it is preferable to confirm that the applicant has the authority to act on behalf of the participant, and this is usually given through

what is known as express consent. Where express consent has been given, it will appear in CRM. [s47E\(d\) - certain operations of agencies](#)

Appropriate authority includes, but is not limited to:

- The applicant is a Plan Nominee on the participant's CRM;
- The applicant is a Child Representative on the participant's CRM.

Consent can also be given in writing.

6.1.4 Registration

Requests falling under the FOI Act are registered as individual matters, each with a unique reference number, R-Drive folder and LEX file. Key communications and documents arising from a matter must be saved on the R-Drive and LEX. Where a request seeks documents about an NDIS participant, an interaction record is created on their customer record.

Once the decision is notified to the applicant, the interaction record is closed.

6.1.3 Data and Reporting

FOI requests are also recorded on the 'FOI Database'. The database summarises FOI request data, including timeframes, outcomes and the use of exemptions. This allows for trends and averages to be calculated and analysed. It also allows for quarterly and annual reporting to the OAIC.

Each week, the FOI Coordinator will prepare a report of significant FOI requests.

7. Processing

7.1 Determining the Scope of a Request

Where a request is broad or large, the FOI Team will consult the applicant to revise or narrow the scope of their request so that it can be processed. Variations to a request's scope must be confirmed by the applicant in writing. An applicant's refusal to modify the scope of a voluminous request may cause grounds under section 24AA for a decision maker to issue a 'practical refusal'. Where a request is large, consideration should be

given to whether seeking an extension of time from the applicant would enable the processing to take place without placing undue burden on the Agency resources.

7.1.1 Acknowledgement letter

Section 15(5)(a) of the FOI Act requires that requests are acknowledged within 14 days of receipt.

Provided that a request is valid, requests are acknowledged via an 'Acknowledgement Letter' as soon as practicable and no later than 14 days from receipt.

7.2 Searching and bundling documents for release

An Action Officer will prepare a matter assessment for the Decision Maker, seeking instruction on next steps. This assessment will make an initial determination on validity, the documents potentially falling within the scope of the request, the authority of the applicant to receive information, the likely size of the request and will also address any potential consultations and complexities.

The Decision Maker will instruct the Action Officer on the basis of the matter assessment, making comments and changes as necessary. The Action Officer will then gather the relevant documents before drafting a Decision Letter for review by the Decision Maker.

7.2.1 Searching for documents

Documents are often located from the following sources:

- NDIA email server
- Network Drives (R Drive)
- HPRM
- PDMS+
- A participant's CRM file (for personal matters); and/or
- Through consultation with line areas.

Where documents exist on CRM, the [CRM Guide](#) should be referred to for guidance in saving documents.

Line areas may be consulted using the appropriate email template where a request seeks documents not uploaded to CRM, or where advice is sought regarding exemptions. Consultations must be in writing and must provide a specified date for the return of documents and advice.

7.2.2 Preparing a bundle of documents

The relevant documents will be provided to the Decision Maker in PDF format with appropriate redactions marked up (if any), the correct FOI reference number, and pages and documents numbered.

7.2.3 Preparing the draft decision

Notice of Decision letters are drafted in accordance with the following template:

[s47E\(d\) - certain operations of agencies](#)

8. Extensions of time

8.1 Seeking extension of time from the applicant

Where further time is required to process an FOI request, an extension of time of up to 30 days may be sought from the applicant. Approval must be sought from the Decision Maker before seeking an extension of time.

If the applicant agrees, this consent must be notified to the OAIC, preferably through their webform.

8.2 Seeking extension of time from OAIC

Where an FOI request is large and/or complex, if the applicant does not agree to an extension of time, extension of up to 30 days may be sought from the OAIC and again, preferably through the OAIC webform. Further extensions may not be granted and all extension considerations are at the discretion of the OAIC. Approval must be sought from the Decision Maker before making application to the OAIC for an extension of time.

9. Decisions on Access

9.1.1 Full Access

Documents which do not contain exempt information are released in their entirety as part of a 'Full Access Decision'.

9.1.2 Partial Access and Access Refused

Documents containing exempt information are released as a 'Partial Access Decision', with the exempt material redacted. A partial access decision may be a combination of redacted and unredacted documents.

Access to a document must be refused where the document is exempt in its entirety. The Notice of Decision must justify the use of all exemptions, whether access is in part or refused.

10. Finalising and closing the matter

10.1 Preparing the decision to be sent

Once the Decision Maker has made a decision, the Action Officer will:

- Apply an accessibility check on the decision letter;
- Apply any tracked changes in the letter;
- Apply any redactions;
- Sanitise the bundle; and
- Prepare a covering email, to be privacy checked by another team member.

10.2 Finalising the matter

A covering email with the Notice of Decision and documents attached will be sent to the applicant. All correspondence (both internal and external) must then be saved to the R-drive.

The Action Officer will then close off the matter on CRM, LEX and the FOI Database. An email must be sent to the Decision Maker noting that the above tasks have been completed.



Standard Operating Procedure

10.2.1 Finalising matters conducted by post

All communications by post must be sent by registered post with associated tracking numbers. Tracking numbers must be logged on LEX.

Action Officers must check all correspondence from the applicant to ensure the correct postal address for reply in line with *Privacy Check – Mandatory Procedures*.

11. Supporting material

The following materials are relevant to the processing of a request:

[Freedom of Information Act 1982 \(Cth\)](#);

[Freedom of Information Guidelines](#);

[Privacy Act 1988 \(Cth\)](#); and

[NDIS Act 2013 \(Cth\)](#)

12. Process owner and approver

Director – Freedom of Information

13. Feedback

s47E(d) - certain operations of agencies

14. Version control

Version	Amended	Brief Description of Change	Date
1.0	s22(1)(a)(i) - irrelevant material	Initial Version	2020-05-08
1.1		Additions outlining data reporting processes, definitions for personal information and outline of qualified release process	2020-05-20
2.0		Review of SOP conducted	2021-02-23



Standard Operating Procedure Registration

Registration of FOI/APP12 Requests

Previous Step: Triage SOP

Next Step: FOI/APP12 SOP

1. Purpose

This Standard Operating Procedure (SOP) outlines the process of registering and recording new requests for information received by the Agency, through the Freedom of Information (FOI) and Privacy Act (APP12) release mechanisms. This SOP is to be used when new requests for information are received by the FOI team, via the foi@ndis.gov.au inbox.

2. Index


1. [Purpose](#)
2. [Index](#)
3. [To be used by](#)
4. [Scope](#)
5. [Prerequisites](#)
6. [Procedure](#)
 - Registration Processes**
 - 6.1 [Allocation](#)
 - 6.2 [Create New Matter in](#) 
 - 6.3 [Create R Drive Folder](#)
 - 6.4 [Database Entry](#)
 - 6.5 [Registration Checklist](#)
 - 6.6 [Interaction Records](#)
 - Other Processes**
 - 6.7 [Transfer Matters](#)
 - 6.8 [Disclosure Log Updates](#)
 - 6.9 [Acknowledgement Letter Tracker](#)
7. [Supporting Material](#)
8. [Process Owner and Approver](#)
9. [Feedback](#)
10. [Version Control](#)



3. To be used by

Registration Officer – FOI Team

4. Scope

This SOP applies to all requests for information received by the FOI team in the FOI and APP12 release mechanisms, which are registered and recorded by the Registration Officer. This SOP outlines the process of registering new requests and saving the details of the request in  and in the R Drive

5. Prerequisites

Prior to registration of new requests, the release mechanism for the request needs to be determined, the process for which is outlined through the [Release Mechanism Checklist](#) and in the [Triage SOP](#)

6. Procedure

6.1. Allocation

6.1.1 To Action

Once the appropriate release mechanism has been determined using the Release Mechanism Checklist ([found here](#)), copy the relevant allocations email template to the request email and replace the email subject line with:
 “FOR ACTION – New **FOI/APP12** Request - <**Reference Number**>
 Then move to the ‘To Action’ folder

6.1.2 Fill Out Email Template

Fill out table in draft email located in the ‘To Action’ folder. Ensure font is Arial 11

FOI Reference No or APP12 Reference No	19/20-XXXX (Participant's last name) for <i>standard FOI requests</i> 19/20-IRXXX (Participant's last name) for <i>internal reviews</i> 19/20-OAICXXX (Participant's last name) <i>for OAIC external reviews</i> or 19/20-APPXXX (Participant's last name) <i>for APP12 matters</i>
--	---



Standard Operating Procedure Registration

Applicant Name	<p><i>Person requesting the information. Include job title or relationship if not participant. For all names include:</i></p> <p><i>Ms, Mr, Mrs (if specified), Mstr (for under 18), or Miss (or under 18)</i></p>
Participant Name	<p><i>Person who is the NDIS participant (ibid if same as above)</i></p>
NDIS Ref No	<p><i>If not supplied by applicant then look up in CRM and type NOT PROVIDED followed by (Ref No)</i></p> <p><i>N/A if request is for non-personal information</i></p>
Authority	<p>s47E(d) - certain operations of agencies</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>
Tier	<p>s47E(d) - certain operations of agencies</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>
Date of Request	<p>DD MONTH YYYY <i>Date email or letter is received by the FOI Team</i></p>
Date Ack Letter Due	<p>DD MONTH YYYY <i>14 days after request received. If date falls on a weekend or holiday then input date of the following workday.</i></p>

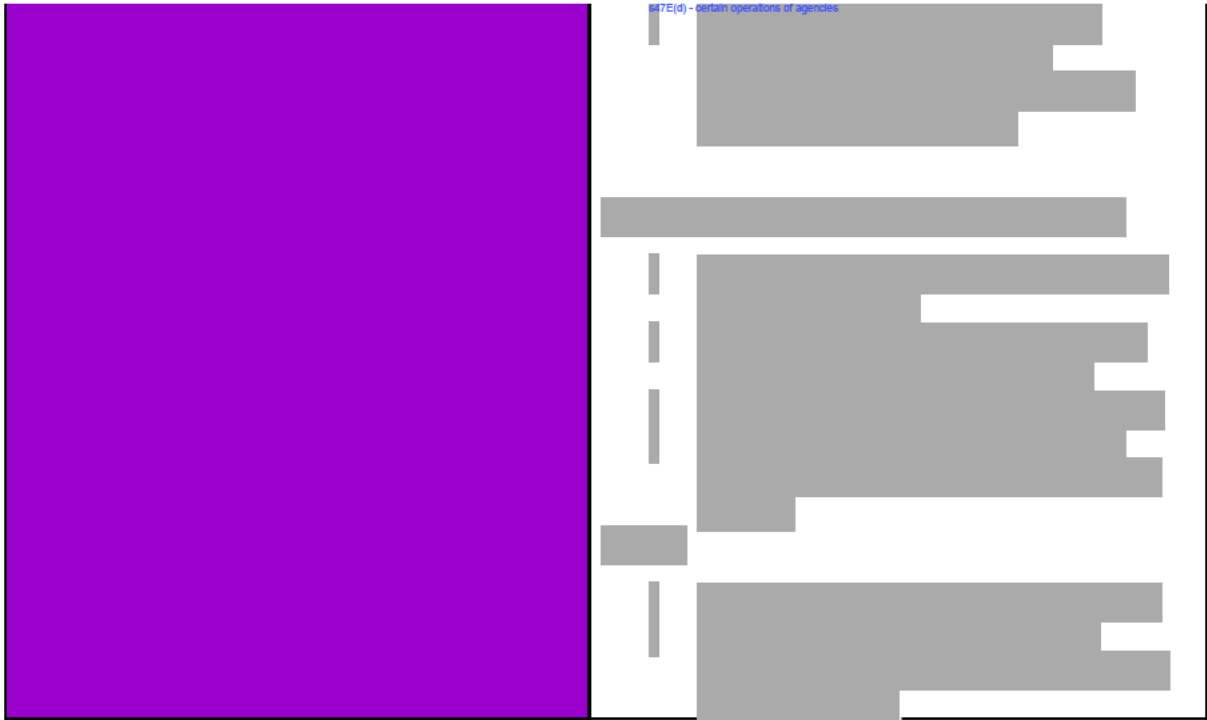


Standard Operating Procedure Registration

	<i>Acknowledgement letters not required for APP12 matters, which is reflected in the APP12 allocations template</i>
Date due to DM	DD MONTH YYYY <i>1 week before Expiration of Timeframe</i>
Date Due	DD MONTH YYYY <i>3 days before the Expiration of Timeframe (below)</i> <i>If date falls on a weekend or holiday then input date of the following workday. If date falls on a weekend or holiday then input date of the following workday.</i>
Expiration of Timeframe	DD MONTH YYYY <i>30 days after request received. Look up exact date on the FOI online calculator:</i> http://www.foisolutions.com.au/cal.php <i>If date falls on a weekend or public holiday then input date of the following workday.</i>
Request Details	See Below/Attached <i>Include brief description of request in the comments section</i>
Previous Request(s)	No/Yes <i>s47E(d) - certain operations of agencies</i> <div></div>
Sufficient POI	Full Name: Y/N DOB: Y/N Address: Y/N Ref #: Y/N <i>s47E(d) - certain operations of agencies</i> <div></div> <div></div> <i>– Registration Officer to draft an email seeking POI at registration phase of request.</i>
Comments	<ul style="list-style-type: none"> - POI confirmed - Email sent seeking POI/authority (attached) <i>Remove this line if no email was sent</i>



Standard Operating Procedure Registration



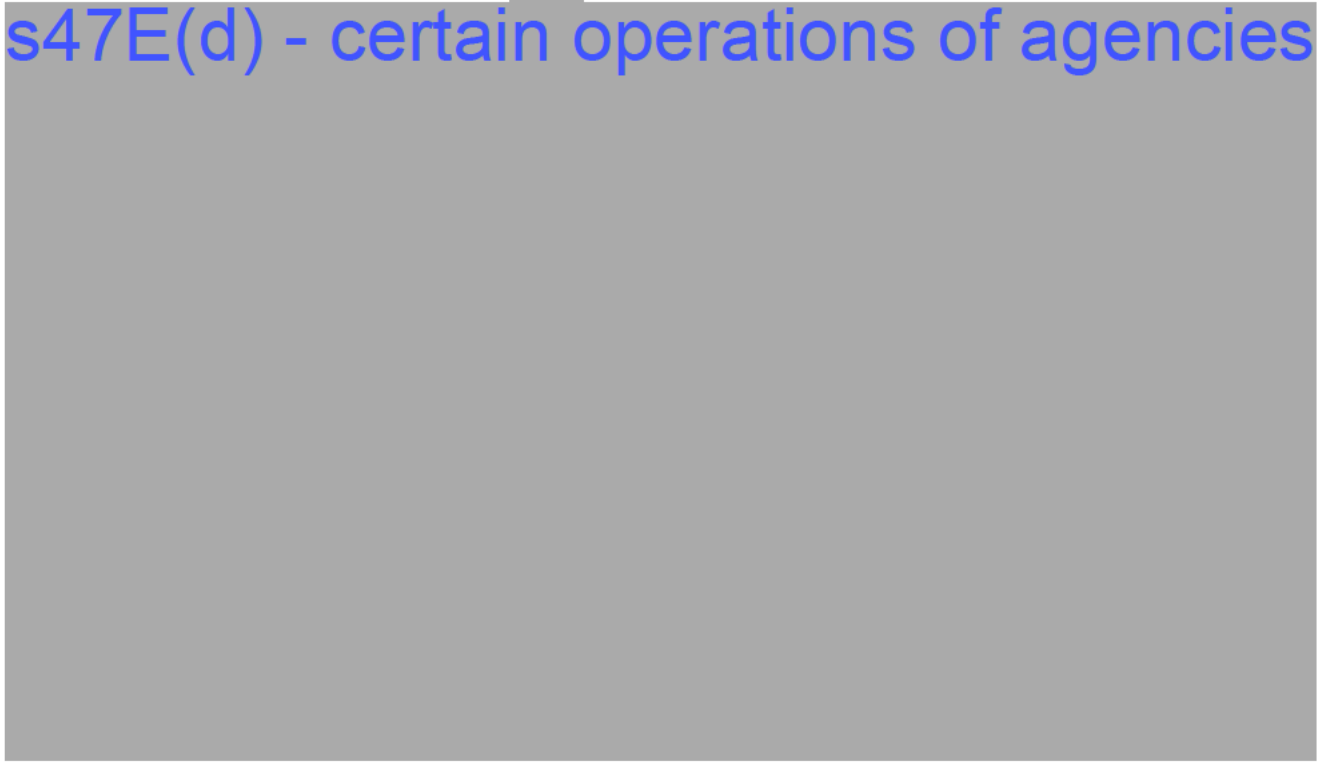
NB

If there are multiple requests from the same Applicant please add a numerical value to the request. (eg Bloggs 1, Bloggs 2 etc)

If there are multiple requests with the same Applicant name please add initial of first name to request (eg. J Bloggs, R Bloggs).

6.2. Create New Matter in

s47E(d) - certain operations of agencies





s47E(d) - certain operations of agencies



6.3. Create R Drive Folder

6.3.1 Create Folder



Standard Operating Procedure Registration

1. Copy template folder located in R Drive ([here](#)):

s47E(d) - certain operations of agencies

2. Paste template folder in:

s47E(d) - certain operations of agencies

3. Rename folder with LEX number created and FOI Reference No

e.g. [s47E(d) - certain operations of agencies] ID] – FOI 20.21-XXXX (NAME) or [s47E(d) - certain operations of agencies] ID] – 20.21-APPXXX (NAME)

6.3.2 Save Original Request

1. Open the folder and place original email request and any attachments in Registration Folder:

1. *Registration > Original Request*

2. Place any subsequent correspondence with or from applicant in:

2. *Communication with Applicant*

6.3.3 Draft Acknowledgement Letter

1. Open template Acknowledgment Letter located in Shell Folder:
 1. *Registration > Acknowledgment*
2. Delete the Acknowledgement Letter folder for APP12, IR and OAIC requests as they are not required.
3. Fill and complete Acknowledgment Letter adding relevant information.

6.4. Database Entry

s47E(d) - certain operations of agencies




s47E(d) - certain operations of agencies

6.5. Registration Checklist


6.5.1 Mark off the Registration Checklist

Once each step of registration process is completed remove (No) from checklist.


For Standard FOI matters:

 Created	Yes/No
R Drive Created	Yes/No
Ack Drafted and Request Saved Down	Yes/No
Recorded on Database	Yes/No

For APP12 matters:

 Created	Yes/No
R Drive Created and Request Saved Down	Yes/No
Recorded on Database	Yes/No

For Internal Reviews and OAIC external reviews:

 Created	Yes/No
R Drive Created	Yes/No
Request Saved Down	Yes/No
Recorded on Database	Yes/No



Standard Operating Procedure Registration

6.6. Interaction Records

6.6.1 Determine Assigned Action Officer (AO)

When FOI and APP12 requests for personal information have been allocated, go through the allocation database to see who the AO is (*interaction records are not required for Non-Personal requests*).

s47E(d) - certain operations of agencies

s47E(d) - certain operations of agencies



Other Procedures


6.7. Transfer Matters

6.7.1 Transfer Matters between Release Mechanisms

If a matter has been registered with one release mechanism (FOI, PIA or APP12) but is later identified as being more appropriate to a different release mechanism, then the matter needs to be transferred and details updated.

1. Find the LEX file of the relevant matter, mark it as withdrawn and enter the following text into File Notes to indicate a transfer between release mechanisms:

*"This matter has been transferred from **FOI / APP12 / PIA** to **FOI / APP12 / PIA** on **dd/mm/yyyy**"*

2. Create a new  file and R Drive folder with the new release mechanism details.
3. Create a new entry into the database of the new release mechanism and mark the original database entry as withdrawn.

6.7.2 De-Registration of Matters






If split requests are merged together, the now un-required FOI, APP12, or PIA Reference numbers need to be closed off.

1. Find the LEX file of the relevant matter and mark 'Status' as 'Closed' and 'Outcome' as 'Withdrawn'.
2. Move the R Drive folder from 'Active Matter' to 'Archived Matters'.
3. Close off the matter in the database and mark 'Outcome' as 'Withdrawal'

6.8. Disclosure Log Updates

6.8.1 Disclosure Log Updates

New Discourse logs will be found on the NDIS website under FOI Disclosure log and new Disclosure log requests will be sent via email.

1. Take the FOI reference number from the NDIS website under FOI Disclosure log and find the matter in  **s47E(d) - certain operations of agencies** 
 (for current matters) or **s47E(d) - certain operations of agencies** 
 for archived matters)
2. Copy the reference number, name and the PDF document found in the Disclosure log folder

FOI matter > 7.Disclosure Log >



Standard Operating Procedure Registration

3. Create a new folder in [s47E\(d\) - certain operations of agencies](#)
[redacted] and paste the reference number and name
4. Paste the PDF document into the new folder
5. Open 1 Disclosure log excel found [s47E\(d\) - certain operations of agencies](#)
[redacted]
6. Input following information:
 - Reference #
 - Date → *date the disclosure log was released*
 - Description → *copy FOI request found on the NDIS website*
 - Applicant → *who the FOI request was made by*
 - Exemptions applied → *where the redactions were applied*
 - Current version
 - Comments
 - Document → *hyperlink the PDF file*
7. Update Subsequent Releases

Disclosure log requests update the Subsequent Releases in the 1 Discourse log excel

6.9. Acknowledgment Letter Tracker

6.9.1 Record New Matters in Ack Letter Tracker

1. Open the Acknowledgement Letter Tracking spreadsheet
[redacted] [s47E\(d\) - certain operations of agencies](#)
[redacted]
2. Enter in reference number, name and date of request – acknowledgment letter due date will automatically calculate
3. Open FOI allocation excel and search for the reference number/name to find the AO, RO and DM
[redacted] [s47E\(d\) - certain operations of agencies](#) (FOI Allocation)
4. Copy the AO and RO (*if the RO and DM are the same*). If they are different then copy the AO and DM
5. Paste into the Ack letter tracker column for AO and DM's

6.9.2 Track Outgoing Acknowledgement Letters

1. Open outlook and search each reference number in the FOI inbox and check if an acknowledgement letter has been sent



Standard Operating Procedure Registration

Search FOI> '20/21-XXXX' (subfolders) > Search

2. Click yes or no using the drop box next to the acknowledgment letter due date
3. Filter the matters to only show 'no'
4. Now using the DM outstanding ack letters sort the remaining matters to each DM
5. Send an email to all DM's notifying them of what acknowledgment letters need to be sent out in the coming week

7. Supporting material

- NDIS Act – Section 75 on Parental Authority
- Triage SOP
- Release Mechanism Checklist

8. Process owner and approver

Registration Officer – FOI Team

Director/Assistant Director – FOI Team

9. Feedback

s47E(d) - certain operations of agencies



Standard Operating Procedure Registration

10. Version control

Version	Amended by	Brief Description of Change	Status	Date
V 0.4	§22(1)(a)(ii) - irrelevant material	Remove PIA registration steps (separate SOP created for PIA registrations)	DRAFT	2020-Jul-28
V 0.3		Adjusted formatting to match NDIA SOP Template	DRAFT	2020-Jun-10
V 0.2		Updated process to include registration of APP12 matters	APPROVED §22(1)(a)(ii) - irrelevant	2020-Mar-24
V 0.1		Creation of Registration SOP	APPROVED §22(1)(a)(ii) - irrelevant	2019-May-21



Triage of the FOI mailbox

Next Step: Registration of FOI Requests.

1. Purpose

This Standard Operating Procedure (SOP) is to be used to triage and manage the Freedom of Information (FOI) mailbox. This SOP will provide guidance in how to triage the FOI inbox and to streamline the triage process

2. Index

[1. Purpose](#)

[2. Index](#)

[3. To be used by](#)

[4. Scope](#)

[5. Prerequisites](#)

[6. Procedure](#)

[6.1 Inbox](#)

[6.2 ACTION Folder](#)

[6.3 UNALLOCATED](#)

[6.4 REGISTRATION](#)

[6.4.1 TO ACTION](#)

[6.4.2 REGISTERED](#)

[7. Supporting material](#)

[8. Release Mechanism Checklist \(FOI\)](#)

[9. Process owner and approver](#)

[10. Feedback](#)

[11. Version control](#)



3. To be used by

This SOP is intended for the following users:

- FOI Coordinator; and
- FOI Team.

4. Scope

- This SOP serves to provide an overview of how the FOI Mailbox (foi@ndis.gov.au) is structured, as well as best practice guide to managing workflow within this mailbox. Diligent application of this SOP will ensure seamless workflow and all statutory timeframes are adhered to.

5. Prerequisites

- The triage aspect of the FOI process is the first point of contact for a participant and/or their representative in terms of submitting a FOI request or a general enquiry about seeking access to information;
- Before providing contact or forwarding emails on to relevant staff, privacy must be considered in terms of email addresses for receipt and the type of information that is being provided or forwarded on;
- It is critical that contact is made with participants and internal/external stakeholders in a timely matter that engage the inbox.

6. Procedure

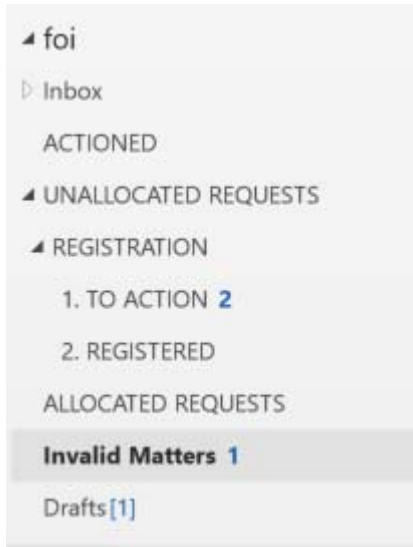
Emails received to the foi@ndis.gov.au mailbox should be triaged and addressed as a matter of urgency.



Standard Operating Procedure

FOI Triage

The folder structure for this positional mailbox currently resembles the following:



The below folders assist in streamlining the triage process:

6.1 Inbox

This folder is the communication nexus of the FOI Team, acting as the primary avenue for the receipt of FOI requests, APP12 requests, consultations and communications with internal and external bodies. Emails should not remain in this folder, but rather should be directed to the relevant team members with carriage of a matter or work-flowed per the below.

6.2 ACTIONED Folder

This folder serves as an archive for all correspondence that has been received by or sent from the foi@ndis.gov.au email address. Once an email has been sent to the appropriate stakeholder it should be moved to the Actioned Folder to denote that there is no further action required from the Triage Team.

6.3 UNALLOCATED REQUESTS

This folder is the holding point for valid FOI requests which have not yet been registered by the Registration Officer. Once these matters have been registered and allocated to the appropriate staff they must be moved to the ALLOCATED REQUEST folder

6.4 REGISTRATION

This is the working folder for the Registration & Allocations Officers.
For more information see [Registration Officer SOP](#)



Standard Operating Procedure

FOI Triage

6.4.1 TO ACTION

This sub-folder contains the FOI Allocation Email Shell which is to be actioned by the Registration Officer in their course of their duties. Once complete these emails will be moved to the REGISTERED subfolder.

6.4.2 REGISTERED

This sub-folder contains the completed FOI Allocation Email Shell. Once it has been filled out and registered on all platforms by the Registration Officer, the completed allocation email is reviewed and sent by the Allocations Officer. This matter has now been allocated to an AO/DM pairing for processing.

7. Supporting material

- [NDIS Act 2013](#)
- [.FOI Webpage](#)



Standard Operating Procedure

FOI Triage

Email type	Description	Action
Request for Information	An email from an applicant seeking access to documents of the Agency. This may be in the body of the email or with a form attached. This may include a request for documents of an NDIS partner organisation including Partners in the Community (PITC).	Assess validity under the <i>FOI Act</i> (s15(2)) or <i>Privacy Act</i> (APP12) Refer to the 'release mechanism checklist' to determine the most appropriate release mechanism for the request.
Request for Review	An email requesting an internal or notifying external review of a FOI request.	Assess grounds of review and ensure that review request is within statutory timeframes (30days – internal, 60days external). Notify original DM and Team Leader of review. If valid move to registration and allocation.
General Enquiries	An email that is a general enquiry about the NDIA or its services. Also includes enquiries about plans and request for contact.	Refer email to enquiries@ndis.gov.au or the NCC on 1800 800 110
Scams	An email that appears to be a scam or fraudulent in	Mark email as "Report Suspected Spam" on Outlook
Feedback or suggestion about the NDIA	An email from a participant, on behalf of a participant (carer/support worker/provider) or member of the public that makes a suggestion for improvements, including service, products, scheme, supports covered or anything else NDIA related	s47E(d) - certain operations of agencies



Standard Operating Procedure

FOI Triage

Website	An issue or suggestion from someone about the website	Forward copy of email to §47E(d) - certain operations of agencies and §47E(d) - certain operations of agencies for their action/information.
s47E(d) - certain operations of agencies		
s47E(d) - certain operations of agencies		



Standard Operating Procedure

FOI Triage

8. Release Mechanism Checklist (FOI)

Freedom of Information (FOI)

Check	Yes/No	Next Steps
Was the request made in accordance with section 15(2)? (a) in writing; (aa) state that request is for the purposes of the FOI Act; (b) provide such information as is reasonably necessary to identify the document(s); and (c) give notice of how notices can be sent to the applicant.		If no – contact applicant to assist in lodging valid FOI request or direct to APP/PIA where appropriate
Does the applicant have the correct authority?		If no - contact applicant to gain authority
Has sufficient POI been provided?		If no – contact Applicant in order to verify b47C(2) - certain operations of agencies .
Is the scope of the request clear?		If no – contact Applicant to clarify
Internal Consultations may need to be conducted?		If yes – advise AO/DM to complete within first few days



Standard Operating Procedure

FOI Triage

External Consultations may need to be conducted?		If yes – advise AO/DM to complete as soon as possible
s47E(d) - certain operations of agencies		



9. Process owner and approver

FOI Coordinator – FOI Team

Director/Assistant Director – FOI Team

10. Feedback

s47E(d) - certain operations of agencies

11. Version control

Version	Amended by	Brief Description of Change	Status	Date
V0.3	s22(1)(a)(i) - irrelevant material	Adjusted formatting to match NDIA SOP Template	APPROVED s22(1)(a)(i) - irrelevant material	2020-08-6
V 0.2		Document developed (PIA update & Checklist)	APPROVED s22(1)(a)(i) - irrelevant material	2020-05-11
V 0.1		Creation of FOI Triage SOP	APPROVED s22(1)(a)(i) - irrelevant material	2020-05-8