



Australian Government

Department of Immigration
and Citizenship

Request for access to documents or information

Form

424A

Important – Please read this information carefully before you complete the request. Once you have completed your request we strongly advise that you keep a copy for your records.

Your rights

You have a right to access your personal information under the *Privacy Act 1988* (the Privacy Act) and to access copies of documents (except exempt documents) held by the Department of Immigration and Citizenship (the department) and other Australian Government departments under the *Freedom of Information Act 1982* (the FOI Act).

To access your information or request copies of documents, put your request in writing by using the attached form or by sending a letter detailing your request to the appropriate address on this form. Sufficient details need to be provided so that we can identify you and the documents you seek.

Access to your personal information under the Privacy Act

Under the Privacy Act you may obtain original documents you have given to us or copies of personal documents on your file which you have provided to us or that we have sent to you.

If your request relates to the documents or personal information of another person you may need to make a request under the FOI Act.

If your request is for the return of original documents or copies of documents you have given to us or that we have given to you, it is not necessary to make an FOI request.

You can contact your nearest office of the department and ask for your documents however if the documents you seek are not held there you may still be asked to complete this form or put your request in writing.

The Privacy Act does not specify any time frames for responding to or completing requests. All requests will be acknowledged. The department is committed to treating your request in a way that is timely, understandable and responsive to your needs.

Access to documents under the FOI Act

Government departments are required to make available information about how they operate and what rules and practices affect members of the public when they deal with departments.

Members of the public can access information (in the form of documents) held by the department subject only to certain exemptions necessary to protect essential public or private interests.

The FOI Act also gives you the right to ask for your personal information to be changed if it is incomplete, out of date, incorrect or misleading and has been used, is being used, or is available to be used for an administrative purpose. See form 424C *Request for amendment or annotation to personal records under the Freedom of Information Act 1982*.

If you want documents or information about another person

To assist us in working out if we can provide another person's information to you, please provide evidence of your authority to ask for their information.

For example, if they consent to your request please provide evidence of this or have them complete Part D where indicated. That person will also usually need to provide proof of identity.

How to make a Freedom of Information (FOI) request

To make a valid FOI request, you should:

- put your request in writing, using the attached form or send a letter detailing your request;
- describe in detail the documents you wish to access;
- include a postal address in Australia to which notices or information may be sent; and
- include the AUD30.00 application fee.

To assist us please include a copy of some form of photographic identification.

What if the document I want is over 30 years old?

Documents over 30 years old are held by the National Archives of Australia. To enquire about any such departmental documents please telephone 1300 886 881.

Where do I send my request?

The department processes requests for documents in Melbourne and Sydney.

If you live in Victoria, Western Australia, South Australia, the Northern Territory or Tasmania please send your request to:

Parliamentary and Public Access
Department of Immigration and Citizenship
GPO Box 241
MELBOURNE VIC 3001

E-mail: melbourne.foi.dima@immi.gov.au

If you live in New South Wales, Queensland or the Australian Capital Territory, please send your request to:

Privacy and Freedom of Information Section
Department of Immigration and Citizenship
GPO Box 9984
SYDNEY NSW 2001

E-mail: foi.nsw@immi.gov.au

Further enquiries

If you have an enquiry, please telephone 131 881 and ask to be directed to the Information Contact Officer in your state or territory or e-mail the relevant office above. For general information on FOI you should visit the Department of Prime Minister and Cabinet website www.pmc.gov.au

Continued on the next page ►

Can someone else make a request for me?

If you ask someone else, such as a friend or migration agent to make a request for you, you will need to provide written authority so we can talk to them about your request and send them your documents.

If you change your friend or migration agent, it is important that you advise us.

If you nominate a friend or migration agent to act on your behalf, the documents will be sent to them (see Part C).

Proof of identity

To ensure your privacy is protected and your documents are sent only to you or your nominated contact you should attach a copy of a photographic identity document, such as a passport or driver's licence, to your application.

Will there be a charge for me to access my own documents?

No, not if the documents you seek are originals you have given to the department or are copies of documents you have provided to us or which we have sent to you. Any other request for documents on your file will usually be treated as a FOI request.

What will a FOI request cost?

The costs relating to a FOI request are determined by regulations and are:

Application fee	AUD30.00
In addition, the department may ask for payment of charges for processing your request as follows;	
Search and retrieval of documents	AUD15.00 per hour
Decision-making/consultation	AUD20.00 per hour
Photocopying documents	10 cents per page
Postage	Actual cost
Internal review	AUD40.00
Supervised inspection of documents	AUD6.25 per half hour or part thereof

If you are an Australian citizen seeking access to your file, you can be charged a maximum of AUD70.00 plus photocopying and postage. If you are not an Australian citizen and you are concerned about possible costs, a quote can be provided.

Deposits

Where the estimated charge for processing your request exceeds AUD25.00, we may ask you to pay a 25% deposit before we can proceed.

Remission of fees and waiver of charges

You may ask for fees and charges to be remitted (not paid) in full or in part.

Generally, the circumstances for remission of fees are financial hardship or public interest. You will need to provide your reasons and evidence where possible to support a request for remission of the fees.

Method of payment

In Australia, debit card or credit card are the preferred methods of payment. Debit cards cannot be used for applications lodged by mail. If paying by bank cheque or money order please make payable to the Department of Immigration and Citizenship.

Help us to help you

The department receives many FOI requests. We can respond to your request more easily if we know what specific documents you want and when you need them (see Part B).

Compliments and complaints

Your compliments, complaints and suggestions are valuable to the department and will help improve our products and services. To provide compliments or complaints about any of the department's services, you can:

- contact the Global Feedback Unit, telephone 133 177 (toll free in Australia) during business hours;
- visit the department's website www.immi.gov.au; or
- contact the nearest office of the department or Australian mission overseas.

The Ombudsman

If you are not happy with how the department has handled your request you can contact the Commonwealth Ombudsman.

Telephone: 1300 362 072 (local call charge) 9 am to 5 pm, Monday to Friday or

E-mail: ombudsman@ombudsman.gov.au

The Privacy Commissioner

If you are not happy with how the department has handled your Privacy request you can contact the Privacy Commissioner.

Telephone: 1300 363 992 (local call charge) 9 am to 5 pm, Monday to Friday or

E-mail: privacy@privacy.gov.au

About the information you give

The department's storage, use and disclosure of the information you provide in this form is governed by the *Privacy Act 1988*. For more information about this, see information form 993i *Safeguarding your personal information*, available on the internet or at any office of the department.

The department is authorised under the *Migration Act 1958*, in certain circumstances, to collect a range of personal identifiers including a facial image, fingerprints and a signature from non-citizens. The department requires personal identifiers to assist in assessing your identity. The department is authorised to disclose your personal identifiers and information relating to your name and other relevant biographical data to a number of agencies including law enforcement and health agencies and to other agencies who may need to check your identity with this department. Where the department obtains personal identifiers they will become part of your official record with the department.

The department is involved in international information exchanges with a number of other countries. These exchanges include the sharing of personal identifiers, including a facial image and fingerprint data collected by immigration agencies such as this department. If, as a result of this sharing between countries, there is a match with your personal identifiers, the department will disclose your biographic data and immigration history to the other agency. The purpose of such disclosure would be to determine if you are presenting to the department and the other agency under the same identity and making similar claims.

For more detailed information you should read information form 1243i *Your personal identifying information*, which is available from the department's website www.immi.gov.au/allforms/ or from any office of the department or Australian mission overseas.

Home page **www.immi.gov.au**

General enquiry line Telephone **131 881** during business hours in Australia to speak to an operator (recorded information available outside these hours).
If you are outside Australia, please contact your nearest Australian mission.

Please keep these information pages for your reference

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Please use a pen, and write neatly in English using BLOCK LETTERS.

Tick where applicable

Part A – Your details

1 Client ID number (CID)

Client file number (CFN)

Permission Request ID Number (PRID)

2 Title Mr Mrs Miss Ms

Other

3 Full name

Family name

Given names

4 Have you been known by any other names?
(including name at birth, previous married names, aliases)

No

Yes Give details

Family name

Given names

5 Date of birth

DAY	MONTH	YEAR
/	/	

6 Your signature

Date

DAY	MONTH	YEAR
/	/	

7 Your postal address (within Australia only)

POSTCODE

8 Your telephone numbers

Home (AREA CODE)

Work (AREA CODE)

Mobile

9 Do you agree to the department communicating with you by fax or e-mail?

No

Yes Give details

Fax number (AREA CODE)

E-mail address

10 Do you need an interpreter?

No

Yes Language

Part B – Document(s) or information

11 Please provide as much detail as you can to help us quickly identify your document(s) or the information you seek.

My original document(s), eg. your police clearance certificate

Copies of my document(s), eg. a copy of my visa application or a decision letter previously sent to me

Other document(s) or information

12 Do the requested document(s) or information relate to another person?

No

Yes Please complete Part D

13 How would you like your document(s) sent to you? On CD

Paper

E-mail

Continued on the next page ►

14 Urgency (*optional*) – Please advise if you have an application at any of the following (please include hearing dates):

Administrative Appeals Tribunal (AAT) ▶ Date

DAY	MONTH	YEAR
/	/	

Migration/Refugee Review Tribunal (MRT/RRT) ▶ Date

DAY	MONTH	YEAR
/	/	

Court ▶ Give details

Date

DAY	MONTH	YEAR
/	/	

Ministerial Intervention

Visa cancellation ▶ Date

DAY	MONTH	YEAR
/	/	

Other ▶ Give details

Reason for urgency

Date you require information by

DAY	MONTH	YEAR
/	/	

Part C – Consent for agent to act

15 Do you want to authorise an agent to obtain access to the document(s) described in Part B?

- No ▶ Go to Part D
 Yes ▶ Please complete the authorisation below

I hereby authorise (full name of agent)

Family name

Given names

Migration Agent Registration Number (MARN) (*if this person is an Australian registered migration agent*)

:	:	:	:	:
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7 DIGITS

whose signature appears below, to obtain access to the document(s) described in Part B, in accordance with the Freedom of Information Act 1982.

Address of agent

POSTCODE

Telephone

(AREA CODE)
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E-mail address

Your signature

Date

DAY	MONTH	YEAR
/	/	

Signature of agent

Date

DAY	MONTH	YEAR
/	/	

Part D – Request for release of document(s) or personal information of another person

16 Are you requesting document(s) and/or information about another person?

- No ▶ Go to Part E
 Yes ▶ Provide details

Third party's full name

Family name

Given names

Date of birth

DAY	MONTH	YEAR
/	/	

Address

POSTCODE

Telephone numbers

Office hours

(AREA CODE)
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After hours

(AREA CODE)
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Part F – Freedom of Information only Fees and charges

22 How will you pay your application fee of AUD 30.00?

- I want the application fee remitted ► Go to Question 23
- Cheque or money order enclosed
- Debit card ► Cannot be used for applications lodged by mail
- Credit card ► Give details below

Payment by *(tick one box)* Australian Dollars

MasterCard <input type="checkbox"/> Diners Club <input type="checkbox"/> American Express <input type="checkbox"/> JCB <input type="checkbox"/> Visa <input type="checkbox"/>	<div style="border: 1px solid black; padding: 5px; width: 100%;">AUD</div>
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Credit card number

:::::::::::::::::::::

Expiry date

MONTH	:	/	YEAR	:
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Cardholder's name

Telephone number

(AREA CODE)

Address

POSTCODE

Signature of cardholder

Credit card information will be used for charge paying purposes only.

23 If you wish to have the application fee remitted please provide reasons and supporting evidence, eg. in the case of financial hardship, a copy of your Pension card

Note: Charges for processing an FOI request may be incurred. If charges are to be incurred, you will be notified beforehand.

We strongly advise that you keep a copy of your request and all attachments for your records.



ACKNOWLEDGEMENT (To be completed by the department on receipt of this form)

To (Client's name)

Form 424A was received on
DAY MONTH YEAR
 / /

by (Receiving officer's name)

OFFICE STAMP