



# 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 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- a FOI request to change or annotate information about you, if it is incomplete, out of date, incorrect or misleading.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 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](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>



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

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

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- ask for information we hold about you to be changed or annotated if it is incomplete, out of date, incorrect or misleading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 (for example, 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@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 (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 **[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.

# Information in other languages

## English

To speak to us in your language, call **131 202**. Call charges may apply. For information in your language about our payments and services, go to [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage)

## Arabic

للتحدث إلينا بلغتك، اتصل على الرقم **131 202**. قد تفرض الرسوم على هذا الاتصال. للحصول على معلومات بلغتك عن المدفوعات والخدمات التي نقدمها، اطلع على الرابط [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage)

## Assyrian

Լեզուդ քո լեզուով խոսելու համար, խոսե՛ք **131 202** համարին: Կարող եք կոչվել: [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage)

## Burmese

ကျွန်ုပ်တို့အား သင့်ဘာသာစကားနှင့် ပြောဆိုရန် **131 202** ကို ဖုန်းခေါ်ပါ။ ဖုန်းခေါ်ခများ ပေးရန် ဖွယ်ခွင့်ပုဂ္ဂိုလ်။ ကျွန်ုပ်တို့၏ ပေးငွေများနှင့် ဝန်ဆောင်မှုများအကြောင်းနှင့် ပတ်သက်သည့် အချက်အလက်များကို သင့်ဘာသာစကားနှင့် သိရန်အတွက် အောက်ပါ၌ ကြည့်ပါ။ [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage)

## Chaldean

Լեզուդ քո լեզուով խոսելու համար, խոսե՛ք **131 202** համարին: Կարող եք կոչվել: [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage)

## Chinese (Simplified)

如果您希望用自己的语言与我们交谈，请致电 **131 202** (可能需要收费)。获取有关我们提供的各项福利金以及相关服务的中文资料可访问 [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage)

## Croatian

Da razgovarate s nama na vašem jeziku, pozovite **131 202**. Pozivi se mogu naplaćivati. Za informacije o našim isplatama i uslugama na vašem jeziku, pogledajte [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage)

## Dari

برای صحبت کردن با ما به لسان خودتان، به شماره **131 202** زنگ بزنید. این مکالمه ممکن است برایتان خرج بردارد. برای معلومات بیشتر راجع به مساعدت های مالی و خدمات ما به لسان خودتان، به وب سایت [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage) مراجعه کنید.

## Greek

Για να μας μιλήσετε στη γλώσσα σας, καλέστε το **131 202**. Μπορεί να ισχύουν χρεώσεις κλήσης. Για πληροφορίες στη γλώσσα σας σχετικά με τις πληρωμές και τις υπηρεσίες μας, πηγαίνετε στο [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage)

## Italian

Per parlare con noi nella tua lingua, chiama il numero **131 202**. La chiamata potrebbe essere soggetta a tariffa. Per informazioni nella tua lingua in merito a sussidi e servizi, visita il sito [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage)

## Khmer

ដើម្បីនិយាយមកកាន់យើងខ្ញុំជាភាសាលោកអ្នក សូមទូរស័ព្ទទៅលេខ **131 202**។ លោកអ្នកអាចបង់ថ្លៃទូរស័ព្ទ។ ដើម្បីទទួលព័ត៌មានជាភាសាលោកអ្នកអំពីប្រាក់ផ្តល់និងសេវារបស់យើងខ្ញុំ សូមបើកទើល [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage)

## Korean

귀하의 언어로 통화하기를 원하시면, **131 202** 번으로 전화하십시오. 통화료가 부과될 수 있습니다. 귀하의 언어로 저희가 제공하는 급부금 및 서비스에 대한 정보를 찾아보기 원하시면, [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage) 에 방문하십시오.

## Macedonian

За да зборуваме со нас на македонски јазик, јавете се на **131 202**. Повиците може да се наплаќаат. За информации на македонски јазик за нашите исплати и услуги, отидете на [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage)

## Persian (Farsi)

برای گفتگو با ما به زبان خود، با شماره **131 202** تماس بگیرید. ممکن است تماس هزینه داشته باشد. برای کسب اطلاعات درباره پرداختها و خدمات ما به زبان خود، به تارنمای [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage) بروید.

## Polish

By porozmawiać z nami w swoim języku, zadzwoń pod numer **131 202**. Mogą obowiązywać opłaty za połączenie. W celu uzyskania informacji w twoim języku na temat płatności i usług odwiedź stronę internetową [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage)

## Russian

Чтобы проконсультироваться с нами на родном языке, позвоните по номеру **131 202**. Звонок может быть платным. За сведениями о наших выплатах и услугах на вашем языке обращайтесь по адресу [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage)

## Serbian

Da razgovarate sa nama na vašem jeziku, pozovite **131 202**. Pozivi mogu da se naplaćuju. Za informacije o našim isplatama i uslugama na vašem jeziku, pogledajte [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage)

## Spanish

Para hablamos en español llame al **131 202**. Puede que se le cobre la llamada. Obtenga información en español sobre nuestros pagos y servicios en [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage)

## Turkish

Bizimle kendi dilinizde konuşmak için **131 202** numaralı telefonu arayın. Arama ücreti uygulanabilir. Ücretlerimiz ve hizmetlerimiz hakkında kendi dilinizde bilgi için şu siteye girin: [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage)

## Vietnamese

Muốn nói chuyện với chúng tôi bằng ngôn ngữ của mình, quý vị hãy gọi số **131 202**. Có thể bị tính cước gọi. Muốn biết thông tin bằng ngôn ngữ của mình về các khoản trợ cấp và dịch vụ của chúng tôi, quý vị hãy truy cập [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage)

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# Freedom of Information I want to access or change document(s) (Si031)

### Filling in this form

You can complete this form on your computer, print and sign 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.



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

  

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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

  

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Postcode

**11** Contact person's name

**12** Contact person's phone number



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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 (for example, 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 phone number of the person whose information you are requesting

20 Postal address of the person whose information you are requesting

21 Document(s) required from:

Tick and complete all that apply

Services Australia

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 Services Australia for:

a copy

an inspection

of the following document(s)

You must provide as much information about the document(s) so that we can identify what document(s) you want.

If you need more space, provide 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 Services Australia for a:

change

annotation

of the following document(s)

Form with horizontal dashed lines for text entry.

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:

Form with horizontal dashed lines for text entry.

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

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

Form with horizontal dashed lines for text entry.

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

Text input field for name of person authorising access.

authorise, name of person lodging the request

Text input field for name of person lodging the request.

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.

Text input field for signature, containing a pen icon.

Date

Date input field with slashes for day and month.

31 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 need to 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/privacy](http://servicesaustralia.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.

Text input field for applicant signature, containing a pen icon.

Date

Date input field with slashes for day and month.

Returning your form

You can return this form and any supporting documents:

- by email to: [freedomofinformation@servicesaustralia.gov.au](mailto:freedomofinformation@servicesaustralia.gov.au)

There may be risks associated 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.