

FOI 24/25-0116

Participant Information Access (PIA) Freedom of Information (FOI) Adobe Acrobat DC



Guidance for using Adobe Acrobat DC when processing PIA and FOI documents in response to requests

What is Adobe Acrobat DC?

Adobe Acrobat DC is the program used to combine and process documents for release under the National Disability Insurance Scheme (NDIS) and FOI Acts.

Adobe Acrobat DC Access Requests

The FOI Registration Team will seek access to Adobe Acrobat DC for your use, on your first day of employment at the National Disability Insurance Agency (NDIA).

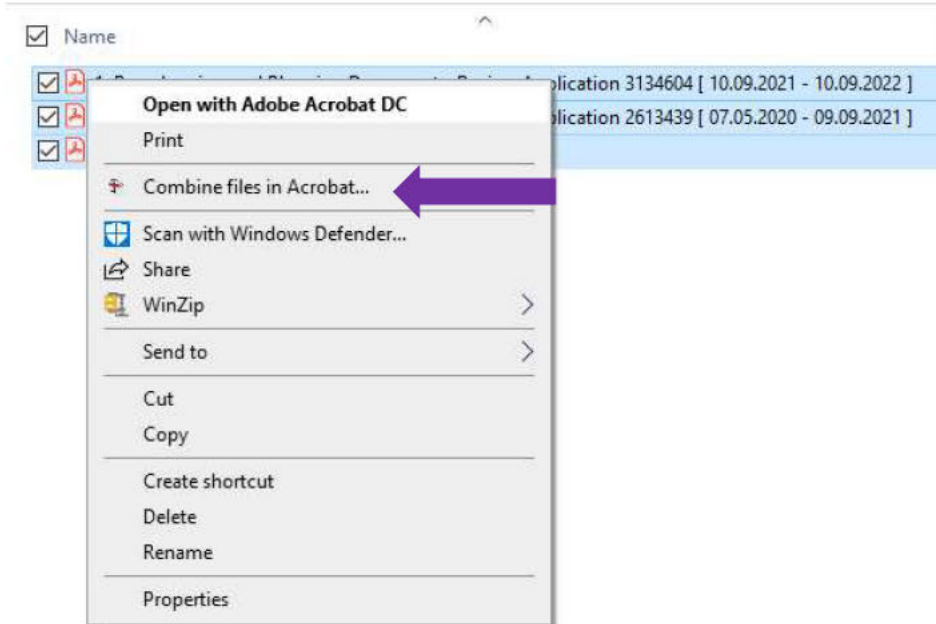
To be used alongside:

1. PIA Action Officer – Processing Checklist
2. PIA Delegate – Processing Checklist

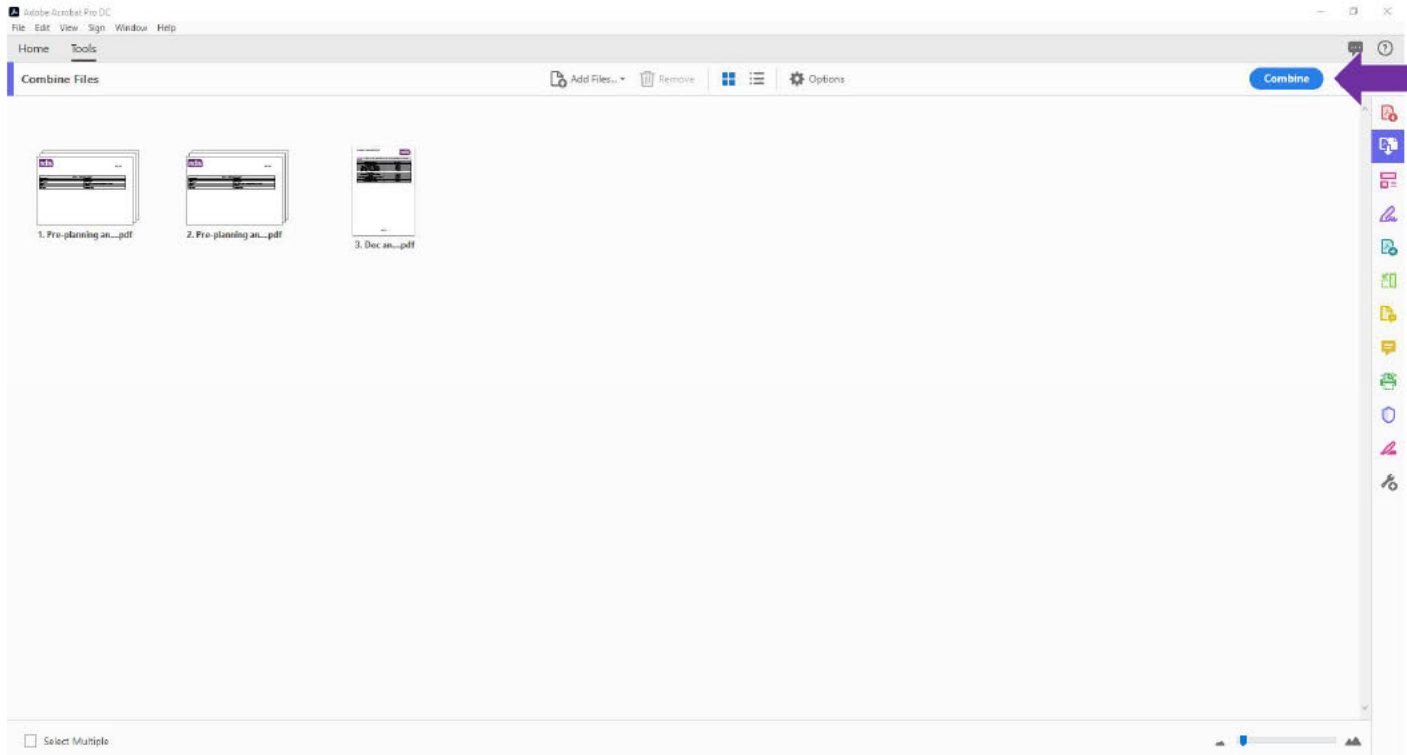
Guidance for using Adobe Acrobat DC when processing PIA and FOI documents in response to requests

1. Combining documents for processing

After extracting documents from CRM, in accordance with the [CRM Training Guide](#), select the documents to combine from 'Original Documents', found in the matter folder:



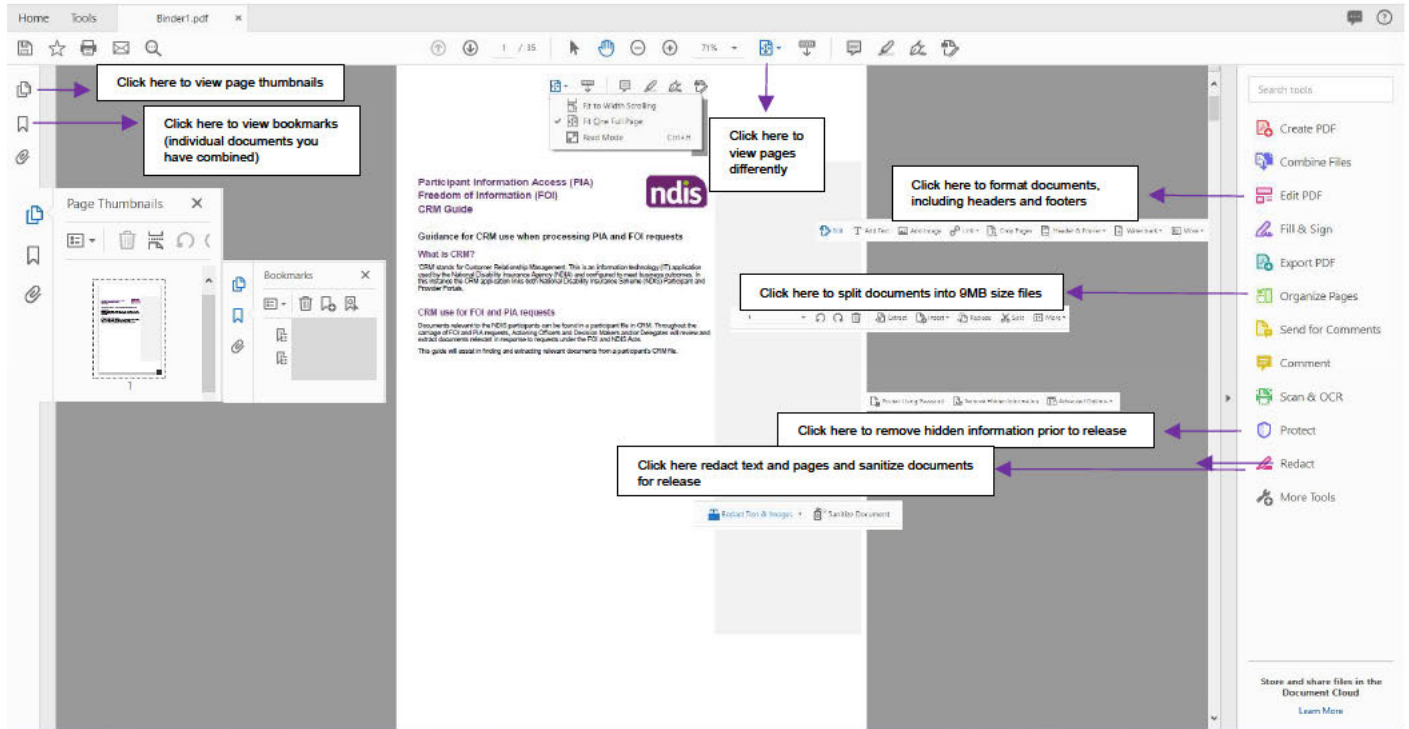
Adobe Acrobat DC will open up and prompt you to combine documents. You are able to drag documents and reorder if required; when ready, click 'Combine':



Save this first draft as 'FOI/PIA Reference – Binder 1' in the matter's folder 'Documents marked for redaction'; this raw document can be used as back-up if other versions become corrupted.

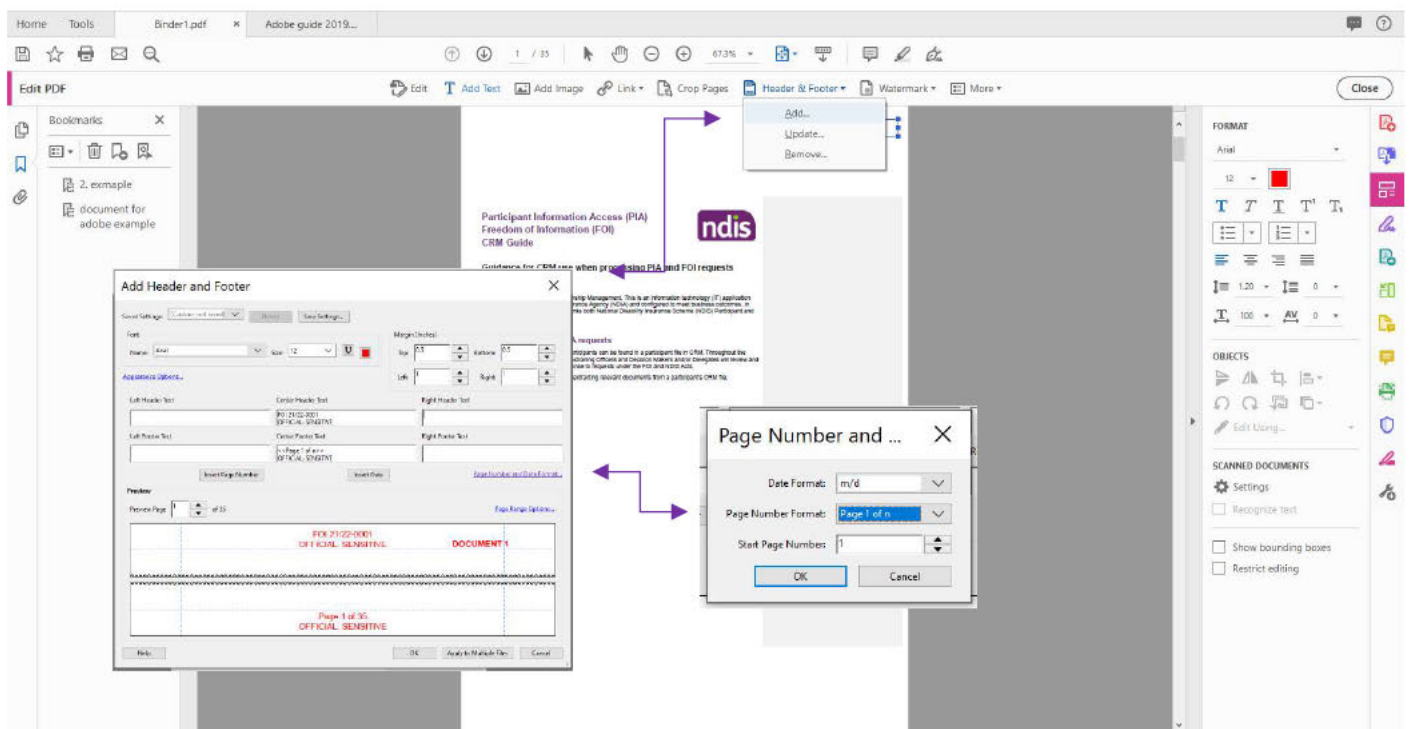
Then resave as 'FOI/PIA Reference – Documents marked for redaction' in the same folder now you are able to begin processing the bundle for release.

The most commonly used tools have been highlighted below:

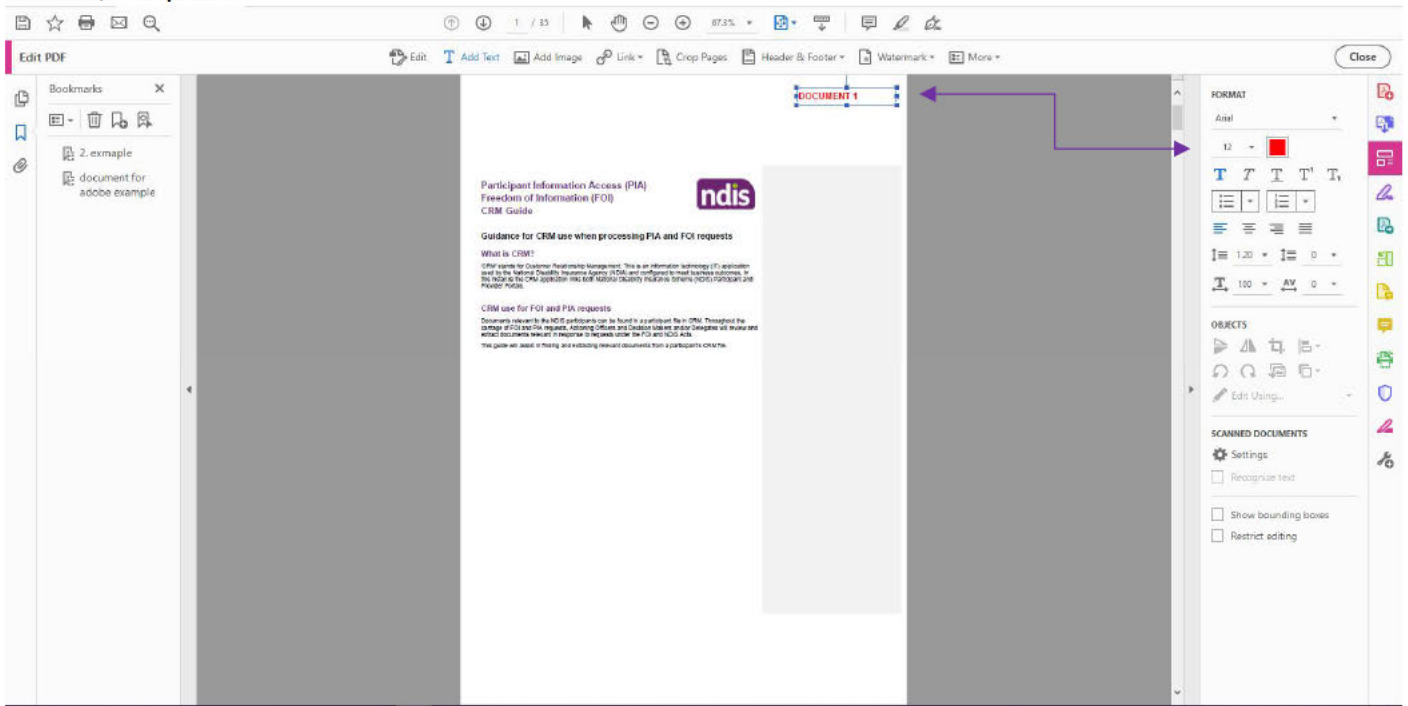


2. Formatting Documents

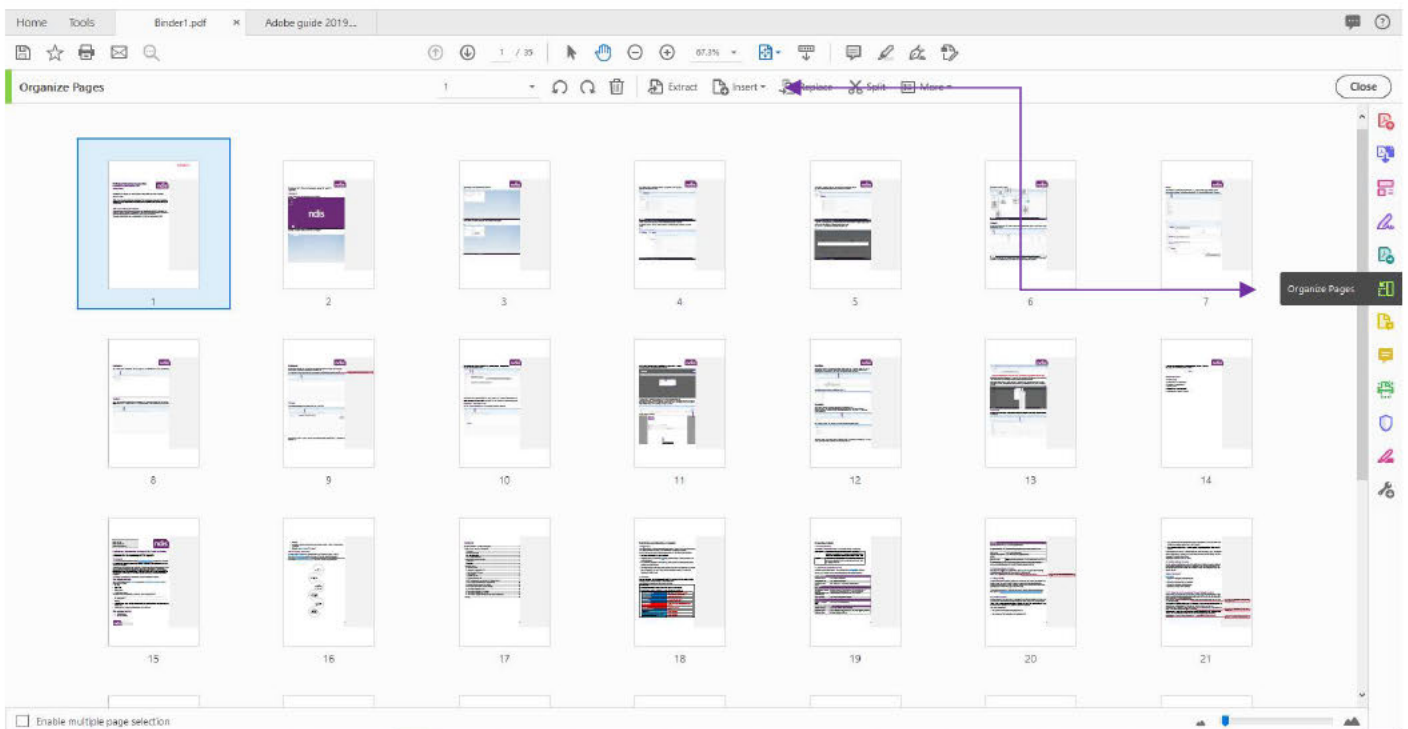
2.1. Under 'Edit PDF', you are able to add and/or update the required header, footer and security markings. Click Add header and footer and format page number appropriately by selecting 'Page 1 of X' page format:



2.2. Under 'Edit PDF', you are also able to add text to documents (Document Numbers) and edit text, if required:



2.3. Pages can be deleted, rotated and extracted in 'Organize Pages', 'Insert' and select file accordingly.



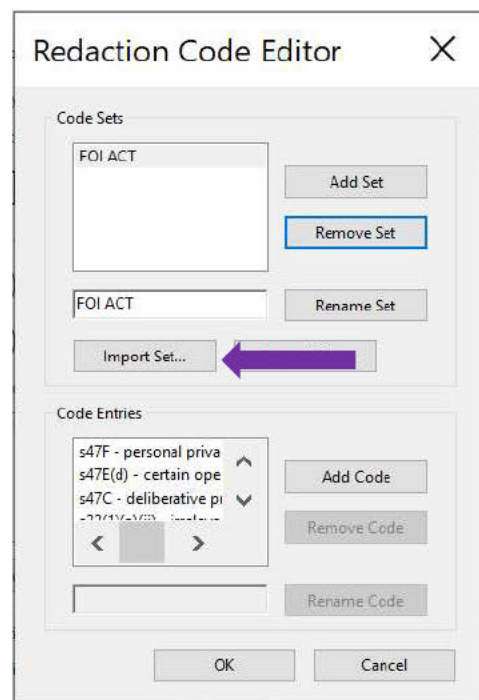
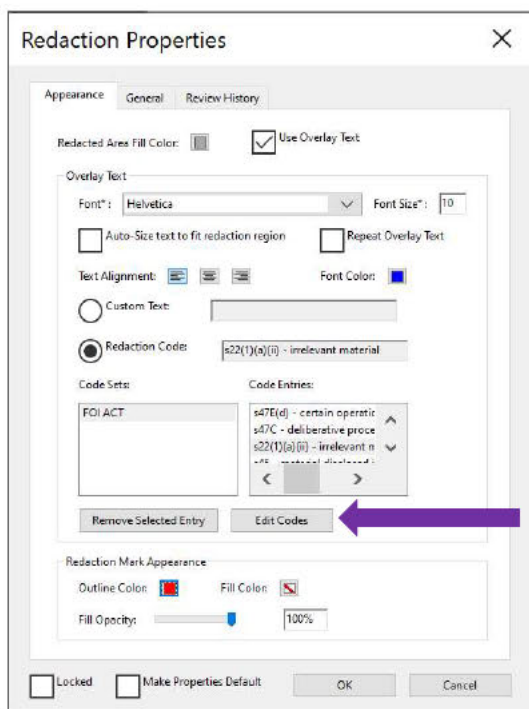
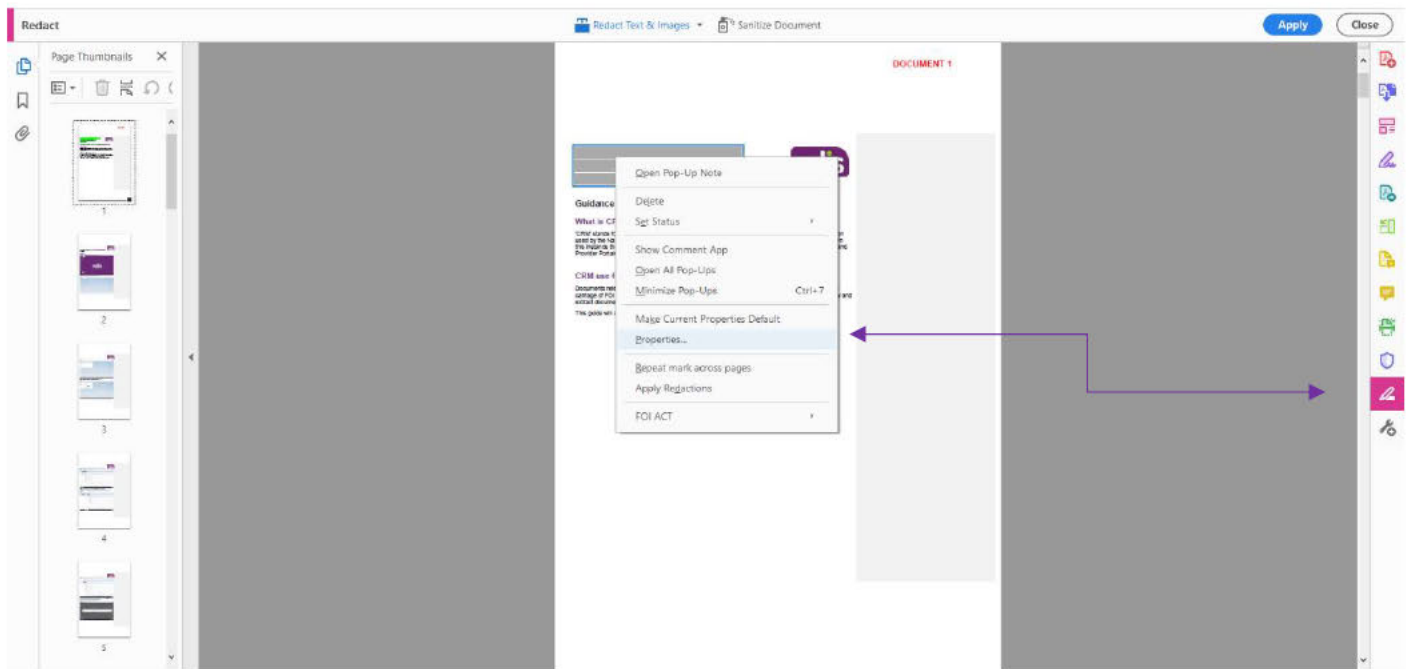
3. Redacting Documents

Sensitive information must be redacted in accordance with the FOI and NDIS Acts, prior to leaving the agency.

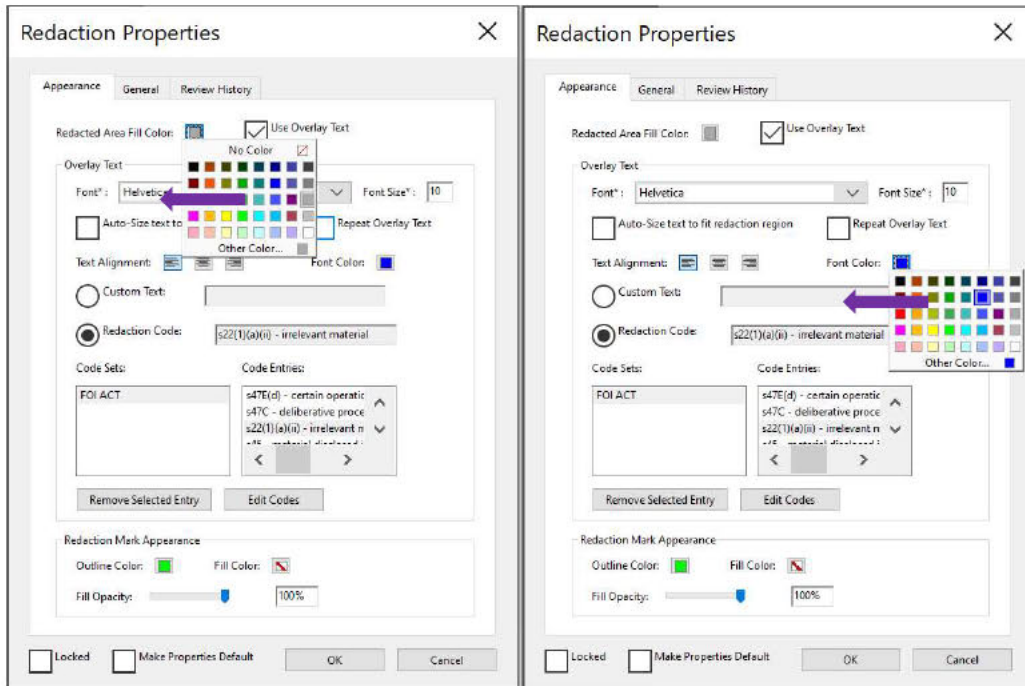
If processing matters under PIA, ensure the redaction remains blank (or match document background colour) and proceed to next step (3. Applying redactions).

3.1. Adding redaction codes to Adobe Acrobat DC:

- Redact any text on the document
- Right click what you have redacted and click on 'Properties':
- Click 'Edit Codes'
- Followed by 'Import Set' and select the following the FOI Act from [Redaction Codes](#) on SharePoint

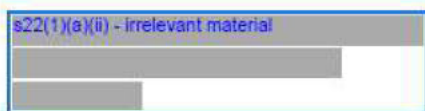
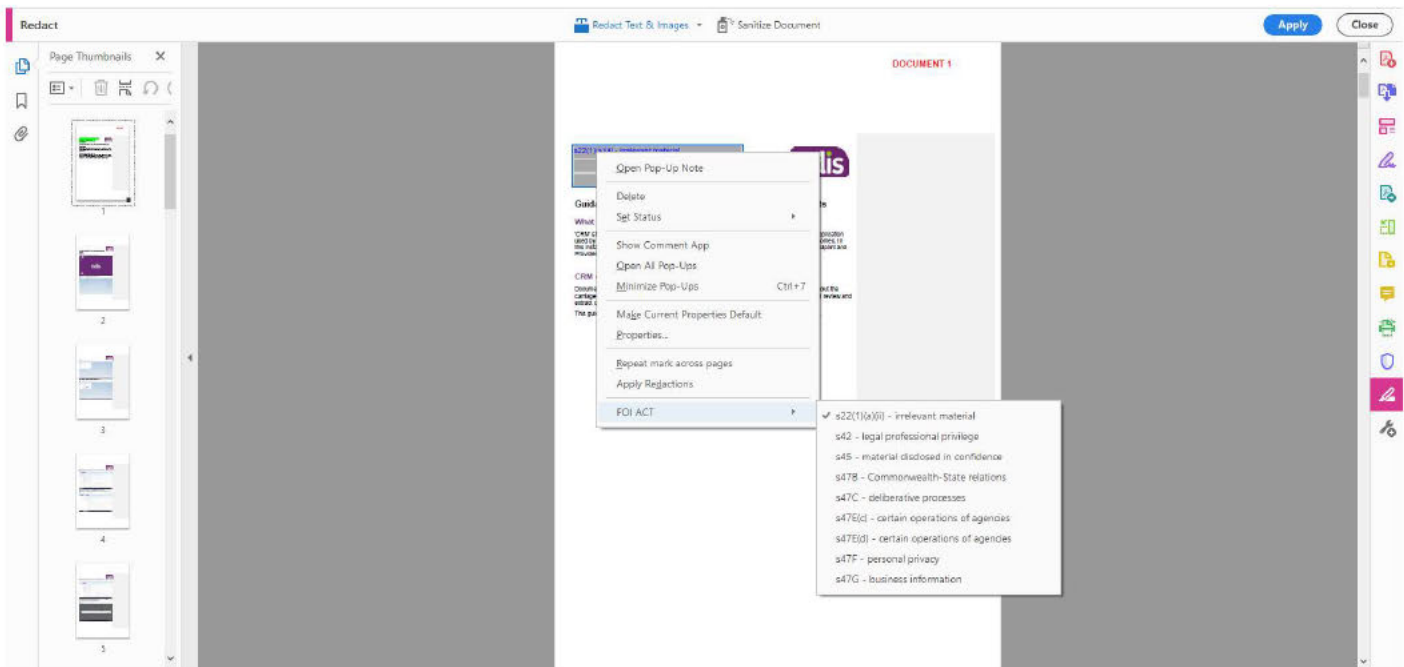


3.2. Format your redaction colours in line with internal processes (see below):



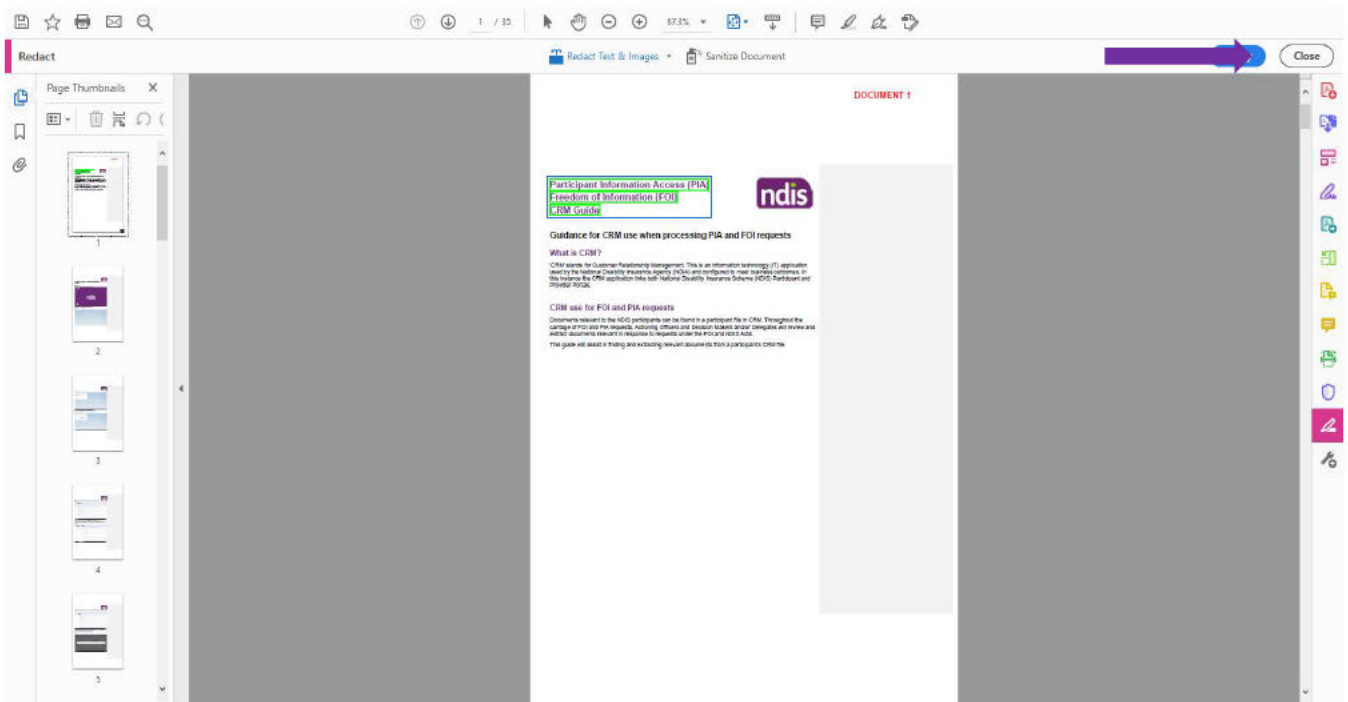
3.3. When redactions are fully set up, click on the 'Redact Text & Images' under the 'Redact' tab and swipe over the area of text or make a box over the area of text that you want to redact. Right click on your mouse and it will bring up a list of options, scroll down to FOI Act which will bring up its own list of exemptions (ie. s47F – personal privacy) and you click on the exemption that you'd like to use.

At this stage, the redaction is not permanent and can be changed to another type of exemption or deleted.

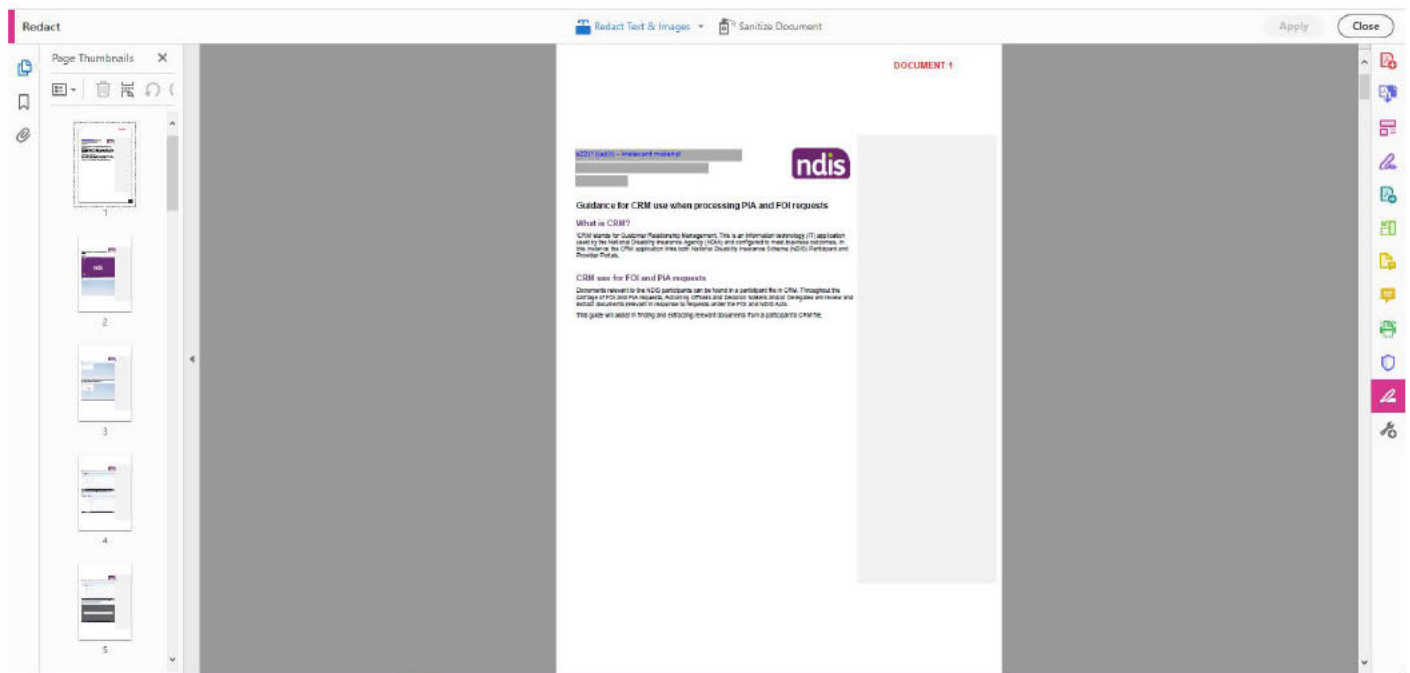


4. Applying redactions

After the document is reviewed and approved (the DM will either add, remove or leave your suggested redactions in place), the redactions need to be permanently applied:



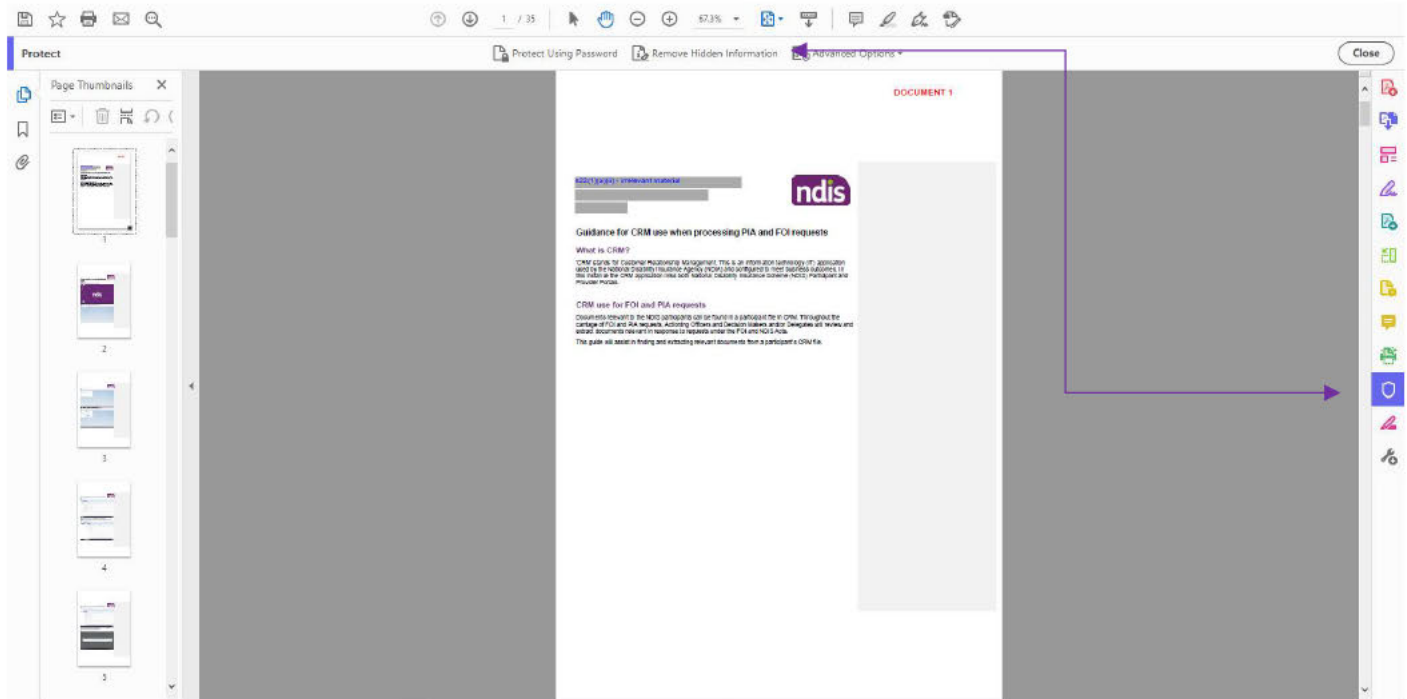
This will permanently redact the documents:



5. Removing Hidden Information for release

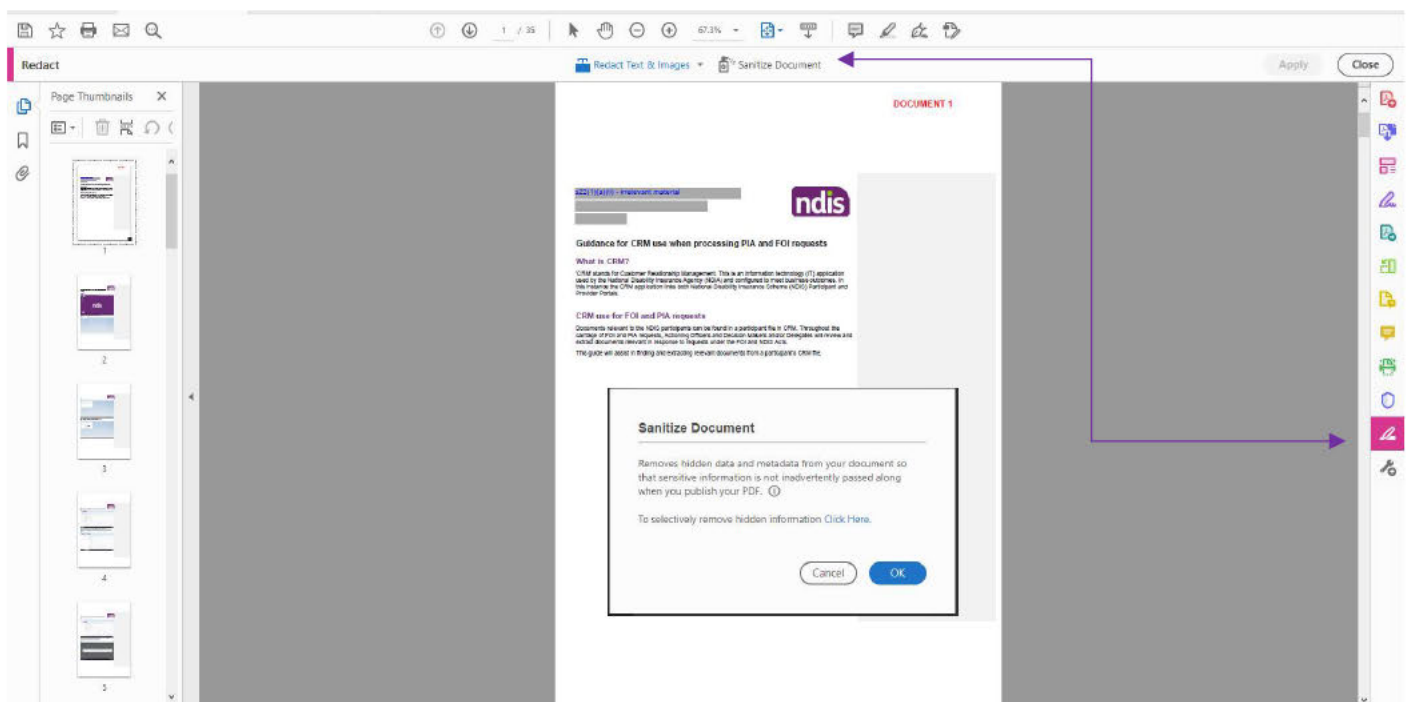
Removing hidden information from the documents will ensure any metadata, digital signatures or any other sensitivity is removed from all pages of the document bundle.

Click 'Protect', followed by 'Remove Hidden Information':



6. Sanitizing Document

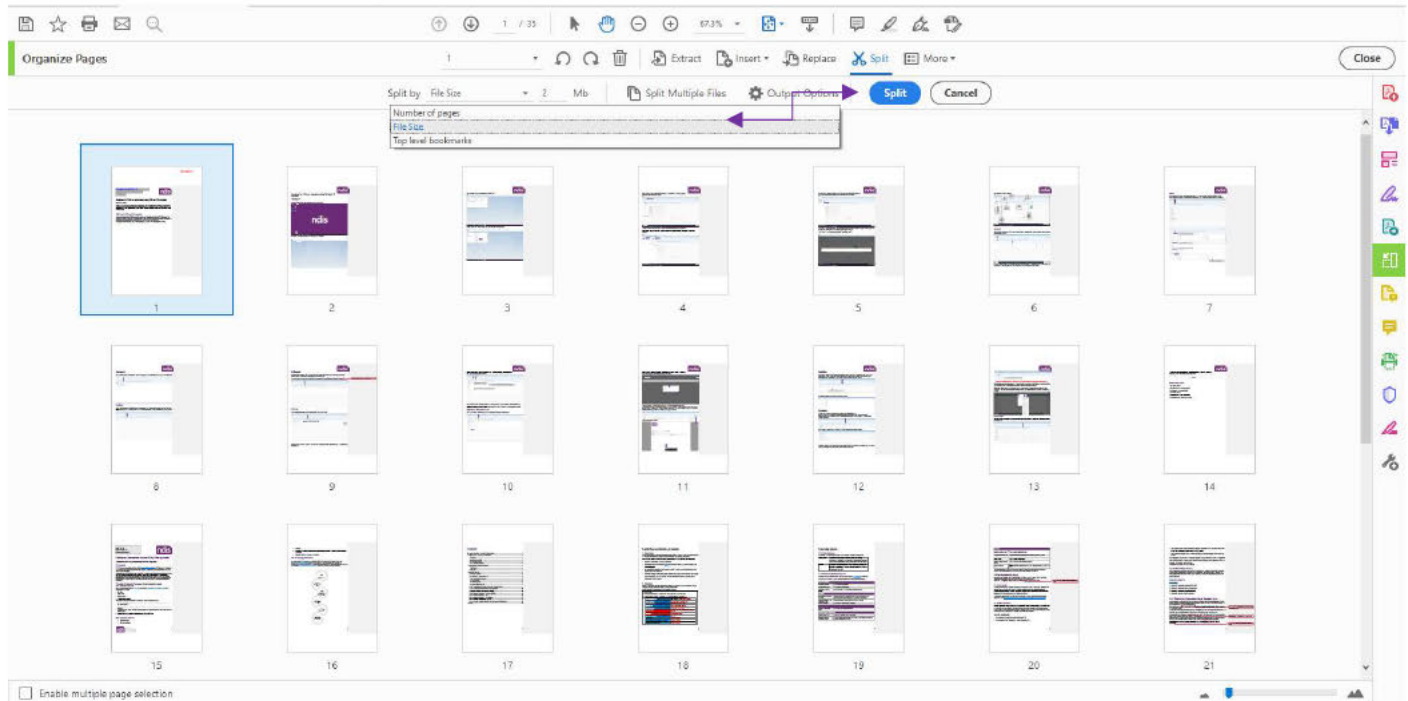
Sanitizing the document will prompt a save, this is considered the final version of documents (ready for release). Please save the document as 'FOI/PIA 21/22-XXXX – Decision – Documents Final' in the 'Final Version' folder in matter folder.



7. Split document into 9MB where required

If the file size is over 9MB it will need to split into smaller documents to send to the applicant. The splitting tool is found in 'Organize Pages' and completed by clicking 'Split'.

Ensure you split document by file size, 9MB or smaller.



Ensure all documents are saved in the SharePoint's matter folder.