

**This guide is intended to assist Foster and Kinship carers (carers) understand the Freedom of Information application and review processes.**

The [Freedom of Information Act 1991 \(SA\)](#) (FOI Act) outlines the circumstances in which people can obtain documents held by government agencies. The purpose of the Act is to help keep government open and accountable in its dealings by ensuring information about its operation is available to members of the public.

As a carer, if the Department for Child Protection (DCP) holds documents that you wish to access, you can apply to the DCP under the FOI Act and request them. This Carer Guide sets out when you might like to request information and how to do this.

A \$42 fee applies to FOI applications. If you hold a current concession card or can show that paying this fee would cause you financial hardship, then the DCP must waive or reduce or refund the application fee. You will require some evidence to show this, for example, a photocopy of the relevant concession card, a Centrelink letter or bank statements.

It is important to note you cannot request documents from the Commissioner for Children and Young People, the Commissioner for Aboriginal Children and Young People, or the Guardian for Children and Young People. This Carer Guide sets out the process for FOI applications to the DCP only.

### **Step 1: Work out exactly what information you need**

Depending on what kind of document you need from the DCP, you might not need to apply through FOI. It is important to work out exactly what type of document you need: whether it is personal, not personal, or if it is to amend your details with DCP. If you are unsure which category is applicable, please contact the team at Connecting Foster & Kinship Carers SA (CF&KC-SA) for assistance.

#### **CARER INPUT:**

##### **Personal documents**

If the records you are looking for are *personal*, then you should apply using the DCP Freedom of Information application form, accessible at the following website:

<https://www.childprotection.sa.gov.au/research-and-publications/freedom-information/accessing-information-and-foi>

##### **Not personal documents**

If the records you are looking for are *not personal*, then you should first check the DCP public disclosure log in case anyone else has already requested this information.

All the non-personal information previously released is available at this log on the DCP website:

[www.childprotection.sa.gov.au/research-and-publications/freedom-information/disclosure-logs](http://www.childprotection.sa.gov.au/research-and-publications/freedom-information/disclosure-logs)

#### Amending documents

If you are looking to amend documents, for example if they are incomplete, incorrect, misleading or out-of-date, it is suggested you complete the application to amend agency documents form, accessible at the following website:

<https://www.childprotection.sa.gov.au/research-and-publications/freedom-information/accessing-information-and-foi>

Examples of when you might need to amend your personal records include if the document contains information about your personal affairs and that information is in your opinion incomplete, incorrect, out-of-date or misleading.

FOI applications can be made via email to [DCP.FOI@sa.gov.au](mailto:DCP.FOI@sa.gov.au) or via Australia Post to the address below:

Freedom of Information Team  
Department for Child Protection  
Ground Floor, Building 2  
300 Richmond Road  
Netley SA 5037

#### **Step 2: FOI Process**

Once you have submitted your application, an accredited FOI business support officer will send you a written acknowledgement that it has been received. The FOI officer will determine whether the application is valid. It must be in writing, state that it is made under the FOI Act, provide an address for correspondence, and include information needed to identify the document/s sought. The FOI team will request verification of your identity due to the nature of the documents held by the Department.

If your application is invalid, the FOI office must contact you to discuss your application and request any additional supporting documents. If you do not provide the required documents within 14 days then the application will be closed.

If it is valid, the application must be dealt with as soon as practicable (no later than 30 days) after it is received. This 30 day period can be extended if a large quantity of documents is requested or if consultation is required. The DCP must provide you with notice of this in writing within 20 days of the application being received. The extension must be for a reasonable period of time given the particular circumstances of the request.

After considering your application, the DCP will provide you with a determination in writing, called a "notice of determination". This will include:

- whether or not access to the document will be given/the document will be amended; and
- the fees payable for the application.

If the DCP has not determined an application within 30 days or after extending the application period, they are taken to have refused access. However, they can give access after the 30 day or extended period has lapsed: section 19(2a) FOI Act.

**Please note:** There may be additional fees and charges applicable. FOI can therefore become quite an expensive process, so please contact CF&KC-SA for information and support before making an application.

### **Step 3: How you can access the document**

If your request entails gaining access to documents, it is important to note that access to a document can be granted in a number of ways, including:

- providing you an opportunity to inspect the document;
- giving you a copy;
- making arrangements to view photos or videos;
- providing a written transcript of words recorded in the document or;
- reproducing a document.

If you request a document be provided to you in a particular way, the DCP must provide it in that format unless it would be excessively time-consuming for them, or for other reasons set out in the FOI Act.

### **Step 4: If access is refused**

The DCP can refuse access to a document for a number of reasons, primarily if it is an 'exempt document', meaning that it not available for FOI requests.

Exempt documents include:

- Documents that affect the personal affairs of another person. This category includes information about individuals presently under the age of 18 years, the disclosure of which would be unreasonable considering the need to protect the person's welfare;
- Internal working documents of an agency (but NOT if it 'merely consists of matter that appears in an agency's policy document, or factual or statistical material);
- Documents relating to the judicial functions of a court or tribunal;
- Documents containing confidential material.

If the DCP can delete or redact the exempt material from the document, then they can't refuse to provide access so long as you have indicated that you would want to be given access to such a copy.

The DCP can also *defer* access to a document in a number of specific circumstances, for example if it is required by law to be published and is about to be published or if it is about to be presented to Parliament.

**Please note:** Make sure that on your application you include that you would accept a document with exempt information that has been deleted or redacted.

### **Step 5: Internal Review**

If your application is refused or you are otherwise aggrieved by the outcome, you have the right to a review of the decision under section 29 (accessing documents) or section 38 (amending records) of the FOI Act. The Chief Executive of the DCP is responsible for determining an Internal Review application and they can confirm, vary or reverse the determination under review.

You must apply for an internal review within 30 days after you were notified of the determination. Your application must be in writing and addressed to the Chief Executive of the DCP. You must also provide an address for notices to be sent.

Applying for an internal review entails an additional \$39.00 fee. If the determination is varied or reversed by the reviewer, this fee must be refunded to you.

If a determination has not been made 14 days after the review application is received by the agency, it is taken to have confirmed the original decision.

**Please note:** Make sure you are aware of time considerations for an internal review. You must undertake an internal review with the DCP before going to external review.

### **Step 6: External Review**

Following an internal review, you have options to seek a review of the decision with the Ombudsman or the South Australian Civil and Administrative Appeals Tribunal (SACAT).

#### **Ombudsman review**

Division 1, section 39 of the FOI Act allows for a party to seek a review of the decision from the Ombudsman.

After your internal review you have 30 days to contact the Ombudsman to seek an external review. The Ombudsman can extend this time requirement if appropriate.

The Ombudsman has the power to confirm, vary or reverse the determination the subject of the review under section 39(11) of the FOI Act.

The Ombudsman can carry out an investigation into the subject matter of the application. If it appears that the DCP has failed to properly sort out or compile documents relevant to the review, or to undertake consultations relevant to the review that should have been undertaken, it can require DCP to compile documents or undertake consultations or attend at a time and place to sort and compile said documents.

The Ombudsman may try to facilitate a settlement between the parties to a review at any time during the review and suspend proceedings at any time to allow an opportunity for settlement to be negotiated.

**Please note:** For further information about the Ombudsman process, refer to our Ombudsman Carer Guide, available on the CF&KC-SA website.

#### SACAT review

Division 2 section 40 of the FOI Act allows for a party to seek a review at SACAT.

Following either the internal review or the Ombudsman review, you have 30 days to apply to SACAT to review the decision under section 34 of the SACAT Act.

SACAT will examine the information that was available at the time of the original decision as well as consider any further evidence that it deems relevant. The Tribunal will rehear the matter with a view to reaching the correct or preferable decision.

It is important to note section 40(4) of the FOI Act stipulates that if a party lodges a review application with the Ombudsman, a SACAT review cannot be commenced until a decision is made by the Ombudsman. In addition, once a SACAT review has commenced, it bars any review being lodged with the Ombudsman.

**Please note:** For further information about the SACAT process, refer to our Reviewable Decisions and SACAT Carer Guides, available on the CF&KC-SA website.

For more information, or to discuss your personal circumstances, please contact us:

**Email:** [support@cfc-sa.org.au](mailto:support@cfc-sa.org.au)

**Freecall:** 1800 732 272

You can contact the DCP's FOI officer:

**Email:** [DCP.FOI@sa.gov.au](mailto:DCP.FOI@sa.gov.au)

**Freecall:** 8226 4399

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