

Community Services 'Dfj UWh7 ca d`Ujbh Internal Review Application Form

This is an application for review of conduct under section 53 of the *Privacy and Personal Information Protection Act 1998* (the PPIP Act) or the *Health Records and Information Privacy Act 2002*.

You can simply write a letter if you would prefer not to use this form.

1.	Your full name:
2.	Your postal address:
3.	<p>If you are complaining on behalf of someone else, write their full name here:</p> <p>What is your relationship to this other person (eg. parent)?</p> <p>Is the other person capable of making the complaint him or herself?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> I'm not sure</p>
4.	<p>What is the specific conduct¹ you are complaining about? <i>(Please add extra pages if there isn't enough space here.)</i></p>
5.	<p>Please tick which of the following describes your complaint: <i>(You can tick more than one)</i></p> <p><input type="checkbox"/> collection of my personal information</p> <p><input type="checkbox"/> security or storage of my personal information</p> <p><input type="checkbox"/> refusal to let me have access to or find out about my own personal information</p> <p><input type="checkbox"/> accuracy of my personal information</p> <p><input type="checkbox"/> use of my personal information</p> <p><input type="checkbox"/> disclosure of my personal information to someone else</p> <p><input type="checkbox"/> other</p> <p><input type="checkbox"/> I'm not sure</p>
6.	When did the conduct occur? <i>(Please be as specific as you can)</i>
7.	When did you first become aware of this conduct?
8.	You need to lodge this application within 6 months of the date you have written at Q.7. If more than 6 months has passed, you need to ask the Department for special permission to lodge a late application. If you need to, explain here why

	you have taken more than 6 months to make your complaint:
9.	What effect did the conduct have on you?
10	What effect might the conduct have on you in the future?
11	What would you like to see the agency do about the conduct? <i>(For example: an apology, a change in policies or practices, training for staff, etc.)</i>
12	<p>I understand that this form will be used by the Department to process my request for an Internal Review.</p> <p>I understand that details of my application will be referred to the Privacy Commissioner in accordance with section 54 (1) of the <i>Privacy and Personal Information Protection Act 1998</i> and that the Privacy Commissioner will be kept advised of the progress of the review.</p>
13	<p>I would prefer the Privacy Commissioner to have:</p> <ul style="list-style-type: none"> <input type="checkbox"/> a copy of this application form, or <input type="checkbox"/> just the information provided at questions 5 - 12.

Your signature:

Dated:

Send this form to: Privacy Contact Officer, Community Services, Locked Bag 4028, Ashfield 2131 (phone 02 9716 2069)

Keep a copy for your own records too.

¹ 'Conduct' can include an action, a decision, or even inaction by the Department. For example the 'conduct' in your case might be a *decision* to refuse you access to your personal information, or the *action* of disclosing your personal information to another person, or the *inaction* of a failure to protect your personal information from being inappropriately seen by someone else.