

A person wants to access non-personal information 104-04020000

Background

This document outlines how to help a person access non-personal information or documents held by the Department of Human Services. This is information about the department and the payments and services it delivers.

Information Publication Scheme (IPS)

Under the IPS, the department is required to publish a range of information on its website, including:

- IPS Plan
- who we are, e.g. organisation structure, statutory appointments
- what we do, e.g. payments and services we deliver, service commitments, priorities and key strategies, legislation administered, policy consultation, government initiatives
- publications and resources, e.g. annual reports, budget, finance, facts and figures, reports and responses to parliament
- Freedom of Information (FOI) Disclosure Log (documents released under FOI since 2010)

With the transition from eReference to Operational Blueprint, the operational information published on the website was no longer current. As a result the department has removed operational information from the Human Services website until further notice. If a person requests access to an IPS document advise them to contact the department by either sending an email to freedomofinformation@humanservices.gov.au or writing to us at: Freedom of Information, FOI and Information Release Branch, PO Box 7820 Canberra Mail Centre ACT 2610

FOI requests

To request access to non-personal information not published under the IPS, a request must be made in writing. These must be forwarded to the FOI Team.

If a person makes an FOI request, the FOI Team must:

- acknowledge the request within 14 days of receipt within the department
- notify the applicant of a decision on access to the documents within 30 days. This can be extended in certain circumstances (the FOI Team will contact the applicant about any extension of time).

The [Resources](#) page contains links to relevant information on the Human Services Website.

Related links

[Requests lodged under the Freedom of Information](#)

Process Summary

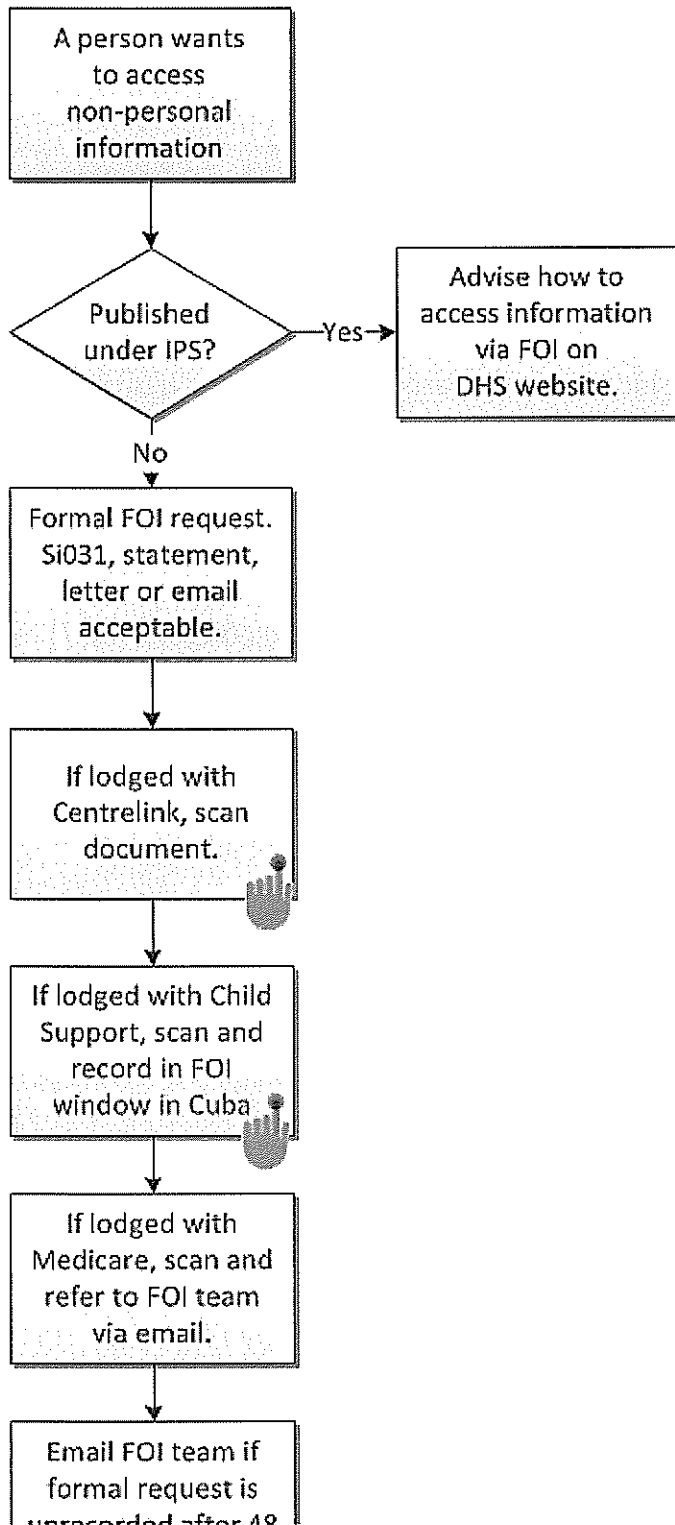
This page contains information about how to help a person access non-personal information or documents held by the Department of Human Services

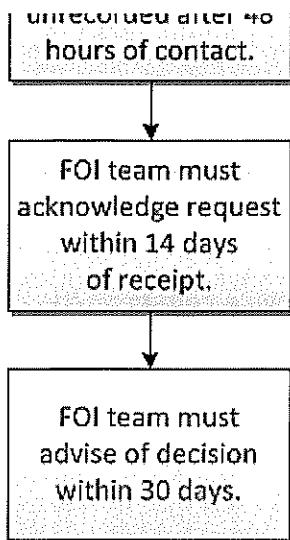
Flowchart

Customer access to non-personal information or documents

This image provides a summary of the process when helping a person access non-personal information or documents held by the Department of Human Services.

Note: a text based version of this process is located [here](#).





Process

This page contains information for Customer Service Officers (CSOs) on how to help a person access non-personal information or documents held by the Department of Human Services. This is information about the department and the payments and services it delivers.

Customer access to non-personal information

Access to non-personal information or documents

This table describes the process when helping a person access non-personal information or documents held by the Department of Human Services.

Item	Description
1	<p data-bbox="274 1227 1054 1263">Information Publication Scheme (IPS) + Read more ...</p> <p data-bbox="274 1279 1369 1341">The Freedom of Information (FOI) Act 1982 requires government to publish certain information under the IPS.</p> <div data-bbox="274 1361 1417 1659" style="border: 1px solid black; padding: 5px;"> <p data-bbox="379 1384 1398 1637">With the transition from eReference to Operational Blueprint, the operational information published on the website was no longer current. As a result the department has removed operational information from the Human Services website until further notice. If a person requests access to an IPS document advise them to contact the department by either sending an email to freedomofinformation@humanservices.gov.au or writing to us at: Freedom of Information, FOI and Information Release Branch, PO Box 7820 Canberra Mail Centre ACT 2610</p> </div> <p data-bbox="274 1682 1374 1744">The following information can be accessed on the Human Services Website (see the Resources page for a link):</p> <ul data-bbox="274 1765 775 2058" style="list-style-type: none"> • IPS Plan of the department • who we are: • organisation structure • statutory appointments • organisational chart • general contact information • location of offices (on data.gov.au)

- what we do:
- payments and services we deliver
- service commitments
- priorities and key strategies
- service delivery reform
- legislation that the department administers
- policy departments and information about how the public can provide comment on policy proposals
- government initiatives
- publications and resources, including:
 - annual reports
 - Annual Quality Review Report (Child Support)
 - budget
 - Enterprise Agreements
 - environmental policy statement
 - facts and figures
 - finances
 - reports and responses to parliament
 - Strategic Plan
 - FOI Disclosure Log (documents previously released under FOI)

2 **FOI Disclosure Log** [+ Read more ...](#)

A database or Disclosure Log for non-personal FOI decision documents was developed in July 2010.

The [Resources](#) page contains a link.

Relevant FOI decisions from 1 July 2010 can be accessed in pdf format.

A person unable to access pdf files can request a hard copy. See [Item 3](#).

3 **A person unable to access IPS document** [+ Read more ...](#)

Upon request, IPS documents not available on the Human Services Website can be made available to the person in hard copy.

Requests can be:

- emailed to freedomofinformation@humanservices.gov.au
- posted to:

FOI Section

Freedom of Information and Information Release Legal Branch

PO Box 7820

Canberra Mail Centre ACT 2610

The department may charge a person for accessing IPS documents which have not yet been published online. The charge will be the lowest reasonable amount to recover costs incurred in producing the document. A person may request that charges be waived on the grounds of public interest or hardship.

4 **FOI requests** [+ Read more ...](#)

To request access to non-personal information **not published under the IPS**, the person must make an **application in writing** (by email, post or in person) via:

- the Freedom of Information I want to access or change document(s) (SI031), or
- a statement or letter that:
- states the request is made under the FOI Act
- provides information about the documents
- provides an address for reply

Requests can be:

- emailed to freedomofinformation@humanservices.gov.au
- posted to:

Department of Human Services

PO Box 7820

Canberra BC ACT 2610

5 **FOI request lodged** + [Read more ...](#)

Centrelink program

- Scan request. See [Scanning a document](#).

Child Support program

- Scan request.
- Refer to the [Handling mail received in Child Support](#)
- Record in FOI window in CUBA

Medicare program

- Scan request and refer to the FOI Team via email, freedomofinformation@humanservices.gov.au

Advise the person that the FOI Team will:

- acknowledge the request within 14 days of receipt within the department, and
- notify the applicant of a decision on access to the documents within 30 days. This can be extended in certain circumstances (the FOI Team will contact the applicant about any extension of time)

References

This page contains links to policy and legislation.

Policy

Policy guidelines are available on the Office of the Australian Information Commissioner (OAIC) website in the Guidelines issued by the Australian Information Commissioner under s 93A of the Freedom of Information Act 1982. Click on the links below to access the relevant information.

[Freedom of Information Guidelines, Part 13 - Information publication scheme](#)

[Freedom of Information Guidelines, Part 14 - Disclosure log](#)

[Freedom of Information Guidelines, Part 3 - Processing requests for access](#)

Legislation

Links to the Comlaw site now point to a 'Series' page which lists all available historical versions. Select 'Current' and then navigate to the appropriate legislative reference(s) listed below.

As a result of major changes in 2010 to the Freedom of Information Act 1982 (FOI Act), Australian Government agencies subject to the FOI Act are required to publish a range of information on their websites as part of an Information Publication Scheme (IPS).

Freedom of Information Act 1982

- part II - Information Publication Scheme
- part III - Access to documents

Freedom of Information Amendment (Reform) Act 2010

Resources

This page contains links to information about the Information Publication Scheme (IPS) under which a range of non-personal information is published on the Human Services Website. Links on this page may be unavailable to external audiences.

Human Services Website links

[Human Services Website, Information Publication Scheme](#)

[Human Services Website, Freedom of Information Disclosure Log](#)

Human Services links

Staff can view information at [Freedom of Information - Information Publication Scheme](#)