



9 May 2023

Our reference: LEX 72914

Lei Ying
Right to Know

By email: foi+request-10148-6414df32@righttoknow.org.au

Dear Lei Ying,

Decision on your Freedom of Information Request - Full Access

I refer to your request received by Services Australia (the Agency) on 9 April 2023 for access under the *Freedom of Information Act 1982* (the FOI Act) to the following document:

Operational blueprint of Mobility Allowance (MOB) Medical Reviews 008-10030010.

My decision

The Agency holds one document (totalling 6 pages) relevant to your request.

I have decided to grant you **full access** to the document (Document 1).

Please see **Attachment A** for a schedule of the document being released.

I have deleted out of scope or irrelevant information in the document and released the remaining material in accordance with section 22(1) of the FOI Act.

How we will send your documents to you

The document is attached.

You can ask for a review of my decision

If you disagree with any part of my decision you can ask for a review. There are two ways you can do this. You can ask for an internal review from within the Agency or external review by the Australian Information Commissioner. You do not have to pay for reviews of a decision. See **Attachment B** for more information about how to arrange a review.

Further assistance

If you have any questions please email freedomofinformation@servicesaustralia.gov.au.

Yours sincerely

Elizabeth
FOI Practitioner
Freedom of Information Team
FOI and Ombudsman Branch | Legal Services Division
Services Australia



Attachment A

SCHEDULE OF DOCUMENTS FOR RELEASE
YING, Lei (RIGHT TO KNOW) - LEX 72914

Doc No.	Pages	Date	Description	Comments
1.	1-6	18 March 2022	Mobility Allowance (MOB) Medical Reviews 008-10030010	Out of scope or irrelevant material deleted under s 22



Attachment B

INFORMATION ON RIGHTS OF REVIEW

FREEDOM OF INFORMATION ACT 1982

Asking for a full explanation of a FOI decision

Before you ask for a formal review of a FOI decision, you can contact us to discuss your request. We will explain the decision to you. This gives you a chance to correct misunderstandings.

Asking for a formal review of an FOI decision

If you still believe a decision is incorrect, the FOI Act gives you the right to apply for a review of the decision. Under sections 54 and 54L of the FOI Act, you can apply for a review of an FOI decision by:

1. an Internal Review Officer in the Agency, and/or
2. the Australian Information Commissioner.

Applying for an internal review by an Internal Review Officer

If you apply for internal review, a different decision maker to the Authorised Agency Officer who made the original decision will carry out the review. The Internal Review Officer will consider all aspects of the original decision and make a new decision. An application for internal review must be:

- made in writing
- made within 30 days of receiving this letter, and
- sent to the address at the top of the first page of this letter or by email to freedomofinformation@servicesaustralia.gov.au.

Note: You do not need to fill in a form. However, it is a good idea to set out any relevant submissions you would like the Internal Review Officer to further consider, and your reasons for disagreeing with the decision.

Applying for external review by the Australian Information Commissioner

If you do not agree with the original decision or the internal review decision, you can ask the Australian Information Commissioner to review the decision.

If you do not receive a decision from an Agency Internal Review Officer within 30 days of applying, you can ask the Australian Information Commissioner for a review of the original FOI decision.

You will have 60 days to apply in writing for a review by the Australian Information Commissioner.

You can lodge your application:

Online: www.oaic.gov.au
Post: Australian Information Commissioner
GPO Box 5218
SYDNEY NSW 2001
Email: enquiries@oaic.gov.au

Note: The Office of the Australian Information Commissioner generally prefers FOI applicants to seek internal review before applying for external review by the Australian Information Commissioner.

Important:

- If you are applying online, the application form the 'Merits Review Form' is available at www.oaic.gov.au.
- If you have one, you should include with your application a copy of the Agency's decision on your FOI request
- Include your contact details
- Set out your reasons for objecting to the Agency's decision.

Complaints to the Australian Information Commissioner and Commonwealth Ombudsman

Australian Information Commissioner

You may complain to the Australian Information Commissioner concerning action taken by an agency in the exercise of powers or the performance of functions under the FOI Act. There is no fee for making a complaint. A complaint to the Australian Information Commissioner must be made in writing. The Australian Information Commissioner's contact details are:

Telephone: 1300 363 992
Website: www.oaic.gov.au

Commonwealth Ombudsman

You may also complain to the Commonwealth Ombudsman concerning action taken by an agency in the exercise of powers or the performance of functions under the FOI Act. There is no fee for making a complaint. A complaint to the Commonwealth Ombudsman may be made in person, by telephone or in writing. The Commonwealth Ombudsman's contact details are:

Phone: 1300 362 072
Website: www.ombudsman.gov.au

The Commonwealth Ombudsman generally prefers applicants to seek review before complaining about a decision.