



9 August 2024

Our reference: LEX 80281

Ben Fairless  
Right to Know

By email: [foi+request-11564-22d6b8f0@righttoknow.org.au](mailto:foi+request-11564-22d6b8f0@righttoknow.org.au)

Dear Ben

### Decision on your Freedom of Information Request - Full Access

I refer to your request received by Services Australia (the Agency) on 25 June 2024 for access under the *Freedom of Information Act 1982* (the FOI Act) to the following documents:

Please treat this request administratively if possible.

You publish Operational information here:

<https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Foperational.servicesaustralia.gov.au%2F&data=05%7C02%7Cfreedomofinformation%40servicesaustralia.gov.au%7Cdd56a4d38308457ea6b708dc94e30e70%7C627250e63e294861a084aad68ccfccc%7C0%7C0%7C638548950236319944%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Ij1haWwiLCJXVC16Mn0%3D%7C40000%7C%7C%7C&sdata=IWTRh8%2B%2FGdAiRY70nkKjtxfcLyyXlpE0CqJP3Gub1qc%3D&reserved=0>

I am requesting a document (or documents) which detail the process that a document goes through to make it onto the Operational Information portal. This would include the process to determine if a document will be published in full or will be published as "FOI Exempt".

### My decision

The Agency holds 2 documents (totalling 16 pages) relevant to your request.

I have decided to grant you **full access** to the documents.

Please see **Attachment A** for a schedule of the documents being released.

I have determined it is appropriate for irrelevant information outside the scope of your request to be deleted from the documents in accordance with section 22 of the FOI Act. As such, a number of pages have no content once out of scope or irrelevant information has been redacted and therefore those pages are blank and not provided.

On 27 June 2024, the Agency acknowledged your request and sought your agreement to an extension of time to process your request under section 15AA of the FOI Act.

You responded on 1 July 2024 and agreed to extend the processing timeframe by 30 days, making the new due date 26 August 2024. We advised that if we were able to provide you with a decision sooner, we would do so. The Office of the Australian Information Commissioner (OAIC) was notified of the extension.

### **How we will send your documents to you**

The documents are attached.

### **You can ask for a review of my decision**

If you disagree with any part of my decision you can ask for a review. There are two ways you can do this. You can ask for an internal review from within the Agency or external review by the Australian Information Commissioner. See **Attachment B** for more information about how to arrange a review.

### **Further assistance**

If you have any questions, please email [freedomofinformation@servicesaustralia.gov.au](mailto:freedomofinformation@servicesaustralia.gov.au)

Yours sincerely

Cherie  
Authorised FOI Decision Maker  
Freedom of Information Team  
FOI and Reviews Branch | Legal Services Division  
Services Australia



**SCHEDULE OF DOCUMENTS FOR RELEASE**  
**FAIRLESS, Ben (Right to Know) - LEX 80281**

<b>Doc No.</b>	<b>Pages</b>	<b>Description</b>	<b>Comments</b>
1.	1 – 9	Internal document that details the process of determining whether a document is suitable to be published on the Operational Information portal	Out of scope or irrelevant material redacted under s 22
2.	10 – 16	Internal document that details the process of determining whether a document is suitable to be published on the Operational Information portal	Out of scope or irrelevant material redacted under s 22



**Attachment B**

## **INFORMATION ON RIGHTS OF REVIEW**

### ***FREEDOM OF INFORMATION ACT 1982***

#### **Asking for a full explanation of a FOI 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 an FOI decision**

If you still believe a decision is incorrect, the FOI Act gives you the right to apply for a review of the decision. Under sections 54 and 54L of the FOI Act, you can apply for a review of an FOI decision by:

1. an Internal Review Officer in the Agency, and/or
2. the Australian Information Commissioner.

#### **Applying for an internal review by an Internal Review Officer**

If you apply for internal review, a different decision maker to the Authorised Agency Officer who made the original decision will carry out the review. The Internal Review Officer will consider all aspects of the original decision and make a new decision. An application for internal review must be:

- made in writing
- made within 30 days of receiving this letter, and
- sent to the address at the top of the first page of this letter or by email to [freedomofinformation@servicesaustralia.gov.au](mailto:freedomofinformation@servicesaustralia.gov.au)

**Note:** You do not need to fill in a form. However, it is a good idea to set out any relevant submissions you would like the Internal Review Officer to further consider, and your reasons for disagreeing with the decision.

#### **Applying for external review by the Australian Information Commissioner**

If you do not agree with the original decision or the internal review decision, you can ask the Australian Information Commissioner to review the decision.

If you do not receive a decision from an Agency Internal Review Officer within 30 days of applying, you can ask the Australian Information Commissioner for a review of the original FOI 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](http://www.oaic.gov.au)

Post: Australian Information Commissioner  
GPO Box 5218  
SYDNEY NSW 2001

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

**Note:** The Office of the Australian Information Commissioner generally prefers FOI applicants to seek internal review before applying for external review by the Australian Information Commissioner.

**Important:**

- If you are applying online, the application form the 'FOI Review Form' is available at [Information Commissioner Review Application form](#)
- If you have one, you should include with your application a copy of the Agency's 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](http://www.oaic.gov.au)

Smart Form: [FOI Complaint Form](#)

***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](http://www.ombudsman.gov.au)

The Commonwealth Ombudsman generally prefers applicants to seek review before complaining about a decision.