



6 February 2025

Our reference: LEX 83167

Samantha Acker
Right to Know

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

Dear Samantha Acker,

Decision on your Freedom of Information Request

I refer to your request dated and received by Services Australia (the Agency) on 7 January 2025 for access under the *Freedom of Information Act 1982* (the FOI Act) to the following 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

My decision

The Agency holds 6 documents (totalling 31 pages) that relate to your request.

I have decided to:

- grant you **full access** to 3 documents (documents 2, 5 and 6), and
- grant you **part access** to 3 documents (documents 1, 3 and 4) with some of the content removed.

I have decided that certain parts of documents you requested are exempt under the FOI Act as the documents contain operational information, the disclosure of which would have a substantial adverse effect on the proper and efficient conduct of the operations of the Agency, and release would be contrary to the public interest (section 47E(d) conditional exemption).

Please see the schedule at **Attachment A** to this letter for a description of the documents and the reasons for my decision, including the relevant sections of the FOI Act.

How we will send your documents to you

The documents are attached.

You can ask for a review of our decision

If you disagree with any part of the 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 an external review by the Office of the Australian Information Commissioner. See **Attachment B** for more information about how to request a review.

Further assistance

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

Yours sincerely

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



SCHEDULE OF DOCUMENTS FOR RELEASE

ACKER, Samantha - LEX 83167

Doc No.	Pages	Date	Description	Decision	Exemption	Comments
1.	1-6	Valid from 14/04/2023	Operational Blueprint Assessing medical evidence for Mobility Allowance (MOB) 008-05020010	Release in part	s 47E(d)	<i>Operational information redacted under s 47E(d) Out of scope information redacted under s 22</i>
2.	7-8	Valid from 16/10/2023	Operational Blueprint Assessing Mobility Allowance (MOB) claims 008-05020000	Release in full		<i>Out of scope information redacted under s 22</i>
3.	9-17	Valid from 16/07/2024	Operational Blueprint Change of circumstances for Mobility Allowance (MOB) customers 008-05050000	Release in part	s 47E(d)	<i>Operational information redacted under s 47E(d) Out of scope information redacted under s 22</i>
4.	18-26	Valid from 30/05/2022	Operational Blueprint Eligibility for Mobility Allowance (MOB) 008-05030000	Release in part	s 47E(d)	<i>Operational information redacted under s 47E(d) Out of scope information redacted under s 22</i>
5.	27-29	Valid from 19/08/2023	Operational Blueprint Mobility Allowance (MOB) 008-05000000	Release in full		<i>Out of scope information redacted under s 22</i>
6.	30-31	Valid from 14/10/2022	Operational Blueprint Mobility Allowance (MOB) cancellations, suspensions and restorations 008-05070000	Release in full		<i>Out of scope information redacted under s 22</i>



REASONS FOR DECISION

What you requested

- * 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

On 14 January 2025, the Agency acknowledged your original request.

What I took into account

In reaching my decision I took into account:

- your original request dated 7 January 2025
- the documents which fall within the scope of your request
- whether the release of material is in the public interest
- consultations with Agency officers about:
 - the nature of the documents
 - the Agency's operating environment and functions
- guidelines issued by the Australian Information Commissioner under section 93A of the FOI Act (the Guidelines), and
- the FOI Act.

Reasons for my decision

I am authorised to make decisions under section 23(1) of the FOI Act.

I have decided that certain parts of the documents you requested are exempt under the FOI Act. My findings of fact and reasons for deciding the exemption applies to the documents are discussed below.

Operations of the Agency

I have applied the conditional exemption in section 47E(d) of the FOI Act to parts of Documents 1, 3 and 4.

Section 47E(d) of the FOI Act provides a document is conditionally exempt if it would have a substantial adverse effect on the Agency's ability to conduct its operations efficiently and properly.

Documents 1, 3 and 4 contain information relating to the assessment and eligibility of Mobility Allowance (MOB). I am satisfied this information is relevant to the implementation, delivery and management of processes administered by the Agency, and therefore is relevant to the conduct of the Agency's operations.

I consider that providing this material to you, which is not publicly available, would negatively affect the conduct of the Agency's operations as it would provide insight to malicious users about navigating the Agency's internal systems.

While I have no reason to believe that you would misuse the exempt material in this way, the FOI Act does not control or restrict use or dissemination of the information once released, so I must consider actions any member of the public might take once the information enters the public domain and is available to the world at large.

Public interest considerations

Access to conditionally exempt material must be given unless I am satisfied it would not be in the public interest to do so.

I consider disclosure of the material would generally promote the objects of the FOI Act, which is in the public interest. However, I also consider some of the exempt material contains detailed system coding instructions for staff which could be used as a 'how to' guide by malicious users to navigate the Agency's system, and therefore presents a cyber security risk.

Based on these factors, I am satisfied in this instance, the public interest in disclosing the information in the documents is outweighed by the public interest against disclosure.

Out of scope or irrelevant information has been deleted in accordance with section 22 of the FOI Act.

I have not taken into account any of the irrelevant factors set out in section 11B(4) of the FOI Act in making this decision.

Conclusion

In summary, I have decided parts of the documents, as set out in the Schedule, are conditionally exempt under section 47E(d) of the FOI Act. Furthermore, I have decided on balance it would be contrary to the public interest to release this information. Accordingly, I have decided not to release the documents in full to you.

As identified in the Schedule, I have redacted the exempt information in the documents and released the remaining material in accordance with section 22(1) of the FOI Act.



Attachment B

INFORMATION ON RIGHTS OF REVIEW

FREEDOM OF INFORMATION ACT 1982

Requesting a full explanation of a Freedom of Information (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 allows you to correct any misunderstandings.

Requesting a formal review of a FOI decision

If you consider the decision is incorrect, you have the right to apply for a review under sections 54 and 54L of the *Freedom of Information Act 1982* (the FOI Act).

You can apply for:

1. an **internal review** by an Internal Review Officer of Services Australia (the agency), and/or
2. an **external review** by the Australian Information Commissioner.

Note: There are no fees for these reviews.

Applying for an internal review by an Internal Review Officer

In an internal review, a different decision maker to the Agency delegate who made the original decision will carry out the review. The Internal Review Officer will make a fresh decision on your request and will consider all aspects of the original decision and identify any relevant additional factors.

An application for an internal review must be:

made in writing

made within 30 days of receiving this letter

sent to the address at the top of the first page of this letter, or by email to 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 disagree with the original or internal review decision, or if you have not received a decision within 30 days of applying for an internal review, you will have 60 days to apply in writing for a review by the Australian Information Commissioner.

Note: The Australian Information Commissioner generally prefers FOI applicants to seek an internal review before applying for an external review.

You can lodge your application:

Online: www.oaic.gov.au

Post: Australian Information Commissioner
GPO Box 5218
SYDNEY NSW 2001

Email: FOIDR@oaic.gov.au

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 original and internal review decisions 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

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

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