



20 January 2015

Vera Lystich

Our reference: LEX 12004

By email: foi+request-877eea95bc5@righttoknow.org.au

Dear Ms Lystich,

Your Freedom of Information Request

1. I refer to the request that you have made for access to documents under the *Freedom of Information Act 1982* (Cth) (FOI Act). I have taken your request to be for:

“Copies of reports into ‘suspected breaches of the APS Code of Conduct’ by Centrelink staff at the Boronia, Ringwood or Lilydale Centrelink Service Centres in Victoria.

...
To assist in processing my request, I am willing to limit its scope to only those documents prepared since January 2010, to the present. I am, of course, expecting the personally-identifying information of the individuals involved to be redacted.”
2. Your request was received by the department on 15 January 2015 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 16 February 2015. 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.
3. The department 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

4. 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-877eea95bc5@righttoknow.org.au.
5. We will send all notices and correspondence to this address. Please advise us if you wish correspondence to be sent to another address or if your address changes as soon as possible. If you do not advise us of changes to your address, correspondence and notices will continue to be sent to the address specified above.

Disclosure Log

6. Please note that information released under the FOI Act may be published in a disclosure log on the department'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 departmental officers details

7. The department is working towards ensuring that all employees have a choice about whether they provide their full name 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 staff names, direct contact details and personal log-on identifiers are out of the scope of your request and they will be redacted under section 22 of the FOI Act.
8. Should you have any enquiries concerning this matter, please contact the FOI Legal Team via FOI.Legal.Team@humanservices.gov.au and we will correspond with you by email in relation to your request.

Yours sincerely,

FOI Delegate
FOI and Information Release Branch
Legal Services Division
Department of Human Services