



**Australian Government**  
**Department of Social Services**

## Review rights

### Internal Review

Section 54 of the FOI Act gives you the right to apply for an internal review of this decision. The internal review is conducted by a different person than the one who made the original decision.

If you wish to seek an internal review of our decision, you can apply in writing within 30 days of receiving the department's decision. In your request, clearly state why the decision should be reviewed to assist the person conducting the internal review.

Requests for internal review can be sent to:

Email: [foi@dss.gov.au](mailto:foi@dss.gov.au)

Post: Freedom of Information  
Department of Social Services  
GPO Box 9820  
CANBERRA ACT 2601

### External Review

Section 54L of the FOI Act gives you the right to apply directly to the Office of the Australian Information Commissioner (OAIC) to seek a review of this decision.

If you wish to have the decision reviewed by the OAIC, you can apply in writing within 60 days of receiving the department's decision. Applications can be made via their website at [www.oaic.gov.au](http://www.oaic.gov.au) using their [Review Application Form](#). Alternatively, requests for external review can be sent to:

Email: [foidr@oaic.gov.au](mailto:foidr@oaic.gov.au)

Post: Director of FOI Dispute Resolution  
GPO Box 5218  
Sydney NSW 2001

### Complaints

If you are dissatisfied with how your FOI request was handled, you may:

- contact the department at [complaints@dss.gov.au](mailto:complaints@dss.gov.au) detailing your concerns.

Should you wish to take your complaint further, you can:

- submit a complaint to the OAIC via their website at [www.oaic.gov.au](http://www.oaic.gov.au) using their [FOI complaint form](#), or at the OAIC email and postal addresses above.
- make a complaint to the Commonwealth Ombudsman by telephone (1300 362 072 ) or via their website at [www.ombudsman.gov.au/contact-us](http://www.ombudsman.gov.au/contact-us).