



FOI - Verity Pane - One DVA and Benchmarking of Costs of Service

LEX ID	47367	Decision/Outcome	FOI Decision: Access granted (part)
DVA file number		Charges notified (\$)	0.00
Applicant Name / Contact	Verity Pane	Charges collected (\$)	0.00
DVA officer	Information Access Unit - Jasmine ^{s 47E; s 47I}	Date received/valid	3 January 2022
Source	1. Direct from Applicant	Date dcn notif'd/wdn/trsf	30 June 2022
Matter Type	FOI Primary Request	Date finalised	30 June 2022
Personal Information?	No	Access level	Unrestricted
Request Type	Business Information - Stats	Date created	10 January 2022
FOI - Practical refusal?	No - consultation not required	Last updated	16 August 2022
Time Frame	6. More than 90 days over statutory timeframe	Due date	18 Mar 2022
FOI - Disclosure log?	Published	Days running	178
Status	7.2 Finalised	Days to go (if clock running)	
		Days running beyond timeframe (if clock stopped)	104

Client/Applicant details Name: Verity Pane
Email: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx@xxxxxxxxxxx.xxx.xx

Scope/Details of Request Sent: Monday, 3 January 2022 1:05 PM
To: INFORMATION.ACCESS < xxxxxxxxxxxx.xxxxxx@xxx.xxx.xx >
Subject: Freedom of Information request - Consultant Reports - One DVA and Benchmarking of Costs of Service

Dear Department of Veterans' Affairs,

I seek copy of the Ian Lindenmayer report on the implementation and effects of the introduction of the 'One DVA' model, which was provided around 2008-2009 to DVA.

I seek copy of the Friday Group report on the benchmarking of costs of service of DVA, which was provided around 2008 to DVA.

Yours faithfully,

Verity Pane

File notes

Date	Type	DVA officer	Timeframe days
16 Aug 2022	1. File note	Joshua ^{s 47E; s 47F}	
Email received 1-8-2022 trimmed			
1 Aug 2022	1. File note	Natalie ^{s 47E; s 47F}	
Email received from applicant declining request for an extension email in LEX document tab			
27 Jul 2022	1. File note	Natalie ^{s 47E; s 47F}	

OAIC decision made email saved in Lex doc tab

15 Jul 2022 1. File note Fiona ^{s 47E; s 47F}

Email from OIAC asking whether DVA granted or refused access in the decision sent to applicant.

30 Jun 2022 1.1.1 Clock stop Jasmine ^{s 47E; s 47I}

Clock stopped. Reason: DL sent

30 Jun 2022 1. File note Jasmine ^{s 47E; s 47I}

Bundle and DL finalised.

30 Jun 2022 1.3.1 TRIM file number Jasmine ^{s 47E; s 47I}

2209827

29 Jun 2022 1. File note Jasmine ^{s 47E; s 47I}

Secretary happy with release

29 Jun 2022 1. File note Jasmine ^{s 47E; s 47I}

Awaiting response from secretary regarding Joshua's email

28 Jun 2022 1.4.2 QA Finalised Carmen ^{s 47I}

Amendment QA'd

28 Jun 2022 1. File note Jasmine ^{s 47E; s 47I}

Response from SEC office reviewed. NIL changes identified by SEC. I have identified a few minor redactions that were missed and have resubmitted to QA.

23 Jun 2022 1. File note Jasmine ^{s 47E; s 47I}

Email sent to SEC office for review of DL and Bundle

22 Jun 2022 1. File note Jasmine ^{s 47E; s 47I}

Amendments made; DL and bundle finalised. Email to SEC office drafted for J^{s 47} review

22 Jun 2022 FOI: s47E - Certain operations of agencies Jasmine ^{s 47E; s 47I}

22 Jun 2022 1.4.2 QA Finalised Carmen ^{s 47I}

Draft DL and RP QA'd

22 Jun 2022 1.4.1 QA Check Carmen ^{s 47I}

Redaction properties.
LEX - add s.47E in file note.

21 Jun 2022 FOI: s45 - Material obtained in confidence Jasmine ^{s 47E; s 47I}

21 Jun 2022 FOI: s47G - Jasmine ^{s 47E; s 47I}
Business (other than s47)

21 Jun 2022 FOI: s47C - Jasmine ^{s 47E; s 47I}
Deliberative processes

21 Jun 2022 FOI: s22(1)(a)(i) - Jasmine ^{s 47E; s 47I}
exemptions applied/edited copy

9 Jun 2022 1. File note Jasmine ^{s 47E; s 47I}
DL amended as per Molly's comments. Further information added to public interest exemptions

2 Jun 2022 1. File note Jasmine ^{s 47E; s 47I}
After reviewing definitions, OAIC guidelines and FOI act, I cannot see how 47G does not apply to international organisations.

I have decided to redact the information of international organisations who did not respond to my consultation attempts.

Discussed with Molly who shared this view. 47G will be applied to international organisations.

I have made amendments to the DL to include 47E(d) as per discussion with Molly in any case where 47G may fail. I have removed the redaction on page 62

2 Jun 2022 1. File note Molly ^{s 47E; s 47F}

Discussion with Jasmine - worked through 47G and whether we can apply to international organisations and business information of the Department. We reached the conclusion that we can.

Have another look through the 47C redactions and pull off any summary pages ie page 62.

Add in 47E(d) argument - you don't need to update redaction codes, but make it clear in the letter and index what material you are applying this to.

31 May 2022 1. File note Jasmine ^{s 47E; s 47I}
Awaiting response from Chantal re bundle

23 May 2022 1. File note Jasmine ^{s 47E; s 47I}

REDACTIONS

47C - several sections throughout documents; including executive summaries - relating to opinion, advice or recommendation provided by TFG

47G - business information of third parties where I was unable to consult; information third parties considered to be sensitive. I have redacted as this information could unreasonably affect the business.

47G: DVA business, staffing & financial information contained in document 4.

s 45: Lindenmayer report (Document 5) & document 3 - marked commercial in-confidence, unable to consult.

11 May 2022 1. File note Jasmine ^{s 47E; s 47I}

Document 22174994E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Benchmarking Partners Comparison - October 2008 redacted. Marked commercial in confidence. Unable to consult with TFG to discuss release.

Response received from CBD. Need to review comments and re review my redactions.

Once done wish to discuss with Chantal for advice.

4 May 2022 1. File note Joshua ^{s 47E; s 47F}
Query to Chantal re: business area comments before release

28 Apr 2022 1. File note Jasmine ^{s 47E; s 47I}
Email to CBD and Veterans and Families services group sent

28 Apr 2022 1. File note Jasmine ^{s 47E; s 47I}
Email drafted to CPD and Veterans and Families services group. Josh will finalise and send once we have found an email address for Veterans and Families services group

Once response received from above need to:

1. Apply redactions to budget information
2. Apply redactions regarding material regarded as sensitive by above
3. Draft decision

21 Apr 2022 1. File note Jasmine ^{s 47E; s 47I}
Email response sent to applicant regarding deemed decision.

Email drafted to Traci-Ann Byrnes team - unable to locate email address awaiting response re address

20 Apr 2022 1. File note Jasmine ^{s 47E; s 47I}
19/04/22 email sent to SEC office in relation to consult re sensitivities

19 Apr 2022 1. File note Jasmine ^{s 47E; s 47I}
Draft email to SEC prepared and sent to Chantal for review

19 Apr 2022 1. File note Jasmine ^{s 47E; s 47I}
T/c with Chantal and Stella regarding next steps and potential redactions

Lindenmayer report: I am of the view that this should not be released (s45)
The document is marked in confidence, and does not appear to have been widely circulated. We attempted to consult with Lindenmayer, however, no response was received. Chantal shares this view.

Benchmarking reports: CFO office have indicated that they do not believe the budget information should be released. Discussions with Chantal and Stella have indicated we should consult with SEC office to seek input from Tracy-Ann Byrne and CPD on the DVA data contained in the documents.

Concluded that an email to SEC office should be drafted as per above. Chantal will review draft email

11 Apr 2022 1. File note Jasmine ^{s 47E; s 47I}
Response provided from Elby ^{s 47E; s 47F} Linda ^{s 47E; s 47F} & Garn Collison 7/04/2022 regarding release of budget information. Have briefly read. Need to review in depth.

- Next steps:
1. Review email and material. Redact material identified as sensitive
 2. Review full documents again to ensure draft redactions are accurate.
 3. Draft decision and provide to Chantal to review

5 Apr 2022 1. File note Jasmine ^{s 47E; s 47I}
EOT rejection today placed in my inbox. Received by department on 1/4. Will continue to process and lodge 15AC EOT request once I have a decision drafted

31 Mar 2022 1. File note Jasmine ^{s 47E; s 47I}

Spoke to Molly re EOT. Molly advised it was best to advise Stella that this one will deem if we do not hear back from OAIC re the 15AB.

Molly said to continue along with what we are doing and once we are able to make a decision to pop in a 15AC EOT request

31 Mar 2022 1. File note Jasmine ^{s 47E; s 47I}

Spoke to Elby ^{s 47E; s 47F} regarding input on release of the material contained in the reports within scope.

She confirmed that the reports I provided were the correct reports as there was pages missing data and the names of one the provider was different. I confirmed the reports sent through were the reports I was provided.

She is currently reviewing the reports and held the same concerns as Garn. They will endeavour to have the reports back to me asap, however, they will take some time.

I advised that the decision had already deemed and we were hoping for an extension which would make the documents due Monday. I asked that she review them as soon as possible.

30 Mar 2022 1. File note Jasmine ^{s 47E; s 47I}

Email sent to Garn Collinson seeking input on documents. Chantal approved sending full copy of documents unredacted to Garn.

30 Mar 2022 1. File note Jasmine ^{s 47E; s 47I}

T/c with Garn Collinson re Budget information contained in reports.

He would like to review documents **s 47C**

30 Mar 2022 1. File note Jasmine ^{s 47E; s 47I}

Redaction notes:

47C: DESE indicated that they want sections removed under 47C. I agree with this and have spoken with Chantal to confirm it can be removed under 47C given it is a report. After discussion with Chantal, I have formed the opinion it can be removed under 47C as the reports are not scientific or technical.

I have also removed sections I consider to be opinion, or related to opinions.

47G: Several third parties (**s 47G**) have not had the opportunity to provide us with feedback re the release of the content relating to their agency. **s 47G** was not consulted as I could not locate them, **s 47G** did not respond and the **s 47G** was not consulted as the reports only mention them by name but do not outline any data. These agencies content will be removed under 47G.

s45: Will redact the whole Lindenmayer report. Reasons:

1. Document is marked in-confidence
2. Document does not seem to have been widely circulated
3. Review of documents provided by the Secretary indicates there was discussions about the release of the document. It does not seem that the document was released to the public and as such I have concluded that the decision reached was not to circulate the report.
4. Have attempted to contact Lindenmayer but have not received a response.

I have concluded that this document was provided in-confidence and the intent was only to circulate to some within the department

29 Mar 2022 1. File note Jasmine ^{s 47E; s 47I}

Have commenced reviewing and applying redactions.

Will remove any content relating to **s 47G** under 47G as these parties did not provide consent to release. (**s 47G** not consulted as unable to locate, **s 47G** not consulted as no data included, report mentioned the **s 47G**)

29 Mar 2022 1. File note Jasmine ^{s 47E; s 47I}

Have completed initial review of bundle alongside email responses received from third parties and have redacted sections as per their comments.

Next stage is to ascertain which third parties did not respond to our request and remove all content relating to those parties

NOTES FROM INITIAL REVIEW BELOW

COMCARE

1. DONE
2. DONE
3. DONE

Need to consider their comments when drafting decision

NZ Ministry of Social Development

No concerns for release. Need to consider comments when drafting decision.

DESE/DEEWR

Document 1: pages 2-23, 25 and 26 are fine to be released DONE

Document 2: highlighted parts are fine to be released DONE

Document 3: DONE

DEFENCE No concerns for release. Need to consider comments when drafting decision.

WorkCover

One sentence on page 92 DONE

Centrelink No concerns for release. Need to consider comments when drafting decision

All other pages to be removed

REDACTIONS USED

47G

45

47C

24 Mar 2022 1. File note Jasmine ^{s 47E; s 47I}

Have commenced reviewing documents within scope alongside emails received from third parties

22 Mar 2022 1. File note Jasmine ^{s 47E; s 47I}

Documents have been collated into single PDF. Need to review and commence redacting information as per emails from third parties and removing parties details who did not consent

22 Mar 2022 1. File note Jasmine ^{s 47E; s 47I}

t/ with Chantal re next steps. Outlined we have not heard from Lindenmayer, ^{s 47G} or TFG.

Chantal outlined that we can start to prep the bundle for release but that we must remove any of the above parties information as they have not consented.

Next steps:

1. Prepare bundle and redact information outlined by parties. Remove above parties information in full.

17 Mar 2022 1. File note Jasmine ^{s 47E; s 47I}

T/c with ^{s 47E; s 47F} from Services Australia. An email will be sent today from Services Australia provided their comments regarding the report.

10 Mar 2022 1. File note Jasmine ^{s 47E; s 47I}
15AB request submitted for 16 additional days

9 Mar 2022 1. File note Jasmine ^{s 47E; s 47I}
t/c with ^{s 47E; s 47F} from Services Australia

They have identified another business area they need to speak with in relation to the TFG report.

^{s 47E; s 47F} is aiming to have her response to us by 15/3.

She will let us know if this changes.

Need to speak with Molly about obtaining a further extension.

8 Mar 2022 1. File note Jasmine ^{s 47E; s 47I}
t/c with Molly

Discussed whether a third party consent email to Lindenmayer is necessary as I thought one had been drafted but cannot locate the email.

Molly indicated that it is best we do an email to Lindenmayer.

Next steps:

1. Draft third party email to Lindenmayer
2. Check to see which third parties we are still waiting on a response from

8 Mar 2022 1. File note Jasmine ^{s 47E; s 47I}
Email to TFG international bounced back. Located another email address on google and forwarded email to this address

3 Mar 2022 1. File note Jasmine ^{s 47E; s 47I}
Located a tender from a TFG International on TRIM. Called the number on this tender to ascertain whether this was the TFG that produced the benchmarking report. Unable to get through via telephone - automated message indicates I do not "have permission to call this number".

Tender also had an email address - I sent an email to this address seeking the above information. Email bounced back.

1 Mar 2022 1. File note Jasmine ^{s 47E; s 47I}
t/c with the Friday Group <http://thefridaygroup.com.au/friday-consulting/>
+61 (0)2 9043 1238
+61 (0)418 922 955 xxxxxxxx@xxxxxxxxxxxxxxx.xxx.xx

They do not know of any benchmarking report from 2008. Were unable to provide any information.

1 Mar 2022 1. File note Jasmine ^{s 47E; s 47I}
1/3/2022 11:38am

T/C with Molly re the line in the TFG report stating the document should not be quoted or released. This does not undermine the privacy act or FOI act provisions so will continue with third party consults.

TFG is an additional third party - we need to consult.

Currently in the process of locating the correct Friday Group International - there are a few options. Molly instructed to call

<http://thefridaygroup.com.au/friday-consulting/> to ascertain whether this is the correct group.

1 Mar 2022 1. File note Jasmine ^{s 47E; s 47I}

Further review of reports and discussion with Molly

Have located section of TFG reports which outline that documents should not be referenced or quoted without consult with TFG. Molly shares my view that a business consult should be undertaken and 1 week given for a response.

Will draft

1 Mar 2022 1. File note Jasmine ^{s 47E; s 47I}

Awaiting responses from third parties.

17 Feb 2022 1. File note Jasmine ^{s 47E; s 47I}

Have drafted emails to 7 external organisations (Centrelink, ComCare, Deewa, Defence, NZ Ministry, Workcover SA, **s 47G**) providing documents for consent.

I have been unable to identify **s 47G** - I have left a message. Need to identify whether this is the **s 47G** referred to in the FG reports

16 Feb 2022 1.2 EOT Jasmine ^{s 47E; s 47I} 30

Time extended. Reason: s15(6)

15 Feb 2022 1. File note Jasmine ^{s 47E; s 47I}

Have attempted to prepare third party consult emails. Issues arising as to whether to provide full copies of FG reports as reports contain information of other parties.

Have emailed Molly suggesting our third party consult does not include the document but references them.

Awaiting response

15 Feb 2022 1. File note Jasmine ^{s 47E; s 47I}

SEC has advised they are happy for us to third party consult. Need to draft consult emails to all parties mentioned in FG report.

10 Feb 2022 1. File note Jasmine ^{s 47E; s 47I}

Chantal has sent an email to SEC requesting input on a courtesy consult with all agencies and organisations identified within the Lindenmayer and Friday Group reports.

Awaiting response before consultations are undertaken.

8 Feb 2022 1. File note Jasmine ^{s 47E; s 47I}

T/c with Chantal ^{s 47E; s 47F} Likely will need to third party consult re reports. Chantal will draft email to Secretary seeking approval to consult third parties

2 Feb 2022 1. File note Jasmine ^{s 47E; s 47I}

Documents have been received from the Secretary. Have reviewed to determine what is in scope.

Seeking advice from Chantal regarding third party consultations

2 Feb 2022 1.2 EOT Jasmine ^{s 47E; s 47I} 14

Time extended. Reason: s15AB

25 Jan 2022 1. File note Jasmine ^{s 47E; s 47I}
 15AB extension requested
 Email drafted to Secretary seeking assistance in identifying business area drafted for Chantal's approval

20 Jan 2022 1. File note Chantal ^{s 47E; s 47F}
 Email to access applicant seeking section 15AA extension - C ^{s 47E; s 47F}

20 Jan 2022 1. File note Jasmine ^{s 47E; s 47I}
 STATUS UPDATE

19-1: Had T/c with Mark ^{s 47E; s 47I} (records) and Molly ^{s 47E; s 47F} (Info Law) re Lindenmayer and Friday Group reports:

FRIDAY GROUP: Has located several reports (known as project Jazz) - has popped them in a TRIM container so we can review and outline business area to send search minute to

LINDENMAYER: Has had difficulty locating report - seems to require Executive approval (see email from Mark 19/1). Need to identify which executive to contact

18 Jan 2022 1. File note Chantal ^{s 47E; s 47F}
 Email to to Sec Off and Records Management for advice on where to direct search minute - C ^{s 47E; s 47F}

11 Jan 2022 1. File note Chantal ^{s 47E; s 47F}
 Acknowledgement sent 11.01.22

10 Jan 2022 1. File note Jasmine ^{s 47E; s 47I}
 STATUS 10/01/2022
 1. Acknowledgment drafted for Chantal's approval
 2. Minutes drafted - awaiting response from Chantal for assistance

3 Jan 2022 1.1.1 Clock start Jasmine ^{s 47E; s 47I} 30
 Clock started

Costs

Costs request date	Not Required	Matter Type	Notes	Total (\$)
28 Jun 2022		FOI - FOI Primary Request		142.00
				142.00

Documents

Date	Type	Document	DVA officer	Notes
1 Aug 2022	Extension of Time	FW FOI Request - LEX 47367 - Consultation with third parties SEC OFFICIAL .msg	Natalie ^{s 47E; s 47F}	
27 Jul 2022	Decision letter/email	RQ22 02377 - Extension of time under s 15AC -	Natalie ^{s 47E; s 47F}	

15 Jul 2022	Email	Decision SEC OFFICIAL .msg RQ22 02377 - Application for an extension of time under s 15AC of the FOI Act SEC OFFICIAL .msg	Fiona s 47E; s 47F
2 Jun 2022	Acknowledgment email/letter	LEX 47367 SEC OFFICIAL .msg	Chantal s 47E; s 47F
12 May 2022	Acknowledgment email/letter	FW LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL .msg	Chantal s 47E; s 47F
29 Apr 2022	Acknowledgment email/letter	RE LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL .msg	Chantal s 47E; s 47F
28 Apr 2022	Acknowledgment email/letter	LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL .msg	Chantal s 47E; s 47F
26 Apr 2022	Acknowledgment email/letter	FW CHANTAL TO REVIEW RE URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service S.msg	Chantal s 47E; s 47F
25 Apr 2022	Acknowledgment email/letter	LEX 47367 - SEC OFFICIAL .msg	Chantal s 47E; s 47F
4 Apr 2022	Acknowledgment email/letter	LEX 47367 SEC OFFICIAL .msg	Chantal s 47E; s 47F
30 Mar 2022	Acknowledgment email/letter	LEX 47367 SEC OFFICIAL .msg	Chantal s 47E; s 47F
30 Mar 2022	Acknowledgment email/letter	RE 47367 SEC OFFICIAL .msg	Chantal s 47E; s 47F
30 Mar 2022	Acknowledgment email/letter	47367 SEC OFFICIAL .msg	Chantal s 47E; s 47F
29 Mar 2022	Acknowledgment email/letter	RE LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL .msg	Chantal s 47E; s 47F
28 Mar 2022	Acknowledgment	FW LEX 47367 -	Chantal s 47E; s 47F

	email/letter	Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL .msg		
24 Mar 2022	Acknowledgment email/letter	FW AR22 00021 (RQ22 00357 and RQ22 00848) - Administrative access request SEC OFFICIAL .msg	Chantal	s 47E; s 47F
10 Mar 2022	Acknowledgment email/letter	EOT request.pdf	Jasmine	s 47E; s 47I
				EOT request - 15AB
9 Mar 2022	Acknowledgment email/letter	RE LEX 47367 - ONE DVA and Lindenmayer Benchmarking reports SEC OFFICIAL .msg	Chantal	s 47E; s 47F
2 Feb 2022	Acknowledgment email/letter	2022.02.02 - Decision from OAIC - 15AB extensio to 16 February.pdf	Jasmine	s 47E; s 47I
1 Feb 2022	Acknowledgment email/letter	RE LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL (15).msg	Jasmine	s 47E; s 47I
1 Feb 2022	Acknowledgment email/letter	URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL .msg	Jasmine	s 47E; s 47I
1 Feb 2022	Acknowledgment email/letter	RE LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL .msg	Jasmine	s 47E; s 47I
1 Feb 2022	Acknowledgment email/letter	RE LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL (10).msg	Jasmine	s 47E; s 47I
1 Feb 2022	Acknowledgment email/letter	RE LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL (9).msg	Jasmine	s 47E; s 47I

1 Feb 2022	Acknowledgment email/letter	RE LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL (8).msg	Jasmine ^{s 47E; s 47I}
1 Feb 2022	Acknowledgment email/letter	RE LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL (12).msg	Jasmine ^{s 47E; s 47I}
1 Feb 2022	Acknowledgment email/letter	RE LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL (11).msg	Jasmine ^{s 47E; s 47I}
1 Feb 2022	Acknowledgment email/letter	RE Freedom of Information request - Consultant Reports - One DVA and Benchmarking of Costs of Service SEC OFFICIAL .msg	Jasmine ^{s 47E; s 47I}
1 Feb 2022	Acknowledgment email/letter	RE Freedom of Information request - Consultant Reports - One DVA and Benchmarking of Costs of Service SEC OFFICIAL (19).msg	Jasmine ^{s 47E; s 47I}
1 Feb 2022	Acknowledgment email/letter	RE FOI Request - LEX 47367 - Acknowledgement SEC OFFICIAL .msg	Jasmine ^{s 47E; s 47I}
1 Feb 2022	Acknowledgment email/letter	RE LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL (7).msg	Jasmine ^{s 47E; s 47I}
1 Feb 2022	Acknowledgment email/letter	RE LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL (6).msg	Jasmine ^{s 47E; s 47I}
1 Feb 2022	Acknowledgment email/letter	FW URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of	Jasmine ^{s 47E; s 47I}

1 Feb 2022	Acknowledgment email/letter	Costs of Service SEC OFFICIAL (2).msg FW URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL (1).msg	Jasmine	<small>s 47E; s 47I</small>
1 Feb 2022	Acknowledgment email/letter	LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL .msg	Jasmine	<small>s 47E; s 47I</small>
1 Feb 2022	Acknowledgment email/letter	LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL (18).msg	Jasmine	<small>s 47E; s 47I</small>
1 Feb 2022	Acknowledgment email/letter	FW URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL .msg	Jasmine	<small>s 47E; s 47I</small>
1 Feb 2022	Acknowledgment email/letter	FW Freedom of Information Request - LEX 47367 - 15AA Extension request SEC OFFICIAL (5).msg	Jasmine	<small>s 47E; s 47I</small>
1 Feb 2022	Acknowledgment email/letter	FW LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL .msg	Jasmine	<small>s 47E; s 47I</small>
1 Feb 2022	Acknowledgment email/letter	FW LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL (14).msg	Jasmine	<small>s 47E; s 47I</small>
1 Feb 2022	Acknowledgment email/letter	FW LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL (13).msg	Jasmine	<small>s 47E; s 47I</small>
1 Feb 2022	Acknowledgment email/letter	FW Freedom of Information Request - LEX 47367 - 15AA	Jasmine	<small>s 47E; s 47I</small>

1 Feb 2022	Acknowledgment email/letter	Extension request SEC OFFICIAL .msg FW Freedom of Information request - Consultant Reports - One DVA and Benchmarking of Costs of Service SEC OFFICIAL (20).msg	Jasmine ^{s 47E; s 47I}
1 Feb 2022	Acknowledgment email/letter	Freedom of Information Request - LEX 47367 - 15AA Extension request SEC OFFICIAL .msg	Jasmine ^{s 47E; s 47I}
1 Feb 2022	Acknowledgment email/letter	FW Freedom of Information Request - LEX 47367 - 15AA Extension request SEC OFFICIAL (4).msg	Jasmine ^{s 47E; s 47I}
1 Feb 2022	Acknowledgment email/letter	FW Freedom of Information Request - LEX 47367 - 15AA Extension request SEC OFFICIAL (3).msg	Jasmine ^{s 47E; s 47I}
1 Feb 2022	Acknowledgment email/letter	FW Freedom of Information request - Consultant Reports - One DVA and Benchmarking of Costs of Service SEC OFFICIAL .msg	Jasmine ^{s 47E; s 47I}
1 Feb 2022	Acknowledgment email/letter	Automatic reply LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL .msg	Jasmine ^{s 47E; s 47I}
1 Feb 2022	Acknowledgment email/letter	Automatic reply LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL (17).msg	Jasmine ^{s 47E; s 47I}
1 Feb 2022	Acknowledgment email/letter	Automatic reply LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service SEC OFFICIAL (16).msg	Jasmine ^{s 47E; s 47I}
1 Feb 2022	Acknowledgment email/letter	FOI Request - LEX 47367 - Acknowledgement SEC OFFICIAL .msg	Jasmine ^{s 47E; s 47I}

1 Feb 2022 Acknowledgment Delivery delayed Jasmine ^{s 47E; s 47I}
 email/letter Freedom of
 Information Request -
 LEX 47367 - 15AA
 Extension request
 SEC OFFICIAL .msg

Time entries

Date	DVA officer	Hours	Notes
28 Jun 2022	Carmen ^{s 47I}	0.17	QA
28 Jun 2022	Jasmine ^{s 47E; s 47I}	2.00	Re-reviewing bundle; applying further draft redactions; removing pages under s22
22 Jun 2022	Carmen ^{s 47I}	2.00	QA
2 Jun 2022	Jasmine ^{s 47E; s 47I}	1.00	Amending DL and bundle
24 May 2022	Jasmine ^{s 47E; s 47I}	5.00	Re-reviewing bundle and applying redactions; drafting decision
24 May 2022	Jasmine ^{s 47E; s 47I}	50.00	APPROXIMATE: Time spent locating documents; consulting with business areas; drafting extensions; reviewing comments; drafting bundles; splitting bundles for third party reviews; locating third party contact details; consulting with third parties; reviewing third party responses;
		60.17	

Related requests**Request Client/App name & details**

48751	Verity Pane
50244	PANE Verity relates to LEX 47367
50619	PANE Verity (Internal Review)
50625	PANE Verity
53928	Verity Pane

s 47E; s 47F **Suzanne**

From: ^{s 47E; s 47F} Jasmine
Sent: Tuesday, 8 February 2022 12:41 PM
To: ^{s 47E; s 47F} Chantal; ^{s 47E; s 47F} Jasmine
Subject: Conversation with ^{s 47E; s 47F} Chantal

^{s 47E; s 47I} **Jasmine 11:51 AM:**

Hi Chantal, re 47367 some of the data captured in the report appears to be available publicly, however, the majority of the data I am either unable to find or appears to have been obtained directly from the departments for the purposes of the report. The departments are as follows:

^{s 47G}
DEEWR
DEFENCE
WORKCOVERSA
COMCARE
^{s 47G}
CENTRELINK
NZ MINISTRY OF SOCIAL DEVELOPMENT
^{s 47G}
DVA

I think once you hear back from the secretary we will have to draft an email to the departments as Molly outlined this morning. How would we go about contacting the international departments?

^{s 47E; s 47F} **Chantal 12:26 PM:**

who are ^{s 47G} ?

Private company?

who are ^{s 47G}

^{s 47E; s 47I} **Jasmine 12:29 PM:**

It looks like ^{s 47G} is a private company. ^{s 47G} seems to be ^{s 47G}

s 47E; s 47F **Suzanne**

From: ^{s 47E; s 47F} Jasmine
Sent: Thursday, 10 February 2022 11:25 AM
To: INFORMATION.ACCESS.OVERFLOW
Subject: DUE 16/2 URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service [SEC=OFFICIAL]

Importance: High

Hi Chantal,

I am touching base to see whether you have had a response from Bella re the third party consult.

The decision is due on Wednesday 16/2 (next week). I am not in tomorrow but can discuss today or Monday.

Kind Regards

Jasmine (Position Number 62329540)
Information Access Officer
Information Law Section
Legal Services and Audit Branch
Department of Veterans' Affairs
e Information.Law@dva.gov.au

From: ^{s 47E; s 47F} Chantal **On Behalf Of** INFORMATION.ACCESS.OVERFLOW
Sent: Monday, 7 February 2022 6:03 PM
To: ^{s 47E; s 47F} Jasmine ; INFORMATION.ACCESS.OVERFLOW
Subject: RE: URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service [SEC=OFFICIAL]

Thanks Jasmine, I have now had a chance to review. I think we are going to need to third party consult. Let's discuss in WIP tomorrow how to approach that.

Kind regards
Chantal

Chantal ^{s 47E; s 47F}
Senior Legal Officer
Information Law Section
Legal Services and Audit Branch
Department of Veterans' Affairs
t ^{s 47E; s 47F} | ext ^{s 47E; s 47F} | m ^{s 47E; s 47F}
e Information.Law@dva.gov.au

s 22 - Out of scope

s 22 - Out of scope

From: ^{s 47E; s 47F} Jasmine **On Behalf Of** INFORMATION.ACCESS.OVERFLOW

Sent: Tuesday, 1 February 2022 12:09 PM

To: ^{s 47E; s 47F} Chantal

Cc: ^{s 47E; s 47F} Jasmine

Subject: RE: URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service [SEC=OFFICIAL]

Good afternoon Chantal,

Please see attached records in response to LEX 46367.

s 22 - Out of scope

Given the reports were provided by third parties will we have to consult with the parties?

Kind Regards

Jasmine (Position Number 62329540)

Information Access Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

e Information.Law@dva.gov.au

s 22 - Out of scope

s 47E; s 47F **Suzanne**

From: INFORMATION.LAW
Sent: Thursday, 10 February 2022 2:30 PM
To: INFORMATION.LAW; SECRETARY.DVA
Cc: s 47E; s 47F Stacey; INFORMATION.ACCESS.OVERFLOW; s 47E; s 47F Molly; s 47E; s 47F Jasmine
Subject: RE: URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service [SEC=OFFICIAL]
Importance: High

Dear Bella and All,

My apologies, I am advised the date is not early March but in fact **16 February 2022**. Apologies for any confusion caused and I look forward to hearing from you.

Thanks in advance.

Kind regards
Chantal

Chantal s 47E; s 47F
Senior Legal Officer
Information Law Section
Legal Services and Audit Branch
Department of Veterans' Affairs
t s 47E; s 47F | ext s 47E; s 47F | m s 47E; s 47F
e Information.Law@dva.gov.au

From: INFORMATION.LAW
Sent: Thursday, 10 February 2022 2:24 PM
To: SECRETARY.DVA
Cc: s 47E; s 47F Stacey ; INFORMATION.LAW ; INFORMATION.ACCESS.OVERFLOW ; s 47E; s 47F Molly ; s 47E; s 47F Jasmine
Subject: RE: URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service [SEC=OFFICIAL]

Dear Bella and team,

Thank you for your ongoing assistance with this matter.

Having now reviewed the reports, we note the reports contain a lot of detailed commercial information about a number of other agencies and organisations. Ordinarily in an FOI Act process, the department would consult with those agencies and organisations, even as just a courtesy, to let them know that their detailed commercial information may be released and invite them to let us know if they have any concerns **before we release any of their information**.

We understand that the reports had a very limited distribution within DVA (that is, only a few hard copies were circulated to the Secretary and members of the SES) so we wanted to check if the Secretary's office is aware of any sensitives or has any concerns with Information Law sharing extracts of the reports with the agencies and organisations below for the purposes of consultation.

We only give the agency / organisation an extract of the report that is relevant to them, not the entire document.

The agencies and organisations that we would consult with are listed below:

s 47G
DEEWR (Department of Education, Employment and Workplace)
DEFENCE
WORKCOVERSA
COMCARE
s 47G
CENTRELINK (Services Australia)
NZ MINISTRY OF SOCIAL DEVELOPMENT
s 47G

Next steps

Can the Secretary’s office please let us know if you are aware of any limitations on our sharing parts of the reports with the relevant agency / organisation listed above for the purposes of consultation?

We are required to make a decision by early March 2022 so your early guidance would be appreciated.

I would be pleased to organise a call to discuss if further information is required.

Kind regards
Chantal

Chantal ^{s 47E; s 47F}
Senior Legal Officer
Information Law Section
Legal Services and Audit Branch
Department of Veterans’ Affairs
t s 47E; s 47F | ext ^{s 47E; s 47F} | m s 47E; s 47F
e Information.Law@dva.gov.au

s 22 - Out of scope

s 47E; s 47F **Suzanne**

From: s 47E; s 47F Jasmine
Sent: Thursday, 10 February 2022 3:01 PM
To: s 47E; s 47F Chantal; s 47E; s 47F Jasmine
Subject: Conversation with s 47E; s 47F Chantal

s 22 - Out of scope

s 47E; s 47F **Chantal 12:49 PM:**

Hi there

Have you saved the table of agencies and organisations we need to consult with in the R Drive?

For LEX 47367?

s 47E; s 47F **Jasmine 12:54 PM:**

The word document identifying the agencies is on the R-Drive. I have renamed it agencies and organisations identified

s 47E; s 47F **Chantal 12:54 PM:**

perfect thanks

s 22 - Out of scope

s 47E; s 47F **Chantal 12:56 PM:**

standby

I'll do these SecOff emails then call you

s 22 - Out of scope

s 47E; s 47F **Jasmine 12:57 PM:**

s 22 - Out of scope

SecOff is re Pane

s 22 - Out of scope

s 47E; s 47F **Suzanne**

From: s 47E; s 47F Molly
Sent: Tuesday, 15 February 2022 3:36 PM
To: s 47E; s 47F Chantal
Cc: s 47E; s 47F Jasmine
Subject: FW: CHANTAL TO REVIEW RE: URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service [SEC=OFFICIAL] 22174959E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Overview Report October 2008.pdf; 22174994E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Benchmarking Partners Comparison - October 2008.pdf; 22175028E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Resource Analysis Report October 2008.pdf; 22174788E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Summary Report December 2008.pdf

Hi Chantal

For you to review? I understand your initial thoughts that we will have to do 7 different versions.

Thanks

Molly

From: s 47E; s 47F Jasmine
Sent: Tuesday, 15 February 2022 2:40 PM
To: s 47E; s 47F Molly
Subject: FW: CHANTAL TO REVIEW RE: URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service [SEC=OFFICIAL]

Hi Molly,

Page 3 of the 22174788 document outlines the analysis was provided to the benchmarking partners.

I am not sure whether the entire analysis or only the parts relevant to the benchmarking partner were provided.

Would it be best if, instead of providing the reports, we reference them in an email stating that we have received an FOI request for the FG 2008 benchmarking reports which contain their valuable commercial information and ask they outline any concerns they have with release?

Jasmine (Position Number 62329540)

Information Access Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

e Information.Law@dva.gov.au

From: SECRETARY.DVA <SECRETARY.DVA@dva.gov.au>
Sent: Monday, 14 February 2022 6:08 PM
To: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>
Cc: s 47E; s 47F Molly <Molly.s 47E; s 47F dva.gov.au>; s 47E; s 47F Jasmine <Jasmine.s 47E; s 47F dva.gov.au>; SECRETARY.DVA <SECRETARY.DVA@dva.gov.au>

Subject: RE: CHANTAL TO REVIEW RE: URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service [SEC=OFFICIAL]

Hi Chantal

I can confirm that we are comfortable with consultation occurring with those agencies and organisations (benchmarking partners) listed in the report to let them know that their detailed commercial information may be released and invite them to let us know if they have any concerns before we release any of their information. We note that the reports state that information included had been obtained directly from benchmarking partners, and that copies of TFG analysis was provided to benchmarking partners for their review and comments. We also note that meetings were subsequently held around the data contained.

Kind regards

Stacey ^{s 47E; s 47F}

Executive Officer to the Secretary

Department of Veterans' Affairs

Ext ^{s 47E; s 47F} **s 47E; s 47F s 47E; s 47F** | Stacey.s 47E; s 47F@dva.gov.au

Gnabra Building, 21 Genge Street, Civic
GPO Box 9998, Canberra ACT 2601

DVA is committed to supporting veterans and their families. We all deserve to be treated with courtesy and respect. We ask that you please treat us the same way.

From: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>

Sent: Monday, 14 February 2022 5:35 PM

To: ^{s 47E; s 47F} Stacey <Stacey.s 47E; s 47F@dva.gov.au>; INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>

Cc: ^{s 47E; s 47F} Molly <Molly.s 47E; s 47F@dva.gov.au>; ^{s 47E; s 47F} Jasmine <Jasmine.s 47E; s 47F@dva.gov.au>

Subject: RE: CHANTAL TO REVIEW RE: URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service [SEC=OFFICIAL]

Many thanks Stacey, please reach out if we can assist in any way.

Kind regards

Chantal

Chantal ^{s 47E; s 47F}

Senior Legal Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

t ^{s 47E; s 47F} **s 47E; s 47F** | **ext** ^{s 47E; s 47F} | **m** ^{s 47E; s 47F}

e Information.Law@dva.gov.au

From: ^{s 47E; s 47F} Stacey <Stacey.s 47E; s 47F@dva.gov.au>

Sent: Monday, 14 February 2022 5:29 PM

To: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>

Cc: ^{s 47E; s 47F} Chantal <Chantal.s 47E; s 47F@dva.gov.au>; ^{s 47E; s 47F} Molly <Molly.s 47E; s 47F@dva.gov.au>

Subject: RE: CHANTAL TO REVIEW RE: URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service [SEC=OFFICIAL]

Thank you Chantal, we will prepare this for Secretary review and come back to you asap.

Kind regards

Stacey ^{s 47E; s 47F}

Executive Officer to the Secretary

Department of Veterans' Affairs

Ext ^{s 47E; s 47F} **s 47E; s 47F** | Stacey.s 47E; s 47F@dva.gov.au

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GPO Box 9998, Canberra ACT 2601

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From: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>

Sent: Monday, 14 February 2022 4:54 PM

To: ^{s 47E; s 47F} Stacey <Stacey.s 47E; s 47F@dva.gov.au>

Cc: ^{s 47E; s 47F} Chantal <Chantal.s 47E; s 47F@dva.gov.au>; ^{s 47E; s 47F} Molly <Molly.s 47E; s 47F@dva.gov.au>;

INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>

Subject: CHANTAL TO REVIEW RE: URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service [SEC=OFFICIAL]

Good afternoon Stacey,

The FOI request was made by Verity Pane on 3 January 2022.

The documents sought are **Ian Lindenmayer's 2008/2009 report on the implementation and effects of the introduction of the 'One DVA' model** and the **2008 Friday Group report on the benchmarking of costs of service of DVA.**

Searches located 5 documents within the scope of this request – 4 versions of the Friday Group report and 1 final version of the Lindenmayer report. The agencies mentioned are outlined as follows:

Document name	Agencies
22174788E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Summary Report December 2008	<i>Primary Health – Section 4</i> s 47G DEEWA Department of Defence <i>Military/Veterans Compensation – Section 5</i> SA Workcover Comcare s 47G <i>Income support – Section 6</i>

	Centrelink NZ Ministry of Social Development s 47G
22174959E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Overview Report October 2008	<i>Primary Health – Section 3</i> s 47G DEEWA Department of Defence <i>Military/Veterans Compensation – Section 4</i> Workcover SA Comcare s 47G <i>Income Support – Section 5</i> Centrelink NZ Ministry of Social Development s 47G
22174994E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Benchmarking Partners Comparison - October 2008	s 47G – Section 3 (page 6) DEEWR – Section 4 (page 17) Defence – Section 5 (page 33) WorkCover SA – Section 6 (page 49) Comcare – Section 7 (page 50) s 47G – Section 8 (page 76) Centrelink – section 9 (page 115) NZ Ministry of Social Development – Section 10 (page 116) s 47G – Section 11 (page 117)
22175028E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Resource Analysis Report October 2008	N/A
Report Final _with highlights for review	N/A

Please do not hesitate to contact me if further information is required.

Kind Regards

Jasmine (Position Number 62329540)

Information Access Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

e Information.Law@dva.gov.au

From: **s 47E; s 47F** Stacey <Stacey.s 47E; s 47F@dva.gov.au>

Sent: Monday, 14 February 2022 12:32 PM

To: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>; SECRETARY.DVA <SECRETARY.DVA@dva.gov.au>

Cc: INFORMATION.ACCESS.OVERFLOW <INFORMATION.ACCESS.OVERFLOW@dva.gov.au>; **s 47E; s 47F** Molly <Molly.s 47E; s 47F@dva.gov.au>; **s 47E; s 47F** Jasmine <Jasmine.s 47E; s 47F@dva.gov.au>

Subject: RE: URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service [SEC=OFFICIAL]

Hi Chantal

Further to my skype message, could you please advise who made this FOI request. In addition could you please provide a list of the documents (and parts if you have them highlighted) where the below agencies are mentioned. Once provided I will run this past the Secretary.

Kind regards

Stacey ^{s 47E; s 47F}

**Executive Officer to the Secretary
Department of Veterans' Affairs**

Ext ^{s 47E; s 47F} **S 47E; s 47F s 47E; s 47F** | Stacey.s 47E; s 47F@dva.gov.au

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Sent: Thursday, 10 February 2022 2:24 PM
To: SECRETARY.DVA <SECRETARY.DVA@dva.gov.au>
Cc: ^{s 47E; s 47F} Stacey <Stacey.s 47E; s 47F@dva.gov.au>; INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>; INFORMATION.ACCESS.OVERFLOW <INFORMATION.ACCESS.OVERFLOW@dva.gov.au>; ^{s 47E; s 47F} Molly <Molly.s 47E; s 47F@dva.gov.au>; ^{s 47E; s 47F} Jasmine <Jasmine.s 47E; s 47F@dva.gov.au>
Subject: RE: URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service [SEC=OFFICIAL]

Dear Bella and team,

Thank you for your ongoing assistance with this matter.

Having now reviewed the reports, we note the reports contain a lot of detailed commercial information about a number of other agencies and organisations. Ordinarily in an FOI Act process, the department would consult with those agencies and organisations, even as just a courtesy, to let them know that their detailed commercial information may be released and invite them to let us know if they have any concerns **before we release any of their information.**

We understand that the reports had a very limited distribution within DVA (that is, only a few hard copies were circulated to the Secretary and members of the SES) so we wanted to check if the Secretary's office is aware of any sensitives or has any concerns with Information Law sharing extracts of the reports with the agencies and organisations below for the purposes of consultation.

We only give the agency / organisation an extract of the report that is relevant to them, not the entire document.

The agencies and organisations that we would consult with are listed below:

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DEFENCE
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COMCARE
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CENTRELINK (Services Australia)
NZ MINISTRY OF SOCIAL DEVELOPMENT
s 47G

Next steps

Can the Secretary's office please let us know if you are aware of any limitations on our sharing parts of the reports with the relevant agency / organisation listed above for the purposes of consultation?

We are required to make a decision by early March 2022 so your early guidance would be appreciated.

I would be pleased to organise a call to discuss if further information is required.

Kind regards
Chantal

Chantal ^{s 47E; s 47F}
Senior Legal Officer
Information Law Section
Legal Services and Audit Branch
Department of Veterans' Affairs
t s 47E; s 47F | ext ^{s 47E; s 47F} | m s 47E; s 47F
e Information.Law@dva.gov.au

s 22 - Out of scope

s 47E; s 47F **Suzanne**

From: s 47E; s 47F Chantal
Sent: Tuesday, 15 February 2022 3:38 PM
To: s 47E; s 47F Molly
Cc: s 47E; s 47F Jasmine
Subject: RE: CHANTAL TO REVIEW RE: URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service [SEC=OFFICIAL]

Dear Jasmine,

I think we just disclose separate bundles to each of the agencies and organisations. So, please prepare 7 different versions.

Kind regards
Chantal

Chantal s 47E; s 47F
Senior Legal Officer
Information Law Section
Legal Services and Audit Branch
Department of Veterans' Affairs
t s 47E; s 47F | ext s 47E; s 47F | m s 47E; s 47F
e Information.Law@dva.gov.au

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Sent: Tuesday, 15 February 2022 3:36 PM
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Cc: s 47E; s 47F Jasmine
Subject: FW: CHANTAL TO REVIEW RE: URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service [SEC=OFFICIAL]

Hi Chantal

For you to review? I understand your initial thoughts that we will have to do 7 different versions.

Thanks

Molly

From: s 47E; s 47F Jasmine <Jasmine.s 47E; s 47F@dva.gov.au>
Sent: Tuesday, 15 February 2022 2:40 PM
To: s 47E; s 47F Molly <Molly.s 47E; s 47F@dva.gov.au>
Subject: FW: CHANTAL TO REVIEW RE: URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service [SEC=OFFICIAL]

Hi Molly,

Page 3 of the 22174788 document outlines the analysis was provided to the benchmarking partners.

I am not sure whether the entire analysis or only the parts relevant to the benchmarking partner were provided.

Would it be best if, instead of providing the reports, we reference them in an email stating that we have received an FOI request for the FG 2008 benchmarking reports which contain their valuable commercial information and ask them to outline any concerns they have with release?

Jasmine (Position Number 62329540)

Information Access Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

e Information.Law@dva.gov.au

From: SECRETARY.DVA <SECRETARY.DVA@dva.gov.au>

Sent: Monday, 14 February 2022 6:08 PM

To: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>

Cc: s 47E; s 47F Molly <Molly.s 47E; s 47F dva.gov.au>; s 47E; s 47F Jasmine <Jasmine.s 47E; s 47F dva.gov.au>; SECRETARY.DVA <SECRETARY.DVA@dva.gov.au>

Subject: RE: CHANTAL TO REVIEW RE: URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service [SEC=OFFICIAL]

Hi Chantal

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Kind regards

Stacey s 47E; s 47F

Executive Officer to the Secretary

Department of Veterans' Affairs

Ext s 47E; s 47F s 47E; s 47F s 47E; s 47F | Stacey.s 47E; s 47F dva.gov.au

Gnabra Building, 21 Genge Street, Civic
GPO Box 9998, Canberra ACT 2601

DVA is committed to supporting veterans and their families. We all deserve to be treated with courtesy and respect. We ask that you please treat us the same way.

From: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>

Sent: Monday, 14 February 2022 5:35 PM

To: s 47E; s 47F Stacey <Stacey.s 47E; s 47F dva.gov.au>; INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>

Cc: s 47E; s 47F Molly <Molly.s 47E; s 47F dva.gov.au>; s 47E; s 47F Jasmine <Jasmine.s 47E; s 47F dva.gov.au>

Subject: RE: CHANTAL TO REVIEW RE: URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service [SEC=OFFICIAL]

Many thanks Stacey, please reach out if we can assist in any way.

Kind regards
Chantal

Chantal ^{s 47E; s 47F}
Senior Legal Officer
Information Law Section
Legal Services and Audit Branch
Department of Veterans' Affairs
t s 47E; s 47F | ext ^{s 47E; s 47F} | m s 47E; s 47F
e Information.Law@dva.gov.au

From: ^{s 47E; s 47F} Stacey <Stacey.s 47E; s 47F@dva.gov.au>
Sent: Monday, 14 February 2022 5:29 PM
To: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>
Cc: ^{s 47E; s 47F} Chantal <Chantal.s 47E; s 47F@dva.gov.au>; ^{s 47E; s 47F} Molly <Molly.s 47E; s 47F@dva.gov.au>
Subject: RE: CHANTAL TO REVIEW RE: URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service [SEC=OFFICIAL]

Thank you Chantal, we will prepare this for Secretary review and come back to you asap.

Kind regards

Stacey ^{s 47E; s 47F}
Executive Officer to the Secretary
Department of Veterans' Affairs
Ext ^{s 47E; s 47F} s 47E; s 47F s 47E; s 47F | Stacey.s 47E; s 47F@dva.gov.au
Gnabra Building, 21 Genge Street, Civic
GPO Box 9998, Canberra ACT 2601

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From: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>
Sent: Monday, 14 February 2022 4:54 PM
To: ^{s 47E; s 47F} Stacey <Stacey.s 47E; s 47F@dva.gov.au>
Cc: ^{s 47E; s 47F} Chantal <Chantal.s 47E; s 47F@dva.gov.au>; ^{s 47E; s 47F} Molly <Molly.s 47E; s 47F@dva.gov.au>;
INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>
Subject: CHANTAL TO REVIEW RE: URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service [SEC=OFFICIAL]

Good afternoon Stacey,

The FOI request was made by Verity Pane on 3 January 2022.

The documents sought are **Ian Lindenmayer's 2008/2009 report on the implementation and effects of the introduction of the 'One DVA' model** and the **2008 Friday Group report on the benchmarking of costs of service of DVA**.

Searches located 5 documents within the scope of this request – 4 versions of the Friday Group report and 1 final version of the Lindenmayer report. The agencies mentioned are outlined as follows:

Document name	Agencies
22174788E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Summary Report December 2008	<i>Primary Health – Section 4</i> s 47G DEEWA Department of Defence <i>Military/Veterans Compensation – Section 5</i> SA Workcover Comcare s 47G <i>Income support – Section 6</i> Centrelink NZ Ministry of Social Development s 47G
22174959E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Overview Report October 2008	<i>Primary Health – Section 3</i> s 47G DEEWA Department of Defence <i>Military/Veterans Compensation – Section 4</i> Workcover SA Comcare s 47G <i>Income Support – Section 5</i> Centrelink NZ Ministry of Social Development s 47G
22174994E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Benchmarking Partners Comparison - October 2008	s 47G – Section 3 (page 6) DEEWR – Section 4 (page 17) Defence – Section 5 (page 33) WorkCover SA – Section 6 (page 49) Comcare – Section 7 (page 50) s 47G – Section 8 (page 76) Centrelink – section 9 (page 115) NZ Ministry of Social Development – Section 10 (page 116) s 47G – Section 11 (page 117)
22175028E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Resource Analysis Report October 2008	N/A
Report Final _with highlights for review	N/A

Please do not hesitate to contact me if further information is required.

Kind Regards

Jasmine (Position Number 62329540)
Information Access Officer
Information Law Section
Legal Services and Audit Branch
Department of Veterans' Affairs
e Information.Law@dva.gov.au

From: ^{s 47E; s 47F} Stacey <Stacey.s 47E; s 47F@dva.gov.au>
Sent: Monday, 14 February 2022 12:32 PM
To: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>; SECRETARY.DVA <SECRETARY.DVA@dva.gov.au>
Cc: INFORMATION.ACCESS.OVERFLOW <INFORMATION.ACCESS.OVERFLOW@dva.gov.au>; ^{s 47E; s 47F} Molly <Molly.s 47E; s 47F@dva.gov.au>; ^{s 47E; s 47F} Jasmine <Jasmine.s 47E; s 47F@dva.gov.au>
Subject: RE: URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service [SEC=OFFICIAL]

Hi Chantal

Further to my skype message, could you please advise who made this FOI request. In addition could you please provide a list of the documents (and parts if you have them highlighted) where the below agencies are mentioned. Once provided I will run this past the Secretary.

Kind regards

Stacey ^{s 47E; s 47F}
Executive Officer to the Secretary
Department of Veterans' Affairs
Ext ^{s 47E; s 47F} **s 47E; s 47F s 47E; s 47F** | Stacey.s 47E; s 47F@dva.gov.au
Gnabra Building, 21 Genge Street, Civic
GPO Box 9998, Canberra ACT 2601

DVA is committed to supporting veterans and their families. We all deserve to be treated with courtesy and respect. We ask that you please treat us the same way.

From: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>
Sent: Thursday, 10 February 2022 2:24 PM
To: SECRETARY.DVA <SECRETARY.DVA@dva.gov.au>
Cc: ^{s 47E; s 47F} Stacey <Stacey.s 47E; s 47F@dva.gov.au>; INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>; INFORMATION.ACCESS.OVERFLOW <INFORMATION.ACCESS.OVERFLOW@dva.gov.au>; ^{s 47E; s 47F} Molly <Molly.s 47E; s 47F@dva.gov.au>; ^{s 47E; s 47F} Jasmine <Jasmine.s 47E; s 47F@dva.gov.au>
Subject: RE: URGENT - LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service [SEC=OFFICIAL]

Dear Bella and team,

Thank you for your ongoing assistance with this matter.

Having now reviewed the reports, we note the reports contain a lot of detailed commercial information about a number of other agencies and organisations. Ordinarily in an FOI Act process, the department would consult with those agencies and organisations, even as just a courtesy, to let them know that their detailed commercial information may be released and invite them to let us know if they have any concerns **before we release any of their information.**

We understand that the reports had a very limited distribution within DVA (that is, only a few hard copies were circulated to the Secretary and members of the SES) so we wanted to check if the Secretary's office is aware of any sensitives or has any concerns with Information Law sharing extracts of the reports with the agencies and organisations below for the purposes of consultation.

We only give the agency / organisation an extract of the report that is relevant to them, not the entire document.

The agencies and organisations that we would consult with are listed below:

s 47G
DEEWR (Department of Education, Employment and Workplace)
DEFENCE
WORKCOVERSA
COMCARE
s 47G
CENTRELINK (Services Australia)
NZ MINISTRY OF SOCIAL DEVELOPMENT
s 47G

Next steps

Can the Secretary's office please let us know if you are aware of any limitations on our sharing parts of the reports with the relevant agency / organisation listed above for the purposes of consultation?

We are required to make a decision by early March 2022 so your early guidance would be appreciated.

I would be pleased to organise a call to discuss if further information is required.

Kind regards
Chantal

Chantal ^{s 47E; s 47F}
Senior Legal Officer
Information Law Section
Legal Services and Audit Branch
Department of Veterans' Affairs
t s 47E; s 47F | ext ^{s 47E; s 47F} | m s 47E; s 47F
e Information.Law@dva.gov.au

s 22 - Out of scope

From: INFORMATION.LAW
Sent: Wednesday, 16 February 2022 10:00 AM
To: 'foi+request-8240-a666e3a2@righttoknow.org.au'
Cc: INFORMATION.LAW
Subject: FOI Request - LEX 47367 - Consultation with third parties [SEC=OFFICIAL]

Dear Verity Pane,

We refer to your request made on 3 January 2022 under the *Freedom of Information Act 1982* (FOI Act) which was acknowledged on 11 January 2022.

The purpose of this email is to inform you that, after a preliminary consideration of the documents likely to be relevant to the scope of your request, I have determined that there are a number of third parties who may reasonably which to contend that information contained in the document(s) is exempt under s 47G (business affairs) of the FOI Act.

We are required to consult with these third parties under s 27 of the FOI Act. In accordance with s 15(6) of the FOI Act, the consultation requirement extends the statutory time period to provide a decision on the request by 30 days. This means a decision on your request is now due on **18 March 2022**.

Please do not hesitate to contact our office should you have any questions.

Kind Regards

Jasmine (Position Number 62329540)
Information Access Officer
Information Law Section
Legal Services and Audit Branch
Department of Veterans' Affairs
e Information.Law@dva.gov.au

From: INFORMATION.LAW
Sent: Monday, 21 February 2022 10:03 AM
To: 'freedomofinformation@servicesaustralia.gov.au'
Cc: INFORMATION.LAW
Subject: LEX47367 - Courtesy Consultation - Centrelink [SEC=OFFICIAL]
Attachments: CENTRELINK COPY 22174788E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Summary Report December 2008 _Redacted.pdf

Dear Sir/Madam,

Freedom of Information request – courtesy consultation

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers documents that contain information about your agency. We wish consult with you about releasing this information before making a decision on the request.

A copy of the documents are **attached**.

With reference to the relevant FOI Act provisions, we ask that you please advise whether your agency has any objection to the release of the material contained within the documents.

We will consider your comments carefully. If we decide to release the information against your wishes we will tell you. We will also give you information about your review rights before any documents are released.

If you do not want certain parts of the information to be released, you should tell us which parts these are. We can consider deleting certain parts of the information and releasing the rest of the information.

If we decide to release the documents, we may also be required to publish the documents on the department's disclosure log on its website. When you are responding to us, you should also consider whether you have any concerns about the documents being included on the department's disclosure log.

If you have any questions, please email Information.Law@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)

Information Access Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

e Information.Law@dva.gov.au

From: INFORMATION.LAW
Sent: Monday, 21 February 2022 12:08 PM
To: 'information@s 47G'
Cc: INFORMATION.LAW
Subject: LEX47367 - Formal Consultation - s 47G [SEC=OFFICIAL]
Attachments: s 47G COPY 22174959E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Overview Report October 2008_Redacted.pdf; s 47G COPY 22174994E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Benchmarking Partners Comparison - October 2008_Redacted.pdf; s 47G COPY 22174788E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Summary Report December 2008_Redacted.pdf

Dear Sir/Madam,

Freedom of Information request

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers documents that contain information about your organisation. We need to consult with you about releasing this information before making a decision on the request.

A copy of the documents are **attached**. We have also given you a summary of the relevant parts of the *Freedom of Information Act 1982* (FOI Act).

Have your say

Section 47 of the FOI Act protects trade secrets and commercially valuable information. We are not required to release trade secrets or your commercially valuable information when it would destroy or diminish the value of the information.

Section 47G of the FOI Act protects information about business or professional affairs. Business information does not have to be released if disclosure would be unreasonable, or could prejudice the future supply of information to the department, and would be contrary to the public interest.

You should tell us if you do not want us to release the information. You should also tell us why you do not want us to release the information. For example, you could tell us about:

- who is aware of, or privy to, the information
- how your competitors could use the information to harm your business
- whether the release of this information might stop you giving information to the Commonwealth in future
- whether the release of this information is in the public interest.

Please note that any comments you make may be included in the department's decision when it is provided to the FOI applicant.

We will consider your comments carefully. If we decide to release the information against your wishes we will tell you. We will also give you information about your review rights before any documents are released.

If you do not want certain parts of the information to be released, you should tell us which parts these are. We can consider deleting certain parts of the information and releasing the rest of the information.

If we decide to release the documents, we may also be required to publish the documents on the department's disclosure log on its website. When you are responding to us, you should also consider whether you have any concerns about the documents being included on the department's disclosure log.

How to have your say

You can send your comments to Information.Law@dva.gov.au

If we do not hear from you **by 3 March 2022**, we will make a decision about releasing the information without your comments.

Further assistance

If you have any questions, please email Information.Law@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)

Information Access Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

e Information.Law@dva.gov.au

From: INFORMATION.LAW
Sent: Monday, 21 February 2022 12:08 PM
To: 'info@rtwsa.com'
Cc: INFORMATION.LAW
Subject: LEX47367 - Formal Consultation - Workcover SA [SEC=OFFICIAL]
Attachments: WORKCOVERSA COPY 22174788E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Summary Report December 2008 _Redacted.pdf; WORKCOVERSA COPY 22174959E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Overview Report October 2008.pdf

Dear Sir/Madam,

Freedom of Information request

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers documents that contain information about your organisation. We need to consult with you about releasing this information before making a decision on the request.

A copy of the documents are **attached**. We have also given you a summary of the relevant parts of the *Freedom of Information Act 1982* (FOI Act).

Have your say

Section 47 of the FOI Act protects trade secrets and commercially valuable information. We are not required to release trade secrets or your commercially valuable information when it would destroy or diminish the value of the information.

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- how your competitors could use the information to harm your business
- whether the release of this information might stop you giving information to the Commonwealth in future
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How to have your say

You can send your comments to Information.Law@dva.gov.au

If we do not hear from you **by 3 March 2022**, we will make a decision about releasing the information without your comments.

Further assistance

If you have any questions, please email Information.Law@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)

Information Access Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

e Information.Law@dva.gov.au

From: INFORMATION.LAW
Sent: Monday, 21 February 2022 12:09 PM
To: 'information@msd.govt.nz'
Cc: INFORMATION.LAW
Subject: LEX47367 - Formal Consultation - New Zealand Ministry of Social Development [SEC=OFFICIAL]
Attachments: NZ COPY 22174788E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Summary Report December 2008_Redacted.pdf

Dear Sir/Madam,

Freedom of Information request

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers documents that contain information about your organisation. We need to consult with you about releasing this information before making a decision on the request.

A copy of the documents are **attached**. We have also given you a summary of the relevant parts of the *Freedom of Information Act 1982* (FOI Act).

Have your say

Section 47 of the FOI Act protects trade secrets and commercially valuable information. We are not required to release trade secrets or your commercially valuable information when it would destroy or diminish the value of the information.

Section 47G of the FOI Act protects information about business or professional affairs. Business information does not have to be released if disclosure would be unreasonable, or could prejudice the future supply of information to the department, and would be contrary to the public interest.

You should tell us if you do not want us to release the information. You should also tell us why you do not want us to release the information. For example, you could tell us about:

- who is aware of, or privy to, the information
- how your competitors could use the information to harm your business
- whether the release of this information might stop you giving information to the Commonwealth in future
- whether the release of this information is in the public interest.

Please note that any comments you make may be included in the department's decision when it is provided to the FOI applicant.

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If we decide to release the documents, we may also be required to publish the documents on the department's disclosure log on its website. When you are responding to us, you should also consider whether you have any concerns about the documents being included on the department's disclosure log.

How to have your say

You can send your comments to Information.Law@dva.gov.au

If we do not hear from you **by 3 March 2022**, we will make a decision about releasing the information without your comments.

Further assistance

If you have any questions, please email Information.Law@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)

Information Access Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

e Information.Law@dva.gov.au

From: No Reply <NOREPLYFORWARD@RTWSA.COM>
Sent: Monday, 21 February 2022 12:10 PM
To: INFORMATION.LAW
Subject: RTWSA - Thank you for contacting us

Thank you for contacting ReturnToWorkSA.

We will respond to your enquiry as soon as possible.

You can also contact us in other ways:

Online: through our Online Services portal at <https://auth.rtwsa.com/my.policy> you can lodge your Remuneration Return, Pay Premium, download a Certificate of Registration or update your Registration.

Call us: between 8:00am - 6:00pm (SA Time) Monday to Friday on 13 18 55 (within Australia) or +61 8 8233 2343 (outside Australia)

In Person: 400 King William Street, Adelaide SA 5000 open 8:30am - 5:00pm Monday to Friday.

www.rtwsa.com you may find the information that you require on our website.

Thank you.

'Information contained within this email and any attached document/s should be considered to be Sensitive pursuant to the South Australia Government Cyber Security Framework and the recipient should ensure the information is protected from unauthorised disclosure or loss'

From: INFORMATION.LAW
Sent: Monday, 21 February 2022 12:12 PM
To: 'foi@defence.gov.au'
Cc: INFORMATION.LAW
Subject: LEX47367 - Courtesy Consultation - Defence [SEC=OFFICIAL]
Attachments: DEFENCE COPY 22175028E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Resource Analysis Report October 2008.pdf; DEFENCE COPY 22174788E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Summary Report December 2008_Redacted.pdf; DEFENCE COPY 22174959E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Overview Report October 2008.pdf; DEFENCE COPY 22174994E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Benchmarking Partners Comparison - October 2008.pdf

Dear Sir/Madam,

Freedom of Information request - courtesy consultation

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers documents that contain information about your organisation. We wish consult with you about releasing this information before making a decision on the request.

A copy of the documents are **attached**.

With reference to the relevant FOI Act provisions, we ask that you please advise whether your agency has any objection to the release of the material contained within the documents.

We will consider your comments carefully. If we decide to release the information against your wishes we will tell you. We will also give you information about your review rights before any documents are released.

If you do not want certain parts of the information to be released, you should tell us which parts these are. We can consider deleting certain parts of the information and releasing the rest of the information.

If we decide to release the documents, we may also be required to publish the documents on the department's disclosure log on its website. When you are responding to us, you should also consider whether you have any concerns about the documents being included on the department's disclosure log.

If you have any questions, please email Information.Law@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)
Information Access Officer
Information Law Section
Legal Services and Audit Branch
Department of Veterans' Affairs
e Information.Law@dva.gov.au

From: INFORMATION.LAW
Sent: Monday, 21 February 2022 12:14 PM
To: 'FOI@desi.gov.au'
Cc: INFORMATION.LAW
Subject: LEX47367 - Courtesy Consultation - DESE/DEEWR [SEC=OFFICIAL]
Attachments: DEEWA COPY 22174959E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Overview Report October 2008.pdf; DEEWA COPY 22174994E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Benchmarking Partners Comparison - October 2008_Redacted.pdf; DEEWA COPY 22174788E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Summary Report December 2008_Redacted.pdf

Dear Sir/Madam,

Freedom of Information request – courtesy consultation

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers documents that contain information about your agency. We wish consult with you about releasing this information before making a decision on the request.

A copy of the documents are **attached**.

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If we decide to release the documents, we may also be required to publish the documents on the department's disclosure log on its website. When you are responding to us, you should also consider whether you have any concerns about the documents being included on the department's disclosure log.

If you have any questions, please email Information.Law@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)

Information Access Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

e Information.Law@dva.gov.au

From: Mail Delivery System <MAILER-DAEMON@humanservices.gov.au>
To: FOI@desi.gov.au
Sent: Monday, 21 February 2022 12:14 PM
Subject: Undeliverable: LEX47367 - Courtesy Consultation - DESE/DEEWR [SEC=OFFICIAL]

Delivery has failed to these recipients or groups:

FOI@desi.gov.au

A problem occurred while delivering this message to this email address. Try sending this message again. If the problem continues, please contact your helpdesk.

Diagnostic information for administrators:

Generating server: dcbgeo1.dhs.gwy

FOI@desi.gov.au

Remote Server returned '< #5.0.0 smtp; 5.1.2 - Bad destination host 'DNS Hard Error looking up desi.gov.au (MX): NXDomain' (delivery attempts: 0)>'

Original message headers:

IronPort-SDR:
qAay/ZCAJ5mpovZOKp9fpqAFaAuNg58RLRWWCsOGc/A9YQ32zmITeRHdTm3gpigAvBuSF1DU8jY
DHTgod3N2+/w==
X-IronPort-AV: E=Sophos;i="5.88,384,1635166800";
d="pdf'?scan'208,217";a="22025701"
Received: from unknown (HELO DCVSXD040.DVASTAFF.dva.gov.au) ([10.4.176.52])
by mailout5.humanservices.gov.au with ESMTTP/TLS/ECDHE-RSA-AES128-SHA256; 21 Feb 2022
12:13:52 +1100
Received: from dcvsgxd040.DVASTAFF.dva.gov.au (10.4.176.52) by
DCVSXD040.DVASTAFF.dva.gov.au (10.4.176.52) with Microsoft SMTP Server (TLS)
id 15.0.1497.28; Mon, 21 Feb 2022 12:13:50 +1100
Received: from dcvsgxd040.DVASTAFF.dva.gov.au ([10.2.174.127]) by
DCVSXD040.DVASTAFF.dva.gov.au ([10.2.174.127]) with mapi id 15.00.1497.028;
Mon, 21 Feb 2022 12:13:50 +1100
From: INFORMATION.LAW
To: "'FOI@desi.gov.au'"
CC: INFORMATION.LAW
Subject: LEX47367 - Courtesy Consultation - DESE/DEEWR [SEC=OFFICIAL]
Thread-Topic: LEX47367 - Courtesy Consultation - DESE/DEEWR [SEC=OFFICIAL]
Thread-Index: AdgmwEWoL/T80Wg4QR+PtAIraf0l0w==
Date: Mon, 21 Feb 2022 01:13:50 +0000
Message-ID:
Accept-Language: en-AU, en-US
Content-Language: en-US
X-MS-Has-Attach: yes
X-MS-TNEF-Correlator:
x-protective-marking: VER=2018.4, NS=gov.au, SEC=OFFICIAL
x-ms-exchange-messagesentrepresentingtype: 1
x-ms-exchange-transport-fromentityheader: Hosted
x-originating-ip: [10.244.246.99]
x-ms-exchange-sharedmailbox-routingagent-processed: True

Content-Type: text/plain
MIME-Version: 1.0

From: INFORMATION.LAW
Sent: Monday, 21 February 2022 12:15 PM
To: 'foi@comcare.gov.au'
Cc: INFORMATION.LAW
Subject: LEX47367 - Courtesy Consultation - Comcare [SEC=OFFICIAL]
Attachments: COMCARE COPY 22174959E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Overview Report October 2008.pdf; COMCARE COPY 22174994E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Benchmarking Partners Comparison - October 2008_Redacted.pdf; COMCARE COPY 22174788E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Summary Report December 2008_Redacted.pdf

Dear Sir/Madam,

Freedom of Information request – courtesy consultation

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers documents that contain information about your agency. We wish consult with you about releasing this information before making a decision on the request.

A copy of the documents are **attached**.

With reference to the relevant FOI Act provisions, we ask that you please advise whether your agency has any objection to the release of the material contained within the documents.

We will consider your comments carefully. If we decide to release the information against your wishes we will tell you. We will also give you information about your review rights before any documents are released.

If you do not want certain parts of the information to be released, you should tell us which parts these are. We can consider deleting certain parts of the information and releasing the rest of the information.

If we decide to release the documents, we may also be required to publish the documents on the department's disclosure log on its website. When you are responding to us, you should also consider whether you have any concerns about the documents being included on the department's disclosure log.

If you have any questions, please email Information.Law@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)

Information Access Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

e Information.Law@dva.gov.au

From: foi <foi@comcare.gov.au>
Sent: Monday, 21 February 2022 12:15 PM
To: INFORMATION.LAW
Subject: Automatic Reply [SEC=OFFICIAL]

Thank you for your email to Freedom of Information (FOI) at Comcare. If your request meets the requirements for a valid FOI request, an acknowledgement letter will be sent to you within 14 days. Otherwise, FOI staff will contact you to discuss your request.

NOTICE: This e-mail message and attachments may contain confidential, personal or legally privileged information. If you are not the intended recipient you should not use or disclose any information in the message or attachments. If received in error, please notify the sender by return email immediately, if possible, or Enquiries.General@comcare.gov.au. Comcare does not waive any confidentiality or privilege. For information about how we handle personal information, please visit www.comcare.gov.au/privacy or contact us on 1300 366 979 and request a copy of our Privacy Policy.

From: INFORMATION.LAW
Sent: Tuesday, 22 February 2022 12:19 PM
To: foi
Cc: INFORMATION.LAW
Subject: RE: LEX47367 - Courtesy Consultation - Comcare [SEC=OFFICIAL]

Dear Amy,

Thank you for your email and apologies that we neglected to include a return date in our email below.

If possible, we would appreciate a response by COB 28 February 2022. Please let us know if that timeframe is not realistic, and we can discuss a further timeframe.

Regards

Chantal (Position Number 62212962)
Senior Legal Officer
Information Law Section
Legal Services and Audit Branch
Department of Veterans' Affairs
e Information.Law@dva.gov.au

From: foi
Sent: Monday, 21 February 2022 3:31 PM
To: INFORMATION.LAW
Cc: foi
Subject: RE: LEX47367 - Courtesy Consultation - Comcare [SEC=OFFICIAL]

OFFICIAL

Dear Jasmine,

Thank you for your below email and providing Comcare with the opportunity to comment on the documents you have located.

Could you please let us know as to when you expect a response on the relevant documents, as I could not locate a due date in your email?

Kind regards,

Amy
Statutory Oversight Officer | Legal Group
Email: foi@comcare.gov.au



Australian Government
Comcare

Comcare
GPO Box 9905, Canberra, ACT 2601
1300 366 979
www.comcare.gov.au





Comcare acknowledges the Traditional Owners and Custodians of country throughout Australia and acknowledges their continuing connection to land, sea and community. We pay our respects to the people, the cultures and the elders past, present and emerging.

Please note: This email and attachments may contain information subject to legal professional privilege or information that is otherwise sensitive and confidential. If you are not the intended recipient of this email, you are prohibited from using or disseminating this communication. If you have received this communication in error please notify the sender immediately and permanently deleted this email.

From: INFORMATION.LAW
Sent: Monday, 21 February 2022 12:15 PM
To: foi
Cc: INFORMATION.LAW
Subject: LEX47367 - Courtesy Consultation - Comcare [SEC=OFFICIAL]

Dear Sir/Madam,

Freedom of Information request – courtesy consultation

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers documents that contain information about your agency. We wish consult with you about releasing this information before making a decision on the request.

A copy of the documents are **attached**.

With reference to the relevant FOI Act provisions, we ask that you please advise whether your agency has any objection to the release of the material contained within the documents.

We will consider your comments carefully. If we decide to release the information against your wishes we will tell you. We will also give you information about your review rights before any documents are released.

If you do not want certain parts of the information to be released, you should tell us which parts these are. We can consider deleting certain parts of the information and releasing the rest of the information.

If we decide to release the documents, we may also be required to publish the documents on the department's disclosure log on its website. When you are responding to us, you should also consider whether you have any concerns about the documents being included on the department's disclosure log.

If you have any questions, please email Information.Law@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)

Information Access Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

e Information.Law@dva.gov.au

NOTICE: This e-mail message and attachments may contain confidential, personal or legally privileged information. If you are not the intended recipient you should not use or disclose any information in the

message or attachments. If received in error, please notify the sender by return email immediately, if possible, or Enquiries.General@comcare.gov.au. Comcare does not waive any confidentiality or privilege. For information about how we handle personal information, please visit www.comcare.gov.au/privacy or contact us on 1300 366 979 and request a copy of our Privacy Policy.

From: foi <foi@comcare.gov.au>
Sent: Tuesday, 22 February 2022 12:19 PM
To: INFORMATION.LAW
Subject: Automatic Reply [SEC=OFFICIAL]

Thank you for your email to Freedom of Information (FOI) at Comcare. If your request meets the requirements for a valid FOI request, an acknowledgement letter will be sent to you within 14 days. Otherwise, FOI staff will contact you to discuss your request.

NOTICE: This e-mail message and attachments may contain confidential, personal or legally privileged information. If you are not the intended recipient you should not use or disclose any information in the message or attachments. If received in error, please notify the sender by return email immediately, if possible, or Enquiries.General@comcare.gov.au. Comcare does not waive any confidentiality or privilege. For information about how we handle personal information, please visit www.comcare.gov.au/privacy or contact us on 1300 366 979 and request a copy of our Privacy Policy.

From: INFORMATION.LAW
Sent: Tuesday, 22 February 2022 12:53 PM
To: FOI@dese.gov.au
Cc: INFORMATION.LAW
Subject: LEX47367 - Courtesy Consultation - DESE/DEEWR [SEC=OFFICIAL]
Attachments: DEEWA COPY 22174959E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Overview Report October 2008.pdf; DEEWA COPY 22174994E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Benchmarking Partners Comparison - October 2008_Redacted.pdf; DEEWA COPY 22174788E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Summary Report December 2008_Redacted.pdf

Dear Sir/Madam,

Freedom of Information request – courtesy consultation

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers documents that contain information about your agency. We wish consult with you about releasing this information before making a decision on the request.

A copy of the documents are **attached**.

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We would be grateful if the department could let us have any comments by COB on 28 February 2022. Please let us know if that timeframe is not possible.

If you have any questions, please email Information.Law@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)
Information Access Officer
Information Law Section
Legal Services and Audit Branch
Department of Veterans' Affairs
e Information.Law@dva.gov.au

From: DESE - FOI <FOI@dese.gov.au>
Sent: Tuesday, 22 February 2022 12:54 PM
To: INFORMATION.LAW
Subject: You have contacted the Freedom of Information Team at the Commonwealth Department of Education, Skills and Employment

You have contacted the Freedom of Information Team at the Commonwealth Department of Education, Skills and Employment (the department). If your email relates to an Freedom of Information (FOI) application made under the *Freedom of Information Act 1982* (Cth) (FOI Act), the department will respond as soon as possible.

This email address is only for applications for access to documents under the FOI Act. The department is unable to respond to non-FOI related enquiries sent to this email address, and accordingly, emails sent to this email address that are not FOI related will not be responded to or forwarded. If you have a non-FOI related enquiry for the department, you can contact the department by using the online enquiry forms at <https://www.dese.gov.au/about-us/contact-us/education-online-contact-form> or <https://www.dese.gov.au/about-us/contact-us/employment-online-contact-form>.

Regards,
Freedom of Information Team
Department of Education, Skills and Employment

Notice:

The information contained in this email message and any attached files may be confidential information, and may also be the subject of legal professional privilege. If you are not the intended recipient any use, disclosure or copying of this email is unauthorised. If you received this email in error, please notify the sender by contacting the department's switchboard on 1300 488 064 during business hours (8:30am - 5pm Canberra time) and delete all copies of this transmission together with any attachments.

From: s 47E; s 47F Harini on behalf of INFORMATION.ACCESS.OVERFLOW
Sent: Tuesday, 22 February 2022 1:06 PM
To: INFORMATION.ACCESS.OVERFLOW
Subject: FW: LEX47367 - Courtesy Consultation - DESE/DEEWR [SEC=OFFICIAL]
Attachments: DEEWA COPY 22174959E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Overview Report October 2008.pdf; DEEWA COPY 22174994E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Benchmarking Partners Comparison - October 2008_Redacted.pdf; DEEWA COPY 22174788E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Summary Report December 2008_Redacted.pdf

Hi team

Just for your awareness, courtesy consults do not have review rights (see highlighted). If you would like Info Law to come up with a courtesy consult template let us know.

Harini s 47E; s 47F

Director/Principal Legal Officer

Information Law Section

e: Information.Law@dva.gov.au s 47E; s 47F

Please consider the environment before printing this email

This email may contain legal advice that is subject to legal professional privilege. Care should be taken to avoid unintended waiver of that privilege. The Department of Veterans' Affairs Legal Branch should be consulted prior to any decision to disclose the existence or content of any advice contained in this email to a third party.

From: INFORMATION.LAW
Sent: Tuesday, 22 February 2022 12:53 PM
To: FOI@dese.gov.au
Cc: INFORMATION.LAW
Subject: LEX47367 - Courtesy Consultation - DESE/DEEWR [SEC=OFFICIAL]

Dear Sir/Madam,

Freedom of Information request – courtesy consultation

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers documents that contain information about your agency. We wish consult with you about releasing this information before making a decision on the request.

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We would be grateful if the department could let us have any comments by COB on 28 February 2022. Please let us know if that timeframe is not possible.

If you have any questions, please email Information.Law@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)

Information Access Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

e Information.Law@dva.gov.au

From: s 47F @rtwsa.com>
Sent: Tuesday, 22 February 2022 1:28 PM
To: INFORMATION.LAW
Subject: FW: LEX47367 - Formal Consultation - Workcover SA [SEC=OFFICIAL]
Attachments: WORKCOVERSA COPY 22174788E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Summary Report December 2008 _Redacted.pdf; WORKCOVERSA COPY 22174959E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Overview Report October 2008.pdf

Dear Information Access Officer

I refer to your request below to ReturnToWorkSA regarding consultation under the FOI Act.

I am currently considering the request and note that the information is commercially sensitive. It will be helpful to know who the applicant is or information that will enable me to properly consider the documents.

As you know release of documents under the FOI Act is release to the world at large.

Thank you and Kind regards

s 47F (Accredited FOI Officer)

Manager, Governance and Corporate Risk
400 King William Street Adelaide SA 5000

s 47F

www.rtwsa.com | s 47F @rtwsa.com



From: Freedom of Information
Sent: Tuesday, 22 February 2022 11:59 AM
To: s 47F
Subject: FW: LEX47367 - Formal Consultation - Workcover SA [SEC=OFFICIAL]

Hi s 47F

Please see attached correspondence re FOI consultation.

Let me know if there is anything you need me to do.

Kind regards,

s 47F

Access to Information
Governance
400 King William Street Adelaide SA 5000

s 47F

www.rtwsa.com | s 47F @rtwsa.com



From: info@rtwsa.com <INFOFORWARD@ENGHOUSE.RTWSA.COM>
Sent: Tuesday, 22 February 2022 8:01 AM
To: Freedom of Information <FOI@rtwsa.com>
Subject: FW: LEX47367 - Formal Consultation - Workcover SA [SEC=OFFICIAL]

-----Original Message-----

From: INFORMATION.LAW@dva.gov.au
Sent: Monday, 21 February 2022 11:38:22 AM
To: "info@rtwsa.com" <info@rtwsa.com>
CC: "INFORMATION.LAW" <INFORMATION.LAW@dva.gov.au>
Subject: LEX47367 - Formal Consultation - Workcover SA [SEC=OFFICIAL]

Dear Sir/Madam,
Freedom of Information request

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers documents that contain information about your organisation. We need to consult with you about releasing this information before making a decision on the request. A copy of the documents are **attached**. We have also given you a summary of the relevant parts of the *Freedom of Information Act 1982* (FOI Act).

Have your say

Section 47 of the FOI Act protects trade secrets and commercially valuable information. We are not required to release trade secrets or your commercially valuable information when it would destroy or diminish the value of the information.

Section 47G of the FOI Act protects information about business or professional affairs.

Business information does not have to be released if disclosure would be unreasonable, or could prejudice the future supply of information to the department, and would be contrary to the public interest.

You should tell us if you do not want us to release the information. You should also tell us why you do not want us to release the information. For example, you could tell us about:

- who is aware of, or privy to, the information
- how your competitors could use the information to harm your business
- whether the release of this information might stop you giving information to the Commonwealth in future
- whether the release of this information is in the public interest.

Please note that any comments you make may be included in the department's decision when it is provided to the FOI applicant.

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How to have your say

You can send your comments to Information.Law@dva.gov.au

If we do not hear from you **by 3 March 2022**, we will make a decision about releasing the information without your comments.

Further assistance

If you have any questions, please email Information.Law@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)

Information Access Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

e Information.Law@dva.gov.au

‘Information contained within this email and any attached document/s should be considered to be Sensitive pursuant to the South Australia Government Cyber Security Framework and the recipient should ensure the information is protected from unauthorised disclosure or loss’

s 47E; s 47F **Suzanne**

From: s 47F @rtwsa.com>
Sent: Tuesday, 22 February 2022 3:27 PM
To: INFORMATION.LAW
Subject: RE: LEX47367 - Formal Consultation - Workcover SA [SEC=OFFICIAL]

Thank you Chantal

I will proceed to assess the documents with senior management and provide a response by the due date.

I do note the age of the document which may assist our decision.

Kind regards

s 47F

Manager, Governance and Corporate Risk

400 King William Street Adelaide SA 5000

s 47F

www.rtwsa.com | s 47F @rtwsa.com



From: INFORMATION.LAW
Sent: Tuesday, 22 February 2022 2:39 PM
To: s 47F
Cc: INFORMATION.LAW
Subject: RE: LEX47367 - Formal Consultation - Workcover SA [SEC=OFFICIAL]

Dear s 47F

Thank you for your email. Unfortunately the department is not in a position to disclose the name of the applicant who has made the access request, because of *Privacy Act* considerations. I can indicate that the request has been made by a private individual, but, as you say, that individual is free to disclose the information to the world at large. I can indicate that the reports state that information included in the report has been obtained directly from benchmarking partners, and that copies of the analysis was provided to benchmarking partners for their review and comments. Please let me know if it would assist if we provide you with that extract of the report.

Please don't hesitate to contact Chantal at Information.Law@dva.gov.au if you require any further information.

Kind regards

Chantal

Chantal (Position Number 62212962)

Senior Legal Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

e Information.Law@dva.gov.au

From: s 47F @rtwsa.com>
Sent: Tuesday, 22 February 2022 1:28 PM
To: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>
Subject: FW: LEX47367 - Formal Consultation - Workcover SA [SEC=OFFICIAL]

Dear Information Access Officer

I refer to your request below to ReturnToWorkSA regarding consultation under the FOI Act.

I am currently considering the request and note that the information is commercially sensitive. It will be helpful to know who the applicant is or information that will enable me to properly consider the documents.

As you know release of documents under the FOI Act is release to the world at large.

Thank you and Kind regards

s 47F (Accredited FOI Officer)

Manager, Governance and Corporate Risk

400 King William Street Adelaide SA 5000

s 47F

www.rtwsa.com | s 47F @rtwsa.com

From: Freedom of Information

Sent: Tuesday, 22 February 2022 11:59 AM

To: s 47F

Subject: FW: LEX47367 - Formal Consultation - Workcover SA [SEC=OFFICIAL]

Hi s 47F

Please see attached correspondence re FOI consultation.

Let me know if there is anything you need me to do.

Kind regards,

s 47F

Access to Information

Governance

400 King William Street Adelaide SA 5000

s 47F

www.rtwsa.com | s 47F [@rtwsa.com](mailto:s47f@rtwsa.com)

From: info@rtwsa.com <INFOFORWARD@ENGHOUSE.RTWSA.COM>

Sent: Tuesday, 22 February 2022 8:01 AM

To: Freedom of Information <FOI@rtwsa.com>

Subject: FW: LEX47367 - Formal Consultation - Workcover SA [SEC=OFFICIAL]

-----Original Message-----

From: INFORMATION.LAW@dva.gov.au

Sent: Monday, 21 February 2022 11:38:22 AM

To: "info@rtwsa.com" <info@rtwsa.com>

CC: "[INFORMATION.LAW](mailto:INFORMATION.LAW@dva.gov.au)" <INFORMATION.LAW@dva.gov.au>

Subject: LEX47367 - Formal Consultation - Workcover SA [SEC=OFFICIAL]

Dear Sir/Madam,

Freedom of Information request

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers documents that contain information about your organisation. We need to consult with you about releasing this information before making a decision on the request. A copy of the documents are **attached**. We have also given you a summary of the relevant parts of the *Freedom of Information Act 1982* (FOI Act).

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How to have your say

You can send your comments to Information.Law@dva.gov.au

If we do not hear from you **by 3 March 2022**, we will make a decision about releasing the information without your comments.

Further assistance

If you have any questions, please email Information.Law@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)

Information Access Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

e Information.Law@dva.gov.au

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'Information contained within this email and any attached document/s should be considered to be Sensitive pursuant to the South Australia Government Cyber Security Framework and the recipient should ensure the information is protected from unauthorised disclosure or loss'

s 47E; s 47F **Suzanne**

From: Rashad ^{s 47E; s 47F} <Rashad.^{s 47E; s 47F}@msd.govt.nz>
Sent: Wednesday, 23 February 2022 8:26 AM
To: INFORMATION.LAW
Subject: RE: LEX47367 - Formal Consultation - New Zealand Ministry of Social Development [SEC=OFFICIAL]

Cheers Jasmine,

I will have a look into this and get back to you by 3 March.

Thanks for sending this through!

Rashad ^{s 47E; s 47F} | **Senior Advisor | Official and Parliamentary Information**
Ministerial & Executive Services | Ministry of Social Development
The Aurora Centre, 56 The Terrace, Wellington | PO Box 546, Wellington 6011
Email: Rashad^{s 47E; s 47F}@msd.govt.nz **Telephone:** Internal Ext ^{s 47E; s 47F}



From: OIA_Requests (MSD)
Sent: Tuesday, 22 February 2022 10:20 AM
To: Rashad ^{s 47E; s 47F}; Celia ^{s 47E; s 47F}
Subject: FW: LEX47367 - Formal Consultation - New Zealand Ministry of Social Development [SEC=OFFICIAL]

New CNSLT
Department of Veteran's Affairs (Australia)
Due 3 March

Rashad – please acknowledge with Jasmine that we're looking into this for her. Will need to go to Lynne ^{s 47E; s 47F} team / SD.

From: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>
Sent: Monday, 21 February 2022 2:09 pm
To: Info (MSD) <Info@MSD.govt.nz>
Cc: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>
Subject: LEX47367 - Formal Consultation - New Zealand Ministry of Social Development [SEC=OFFICIAL]

Dear Sir/Madam,

Freedom of Information request

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers documents that contain information about your organisation. We need to consult with you about releasing this information before making a decision on the request.

A copy of the documents are **attached**. We have also given you a summary of the relevant parts of the *Freedom of Information Act 1982* (FOI Act).

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How to have your say

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If we do not hear from you **by 3 March 2022**, we will make a decision about releasing the information without your comments.

Further assistance

If you have any questions, please email Information.Law@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)

Information Access Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

e Information.Law@dva.gov.au

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Development accepts no responsibility for changes made to this message or attachments after transmission from the Ministry. -----

From: FOI.LEGAL.TEAM <FOI.Legal.Team@servicesaustralia.gov.au>
Sent: Friday, 25 February 2022 4:27 PM
To: INFORMATION.LAW
Cc: FOI.LEGAL.TEAM
Subject: RE: LEX47367 - Courtesy Consultation - Centrelink [Our reference: LEX 66696]
[SEC=OFFICIAL]

Categories: Jasmine

Dear Jasmine

Thank you for your email and for consulting with us in regards to this freedom of information request.

We are currently working with the relevant business areas to review the documents and provide our comments. Could you please advise when you require a response from Services Australia in respect of this request?

Kind regards

s 47E; s 47F

FOI.Legal.Team@servicesaustralia.gov.au

Freedom of Information Team

LEGAL SERVICES DIVISION

SERVICES AUSTRALIA
servicesaustralia.gov.au

Services Australia acknowledges the Traditional Owners of the land now called Australia. We pay our respect to all Elders, past, present and emerging of all Aboriginal and Torres Strait Islander nations.

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From: INFORMATION.LAW
Sent: Monday, 21 February 2022 10:03 AM
To: FREEDOMOFINFORMATION
Cc: INFORMATION.LAW
Subject: LEX47367 - Courtesy Consultation - Centrelink [SEC=OFFICIAL]

Dear Sir/Madam,

Freedom of Information request – courtesy consultation

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A copy of the documents are **attached**.

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Yours sincerely

Jasmine (Position Number 62329540)
Information Access Officer
Information Law Section
Legal Services and Audit Branch
Department of Veterans' Affairs
e Information.Law@dva.gov.au

***** IMPORTANT: This e-mail is for the use of the intended recipient only and may contain information that is confidential, commercially valuable and/or subject to legal or parliamentary privilege. If you are not the intended recipient you are notified that any review, re-transmission, disclosure, dissemination or other use of, or taking of any action in reliance upon, this information is prohibited and may result in severe penalties. If you have received this e-mail in error please notify the sender immediately and delete all electronic and hard copies of this transmission together with any attachments. Please consider the environment before printing this e-mail *****

s 47E; s 47F **Suzanne**

From: ^{s 47E; s 47F} Jasmine
Sent: Monday, 28 February 2022 2:49 PM
To: ^{s 47E; s 47F} Jasmine
Subject: FW: LEX47367 - Courtesy Consultation - Centrelink [Our reference: LEX 66696] [SEC=OFFICIAL]

Need to speak to Chantal and obtain availability for a t/c with Services Australia.

Once availability obtained need to contact ^{s 47E; s 47F}

Jasmine (Position Number 62329540)

Information Access Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

e Information.Law@dva.gov.au

From: FOI.LEGAL.TEAM
Sent: Friday, 25 February 2022 4:27 PM
To: INFORMATION.LAW
Cc: FOI.LEGAL.TEAM
Subject: RE: LEX47367 - Courtesy Consultation - Centrelink [Our reference: LEX 66696] [SEC=OFFICIAL]

Dear Jasmine

Thank you for your email and for consulting with us in regards to this freedom of information request.

We are currently working with the relevant business areas to review the documents and provide our comments. Could you please advise when you require a response from Services Australia in respect of this request?

Kind regards

^{s 47E; s 47F}

FOI.Legal.Team@servicesaustralia.gov.au

Freedom of Information Team

LEGAL SERVICES DIVISION



SERVICES AUSTRALIA
servicesaustralia.gov.au

Services Australia acknowledges the Traditional Owners of the land now called Australia. We pay our respect to all Elders, past, present and emerging of all Aboriginal and Torres Strait Islander nations.

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From: INFORMATION.LAW
Sent: Monday, 21 February 2022 10:03 AM
To: FREEDOMOFINFORMATION

Cc: INFORMATION.LAW

Subject: LEX47367 - Courtesy Consultation - Centrelink [SEC=OFFICIAL]

Dear Sir/Madam,

Freedom of Information request – courtesy consultation

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers documents that contain information about your agency. We wish consult with you about releasing this information before making a decision on the request.

A copy of the documents are **attached**.

With reference to the relevant FOI Act provisions, we ask that you please advise whether your agency has any objection to the release of the material contained within the documents.

We will consider your comments carefully. If we decide to release the information against your wishes we will tell you. We will also give you information about your review rights before any documents are released.

If you do not want certain parts of the information to be released, you should tell us which parts these are. We can consider deleting certain parts of the information and releasing the rest of the information.

If we decide to release the documents, we may also be required to publish the documents on the department's disclosure log on its website. When you are responding to us, you should also consider whether you have any concerns about the documents being included on the department's disclosure log.

If you have any questions, please email Information.Law@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)

Information Access Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

e Information.Law@dva.gov.au

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s 47E; s 47F **Suzanne**

From: s 47E; s 47F Jeffrey
Sent: Monday, 28 February 2022 2:54 PM
To: s 47E; s 47F Jeffrey, s 47E; s 47F Jasmine
Subject: Conversation with s 47E; s 47F Jeffrey

jeffrey. s 47E; s 47F @dva.gov.au 2:40 PM:

Good Afternoon, I have s 47E; s 47F from service Australia requesting to speak with you about an FOI request in regards lex number 47367

s 47E; s 47F requested a call back on - s 47E; s 47F

s 47E; s 47F **Jasmine 2:41 PM:**

Thank you. I will return her call.

s 47E; s 47F **Jeffrey 2:41 PM:**

np :)

From: foi <foi@comcare.gov.au>
Sent: Monday, 28 February 2022 4:04 PM
To: INFORMATION.LAW
Cc: foi
Subject: RE: LEX47367 - Courtesy Consultation - Comcare (2022/441)
[SEC=OFFICIAL:Sensitive]
Attachments: 1. Benchmarking Study of DVA Services Project Jazz TFG Overview Report October 2008.pdf; 2. Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Benchmarking Partners Comparison - October 2.pdf; 3. Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Summary Report December 2008_Redacted.pdf

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL: Sensitive

Dear Jasmine,

Thank you for providing Comcare with the opportunity to review the documents proposed for release under the *Freedom of Information Act 1982* (the **FOI Act**).

In summary, Comcare submits that the following pages of the three documents provided should be exempt from release:

S 47C

S 47C

Kind regards,

Amy
Statutory Oversight Officer | Legal Group
Email: foi@comcare.gov.au



Australian Government
Comcare

Comcare
GPO Box 9905, Canberra, ACT 2601
1300 366 979
www.comcare.gov.au



Comcare acknowledges the Traditional Owners and Custodians of country throughout Australia and acknowledges their continuing connection to land, sea and community. We pay our respects to the people, the cultures and the elders past, present and emerging.

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From: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>
Sent: Monday, 21 February 2022 12:15 PM
To: foi <foi@comcare.gov.au>
Cc: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>
Subject: HPE CM: LEX47367 - Courtesy Consultation - Comcare [SEC=OFFICIAL]

Dear Sir/Madam,

Freedom of Information request – courtesy consultation

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers documents that contain information about your agency. We wish consult with you about releasing this information before making a decision on the request.

A copy of the documents are **attached**.

With reference to the relevant FOI Act provisions, we ask that you please advise whether your agency has any objection to the release of the material contained within the documents.

We will consider your comments carefully. If we decide to release the information against your wishes we will tell you. We will also give you information about your review rights before any documents are released.

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If you have any questions, please email Information.Law@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)

Information Access Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

e Information.Law@dva.gov.au

Sensitive: This document may contain sensitive information as defined under Section 6 of the Privacy Act.
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From: Rashad ^{s 47E; s 47F} <Rashad.^{s 47E; s 47F}@msd.govt.nz>
Sent: Wednesday, 2 March 2022 10:24 AM
To: INFORMATION.LAW
Subject: RE: LEX47367 - Formal Consultation - New Zealand Ministry of Social Development [SEC=OFFICIAL]

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Jasmine

Kia ora Jasmine,

No concerns on the release for this information.

However, from a policy perspective there are few areas to note in which policy has changed since this doc was pulled together:

- Slide 51 – NZ provides NZS to residents when they reach 65 – (to note: this doesn't talk about the residency requirements – it does on the following page)
- Slide 51 – Second box – talks about NQPs which is a provision that is now closed
- Slide 53 – First bullet – the 10 years since 20 will be a provision that changes following the passing of the Fair Residency Bill
- Slide 53 – Second bullet – NQP provision is mentioned

Cheers,

Rashad ^{s 47E; s 47F} | **Senior Advisor | Official and Parliamentary Information**
Ministerial & Executive Services | Ministry of Social Development
The Aurora Centre, 56 The Terrace, Wellington | PO Box 546, Wellington 6011
Email: Rashad.^{s 47E; s 47F}@msd.govt.nz **Telephone:** Internal Ext ^{s 47E; s 47F}



From: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>
Sent: Monday, 21 February 2022 2:09 pm
To: Info (MSD) <Info@MSD.govt.nz>
Cc: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>
Subject: LEX47367 - Formal Consultation - New Zealand Ministry of Social Development [SEC=OFFICIAL]

Dear Sir/Madam,

Freedom of Information request

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers documents that contain information about your organisation. We need to consult with you about releasing this information before making a decision on the request.

A copy of the documents are **attached**. We have also given you a summary of the relevant parts of the *Freedom of Information Act 1982* (FOI Act).

Have your say

Section 47 of the FOI Act protects trade secrets and commercially valuable information. We are not required to release trade secrets or your commercially valuable information when it would destroy or diminish the value of the information.

Section 47G of the FOI Act protects information about business or professional affairs. Business information does not have to be released if disclosure would be unreasonable, or could prejudice the future supply of information to the department, and would be contrary to the public interest.

You should tell us if you do not want us to release the information. You should also tell us why you do not want us to release the information. For example, you could tell us about:

- who is aware of, or privy to, the information
- how your competitors could use the information to harm your business
- whether the release of this information might stop you giving information to the Commonwealth in future
- whether the release of this information is in the public interest.

Please note that any comments you make may be included in the department's decision when it is provided to the FOI applicant.

We will consider your comments carefully. If we decide to release the information against your wishes we will tell you. We will also give you information about your review rights before any documents are released.

If you do not want certain parts of the information to be released, you should tell us which parts these are. We can consider deleting certain parts of the information and releasing the rest of the information.

If we decide to release the documents, we may also be required to publish the documents on the department's disclosure log on its website. When you are responding to us, you should also consider whether you have any concerns about the documents being included on the department's disclosure log.

How to have your say

You can send your comments to Information.Law@dva.gov.au

If we do not hear from you **by 3 March 2022**, we will make a decision about releasing the information without your comments.

Further assistance

If you have any questions, please email Information.Law@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)

Information Access Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

e Information.Law@dva.gov.au

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s 47E; s 47F **Suzanne**

From: INFORMATION.ACCESS
Sent: Thursday, 3 March 2022 10:17 AM
To: ^{s 47E; s 47F} Jasmine
Subject: FW: LEX47367 - Courtesy Consultation - Centrelink [Our reference: LEX 66696] [SEC=OFFICIAL]
Attachments: Extracts outlining where data obtained_Redacted.pdf

Jasmine

For filing
Thanks Natalie

From: INFORMATION.ACCESS
Sent: Thursday, 3 March 2022 9:57 AM
To: 'FOI.LEGAL.TEAM'
Cc: INFORMATION.ACCESS
Subject: RE: LEX47367 - Courtesy Consultation - Centrelink [Our reference: LEX 66696] [SEC=OFFICIAL]

Dear ^{s 47E; s 47F}

Thank you for your time on the phone. Apologies for the delay in this email reaching you.

As discussed, please see attached pages which outline where the data for the report was obtained.

Kind Regards

Jasmine (Position Number 62329540)
Information Access Officer
Information Access Unit
Department of Veterans' Affairs
e Information.access@dva.gov.au

From: FOI.LEGAL.TEAM
Sent: Friday, 25 February 2022 4:27 PM
To: INFORMATION.LAW
Cc: FOI.LEGAL.TEAM
Subject: RE: LEX47367 - Courtesy Consultation - Centrelink [Our reference: LEX 66696] [SEC=OFFICIAL]

Dear Jasmine

Thank you for your email and for consulting with us in regards to this freedom of information request.

We are currently working with the relevant business areas to review the documents and provide our comments. Could you please advise when you require a response from Services Australia in respect of this request?

Kind regards

^{s 47E; s 47F}

FOI.Legal.Team@servicesaustralia.gov.au
Freedom of Information Team

Services Australia acknowledges the Traditional Owners of the land now called Australia. We pay our respect to all Elders, past, present and emerging of all Aboriginal and Torres Strait Islander nations.

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From: INFORMATION.LAW
Sent: Monday, 21 February 2022 10:03 AM
To: FREEDOMOFINFORMATION
Cc: INFORMATION.LAW
Subject: LEX47367 - Courtesy Consultation - Centrelink [SEC=OFFICIAL]

Dear Sir/Madam,

Freedom of Information request – courtesy consultation

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers documents that contain information about your agency. We wish consult with you about releasing this information before making a decision on the request.

A copy of the documents are **attached**.

With reference to the relevant FOI Act provisions, we ask that you please advise whether your agency has any objection to the release of the material contained within the documents.

We will consider your comments carefully. If we decide to release the information against your wishes we will tell you. We will also give you information about your review rights before any documents are released.

If you do not want certain parts of the information to be released, you should tell us which parts these are. We can consider deleting certain parts of the information and releasing the rest of the information.

If we decide to release the documents, we may also be required to publish the documents on the department's disclosure log on its website. When you are responding to us, you should also consider whether you have any concerns about the documents being included on the department's disclosure log.

If you have any questions, please email Information.Law@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)
Information Access Officer
Information Law Section
Legal Services and Audit Branch
Department of Veterans' Affairs
e Information.Law@dva.gov.au

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s 47E; s 47F **Suzanne**

From: INFORMATION.ACCESS
Sent: Thursday, 3 March 2022 11:27 AM
To: 's 47F @tfginternational.com'
Subject: LEX 47367 - 2008 Benchmarking of Costs Report [SEC=OFFICIAL]

Importance: High

Dear Sir/Madam,

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers a 2008 Benchmarking report on DVA.

We are attempting to locate the provider of the report and would be grateful if you would advise whether you had any dealings with the department in or around 2008 to provide a benchmarking report.

If you have any questions, please email Information.Law@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)

Information Access Officer

Information Access Unit

Department of Veterans' Affairs

e Information.access@dva.gov.au

s 47E; s 47F **Suzanne**

From: ^{s 47E; s 47F} Jasmine
Sent: Thursday, 3 March 2022 11:34 AM
To: ^{s 47E; s 47F} Molly; ^{s 47E; s 47F} Jasmine
Subject: Conversation with ^{s 47E; s 47F} Molly

^{s 47E; s 47I} **Jasmine 11:18 AM:**

Hi Molly, I have popped two urgent emails in the drafts box. One for LEX 47367 **s 22 - Out of scope**
The 47367 is to a TFG international which may be the TFG that provided the report. I cannot get through via telephone (an automated message plays saying I do not have permission to call this number) so I have drafted an email

^{s 47E; s 47F} **Molly 11:26 AM:**

great

s 47E; s 47F **Suzanne**

From: INFORMATION.ACCESS
Sent: Thursday, 3 March 2022 11:36 AM
To: ^{s 47E; s 47F} Jasmine
Subject: FW: LEX 47367 - 2008 Benchmarking of Costs Report [SEC=OFFICIAL]

Good Morning Jasmine

FYI

Thanks Nat

From: Mail Delivery System
Sent: Thursday, 3 March 2022 11:27 AM
To: INFORMATION.ACCESS
Subject: Undeliverable: LEX 47367 - 2008 Benchmarking of Costs Report [SEC=OFFICIAL]

Delivery has failed to these recipients or groups:

^{s 22 - Out of scope} @tfginternational.com

A problem occurred while delivering this message to this email address. Try sending this message again. If the problem continues, please contact your helpdesk.

The following organization rejected your message: [202.124.241.198].

Diagnostic information for administrators:

Generating server: mailout6.humanservices.gov.au

^{s 22 - Out of scope} @tfginternational.com

[202.124.241.198]

Remote Server returned "

Original message headers:

IronPort-SDR:
vRct7RdhenmTF3VJtRZNdgtisb9nVnw4VUdN43Jpdds1mvFI9DSYjx6P7Iyg6S+QoVQsL2vKs3
yzb/DrJibmAg==
X-IronPort-AV: E=Sophos;i="5.90,150,1643634000";
d="scan'208,217";a="23918652"
Received: from unknown (HELO DCVSXD040.DVASTAFF.dva.gov.au) ([10.4.176.52])
by mailout6.humanservices.gov.au with ESMTTP/TLS/ECDHE-RSA-AES128-SHA256; 03 Mar 2022
11:26:36 +1100
Received: from dcvsxd039.DVASTAFF.dva.gov.au (10.4.176.51) by
DCVSXD040.DVASTAFF.dva.gov.au (10.4.176.52) with Microsoft SMTP Server (TLS)
id 15.0.1497.28; Thu, 3 Mar 2022 11:26:35 +1100
Received: from dcvsxd039.DVASTAFF.dva.gov.au ([10.2.174.126]) by
DCVSXD039.DVASTAFF.dva.gov.au ([10.2.174.126]) with mapi id 15.00.1497.028;
Thu, 3 Mar 2022 11:26:35 +1100
From: INFORMATION.ACCESS

To: "'s 22 - Out of scope@tfginternational.com'"
Subject: LEX 47367 - 2008 Benchmarking of Costs Report [SEC=OFFICIAL]
Thread-Topic: LEX 47367 - 2008 Benchmarking of Costs Report [SEC=OFFICIAL]
Thread-Index: AdgulVZtUalrOMCqQYCi7dyK4vkQdQ==
Importance: high
X-Priority: 1
Date: Thu, 3 Mar 2022 00:26:35 +0000
Message-ID:
Accept-Language: en-AU, en-US
Content-Language: en-US
X-MS-Has-Attach:
X-MS-TNEF-Correlator:
x-protective-marking: VER=2018.4, NS=gov.au, SEC=OFFICIAL
catalogueonsend: False
x-ms-exchange-messagesentrepresentingtype: 1
x-ms-exchange-transport-fromentityheader: Hosted
x-originating-ip: [10.244.114.52]
x-ms-exchange-sharedmailbox-routingagent-processed: True
Content-Type: text/plain
MIME-Version: 1.0

From: DESE - FOI <FOI@dese.gov.au>
Sent: Thursday, 3 March 2022 4:29 PM
To: INFORMATION.LAW
Subject: RE: LEX47367 - Courtesy Consultation - DESE/DEEWR
Attachments: Document 1.pdf; Document 2_DESE edits.pdf; Document 3.pdf

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Jasmine

OFFICIAL

Dear Jasmine

Thank you for consulting with the department about the possible release of the attached documents (which we have renamed documents 1-3 for ease of reference). Thank you also for granting us an extension of time to provide our comments and for providing the additional information about the request.

We have consulted with the relevant business area of the department and they have advised that, aside from some parts of the documents that contain publicly available information, the department objects to the release of the material.

No objections to release – information extracted from the department’s annual report

The relevant business area has advised they have no concerns with the release of pages 2-23, 25 and 26 of document 1 and the highlighted parts of document 2. We are advised that pages 2-23 of document 1, and the highlighted sections of document 2 contain publicly available information that has been extracted from the department’s 2006-2007 annual report.

Deliberative processes

S 47C

s 47C

Thank you again for consulting with the department about this matter. Please do not hesitate to contact foi@dese.gov.au if you have any questions or would like to discuss.

Kind regards,
Alison

Alison s 47E; s 47F
Senior Government Lawyer
Information Law - FOI Team | Information and Corporate Law Branch
Legal Division
Australian Government Department of Education, Skills and Employment
www.dese.gov.au



The Department of Education, Skills and Employment acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to community. We pay our respects to them and their cultures, and Elders past, present and emerging.

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From: INFORMATION.LAW
Sent: Monday, 28 February 2022 11:55 AM
To: DESE - FOI
Cc: INFORMATION.LAW
Subject: RE: LEX47367 - Courtesy Consultation - DESE/DEEWR [SEC=OFFICIAL]

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good afternoon Clare,

Apologies for the delay in responding to you.

Please note we consent to the extension of time for your response to COB 3 March 2022.

The request was received by the Department on 3 January 2022. The scope of the request is as follows:

I seek copy of the Ian Lindenmayer report on the implementation and effects of the introduction of the 'One DVA' model, which was provided around 2008-2009 to DVA.

I seek copy of the Friday Group report on the benchmarking of costs of service of DVA, which was provided around 2008 to DVA.

We note that we are currently in the process of consulting with numerous third parties.

Please do not hesitate to contact me should you have any further questions.

Kind Regards

Jasmine (Position Number 62329540)

Information Access Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

e Information.Law@dva.gov.au

From: DESE - FOI <FOI@dese.gov.au>

Sent: Friday, 25 February 2022 12:07 PM

To: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>

Subject: RE: LEX47367 - Courtesy Consultation - DESE/DEEWR

OFFICIAL

Hi Jasmine,

I refer to your courtesy consultation request and our request for an extension to provide comments below.

We would be grateful if you could advise whether this extension has been granted as soon as possible today so we can let the relevant line area know. We are advised by the line area that due to a number of competing priorities, they will not be able to produce comments on the documents by Monday. Accordingly, we would be grateful for the extension of time.

Additionally, we have liaised with the relevant line area in the department and they have requested that the date and scope of the request be provided, as well as an unredacted version of the documents. They also seek to confirm whether any third party consultations have been conducted or are underway. This will assist the line area to contextualise the documents as they assess sensitivities.

Please let me know if these requests can be met.

Yours sincerely

Clare

Authorised decision maker

Freedom of Information Team

Australian Government Department of Education, Skills and Employment

From: DESE - FOI

Sent: Thursday, 24 February 2022 11:42 AM

To: INFORMATION.LAW@dva.gov.au

Subject: RE: LEX47367 - Courtesy Consultation - DESE/DEEWR [SEC=OFFICIAL]

OFFICIAL

Hi Jasmine,

I refer to the courtesy consultation request below.

Due to the age of the documents for review, we have had difficulties in locating an appropriate line area to action the request.

Accordingly, could we request that the department receive an extension until **COB 3 March 2022** to produce any comments on the documents?

Yours sincerely

Clare
Authorised decision maker
Freedom of Information Team
Australian Government Department of Education, Skills and Employment

From: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>
Sent: Tuesday, 22 February 2022 12:53 PM
To: DESE - FOI <FOI@dese.gov.au>
Cc: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>
Subject: LEX47367 - Courtesy Consultation - DESE/DEEWR [SEC=OFFICIAL]

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Sir/Madam,

Freedom of Information request – courtesy consultation

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers documents that contain information about your agency. We wish consult with you about releasing this information before making a decision on the request.

A copy of the documents are **attached**.

With reference to the relevant FOI Act provisions, we ask that you please advise whether your agency has any objection to the release of the material contained within the documents.

We will consider your comments carefully. If we decide to release the information against your wishes we will tell you. We will also give you information about your review rights before any documents are released.

If you do not want certain parts of the information to be released, you should tell us which parts these are. We can consider deleting certain parts of the information and releasing the rest of the information.

If we decide to release the documents, we may also be required to publish the documents on the department's disclosure log on its website. When you are responding to us, you should also consider whether you have any concerns about the documents being included on the department's disclosure log.

We would be grateful if the department could let us have any comments by COB on 28 February 2022. Please let us know if that timeframe is not possible.

If you have any questions, please email Information.Law@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)
Information Access Officer
Information Law Section
Legal Services and Audit Branch
Department of Veterans' Affairs
e Information.Law@dva.gov.au

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s 47E; s 47F **Suzanne**

From: s 47E; s 47F Ben MR 3 <ben.s 47E; s 47F@defence.gov.au> on behalf of FOI <foi@defence.gov.au>
Sent: Monday, 7 March 2022 1:54 PM
To: INFORMATION.LAW
Subject: RE: LEX47367 - Courtesy Consultation - Defence [SEC=OFFICIAL]
Attachments: DEFENCE COPY 22175028E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Resource Analysis Report October 2008.pdf; DEFENCE COPY 22174994E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Benchmarking Partners Comparison - October 2008.pdf; DEFENCE COPY 22174788E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Summary Report December 2008_Redacted.pdf

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Good afternoon,

Thank you for the opportunity to provide comment on your **attached** consultation and apologies for the day in providing a response.

The relevant subject matter experts from within the Department of Defence have reviewed the material and have no objection to the release of the documents in the proposed form.

If you require any further information regarding this request, please contact Defence FOI via email at FOI@defence.gov.au.

Kind regards

Ben s 47E; s 47F | **Freedom of Information Governance**

Media and Information Disclosure Branch
Ministerial and Executive Coordination & Communication Division
Department of Defence

A: s 47E; s 47F | Campbell Park Offices ACT 2600

E: ben.s 47E; s 47F@defence.gov.au

P: s 47E; s 47F

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From: INFORMATION.LAW
Sent: Monday, 21 February 2022 12:12 PM
To: FOI
Cc: INFORMATION.LAW
Subject: 20220221 12:11 - Email - INFORMATION.LAW/FOI - LEX47367 - Courtesy Consultation - Defence

Dear Sir/Madam,

Freedom of Information request - courtesy consultation

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers documents that contain information about your organisation. We wish consult with you about releasing this information before making a decision on the request.

A copy of the documents are **attached**.

With reference to the relevant FOI Act provisions, we ask that you please advise whether your agency has any objection to the release of the material contained within the documents.

We will consider your comments carefully. If we decide to release the information against your wishes we will tell you. We will also give you information about your review rights before any documents are released.

If you do not want certain parts of the information to be released, you should tell us which parts these are. We can consider deleting certain parts of the information and releasing the rest of the information.

If we decide to release the documents, we may also be required to publish the documents on the department's disclosure log on its website. When you are responding to us, you should also consider whether you have any concerns about the documents being included on the department's disclosure log.

If you have any questions, please email Information.Law@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)

Information Access Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

e Information.Law@dva.gov.au

s 47E; s 47F **Suzanne**

From: s 47F <rtwsa.com>
Sent: Monday, 7 March 2022 6:12 PM
To: INFORMATION.LAW
Subject: FW: LEX47367 - Formal Consultation - Workcover SA [SEC=OFFICIAL]

Follow Up Flag: Follow up
Flag Status: Completed

Dear Chantal

Further to my email below, I have now completed my assessment of the documents subject to an FOI application with the Department Of Veteran Affairs.

I have no objection to full release of the documents with the exception of the following words on page 92 of the documents I received

s 47C

Kind regards

s 47F

Manager, Governance and Corporate Risk
400 King William Street Adelaide SA 5000

s 47F

www.rtwsa.com | s 47F @rtwsa.com



From: s 47F

Sent: Friday, 4 March 2022 4:28 PM

To: 'INFORMATION.LAW@dva.gov.au'

Subject: FW: LEX47367 - Formal Consultation - Workcover SA [SEC=OFFICIAL]

Attention: Chantal

Further to my communication with you on 22 February 2022, I am seeking an extension to respond by cob 7 March 2022.

Thank you and Kind regards

s 47F

Manager, Governance and Corporate Risk
400 King William Street Adelaide SA 5000

s 47F

www.rtwsa.com | s 47F @rtwsa.com



From: s 47F

Sent: Tuesday, 22 February 2022 2:57 PM

To: 'INFORMATION.LAW' <INFORMATION.LAW@dva.gov.au>

Subject: RE: LEX47367 - Formal Consultation - Workcover SA [SEC=OFFICIAL]

Thank you Chantal

I will proceed to assess the documents with senior management and provide a response by the due date.

I do note the age of the document which may assist our decision.

Kind regards

s 47F

Manager, Governance and Corporate Risk
400 King William Street Adelaide SA 5000

s 47F



From: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>
Sent: Tuesday, 22 February 2022 2:39 PM
To: s 47F @rtwsa.com>
Cc: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>
Subject: RE: LEX47367 - Formal Consultation - Workcover SA [SEC=OFFICIAL]
Dear s 47F

Thank you for your email. Unfortunately the department is not in a position to disclose the name of the applicant who has made the access request, because of *Privacy Act* considerations. I can indicate that the request has been made by a private individual, but, as you say, that individual is free to disclose the information to the world at large. I can indicate that the reports state that information included in the report has been obtained directly from benchmarking partners, and that copies of the analysis was provided to benchmarking partners for their review and comments. Please let me know if it would assist if we provide you with that extract of the report.

Please don't hesitate to contact Chantal at Information.Law@dva.gov.au if you require any further information.
Kind regards

Chantal

Chantal (Position Number 62212962)

Senior Legal Officer

Information Law Section

Legal Services and Audit Branch

Department of Veterans' Affairs

e Information.Law@dva.gov.au

From: s 47F @rtwsa.com>
Sent: Tuesday, 22 February 2022 1:28 PM
To: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>
Subject: FW: LEX47367 - Formal Consultation - Workcover SA [SEC=OFFICIAL]

Dear Information Access Officer

I refer to your request below to ReturnToWorkSA regarding consultation under the FOI Act.

I am currently considering the request and note that the information is commercially sensitive. It will be helpful to know who the applicant is or information that will enable me to properly consider the documents.

As you know release of documents under the FOI Act is release to the world at large.

Thank you and Kind regards

s 47F (Accredited FOI Officer)

Manager, Governance and Corporate Risk

400 King William Street Adelaide SA 5000

s 47F



From: Freedom of Information
Sent: Tuesday, 22 February 2022 11:59 AM
To: s 47F
Subject: FW: LEX47367 - Formal Consultation - Workcover SA [SEC=OFFICIAL]
Hi s 47F

Please see attached correspondence re FOI consultation.

Let me know if there is anything you need me to do.

Kind regards,

s 47F

Access to Information

Governance

400 King William Street Adelaide SA 5000

s 47F



From: info@rtwsa.com <INFOFORWARD@ENGHOUSE.RTWSA.COM>
Sent: Tuesday, 22 February 2022 8:01 AM
To: Freedom of Information <FOI@rtwsa.com>
Subject: FW: LEX47367 - Formal Consultation - Workcover SA [SEC=OFFICIAL]

-----Original Message-----

From: INFORMATION.LAW@dva.gov.au
Sent: Monday, 21 February 2022 11:38:22 AM
To: "info@rtwsa.com" <info@rtwsa.com>
CC: "INFORMATION.LAW@dva.gov.au" <INFORMATION.LAW@dva.gov.au>
Subject: LEX47367 - Formal Consultation - Workcover SA [SEC=OFFICIAL]

Dear Sir/Madam,

Freedom of Information request

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers documents that contain information about your organisation. We need to consult with you about releasing this information before making a decision on the request. A copy of the documents are **attached**. We have also given you a summary of the relevant parts of the *Freedom of Information Act 1982* (FOI Act).

Have your say

Section 47 of the FOI Act protects trade secrets and commercially valuable information. We are not required to release trade secrets or your commercially valuable information when it would destroy or diminish the value of the information.

Section 47G of the FOI Act protects information about business or professional affairs. Business information does not have to be released if disclosure would be unreasonable, or could prejudice the future supply of information to the department, and would be contrary to the public interest.

You should tell us if you do not want us to release the information. You should also tell us why you do not want us to release the information. For example, you could tell us about:

- who is aware of, or privy to, the information
- how your competitors could use the information to harm your business
- whether the release of this information might stop you giving information to the Commonwealth in future
- whether the release of this information is in the public interest.

Please note that any comments you make may be included in the department's decision when it is provided to the FOI applicant.

We will consider your comments carefully. If we decide to release the information against your wishes we will tell you. We will also give you information about your review rights before any documents are released.

If you do not want certain parts of the information to be released, you should tell us which parts these are. We can consider deleting certain parts of the information and releasing the rest of the information.

If we decide to release the documents, we may also be required to publish the documents on the department's disclosure log on its website. When you are responding to us, you should also consider whether you have any concerns about the documents being included on the department's disclosure log.

How to have your say

You can send your comments to Information.Law@dva.gov.au

If we do not hear from you **by 3 March 2022**, we will make a decision about releasing the information without your comments.

Further assistance

If you have any questions, please email Information.Law@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)

Information Access Officer

Information Law Section

Legal Services and Audit Branch
Department of Veterans' Affairs
[e Information.Law@dva.gov.au](mailto:Information.Law@dva.gov.au)

'Information contained within this email and any attached document/s should be considered to be Sensitive pursuant to the South Australia Government Cyber Security Framework and the recipient should ensure the information is protected from unauthorised disclosure or loss'

'Information contained within this email and any attached document/s should be considered to be Sensitive pursuant to the South Australia Government Cyber Security Framework and the recipient should ensure the information is protected from unauthorised disclosure or loss'

s 47E; s 47F **Suzanne**

From: INFORMATION.ACCESS
Sent: Tuesday, 8 March 2022 10:41 AM
To: s 47F @tfginternational.com'
Cc: INFORMATION.ACCESS
Subject: LEX 47367 - 2008 Benchmarking of Costs Report [SEC=OFFICIAL]

Importance: High

Dear Sir/Madam,

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers a 2008 Benchmarking report on DVA.

We are attempting to locate the provider of the report and would be grateful if you would advise whether you had any dealings with the department in or around 2008 to provide a benchmarking report.

If you have any questions, please email Jasmine at Information.Access@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)

Information Access Officer

Information Access Unit

Department of Veterans' Affairs

e Information.access@dva.gov.au

s 47E; s 47F **Suzanne**

From: INFORMATION.ACCESS
Sent: Tuesday, 8 March 2022 4:55 PM
To: ^{s 47E; s 47F} Jasmine
Subject: FW: LEX 47367 - Report - Review of oneDVA [SEC=OFFICIAL:Sensitive]
Attachments: IN SCOPE Report Final _with highlights for review.pdf

Jasmine

for filing

Natalie

From: INFORMATION.ACCESS
Sent: Tuesday, 8 March 2022 4:53 PM
To: s 47F
Cc: INFORMATION.ACCESS
Subject: LEX 47367 - Report - Review of oneDVA [SEC=OFFICIAL:Sensitive]

Dear Sir/Madam,

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers a document that was provided to the department by your organisation. We would like to consult with you about releasing this information before making a decision on the request.

We have attached a copy of the document within the scope of the request and would be grateful if you would outline whether you hold any concerns for the release of this document.

How to have your say

You can send your comments to Information.access@dva.gov.au

If we do not hear from you **by 11 March 2022**, we will make a decision about releasing the information without your comments.

Further assistance

If you have any questions, please email Information.access@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)

Information Access Officer

Information Access Unit

Department of Veterans' Affairs

e Information.access@dva.gov.au

s 47E; s 47F **Suzanne**

From: s 47E; s 47F Molly
Sent: Wednesday, 9 March 2022 4:19 PM
To: s 47E; s 47F Jasmine
Cc: s 47E; s 47F Chantal
Subject: RE: LEX 47367 - ONE DVA and Lindenmayer Benchmarking reports [SEC=OFFICIAL]

Thanks Jasmine

Happy to go to the OAIC for a further EOT.

Molly

Molly s 47E; s 47F

Legal Officer

Information Access Unit

Department of Veterans' Affairs

e Information.Access@dva.gov.au

From: s 47E; s 47F Jasmine
Sent: Wednesday, 9 March 2022 4:18 PM
To: s 47E; s 47F Molly
Subject: LEX 47367 - ONE DVA and Lindenmayer Benchmarking reports [SEC=OFFICIAL]

Good afternoon Molly,

I received a telephone call from s 47E; s 47F at Services Australia regarding our consultation.

She is awaiting a response from a further business area which she identified. s 47E; s 47F is aiming to have a response to us by 15 March 2021.

At this stage, the consultation status's are as follows:

<u>Name of department/agency</u>	<u>Response received</u>
TFG International/The Friday Group	No
Lindenmayer Consulting	No (email sent 8/3)
s 47G	No
Centrelink/Services Australia	Yes t/c with s 47E; s 47F from Services Australia They have identified another business area they need to speak with in relation to the TFG report. s 47E; s 47F is aiming to have her response to us by 15/3. She will let us know if this changes.
WorkCover SA	Yes – proposed redactions on page 92 of bundle provided
NZ Ministry of Social Development	Yes – no proposed redactions, however, noted that some of the information was no longer correct.

From: INFORMATION.ACCESS
Sent: Tuesday, 15 March 2022 7:22 AM
To: ^{s 47E; s 47F} Jasmine
Subject: FW: Acknowledgement of extension of time application: RQ22/00848 [SEC=OFFICIAL]
Attachments: form-receipt.pdf; OAIC Acknowledgement of extension of time application.pdf

Morning Jasmine

FYI

Thanks Nat

From: donotreply@oaic.gov.au
Sent: Thursday, 10 March 2022 4:25 PM
To: INFORMATION.ACCESS
Subject: Acknowledgement of extension of time application: RQ22/00848 [SEC=OFFICIAL]

Our reference: RQ22/00848
Agency reference: LEX 47367

Acknowledgement of extension of time application

Dear FOI Contact Officer

Thank you for your application for an extension of time made the *Freedom of Information Act 1982* (FOI Act) received by the OAIC on 10 March 2022.

Please accept this email as formal acknowledgement of the OAIC's receipt of the application.

We generally endeavour to provide a decision on extension of time requests within 10 calendar days of receipt.

The processing of this extension of time application may be impacted where consultation with the FOI applicant has occurred or where the OAIC requires further information to assist with processing the extension of time application.

The [FOI Guidelines](#) recommend that agencies should consider making extension of time requests and that applicants should also be kept informed, including advising of the intention to seek an extension of time.

I also note that agencies may extend the processing period by up to 30 days under s 15AA of the FOI Act with the agreement of the applicant. You can register s 15AA agreements [here](#).

We will be in contact as soon as the application has been considered.

Kind regards

Office of the Australian Information Commissioner

10 March 2022

WARNING: The information contained in this email may be confidential.
If you are not the intended recipient, any use or copying of any part
of this information is unauthorised. If you have received this email in
error, we apologise for any inconvenience and request that you notify
the sender immediately and delete all copies of this email, together
with any attachments.

Defence	Yes – no objections
DESE/DEEWR	Yes – objecting release of the report in full aside from publicly available information
Comcare	Yes – proposed redactions

I propose we seek a further extension of time from the OAIC for 16 days. The OAIC initially granted a 14 day extension, we then extended by 30 days for the consults.

Do you have any objections to seeking a 16 day extension?

Kind Regards

Jasmine (Position Number 62329540)

Information Access Officer

Information Access Unit

Department of Veterans' Affairs

e Information.access@dva.gov.au



IC Request Form – Agency extension of time for processing an FOI request

Getting started

About this form

The Office of the Australian Information Commissioner (OAIC) can grant extensions of time to agencies who are processing Freedom of Information requests.

This form can be used by agencies to request an extension of time to process an FOI request or to notify an agreed extension of time.

Please note that if an agency does not provide the Information Commissioner with adequate reasons, the extension of time request may be refused.

Further guidance and advice for agencies about extension of time for processing requests (<https://www.oaic.gov.au/freedom-of-information/guidance-and-advice/extension-of-time-for-processing-requests/>), including the details to be included in a request, is available on our website (<https://www.oaic.gov.au/>).

An agency may apply to vary the extension if an earlier extension granted by the OAIC is insufficient, however the agency must explain what has changed since the initial extension of time request and provide reasons for why a variation to the extension is justified.

You can save this form at any point and return to complete it within 3 days. If you do not submit your saved form within 3 days it will be permanently erased from the secure server.

PLEASE NOTE:

- To save your form, click on the **Save and Close** button at the top of this form.
- Refreshing your browser will clear any information that you have not saved. If you need to refresh your browser while completing this form and wish to keep your changes please save the form first.

This request may be subject to the *Freedom of Information Act 1982*.

If you have any questions about making an extension of time request or have trouble completing this form please send an email to foidr@oaic.gov.au or call our enquiries line on 1300 363 992.

Your personal information

We will handle your personal information in accordance with the Australian Privacy Principles.

If you have any questions about the personal information we collect and how we will handle your information, please contact the OAIC or see our privacy policy (<http://www.oaic.gov.au/privacy-policy-summary>) available on our website.

Before you start

To ensure you are using the correct form, please select one of the following options. *

To ensure you are using the correct form, please select one of the following options.

- I am notifying of or requesting an extension of time
- I am requesting a review of an FOI decision
- I want to complain about the handling of my FOI request

I am submitting this notification or request on behalf of: *

- Australian Government Agency
- Minister

Agency details

- Administrative Appeals Tribunal
- Attorney-General's Department
- Australian Broadcasting Corporation
- Australian Federal Police
- Australian Prudential Regulation Authority
- Australian Securities and Investments Commission
- Australian Taxation Office
- Australian Transaction Reports and Analysis Centre (AUSTRAC)
- Comcare
- Commonwealth Ombudsman
- Department of Agriculture, Water and the Environment
- Department of Defence
- Department of Foreign Affairs and Trade
- Department of Health
- Department of Home Affairs
- Department of Industry, Science, Energy and Resources
- Department of the Prime Minister and Cabinet
- Department of Social Services
- Department of the Treasury
- Department of Veterans' Affairs
- Immigration Assessment Authority
- National Disability Insurance Agency
- Norfolk Island Regional Council
- Services Australia
- The Australian National University
- Other

FOI reference number

Please provide your internal FOI reference number for this notification or request: *

Your details

Please note that we are unable to accept anonymous requests. You must provide an email or postal address so that we can send you notices.

Title

Given name *

Family name *

Preferred contact method *(you must provide at least one contact method)* *

Email	Phone	Post	Other
-------	-------	------	-------

Email address *

Phone (daytime)

Mobile

Postal address

Other contact details *(eg. fax or international address)*

FOI applicant details

Is the FOI applicant

<input checked="" type="radio"/> an Individual	<input type="radio"/> an Organisation
--	---------------------------------------

Title

Given name *

Family name *

Preferred contact method *(you must provide at least one contact method)* *

<input checked="" type="radio"/> Email	<input type="radio"/> Phone	<input type="radio"/> Post	<input type="radio"/> Other
--	-----------------------------	----------------------------	-----------------------------

Email address *

Phone (daytime)

Mobile

Postal address

Other contact details *(eg. fax or international address)*

Is the FOI applicant represented *

<input type="radio"/> Yes	<input checked="" type="radio"/> No
---------------------------	-------------------------------------

Extension details

Please select the type of extension you are seeking *

- Extension of time notification with the agreement of the applicant (s 15AA)
- Extension of time to process complex or voluminous requests (s 15AB)
- Extension where decision not made within time (s 15AC)
- Extension where internal review decision not made within time (s 54D)
- Extension where amendment/annotation request not made in time (s 51DA)

Has the statutory time period for processing already run out? That is, has a deemed decision already been made? *

Yes	No
-----	----

Date you received the FOI request *

03 Jan 2022

Current date the decision is due *

18 Mar 2022

Requested length of extension (*number of days*) *

16

New decision due date if extension granted *

05 Apr 2022

Did you approach the applicant for an extension of time under s 15AA

Yes	No
-----	----

Why did you decide not to approach the applicant for an extension of time under s 15AA *

On 20 January 2022, the Department sought a 15AA extension of time from the applicant, to which no response was received. Accordingly, an extension was granted by the OAIC on 2 February 2022 for 14 days under section 15AB. After this extension was granted, the Department identified several third parties to be consulted prior to the release of any documents. We are seeking an additional 16 day extension from the OAIC to their ability to extend up to 30 days.

Has the processing period been extended as a result of other statutory provisions, or are you considering such an extension? *
(For example, through consultation provisions or provisions about charges that impact on the statutory due date)

Yes	No
-----	----

Please list these and how they have impacted on the due date for the FOI application *

We have undertaken a series of third party consultations but are still awaiting numerous responses. Responses we have received from third parties have indicated a lack of consent to disclose some or all of the material concerning the third parties. The reports have potentially sensitive commercial information of third parties and the department wishes to receive a response from all third parties prior to making a decision. This will ensure the department is in a position to make a full and proper decision on access, in consideration of the sensitivities raised by these third parties and the possible applicable exemption provisions that may be available to the FOI decision maker.
--

Has the applicant raised any concerns about delays? *

Yes	No
-----	----

Please provide a timeline setting out the work already completed in order to process this request, the work undertaken on this request following any earlier extension granted and the expected timeline for completing the FOI request. *

On 20 January 2022 the Department sought a 15AA extension of time from the applicant, to which no response was received. An extension was granted by the OAI on 2 February 2022 for 14 days under section 15AB. After this extension was granted, the Department identified several third parties to be consulted prior to the release of any documents.

Following initial difficulties locating the request report which were outlined in our extension of time application (RQ22/00357). Internal business area consultations were undertaken on the nature of the report and it was decided that a series of third party consultations would be appropriate. On 16 February 2022 the applicant was notified of the requirement to undertake consultations and the subsequent 30 day extension of time.

We have undertaken consultations but are still awaiting a response from a several third parties. Due to the historical nature of the report, the department also encountered some difficulties obtaining current contact information for some of these third parties.

Please also explain the reasons for the request and why an extension would be justified. Requests for longer extensions of time (more than 30 days) will require greater justification. *

You will need to address:

- why the request is considered complex or voluminous
- any consultation with the applicant concerning length of time
- whether other agencies or parties have an interest in the request
- measures that will be taken to ensure a decision will be made with the period of extension granted and to keep the applicant informed about progress.

Generally the OAI will consult the applicant where the extension sought is for a period longer than 30 days or where the agency is seeking to vary (further extend) an earlier extension granted by the OAI. During consultation, the OAI will often send the applicant a copy of the EOT application, so please advise if it contains anything sensitive that should not be passed on.

Reasons *

The request is complex as it is for reports from 2008/2009. Due to the historic nature of the reports, the Department initially had difficulty locating the reports. There are several third parties which have an interest in the reports and consultations are ongoing. We hope to receive responses from third parties in the coming week and will endeavour to have our decision made in a timely matter once responses have been received.

Please provide a copy of the FOI applicant's original FOI request and any revisions to the scope of the FOI request. *

Files you attach **must**:

- be in *.pdf, *.docx, *.doc, *.txt, *.jpg, *.gif, *.png format
- be no more than five files
- in total be no larger than 20MB.

[47367 original request.pdf](#)

If you have documents to attach to this form, please do so here:

Files you attach **must**:

- be in *.jpg, *.gif, *.png, *.pdf, *.doc, *.docx, *.txt, *.xls, *.xlsx format
- be no more than five files
- in total be no larger than 20MB.

Submission

Submitting your request

You can save this form at any point and return to complete it within 3 days. If you do not submit your saved form within 3 days it will be permanently erased from the secure server.

Please review the information that you have provided in your request. If you would like to change anything, you can return to the relevant section using the Go Back button.

When you are ready to submit your form, click the Submit button below.

Once you submit your form, you will be taken to a confirmation page. This page will provide a receipt number for your submission, and you will be able to download a copy of your completed form or have a copy sent to an email address of your choice.

A decision on your request will usually be provided within five working days. In certain circumstances the OAIC may need to consult with the FOI applicant or other affected parties. If this is the case, the extension may take longer to process.

The OAIC's processing of an EOT application may also take longer than five days if further information is required. It is important that agencies provide a complete application in the first instance. Incomplete EOT applications may result in an extension being denied.



Australian Government

Office of the Australian Information Commissioner

Our reference: RQ22/00848

Agency reference: LEX 47367

Acknowledgement of extension of time application

Dear FOI Contact Officer

Thank you for your application for an extension of time made the *Freedom of Information Act 1982* (FOI Act) received by the OAIC on 10 March 2022.

Please accept this email as formal acknowledgement of the OAIC's receipt of the application.

We generally endeavour to provide a decision on extension of time requests within 10 calendar days of receipt.

The processing of this extension of time application may be impacted where consultation with the FOI applicant has occurred or where the OAIC requires further information to assist with processing the extension of time application.

The [FOI Guidelines](#) recommend that agencies should consider making extension of time requests and that applicants should also be kept informed, including advising of the intention to seek an extension of time.

I also note that agencies may extend the processing period by up to 30 days under s 15AA of the FOI Act with the agreement of the applicant. You can register s 15AA agreements [here](#).

We will be in contact as soon as the application has been considered.

Kind regards

Office of the Australian Information Commissioner

10 March 2022

s 47E; s 47F **Suzanne**

From: INFORMATION.ACCESS
Sent: Friday, 18 March 2022 2:01 PM
To: ^{s 47E; s 47F} Jasmine
Subject: FW: LEX47367 - Courtesy Consultation - Centrelink [Our reference: LEX 66696] [SEC=OFFICIAL]
Attachments: CENTRELINK COPY 22174788E Benchmarking Study of DVA Services - Project Jazz - The Friday Group International (TFG) Summary Report December 2008 _Redacted.pdf

Jasmine

Fyi
Nat

From: FOI.LEGAL.TEAM
Sent: Thursday, 17 March 2022 3:07 PM
To: INFORMATION.LAW
Cc: FOI.LEGAL.TEAM
Subject: RE: LEX47367 - Courtesy Consultation - Centrelink [Our reference: LEX 66696] [SEC=OFFICIAL]

Dear Jasmine

We refer to your email below dated 21 February 2022 regarding a freedom of information request received by your department. We understand the request relates to the **attached** document which contains information about Services Australia (the **agency**). Thank you again for consulting with us in regards to this freedom of information request.

We have consulted with the relevant business areas within the agency and confirm the agency has no objection to the release of the material contained within the document.

Please do not hesitate to contact us at FOI.Legal.Team@servicesaustralia.gov.au if you require anything further.

Kind regards

s 47E; s 47F

Director, Freedom of Information
Information Access Branch
Legal Services Division
Phone **s 47E; s 47F**

SERVICES AUSTRALIA
servicesaustralia.gov.au

From: FOI.LEGAL.TEAM <FOI.Legal.Team@servicesaustralia.gov.au>
Sent: Friday, 25 February 2022 4:27 PM
To: 'INFORMATION.LAW@dva.gov.au' <INFORMATION.LAW@dva.gov.au>
Cc: FOI.LEGAL.TEAM <FOI.Legal.Team@servicesaustralia.gov.au>
Subject: RE: LEX47367 - Courtesy Consultation - Centrelink [Our reference: LEX 66696] [SEC=OFFICIAL]

Dear Jasmine

Thank you for your email and for consulting with us in regards to this freedom of information request.

We are currently working with the relevant business areas to review the documents and provide our comments. Could you please advise when you require a response from Services Australia in respect of this request?

Kind regards

s 47E; s 47F

FOI.Legal.Team@servicesaustralia.gov.au

Freedom of Information Team

LEGAL SERVICES DIVISION

The logo for Services Australia, featuring the text "SERVICES AUSTRALIA" in white on a dark blue background, with "servicesaustralia.gov.au" in white on a dark blue background below it. The logo is partially obscured by a blurred image of a person's face.

SERVICES AUSTRALIA
servicesaustralia.gov.au

Services Australia acknowledges the Traditional Owners of the land now called Australia. We pay our respect to all Elders, past, present and emerging of all Aboriginal and Torres Strait Islander nations.

This email and any attachments may contain information subject to legal professional privilege or information that is otherwise sensitive or confidential. If you are not the intended recipient of this email, you are prohibited from using or disseminating this communication. If you have received this communication in error please notify the sender immediately and permanently delete this email.

From: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>

Sent: Monday, 21 February 2022 10:03 AM

To: FREEDOMOFINFORMATION <freedomofinformation@servicesaustralia.gov.au>

Cc: INFORMATION.LAW <INFORMATION.LAW@dva.gov.au>

Subject: LEX47367 - Courtesy Consultation - Centrelink [SEC=OFFICIAL]

Dear Sir/Madam,

Freedom of Information request – courtesy consultation

The Department of Veterans' Affairs (**the department**) received a freedom of information request that covers documents that contain information about your agency. We wish consult with you about releasing this information before making a decision on the request.

A copy of the documents are **attached**.

With reference to the relevant FOI Act provisions, we ask that you please advise whether your agency has any objection to the release of the material contained within the documents.

We will consider your comments carefully. If we decide to release the information against your wishes we will tell you. We will also give you information about your review rights before any documents are released.

If you do not want certain parts of the information to be released, you should tell us which parts these are. We can consider deleting certain parts of the information and releasing the rest of the information.

If we decide to release the documents, we may also be required to publish the documents on the department's disclosure log on its website. When you are responding to us, you should also consider whether you have any concerns about the documents being included on the department's disclosure log.

If you have any questions, please email Information.Law@dva.gov.au

Yours sincerely

Jasmine (Position Number 62329540)
Information Access Officer
Information Law Section
Legal Services and Audit Branch
Department of Veterans' Affairs
e Information.Law@dva.gov.au

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s 47E; s 47F **Suzanne**

From: s 47E; s 47F Jasmine
Sent: Wednesday, 30 March 2022 1:40 PM
To: s 47E; s 47F Molly; s 47E; s 47F Jasmine
Subject: Missed conversation with s 47E; s 47F Molly

s 22 - Out of scope

s 47E; s 47F **Jasmine 12:34 PM:**

s 22 - Out of scope

s 22 - Out of scope

47367. s 22 - Out of scope

s 22 - Out of scope

s 22 - Out of scope. We attempted to consult the provider, however, no response was received. s 22 - Out of scope

s 22 - Out of scope

s 22 - Out of scope

From: ^{s 47E; s 47F} Jasmine

Sent: Tuesday, 28 June 2022 3:45 PM

To: ^{s 47E; s 47F} Joshua

Subject: RE: LEX 47367 - Freedom of Information request - ONE DVA and Benchmarking of Costs of Service [SEC=OFFICIAL:Sensitive]

Good afternoon Joshua,

Apologies for the delay in responding.

As discussed, some of the agencies (DESE/DEEWR and Comcare) have only consented to release of some of their information. I have redacted the information they consider to be detrimental to their agency, and any parts of the documents which I believe would identify the agency relating to information they have outlined is sensitive.

s 22 - Out of scope

Kind Regards

Jasmine (Position Number 62329540)

Information Access Officer

Information Access Unit

Department of Veterans' Affairs

e Information.access@dva.gov.au