

Fees & Charges

When you make a request under the **Freedom of Information Act 1982** (the Act) to the Department of Human Services (the department) you may be required to pay certain fees and charges.

The application fee

To make a request to access information, you may either contact the Corporate Integrity, Information and Resolutions unit (CIIRu) directly (03) [9096-8449](tel:9096-8449) to have an application form sent to you, or you can write a letter outlining the details of your request. To ensure that your request is valid it must be accompanied with an application fee of \$23.40.

The \$23.40 application fee can be sent as a cheque or money order made payable to the Department of Human Services. The application fee is GST free.

Can the application fee be waived?

The application fee may be waived if payment is likely to cause hardship. If the payment of the application fee is likely to cause you hardship, you must provide evidence of hardship. In most cases a copy of a Current Health Care Card or Pension Benefit Card will be sufficient.

The application fee will be waived if you are a former ward of the state and you want access to your own information.

Are there other charges that might apply to my FOI request?

There is provision in the Act for the department to charge, where reasonable, for access to documents. Access charges may apply depending on the nature of the request and could include:

- Search fees - \$20 per hour
- Photocopying – 20c per page
- Providing written transcripts of a recorded document - \$20 per hour
- Supervising an inspection of documents - \$5 per quarter hour.

If the access charges are more than \$50, you will be required to pay a deposit. In this case the department will notify you in writing. You can then choose whether to proceed with your request and pay the deposit or withdraw your request.

Please note: Access charges do not apply for FOI requests regarding your own information.

Where to send your application

FOI requests and the application fee should be sent to:

Corporate Integrity, Information and Resolutions unit
Department of Human Services
[GPO Box 4057](#)
[Melbourne VIC 3001](#)

For further details about the fees and charges, please feel free to contact CIIRu directly on (03) [9096-8449](tel:9096-8449).

This Fact Sheet was created for information purposes only by the CIIR Unit of the Department of Human Services. It is not a replacement for independent legal advice.

