

FOIREQ22/00273 001

FOIREQ22/00199Mercuri, Alessia
27-Sep-2022 2:09 PM**Title**

Julie

Receipt Details

File Type:	FOI Request	Received Date:	27-Jul-2022 12:00 AM
Case Type:	Initial Request	Received By:	Shanks, Toby
How Received:		Registered Date:	28-Jul-2022 9:01 AM
Owned By:	Grimm, Matilda	Registered By:	Grimm, Matilda
		Closed Date:	26-Aug-2022 8:41 AM
		Closed By:	Grimm, Matilda

Case Details

Stage:	Closed
How Received:	Email
File Security:	OFFICIAL
Primary Client Group:	Individual
Parent Case Entity Code:	FOI Request
Case PrimaryPerson:	Julie
Time Spent:	3
FOI Request Date Due:	26-Aug-2022
FOI Request Decision:	Granted in Full
FOI Request Personal Info:	No
FOI Request Scope:	Specific document
FOI Request Type:	Access
FOI Request Received From:	Applicant
Retention Class:	AFDA V2 62625 (D7)
Previous Case Owner ID:	157969

Case Parties - 1

Applicant Client:	Julie
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Summary

Request for copies of documents that set out how service complaints, any FOI complaint any IC review request, and any privacy complaint about the OAIC, is to be managed by the OAIC.

Received: 27/7/22

Due: 26/8/22

Section 15AA granted:

Third party consultation:

Section 24AB consultation response due:

Date final advice delivered:

Actions - 21 (All Completed)

Action	Owner	Due	Completed
Register Case (FOI Request)	Shanks, Toby	29-Jul-2022	28-Jul-2022
Allocate to FOI Coordinator	Shanks, Toby	29-Jul-2022	28-Jul-2022
Ownership Reassigned	Shanks, Toby	28-Jul-2022	28-Jul-2022
Assigned to 'Sui, Margaret' by 'Shanks, Toby'			

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Assess FOI Request Valid request.	Sui, Margaret	29-Jul-2022	28-Jul-2022: Valid Request
Ownership Reassigned Assigned to 'Sui, Margaret' by 'Shanks, Toby'	Shanks, Toby	28-Jul-2022	28-Jul-2022
File Note Hi Matilda See Emma's file note below. Can you please: 1. Draft ack to A 2. Update FOI tracker 3. Grab me for a chat? Thanks! Kind regards Marg 28/07/2022 Hi Marg - web published complaint procedures - part 10 FOI guidelines - service complaint procedures for FOI processing complaints - part 11 FOI guidelines re FOI complaints Thanks Emma. 28.7.22.	Grimm, Matilda	29-Jul-2022	29-Jul-2022
Allocate FOI Officer Ownership Reassigned Assigned to 'Grimm, Matilda' by 'Sui, Margaret'	Sui, Margaret Sui, Margaret	29-Jul-2022 28-Jul-2022	28-Jul-2022 28-Jul-2022
Prepare FOI Acknowledgement File Note Hi Matilda Please send. Please ensure in subject line and body of email we put FOI reference number in so there is no confusion for FOIA. Julie recently got one IR request and FOI request confused. I just want us to be clear. Thank you! Kind regards Marg 01/08/2022 Hi Marg Please see draft ack for review. Thanks Matilda 29/07/22	Grimm, Matilda Sui, Margaret	11-Aug-2022 01-Aug-2022	29-Jul-2022 02-Aug-2022, Grimm, Matilda
Send Acknowledgement (FOI) Process FOI Request File Note Looks great thank M. I made one minor amendment to date of publication from 5 Sep to 9 Sep. Per s 11C (6) of the FOI Act agencies have 10 working days after giving access to publish and not calendar days. I think they are ready to go out on 26 August. Kind regards Marg 19/08/2022 Hi Marg I have amended the decision (the number of documents was a typo which I have now fixed). I have also drafted a schedule (including the FOI guidelines), the email to the FOIA & the email to OAIC Website. Thanks Matilda 19/08/22 Hi M Can you see my comment within and prepare a brief schedule? Decision is really clear. Please also draft 1) draft email to FOIA and 2) draft email to website request publication - we can provide full links in the table instead of attaching documents. Kind regards Marg 19/08/2022 Hi Marg Please see draft decision for review. Decision is due 26 Aug. Thanks Matilda 19/08/22	Grimm, Matilda Grimm, Matilda Grimm, Matilda	02-Aug-2022 03-Aug-2022 22-Aug-2022	02-Aug-2022 26-Aug-2022: No Consultation 19-Aug-2022
Prepare FOI Decision Letter Await Manager Approval of FOI Decision Letter Send FOI Decision Letter Assess disclosure log suitability Close Case Correspondence from other File Note Hi Emily Please see draft email to OAIC Website and draft document to be uploaded to the DL for review.	Grimm, Matilda Elliott, Emily Grimm, Matilda Grimm, Matilda Grimm, Matilda Grimm, Matilda Elliott, Emily	29-Aug-2022 30-Aug-2022 30-Aug-2022 29-Aug-2022 29-Aug-2022 31-Aug-2022 31-Aug-2022	26-Aug-2022 26-Aug-2022, Grimm, Matilda: Approved 26-Aug-2022 26-Aug-2022: Publish 26-Aug-2022 30-Aug-2022 05-Sep-2022

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The only documents we released were links to the OAIC website pages. Thanks Matilda 30/08/22

File Note Grimm, Matilda 02-Sep-2022 02-Sep-2022

Hi M, re: disclosure log, looks like they need a pdf of the docs, even though we only released hyperlinks... Corr with them saved on file LH 1/09/2022

Documents - 18

Title	Date Added	By
Freedom of Information request - Policy on management of service complaints, foi complaints, and privacy complaints about the OAIC	27-Jul-2022 11:15 PM	Shanks, Toby
199 Draft ack.docx	29-Jul-2022 12:11 PM	Grimm, Matilda
Your request to the OAIC - FOIREQ22/00199	02-Aug-2022 5:04 PM	Grimm, Matilda
199 Draft decision.docx	19-Aug-2022 9:46 AM	Grimm, Matilda
199 Schedule.rtf	19-Aug-2022 1:02 PM	Grimm, Matilda
FOIREQ22/00199 Your request to the OAIC	19-Aug-2022 1:05 PM	Grimm, Matilda
FOIREQ22/00199 - Publication on Disclosure Log - Due COB 5 September 2022	19-Aug-2022 1:11 PM	Grimm, Matilda
199 Sanitised decision.pdf	19-Aug-2022 2:32 PM	Grimm, Matilda
199 Sanitised schedule.pdf	19-Aug-2022 2:32 PM	Grimm, Matilda
FOIREQ22/00199 - Publication on Disclosure Log - Due COB 9 September 2022	26-Aug-2022 8:38 AM	Grimm, Matilda
FOIREQ22/00199 Your request to the OAIC	26-Aug-2022 8:38 AM	Grimm, Matilda
RE: FOIREQ22/00199 - Publication on Disclosure Log - Due COB 9 September 2022	29-Aug-2022 10:01 AM	Grimm, Matilda
RE: FOIREQ22/00199 - Publication on Disclosure Log - Due COB 9 September 2022	30-Aug-2022 12:26 PM	Grimm, Matilda
RE: FOIREQ22/00199 - Publication on Disclosure Log - Due COB 9 September 2022	30-Aug-2022 2:59 PM	Grimm, Matilda
199 DL document.docx	30-Aug-2022 2:59 PM	Grimm, Matilda
RE: FOIREQ22/00201 - Disclosure log publication - due by Monday, 12 September 2022 [SEC=OFFICIAL]	01-Sep-2022 12:10 PM	Horgan, Llewellyn
RE: FOIREQ22/00199 - Publication on Disclosure Log - Due COB 9 September 2022	02-Sep-2022 12:00 PM	Grimm, Matilda
RE: FOIREQ22/00199 - Publication on Disclosure Log - Due COB 9 September 2022	05-Sep-2022 9:49 AM	Liddle, Emma

Cross References - 2

Case	Comments
FOIREQ22/00272	
FOIREQ22/00273	

Comments - 1

Created	By	Comment
26-Aug-2022 8:41 AM	Grimm, Matilda	Case Closed by s47E(d) on 26-Aug-2022 08:41