



14 January 2025

Our reference: LEX 83167

Samantha Acker (Right to Know)

Only by email: foi+request-12709-791ad439@righttoknow.org.au

Dear Samantha

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 the below documents:

- * 008-05000000 Mobility Allowance (MOB)
- * 008-05020000 Assessing Mobility Allowance (MOB) claims
- * 008-05020010 Assessing medical evidence for Mobility Allowance (MOB)
- * 008-05030000 Eligibility for Mobility Allowance (MOB)
- * 008-05050000 Change of circumstances for Mobility Allowance (MOB) customers
- * 008-05070000 Mobility Allowance (MOB) cancellations, suspensions and restorations

Your request was received by Services Australia (the Agency) on 7 January 2025 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 6 February 2025. 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Any parts of your FOI request that are addressed by documents being released under the arrangements will be considered withdrawn.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.

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

If you have any questions please email freedomofinformation@servicesaustralia.gov.au

Yours sincerely

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