

Patrick, Rex (Private)

Subject: FW: Automatic reply: LEX 66193 - Your FOI Request - Acknowledgment and Extension of time - Response required [SEC=OFFICIAL]

----- Forwarded message -----

From: **FREEDOMOFINFORMATION** <freedomofinformation@servicesaustralia.gov.au>

Date: Thu, Feb 10, 2022 at 10:15 AM

Subject: Automatic reply: LEX 66193 - Your FOI Request - Acknowledgment and Extension of time - Response required [SEC=OFFICIAL]

To:

Thank you for making a freedom of information (FOI) request to Services Australia. The FOI team is operating with reduced capacity due to Services Australia's role in the delivery of the Pandemic Leave Disaster Payment.

The following is intended for people who are making an FOI request only

If your request is not essential at this time, please consider withdrawing your request and applying again in the future. To withdraw your request, please respond to this email confirming you agree to withdraw your FOI request.

Timeframe for processing your request

As staff have been diverted to process urgent Pandemic Leave Disaster Payment, we require additional time to process the request. We are seeking your agreement to extend the processing time of your request by 30 days. This means you can expect to receive a decision from us no later than 60 days after Services Australia receives your FOI request.

Could you please respond to this email stating "I Agree", to confirm that you accept the extension of time.

Please note this period may be further extended if we need to consult third parties or for other reasons. We will advise you if this happens.

Charges

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

Your Address

The FOI Act requires you provide us with an address which we can send notices to. We will send all notices and correspondence to the address you have used to email us. Please advise us as soon as possible if you wish correspondence to be sent to another address or if your address changes.

Administrative release of documents

The agency has administrative access arrangements in place for the release of certain documents without the need for a formal FOI request. These arrangements do not extend to information or material of third parties.

Exclusion of junior staff details

Services Australia 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 section 22 of the FOI Act.

We will endeavour to process your FOI request within the extended statutory timeframe however this may not be possible.

We will not respond to 'reminder' or follow up emails so that we can focus on processing your request as expeditiously as possible. We thank you for your understanding and patience during this difficult time for all Australians.

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