



19 August 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 the deemed refusal of 26 May 2022 to your request for Services Australia (the agency) to provide access under the *Freedom of Information Act 1982* (the FOI Act) to the following document:

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

Administrative release

Although the agency is not releasing the document to you under the FOI Act, the agency is releasing the document to you via its administrative access arrangements.

Please find enclosed the document with redactions applied as would have been made to the document if it was released under the FOI Act, within the statutory timeframe. Please see the schedule at **Attachment A** for the reason for my decision and the relevant section of the FOI Act.

You can ask for a review of our deemed decision

You can seek review of the deemed refusal of your request dated 26 May 2022, by asking for an external review by the Office of the Australian Information Commissioner. See **Attachment B** 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



SCHEDULE OF DOCUMENTS FOR RELEASE
SMITH, Amanda (Right to Know) - LEX 67290

Doc No.	Pages	Date	Description	Decision	Exemption	Comments
1.	1-14	22 March 2022	Operational Blueprint Exit applications from the Cashless Debit Card (CDC) 103-20081031	Release in part	s 47E(d)	Information which would have a substantial adverse effect on the proper and efficient conduct of the operations of the agency removed under section 47E(d).



Attachment B

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.