



24 May 2022

Our reference: LEX 67446

Ms Olivia Good

By email only: foi+request-8712-b28dfeae@righttoknow.org.au

Dear Ms Good

Decision on your Freedom of Information Request

I refer to your request to Services Australia (the agency) on 8 April 2022 for access under the *Freedom of Information Act 1982* (the FOI Act) made in the following terms:

I would like to request that documents regarding Services Australia's internal processes for assessing disability and DSP eligibility be made known. Currently the processes are very opaque.

Publicly available documents

Some of the information you requested is readily available in the public domain. We have provided you with the publicly accessible link below to assist you in accessing the information you are seeking.

- Assessing Disability Support Pension (DSP) claims, 008-03030000: <https://operational.servicesaustralia.gov.au/public/Pages/people-with-disability/008-03030000-01.html>

Administrative Access

Services Australia has administrative access arrangements (the arrangements) for the release of certain documents. The arrangements do not extend to information of third parties or staff details. Since you submitted your Freedom of Information (FOI) request, the agency has decided to make the following document publicly available:

- Eligibility for Disability Support Pension (DSP), 008-03050000

This has been published on Services Australia's Operational Blueprint website. It is available at the following link: <https://operational.servicesaustralia.gov.au/public/Pages/people-with-disability/008-03050000-01.html>

Please advise if you have difficulty accessing the document and we can provide you with a PDF copy.

Your request has now been finalised.

Further assistance

If you have any questions please email FOI.Legal.Team@servicesaustralia.gov.au.

Yours sincerely

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