



17 February 2025

Our reference: LEX 83324

James

Only by email: foi+request-12748-cfbdb6bc@righttoknow.org.au

Dear James

Decision on your Freedom of Information Request

I refer to your request, dated and received by Services Australia (the Agency) on 18 January 2025 for access under the *Freedom of Information Act 1982* (the FOI Act) to the following documents:

I request access to the following documents from the Operational Blueprint.

Cancellation of Disability Support Pension (DSP) 008-03130030
Suspension of Disability Support Pension (DSP) 008-03130010
Restoration of Disability Support Pension (DSP) 008-03130020
Progress of claim - Disability Support Pension (DSP) 008-03150000
Reviews and appeals for Disability Support Pension (DSP) rejection or cancellation decisions 008-03190000
Suspension of payments (CLK) 102-10030000
Cancellation of payments 102-10020000
Centrelink customer requests a new Customer Reference Number (CRN) 102-13010000
Letters from incarcerated customers 102-23042128

My decision

The Agency holds 9 documents (totalling 113 pages) that relate to your request.

I have decided to:

grant you **full access** to 2 documents (documents 6 and 7), and

grant you **part access** to 7 documents (documents 1 – 5, 8, and 9) with some of the content removed.

I have decided that parts of documents you have requested are exempt under the FOI Act as the documents include information that, if disclosed, could have a substantial adverse effect on the proper and efficient conduct of the operations of an agency (section 47E(d) conditional exemption).

Please see the schedule at **Attachment A** to this letter for a detailed list 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. You do not have to pay for a review of the decision. 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

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



SCHEDULE OF DOCUMENTS FOR RELEASE

James - LEX 83324

Doc No.	Pages	Date	Description	Decision	Exemption	Comments
1.	1 – 12	Valid from 23/01/2025	Operational Blueprint Cancellation of Disability Support Pension (DSP) 008-03130030	Release in part	s 47E(d)	Out of scope information redacted under s 22 Operational information redacted under s 47E(d)
2.	13 – 21	Valid from 04/12/2024	Operational Blueprint Suspension of Disability Support Pension (DSP) 008-03130010	Release in part	s 47E(d)	Out of scope information redacted under s 22 Operational information redacted under s 47E(d)
3.	22 – 40	Valid from 29/11/2024	Operational Blueprint Restoration of Disability Support Pension (DSP) 008-03130020	Release in part	s 47E(d)	Out of scope information redacted under s 22 Operational information redacted under s 47E(d)
4.	41 – 63	Valid from 06/01/2025	Operational Blueprint Progress of claim - Disability Support Pension (DSP) 008-03150000	Release in part	s 47E(d)	Out of scope information redacted under s 22 Operational information redacted under s 47E(d)

Doc No.	Pages	Date	Description	Decision	Exemption	Comments
5.	64 – 88	Valid from 18/12/2024	Operational Blueprint Reviews and appeals for Disability Support Pension (DSP) rejection or cancellation decisions 008-03190000	Release in part	s 47E(d)	Out of scope information redacted under s 22 Operational information redacted under s 47E(d)
6.	89 – 96	Valid from 12/12/2024	Operational Blueprint Suspension of payments (CLK) 102-10030000	Release in full		Out of scope information redacted under s 22
7.	97 – 101	Valid from 12/12/2024	Operational Blueprint Cancellation of payments 102-10020000	Release in full		Out of scope information redacted under s 22
8.	102 – 105	Valid from 05/06/2024	Operational Blueprint Centrelink customer requests a new Customer Reference Number (CRN) 102-13010000	Release in part	s 47E(d)	Out of scope information redacted under s 22 Operational information redacted under s 47E(d)
9.	106 – 113	Valid from 18/12/2024	Operational Blueprint Letters from incarcerated customers 102-23042128	Release in part	s 47E(d)	Out of scope information redacted under s 22 Operational information redacted under s 47E(d)



REASONS FOR DECISION

What you requested

I request access to the following documents from the Operational Blueprint.

Cancellation of Disability Support Pension (DSP) 008-03130030
Suspension of Disability Support Pension (DSP) 008-03130010
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Cancellation of payments 102-10020000
Centrelink customer requests a new Customer Reference Number (CRN) 102-13010000
Letters from incarcerated customers 102-23042128

What I took into account

In reaching my decision I took into account:

your original request dated 18 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 parts of documents you requested are exempt under the FOI Act. My findings of fact and reasons for deciding the exemption applies to those documents are discussed below.

Section 47E of the FOI Act - Operations of the Agency

I have applied the conditional exemption in section 47E(d) to parts of documents 1 – 5, 8, and 9.

Section 47E of the FOI Act allows the Agency to exempt material from a document if its disclosure would have a substantial adverse effect on the Agency's ability to conduct its operations efficiently and properly.

I find documents 1 – 5, 8, and 9 as referred to in the Schedule contain navigational information about Agency computer systems. I am satisfied there is a possibility of real harm resulting from release as the document contains information about the Agency's cyber environment. Disclosure of this information creates the real risk of third-party actors gaining insight into Agency systems and architecture and exploiting this knowledge for malicious purposes.

The documents also contain information relating to the prioritisation of claims for Centrelink payments and potential vulnerability circumstances for Agency customers. I am satisfied this information is relevant to the implementation, delivery and management of a process 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 because it may allow customers to circumvent elements of the Agency's processes for financial and operational advantage, and provide insight to malicious users about navigating the Agency's internal systems.

While I have no reason to believe you would misuse these details in any way, the FOI Act does not control or restrict the use or dissemination of information once released in response to an FOI request, so I must consider actions any member of the public might take if the information entered the public domain.

For the reasons detailed above, I am satisfied parts of documents 1 – 5, 8, and 9 as outlined in the Schedule are conditionally exempt under section 47E(d) of the FOI Act.

Public interest considerations

Section 11A(5) of the FOI Act provides that access to conditionally exempt material must be given unless I am satisfied it would not be in the public interest to do so.

When weighing up the public interest for and against disclosure I have considered the relevant factors in favour of disclosure. Particularly, the extent to which disclosure would promote the objects of the FOI Act, inform debate on a matter of public importance, and increase transparency of Government decision making processes.

I have also considered the relevant factors weighing against disclosure, indicating access would be contrary to the public interest. I am satisfied disclosure of the detailed staff guidance material could be used as a how to guide by malicious users to navigate Agency systems, and therefore presents a cyber security risk. Disclosure of the exempt material would also increase the likelihood that individuals could circumvent or manipulate steps in securing a favourable outcome for receiving payments. This in turn would significantly prejudice the Agency's ability to promptly and effectively deliver services to the Australian public.

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

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

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.