



IC Request Form – Agency extension of time for processing an FOI request

Getting started

About this form

The Office of the Australian Information Commissioner (OAIC) can grant extensions of time to agencies who are processing Freedom of Information requests.

This form can be used by agencies to request an extension of time to process an FOI request or to notify an agreed extension of time.

Please note that if an agency does not provide the Information Commissioner with adequate reasons, the extension of time request may be refused.

Further guidance and advice for agencies about extension of time for processing requests (<https://www.oaic.gov.au/freedom-of-information/guidance-and-advice/extension-of-time-for-processing-requests/>), including the details to be included in a request, is available on our website (<https://www.oaic.gov.au/>).

An agency may apply to vary the extension if an earlier extension granted by the OAIC is insufficient, however the agency must explain what has changed since the initial extension of time request and provide reasons for why a variation to the extension is justified.

You can save this form at any point and return to complete it within 3 days. If you do not submit your saved form within 3 days it will be permanently erased from the secure server.

PLEASE NOTE:

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- Refreshing your browser will clear any information that you have not saved. If you need to refresh your browser while completing this form and wish to keep your changes please save the form first.

This request may be subject to the *Freedom of Information Act 1982*.

This request for an extension of time application will be provided to the person who lodged the FOI request.

If you have any questions about making an extension of time request or have trouble completing this form please send an email to foidr@oaic.gov.au (mailto:foidr@oaic.gov.au?subject=IC%20Request%20Form%20%E2%80%93%20Agency%20extension%20of%20time%20for%20processing%20an%20FOI%20request) or call our enquiries line on 1300 363 992.

Your personal information

We will handle your personal information in accordance with the Australian Privacy Principles.

If you have any questions about the personal information we collect and how we will handle your information, please contact the OAIC or see our privacy policy (<http://www.oaic.gov.au/privacy-policy-summary>) available on our website.

Before you start

To ensure you are using the correct form, please select one of the following options. *

- ☒ I am notifying of or requesting an extension of time
- ☐ I am requesting a review of an FOI decision
- ☐ I want to complain about the handling of my FOI request

I am submitting this notification or request on behalf of: *

- ☒ Australian Government Agency
- ☐ Minister

Agency details

- ☐ Administrative Appeals Tribunal
- ☐ Attorney-General's Department
- ☐ Australian Broadcasting Corporation
- ☐ Australian Federal Police
- ☐ Australian Prudential Regulation Authority
- ☐ Australian Securities and Investments Commission
- ☐ Australian Taxation Office
- ☐ Australian Transaction Reports and Analysis Centre (AUSTRAC)
- ☐ Comcare
- ☐ Commonwealth Ombudsman
- ☐ Department of Agriculture, Water and the Environment
- ☐ Department of Defence
- ☐ Department of Foreign Affairs and Trade
- ☐ Department of Health
- ☐ Department of Home Affairs
- ☐ Department of Industry, Science, Energy and Resources

- ☐ Department of the Prime Minister and Cabinet
- ☐ Department of Social Services
- ☐ Department of the Treasury
- ☒ Department of Veterans' Affairs
- ☐ Immigration Assessment Authority
- ☐ National Disability Insurance Agency
- ☐ Norfolk Island Regional Council
- ☐ Services Australia
- ☐ The Australian National University
- ☐ Other

FOI reference number

Please provide your internal FOI reference number for this notification or request: *

s47E(d)

Your details

Please note that we are unable to accept anonymous requests. You must provide an email or postal address so that we can send you notices.

Title

Mr

Given name *

Joshua

Family name *

62336363

Preferred contact method (you must provide at least one contact method) *

Email

Phone

Post

Other

Email address * (please note the agency FOI email address)

information.access@dva.gov.au

Phone (daytime)

Include area code

Mobile

Postal address

Start typing full address here..

Other contact details (eg. fax or international address)

FOI applicant details

Is the FOI applicant *

an Individual	an Organisation
---------------	-----------------

Title

Given name *

Family name *

Preferred contact method (you must provide at least one contact method) *

Email	Phone	Post	Other
-------	-------	------	-------

Email address *

Phone (daytime)

Mobile

Postal address

Other contact details (eg. fax or international address)

Is the FOI applicant represented *

Yes	No
-----	----

Extension details

Please select the type of extension you are seeking *

- ☐ Extension of time notification with the agreement of the applicant (s 15AA)
- ☒ Extension of time to process complex or voluminous requests (s 15AB)
- ☐ Extension where decision not made within time (s 15AC)
- ☐ Extension where internal review decision not made within time (s 54D)
- ☐ Extension where amendment/annotation request not made in time (s 51DA)

Has the statutory time period for processing already run out? If so, an application will need to be made under s 15AC. *

Yes	No
-----	----

Date you received the FOI request *

Current date the decision is due *

s47E(d)

Requested length of extension (*number of days*)

30

New decision due date if extension granted *

s47E(d)

Did you approach the applicant for an extension of time under s 15AA

Yes

No

Please provide your internal reference, and/or the OAIIC reference for this notification or request? *

s47E(d)

What was the outcome? Did the applicant raise any concerns? *

s47E(d)

Has the processing period been extended as a result of other statutory provisions, or are you considering such an extension? *
(For example, through consultation provisions or provisions about charges that impact on the statutory due date)

Yes

No

Has the applicant raised any concerns about delays?

If yes, please attach a copy of the correspondence received from the applicant. (see below for attaching files). *

Yes

No

Please describe the applicant's concerns. *

s47E(d)

Please also explain the reasons for the request and why an extension would be justified. Requests for longer extensions of time (more than 30 days) will require greater justification.

Please provide a timeline setting out the work already completed in order to process this request. Where an extension of time has previously been granted, describe the work that was undertaken during that extended period. *

Request received 47E(d)
Search Minute 47E(d)
EOT request from 47E(d)
15AA EOT requested 47E(d)
15AA rejection received from applicant 47E(d)
Telephone call with applicant re 15AA extension 47E(d)
Email to applicant re 15AA 47E(d)
15AA EOT granted by applicant 47E(d)
Various correspondence and telephone calls from 47E(d) regarding sensitivities, particularly in relation to release of 47E(d), and documents to be released to the information access unit.
47E(d)
Business area related plan relating to development of 47E(d)
47E(d)
Email sent to them requesting meeting and advice on next steps 47E(d)
Follow up email sent to 47E(d) on requesting meeting and next steps 47E(d)
Met with 47E(d)
47E(d) was advised to go back to business area and request they do 47E(d)
Discussed with business area about 47E(d). Business area also raised their inability to complete 47E(d) for the same reasons 47E(d)
Business area informed IAU about a new National Manager who will need to be apprised of situation around current information release, specifically the 47E(d)
Documents received from business area by IAU on 47E(d) (after business hours)
Delegate with carriage of request does not work on Fridays, initial review of documents provided by business area undertaken on Monday 47E(d)
Discussion between IAU and business area on 47E(d) to discuss available redactions and concerns regarding release of sensitive material. Awaiting email from business area post this conversation

What work is required to finalise the request? *

We are awaiting an email from the business area regarding their concerns regarding the release of sensitive material. Once the email is received the documents will be re-reviewed and draft redactions applied. Once this step is complete the documents will be sent to the quality assurance team for their review.

Why is the request considered complex or voluminous? *

The business area who hold the documents have raised the issue of complexities, specifically 47E(d). Business area has not had many information requests and is new to the process and they have concerns relating to 47E(d) surrounding the release of the document 47E(d). The information access unit has completed an initial review of the documents and note the contents, particularly the 47E(d) is sensitive.

Do other agencies or parties have an interest in the request? *

The 47E(d) do contain discussion of a third party, the information of the third parties contained in these 47E(d) was provided by the applicant.

Please describe the measures that would be taken to ensure a decision is made within the period of the requested extension and to keep the applicant informed of the progress of the request *

The information access unit is continuing discussions with the business area regarding their concerns and will progress the request further once an email from the business area outlining specific concerns and potential risks has been received.

Please provide a copy of the FOI applicant's original FOI request and any revisions to the scope of the FOI request. *

Files you attach **must**:

- be in *.pdf, *.docx, *.doc, *.txt, *.jpg, *.gif, *.png format
- be no more than five files
- in total be no larger than 20MB.

s47E(d) - Information Access Application Form.pdf

If you have documents to attach to this form, please do so here:

Files you attach **must**:

- be in *.jpg, *.gif, *.png, *.pdf, *.doc, *.docx, *.txt, *.xls, *.xlsx format
- be no more than five files
- in total be no larger than 20MB.

Submission

Submitting your request

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Please review the information that you have provided in your request. If you would like to change anything, you can return to the relevant section using the Go Back button.

When you are ready to submit your form, click the Submit button below.

Once you submit your form, you will be taken to a confirmation page. This page will provide a receipt number for your submission, and you will be able to download a copy of your completed form or have a copy sent to an email address of your choice.

This request for an extension of time application will be provided to the person who lodged the FOI request.

A decision on your request will usually be provided within five working days. In certain circumstances the OAIC may need to consult with the FOI applicant or other affected parties. If this is the case, the extension may take longer to process.

The OAIC's processing of an EOT application may also take longer than five days if further information is required. It is important that agencies provide a complete application in the first instance. Incomplete EOT applications may result in an extension being denied. Incomplete EOT applications may result in an extension being denied.



Access to information and documents held by the Department of Veterans' Affairs (DVA)

Proof of identity may be required when requesting personal information.

Proof of relationship may be required when requesting personal information relating to another individual.

What documents are held by DVA?

If a veteran has lodged a claim with DVA then DVA will hold a file and the service records. The file will generally also hold the service medical records; however, in some cases these records may have been returned to the Department of Defence.

What documents are NOT held by DVA?

Service Records (or dossiers) from World War 1 and World War 2 are available from the National Archives of Australia. All other service and medical records can be obtained from the Department of Defence by the person concerned, outside of the legislative framework (administrative access to information).

This form should **not** be used to seek records from the Department of Defence. A separate application form is available from the Department of Defence at www.defence.gov.au.

Please contact:

Post: **Defence Archives**
PO Box 225
QUEENSLIFF VIC 3225

Phone: **1800 333 362**

Email: **ADF.records@defence.gov.au**

DVA Factsheets

For more information on accessing information held by DVA, and the privacy obligations of DVA, see the following factsheets:

FIP 01 Access to Information About You

FIP 02 Privacy

FIP 04 Confidentiality of Social Security (Centrelink) pension information.

Privacy Notice

Your personal information is protected by law, including the *Privacy Act 1988* (The Privacy Act). Your personal information may be collected by DVA for the delivery of government programs for war veterans, members of the Australian Defence Force, members of the Australian Federal Police and their dependants. Read more: [How DVA manages personal information](#).

Email: information.access@dva.gov.au

Post: **Information Access**
Department of Veterans' Affairs
GPO Box 9998
BRISBANE QLD 4001

Phone: **1800 555 254**

Part A

Documents or Information requested

Please use BLOCK LETTERS if you are filling this form in by hand.

1. Please describe as clearly as possible the documents or information you are seeking to access

s47E(d)

Part B

2. Surname*
3. Given name(s)*
4. Please provide at least one method of contacting you in writing

5. If you are requesting information about a DVA client, what is your relationship to the client (e.g. self, advocate, widow, next of kin)?

6. Applicant's signature*

**If you are requesting non-personal information*

Part C

Complete this Part if you are requesting access

7. Surname
 8. Given name(s)
 9. Other name(s) by which the client may be known
 10. DVA File number
 11. Service number
 12. Branch of service
 13. Date of enlistment
 14. Date of discharge
 15. Date of birth
 16. Date of death (if applicable)
 17. Authority to request personal information
 18. Signature
-

S 22

Part D

Access Request

METHOD OF ACCESS

You may select the method of access most appropriate to your circumstances. If you do not make a selection, DVA will process your request outside of the legislative framework.

Please tick **one** box

- You can ask for access outside of the legislative framework to documents and information held by DVA.

☐ I would like to request administrative access to information.

- If you have an active* claim under the *Military Rehabilitation and Compensation Act 2004* (MRCA), you have a right to documents related to that claim.

*An active claim is a claim that has not yet been ultimately determined.

☐ I would like to request access under s 331 of the MRCA.

- If you have an active* claim under the *Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988* (DRCA), you have a right to documents related to that claim.

*An active claim is a claim that has not yet been ultimately determined.

☐ I would like to request access under s 59 of the DRCA.

- If you are seeking information or documents about yourself, you have a right to access the information or documents under Australian Privacy Principle (APP) 12, as set out in the Privacy Act.

☐ I would like to request access under APP 12.

- You have a right to request documents from DVA under the *Freedom of Information Act 1982* (the FOI Act)

☒ I would like to make a request under s 15 of the FOI Act.

Charges

Under the *Freedom of Information Act 1982* (the FOI Act), individuals who make an application for their own personal information will **not** be subject to fees or charges. All other FOI Act requests may be subject to charges. Requests under other access mechanisms will **not** be subject to fees or charges.

You will be notified if charges are payable in relation to your request.

MODE OF ACCESS

☒ Please forward a copy of the documents and information to me (the applicant)/my representative.

☐ Please arrange for me to inspect the documents.

SUBMITTING AN APPLICATION

By email: information.access@dva.gov.au

By Post: **Information Access**
Department of Veterans' Affairs
GPO Box 9998
BRISBANE QLD 4001

OFFICE USE ONLY

Date received

Ref

File Nos.

Comments



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Agency details

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- ☐ Department of Home Affairs
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- ☐ Norfolk Island Regional Council
- ☐ Services Australia
- ☐ The Australian National University
- ☐ Other

FOI reference number

Please provide your internal FOI reference number for this notification or request: *

s47E(d)

Your details

Please note that we are unable to accept anonymous requests. You must provide an email or postal address so that we can send you notices.

Title

Ms

Given name *

SUZANNE

Family name *

POSITION # 62211069

Preferred contact method (you must provide at least one contact method) *

Email

Phone

Post

Other

Email address * (please note the agency FOI email address)

INFORMATION.ACCESS@DVA.GOV.AU

Phone (daytime)

Include area code

Mobile

Postal address

Start typing full address here..

Other contact details (eg. fax or international address)

FOI applicant details

Is the FOI applicant *

an Individual	an Organisation
---------------	-----------------

Title

Given name *

Family name *

Preferred contact method (you must provide at least one contact method) *

Email	Phone	Post	Other
-------	-------	------	-------

Email address *

Phone (daytime)

Mobile

Postal address

Other contact details (eg. fax or international address)

Is the FOI applicant represented *

Yes	No
-----	----

Extension details

Please select the type of extension you are seeking *

- ☐ Extension of time notification with the agreement of the applicant (s 15AA)
- ☒ Extension of time to process complex or voluminous requests (s 15AB)
- ☐ Extension where decision not made within time (s 15AC)
- ☐ Extension where internal review decision not made within time (s 54D)
- ☐ Extension where amendment/annotation request not made in time (s 51DA)

Has the statutory time period for processing already run out? If so, an application will need to be made under s 15AC. *

Yes	No
-----	----

Date you received the FOI request *

Current date the decision is due *

47E(d)

Requested length of extension (*number of days*)

30

New decision due date if extension granted *

47E(d)

Did you approach the applicant for an extension of time under s 15AA

Yes

No

Please provide your internal reference, and/or the OAIC reference for this notification or request? *

s47E(d)

What was the outcome? Did the applicant raise any concerns? *

The applicant agreed to the extension and raised no concerns with the request of an extension of time.
s 22

Has the processing period been extended as a result of other statutory provisions, or are you considering such an extension? *
(For example, through consultation provisions or provisions about charges that impact on the statutory due date)

Yes

No

Has the applicant raised any concerns about delays?

If yes, please attach a copy of the correspondence received from the applicant. (see below for attaching files). *

Yes

No

Please also explain the reasons for the request and why an extension would be justified. Requests for longer extensions of time (more than 30 days) will require greater justification.

Please provide a timeline setting out the work already completed in order to process this request. Where an extension of time has previously been granted, describe the work that was undertaken during that extended period. *

FOI request received on the 47E(d) and acknowledgement letter sent to the applicant on the 47E(d). 47E(d)

Case assigned to officer on the 47E(d) with search minutes sent on the 47E(d) to the relevant business area. Business area given 2 week turnaround time 47E(d), business area confirmed point of contact for search minutes. s15AA requested for 30 days which was approved by the applicant on the 47E(d).

Search minute results received back on the 47E(d) with response of documents previously supplied. Further investigation and discussion held with business area on 47E(d) relating to search minute results and the need to provide all documents requested. Business area requested additional time to gather all documents within scope with new due date 47E(d). Business area requested extension on providing documents, documents now due COB 47E(d).

Review of return documents occurred on the 47E(d) and consultation with TL on the 47E(d) relating to missing documents within bundle. Missing documents sourced and compiled with the rest of the documents making up the bundle for review. Meeting with TL and business area on 47E(d)

47E(d)

What work is required to finalise the request? *

s47E(d)

Why is the request considered complex or voluminous? *

s47E(d)

Do other agencies or parties have an interest in the request? *

s47E(d)

Please describe the measures that would be taken to ensure a decision is made within the period of the requested extension and to keep the applicant informed of the progress of the request *

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FW **s47E(d)** - **s22** .pdf

If you have documents to attach to this form, please do so here:

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Agency details

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- ☐ Australian Securities and Investments Commission
- ☐ Australian Taxation Office
- ☐ Australian Transaction Reports and Analysis Centre (AUSTRAC)
- ☐ Comcare
- ☐ Commonwealth Ombudsman
- ☐ Department of Agriculture, Water and the Environment
- ☐ Department of Defence
- ☐ Department of Foreign Affairs and Trade
- ☐ Department of Health
- ☐ Department of Home Affairs
- ☐ Department of Industry, Science, Energy and Resources

- ☐ Department of the Prime Minister and Cabinet
- ☐ Department of Social Services
- ☐ Department of the Treasury
- ☒ Department of Veterans' Affairs
- ☐ Immigration Assessment Authority
- ☐ National Disability Insurance Agency
- ☐ Norfolk Island Regional Council
- ☐ Services Australia
- ☐ The Australian National University
- ☐ Other

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Please provide your internal FOI reference number for this notification or request: *

s47E(d)

Your details

Please note that we are unable to accept anonymous requests. You must provide an email or postal address so that we can send you notices.

Title

Mr

Given name *

Joshua

Family name *

62336363

Preferred contact method (you must provide at least one contact method) *

Email

Phone

Post

Other

Email address * (please note the agency FOI email address)

joshua.s47E(d)@dva.gov.au

Phone (daytime)

Include area code

Mobile

Postal address

Start typing full address here..

Other contact details (eg. fax or international address)

FOI applicant details

Is the FOI applicant *

an Individual	an Organisation
---------------	-----------------

Title

Given name *

Family name *

Preferred contact method (you must provide at least one contact method) *

Email	Phone	Post	Other
-------	-------	------	-------

Email address *

Phone (daytime)

Mobile

Postal address

Other contact details (eg. fax or international address)

Is the FOI applicant represented *

Yes	No
-----	----

Extension details

Please select the type of extension you are seeking *

- ☐ Extension of time notification with the agreement of the applicant (s 15AA)
- ☒ Extension of time to process complex or voluminous requests (s 15AB)
- ☐ Extension where decision not made within time (s 15AC)
- ☐ Extension where internal review decision not made within time (s 54D)
- ☐ Extension where amendment/annotation request not made in time (s 51DA)

Has the statutory time period for processing already run out? If so, an application will need to be made under s 15AC. *

Yes	No
-----	----

Date you received the FOI request *

Current date the decision is due *

47E(d)

Requested length of extension (*number of days*)

30

New decision due date if extension granted *

47E(d)

Did you approach the applicant for an extension of time under s 15AA

Yes

No

Please provide your internal reference, and/or the OAIC reference for this notification or request? *

s47E(d)

What was the outcome? Did the applicant raise any concerns? *

Applicant raised no concerns about extending under s15AA

Has the processing period been extended as a result of other statutory provisions, or are you considering such an extension? *
(For example, through consultation provisions or provisions about charges that impact on the statutory due date)

Yes

No

Has the applicant raised any concerns about delays?

If yes, please attach a copy of the correspondence received from the applicant. (see below for attaching files). *

Yes

No

Please also explain the reasons for the request and why an extension would be justified. Requests for longer extensions of time (more than 30 days) will require greater justification.

Please provide a timeline setting out the work already completed in order to process this request. Where an extension of time has previously been granted, describe the work that was undertaken during that extended period. *

FOI request received on the 47E(d) and acknowledgement letter sent to the applicant on the 47E(d). 47E(d)

Case assigned to officer on the 47E(d) with search minutes sent on the 47E(d) to multiple business areas. Additional information within the search minutes required in order to avoid confusion with the extensive scope potentially making document identification and retrieval difficult. Business area given less than standard 2 week turnaround time (due COB 47E(d)). S15AA requested for 30 days approved by applicant s 22

47E(d), one of the business area search minutes received. Consultation with business area required as it was determined that there were missing documents from bundle provided. Additional discussions found the information officer was absent during search minute period and replacement wasn't completely proficient. Additional time provided in order for business area to provide all documents.

47E(d), another business area requested an extension of time due to not being familiar with FOI process and what documents to produce. Extension provided until 47E(d).

47E(d) case reassigned to another information officer.

47E(d) -- review case and chasing up on outstanding business area search minutes, all documents received by business areas by the 47E(d). Additional business areas consulted on potential documents held

47E(d) -- compiling, reviewing, and redacting of documents from various business areas ready

Meeting with TL and business area on 47E(d)

47E(d)

What work is required to finalise the request? *

s47E(d)

Why is the request considered complex or voluminous? *

s47E(d)

Do other agencies or parties have an interest in the request? *

s47E(d)

Please describe the measures that would be taken to ensure a decision is made within the period of the requested extension and to keep the applicant informed of the progress of the request *

s47E(d)

Please provide a copy of the FOI applicant's original FOI request and any revisions to the scope of the FOI request. *

Files you attach **must**:

- be in *.pdf, *.docx, *.doc, *.txt, *.jpg, *.gif, *.png format
- be no more than five files
- in total be no larger than 20MB.

EOT and scope revision.pdf

Attention s47E(d) - FOI - s22 [SEC=OFFICIAL].pdf

If you have documents to attach to this form, please do so here:

Files you attach **must**:

- be in *.jpg, *.gif, *.png, *.pdf, *.doc, *.docx, *.txt, *.xls, *.xlsx format
- be no more than five files
- in total be no larger than 20MB.

Submission

Submitting your request

You can save this form at any point and return to complete it within 3 days. If you do not submit your saved form within 3 days it will be permanently erased from the secure server.

Please review the information that you have provided in your request. If you would like to change anything, you can return to the relevant section using the Go Back button.

When you are ready to submit your form, click the Submit button below.

Once you submit your form, you will be taken to a confirmation page. This page will provide a receipt number for your submission, and you will be able to download a copy of your completed form or have a copy sent to an email address of your choice.

This request for an extension of time application will be provided to the person who lodged the FOI request.

A decision on your request will usually be provided within five working days. In certain circumstances the OAIC may need to consult with the FOI applicant or other affected parties. If this is the case, the extension may take longer to process.

The OAIC's processing of an EOT application may also take longer than five days if further information is required. It is important that agencies provide a complete application in the first instance. Incomplete EOT applications may result in an extension being denied. Incomplete EOT applications may result in an extension being denied.

47E(d)

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47E(d)



IC Request Form – Agency extension of time for processing an FOI request

Getting started

About this form

The Office of the Australian Information Commissioner (OAIC) can grant extensions of time to agencies who are processing Freedom of Information requests.

This form can be used by agencies to request an extension of time to process an FOI request or to notify an agreed extension of time.

Please note that if an agency does not provide the Information Commissioner with adequate reasons, the extension of time request may be refused.

Further guidance and advice for agencies about extension of time for processing requests (<https://www.oaic.gov.au/freedom-of-information/guidance-and-advice/extension-of-time-for-processing-requests/>), including the details to be included in a request, is available on our website (<https://www.oaic.gov.au/>).

An agency may apply to vary the extension if an earlier extension granted by the OAIC is insufficient, however the agency must explain what has changed since the initial extension of time request and provide reasons for why a variation to the extension is justified.

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This request may be subject to the *Freedom of Information Act 1982*.

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If you have any questions about making an extension of time request or have trouble completing this form please send an email to foidr@oaic.gov.au (mailto:foidr@oaic.gov.au?subject=IC%20Request%20Form%20%E2%80%93%20Agency%20extension%20of%20time%20for%20processing%20an%20FOI%20request) or call our enquiries line on 1300 363 992.

Your personal information

We will handle your personal information in accordance with the Australian Privacy Principles.

If you have any questions about the personal information we collect and how we will handle your information, please contact the OAIC or see our privacy policy (<http://www.oaic.gov.au/privacy-policy-summary>) available on our website.

Before you start

To ensure you are using the correct form, please select one of the following options. *

- ☒ I am notifying of or requesting an extension of time
- ☐ I am requesting a review of an FOI decision
- ☐ I want to complain about the handling of my FOI request

I am submitting this notification or request on behalf of: *

- ☒ Australian Government Agency
- ☐ Minister

Agency details

- ☐ Administrative Appeals Tribunal
- ☐ Attorney-General's Department
- ☐ Australian Broadcasting Corporation
- ☐ Australian Federal Police
- ☐ Australian Prudential Regulation Authority
- ☐ Australian Securities and Investments Commission
- ☐ Australian Taxation Office
- ☐ Australian Transaction Reports and Analysis Centre (AUSTRAC)
- ☐ Comcare
- ☐ Commonwealth Ombudsman
- ☐ Department of Agriculture, Water and the Environment
- ☐ Department of Defence
- ☐ Department of Foreign Affairs and Trade
- ☐ Department of Health
- ☐ Department of Home Affairs
- ☐ Department of Industry, Science, Energy and Resources

- ☐ Department of the Prime Minister and Cabinet
- ☐ Department of Social Services
- ☐ Department of the Treasury
- ☒ Department of Veterans' Affairs
- ☐ Immigration Assessment Authority
- ☐ National Disability Insurance Agency
- ☐ Norfolk Island Regional Council
- ☐ Services Australia
- ☐ The Australian National University
- ☐ Other

FOI reference number

Please provide your internal FOI reference number for this notification or request: *

s47E(d)

Your details

Please note that we are unable to accept anonymous requests. You must provide an email or postal address so that we can send you notices.

Title

Ms

Given name *

Amy

Family name *

Position Number - 62232671

Preferred contact method (you must provide at least one contact method) *

Email

Phone

Post

Other

Email address * (please note the agency FOI email address)

information.access@dva.gov.au

Phone (daytime)

Include area code

Mobile

Postal address

Start typing full address here..

Other contact details (eg. fax or international address)

FOI applicant details

Is the FOI applicant *

an Individual	an Organisation
---------------	-----------------

Title

Given name *

Family name *

Preferred contact method *(you must provide at least one contact method)* *

Email	Phone	Post	Other
-------	-------	------	-------

Email address *

Phone (daytime)

Mobile

Postal address

Other contact details *(eg. fax or international address)*

Is the FOI applicant represented *

Yes	No
-----	----

Extension details

Please select the type of extension you are seeking *

- ☐ Extension of time notification with the agreement of the applicant (s 15AA)
- ☒ Extension of time to process complex or voluminous requests (s 15AB)
- ☐ Extension where decision not made within time (s 15AC)
- ☐ Extension where internal review decision not made within time (s 54D)
- ☐ Extension where amendment/annotation request not made in time (s 51DA)

Has the statutory time period for processing already run out? If so, an application will need to be made under s 15AC. *

Yes	No
-----	----

Date you received the FOI request *

Current date the decision is due *

47E(d)

Requested length of extension (*number of days*)

30

New decision due date if extension granted *

47E(d)

Did you approach the applicant for an extension of time under s 15AA

Yes

No

Why did you decide not to approach the applicant for an extension of time under s 15AA *

s47E(d)

Has the processing period been extended as a result of other statutory provisions, or are you considering such an extension? *
(For example, through consultation provisions or provisions about charges that impact on the statutory due date)

Yes

No

Has the applicant raised any concerns about delays?

If yes, please attach a copy of the correspondence received from the applicant. (see below for attaching files). *

Yes

No

Please also explain the reasons for the request and why an extension would be justified. Requests for longer extensions of time (more than 30 days) will require greater justification.

Please provide a timeline setting out the work already completed in order to process this request. Where an extension of time has previously been granted, describe the work that was undertaken during that extended period. *

Request received and ack
assigned to IAO
Documents have been identified, started conversion and commencement of review of documents from multiple applications/systems that have been listed in the scope of the request

What work is required to finalise the request? *

finishing of the combining/conversion of documents for review and redaction
potential third party consult needed for information provided
Decision letter

Why is the request considered complex or voluminous? *

255 documents that could potentially be in scope need to be reviewed - 252 of these are email/correspondence some with attachments and needing to have attachments extracted and converted for review

Do other agencies or parties have an interest in the request? *

Potentially as they were originally approached for consultation for the original request.

Please describe the measures that would be taken to ensure a decision is made within the period of the requested extension and to keep the applicant informed of the progress of the request *

Continue working towards providing a response within the extended time frame.

Please provide a copy of the FOI applicant's original FOI request and any revisions to the scope of the FOI request. *

*Files you attach **must**:*

- be in *.pdf, *.docx, *.doc, *.txt, *.jpg, *.gif, *.png format
- be no more than five files
- in total be no larger than 20MB.

Freedom of Information request - s47E(d) and s47E(d) .pdf

If you have documents to attach to this form, please do so here:

*Files you attach **must**:*

- be in *.jpg, *.gif, *.png, *.pdf, *.doc, *.docx, *.txt, *.xls, *.xlsx format
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Submission

Submitting your request

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This request for an extension of time application will be provided to the person who lodged the FOI request.

A decision on your request will usually be provided within five working days. In certain circumstances the OAIC may need to consult with the FOI applicant or other affected parties. If this is the case, the extension may take longer to process.

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47E(d)



IC Request Form – Agency extension of time for processing an FOI request

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This request may be subject to the *Freedom of Information Act 1982*.

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We will handle your personal information in accordance with the Australian Privacy Principles.

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- ☐ I want to complain about the handling of my FOI request

I am submitting this notification or request on behalf of: *

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- ☐ Minister

Agency details

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- ☐ Attorney-General's Department
- ☐ Australian Broadcasting Corporation
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- ☐ Australian Prudential Regulation Authority
- ☐ Australian Securities and Investments Commission
- ☐ Australian Taxation Office
- ☐ Australian Transaction Reports and Analysis Centre (AUSTRAC)
- ☐ Comcare
- ☐ Commonwealth Ombudsman
- ☐ Department of Agriculture, Water and the Environment
- ☐ Department of Defence
- ☐ Department of Foreign Affairs and Trade
- ☐ Department of Health
- ☐ Department of Home Affairs
- ☐ Department of Industry, Science, Energy and Resources

- ☐ Department of the Prime Minister and Cabinet
- ☐ Department of Social Services
- ☐ Department of the Treasury
- ☒ Department of Veterans' Affairs
- ☐ Immigration Assessment Authority
- ☐ National Disability Insurance Agency
- ☐ Norfolk Island Regional Council
- ☐ Services Australia
- ☐ The Australian National University
- ☐ Other

FOI reference number

Please provide your internal FOI reference number for this notification or request: *

Your details

Please note that we are unable to accept anonymous requests. You must provide an email or postal address so that we can send you notices.

Title

Given name *

Family name *

Preferred contact method (you must provide at least one contact method) *

Email	Phone	Post	Other
-------	-------	------	-------

Email address * (please note the agency FOI email address)

Phone (daytime)

Mobile

Postal address

Other contact details (eg. fax or international address)

FOI applicant details

Is the FOI applicant *

an Individual	an Organisation
---------------	-----------------

Title

Given name *

Family name *

Preferred contact method (you must provide at least one contact method) *

Email	Phone	Post	Other
-------	-------	------	-------

Email address *

Phone (daytime)

Mobile

Postal address

Other contact details (eg. fax or international address)

Is the FOI applicant represented *

Yes	No
-----	----

Extension details

Please select the type of extension you are seeking *

- ☐ Extension of time notification with the agreement of the applicant (s 15AA)
- ☒ Extension of time to process complex or voluminous requests (s 15AB)
- ☐ Extension where decision not made within time (s 15AC)
- ☐ Extension where internal review decision not made within time (s 54D)
- ☐ Extension where amendment/annotation request not made in time (s 51DA)

Has the statutory time period for processing already run out? If so, an application will need to be made under s 15AC. *

Yes	No
-----	----

Date you received the FOI request *

Current date the decision is due *

47E(d)

Requested length of extension (*number of days*)

7

New decision due date if extension granted *

47E(d)

Did you approach the applicant for an extension of time under s 15AA

Yes

No

Please provide your internal reference, and/or the OAIC reference for this notification or request? *

47E(d)

What was the outcome? Did the applicant raise any concerns? *

Unfortunately had no response from applicant by COB 47E(d)

Has the processing period been extended as a result of other statutory provisions, or are you considering such an extension? *
(For example, through consultation provisions or provisions about charges that impact on the statutory due date)

Yes

No

Has the applicant raised any concerns about delays?

If yes, please attach a copy of the correspondence received from the applicant. (see below for attaching files). *

Yes

No

Please also explain the reasons for the request and why an extension would be justified. Requests for longer extensions of time (more than 30 days) will require greater justification.

Please provide a timeline setting out the work already completed in order to process this request. Where an extension of time has previously been granted, describe the work that was undertaken during that extended period. *

All 6 relevant documents were pulled from the Department's archives. 5 of these documents have been processed, but one final 1000 page document remains.

What work is required to finalise the request? *

The 1000 page document still needs to be processed, including redactions under the FOI Act.

Why is the request considered complex or voluminous? *

The applicant's request is considered voluminous as they are requesting s 22 [REDACTED]
[REDACTED] We found that this consists of 6 documents (2070 pages in total).

Do other agencies or parties have an interest in the request? *

N/A

Please describe the measures that would be taken to ensure a decision is made within the period of the requested extension and to keep the applicant informed of the progress of the request *

I will be ensuring that the final 1000 page document is processed this week so that the applicant does not have to wait no more than an additional 7 days past the expected due date.

Please provide a copy of the FOI applicant's original FOI request and any revisions to the scope of the FOI request. *

*Files you attach **must**:*

- be in *.pdf, *.docx, *.doc, *.txt, *.jpg, *.gif, *.png format
- be no more than five files
- in total be no larger than 20MB.

FOI request.pdf

If you have documents to attach to this form, please do so here:

*Files you attach **must**:*

- be in *.jpg, *.gif, *.png, *.pdf, *.doc, *.docx, *.txt, *.xls, *.xlsx format
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- in total be no larger than 20MB.

Request for extension (s 15AA).pdf

Submission

Submitting your request

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Please review the information that you have provided in your request. If you would like to change anything, you can return to the relevant section using the Go Back button.

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This request for an extension of time application will be provided to the person who lodged the FOI request.

A decision on your request will usually be provided within five working days. In certain circumstances the OAIC may need to consult with the FOI applicant or other affected parties. If this is the case, the extension may take longer to process.

The OAIC's processing of an EOT application may also take longer than five days if further information is required. It is important that agencies provide a complete application in the first instance. Incomplete EOT applications may result in an extension being denied. Incomplete EOT applications may result in an extension being denied.

47E(d)

§ 22

s 22

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Access to information and documents held by the Department of Veterans' Affairs (DVA)

Proof of identity may be required when requesting personal information.

Proof of relationship may be required when requesting personal information relating to another individual.

What documents are held by DVA?

If a veteran has lodged a claim with DVA then DVA will hold a file and the service records. The file will generally also hold the service medical records; however, in some cases these records may have been returned to the Department of Defence.

What documents are NOT held by DVA?

Service Records (or dossiers) from World War 1 and World War 2 are available from the National Archives of Australia. All other service and medical records can be obtained from the Department of Defence by the person concerned, outside of the legislative framework (administrative access to information).

This form should **not** be used to seek records from the Department of Defence. A separate application form is available from the Department of Defence at www.defence.gov.au.

Please contact:

Post: **Defence Archives**
PO Box 225
QUEENSLIFF VIC 3225

Phone: **1800 333 362**

Email: **ADF.records@defence.gov.au**

DVA Factsheets

For more information on accessing information held by DVA, and the privacy obligations of DVA, see the following factsheets:

FIP 01 Access to Information About You

FIP 02 Privacy

FIP 04 Confidentiality of Social Security (Centrelink) pension information.

Privacy Notice

Your personal information is protected by law, including the *Privacy Act 1988* (The Privacy Act). Your personal information may be collected by DVA for the delivery of government programs for war veterans, members of the Australian Defence Force, members of the Australian Federal Police and their dependants. Read more: [How DVA manages personal information](#).

Email: **information.access@dva.gov.au**

Post: **Information Access**
Department of Veterans' Affairs
GPO Box 9998
BRISBANE QLD 4001

Phone: **1800 555 254**

Part A

Documents or Information requested

Please use BLOCK LETTERS if you are filling this form in by hand.

1. Please describe as clearly as possible the documents or information you are seeking to access

s47E(d)

Part B

2. Surname*
3. Given name(s)*
4. Please provide at least one method of contacting you in writing

5. If you are requesting information about a DVA client, what is your relationship to the client (e.g. self, advocate, widow, next of kin)?

6. Applicant's signature*

**If you are requesting non-personal information*

Part C

Complete this Part if you are requesting access to

7. Surname
 8. Given name(s)
 9. Other name(s) by which the client may be known
 10. DVA File number
 11. Service number
 12. Branch of service
 13. Date of enlistment
 14. Date of discharge
 15. Date of birth
 16. Date of death (if applicable)
 17. Authority to request personal information
 18. Signature
-

S 22

Part D

Access Request

METHOD OF ACCESS

You may select the method of access most appropriate to your circumstances. If you do not make a selection, DVA will process your request outside of the legislative framework.

Please tick **one** box

- You can ask for access outside of the legislative framework to documents and information held by DVA.
☐ I would like to request administrative access to information.
- If you have an active* claim under the *Military Rehabilitation and Compensation Act 2004* (MRCA), you have a right to documents related to that claim.

*An active claim is a claim that has not yet been ultimately determined.

☐ I would like to request access under s 331 of the MRCA.

- If you have an active* claim under the *Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988* (DRCA), you have a right to documents related to that claim.

*An active claim is a claim that has not yet been ultimately determined.

☐ I would like to request access under s 59 of the DRCA.

- If you are seeking information or documents about yourself, you have a right to access the information or documents under Australian Privacy Principle (APP) 12, as set out in the Privacy Act.

☐ I would like to request access under APP 12.

- You have a right to request documents from DVA under the *Freedom of Information Act 1982* (the FOI Act)

☒ I would like to make a request under s 15 of the FOI Act.

Charges

Under the *Freedom of Information Act 1982* (the FOI Act), individuals who make an application for their own personal information will **not** be subject to fees or charges. All other FOI Act requests may be subject to charges. Requests under other access mechanisms will **not** be subject to fees or charges.

You will be notified if charges are payable in relation to your request.

MODE OF ACCESS

☒ Please forward a copy of the documents and information to me (the applicant)/my representative.

☐ Please arrange for me to inspect the documents.

SUBMITTING AN APPLICATION

By email: information.access@dva.gov.au

By Post: **Information Access**
Department of Veterans' Affairs
GPO Box 9998
BRISBANE QLD 4001

OFFICE USE ONLY

Date received / / Ref File Nos.

Comments

s 22

47E(d)



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An agency may apply to vary the extension if an earlier extension granted by the OAIC is insufficient, however the agency must explain what has changed since the initial extension of time request and provide reasons for why a variation to the extension is justified.

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Your personal information

We will handle your personal information in accordance with the Australian Privacy Principles.

If you have any questions about the personal information we collect and how we will handle your information, please contact the OAIC or see our privacy policy (<http://www.oaic.gov.au/privacy-policy-summary>) available on our website.

Before you start

To ensure you are using the correct form, please select one of the following options. *

- ☒ I am notifying of or requesting an extension of time
- ☐ I am requesting a review of an FOI decision
- ☐ I want to complain about the handling of my FOI request

I am submitting this notification or request on behalf of: *

- ☒ Australian Government Agency
- ☐ Minister

Agency details

- ☐ Administrative Appeals Tribunal
- ☐ Attorney-General's Department
- ☐ Australian Broadcasting Corporation
- ☐ Australian Federal Police
- ☐ Australian Prudential Regulation Authority
- ☐ Australian Securities and Investments Commission
- ☐ Australian Taxation Office
- ☐ Australian Transaction Reports and Analysis Centre (AUSTRAC)
- ☐ Comcare
- ☐ Commonwealth Ombudsman
- ☐ Department of Agriculture, Water and the Environment
- ☐ Department of Defence
- ☐ Department of Foreign Affairs and Trade
- ☐ Department of Health
- ☐ Department of Home Affairs
- ☐ Department of Industry, Science, Energy and Resources

- ☐ Department of the Prime Minister and Cabinet
- ☐ Department of Social Services
- ☐ Department of the Treasury
- ☒ Department of Veterans' Affairs
- ☐ Immigration Assessment Authority
- ☐ National Disability Insurance Agency
- ☐ Norfolk Island Regional Council
- ☐ Services Australia
- ☐ The Australian National University
- ☐ Other

FOI reference number

Please provide your internal FOI reference number for this notification or request: *

s47E(d)

Your details

Please note that we are unable to accept anonymous requests. You must provide an email or postal address so that we can send you notices.

Title

Mr

Given name *

Jeremy

Family name *

62329532

Preferred contact method (you must provide at least one contact method) *

Email

Phone

Post

Other

Email address * (please note the agency FOI email address)

information.access@dva.gov.au

Phone (daytime)

Include area code

Mobile

Postal address

Start typing full address here..

Other contact details (eg. fax or international address)

FOI applicant details

Is the FOI applicant *

an Individual	an Organisation
---------------	-----------------

Title

Given name *

Family name *

Preferred contact method *(you must provide at least one contact method)* *

Email	Phone	Post	Other
-------	-------	------	-------

Email address *

Phone (daytime)

Mobile

Postal address

Other contact details *(eg. fax or international address)*

Is the FOI applicant represented *

Yes	No
-----	----

Extension details

Please select the type of extension you are seeking *

- ☐ Extension of time notification with the agreement of the applicant (s 15AA)
- ☒ Extension of time to process complex or voluminous requests (s 15AB)
- ☐ Extension where decision not made within time (s 15AC)
- ☐ Extension where internal review decision not made within time (s 54D)
- ☐ Extension where amendment/annotation request not made in time (s 51DA)

Has the statutory time period for processing already run out? If so, an application will need to be made under s 15AC. *

Yes	No
-----	----

Date you received the FOI request *

Current date the decision is due *

s47E(d)

Requested length of extension (*number of days*)

30

New decision due date if extension granted *

s47E(d)

Did you approach the applicant for an extension of time under s 15AA

Yes

No

Please provide your internal reference, and/or the OAIC reference for this notification or request? *

s47E(d)

What was the outcome? Did the applicant raise any concerns? *

s47E(d)

Has the processing period been extended as a result of other statutory provisions, or are you considering such an extension? *
(For example, through consultation provisions or provisions about charges that impact on the statutory due date)

Yes

No

Has the applicant raised any concerns about delays?

If yes, please attach a copy of the correspondence received from the applicant. (see below for attaching files). *

Yes

No

Please also explain the reasons for the request and why an extension would be justified. Requests for longer extensions of time (more than 30 days) will require greater justification.

Please provide a timeline setting out the work already completed in order to process this request. Where an extension of time has previously been granted, describe the work that was undertaken during that extended period. *

On 47E(d) the FOI officer commenced document retrieval and analysis (redactions etc.)
Before COB 47E(d), the FOI officer requested a s15AA extension with the applicant.

What work is required to finalise the request? *

Redaction of the document bundle (approximately 2400 pages remaining) and drafting of the Decision Letter

Why is the request considered complex or voluminous? *

This request is considered complex or voluminous due to the size of the document bundle which totals over 3400 pages. Furthermore, these pages contain highly sensitive information 47E(d) which requires careful analysis of each page to ensure that 47E(d) documents are adequately redacted. The size of the bundle and possible redactions on each page mean that substantial time is required to finalise the matter.

Do other agencies or parties have an interest in the request? *

N/A

Please describe the measures that would be taken to ensure a decision is made within the period of the requested extension and to keep the applicant informed of the progress of the request *

Following the grant of an extension, redactions of the bundle would be completed within a week and the decision is expected to be finalised 2-3 weeks after the deadline. The applicant will be contacted via email to ensure that they remain up to date with the progress of the matter.

Please provide a copy of the FOI applicant's original FOI request and any revisions to the scope of the FOI request. *

Files you attach must:

- be in *.pdf, *.docx, *.doc, *.txt, *.jpg, *.gif, *.png format
- be no more than five files
- in total be no larger than 20MB.

s22 DVA FOI request.pdf

If you have documents to attach to this form, please do so here:

Files you attach must:

- be in *.jpg, *.gif, *.png, *.pdf, *.doc, *.docx, *.txt, *.xls, *.xlsx format
- be no more than five files
- in total be no larger than 20MB.

Submission

Submitting your request

You can save this form at any point and return to complete it within 3 days. If you do not submit your saved form within 3 days it will be permanently erased from the secure server.

Please review the information that you have provided in your request. If you would like to change anything, you can return to the relevant section using the Go Back button.

When you are ready to submit your form, click the Submit button below.

Once you submit your form, you will be taken to a confirmation page. This page will provide a receipt number for your submission, and you will be able to download a copy of your completed form or have a copy sent to an email address of your choice.

This request for an extension of time application will be provided to the person who lodged the FOI request.

A decision on your request will usually be provided within five working days. In certain circumstances the OAIC may need to consult with the FOI applicant or other affected parties. If this is the case, the extension may take longer to process.

The OAIC's processing of an EOT application may also take longer than five days if further information is required. It is important that agencies provide a complete application in the first instance. Incomplete EOT applications may result in an extension being denied. Incomplete EOT applications may result in an extension being denied.



Access to information and documents held by the Department of Veterans' Affairs (DVA)

Proof of identity may be required when requesting personal information.

Proof of relationship may be required when requesting personal information relating to another individual.

What documents are held by DVA?

If a veteran has lodged a claim with DVA then DVA will hold a file and the service records. The file will generally also hold the service medical records; however, in some cases these records may have been returned to the Department of Defence.

What documents are NOT held by DVA?

Service Records (or dossiers) from World War 1 and World War 2 are available from the National Archives of Australia. All other service and medical records can be obtained from the Department of Defence by the person concerned, outside of the legislative framework (administrative access to information).

This form should **not** be used to seek records from the Department of Defence. A separate application form is available from the Department of Defence at www.defence.gov.au.

Please contact:

Post: **Defence Archives**
PO Box 225
QUEENSLIFF VIC 3225

Phone: **1800 333 362**

Email: **ADF.records@defence.gov.au**

DVA Factsheets

For more information on accessing information held by DVA, and the privacy obligations of DVA, see the following factsheets:

FIP 01 Access to Information About You

FIP 02 Privacy

FIP 04 Confidentiality of Social Security (Centrelink) pension information.

Privacy Notice

Your personal information is protected by law, including the *Privacy Act 1988* (The Privacy Act). Your personal information may be collected by DVA for the delivery of government programs for war veterans, members of the Australian Defence Force, members of the Australian Federal Police and their dependants. Read more: [How DVA manages personal information](#).

Email: information.access@dva.gov.au

Post: **Information Access**
Department of Veterans' Affairs
GPO Box 9998
BRISBANE QLD 4001

Phone: **1800 555 254**

Part A

Documents or Information requested

Please use BLOCK LETTERS if you are filling this form in by hand.

1. Please describe as clearly as possible the documents or information you are seeking to access

s47E(d) s22

Part B

2. Surname*
3. Given name(s)*
4. Please provide at least one method of contacting you in writing

5. If you are requesting information about a DVA client, what is your relationship to the client (e.g. self, advocate, witness, next of kin)?

6. Applicant's signature*

**If you are requesting non-personal information*

Part C

Complete this Part if you are requesting

7. Surname
8. Given name(s)
9. Other name(s) by which the client is known
10. DVA File number
11. Service number
12. Branch of service
13. Date of enlistment
14. Date of discharge
15. Date of birth
16. Date of death (if applicable)
17. Authority to request personal information
18. Signature

47E(d)

METHOD OF ACCESS

You may select the method of access most appropriate to your circumstances. If you do not make a selection, DVA will process your request outside of the legislative framework.

Please tick **one** box

- You can ask for access outside of the legislative framework to documents and information held by DVA.
☐ I would like to request administrative access to information.
- If you have an active* claim under the *Military Rehabilitation and Compensation Act 2004* (MRCA), you have a right to documents related to that claim.

*An active claim is a claim that has not yet been ultimately determined.

☐ I would like to request access under s 331 of the MRCA.

- If you have an active* claim under the *Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988* (DRCA), you have a right to documents related to that claim.

*An active claim is a claim that has not yet been ultimately determined.

☐ I would like to request access under s 59 of the DRCA.

- If you are seeking information or documents about yourself, you have a right to access the information or documents under Australian Privacy Principle (APP) 12, as set out in the Privacy Act.

☐ I would like to request access under APP 12.

- You have a right to request documents from DVA under the *Freedom of Information Act 1982* (the FOI Act)

☒ I would like to make a request under s 15 of the FOI Act.

Charges

Under the *Freedom of Information Act 1982* (the FOI Act), individuals who make an application for their own personal information will **not** be subject to fees or charges. All other FOI Act requests may be subject to charges. Requests under other access mechanisms will **not** be subject to fees or charges.

You will be notified if charges are payable in relation to your request.

MODE OF ACCESS

- ☒ Please forward a copy of the documents and information to me (the applicant)/my representative.
- ☐ Please arrange for me to inspect the documents.

SUBMITTING AN APPLICATION

By email: information.access@dva.gov.au

By Post: **Information Access**
Department of Veterans' Affairs
GPO Box 9998
BRISBANE QLD 4001

OFFICE USE ONLY

Date received	<input type="text" value="/"/>	Ref	<input type="text"/>	File Nos.	<input type="text"/>
Comments	<input type="text"/>				
	<input type="text"/>				



IC Request Form – Agency extension of time for processing an FOI request

Getting started

About this form

The Office of the Australian Information Commissioner (OAIC) can grant extensions of time to agencies who are processing Freedom of Information requests.

This form can be used by agencies to request an extension of time to process an FOI request or to notify an agreed extension of time.

Please note that if an agency does not provide the Information Commissioner with adequate reasons, the extension of time request may be refused.

Further guidance and advice for agencies about extension of time for processing requests (<https://www.oaic.gov.au/freedom-of-information/guidance-and-advice/extension-of-time-for-processing-requests/>), including the details to be included in a request, is available on our website (<https://www.oaic.gov.au/>).

An agency may apply to vary the extension if an earlier extension granted by the OAIC is insufficient, however the agency must explain what has changed since the initial extension of time request and provide reasons for why a variation to the extension is justified.

You can save this form at any point and return to complete it within 3 days. If you do not submit your saved form within 3 days it will be permanently erased from the secure server.

PLEASE NOTE:

- To save your form, click on the **Save and Close** button at the top of this form.
- Refreshing your browser will clear any information that you have not saved. If you need to refresh your browser while completing this form and wish to keep your changes please save the form first.

This request may be subject to the *Freedom of Information Act 1982*.

This request for an extension of time application will be provided to the person who lodged the FOI request.

If you have any questions about making an extension of time request or have trouble completing this form please send an email to foidr@oaic.gov.au (mailto:foidr@oaic.gov.au?subject=IC%20Request%20Form%20%E2%80%93%20Agency%20extension%20of%20time%20for%20processing%20an%20FOI%20request) or call our enquiries line on 1300 363 992.

Your personal information

We will handle your personal information in accordance with the Australian Privacy Principles.

If you have any questions about the personal information we collect and how we will handle your information, please contact the OAIC or see our privacy policy (<http://www.oaic.gov.au/privacy-policy-summary>) available on our website.

Before you start

To ensure you are using the correct form, please select one of the following options. *

- ☒ I am notifying of or requesting an extension of time
- ☐ I am requesting a review of an FOI decision
- ☐ I want to complain about the handling of my FOI request

I am submitting this notification or request on behalf of: *

- ☒ Australian Government Agency
- ☐ Minister

Agency details

- ☐ Administrative Appeals Tribunal
- ☐ Attorney-General's Department
- ☐ Australian Broadcasting Corporation
- ☐ Australian Federal Police
- ☐ Australian Prudential Regulation Authority
- ☐ Australian Securities and Investments Commission
- ☐ Australian Taxation Office
- ☐ Australian Transaction Reports and Analysis Centre (AUSTRAC)
- ☐ Comcare
- ☐ Commonwealth Ombudsman
- ☐ Department of Agriculture, Water and the Environment
- ☐ Department of Defence
- ☐ Department of Foreign Affairs and Trade
- ☐ Department of Health
- ☐ Department of Home Affairs
- ☐ Department of Industry, Science, Energy and Resources

- ☐ Department of the Prime Minister and Cabinet
- ☐ Department of Social Services
- ☐ Department of the Treasury
- ☒ Department of Veterans' Affairs
- ☐ Immigration Assessment Authority
- ☐ National Disability Insurance Agency
- ☐ Norfolk Island Regional Council
- ☐ Services Australia
- ☐ The Australian National University
- ☐ Other

FOI reference number

Please provide your internal FOI reference number for this notification or request: *

s47E(d)

Your details

Please note that we are unable to accept anonymous requests. You must provide an email or postal address so that we can send you notices.

Title

Ms

Given name *

Jasmine

Family name *

s47E(c) / s47E(d)

Preferred contact method (you must provide at least one contact method) *

Email

Phone

Post

Other

Email address * (please note the agency FOI email address)

information.access@dva.gov.au

Phone (daytime)

Include area code

Mobile

Postal address

Start typing full address here..

Other contact details (eg. fax or international address)

FOI applicant details

Is the FOI applicant *

<input checked="" type="radio"/> an Individual	<input type="radio"/> an Organisation
--	---------------------------------------

Title

Given name *

Family name *

Preferred contact method *(you must provide at least one contact method)* *

<input checked="" type="radio"/> Email	<input type="radio"/> Phone	<input type="radio"/> Post	<input type="radio"/> Other
--	-----------------------------	----------------------------	-----------------------------

Email address *

Phone (daytime)

Mobile

Postal address

Other contact details *(eg. fax or international address)*

Is the FOI applicant represented *

<input type="radio"/> Yes	<input checked="" type="radio"/> No
---------------------------	-------------------------------------

Extension details

Please select the type of extension you are seeking *

- ☐ Extension of time notification with the agreement of the applicant (s 15AA)
- ☐ Extension of time to process complex or voluminous requests (s 15AB)
- ☒ Extension where decision not made within time (s 15AC)
- ☐ Extension where internal review decision not made within time (s 54D)
- ☐ Extension where amendment/annotation request not made in time (s 51DA)

Has the statutory time period for processing already run out? If not, an application will need to be made under s 15AB. *

Yes	No
-----	----

You are requesting an extension of time on the grounds that further time is needed to deal with the FOI request. You should continue to process an FOI request without waiting for a response to this extension of time request. The expiry of the timeframe allows an FOI applicant to seek Information Commissioner review; it does not remove the agency's or minister's obligation to process the request.

If a decision is provided to the FOI applicant prior to the OAIC making a decision on your extension of time request, please advise us in writing as soon as possible.

Date you received the FOI request *

Current date the decision is due *

Requested length of extension (*number of days*)

New decision due date if extension granted *

Did you approach the applicant for an extension of time under s 15AA

Yes	No
-----	----

Please provide your internal reference, and/or the OAIC reference for this notification or request? *

What was the outcome? Did the applicant raise any concerns? *

Has the processing period been extended as a result of other statutory provisions, or are you considering such an extension? *
(For example, through consultation provisions or provisions about charges that impact on the statutory due date)

Yes	No
-----	----

Has the applicant raised any concerns about delays?

If yes, please attach a copy of the correspondence received from the applicant. (see below for attaching files). *

Yes	No
-----	----

Please also explain the reasons for the request and why an extension would be justified. Requests for longer extensions of time (more than 30 days) will require greater justification.

Please provide a timeline setting out the work already completed in order to process this request. Where an extension of time has previously been granted, describe the work that was undertaken during that extended period. *

Request received 47E(d)
Notification received on 47E(d) from business area indicating Department unavailability due to international commemorative services until early May
Public holidays between 47E(d) (inclusive)
Telephone call on 47E(d) business area regarding same
15AA request sent to applicant on 47E(d)
Public Holiday 47E(d)
F/up with business area sent on 47E(d) - NIL response received
47E(d) telephone call with business area. Delegate handling the request 47E(d). New delegate will provide documents
47E(d) 15AB extension request submitted - 47E(d)
Documents received from business area 47E(d) - commenced reviewing.
Draft bundle and decision prepared and sent for QA

What work is required to finalise the request? *

The decision has been drafted and the bundle finalised. We are seeking a 15AC extension of time to allow for the decision to be sent.

Please describe the scope and complexity of the request. Please provide the number of documents at issue and the number of folios, as well as any complexity in the nature of those document *

Scope:

47E(d)
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Complexity of the request was due to the delays in receiving the documents as outlined above.

Do other agencies or parties have an interest in the request? *

No

Please describe the measures that would be taken to ensure a decision is made within the period of the requested extension and to keep the applicant informed of the progress of the request *

The decision has been drafted and the bundle finalised. We are seeking a 15AC extension of time to allow for the decision to be sent.

Please provide a copy of the FOI applicant's original FOI request and any revisions to the scope of the FOI request. *

Files you attach **must**:

- be in *.pdf, *.docx, *.doc, *.txt, *.jpg, *.gif, *.png format
- be no more than five files
- in total be no larger than 20MB.

DVA2a.pdf

If you have documents to attach to this form, please do so here:

Files you attach **must**:

- be in *.jpg, *.gif, *.png, *.pdf, *.doc, *.docx, *.txt, *.xls, *.xlsx format
- be no more than five files
- in total be no larger than 20MB.

Submission

Submitting your request

You can save this form at any point and return to complete it within 3 days. If you do not submit your saved form within 3 days it will be permanently erased from the secure server.

Please review the information that you have provided in your request. If you would like to change anything, you can return to the relevant section using the Go Back button.

When you are ready to submit your form, click the Submit button below.

Once you submit your form, you will be taken to a confirmation page. This page will provide a receipt number for your submission, and you will be able to download a copy of your completed form or have a copy sent to an email address of your choice.

This request for an extension of time application will be provided to the person who lodged the FOI request.

A decision on your request will usually be provided within five working days. In certain circumstances the OAIC may need to consult with the FOI applicant or other affected parties. If this is the case, the extension may take longer to process.

The OAIC's processing of an EOT application may also take longer than five days if further information is required. It is important that agencies provide a complete application in the first instance. Incomplete EOT applications may result in an extension being denied. Incomplete EOT applications may result in an extension being denied.



Access to information and documents held by the Department of Veterans' Affairs (DVA)

Proof of identity may be required when requesting personal information.

Proof of relationship may be required when requesting personal information relating to another individual.

What documents are held by DVA?

If a veteran has lodged a claim with DVA then DVA will hold a file and the service records. The file will generally also hold the service medical records; however, in some cases these records may have been returned to the Department of Defence.

What documents are NOT held by DVA?

Service Records (or dossiers) from World War 1 and World War 2 are available from the National Archives of Australia. All other service and medical records can be obtained from the Department of Defence by the person concerned, outside of the legislative framework (administrative access to information).

This form should **not** be used to seek records from the Department of Defence. A separate application form is available from the Department of Defence at www.defence.gov.au.

Please contact:

Post: **Defence Archives**
PO Box 225
QUEENSLIFF VIC 3225

Phone: **1800 333 362**

Email: **ADF.records@defence.gov.au**

DVA Factsheets

For more information on accessing information held by DVA, and the privacy obligations of DVA, see the following factsheets:

FIP 01 Access to Information About You

FIP 02 Privacy

FIP 04 Confidentiality of Social Security (Centrelink) pension information.

Privacy Notice

Your personal information is protected by law, including the *Privacy Act 1988* (The Privacy Act). Your personal information may be collected by DVA for the delivery of government programs for war veterans, members of the Australian Defence Force, members of the Australian Federal Police and their dependants. Read more: [How DVA manages personal information.](#)

Email: **information.access@dva.gov.au**

Post: **Information Access**
Department of Veterans' Affairs
GPO Box 9998
BRISBANE QLD 4001

Phone: **1800 555 254**

Part A

Documents or Information requested

Please use BLOCK LETTERS if you are filling this form in by hand.

1. Please describe as clearly as possible the documents or information you are seeking to access

s47E(d)

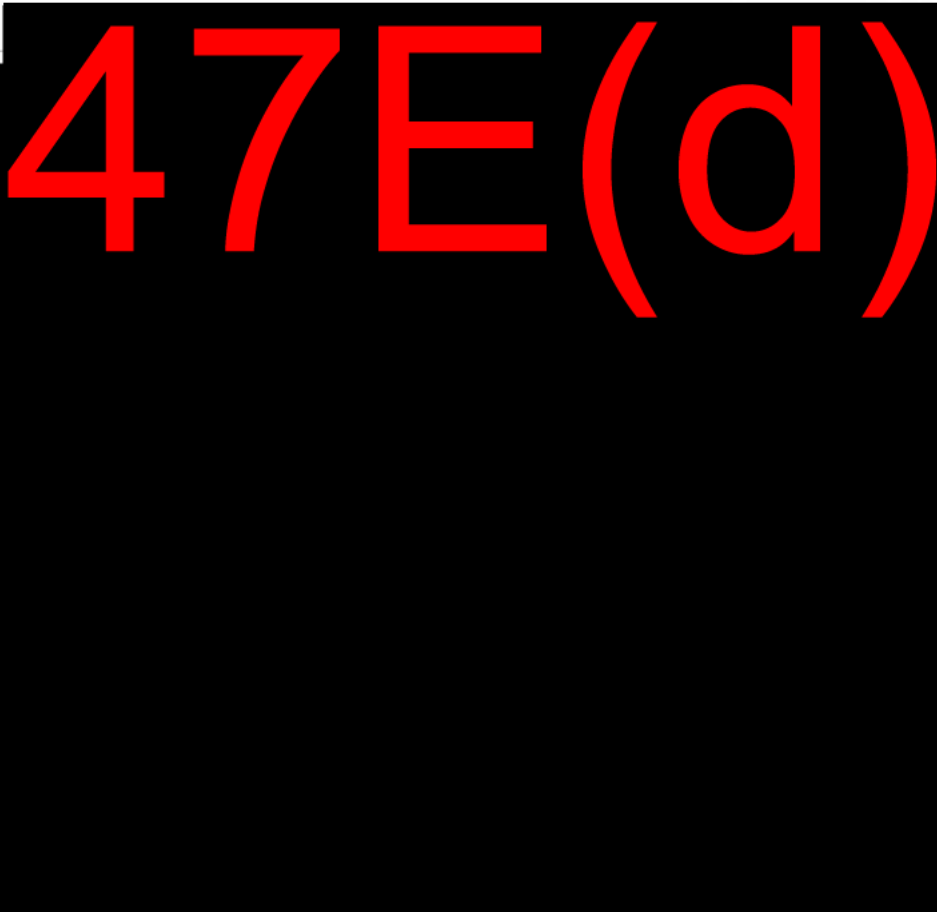
Part B

2. Surname*
3. Given name(s)*
4. Please provide at least one method of contacting you in writing

5. If you are requesting information about a DVA client, what is your relationship to the client (e.g. self, advocate, widow, next of kin)?

6. Applicant's signature*

**If you are requesting non-personal information*



Part C

About the DVA Client

Complete this Part if you are requesting access to information about a DVA client (including if the information is about you)

7. Surname	<input type="text"/>
8. Given name(s)	<input type="text"/>
9. Other name(s) by which the client may be known	<input type="text"/>
10. DVA File number	<input type="text"/>
11. Service number	<input type="text"/>
12. Branch of service	<input type="text"/>
13. Date of enlistment	<input type="text" value="/ /"/>
14. Date of discharge	<input type="text" value="/ /"/>
15. Date of birth	<input type="text" value="/ /"/>
16. Date of death (if applicable)	<input type="text" value="/ /"/> OR <input type="checkbox"/> N/A
17. Authority to request personal information	<p>I, the DVA client above (or a person with appropriate authority), authorise the applicant at Part B to request the information at Part A that relates to me. I authorise DVA to deal with the applicant with regard to my information.</p>
18. Signature	<div><div></div><div>Date <input type="text" value="/ /"/></div></div>

METHOD OF ACCESS

You may select the method of access most appropriate to your circumstances. If you do not make a selection, DVA will process your request outside of the legislative framework.

Please tick **one** box

- You can ask for access outside of the legislative framework to documents and information held by DVA.
☒ I would like to request administrative access to information.
- If you have an active* claim under the *Military Rehabilitation and Compensation Act 2004* (MRCA), you have a right to documents related to that claim.

*An active claim is a claim that has not yet been ultimately determined.

☐ I would like to request access under s 331 of the MRCA.

- If you have an active* claim under the *Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988* (DRCA), you have a right to documents related to that claim.

*An active claim is a claim that has not yet been ultimately determined.

☐ I would like to request access under s 59 of the DRCA.

- If you are seeking information or documents about yourself, you have a right to access the information or documents under Australian Privacy Principle (APP) 12, as set out in the Privacy Act.

☐ I would like to request access under APP 12.

- You have a right to request documents from DVA under the *Freedom of Information Act 1982* (the FOI Act)

☐ I would like to make a request under s 15 of the FOI Act.

Charges

Under the *Freedom of Information Act 1982* (the FOI Act), individuals who make an application for their own personal information will **not** be subject to fees or charges. All other FOI Act requests may be subject to charges. Requests under other access mechanisms will **not** be subject to fees or charges.

You will be notified if charges are payable in relation to your request.

MODE OF ACCESS

☐ Please forward a copy of the documents and information to me (the applicant)/my representative.

☐ Please arrange for me to inspect the documents.

SUBMITTING AN APPLICATION

By email: **information.access@dva.gov.au**

By Post: **Information Access
Department of Veterans' Affairs
GPO Box 9998
BRISBANE QLD 4001**

OFFICE USE ONLY

Date received / / Ref File Nos.

Comments



IC Request Form – Agency extension of time for processing an FOI request

Getting started

About this form

The Office of the Australian Information Commissioner (OAIC) can grant extensions of time to agencies who are processing Freedom of Information requests.

This form can be used by agencies to request an extension of time to process an FOI request or to notify an agreed extension of time.

Please note that if an agency does not provide the Information Commissioner with adequate reasons, the extension of time request may be refused.

Further guidance and advice for agencies about extension of time for processing requests (<https://www.oaic.gov.au/freedom-of-information/guidance-and-advice/extension-of-time-for-processing-requests/>), including the details to be included in a request, is available on our website (<https://www.oaic.gov.au/>).

An agency may apply to vary the extension if an earlier extension granted by the OAIC is insufficient, however the agency must explain what has changed since the initial extension of time request and provide reasons for why a variation to the extension is justified.

You can save this form at any point and return to complete it within 3 days. If you do not submit your saved form within 3 days it will be permanently erased from the secure server.

PLEASE NOTE:

- To save your form, click on the **Save and Close** button at the top of this form.
- Refreshing your browser will clear any information that you have not saved. If you need to refresh your browser while completing this form and wish to keep your changes please save the form first.

This request may be subject to the *Freedom of Information Act 1982*.

This request for an extension of time application will be provided to the person who lodged the FOI request.

If you have any questions about making an extension of time request or have trouble completing this form please send an email to foidr@oaic.gov.au (mailto:foidr@oaic.gov.au?subject=IC%20Request%20Form%20%E2%80%93%20Agency%20extension%20of%20time%20for%20processing%20an%20FOI%20request) or call our enquiries line on 1300 363 992.

Your personal information

We will handle your personal information in accordance with the Australian Privacy Principles.

If you have any questions about the personal information we collect and how we will handle your information, please contact the OAIC or see our privacy policy (<http://www.oaic.gov.au/privacy-policy-summary>) available on our website.

Before you start

To ensure you are using the correct form, please select one of the following options. *

- ☒ I am notifying of or requesting an extension of time
- ☐ I am requesting a review of an FOI decision
- ☐ I want to complain about the handling of my FOI request

I am submitting this notification or request on behalf of: *

- ☒ Australian Government Agency
- ☐ Minister

Agency details

- ☐ Administrative Appeals Tribunal
- ☐ Attorney-General's Department
- ☐ Australian Broadcasting Corporation
- ☐ Australian Federal Police
- ☐ Australian Prudential Regulation Authority
- ☐ Australian Securities and Investments Commission
- ☐ Australian Taxation Office
- ☐ Australian Transaction Reports and Analysis Centre (AUSTRAC)
- ☐ Comcare
- ☐ Commonwealth Ombudsman
- ☐ Department of Agriculture, Water and the Environment
- ☐ Department of Defence
- ☐ Department of Foreign Affairs and Trade
- ☐ Department of Health
- ☐ Department of Home Affairs
- ☐ Department of Industry, Science, Energy and Resources

- ☐ Department of the Prime Minister and Cabinet
- ☒ Department of Social Services
- ☐ Department of the Treasury
- ☐ Department of Veterans' Affairs
- ☐ Immigration Assessment Authority
- ☐ National Disability Insurance Agency
- ☐ Norfolk Island Regional Council
- ☐ Services Australia
- ☐ The Australian National University
- ☐ Other

FOI reference number

Please provide your internal FOI reference number for this notification or request: *

s47E(d)

Your details

Please note that we are unable to accept anonymous requests. You must provide an email or postal address so that we can send you notices.

Title

Mr

Given name *

Brett

Family name *

Position Number 62258141

Preferred contact method (you must provide at least one contact method) *

Email

Phone

Post

Other

Email address * (please note the agency FOI email address)

information.access@dva.gov.au

Phone (daytime)

Include area code

Mobile

Postal address

Start typing full address here..

Other contact details (eg. fax or international address)

FOI applicant details

Is the FOI applicant *

<input checked="" type="radio"/> an Individual	<input type="radio"/> an Organisation
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Title

Given name *

Family name *

Preferred contact method *(you must provide at least one contact method)* *

<input checked="" type="radio"/> Email	<input type="radio"/> Phone	<input type="radio"/> Post	<input type="radio"/> Other
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Email address *

Phone (daytime)

Mobile

Postal address

Other contact details *(eg. fax or international address)*

Is the FOI applicant represented *

<input type="radio"/> Yes	<input checked="" type="radio"/> No
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Extension details

Please select the type of extension you are seeking *

- ☐ Extension of time notification with the agreement of the applicant (s 15AA)
- ☐ Extension of time to process complex or voluminous requests (s 15AB)
- ☒ Extension where decision not made within time (s 15AC)
- ☐ Extension where internal review decision not made within time (s 54D)
- ☐ Extension where amendment/annotation request not made in time (s 51DA)

Has the statutory time period for processing already run out? If not, an application will need to be made under s 15AB. *

Yes	No
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You are requesting an extension of time on the grounds that further time is needed to deal with the FOI request. You should continue to process an FOI request without waiting for a response to this extension of time request. The expiry of the timeframe allows an FOI applicant to seek Information Commissioner review; it does not remove the agency's or minister's obligation to process the request.

If a decision is provided to the FOI applicant prior to the OAIIC making a decision on your extension of time request, please advise us in writing as soon as possible.

Date you received the FOI request *

Current date the decision is due *

Requested length of extension (*number of days*)

New decision due date if extension granted *

Did you approach the applicant for an extension of time under s 15AA

Yes	No
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Why did you decide not to approach the applicant for an extension of time under s 15AA *

The original request for information was sent to the 47E(d) team within DVA instead of to the information access unit on the 47E(d). The email request was the forwarded to an officer of the Information Access Unit's 47E(d). 47E(d) The office forwarded the request on 3 June requesting the matter be registered in LEX. The matter was not registered in LEX until 47E(d), the due date of the matter. As it was not feasible to meet the statutory time frame of the request, The matter deemed at close of business 47E(d).

Has the processing period been extended as a result of other statutory provisions, or are you considering such an extension? *
(For example, through consultation provisions or provisions about charges that impact on the statutory due date)

Yes	No
-----	----

Has the applicant raised any concerns about delays?

If yes, please attach a copy of the correspondence received from the applicant. (see below for attaching files). *

Yes	No
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Please also explain the reasons for the request and why an extension would be justified. Requests for longer extensions of time (more than 30 days) will require greater justification.

Please provide a timeline setting out the work already completed in order to process this request. Where an extension of time has previously been granted, describe the work that was undertaken during that extended period. *

47E(d) - Matter registered in LEX
47E(d) - Acknowledgement email sent to applicant
47E(d) - Matter allocated to information access officer to commence initial search

What work is required to finalise the request? *

- Complete a thorough search of departmental record keeping systems
- Search minutes to relevant business areas to conduct additional searches of departmental systems
- Compilation of all material within scope into document bundle
- Material inspected and checked for any exemptions that may apply
- Redactions to any exempt material
- Draft decision letter
- Release document bundle and decision letter to applicant
- Update appropriate internal records and file decision accordingly

Please describe the scope and complexity of the request. Please provide the number of documents at issue and the number of folios, as well as any complexity in the nature of those document *

N/A - documents yet to be located

Do other agencies or parties have an interest in the request? *

No - This is a personal information request that is specific to the applicant

Please describe the measures that would be taken to ensure a decision is made within the period of the requested extension and to keep the applicant informed of the progress of the request *

An acknowledgement letter has been sent to the applicant providing the information access unit's direct contact details should they wish to seek an update. The department will ensure the applicant is kept informed as to the progress of the request via email. For example, if the 15AC extension is granted. The department will make all possible efforts to finalise the matter as as possible within the 30 day extension if granted.

Please provide a copy of the FOI applicant's original FOI request and any revisions to the scope of the FOI request. *

Files you attach **must**:

- be in *.pdf, *.docx, *.doc, *.txt, *.jpg, *.gif, *.png format
- be no more than five files
- in total be no larger than 20MB.

FW FOI request - s22 [SEC=OFFICIAL].pdf

If you have documents to attach to this form, please do so here:

Files you attach **must**:

- be in *.jpg, *.gif, *.png, *.pdf, *.doc, *.docx, *.txt, *.xls, *.xlsx format
- be no more than five files
- in total be no larger than 20MB.

Submission

Submitting your request

You can save this form at any point and return to complete it within 3 days. If you do not submit your saved form within 3 days it will be permanently erased from the secure server.

Please review the information that you have provided in your request. If you would like to change anything, you can return to the relevant section using the Go Back button.

When you are ready to submit your form, click the Submit button below.

Once you submit your form, you will be taken to a confirmation page. This page will provide a receipt number for your submission, and you will be able to download a copy of your completed form or have a copy sent to an email address of your choice.

This request for an extension of time application will be provided to the person who lodged the FOI request.

A decision on your request will usually be provided within five working days. In certain circumstances the OAIC may need to consult with the FOI applicant or other affected parties. If this is the case, the extension may take longer to process.

The OAIC's processing of an EOT application may also take longer than five days if further information is required. It is important that agencies provide a complete application in the first instance. Incomplete EOT applications may result in an extension being denied. Incomplete EOT applications may result in an extension being denied.