



9 October 2024

Our reference: LEX 81846

Frank N Fearless

Only by email: [foi+request-12134-fdfcd5f0@righttoknow.org.au](mailto:foi+request-12134-fdfcd5f0@righttoknow.org.au)

Dear Frank N Fearless

### **Acknowledgement of your Freedom of Information Request**

I refer to your request for access to documents under the *Freedom of Information Act 1982* (the FOI Act). You requested access to:

'Dear Services Australia,

This request relates to the cohort of debts 'indirectly' affected by income apportionment. A number of such cases were paused by the Agency in April. I believe at the time, it was 42,000 debts affecting 31,000 people.

I seek the most recent document prepared by the Agency which describes:

- The potential extent and nature of the cohort (breakdown by payment type etc)
- the manner in which income apportionment affected or may have affected the calculation.

This request is in the public interest as it will assist the public to understand what full remediation of income apportionment will actually look like. In 2020, the secondary effects of unlawful robodebt received no systemic remedy, as the Agency chose lowest cost options. With the agency proposed recalculation method now lying under a legal cloud, these documents will assist an improved policy conversation.'

Your request was received by Services Australia (the Agency) on 3 October 2024 and the 30 day statutory period for processing your request commenced from the day after that date. You should therefore expect a decision from us by 4 November 2024. The period of 30 days may be extended if we need to consult third parties or for other reasons. We will advise you if this happens.

### **Administrative Release of Documents**

The Agency has administrative access arrangements ('the arrangements') for the release of certain documents without the need for a formal FOI request. If you agree to the release of

documents under these arrangements, we may provide you with documents under the arrangements, where appropriate.

Any parts of your FOI request that are addressed by documents being released under the arrangements will be considered withdrawn. The arrangements do not extend to information or materials of third parties. You will be notified when documents are released to you under the arrangements.

## **Disclosure Log**

Please note information released under the FOI Act may be published in a disclosure log on the agency's website. Section 11C of the FOI Act requires this publication, however it is subject to certain exceptions, including where publication of personal, business, professional or commercial information would be unreasonable.

## **Personal information of Agency staff**

We consider staff details to be personal information of those staff members. As part of the FOI application process, we will seek your consent to exclude the following information from documents that may be captured by your request:

- names of Services Australia staff below the Senior Executive level (junior staff)
- direct staff telephone numbers, signatures, logon identifiers and email addresses.

If you consent to exclude this information, we will treat it as outside the scope of your request and therefore irrelevant under Section 22 of the FOI Act.

## **Charges**

No charge is payable for providing a person with their own personal information. If you are requesting non-personal information the Agency will advise you as soon as practicable if a charge is payable to process your request, and the amount of any such charge.

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

Unless you have requested to receive correspondence and documents relating to your FOI request via post we will communicate with you via this email address. Some documents may be too large to send to you via email. If applicable we will seek your consent to provide the requested documents to you electronically via a secure file sharing platform. Please advise us as soon as possible if you wish correspondence or documents to be sent to another address, or if your email address changes.

## Further assistance

We ask that you provide confirmation as to whether you agree to the use of the arrangements and the exclusion of non-SES staff personal information, as outlined above, by **COB 17 October 2024**.

If you have any questions please email [xxx.xxxxx.xxxx@xxxxxxxxxxxxxx.xxx.xx](mailto:xxx.xxxxx.xxxx@xxxxxxxxxxxxxx.xxx.xx).

Yours sincerely

Molly  
FOI Officer  
Freedom of Information Team  
FOI and Reviews Branch | Legal Services Division  
Services Australia