

# Government Information (Public Access) Act 2009 Access Application Form

Please complete this form to lodge a formal application to access information held by the Department of Customer Service (DCS) under the *Government Information (Public Access) Act 2009* (GIPA Act). **Please note that DCS does not hold information on behalf of other agencies.**

If you need help filling out this form, please contact us on the GIPA Hotline: **(02) 9219 3700**  
Or email: [gipa@customerservice.nsw.gov.au](mailto:gipa@customerservice.nsw.gov.au)

## 1. Your details

Name (family name, given name): Title:

Name of party on whose behalf you are acting (if applicable):

Company name:

Postal address:

State: Postcode:

Primary contact number: Secondary contact number:

Email:

I understand that DCS will contact me to discuss this GIPA application by phone and email.

## 2. Proof of identity

Are you making an application on your own behalf?

Yes (please complete 2a)

No (please complete 2b)

2a. Please attach a copy of one of the following proof of identity documents:

Australian driver licence (with photograph, signature and current address)

Current Australian passport

Other proof of signature and current address details

2b. When seeking access to information on behalf of someone else, you must provide:

Letter of authorisation signed by the person you are acting on behalf of (mandatory)

You must also provide proof of identify for yourself and the person you are representing.

You can do this by attaching one of the following for you and the person you are acting on behalf of:

Australian driver licence (with photograph, signature and current address)

Current Australian passport

Other proof of signature and current address details

### 3. Requested information

Please describe in detail the government records you would like to access.

**Note:**

- Your application is only valid if you provide enough details to enable DCS to identify the information you are seeking.
- GIPA is for access to information that is contained in records that are currently held by DCS.
- DCS is not required to create a new document in order to respond to your application but may do so, if it is more administratively convenient (e.g. create a summary document rather than copy all of the source documents).
- GIPA is not for asking questions, unless the answer to your question is already contained in a record that is currently held by DCS.

### 4. Form of access

How would you prefer to access the information?

Inspect the document(s)

A copy of the document(s)

Access in another way (please specify)

### 5. Consultation

DCS may be required to consult with third parties before deciding your application.

Please indicate in the boxes below whether you **consent** to the release of the following to any third parties.

Your name and/or company name:

Yes

No

**Note:** This information will assist any third party to understand why you are seeking information.

### 6. Disclosure log

If the information you have requested is released to you and would be of interest to other members of the public, details about your application may be recorded in the DCS disclosure log. To view this, visit [nsw.gov.au](https://www.nsw.gov.au) and search 'customer service disclosure log'.

Do you object to this?

Yes

No

**Note:** You will be contacted and given a further chance to object before the information is placed on the disclosure log.

### 7. Application fee and processing charges

I attach payment of the \$30 application fee by (please select one):

Electronic Funds Transfer (EFT) – **recommended:**

**Subject description:** Your surname – GIPA application fee

**Pay:** Department of Customer Service

**ABN:** 81 913 830 179

**Bank:** Westpac

**BSB:** 032 001

**Account number:** 203164

Attach proof that EFT payment has been made (e.g. a screenshot). The application will not be valid until proof of payment is received.

Credit card (credit card payments can be made at Service NSW Centres – please attach proof of payment)

Cash (can be made at selected Service NSW Centres – please attach proof of payment and do not send cash by post).

Go to [service.nsw.gov.au](https://service.nsw.gov.au) and search 'locations' then enter your postcode, select the location and the 'Plan ahead' tab has payment information

Cheque (enclose a cheque made payable to the Department of Customer Service)

Money order (enclose a money order made payable to the Department of Customer Service)

**Required:**

I understand that additional processing charges of \$30 an hour apply to GIPA applications, and I may be asked to pay this.

## 8. Discount of processing charges

You may be asked to pay a fee of \$30 an hour to process your application. Some applicants may be entitled to a 50% reduction of processing charges (discount does not apply to the application fee) on the grounds of personal hardship or because the information sought is of special interest to the public.

If you wish to apply for a discount on the processing charges, please indicate the reason:

- Financial hardship – attach supporting documentation (e.g. copy of pension card, Centrelink card or student card)
- Not-for-profit organisation (attach supporting documentation)
- Special benefit to the public (attach supporting documentation)
- No discount applicable

## 9. Privacy statement

DCS is subject to the *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002* which requires us to comply with Information and Health Privacy Principles.

Your personal information is being collected to process your application for information according to Part 4, Division 1 of the *Government Information (Public Access) Act 2009*. DCS may use your personal information for the purposes of processing your application within the agency.

DCS is required to collect personal information directly from the individual unless the individual has authorised collection of the information from someone else. DCS will not disclose your personal information without your consent unless authorised by law. Your personal information will be held by DCS.

You have the right to access and correct the information if you believe that it is incorrect.

Applicant's signature:

Date:

## 10. Lodgement and contact details

To lodge this form:

Complete the form and email a copy to: [gipa@customerservice.nsw.gov.au](mailto:gipa@customerservice.nsw.gov.au) (recommended)

Lodge in person at your nearest Service NSW Centre

Post this form to the Department of Customer Service (DCS) GIPA team at:

DCS GIPA Team  
McKell Building  
2–24 Rawson Place  
SYDNEY NSW 2000

If you have any questions, please call the DCS GIPA team on **(02) 9219 3700**.