



14 April 2022

Our reference: LEX 67446

Ms Olivia Good

Only by email: foi+request-8712-b28dfeae@righttoknow.org.au

Dear Ms Good

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:

I would like to request that documents regarding Services Australia's internal processes for assessing disability and DSP eligibility be made known. Currently the processes are very opaque.

Timeframe

Your request was received by Services Australia (the agency) on 8 April 2022 and the 30 day statutory period for processing your request commenced from the day after that date. Therefore, a decision from us is currently due by 9 May 2022.

Request for extension of time

I am currently consulting with the business area to identify and retrieve documents in relation to your request. Due to this consultation process, the processing of your request is taking longer than anticipated. Therefore, I respectfully request that you agree to extend the processing time of your request by an additional 15 days under section 15AA of the FOI Act.

If you agree to the extension of time, the due date for a decision on your request would be Tuesday 24 May 2022.

I would appreciate if you could consider this request and send your reply email by close of business 19 April 2022 to FOI.Legal.Team@servicesaustralia.gov.au advising whether you agree to extend the processing time by an additional 15 days, by stating 'I agree'.

Please note this period may be further extended if we need to consult third parties or for other reasons. We will advise you if this happens.

Charges

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 you to provide us with an address to which we can send notices to. You have advised your electronic address is foi+request-8712-b28dfeae@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 information released under the 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

Patricia
FOI Registration Officer
Freedom of Information Team
Information Access Branch | Legal Services Division
Services Australia