

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 mailed in on the 5th of May however the area where mailed in requests are kept was not reviewed until 8 July. Team was notified of allocation on 8 July with case with QA on the 12th.

What work is required to finalise the request? *

Final QA check after initial QA feedback addressed, should be done by COB today 14-7-2022

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 *

Not complex, 870 pages in total

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 *

have already called the applicant and apologised for the delay. Decision is to be sent today with 15AC completed in order to provide applicant review rights.

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.

Information Access - Request for Information - s 22 ...

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.



Australian Government
Department of Veterans' Affairs

Information Access Application Form

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 personal information

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



Australian Government
Office of the Australian
Information Commissioner

Reference code: 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.

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: *

s 22

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

Mrs

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 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 *

06 May 2022

Current date the decision is due *

06 Jun 2022

Requested length of extension (*number of days*)

39

New decision due date if extension granted *

15 Jul 2022

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 *

Request was already deemed

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 was not located till after statutory time frames had passed and was registered on 7 July 2022
request has been registered, ack email sent, reviewed documents held, searches conducted information located,
redaction applied and will be released today
I have contacted requester and advised that we will be releasing these documents today via email.

What work is required to finalise the request? *

None - Request will be released today to requester

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 *

No complexity, request was not received into the information access mail box for processing until after deemed.

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 *

Request will be released today to the requester

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.

Information Access - Request for Information - s 22

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.

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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.



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**
P0 Box 225
QUEENSCLIFF 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**About the Applicant**

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

S 22

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

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



Australian Government
Office of the Australian
Information Commissioner

Reference code: **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.

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: *

s 22

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

Mrs

Given name *

Marilene

Family name *

62211035

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

FOI representative details

Business name of applicant representative (if any)

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)

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 *

31 Mar 2022

Current date the decision is due *

04 May 2022

Requested length of extension (*number of days*)

3

New decision due date if extension granted *

04 May 2022

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 *

There was an oversight in the part of the delegate to advise the advocate and the OAIC. The oversight was due to the delegate being 47E(d) 02 May 2022. Even though a decision was made on the 04 May 2022, an oversight was done to inform the OAIC of the 15AC.

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. *

31 March 2022 - FOI request received by Information Access Unit/DVA
 06 April 2022 - Acknowledgement letter sent to applicant, s22
 11 April 2022 - Case was reassigned to myself.
 12 April 2022 - 47E(d) and also started combining documents as requested by applicant.
 02 May 2022 - Draft Decision Letter and Information Bundle prepared for checking.
 03 May 2022 - Further amendments to the decision letter and information Bundle.
 04 May 2022 - Information bundle was sent to s 22

What work is required to finalise the request? *

N/A. Information bundle sent to s 22 04 May 2022.

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 *

Applicant has requested 47E(d).
 There was a total of 163 pages of information bundle 47E(d)

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

No as this is a personal 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 *

N/A. The information bundle was sent on the 04 May 2022.

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 s 22 .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)



Australian Government
Office of the Australian
Information Commissioner

Reference code: **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.

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: *

s 22

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(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 *

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 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 *

25 Mar 2022

Current date the decision is due *

24 May 2022

Requested length of extension (*number of days*)

30

New decision due date if extension granted *

23 Jun 2022

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? *

s 22

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

No concerns raised at the time of seeking a 15AA extension.

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 25 March 2022
 Notification received on 14 April 2022 from business area indicating Department unavailability due to international commemorative services until early May
 Public holidays between 15-18 April (inclusive)
 Telephone call on 19 April 2022 with business area
 15AA request sent to applicant on 19 April 2022
 Public Holiday 25 April 2022
 F/up with business area sent on 10 May 2022 - NIL response received
 16 May 2022 telephone call with business area. Delegate handling the request 47E(d) . New delegate will provide documents
 20 May 2022 15AB extension request submitted - rejected on 24 May 2022.
 Documents received from business area 20 May 2022 - commenced reviewing.
 Draft bundle and decision prepared and sent for QA
 Business area review of draft release bundle on 1 June 2022 for any further sensitivities

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 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 *

The scope of the request was for 47E(d) . The complexity of the request was due to the delays in receiving the documents.

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 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.

DVA3a.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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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
QUEENSCLIFF 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: www.privacy.gov.au

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)

FOIREQ22/00271 279

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.

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

☐ 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.

☐ 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	<div>/ /</div>	Ref		File Nos.	
Comments					