



## FREEDOM OF INFORMATION

### REQUEST

- This form is used to request Housing NSW documents
- All requests are to be forwarded to the Department's Head Office in Ashfield.
- Briefing notes are on page 3 which explains how to use the "Request" form and application fees.
- Payment must be by Money Order or Cheque only – made payable to Housing NSW before you complete
- Please read the information on page three of this Request form before you complete your request

### ADDRESS FOR APPLICATIONS

**Housing NSW**

**FREEDOM OF INFORMATION UNIT  
Legal Services Branch**

**Locked Bag 4001  
ASHFIELD BC 1800  
New South Wales**



**What is Freedom of Information?**

The Freedom of Information Act 1989, gives you the right of access to most documents held by government agencies, such as Housing NSW. You do not have to give a reason if you want copies of any documents however, Housing NSW does have to give you an explanation if you are not given what you want.

**What can I ask for?**

You can ask for documents held by Housing NSW under the Freedom of Information Act 1989. A document can be a piece of paper, file, computer printout, photograph or audio visual records. You can ask to see the document and ask for a copy of it. However this may be in another form to the original.

**Do you have to show proof of Identity?**

A proof of identity check may be made by Housing NSW staff. If this is required you will be told what forms of proof are acceptable.

**Do you have to pay for this?**

Yes, and depending on the nature of the request, the charges are as follows.

<b>NATURE OF</b>	<b>APPLICATION FEE</b>	<b>PROCESSING</b>
ACCESS TO RECORDS – PERSONAL REQUESTS	\$30.00	\$30 AN HOUR AFTER FIRST 20 HOURS
ACCESS TO RECORDS – NON-PERSONAL REQUESTS	\$30.00	\$30.00 AN HOUR
INTERNAL REVIEW (ALL CIRCUMSTANCES)	\$40	NIL
AMENDMENT OF RECORDS	NIL	NIL

**Payment**

Payment must be in the form of a Money Order or Cheque and made payable to Housing NSW

**Reduction in Fees and Charges**

Where you seek personal information and hold a (pensioner) health benefit card or where the applicant is a non profit organisation and demonstrates 'Financial Hardship', or where the applicant seeks information which does not concern his or her personal affairs and which the applicant demonstrates it is in the public interest for the information to be made available, you will qualify for a 50% reduction in fees and charges. Persons under the age of 18 years may also be eligible for the reduction. Refund of Fees and Charges

Where the original decision is significantly altered as a result of Internal Review, the Internal Review fee should be fully refunded.

Where there is a significant correction of personal records and the mistakes were not the applicants fault, all fees and charges paid for with the original application and, where applicable, an internal review, should be fully refunded.

**What happens if you are asking for another person's documents?**

Usually, you cannot see another person's documents unless the person has authorised you to see them. Only written authorisation is acceptable. Space has been provided on this form if authorisation is required.

**YOUR APPEAL RIGHTS**

1. If you are not happy with the decision about your request you can ask for an "internal review". This means a second decision has to be made about your request within 14 days of lodgement.
2. If you are not happy with the internal review decision, you can appeal to the Administrative Decisions Tribunal within 60 days.
3. You may complain to the N.S.W. Ombudsman at any time if you are unhappy with the way your request has been handled.