



Australian Government
Department of Social Services

Frank N Fearless
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Dear Frank N Fearless

Re: FOI Request LEX 49760

I refer to your FOI request regarding the monthly complaints meetings between the Department of Social Services (**DSS**) and Services Australia (**Agency**), as mentioned in our response to Recommendation 8 of the second Ombudsman Report on unlawful income apportionment.

DSS appreciates your interest in this matter, and we wanted to provide clarification regarding points raised in your request and the content of one of the documents released.

Regarding your statement indicating that DSS established monthly meetings relating to policy matters, we want to clarify that these meetings are specifically focused on complaint matters related to policy held by DSS where programs are delivered by Services Australia. These meetings serve as a platform for officials to discuss various aspects of complaint handling and resolution, including the sharing of complaints reporting between DSS and Services Australia.

I also wanted to draw your attention to the inaccuracy of two dot points that can be found at the bottom of page 2 of Document 4 under the head dot point "Interim Care decisions paused as policy advice did not match legislation". The two dot points are inaccurate as they refer to an act of grace payment that was not made and to "advice from DSS" that does not exist.

We hope this clarification assists in relation to your FOI request.

Yours sincerely

A handwritten signature in black ink, appearing to read 'BW' or similar initials.

Bronwyn Worswick
Authorised Decision Maker

19 April 2024