



28 July 2022

Our reference: LEX 68365

OpenWelfare

Only by email: foi+request-9037-ecb8f595@righttoknow.org.au

Dear OpenWelfare,

Decision on your Freedom of Information Request

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

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

Accessing an Indigenous interpreter 125-17060200
Identifying barriers to participation for Indigenous customers 001-09020110
Initial contact and identification of services for Indigenous Australians 125-01000000
Services to Indigenous job seekers 125-02010040

from your Operational Blueprints.

I request that it be posted to your operational blueprint site for all to see if unredacted, or if unable to be done a PDF to this right to know request.

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.

The agency holds four documents relating to your request. I am releasing the four documents to you via the arrangements.

Since you submitted your Freedom of Information (FOI) request, the agency has decided to make two documents, 'Identifying barriers to participation for Indigenous customers 001-09020110' and 'Services to Indigenous job seekers 125-02010040' publicly available.

These documents have been published on Services Australia's Operational Blueprint website. They are available at the following links:

- <https://operational.servicesaustralia.gov.au/public/Pages/job-seekers/001-09020110-01.html>

- <https://operational.servicesaustralia.gov.au/public/Pages/indigenous-australians/125-02010040-01.html>

The agency is also in the process of publishing the remaining documents you have requested, being 'Accessing an Indigenous interpreter 125-17060200' and 'Initial contact and identification of services for Indigenous Australians 125-01000000', on Services Australia's Operational Blueprint website. We will provide you a link to these documents as soon as they have been published.

In the interim, a PDF copy of these documents are attached.

Your request has now been finalised.

Further assistance

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

Yours sincerely

Phillipa

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