

4 April 2024

FWO reference: IA-2101

Freedom of Information request

Dear FN

I refer to your request submitted to the office of the Fair Work Ombudsman (OFWO) on 14 March 2024 and your revised scope on 18 March 2024 under the *Freedom of Information Act 1982* (FOI Act) for the following:

1. *High level evaluations, reviews or reports on the App+IBk-s performance and user feedback from its launch in March 2017 to the present.*
2. *Correspondence between the Fair Work Ombudsman and then Minister for Employment, Senator Michaelia Cash, regarding the app's development, updates, maintenance, operational concerns, and the strategy for both iOS and Android platforms.*
3. *Documentation detailing the rationale and decision-making process for the discontinuation of updates for the iOS app after November 2017, including any discussions regarding challenges or considerations that influenced this decision.*
4. *Information on the removal of the Android version of the App from the Google Play Store including discussions on technical, regulatory, budgetary or operational challenges that led to its removal.*

We have now completed initial searches and require your assistance to continue to process this request.

Clarification of scope

In the scope of your original request, you noted the following:

“To assist in quickly identifying the requested information, I am looking for communications, memos, emails, and any formal documentation that provides insight into the app's lifecycle and governmental oversight.”

We interpret this part of your request to be related to dot points 1, 3, and 4 above. Specifically, that “formal documentation that provides insight into the app’s lifecycle and governmental oversight” is only in scope insofar as it relates to dot points 1, 3 and 4. If you would like to provide further clarification, **please respond by email by Friday 5 April 2024** to ensure we can complete our searches.

Requirement to consult with third parties

The OFWO has identified documents within the scope of the request that contain personal information and information about the business, commercial or financial affairs of third parties.

In accordance with section 27 and 27A of the FOI Act, the OFWO is required to consult with the relevant individuals and businesses before deciding whether to release the information to you.

We will consider any comments we receive from affected third parties, however the final decision about whether to grant access to the documents which are the subject of your request rests with the OFWO's authorised decision-maker.

Further processing of your request

To enable the consultation with the affected third party to occur, the statutory period for processing your FOI request is extended by thirty (30) days. This extension of the due date is made in accordance with section 15(6) of the FOI Act. The revised due date for a decision on access is 15 May 2024.

We will continue to keep you informed of the progress of this matter. In the meantime, should you require any further information, please contact us via foi@fwo.gov.au quoting reference number IA-2101.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A Nowland', written in a cursive style.

Amanda Nowland
Assistant Director Information Governance
Fair Work Ombudsman