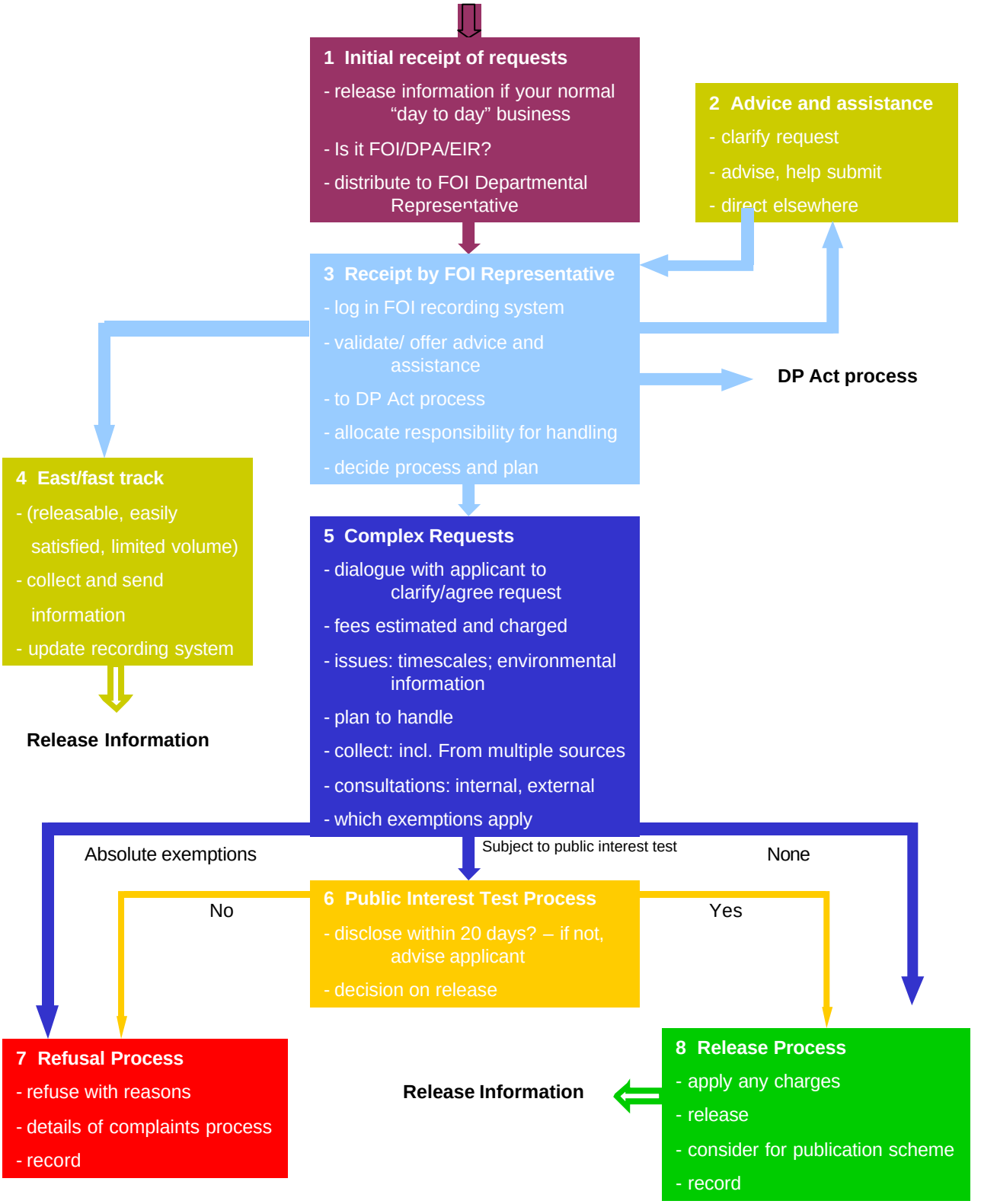Handling Requests under the FOI Act 2000 – key processes