



Decision and Statement of Reasons made under the *Freedom of Information Act 1982*

Decision and reason for decision of Erin (Position Number 62315640), Information Law Section, Legal Services and Audit Branch, Department of Veterans' Affairs

Applicant: Mr Alan Ashmore

Decision date: 29 November 2021

FOI reference number: LEX 46925

Sent by email: foi+request-8028-b53344fe@righttoknow.org.au

Dear Mr Ashmore

Freedom of Information Request: LEX 46925

Decision

1. The Department of Veterans' Affairs (**department**) has undertaken a reasonable search of its records and I have made a decision to grant full access to one (1) document within the scope of your request. The document has been produced under section 17 of the *Freedom of Information Act 1982 (FOI Act)*.
2. The document that I have decided to release in full is set out in **Schedule 1**.

Authority to make decision

3. I am authorised by the Secretary of the department to make decisions about access to documents in the possession of the department in accordance with section 23(1) of the FOI Act.

Summary

4. On Thursday 28 October you made a request for access to documents in the possession of the department. Your request sought access to:

The percentage of high impact errors, (HIE), for the following period:

1 April 2021 to 30 June 2021.

For the following:

- : MRCA Initial Liability Claims,
- : DRCA Initial Liability Claims,
- : MRCA Permanent Impairment, and
- : DRCA Permanent Impairment.

I request that each of the above categories be further broken up to include the following:

- : Number of cases checked.
- : Total number of work elements.
- : Number of work elements with HIE, and
- : HIE correctness rate.

5. As no extensions of time have been applied to process your request, a decision on your request is due by 29 November 2021.
6. I have decided not to impose a charge in relation to this request, in accordance with Regulation 8 of the *Freedom of Information (Charges) Regulations 2019*.

Material taken into account

7. In reaching my decision, I have taken into account:
- the terms of your request
 - the documents that fall within the scope of your request
 - the content of the documents that fall within the scope of your request
 - consultations with departmental officers about the nature of the documents and the operating environment and functions of the department
 - the guidelines issued by the Australian Information Commissioner under section 93A of the FOI Act (**FOI Guidelines**)
 - the *Freedom of Information (Charges) Regulations 2019*
 - the FOI Act.

Information Publication Scheme

8. The Information Publication Scheme requires the department to publish information released in response to individual requests made under the FOI Act, except in specified circumstances.
9. I am of the view that details of your request should be made available on the department's FOI Disclosure Log. As such, details of your request will be published on the department's FOI Disclosure Log which can be accessed at <http://www.dva.gov.au/about-dva/freedom-information/foi-disclosure-log>. Please note that the department does not publish details of FOI applicants, it only publishes details of the FOI request and the documents released in response to the request.
10. The document to be released to you in accordance with the FOI Act is attached
11. Your rights of review are available at **Schedule 2** below if you are dissatisfied with this decision.

Yours sincerely,

Erin (Position Number 62315640)

Senior Legal Officer

Information Law Section

Legal Services and Audit Branch

29 November 2021



Schedule of documents

Applicant: Mr Ashmore
Decision date: 29 November 2021
FOI reference number: FOI 46295

Doc No.	Date of document	Document description	Pages	Decision	Exemption provision
1	Not Dated	Compensation QA 2020-21 Q4 Correctness Rates	1	Full Access	NIL



Your rights of review

12. If you are dissatisfied with my decision, you may apply for internal review or request the Office of the Australian Information Commissioner (**OAIC**) review my decision.
13. If you are dissatisfied with my decision you may apply for Information Commissioner Review of the decision through the Office of the Australian Information Commissioner (**OAIC**). In accordance with section 54E(b) of the FOI Act, internal review is not available as the department did not finalise your FOI request within the prescribed statutory timeframe.

Internal review

14. Under section 54 of the FOI Act, you may apply in writing to the department for an Internal Review of my decision. The Internal Review application must be made within 30 days of the date of this letter. Where possible please attach reasons why you believe review of the decision is necessary. The internal review will be carried out by another officer within 30 days.
15. You can make your application for Internal Review in one of the following ways:

Post: Legal Services and Audit Branch, Department of Veterans' Affairs
GPO Box 9998, Canberra ACT 2601

Email: Information.Law@dva.gov.au

OAIC review

16. Under section 54L of the FOI Act, you may apply to the OAIC to review my decision. An application for review by OAIC must be made in writing within 60 days of the date of this letter, and be lodged in one of the following ways:

Online: www.oaic.gov.au

Post: Director of FOI Dispute Resolution
Office of the Australian Information Commissioner
GPO Box 5218, Sydney NSW 2001

Facsimile: (02) 9284 9666

Phone: 1300 363 992
Email: FOIDR@oaic.gov.au

1. More information about your review rights under the FOI Act is available in Fact Sheet 12 published by the OAIC: <https://www.oaic.gov.au/freedom-of-information/reviews-and-complaints/information-commissioner-review/>

Contact us

2. If you wish to discuss this decision, please do not hesitate to contact the Information Law Section using the following details:

Online: <https://www.dva.gov.au/about-us/overview/reporting/freedom-information/access-information>

Post: Information Law, Legal Services and Audit Branch
Department of Veterans' Affairs
GPO Box 9998, Canberra ACT 2601

Phone: 1800 838 372

Email: Information.Law@dva.gov.au