



Australian Government

Office of the Australian Information Commissioner

Our reference: FOIREQ26/00258

Benjamin Mosse

By email: benmosse@mosse-security.com

Dear Benjamin Mosse

Freedom of Information Request – FOIREQ26/00258

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

Request timeframe

Your FOI request was received by the OAIC on 11 August 2026.

On 7 September 2026, you granted a 14-day extension of time.

Therefore, the statutory timeframe for a decision on your FOI request expires on 24 September 2026.

Decision

I am an officer authorised under section 23(1) of the FOI Act to make decisions in relation to FOI requests on behalf of the OAIC and I am writing to inform you of my decision.

I have made a decision to refuse your request for access to documents under section 24A(1)(b)(ii) of the FOI Act, on the basis that the documents you are seeking cannot be found or do not exist.

While there are no documents that fall within the exact terms of your FOI request, OAIC's investigations staff have confirmed that their enquiries with Qantas did canvas Qantas's awareness of various risks to its security prior to the incident insofar as this was relevant to the assessment of its compliance with APP 11.

In accordance with section 26(1)(a) of the FOI Act, the reasons for my decision are provided below.

Background

On 11 August 2026, you sent an FOI request to the OAIC as follows:

I seek documents on the OAIC's s 42(2) preliminary inquiry file concerning the Qantas cyber incident, limited to passages recording any question or request for information that the OAIC put to Qantas or its representatives between 27 June 2025 and 10 August 2026 about whether, before 28 June 2025, Qantas:

- 1. knew of, received, monitored or assessed Salesforce's March 2025 article, "Protect Your Salesforce Environment from Social Engineering Threats";*
- 2. knew of, received, monitored or assessed Google Threat Intelligence Group's June 2025 report, "The Cost of a Call: From Voice Phishing to Data Extortion"; or*
- 3. otherwise knew of or assessed the threat of vishing being used to induce a user to authorise a malicious connected application in Salesforce.*

This includes final outgoing correspondence and any contemporaneous agenda, minutes or file note recording such a question.

I do not seek Qantas's answers, internal OAIC deliberations, drafts, legal advice, personal information, or documents belonging to any individual or representative complaint process. The request seeks only to establish whether the issue was put to Qantas.

Where relevant material forms part of a larger document, please provide an edited copy under s 22. I agree that staff names, direct contact details and irrelevant material may be removed.

If no responsive document exists, please make a decision under s 24A after reasonable searches of the preliminary inquiry file and final outgoing correspondence. This is not a request for the OAIC to create a new document or provide an answer outside existing documents.....

I do not seek documents that are already publicly available, provided the agency identifies where they can be accessed.

I do not seek duplicate copies of documents captured by this request. I seek access only to the final version of each relevant document. If no final version exists, I seek access to the most recent draft.

I do not seek access to the phone numbers or full email addresses of government officials.

On 7 September 2026, we sought from you agreement to a 14-day extension of time to process your request.

On the same day, you agreed to the extension of time to 24 September 2026.

Searches undertaken

The FOI Act requires that all reasonable steps be taken to locate documents within scope of an FOI request.

The following line areas of the OAIC conducted searches for documents relevant to your request:

- Investigations

Searches were conducted in the following OAIC document storage systems:

- the OAIC's case management system - Resolve
- the OAIC's document holding system – Content Manager

The OAIC's recordkeeping processes are a key consideration in determining appropriate search parameters. Staff are required to create and manage information in accordance with OAIC policies and to create and maintain records using the following record keeping systems:

- Resolve is the OAIC's case management system. When the OAIC receives privacy related or FOI related complaints, or other matters that fall within the OAIC's regulatory functions or obligations, a case management record (known as a Resolve record) is created. Staff must record all actions, assessments, and correspondence for various regulatory matters, such as Privacy complaints, FOI Information Commissioner reviews and FOI complaints, in this system.
- Content Manager is the OAIC's corporate records management repository, which is used for storing documents relating to the corporate and administrative functions of the OAIC.

Accordingly, searches of the Resolve and Content Manager platforms were conducted to identify material that may respond to your FOI request. These searches then identified whether searches in other locations across the OAIC would be required.

Having consulted with the relevant line areas, and having reviewed the search and retrieval efforts, I am satisfied that reasonable searches have been undertaken for your request.

Material taken into account

In making my decision, I had had regard to the following:

- your FOI request dated 11 August 2026
- consultation with relevant line area in the OAIC
- the FOI Act
- the Guidelines issued by the Australian Information Commissioner under section 93A of the FOI Act to which regard must be had in performing a function or exercising a power under the FOI Act (FOI Guidelines)

Documents cannot be found, do not exist or have not been received – Section 24A of the FOI Act

Section 24A(1) of the FOI Act provides that an agency may refuse a request under the FOI Act for access to documents if all reasonable steps have been taken to find the documents and the agency is satisfied that the documents cannot be found or do not exist.

Based on the terms of your request and searches undertaken, I am satisfied that all reasonable steps have been taken to find documents that fall within the scope of your request.

As I am satisfied that the documents you have requested are not held by the OAIC, I have made the decision to refuse your request for access to documents under section 24A(1)(b)(ii) of the FOI Act, on the basis that the documents you are seeking cannot be found, or do not exist.

As mentioned on page 1, while there are no documents that fall within the scope of your FOI request, OAIC's investigations staff have confirmed that their enquiries with Qantas did canvas Qantas's awareness of various risks to its security prior to the incident insofar as this was relevant to the assessment of its compliance with APP 11.

Please see the following page for information about your review rights.

Marguerite
FOI delegate
Governance, Risk and Compliance (FOI & Privacy)

18 September 2026

If you disagree with my decision

Internal review

You have the right to apply for an internal review of my decision under Part VI of the FOI Act. An internal review will be conducted, to the extent possible, by an officer of the OAIC who was not involved in or consulted in the making of my decision. If you wish to apply for an internal review, you must do so in writing within 30 days. There is no application fee for internal review.

If you wish to apply for an internal review, please mark your application for the attention of the FOI Coordinator and state the grounds on which you consider that my decision should be reviewed.

Applications for internal review can be submitted email to foi@oaic.gov.au. Alternatively, you can submit your internal review application by post to:

Office of the Australian Information Commissioner
GPO Box 5288
SYDNEY NSW 2001

Further review

You have the right to seek review of this decision by the Information Commissioner and the Administrative Review Tribunal (ART).

You may apply to the Information Commissioner for a review of my decision (IC review). If you wish to apply for IC review, you must do so in writing within 60 days. Your application must provide an address (which can be an email address or fax number) that we can send notices to and include a copy of this letter. A request for IC review can be made in relation to my decision, or an internal review decision.

Please note: It is the Information Commissioner's view that it will usually not be in the interests of the administration of the FOI Act to conduct an IC review of a decision, or an internal review decision, made by the same agency which the Information Commissioner heads: the OAIC. For this reason, if you make an application for IC review of my decision, and the Information Commissioner is satisfied it is not in the interests of administration of the FOI Act, and it is desirable that my decision be referred or considered by the ART, the Information Commissioner may decide not to undertake an IC review (refer section 54W of the FOI Act).

Section 57A of the FOI Act provides that, before you can apply to the ART for review of an FOI decision, you must first have applied for IC review.

Applications for IC review can be submitted online at: [IC Review application online form](#).

Alternatively, you can submit your application to:

Office of the Australian Information Commissioner
GPO Box 5288
SYDNEY NSW 2001

Or by email to foidr@oaic.gov.au