



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: [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.

- Please describe as clearly as possible the documents or information you are seeking to access**

Part B**About the Applicant**

2. Surname*

3. Given name(s)*

4. Please provide at least one method of contacting you in writing

Email address

Postal address (optional but must be an Australian address)

POSTCODE

Phone (optional)

[]

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*

Date

*If you are requesting non-personal information, the details at **Questions 2, 3 and 6** are optional

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

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) OR N/A

17. Authority to request personal information

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.

18. Signature

Date

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