



Freedom of Information I want to access or change document(s)

When to use this form



Use this form to make:

- a Freedom of Information (FOI) request to access documents held by the Australian Government Department of Human Services, including documents about you.
- a FOI request to change or annotate information about you, if it is incomplete, out of date, incorrect or misleading.

Online services

You may be able to get the information you are looking for online. This is faster than using this form.

You can access your online accounts through myGov. myGov is a simple and secure way to access a range of government services online with one username and password. You can create a myGov account at my.gov.au

Additional information

The department has administrative access arrangements for the release of certain documents without the need for a formal FOI request. We may provide you with faster access to documents under these arrangements where appropriate. The arrangements do not extend to information or materials of third parties.

For more information

Go to humanservices.gov.au/foi or visit one of our service centres.

Call us on one of the numbers below:

| | |
|-----------------------|---------------------|
| ABSTUDY | 1800 132 317 |
| Child Support | 131 272 |
| Disability and Carers | 132 717 |
| Employment Services | 132 850 |
| Families | 136 150 |
| Medicare | 132 011 |
| Older Australians | 132 300 |
| Youth and Students | 132 490 |



We can translate documents you need for your claim or payment for free.

To speak to us in other languages, call **131 202**.

Note: Call charges may apply.



If you have a hearing or speech impairment, you can contact the TTY service Freecall™ **1800 810 586**. A TTY phone is required to use this service.

Keep these Notes (pages 1 to 3) for your information.

Your rights

The *Freedom of Information Act 1982* (FOI Act) gives you the right to:

- access copies of documents (except exempt documents) we hold
- ask for information we hold about you to be changed or annotated if it is incomplete, out of date, incorrect or misleading
- seek a review of our decision not to allow you access to a document or not to amend your personal record.

You can ask to see any document that we hold. We can refuse access to some documents, or parts of documents that are exempt. Examples of documents that may be exempt include documents containing the personal information of another person or information about a person or organisation's business affairs.

How to make an FOI request

A FOI request must be made in writing, however, it is not mandatory to lodge a request using this form.

You can submit your request by post or email or you can attend one of our service centres but your request must:

- be in writing
- state that the request is an application for the purposes of the FOI Act
- provide sufficient information about the documents to assist us to process your request
- provide an address for reply (e.g. a postal or email address). There may be risks with sending personal information through unsecured networks or email channels.

If you ask a third party to make an FOI request on your behalf, you need to provide a specific, written authority for us to send copies of documents about you to that person, or to allow that person to inspect copies of documents containing information about you.

How long do I have to wait?

We are required to acknowledge your request **within 14 days** of receiving it and to answer your request **within 30 days** (unless the time frame is extended under the FOI Act). If the time frame is extended, we will notify you.

If you have not heard from us within the above time frames, you can send an email to freedomofinformation@humanservices.gov.au

If you do not hear from us after 30 days, from the date we received your request, you can seek a review by the Australian Information Commissioner (check your local phone book for the nearest office).

Do I have to pay anything?

There is no application fee for an FOI request. There is no processing charge for a request for access to documents containing only personal information about you. However, processing charges may apply to other requests. Information about these charges can be found on our website humanservices.gov.au/foi

What can I do if I am not satisfied with the decision on my FOI request?

If you are not satisfied with the decision on your request, you have the right to ask for a review within the Department of Human Services or to the Australian Information Commissioner. You can write to us and tell us why you want a review. You can also complain to the Australian Information Commissioner or the Commonwealth Ombudsman if you are not satisfied with how we have managed your FOI request.

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Freedom of Information

I want to access or change document(s) (Si031)

Filling in this form

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this Go to 5 skip to the question number shown. You do not need to answer the questions in between.



If you make an FOI request and the documents can be released to you without the formality of an FOI request we need your permission to do so. If you agree to receiving documents (if available) outside of the FOI request, place an X in the box below.

Agree

1 Are you an organisation requesting information?

No Go to next question

Yes Go to 9

2 Please read this before answering the following questions.

It is not a mandatory requirement that all questions are completed. If you are requesting access to your own personal information, completing questions 2, 3 and 4 will assist us when making a decision.

Applicant name

Mr Mrs Miss Ms Other

Family name

First given name

Second given name

3 Applicant date of birth

 / /

4 Applicant contact phone number

5 Please read this before answering the following questions.

Under the FOI Act you must provide an address for reply. This can be a postal or an email address.

Applicant postal address

Postcode

6 Would you like your notifications sent to you by email?

No Go to 8

Yes Go to next question

7 Your email address

8 Are you a representative of an organisation?

No Go to 15

Yes Go to next question

9 Name of organisation

10 Please read this before answering the following questions.

Under the FOI Act you must provide an address for reply. This can be a postal or an email address.

Organisation postal address

Postcode

11 Contact person's name

12 Contact person's phone number



CLK0SI031 1904

25 I want to apply to the Department of Human Services for an:

change

annotation

of the following document(s)

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If you need more space, provide a separate sheet with details.

26 **Statement about change(s)**

The information in the document(s) specified above is:

Tick ALL that apply

Incomplete

Incorrect

Out of date

Misleading

27 The reason(s) for making this claim:

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If you need more space, provide a separate sheet with details.

28 I want to have the document(s) changed to read:

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If you need more space, provide a separate sheet with details.

29 Is this request for or on behalf of another person to obtain a copy or inspect document(s)?

No **Go to 31**

Yes **Go to next question**

30 **AUTHORISATION – to see another person's documents**

I, name of person authorising access

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authorise, name of person lodging the request

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to access the document(s) relating to my personal affairs as described in question 23.

Signature

No signature is required. However, if you are seeking information about your own or someone else's personal information, you may need to provide evidence of your identity and/or authorisation before we can process your request.

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Date

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31 **You need to read this**

Privacy and your personal information

Your personal information is protected by law (including the *Privacy Act 1988*) and is collected by the Australian Government Department of Human Services for the assessment and administration of your Freedom of Information request. This information is required under the *Freedom of Information Act 1982* and may be necessary to process your application.

Your information may be used by the department, or given to other parties where you have agreed to that, or where it is required or authorised by law (including for the purpose of research or conducting investigations).

You can get more information about the way in which the department will manage your personal information, including our privacy policy, at humanservices.gov.au/privacy

32 Applicant signature

No signature is required. However, if you are seeking information about your own or someone else's personal information, you may need to provide evidence of your identity and/or authorisation before we can process your request.

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Date

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Returning your form

You can return this form and any supporting documents:

- **by email to:**

freedomofinformation@humanservices.gov.au

Note: There may be risks associated with sending personal information through unsecured networks or email channels.

- **by post to:**

Department of Human Services

Freedom of Information

PO Box 7820

CANBERRA BC ACT 2610

- **in person** at one of our service centres.