



2 August 2022

Our reference: LEX 68161

OpenWelfare

By email: foi+request-8978-ba8edb5a@righttoknow.org.au

Dear OpenWelfare

Request - Administrative Access

I refer to your request received by Services Australia (the agency) on 2 June 2022, and revised on 15 June 2022, for access under the *Freedom of Information Act 1982* (FOI Act), made in the following terms:

As of writing 520 out of 5230 (About 10%) of all Operational Blueprint pages feature a warning at the top:

"This procedure is under review. An Operational Message about this content exists."

eg

<https://operational.servicesaustralia.gov.au/public/Pages/job-seekers/001-09040120-01.html>

Normally, outside of Centrelink - reviews are made for reasons. This message is obtuse - as an outsider I don't fully understand what this message means.

Could you please, in an administrative fashion, not under the FOI act - briefly explain these messages and why they exist to me and the rest of the public on right to know? in addition -

I request under the Freedom of Information act 1982, copies of the following documents:

*Internal documents providing advice on how to use this message should that exist

*Written records of internal discussion (memo, email, etc) where a blueprint status was changed to "This procedure is under review. An Operational Message about this content exists", for the two most recent operational blueprints where this change has occurred with documentation to support them.

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. You have indicated in your request that you are seeking some information to be released to you under these arrangements, specifically:

Could you please, in an administrative fashion, not under the FOI act - briefly explain these messages and why they exist to me and the rest of the public on right to know?

Services Australia has identified one document (totalling one page) which relates to the administrative component of your request seeking an explanation. It has been determined that the document is suitable for release via the arrangements.

As this part of your FOI request has been addressed, it is taken to be withdrawn.

The agency will continue to process the remainder of your request in accordance with the FOI Act.

How we will send the document to you

The document is attached.

This part of your request has now been finalised.

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