



**Australian Government**  
**Department of Social Services**

Our reference: FOI LEX 44478  
Decision date: 19 May 2022  
Applicant name: Elizabeth Murphy  
By email: [foi+request-8767-b1764053@righttoknow.org.au](mailto:foi+request-8767-b1764053@righttoknow.org.au)

Dear Elizabeth Murphy,

**Freedom of Information request FOI LEX 44478**

1. I refer to your correspondence received by the Department of Social Services (the Department) on 19 April 2022, in which you posed a question to the Department, under the Commonwealth *Freedom of Information Act 1982* (FOI Act), as follows:

*“Would the part pension I receive from New Zealand be liable to inclusion on the Indue card?”*

**Decision**

2. The Department has undertaken a reasonable search of its records and has not been able to identify documents relevant to your request.
3. For this reason, I have made a decision to refuse your request under section 24A of the FOI Act, as documents do not exist in the records of the Department.
4. I have, however, provided some additional information below that I trust will assist you to answer the question you have asked. This information mirrors that provided to you in earlier emails by members of the FOI section in the Department.

**Authority to make this decision**

5. I am an officer 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.

**Additional information**

6. The part pension from New Zealand would not be put onto the Cashless Debit Card (CDC). To be placed on the CDC you need to be in receipt of a ‘trigger payment’; a trigger payment is a payment that will automatically activate (trigger) participation in the CDC for people who live in a program area.



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7. A list of trigger payments can be found at:

<https://guides.dss.gov.au/social-security-guide/8/7/2/30#:~:text=Definition,amount%20identified%20as%20living%20allowance>

8. For those on the program, the only payments that are restricted can be found at:

<https://guides.dss.gov.au/social-security-guide/8/7/2/10>.

## **Summary**

9. The Department acknowledged your request on 27 April 2022 and advised that a response could be provided to you outside of a formal FOI process. In that same email, information was passed on to you in answer to your question. The Department requested that you withdraw your FOI request, as you had now been provided with an answer to your question.

10. The Department sent a follow up email to you on 3 May 2022, reiterating its earlier answer to your question, and asking that you withdraw your FOI request.

11. As no correspondence has been received from you, the Department is obliged to issue you with a formal decision in relation to your FOI request.

12. As no extensions of time have been applied to process your request, a decision on your request is due by Thursday 19 May 2022.

## **Material taken into account**

13. In accordance with section 26(1)(a) of the FOI Act, my findings on any material question of fact, the material on which those findings were based and the reasons for my decision to refuse access to documents follow.

14. I have taken the following material into account in making my decision:

- the terms of your request;
- the types of documents that are in the possession of the Department;
- Sections 3, 11 and 11A of the FOI Act which give the Australian community a legally enforceable right to obtain access to information held by the Government



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of the Commonwealth. I also considered section 24A of the FOI Act (Requests may be refused if documents cannot be found, do not exist or have not been received) relevant to my decision;

- the Guidelines issued by the Australian Information Commissioner under section 93A of the FOI Act (FOI Guidelines); and
- searches undertaken by relevant business areas of the Department.

15. A full extract of all FOI Act provisions used to make my decision are provided in **Appendix 1**.

### **Reasons for decision**

#### ***Requests may be refused if documents cannot be found, do not exist or have not been received (section 24A)***

16. Section 24A(1) of the FOI Act provides that:

*(1) an agency or Minister may refuse a request for access to a document if:*

- (a) all reasonable steps have been taken to find the document; and*
- (b) the agency or Minister is satisfied that the document:*
  - (i) is in the agency's or Minister's possession but cannot be found; or*
  - (ii) does not exist.*

17. I am satisfied that all reasonable steps have been taken to find information relevant to your request, having regard to:

- the terms of your request;
- the information provided to you administratively;
- the types of documents that are in the possession of the Department;
- the subject matter of the documents;
- the current and past file management systems and the practice of orderly destruction or removal of documents;
- the Department's record management systems and practices;
- the individuals and areas within the Department who may be able to assist with the location of the information you seek access to;
- searches, undertaken by relevant business areas in the Department, of electronic records management systems and the parliamentary document management system.



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18. Despite the reasonable searches undertaken, the Department has been unable to identify documents relevant to your request.

19. For these reasons, I am refusing your request for access to documents as described in your request in accordance with section 24A of the FOI Act.

**Your rights of review**

20. Information about your rights to seek a review of this decision are at **Attachment A**.

21. Should you have any enquiries concerning this matter please do not hesitate to contact the FOI team by email at [FOI@dss.gov.au](mailto:FOI@dss.gov.au).

Yours sincerely,

**E. Scott**

Director

Freedom of Information section

Legal Services Branch

18 May 2022



**Schedule of relevant provisions used in making this decision**

Excerpts from the *Freedom of Information Act 1982* (Cth)

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**3 Objects—general**

- (1) The objects of this Act are to give the Australian community access to information held by the Government of the Commonwealth or the Government of Norfolk Island, by:
  - (a) requiring agencies to publish the information; and
  - (b) providing for a right of access to documents.
- (2) The Parliament intends, by these objects, to promote Australia's representative democracy by contributing towards the following:
  - (a) increasing public participation in Government processes, with a view to promoting better-informed decision-making;
  - (b) increasing scrutiny, discussion, comment and review of the Government's activities.
- (3) The Parliament also intends, by these objects, to increase recognition that information held by the Government is to be managed for public purposes, and is a national resource.
- (4) The Parliament also intends that functions and powers given by this Act are to be performed and exercised, as far as possible, to facilitate and promote public access to information, promptly and at the lowest reasonable cost.

**11 Right of access**

- (1) Subject to this Act, every person has a legally enforceable right to obtain access in accordance with this Act to:
  - (a) a document of an agency, other than an exempt document; or
  - (b) an official document of a Minister, other than an exempt document.
- (2) Subject to this Act, a person's right of access is not affected by:
  - (a) any reasons the person gives for seeking access; or
  - (b) the agency's or Minister's belief as to what are his or her reasons for seeking access.

**11A Access to documents on request**

*Scope*

- (1) This section applies if:



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- (a) a request is made by a person, in accordance with subsection 15(2), to an agency or Minister for access to:
  - (i) a document of the agency; or
  - (ii) an official document of the Minister; and
- (b) any charge that, under the regulations, is required to be paid before access is given has been paid.

(2) This section applies subject to this Act.

Note: Other provisions of this Act are relevant to decisions about access to documents, for example the following:

- (a) section 12 (documents otherwise available);
- (b) section 13 (documents in national institutions);
- (c) section 15A (personnel records);
- (d) section 22 (access to edited copies with exempt or irrelevant matter deleted).

#### *Mandatory access—general rule*

- (3) The agency or Minister must give the person access to the document in accordance with this Act, subject to this section.

#### *Exemptions and conditional exemptions*

- (4) The agency or Minister is not required by this Act to give the person access to the document at a particular time if, at that time, the document is an exempt document.

Note: Access may be given to an exempt document apart from under this Act, whether or not in response to a request (see section 3A (objects—information or documents otherwise accessible)).

- (5) The agency or Minister must give the person access to the document if it is conditionally exempt at a particular time unless (in the circumstances) access to the document at that time would, on balance, be contrary to the public interest.

Note 1: Division 3 of Part IV provides for when a document is conditionally exempt.

Note 2: A conditionally exempt document is an exempt document if access to the document would, on balance, be contrary to the public interest (see section 31B (exempt documents for the purposes of Part IV)).

Note 3: Section 11B deals with when it is contrary to the public interest to give a person access to the document.

- (6) Despite subsection (5), the agency or Minister is not required to give access to the document at a particular time if, at that time, the document is both:

- (a) a conditionally exempt document; and

- (b) an exempt document:

- (i) under Division 2 of Part IV (exemptions); or

- (ii) within the meaning of paragraph (b) or (c) of the definition of exempt document in subsection 4(1).



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#### **23 Decisions to be made by authorised persons**

- (1) Subject to subsection (2), a decision in respect of a request made to an agency may be made, on behalf of the agency, by the responsible Minister or the principal officer of the agency or, subject to the regulations, by an officer of the agency acting within the scope of authority exercisable by him or her in accordance with arrangements approved by the responsible Minister or the principal officer of the agency.
- (2) A decision in respect of a request made to a court, or made to a tribunal, authority or body that is specified in Appendix 1, may be made on behalf of that court, tribunal, authority or body by the principal officer of that court, tribunal, authority or body or, subject to the regulations, by an officer of that court, tribunal, authority or body acting within the scope of authority exercisable by him or her in accordance with arrangements approved by the principal officer of that court, tribunal, authority or body.  
(see section 11A).

#### **24A Requests may be refused if documents cannot be found, do not exist or have not been received**

##### *Document lost or non-existent*

- (1) An agency or Minister may refuse a request for access to a document if:
  - (a) all reasonable steps have been taken to find the document; and
  - (b) the agency or Minister is satisfied that the document:
    - (i) is in the agency's or Minister's possession but cannot be found; or
    - (ii) does not exist.

##### *Document not received as required by contract*

- (2) An agency may refuse a request for access to a document if:
  - (a) in order to comply with section 6C, the agency has taken contractual measures to ensure that it receives the document; and
  - (b) the agency has not received the document; and
  - (c) the agency has taken all reasonable steps to receive the document in accordance with those contractual measures.

#### **26 Reasons and other particulars of decisions to be given**

- (1) Where, in relation to a request, a decision is made relating to a refusal to grant access to a document in accordance with the request or deferring provision of access to a document, the decision-maker shall cause the applicant to be given notice in writing of the decision, and the notice shall:



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- (a) state the findings on any material questions of fact, referring to the material on which those findings were based, and state the reasons for the decision; and
- (aa) in the case of a decision to refuse to give access to a conditionally exempt document—include in those reasons the public interest factors taken into account in making the decision; and

Note: Access must generally be given to a conditionally exempt document unless it would be contrary to the public interest (see section 11A).

- (b) where the decision relates to a document of an agency, state the name and designation of the person giving the decision; and
- (c) give to the applicant appropriate information concerning:
  - (i) his or her rights with respect to review of the decision;
  - (ii) his or her rights to make a complaint to the Information Commissioner in relation to the decision; and
  - (iii) the procedure for the exercise of the rights referred to in subparagraphs (i) and (ii); including (where applicable) particulars of the manner in which an application for internal review (Part VI) and IC review (Part VII) may be made.

- (1A) Section 13 of the Administrative Decisions (Judicial Review) Act 1977 does not apply to a decision referred to in subsection (1).
- (2) A notice under this section is not required to contain any matter that is of such a nature that its inclusion in a document of an agency would cause that document to be an exempt document.  
(see section 11A).