

**FREEDOM OF INFORMATION ACT 1991**  
**YOUR RIGHTS TO REVIEW**

**INTERNAL REVIEW**

If you are dissatisfied or concerned with the decision of this Agency regarding access to documents or the request for amendment to your personal records, you can apply for an Internal Review of that decision.

To apply for an Internal Review you may do so online at [SA.GOV.AU - Make a freedom of information request \(www.sa.gov.au\)](http://SA.GOV.AU - Make a freedom of information request (www.sa.gov.au)). The application must be lodged within 30 days after being notified of the decision. The following information is provided to assist you once you have accessed the on-line Form – The second screen is titled 'Request details' – choose 'Review an FOI determination I received from an agency (internal review)' and follow the prompts. The 'Application ID/Reference number' is the number you were allocated at the time you lodged the original FOI application.

The Agency will undertake the Internal Review and advise you of its decision within 14 days of receipt of the application.

Where the decision was made by the Minister or Principal Officer of the Agency, you are unable to request an Internal Review but you can apply for an External Review by the Ombudsman, or the South Australian Civil and Administrative Tribunal.

You are unable to apply for an Internal Review regarding a decision to extend the time limit for dealing with an application but you can apply for an External Review.

**EXTERNAL REVIEW BY THE OMBUDSMAN**

If the Agency does not deal with your Internal Review application within 14 calendar days (or you remain unhappy with the outcome of the Internal Review) you are entitled to an External Review by the Ombudsman SA.

You may also request an External Review by the Ombudsman if you have no right to an Internal Review.

The application for review by the Ombudsman should be lodged within 30 days after the date of a determination. The Ombudsman's Office, at their discretion, may extend this time limit.

Investigations by the Ombudsman are free. Further information is available from the Office of the Ombudsman by telephone on 8226 8699 or toll free 1800 182 150 (within SA).

**REVIEW BY THE SOUTH AUSTRALIAN CIVIL AND ADMINISTRATIVE TRIBUNAL (SACAT)**

If you are still dissatisfied with the decision made by this Agency after an Internal Review or after a review by the Ombudsman, you can request a review from SACAT.

You must exercise your right of review to SACAT within 30 calendar days after being advised of the determination or the results of any other Internal or Ombudsman Review. Any costs will be determined by SACAT, where applicable. For more information, contact;

South Australian Civil and Administrative Tribunal (SACAT)  
Phone: 1800 723 767  
Email: [sacat@sacat.sa.gov.au](mailto:sacat@sacat.sa.gov.au)