

# 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 agree that DCS will contact me to discuss this GIPA application by phone and/or email.

I agree that DCS may ask for proof of identity if my request is for personal information.

## 2. 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.

### 3. 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)

### 4. 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

Details of information you are seeking:

Yes

No

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

### 5. 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](http://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.

### 6. 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

Credit card (credit card payments can be made at Service NSW Centres)

Cash (can be made at selected Service NSW Centres).

Go to [service.nsw.gov.au](http://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.

### 7. 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 below.

Please note, we shall contact you if we require supporting documents.

Financial hardship

Not-for-profit organisation

Special benefit to the public

No discount applicable

## 8. Privacy statement

DCS is collecting the personal information you enter in this form to allow our agency to process your access application under the *Government Information (Public Access) Act 2009*.

The information will be used and stored by the DCS GIPA team in accordance with the *Privacy and Personal Information Protection Act 1998*. We may share your application with another agency if they hold or are likely to hold the information you have requested. Otherwise, we will not disclose your personal information without your consent unless authorised by law. Please see our webpage at ([nsw.gov.au/departments-and-agencies/customer-service/privacy-management-plan](https://nsw.gov.au/departments-and-agencies/customer-service/privacy-management-plan)) for further details.

Applicant's signature:

Date:

## 9. 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**.