



26 May 2022

Our reference: LEX 67290

Ms Amanda Smith

Only by email: foi+request-8676-28b3850d@righttoknow.org.au

Dear Ms Smith

Freedom of Information (FOI) request – Statement of Reasons

I refer to your request, received by Services Australia (the agency) on 1 April 2022 for access under the *Freedom of Information Act 1982* (the FOI Act) to the following documents:

'...Exit applications from the Cashless Debit Card (CDC) 103-20081031'.

Deemed refusal

The agency was required to provide you with a decision in relation to your request by 16 May 2022. As the agency was unable to process your request in time and a decision was not provided to you by this date, the principal officer of the agency is deemed to have refused your request under section 15AC of the FOI Act (deemed refusal).

Administrative release

The agency has administrative access arrangements (arrangements) in place for the release of certain documents. Although your request is a deemed refusal, the agency is continuing to review the document falling within the scope of your request, and is considering releasing the document to you via these arrangements. We will provide a response to you about this as soon as possible.

You can ask for a review of our deemed decision

You can seek review of the deemed refusal of your request by asking for an external review by the Office of the Australian Information Commissioner. See [Attachment A](#) for more information about how to request a review.

Further assistance

If you have any questions please email FOI.LEGAL.TEAM@servicesaustralia.gov.au.

Yours sincerely

Leanne
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 a deemed refusal decision

If you believe that the deemed refusal of your request is incorrect, the FOI Act gives you the right to apply for a review of the decision. Under section 54L of the FOI Act, you can apply for a review of the deemed refusal decision by the Australian Information Commissioner. Please note that a statement of reasons is not reviewable by the Australian Information Commissioner.

Applying for external review by the Australian Information Commissioner

If you do not agree with the deemed refusal of your request, you can ask 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 the 'Merits Review Form' is available at www.oaic.gov.au.
- If you have one, you should include with your application a copy of the Services Australia decision on your FOI request
- Include your contact details
- Set out your reasons for objecting to the agency's decision.

Complaints to the Australian Information Commissioner and Commonwealth Ombudsman

Australian Information Commissioner

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

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

Commonwealth Ombudsman

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