



19 August 2022

Our reference: LEX 69187

OpenWelfare

Only by email: [foi+request-9267-37ebb80d@righttoknow.org.au](mailto:foi+request-9267-37ebb80d@righttoknow.org.au)

Dear OpenWelfare

### **Acknowledgement of your Freedom of Information Request**

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

Internal communications/documentation on reasons why it is not technically possible to upload documents to the Services Australia FOI Disclosure log and/or link to elsewhere where they are/could be available (such as operational blueprints).

If no such documents exist, I would accept an administratively generated explanation.

#### **Timeframe**

Your request was received by the agency on 13 August 2022 and the 30 day statutory period for processing your request commenced from the day after that date. You should therefore expect a decision from us by 12 September 2022. This period may be extended if we need to consult third parties or for other reasons. We will advise you if this happens.

#### **Charges**

The agency will advise you if a charge is payable to process your request and the amount of any such charge as soon as practicable. No charge is payable for providing a person with their own personal information.

#### **Your Address**

The FOI Act requires that you provide us with an address which we can send notices to. You have advised your electronic address is: [foi+request-9267-37ebb80d@righttoknow.org.au](mailto:foi+request-9267-37ebb80d@righttoknow.org.au)

We will send all correspondence and notices to this address. Please advise us as soon as possible if you wish correspondence to be sent to another address or if your address changes. If you do not advise us of changes to your address, correspondence and notices will continue to be sent to the address specified above.

#### **Administrative Release of Documents**

The agency has administrative access arrangements (arrangements) for the release of certain documents without the need for a formal FOI request. Unless you advise us otherwise, in processing your request we may provide you with documents under these arrangements where

appropriate. The arrangements do not extend to information or materials of third parties. You will be notified when documents are released to you under the arrangements.

### **Disclosure Log**

Please note that information released under FOI Act may be published in a disclosure log on the agency's website. Section 11C of the FOI Act requires this publication, noting however it is subject to certain exceptions including where publication of personal, business, professional or commercial information would be unreasonable.

### **Exclusion of junior staff details**

The agency is working towards ensuring all staff have a choice about whether they provide their full name, personal logon identifiers and direct contact details in response to public enquiries. Where such details are included in the scope of a request, this may add to processing time and applicable charges as it may be necessary to consider whether the details are exempt under the FOI Act. On this basis, unless you tell us otherwise, we will assume these details are out of scope of your request and they will be redacted under s 22 of the FOI Act.

### **Further assistance**

If you have any questions please email: [FOI.LEGAL.TEAM@servicesaustralia.gov.au](mailto:FOI.LEGAL.TEAM@servicesaustralia.gov.au)

Yours sincerely

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