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

Purpose of this form
You can 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.

You can also use this form to make an FOI request to change or annotate information about you, if it is incomplete, out of date, incorrect or misleading.

Online services available on our website humanservices.gov.au/onlineservices may be able to provide information you require immediately.

Note: The purpose of this form is to assist customers to make an FOI request, however, an FOI request can be in any written form provided it meets the requirement of the Freedom of Information Act 1982 (FOI Act) as set out below.

For more information
Go to our website humanservices.gov.au/foi or call us on one of the numbers below or visit one of our Service Centres.

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

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

Note: Call charges apply – calls from mobile phones may be charged at a higher rate.

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

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• ask for information we hold about you to be changed or annotated if it is incomplete, out of date, incorrect or misleading, and
• 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. The FOI Act sets out all the types of documents that are exempt.

How to make an FOI request
An 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, and
• provide an address for reply (e.g. a postal or email address).

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.

Keep these Notes (pages 1 to 4) for your information.
Interpreters and translations

If you need an interpreter or translation of any documents for our business, we can arrange this for you free of charge.

Filling in this form

- Please use black or blue pen.
- Print in BLOCK LETTERS.
- Mark boxes like this □ with a ✓ or ×.
- 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.

Returning your form

Check that you have answered all the questions you need to answer and that you have signed and dated this form.

You can post this form to:

Department of Human Services
Freedom of Information
Reply Paid 7820
CANBERRA BC ACT 2610

Alternatively you can return this form to one of our Service Centres.

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 of receiving it (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.
Information in other languages

English
To speak to us in a language other than English, call 131 202. Call charges apply. Calls from mobile phones may be charged at a higher rate. Go to humanservices.gov.au and select the language button to find information in your language.

Arabic

Assyrian
دا هم جیشخ، دیمک غیلکی دەینەکان، دەمک دەوە نێوەکانی کەکیماکی. هەمکەی دەکەی دەمک (مەچیماکی) دەگەیە دەکەی دەکەی دەگەیە. دیماشکەکە جیشخەکە، دەگەیە دەگەیە.

Chinese
您可以拨打电话131 202，使用中文与我们交谈。该电话号码需付费，如使用移动电话致电，则收费可能会较高。访问humanservices.gov.au网站，点击语言链接便可获取用您的语言编写的资讯。

Croatian

Farsi
برای اتصال جوامع می‌توانید از شماره 131 202 که به شماره 202 نشان می‌دهد استفاده نمایید. برای اتصال به خدمات مبتنی بر فناوری مبتنی بر شبکه‌های کمکی، از شماره 131 202 نیز استفاده نمایید. برای اتصال به خدمات ا鐦 zaklet، از شماره 131 202 نیز استفاده نمایید. برای اتصال به خدمات ا鐦 zaklet، از شماره 131 202 نیز استفاده نمایید. برای اتصال به خدمات ا鐦 zaklet، از شماره 131 202 نیز استفاده نمایید. برای اتصال به خدمات ا鐦 zaklet، از شماره 131 202 نیز استفاده نمایید. برای اتصال به خدمات ا鐦 zaklet، از شماره 131 202 نیز استفاده نمایید. برای اتصال به خدمات ا鐦 zaklet، از شماره 131 202 نیز استفاده نمایید. برای اتصال به خدمات ا鐦 zaklet، از شماره 131 202 نیز استفاده نمایید. برای اتصال به خدمات ا鐦 zaklet، از شماره 131 202 نیز استفاده نمایید. برای اتصال به خدمات ا鐦 zaklet، از شماره 131 202 N

Greek
Για να μιλήσετε μαζί μας στα Ελληνικά, καλέστε 131 202. Σχετικές τηλεφωνικές χρεώσεις. Για τις κλήσεις από κινητά τηλεφώνα ενδεχομένως να ισχύουν υψηλότερες χρεώσεις. Επικοινωνήστε με την ιστοσελίδα humanservices.gov.au και επιλέξτε το κατάλογο για να βρείτε πληροφορίες στη γλώσσα σας.

Italian

Khmer
ដូច្នេះជាមួយនឹងការទស្សន៍ត្រៀបប្រការ 131 202 យើងពិតជាមួយដោយស្វែងយល់ ឬមប្លេងឈ្នះរបស់អ្នកអាចមានការប្រការក្នុង៖ ប្រឈមទៀត ហើយមានអត្ថប្រយោជន៍ប្រការ 131 202 ដើម្បីជួយអ្នកស្វែងយល់ ឬមប្លេងឈ្នះ។

Korean
한국어로 문의하시면 131 202번을 이용하실 수 있습니다. 통화요금이 부과됩니다. 통화요금이 부과될 경우 추가 요금이 부과될 수 있습니다. humanservices.gov.au를 방문하여 언어 버튼을 누르면 한국어로 된 정보를 찾아보실 수 있습니다.

Macedonian
За да азбарувате со нас на македонски јавете се на 131 202. Повикот се наплачувва. Повиците од мобилни телефони може да се наплаћуваат по повисока стапка. Одете на humanservices.gov.au и одберете го името на јазикот за да најдете информации на вашиот јазик.

Serbian
Да бисте разговарали са нама на српском, назовите 131 202. Позвоните по или телефони смогете да се наплатите по вишей тарифи. Погледайте на humanservices.gov.au и притеците англиским за ваш језик да бисте нашли информација на вашем језику.

Spanish

Turkish

Vietnamese
This page has been left blank intentionally.
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 details
   Home phone number ( )

   Mobile phone number

   Work phone number ( )

5 Please read this before answering the following questions.
   Under the FOI Act you must provide an address for reply, but 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, but this can be a postal or an email address.

   Organisation postal address

   Postcode

11 Contact person’s name

12 Contact person’s phone number
   ( )

13 Would you like your notifications sent to you by email?
   No Go to 15
   Yes Go to next question

14 Organisation email address
   @
15 Is this a request for another person’s personal information?
No Go to 21
Yes Go to next question

16 Your relationship to the person, whose information you are requesting (e.g. partner, family, advocate, solicitor)

17 Details of the person, whose information you are requesting
Mr [] Mrs [] Miss [] Ms [] Other []
Family name
First given name
Second given name

18 Date of birth of the person, whose information you are requesting
/
/

19 Contact details of the person, whose information you are requesting
Home phone number ( )
Mobile phone number
Work phone number ( )

20 Postal address of the person, whose information you are requesting

21 Document(s) required from:
Tick and complete ALL that apply

Department of Human Services

Centrelink
Centrelink Reference Number

Medicare
Medicare card number

Child Support
Child Support Reference Number

CRS
CRS Reference Number

22 Do you want to request a copy of or to inspect a document(s)?
No Go to 24
Yes Go to next question

23 I want to apply to the Department of Human Services for:

a copy
an inspection

of the following document(s)

Note: You must provide sufficient information about the document(s) so that we can identify what document(s) you want.

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

24 Do you want to change a document(s)?
No Go to 29
Yes Go to next question
25 I want to apply to the Department of Human Services for an:

- amendment [ ]
- annotation [ ]

of the following document(s)

..............................................................
..............................................................
..............................................................
..............................................................

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

26 Statement about changes

This is because 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:

..............................................................
..............................................................
..............................................................
..............................................................

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

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

..............................................................
..............................................................
..............................................................
..............................................................

If you need more space, attach 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

..............................................................

authorise, name of person lodging the request

..............................................................

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

Signature

..............................................................

Date

/ / 

31 IMPORTANT INFORMATION

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 for the purposes of research, investigation or where you have agreed or it is required or authorised by law.

You can get more information about the way in which the Department of Human Services will manage your personal information, including our privacy policy at humanservices.gov.au/privacy or requesting a copy from the department.

32 Applicant signature

..............................................................

Date

/ / 

OFFICE USE

ID sighted

No [ ] Yes [ ]

Signature

..............................................................

Date

/ / 

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