



20 January 2022

Our reference: LEX 66071

Posty

By email only: foi+request-8027-6c6515d3@righttoknow.org.au

Dear Posty,

Freedom of Information Request – Internal Review Decision

I refer to your correspondence received on 21 December 2021 seeking internal review of the decision made by Services Australia (**the agency**) under the *Freedom of Information Act 1982* (**the FOI Act**) on 26 November 2021 (reference LEX 65102).

I am authorised to make decisions under section 23(1) of the FOI Act, including internal review decisions under section 54C of the FOI Act, and my decision is set out below.

Original decision

On 27 October 2021, the agency received your request for access to:

'All documents contained within the file "Reviews and appeals 109-03000000" as listed on this page - referred to as your "Operational Blueprint" portal:

<https://operational.humanservices.gov.au/public/Pages/review-of-decision-and-appeals/109-03000000-01.html>

This includes all three "tabs" on the page -

"Background", "Process", "Training and Support".'

On 4 November 2021, the agency acknowledged that request.

On 26 November 2021, the agency decided to grant you part access to the one document it holds that is relevant to your request.

My decision on review

Consistent with the requirements of section 54C(2) of the FOI Act, I have made a fresh decision.

I am satisfied that the agency holds one document (totalling 9 pages) that relates to your request, being the Operational Blueprint 'Reviews and appeals 109-03000000'.

I have decided to set aside the decision under review and instead grant you **full access** to this document.

How we will send the document to you

Please find the document attached.

You can ask for a review of my decision

If you disagree with any part of my decision you can ask for an external review by the Office of the Australian Information Commissioner. You do not have to pay for a review of the decision. See **Attachment A** for more information about how to request a review.

Further assistance

If you have any questions relating to this FOI matter please do not hesitate to email FOI.LEGAL.TEAM@servicesaustralia.gov.au.

Yours sincerely,

Riley

Authorised FOI Decision Maker
Freedom of Information Team
Information Access Branch
Legal Services Division
Services Australia



Attachment A

INFORMATION ON RIGHTS OF REVIEW

FREEDOM OF INFORMATION ACT 1982

Asking for a full explanation of a Freedom of Information 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 Freedom of Information decision

If you still believe a decision is incorrect, the *Freedom of Information Act 1982* (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 contacting the Office of the Australian Information Commissioner.

Note 1: There are no fees for these reviews.

Applying for external review by the Office of the Australian Information Commissioner

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

Important:

- If you are applying online, the application 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 Services Australia's decision.

Complaints to the Information Commissioner and Commonwealth Ombudsman

Information Commissioner

You may complain to the 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 Information Commissioner must be made in writing. The Information Commissioner's contact details are:

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

Commonwealth Ombudsman

You may also complain to the 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 Ombudsman may be made in person, by telephone or in writing. The 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.