



8 July 2022

Our reference: LEX 68365

OpenWelfare

Only by email: foi+request-9037-ecb8f595@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). We received your original request on 19 June 2022. Pursuant to your correspondence dated 28 June 2022, you have revised your request to:

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

Accessing an Indigenous interpreter 125-17060200
Identifying barriers to participation for Indigenous customers 001-09020110
Initial contact and identification of services for Indigenous Australians 125-01000000
Services to Indigenous job seekers 125-02010040

from your Operational Blueprints.

I request that it be posted to your operational blueprint site for all to see if unredacted, or if unable to be done a PDF to this right to know request.

Timeframe

Your original request was received by the agency on 19 June 2022. On 27 June 2022, the agency consulted with you as your request did not meet the requirements of the FOI Act. You revised your request on 28 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 28 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 provide us with an address which we can send notices to. You have advised your electronic address is foi+request-9037-ecb8f595@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 that 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

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