



12 November 2021

Our reference: LEX 64959

G Griffiths

Only by email: foi+request-7989-1b70b7c6@righttoknow.org.au

Dear Sir / Madam

Freedom of Information Request - Third Party Consultation

I refer to your request to Services Australia (the agency) dated 19 October 2021, for access under the *Freedom of Information Act 1982* (FOI Act) to the following:

[C]opies of any documents relating to the selection of the hold music for the Services Australia phone lines, including Centrelink, Medicare, and the Australian Immunisation Register.

Third-party consultation - business documents

As your request covers documents which contain information concerning the business, commercial or financial affairs of an organisation, or a person's business or professional affairs, the agency is required to consult with the person or organisation concerned (under section 27 of the FOI Act) before making a decision on the release of those documents.

For this reason the period for processing your request has been extended by 30 days in order to allow the agency time to consult with that person or organisation (section 15(6) of the FOI Act). The processing period for your request will now end on 22 December 2021.

The consultation mechanism under section 27 applies when the agency considers the person or organisation concerned may wish to contend the requested documents are exempt because their release would disclose trade secrets or commercially valuable information or may adversely affect their business or financial affairs. The agency will take into account any comments we receive from the person or organisation. However, the final decision on whether to grant you access to the documents requested rests with this agency.

Further assistance

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

Yours sincerely

Philippa

Authorised FOI Decision Maker
Freedom of Information Team
Information Access Branch | Legal Services Division
Services Australia