

s.47E(d) Certain Operations of Agencies

FW: Apple Developer Agreement [SEC=OFFICIAL]

From: s.22 irrelevant information
To:
Date: Thu, 15 Jul 2021 04:32:10 +0000

OFFICIAL

Hi s.22 irrelevant information

See below – are you able to action this one?

s.22 irrelevant information thanks

s.22 irrelevant information | Director – Behavioural Economics and Education
Communication Branch
s.22 irrelevant information OMBUDSMAN


GPO Box 9887 Melbourne VIC 3000 | 414 La Trobe Street, Melbourne VIC 3000
www.fairwork.gov.au | Fair Work Infoline: 13 13 94 | [subscribe to email updates](#)

From: s.47F Personal information @arq.group>
Sen
To: s.22 irrelevant information
Subject: Apple Developer Agreement

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Hi s.22 irrelevant information

Can you please ask s.22 irrelevant information to log into the Apple Developer portal and accept the new license agreement?

 **Apple Developer Program License Agreement Updated**
The updated Apple Developer Program License Agreement needs to be reviewed. In order to update your existing apps and submit new apps to the App Store, the Account Holder must review and accept the updated agreement by signing in to their [account](#) on the Apple Developer website.

This is currently preventing the dev team from progressing with an iOS build.

Thanks!

s.47F Personal information
Manager, Mobile Managed Services



M s.47F Personal information
Level 9, 505 Little Collins Street, Melbourne VIC 3000
[arq.group](#)



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s.22 irrelevant information

From: [redacted]
Sent: Tuesday, 8 February 2022 11:25 AM
To: [redacted]
Cc: [redacted]
Subject: RE: Google Play app store submission [SEC=OFFICIAL]

OFFICIAL

Hi [redacted]

We've caught up with [redacted] and he's advised that he has already deleted his google account.

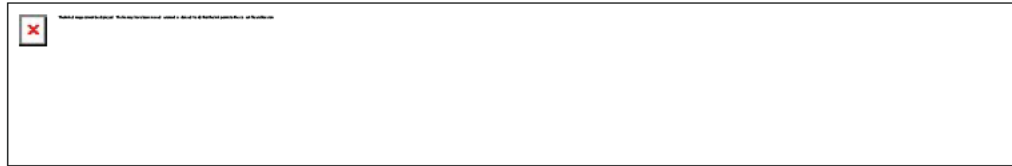
So we are unable to get anything off him from that perspective.

 [redacted] | Assistance Director – Technology Support

Technology Branch
FAIR WORK OMBUDSMAN

[redacted]
[redacted]
[redacted]

GPO Box 9887 Sydney NSW 2001 | Level 13, 175 Liverpool Street, Sydney NSW 2000



From: [redacted]@arq.group>
Sent: Tuesday, 8 February 2022 9:49 AM
To: s.22 irrelevant information
Cc: [redacted]@arq.group>
Subject: Re: Google Play app store submission [SEC=OFFICIAL]

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Hi [redacted]

Can you please provide an update on the status of your google play accounts and the recovery of your app?

We've been requested to create an Android build of the new Flutter version of your app and part of this process involves signing the binary with the appropriate keystore. This is a once-off setup component that is important to get right. The keystore is linked to your Play Store account so ideally that would be sorted out initially.

Thanks.

[redacted]
Manager, Mobile Managed Services

ARQ

M [redacted]
E [redacted]@arq.group
A Level 10, 505 Lt Collins St, Melbourne VIC 3000
[LinkedIn](#) | [Arq Group](#) - Innovative solutions built with passion and purpose.

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From: [redacted]@arq.group>
Date: Tuesday, 18 January 2022 at 4:57 pm
To: s.22 irrelevant information
Cc: [redacted]@arq.group>, s.22 irrelevant information
Subject: Re: Google Play app store submission [SEC=OFFICIAL]

Hi [redacted]

That sounds promising. As an admin it should be possible to upgrade your account to an Owner. Reference:

<https://support.google.com/googleplay/work/answer/7040932?hl=en#zippy=>

There's still a question as to whether you have access to [redacted] account, or if you could get access to it? If so you could log in as Jim and upgrade your admin account to an owner account.

If not it seems feasible to make a case to Google to upgrade your account to be an Owner due to staff changes.

Cheers,

[redacted]

Manager, Mobile Managed Services



[redacted]

[redacted]@arq.group

A Level 10, 505 Lt Collins St, Melbourne VIC 3000

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From: s.22 irrelevant information
Date: Monday, 17 January 2022 at 3:34 pm
To: s.47F Personal information@arq.group> s.22 irrelevant information
Cc: s.47F Personal information@arq.group>, s.22 irrelevant information
Subject: RE: Google Play app store submission [SEC=OFFICIAL]

Hi [redacted]

I'll see if I can look into that option.

I am already an admin of the Fair Work Ombudsman account, it just that we couldn't get the ownership to change. Therefore [redacted] asked me to signed up a new account and transferred the app to the new account.

I think perhaps it stems from the fact I can't transfer the app back to the Fair Work Ombudsman account is because we don't actually have the transaction ID of the Fair Work Ombudsman account. [redacted] was not the first owner of the account, someone was able to transfer ownership in the past. We just seem to be missing a few pieces of information.

Regards,

[redacted]

From: s.47F Personal information@arq.group>
Sent: Monday, 17 January 2022 3:18 PM
To: s.22 irrelevant information
Cc: s.47F Personal information@arq.group>; s.22 irrelevant information
Subject: Re: Google Play app store submission [SEC=OFFICIAL]

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Hi [redacted]

Thanks for that. I've been reviewing potential options. I still think it is important that the apps are published under a "Fair Work Ombudsman" account so I've been concentrating on that aspect for now.

Based on Google's advice it's not possible to transfer the ownership of the FWO developer account (this seems bizarre to me!).

That said, as an admin on a developer account you can add additional admins in the Play Console.

I am proposing that, if possible, you sign into the previous owner's account ([redacted]) and then add yourself as an admin.

This plan requires you to either have:

- A – The account credentials for [redacted] account OR
- B – Access to [redacted] email so you can use the Forgot Password feature.
 - It's not unheard of for a company to take ownership of an employee's email inbox after they've left.

Are either of those possible?

Cheers,

[redacted]

Manager, Mobile Managed Services



M s.47F Personal information

E s.47F Personal information @arq.group

A Level 10, 505 Lt Collins St, Melbourne VIC 3000

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From: s.22 irrelevant information
Date: Friday, 14 January 2022 at 10:08 am
To: s.47F Personal information @arq.group, s.22 irrelevant information
Cc: s.47F Personal information @arq.group, s.22 irrelevant information
Subject: RE: Google Play app store submission [SEC=OFFICIAL]

Hi
Unfortunately I am unable to locate the original request as I had submitted through the Google Play Console and it never sent me a copy of the original request.

The below is a summary of what I had submitted for the request.

- 1. I have submitted an enquiry with Google to transfer ownership of the Fair Work Ombudsman account to me.
2. Requested for the app to be transferred back to the Fair Work Ombudsman (account ID: 5125922268416634949)
3. Requested exemption to the play store rules.

Regards,

From: s.47F Personal information @arq.group
Sent: Thursday, 13 January 2022 1:59 PM
To: s.22 irrelevant information
Cc: s.47F Personal information @arq.group, s.22 irrelevant information
Subject: Re: Google Play app store submission [SEC=OFFICIAL]

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi
Thanks - do you happen to have a copy of the original email you sent to Google? Some of their responses could benefit from the full context.

Cheers,
s.47F Personal information
Manager, Mobile Managed Services



M s.47F Personal information

E s.47F Personal information @arq.group

A Level 10, 505 Lt Collins St, Melbourne VIC 3000

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From: s.22 irrelevant information
Date: Thursday, 13 January 2022 at 1:55 pm
To: s.47F Personal information @arq.group, s.22 irrelevant information
Cc: s.47F Personal information @arq.group, s.22 irrelevant information
Subject: RE: Google Play app store submission [SEC=OFFICIAL]

OFFICIAL

Hi
Thanks for your example, I was finally able to locate their response. (see attached email)
Their initial response indicated regarding the transfer of the account owner is:
'Please note that once a Play Console account is created, the email address used to create the Play Console account is permanently assigned as the account owner. I'm not able to change the email address registered as the account owner, though I may be able to transfer your apps to a different Play Console account.'

Regarding the appeal to reinstate our Record My Hours app, they have directed us to the appeal process. Could you please assist with the initiation of the appeal process?
'Also, I notice that the app is removed from Google Play. To help you with this, kindly reach out to our appeals team in order to give you instructions on what to do next.'

Regards,

s.22 irrelevant information

From: s.47F Personal information @arg.group>
Sent: Monday, 10 January 2022 11:05 AM
To: s.22 irrelevant information
Cc: s.47F Personal information @arg.group>
Subject: Re: Google Play app store submission [SEC=OFFICIAL]

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Hi s.22 irrelevant info

Upon submission of the enquiry via the form in Google Play you should have received an email acknowledgment that includes a ticket reference number for your request. Please see the attached as an example (not that this is for a separate issue completely – it’s just an example).

This ticket number would be the appropriate reference point for follow-up enquiries.

Cheers,

s.47F Personal information
Manager, Mobile Managed Services



M s.47F Personal information
E @arg.group
A Level 10, 505 Lt Collins St, Melbourne VIC 3000
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From: s.22 irrelevant information
Date: Tuesday, 4 January 2022 at 4:00 pm
To: s.47F Personal information @arg.group>
Cc: s.47F Personal information @arg.group>
Subject: RE: Google Play app store submission [SEC=OFFICIAL]

Hi s.47F Personal

I have not heard back from Google regarding my enquiry.
I was wondering if you could advise how I can follow up with the enquiry, as I am unable locate any record of the enquiry that was made on the account.
Your assistance would be appreciated.

Regards,
s.22 irrelevant information

From: s.22 irrelevant information
Sent: Wednesday, 22 December 2021 10:58 AM
To: s.47F Personal information @arg.group>; s.47E Certain Operations of Agencies
Cc: s.47F Personal information @arg.group>
Subject: RE: Google Play app store submission [SEC=OFFICIAL]

Hi All,
Just a quick update.

- Following s.47F Personal info advise:
1. I have submitted an enquiry with Google to transfer ownership of the Fair Work Ombudsman account to me.
 2. Requested for the app to be transferred back to the Fair Work Ombudsman s.47E Certain Operations of Agencies
 3. Requested exemption to the play store rules.

Hopefully I will get a response today, but I’ll try again and see if I can get a webchat session going.

Regards,
s.22 irrelevant information

From: s.47F Personal information @arg.group>
Sent: Tuesday, 21 December 2021 11:08 AM
To: s.22 irrelevant information
Cc: s.47F Personal information @arg.group>
Subject: Re: Google Play app store submission [SEC=OFFICIAL]

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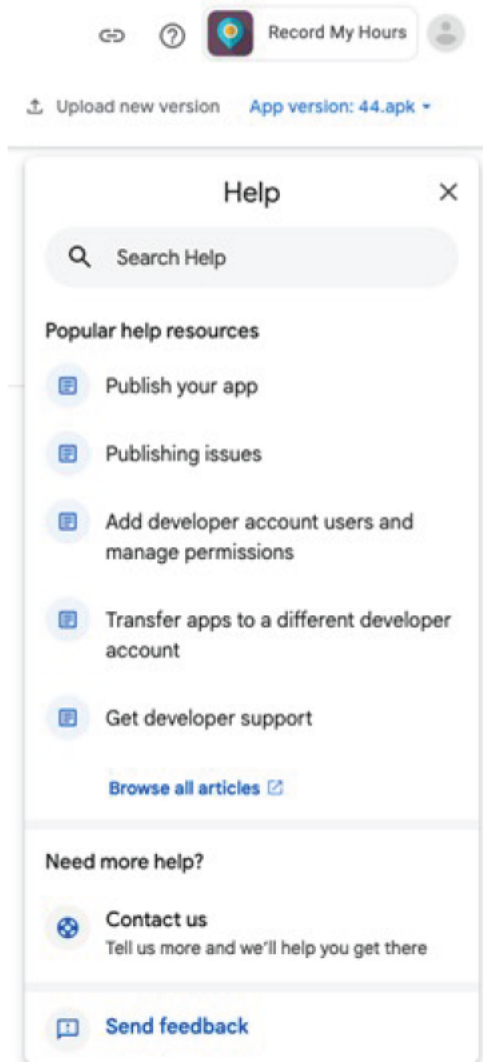
Hi [redacted]

I provided the process to [redacted] yesterday.

Within the Play Store there's a help (question mark) icon in the top right. Once that's tapped there's a "Contact us" option toward the bottom.

There's a few questions to work through and then you'll get the option of a live-chat or email submission.

Google are quite responsive. I submitted an email to them a few days ago when I thought your app had gone missing from the FWO account. They responded within 8 hours to let me know it had been transferred (which we'd already figured out by that point – but still).



I would recommend a single request to encompass:

- 1 – Granting [redacted] ownership of the FWO developer account
- 2 – Moving the app back to the FWO developer account
- 3 – A temporary exemption from the Play Store rules to enable the app to be brought up to spec.

Cheers,

[redacted]

Manager, Mobile Managed Services



[redacted]

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From: [redacted]
Date: Tuesday, 21 December 2021 at 9:29 am
To: [redacted] <[\[redacted\]@arq.group](mailto:[redacted]@arq.group)>
Cc: [redacted], [redacted] <[\[redacted\]@arq.group](mailto:[redacted]@arq.group)>
Subject: RE: Google Play app store submission [SEC=OFFICIAL]

OFFICIAL

Hi Jason

Thanks for the update. Given we're still a little way away from finalising the flutter version of the app, are you able to advise of the process appealing to Google?

Regards

s.22 irrelevant information

s.22 irrelevant information Director – Behavioural Economics and Education

Communication Branch
FAIR WORK OMBUDSMAN

s.22 irrelevant information

GPO Box 9887 Melbourne VIC 3001 | 414 La Trobe Street, Melbourne, VIC, 3001



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 Fair Work Infoline 13 13 94
 www.fairwork.gov.au

 @fairwork_gov_au
 /fairwork.gov.au

~Please consider the environment before printing this message~

From: s.47F Personal information @arg.group>
 Sent: Tuesday, 21 December 2021 9:08 AM
 To: s.22 irrelevant information
 Cc: s.22 irrelevant information | s.47F Personal information @arg.group>
 Subject: Re: Google Play app store submission [SEC=OFFICIAL]

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Hi s.22 irrelevant information

I'm afraid we don't have good news.

By transferring the app to a new developer account (as opposed to updating the owner of the existing developer account) Google is essentially treating this as a new app and has therefore done the same review process they would if we issued a new app or an update.

The issues they've identified are somewhat the tip of the iceberg. According to the iOS app there hasn't been an app update since 2017 (I can't check Android at the moment). In this time Google's privacy policies and app-side requirements have changed significantly and it would be necessary to update the app to comply with those new requirements in order to get the app approved and published.

As one example, the issues identified below relate to accessing the user's location data. Google is now very strict on how you communicate this to users, why you need it and what will be done with the data. An explicit confirmation and permission-granting process is also required. Currently this flow of events and actions is not present in the Record my Hours app.

Even more concerning is that the current Android Target SDK version in the app is SDK version 21. Google's current minimum requirement is SDK version 30. Even if we resolved the issues mentioned in the email below we would expect the app to be rejected once more due to the target SDK requirements.

Updating the Target SDK from 21-30 is a significant task. There's been many changes throughout these versions and we'd have to spend a fair bit of time ensuring that your app functions correctly after the upgrades. This process would also somewhat enforce the changes around location data permissions etc through the introduction of new prompts.

Essentially the work required to have the app republished would be significant and we'd highly recommend that we instead apply effort to finalising the Flutter version of the app and bringing that up to scratch for Google's approval.

I appreciate that this isn't the outcome you'd prefer but there's not much else we can do here. There is a small chance that an appeal to Google might allow you to have the current version of the app live for a very limited period of time to give us the chance to bring it up to spec (in this case, replace it with the Flutter app).

Regards,

s.47F Personal information
Manager, Mobile Managed Services



M 0408 254 505

E jason.depuite@arq.group

A Level 10, 505 Lt Collins St, Melbourne VIC 3000

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From: s.47F Personal information@arq.group>
Date: Monday, 20 December 2021 at 2:38 pm
To: s.22 irrelevant information
Cc: s.22 irrelevant information s.47F Personal information@arq.group>
Subject: Re: Google Play app store submission [SEC=OFFICIAL]

Hi [redacted]

Yep we can access that email from the Play Console.

Thanks.

s.47F Personal information
Manager, Mobile Managed Services



s.47F Personal information@arq.group
A Level 10, 505 Lt Collins St, Melbourne VIC 3000
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From: s.22 irrelevant information
Date: Monday, 20 December 2021 at 2:35 pm
To: s.47F Personal information@arq.group>
Cc: s.22 irrelevant information s.47F Personal information@arq.group>
Subject: RE: Google Play app store submission [SEC=OFFICIAL]

OFFICIAL

Thanks [redacted] Not sure if you've seen the below but hopefully it helps – I'm hoping it's not going to require edits to the app code!

Regards
[redacted]

Documents released by the Fair Work Ombudsman Under the Freedom of Information



Developer update

Hi Developers at [redacted]

After a recent review, we found that your app Record My Hours (au.gov.fairwork.recordmyhours) is not compliant with one or more of our Developer Program Policies. See below for more information about your app's status and how to correct the issue.

	<p>Issue with your app</p> <p>We've reviewed your app for compliance with all Location Permissions policy requirements (including use case eligibility), and found the following issues with your app:</p> <ul style="list-style-type: none"> Invalid privacy policy. Prominent disclosure not found.
	<p>About Permissions and APIs that Access Sensitive Information</p> <p>Requests for permission and APIs that access sensitive information should make sense to users. You may only request permissions and APIs that access sensitive information that are necessary to implement current features or services in your app that are promoted in your Google Play listing. You may not use permissions or APIs that access sensitive information that give access to user or device data for undisclosed, unimplemented, or disallowed features or purposes. Personal or sensitive data accessed through permissions or APIs that access sensitive information may never be sold.</p> <p>Request permissions and APIs that access sensitive information to access data in context (via incremental requests), so that users understand why your app is requesting the permission. Use the data only for purposes that the user has consented to. If you later wish to use the data for other purposes, you must ask users and make sure they affirmatively agree to the additional uses.</p>
	<p>App status: Rejected</p> <p>Your app has been rejected and wasn't published due to this policy issue. If you submitted an update, the previous version of your app is still available on Google Play.</p>

Action required: Submit a compliant update or remove permissions

From: s.47F Personal information @arq.group>
 Sent: Monday, 20 December 2021 2:31 PM
 To: [redacted]
 Cc: s.22 irrelevant information | s.47F Personal information @arq.group>
 Subject: Re: Google Play app store submission [SEC=OFFICIAL]

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Hi [redacted]

No problem – we're reviewing. At this point it looks likely that Google's policies have tightened up since the current version of the app was made live. As such it is no longer compliant.

If this is the case it could be problematic as development changes may be required to resolve the issues.

That said, we may be able to challenge the review if we can provide sufficient evidence that the app meets the criteria.

I'll let you know once we've reviewed further.

Thanks.

[redacted]
 Manager, Mobile Managed Services



M 0408 254 505
 E jason.depuir@arq.group
 A Level 10, 505 Lt Collins St, Melbourne VIC 3000
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From: s.22 irrelevant information
 Date: Monday, 20 December 2021 at 2:15 pm
 To: s.47F Personal information @arq.group>

Cc: s.22 irrelevant information s.47F Personal information@arg.group>

Subject: Google Play app store submission [SEC=OFFICIAL]

OFFICIAL

Hi [redacted]

Just following up on the Google play app store issue we're currently experiencing.

Are you able to submit the app for review as a priority? [redacted] mentioned to me that he spoke with you this morning and outlined the issues we're having with the submission. Anything you can do to assist us overcome these issues is greatly appreciated.

Please let me know if there is anything we can do to assist.

Regards

[redacted]

[redacted] | Director – Behavioural Economics and Education

Communication Branch
FAIR WORK OMBUDSMAN

s.22 irrelevant information

GPO Box 9887 Melbourne VIC 3000 | 414 La Trobe Street, Melbourne VIC 3000

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- (3) delete the message and any attachments from your system;
- (4) destroy any printed copy; and
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s.22 irrelevant information

From: s.47F Personal information@arq.group>
Sent: Tuesday, 21 December 2021 11:08 AM
To: s.22 irrelevant information
Cc: s.22 irrelevant information; Fiona Woods
Subject: Re: Google Play app store submission [SEC=OFFICIAL]

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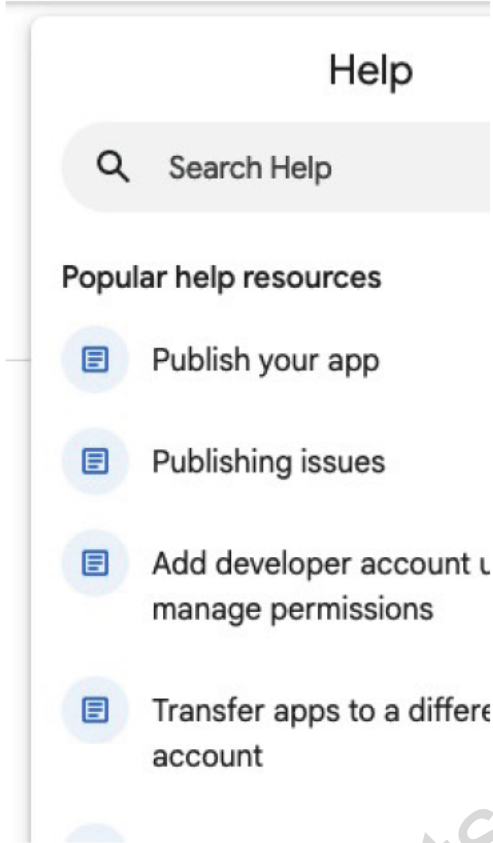
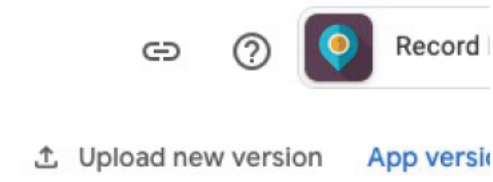
Hi s.22 irrelevant information

I provided the process to s.22 irrelevant information yesterday.

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I would recommend a single request to encompass:

- 1 – Granting s.22 irrelevant information ownership of the FWO developer account
- 2 – Moving the app back to the FWO developer account
- 3 – A temporary exemption from the Play Store rules to enable the app to be brought up to spec.

Cheers,

s.47F Personal information
 Manager, Mobile Managed Services



M s.47F Personal information
 E arq.group
 A Level 10, 505 Lt Collins St, Melbourne VIC 3000
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From: s.22 irrelevant information
Date: Tuesday, 21 December 2021 at 9:29 am
To: s.47F Personal information@arq.group>

Cc: s.22 irrelevant information | s.47F Personal information @arq.group>
Subject: RE: Google Play app store submission [SEC=OFFICIAL]

OFFICIAL

Hi Jason

Thanks for the update. Given we're still a little way away from finalising the flutter version of the app, are you able to advise of the process appealing to Google?

Regards

s.22 irrelevant info

s.22 irrelevant information | Director – Behavioural Economics and Education

Communication Branch
FAIR WORK OMBUDSMAN

s.22 irrelevant information

GPO Box 9887 Melbourne VIC 3001 | 414 La Trobe Street, Melbourne, VIC, 3001



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	Fair Work OMBUDSMAN	Fair Work Infoline 13 13 94 www.fairwork.gov.au	 @fairwork_gov_au  /fairwork.gov.au
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From: s.47F Personal information @arq.group>
Sent: Tuesday, 21 December 2021 9:08 AM
To: s.22 irrelevant information
Cc: s.22 irrelevant information | s.47F Personal information @arq.group>
Subject: Re: Google Play app store submission [SEC=OFFICIAL]

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Hi s.22 irrelevant info

I'm afraid we don't have good news.

By transferring the app to a new developer account (as opposed to updating the owner of the existing developer account) Google is essentially treating this as a new app and has therefore done the same review process they would if we issued a new app or an update.

The issues they've identified are somewhat the tip of the iceberg. According to the iOS app there hasn't been an app update since 2017 (I can't check Android at the moment). In this time Google's privacy policies and app-side requirements have changed significantly and it would be necessary to update the app to comply with those new requirements in order to get the app approved and published.

As one example, the issues identified below relate to accessing the user's location data. Google is now very strict on how you communicate this to users, why you need it and what will be done with the data. An explicit confirmation and permission-granting process is also required. Currently this flow of events and actions is not present in the Record my Hours app.

Even more concerning is that the current Android Target SDK version in the app is SDK version 21. Google's current minimum requirement is SDK version 30. Even if we resolved the issues mentioned in the email below we would expect the app to be rejected once more due to the target SDK requirements.

Updating the Target SDK from 21-30 is a significant task. There's been many changes throughout these versions and we'd have to spend a fair bit of time ensuring that your app functions correctly after the upgrades. This process would also somewhat enforce the changes around location data permissions etc through the introduction of new prompts.

Essentially the work required to have the app republished would be significant and we'd highly recommend that we instead apply effort to finalising the Flutter version of the app and bringing that up to scratch for Google's approval.

I appreciate that this isn't the outcome you'd prefer but there's not much else we can do here. There is a small chance that an appeal to Google might allow you to have the current version of the app live for a very limited period of time to give us the chance to bring it up to spec (in this case, replace it with the Flutter app).

Regards,

s.47F Personal information

Manager, Mobile Managed Services



M s.47F Personal information

E [redacted]@arg.group

A Level 10, 505 Lt Collins St, Melbourne VIC 3000

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From: s.47F Personal information@arg.group>
Date: Monday, 20 December 2021 at 2:38 pm
To: s.22 irrelevant information
Cc: s.22 irrelevant information, s.47F Personal information@arg.group>
Subject: Re: Google Play app store submission [SEC=OFFICIAL]

Hi [redacted]

Yep we can access that email from the Play Console.

Thanks.

s.47F Personal information

Manager, Mobile Managed Services



M s.47F Personal information

E [redacted]@arg.group

A Level 10, 505 Lt Collins St, Melbourne VIC 3000

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From: s.22 irrelevant information
Date: Monday, 20 December 2021 at 2:35 pm
To: s.47F Personal information@arg.group>
Cc: s.22 irrelevant information, s.47F Personal information@arg.group>
Subject: RE: Google Play app store submission [SEC=OFFICIAL]

OFFICIAL

Thanks [redacted] Not sure if you've seen the below but hopefully it helps – I'm hoping it's not going to require edits to the app code!

Regards

s.22 irrelevant info

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Developer update

Hi Developers at [redacted]

After a recent review, we found that your app Record My Hours (au.gov.fairwork.recordmyhours) is not compliant with one or more of our Developer Program Policies. See below for more information about your app's status and how to correct the issue.

	<p>Issue with your app</p> <p>We've reviewed your app for compliance with all Location Permissions policy requirements (including use case eligibility), and found the following issues with your app:</p> <ul style="list-style-type: none"> Invalid privacy policy. Prominent disclosure not found.
	<p>About Permissions and APIs that Access Sensitive Information</p> <p>Requests for permission and APIs that access sensitive information should make sense to users. You may only request permissions and APIs that access sensitive information that are necessary to implement current features or services in your app that are promoted in your Google Play listing. You may not use permissions or APIs that access sensitive information that give access to user or device data for undisclosed, unimplemented, or disallowed features or purposes. Personal or sensitive data accessed through permissions or APIs that access sensitive information may never be sold.</p> <p>Request permissions and APIs that access sensitive information to access data in context (via incremental requests), so that users understand why your app is requesting the permission. Use the data only for purposes that the user has consented to. If you later wish to use the data for other purposes, you must ask users and make sure they affirmatively agree to the additional uses.</p>
	<p>App status: Rejected</p> <p>Your app has been rejected and wasn't published due to this policy issue. If you submitted an update, the previous version of your app is still available on Google Play.</p>

Action required: Submit a compliant update or remove permissions

From: [redacted] <[redacted]@arq.group>
 Sent: Monday, 20 December 2021 2:31 PM
 To: [redacted]
 Cc: [redacted] <[redacted]@arq.group>
 Subject: Re: Google Play app store submission [SEC=OFFICIAL]

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Hi [redacted]

No problem – we're reviewing. At this point it looks likely that Google's policies have tightened up since the current version of the app was made live. As such it is no longer compliant.

If this is the case it could be problematic as development changes may be required to resolve the issues.

That said, we may be able to challenge the review if we can provide sufficient evidence that the app meets the criteria.

I'll let you know once we've reviewed further.

Thanks.

[redacted]
 Manager, Mobile Managed Services



[redacted]
 M [redacted]
 E [redacted]@arq.group
 A [redacted] Lt Collins St, Melbourne VIC 3000
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From: [redacted]
 Date: Monday, 20 December 2021 at 2:15 pm
 To: [redacted] <[redacted]@arq.group>

Cc: s.22 irrelevant information Fiona Woods <fiona.woods@arq.group>
Subject: Google Play app store submission [SEC=OFFICIAL]

OFFICIAL

Hi s.22 irrelevant information

Just following up on the Google play app store issue we're currently experiencing.

Are you able to submit the app for review as a priority? s.22 irrelevant information mentioned to me that he spoke with you this morning and outlined the issues we're having with the submission. Anything you can do to assist us overcome these issues is greatly appreciated.

Please let me know if there is anything we can do to assist.

Regards

s.22 irrelevant information

 s.22 irrelevant information Director – Behavioural Economics and Education

Communication Branch
FAIR WORK OMBUDSMAN

s.22 irrelevant information

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