



LEGAL AID ONTARIO
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August 28, 2013



Dear [REDACTED]

Re: Freedom of Information Request – Our File No. [REDACTED]

Thank you for your request for access to information which was received in this office on August 15, 2013. The receipt of the \$5.00 fee was processed on August 15, 2013.

You requested the following records:

- All records pertaining to the receipt, processing, determination, and review of the final account, dated [REDACTED] pertaining to [REDACTED] ([REDACTED]) including but not limited to:
 - The name of every person who dealt in any way with the account
 - A detailed report on the time spent on this account, detailed by date, time (length of time), and service performed by each individual who dealt with it
 - Each and every document, physical or electronic, generated by anyone at Legal Aid Ontario, or by any Legal Aid Ontario computer system or other device, including but not limited to every note made, every piece of internal correspondence, and all external correspondence, pertaining to this account
 - A transcript (or failing that a synopsis) of every discussion between Legal Aid Ontario employees pertaining to this account
 - Every Legal Aid Ontario policy document that applies to this account, including but not limited to those pertaining to the tariff, the mandated timeline for processing and payment, and discretionary criteria, as well as all training material used by Legal Aid Ontario in the processing and payment of this account
 - Records of any and all reviews, internal or by any external auditor, relating to compliance with Legal Aid Ontario policy in the processing and payment of this account.

You have included a signed Authorization and Direction by your client, [REDACTED], dated [REDACTED] which authorizes Legal Aid

Ontario to release to you any and all documents pertaining to this individual. You have also included an Authorization and Direction from [REDACTED] [REDACTED] dated [REDACTED], to release any and all documents pertaining to this account.

I have identified the following records that are relevant to your request:

1. Deposit notice
2. Certificate overview confirming fees and disbursements billed and paid
2. Online account information
3. Dockets
4. Discretion Request
5. Certificate Comments
6. Request for Review which includes the FOI request and Authorization and Directions

These records satisfy your request for all records pertaining to the receipt, processing, determination, and review of the final account, dated [REDACTED] [REDACTED] pertaining to [REDACTED] ([REDACTED]) including each and every document, physical or electronic, generated by anyone at Legal Aid Ontario, or by any Legal Aid Ontario computer system or other device, including but not limited to every note made, every piece of internal correspondence, and all external correspondence, pertaining to this account.

Please note that Item #1 in the above list (the Deposit Notice) contained information regarding payment for another client for whom you did not act, so that information has been redacted.

You also requested the name of every person who dealt in any way with the account, and a detailed report of the time spent by every individual on this account, detailed by date, time and service performed by each individual. No such records exist other than the records set out in the list above.

With respect to your request for a transcript (or failing that a synopsis) of every discussion between Legal Aid Ontario employees pertaining to this account, there are no records responsive to that request.

You have also asked for records and all reviews, internal or by any external auditor, relating to compliance with Legal Aid Ontario policy in the processing and payment of this account. There are no records responsive to this request, as there is no indication that there has yet been an internal or external audit of the decision. Specifically, there is no record that this account is currently subject to random or target audit by the Audit and Compliance Unit of Legal Aid Ontario.

Your request for every Legal Aid Ontario policy document that applies to this account, including but not limited to the tariff, mandated timeline for processing and payment, and discretionary criteria is being denied because this information is readily available on the Legal Aid Ontario website. The information on this website is accessible by the public. Section 22 of FIPPA

states that a head may refuse to disclose a record where the record or the information contained in the record has been published or is currently available to the public.

Information with respect to the tariff and account payment timelines is found in the Tariff and Billing Handbook at this address:

<http://www.legalaid.on.ca/en/info/manuals/Tariff%20Manual.pdf>

Information with respect to discretion may be found at:

<http://www.legalaid.on.ca/en/info/discretionary.asp>

As you will recall, you were also provided with training materials (“Clarified Discretion Criteria for LSP Staff”), as part of your previous request with File Number [REDACTED]. These items were sent to you August 22, 2013, and it is my understanding that you do not require another copy of these materials.

I trust this information is of assistance to you. I am responsible for this decision. You may ask for a review of this decision within 30 days of receiving this letter by writing to: The Information and Privacy Commission/Ontario, 2 Bloor Street West, Suite 1400, Toronto Ontario M4W 1A8, Telephone 1-800-387-0073.

If you decide to request a review of this decision, please provide the Commissioner’s office with the following: the file number listed at the beginning of this letter; a copy of this decision letter; and a copy of the original request for information you sent to our institution.

In addition, you must send an appeal fee to the Commissioner’s office. The appeal fee for personal information is \$10.00 and the appeal fee for general records is \$25.00.

Yours truly,

Michelle Seguin
Acting President/CEO

Encl.