



28 February 2024

Our reference: LEX 78384

Frank N Fearless

Only by email: [foi+request-11130-5ef23e95@righttoknow.org.au](mailto:foi+request-11130-5ef23e95@righttoknow.org.au)

Dear Frank N Fearless,

### **Acknowledgement of your Freedom of Information Request**

I refer to your request for access to documents under the *Freedom of Information Act 1982* (the FOI Act). You requested access to:

In its response to the Ombudsman's second report on unlawful income apportionment, the Agency stated as follows:

'The Agency, in consultation with the Department, is now progressing further sampling activity, with a focus on historically determined debts (prior to 2010), underpayments and AAT decisions. This further sampling is expected to be completed early in 2024'

I now seek the document(s) communicating the outcome of that sampling. In the event the work is still proceeding, I seek the most recent progress report on the sampling sent by Services Australia to Department of Social Services.

### **Timeframe for your request**

Your request was received by Services Australia (the Agency) on 19 February 2024 and the 30 day statutory period for processing your request commenced from the day after that date. You should therefore expect a decision from us by 20 March 2024. The period of 30 days may be extended if we need to consult third parties or for other reasons. We will advise you if this happens.

### **Charges**

The Agency 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 to which we can send notices. You have advised your electronic address is [foi+request-11130-5ef23e95@righttoknow.org.au](mailto:foi+request-11130-5ef23e95@righttoknow.org.au). We will send all notices and correspondence to this address. Please advise us as soon as possible if you wish correspondence to be sent to another address or if your address changes. If you do not advise us of changes to your address, correspondence and notices will continue to be sent to the address specified above.

## Administrative Release of Documents

The Agency has administrative access arrangements ('the arrangements') for the release of certain documents without the need for a formal FOI request. Unless you advise us otherwise, in processing your request we may provide you with documents under these arrangements where appropriate and any parts of your FOI request that are addressed by documents released under the arrangements will be considered to be withdrawn. The arrangements do not extend to information or materials of third parties. You will be notified when documents are released to you under the arrangements.

## Disclosure Log

Please note information released under the FOI Act may be published in a disclosure log on the agency's website. Section 11C of the FOI Act requires this publication, however it is subject to certain exceptions, including where publication of personal, business, professional or commercial information would be unreasonable.

## Exclusion of junior staff details

The Agency 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, can you confirm that you consent to staff details being outside of the scope of your request?**

## Further assistance

If you have any questions, please email [FOI.LEGAL.TEAM@servicesaustralia.gov.au](mailto:FOI.LEGAL.TEAM@servicesaustralia.gov.au).

Yours sincerely

Tara  
FOI Officer  
Freedom of Information Team  
FOI and Reviews Branch | Legal Services Division  
Services Australia