



# Freedom of Information Request to access or change documents

Australian Government  
Services Australia

## When to use this form



Use this form to make:

- a Freedom of Information (FOI) request to access documents held by Services Australia, 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- a FOI request to change or annotate information about you, if it is incomplete, out of date, incorrect or misleading.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 account



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 account 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](https://my.gov.au)

## Additional information

The agency 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 [servicesaustralia.gov.au/foi](https://servicesaustralia.gov.au/foi) or visit one of our service centres.

Call us on one of the numbers below:

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

For more information about how to lodge documents online, go to [servicesaustralia.gov.au/centrelinkuploaddocs](https://servicesaustralia.gov.au/centrelinkuploaddocs)



### Information in your language

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

To speak to us in your language, call **131 202**.



### Hearing and speech assistance

If you have a hearing or speech impairment, you can use:

- the National Relay Service **1800 555 660**, or
- our TTY service on **1800 810 586**. You need a TTY phone to use this service.

For more information about help with communication, go to [servicesaustralia.gov.au](https://servicesaustralia.gov.au) and search 'other support and advice'.

**Keep these Notes (pages 1 to 2) 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 online using your Centrelink online account, by email, by post or you can attend one of our service centres. Your request must:

- be in writing
- state that the request is an application for the purposes of the FOI Act
- provide detailed information about the documents to assist us to process your request (for example, the time period of the documents you are requesting – such as the date, year and date range)
- provide relevant identification numbers, such as Centrelink Customer Reference Number, Medicare card number or Child Support Reference Number
- provide an address for reply (for example, a postal or email address). There may be risks with sending personal information through unsecured networks or email channels.

If you are seeking access to documents that contain your personal information, we will require proof of your identity before the release of any personal information.

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@servicesaustralia.gov.au](mailto:freedomofinformation@servicesaustralia.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. To apply for an Information Commissioner review, go to **[oaic.gov.au](http://oaic.gov.au)**

## 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. For more information about these charges, go to **[servicesaustralia.gov.au/foi](http://servicesaustralia.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 Services Australia 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.



# Freedom of Information Request to access or change documents (Si031)

### Filling in this form

You can complete this form on your computer using Adobe Acrobat Reader, and some browsers, or you can print it.

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this  **Go to 1** skip to the question number shown.

### 1 Read this before answering the following question.

Services Australia has a range of administrative processes in place that allow for access to information outside the formal Freedom of Information (FOI) Act request process.

Do you agree to receive documents (if available) through these processes instead of the FOI Act, where it is appropriate to do so?

No

Yes

### 2 Read this before answering the following question.

#### Personal information of Services Australia staff

We consider staff details to be personal information of those staff members. As part of the application process, we seek your consent to exclude the following information from documents that may be captured by your request:

- names of Services Australia staff below the Senior Executive level
- direct staff telephone numbers, signatures, logon identifiers and email addresses.

If you consent to exclude this information, we will treat it as outside the scope of your request and therefore irrelevant under Section 22 of the FOI Act.

Do you consent to receive your documents without Services Australia staff details included?

No

Yes

### 3 Are you an organisation requesting information?

No  **Go to next question**

Yes  **Go to 12**

### 4 Read this before answering the following questions.

If you are requesting access to your own personal information, we will need proof of your identity before the release of any personal information. Completing questions 4 to 10 will assist us to process this request.

Applicant name

Mr  Mrs  Miss  Ms  Mx  Other

Family name

First given name

Second given name

### 5 Applicant date of birth (DD MM YYYY)

### 6 Applicant country of birth

### 7 Applicant country of citizenship

### 8 Applicant contact phone number (including area code)

### 9 Read this before answering the following questions.

Under the FOI Act you must provide an address for reply.

Applicant email address

### 10 Applicant postal address

Postcode



CLK0SI031 2408

11 Are you a representative of an organisation?

No  **Go to 19**

Yes  **Go to next question**

12 Name of organisation

13 Organisation Australian Business Number (ABN)

14 **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

15 Contact person's name

16 Contact person's phone number (including area code)

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

No  **Go to 19**

Yes  **Go to next question**

18 Organisation email address

19 **Read** this before answering the following question.

Services Australia can send large documents electronically by using a secure file sharing solution. If you consent to receive your documents by secure electronic file share, we will provide additional information to you about how to access and download your documents.

How would you like to receive any documents?

**Tick one only**

by email

by post

by secure electronic file share

20 Is this a request for another person's personal information?

No  **Go to 28**

Yes  **Go to next question**

21 Your relationship to the person whose information you are requesting (for example, partner, family, advocate, solicitor)

22 Details of the person whose information you are requesting

Mr  Mrs  Miss  Ms  Mx  Other

Family name

First given name

Second given name

23 Date of birth of the person whose information you are requesting

 (DD MM YYYY)

24 Country of birth of the person whose information you are requesting

25 Contact phone number of the person whose information you are requesting (including area code)

26 Email address of the person whose information you are requesting

27 Postal address of the person whose information you are requesting

  

---

  

---

Postcode

28 What personal information do you want to access?

Tick and complete for all that apply

Centrelink documents

Centrelink Reference Number

Medicare documents

Medicare card number

Individual reference number

Child Support documents

Child Support Reference Number

Oldest child's full name

Oldest child's date of birth (DD MM YYYY)

CRS documents

CRS Reference Number

29 I want to apply to Services Australia for a copy of the following document(s):



**This is a mandatory field**

You must provide detailed information about the document(s), including dates and date range, so we can identify what document(s) you want.

Large empty area with horizontal dashed lines for providing document details.

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



**35 You need to read this**

**Privacy and your personal information**

The privacy and security of your personal information is important to us, and is protected by law. We collect this information so we can process and manage your applications and payments, and provide services to you. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to [servicesaustralia.gov.au/privacypolicy](http://servicesaustralia.gov.au/privacypolicy)

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

- No  **Go to 39**
- Yes  **Go to next question**

**37 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 29.

**38 Declaration of person named at question 22**

**I declare:**

- the information I have provided in this form is complete and correct.

**I understand that:**

- giving false or misleading information is a serious offence.

I have read, understood and agree to the above.

Date (DD MM YYYY) (you **must** date this declaration)

--	--	--

Signature

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

**39 Declaration of applicant**

**I declare:**

- the information I have provided in this form is complete and correct.

**I understand that:**

- giving false or misleading information is a serious offence.

I have read, understood and agree to the above.

Date (DD MM YYYY) (you **must** date this declaration)

--	--	--

Applicant signature

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

**Returning this form**

You can return this form and any supporting documents:

- **online** using your Centrelink online account. For more information, go to [servicesaustralia.gov.au/centrelinkuploaddocs](http://servicesaustralia.gov.au/centrelinkuploaddocs)
- by email to [freedomofinformation@servicesaustralia.gov.au](mailto:freedomofinformation@servicesaustralia.gov.au)

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

- by post to  
Services Australia  
Freedom of Information  
PO Box 7820  
CANBERRA BC ACT 2610
- in person at one of our service centres.