



7 June 2022

Our reference: LEX 68161

OpenWelfare

Only by email: foi+request-8978-ba8edb5a@righttoknow.org.au

Dear OpenWelfare,

Acknowledgement of your Freedom of Information Request

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

As of writing 520 out of 5230 (About 10%) of all Operational Blueprint pages feature a warning at the top:

"This procedure is under review. An Operational Message about this content exists."

eg

<https://operational.servicesaustralia.gov.au/public/Pages/job-seekers/001-09040120-01.html>

Normally, outside of Centrelink - reviews are made for reasons. This message is obtuse - as an outsider I don't fully understand what this message means.

Could you please, in an administrative fashion, not under the FOI act - briefly explain these messages and why they exist to me and the rest of the public on right to know? in addition -

I request under the Freedom of Information act 1982, copies of the following documents:

*Internal documents providing advice on how to use this message should that exist

*The last two most current blueprints that have written records of internal discussion (be it memo, email, etc) relating to changing a blueprints status to under review.

Timeframe

Your request was received by the agency on 2 June 2022 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 2 July 2022. As this is a Saturday, you should therefore expect a decision the next business day, Monday, 4 July 2022. 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.

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-8978-ba8edb5a@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

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