



11 November 2021

Our reference: LEX 65184

Ms Amanda Smith (Right to Know)

By email: [foi+request-8053-9a5d54be@righttoknow.org.au](mailto:foi+request-8053-9a5d54be@righttoknow.org.au)

Dear Ms Smith

### **Decision on your Freedom of Information Request**

I refer to your request to Services Australia (the agency) dated 2 November 2021, for access to documents under the *Freedom of Information Act 1982* (FOI Act). You requested access to:

All communications, data and documents related to the number of compulsory income managed accounts that have been closed by Services Australia since 2007.

This request specifically relates to the total number of Basics Card accounts and Cashless Debit Card accounts that have been closed in the time period January 2007 to October 2021.

Regarding the Cashless Debit Card I am also seeking the \_total\_ number of successful Well Being and EXIT applications from February 2015 to October 2021 inclusive.

Section 12(1)(c) of the FOI Act provides a person is not entitled to documents available for purchase by the public in accordance with arrangements made by the agency.

The agency has arrangements in place for the purchase of statistical information and data. Therefore, in accordance with section 12(1)(c) of the FOI Act, you are not entitled to request access to the documents under the FOI Act.

Guidance on how to access the statistical information you have requested is available online and can be accessed with the following link:

<https://www.servicesaustralia.gov.au/organisations/about-us/statistical-information-and-data>

### **Further assistance**

The Australian Government data.gov.au website contains publicly available data relating to the Cashless Debit Card that may assist you. This information can be found at the following hyperlink: [data.gov.au](https://data.gov.au).

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

Yours sincerely

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