



information
and privacy
commission
new south wales



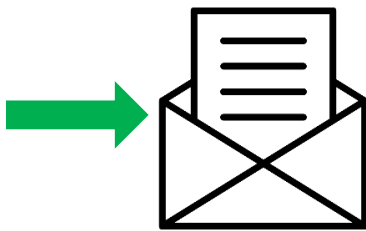
**You did not get the papers
you want. What can you do?**



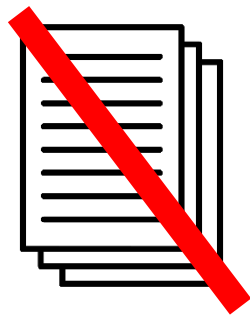
You have read

You want to know some thing.

How to ask.



You did the steps. Like you sent a form.



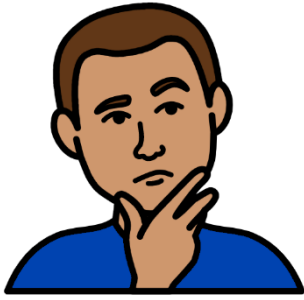
You did **not** get the papers you want.

It may be the place said **no**.



You are **not** happy with their choice.

You still want the papers.



You can ask them to think about it again.

They may change their choice.



There are 3 ways to do this.



We can help you. We are the

NSW Information and Privacy Commission.

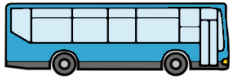


You want to talk to us.

Go to page 15.



1. You ask the place to check their choice



It is the place you asked for papers. Like

- Transport for NSW
- NSW Police
- the council where you live.



You write them a letter. Your letter must say

- you used GIPA
- what papers you asked for
- you did **not** get the papers.



You ask them to check their choice.

We call it an internal review.

You must write the words **internal review**.

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
	■					
					■	

You have 20 work days to send your letter.

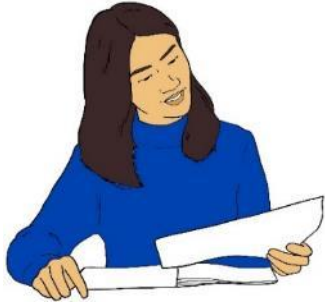
It is the same as 4 weeks.

And



You must pay \$ 40.

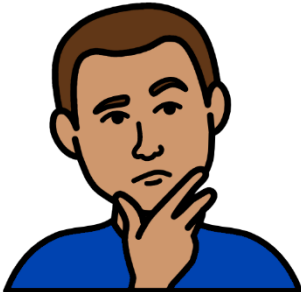




They read your letter.

They think about the papers you asked for.

And



They think about the law. Like

- is it OK to give you these papers?
- do you have a right to know?



A different person does this check.

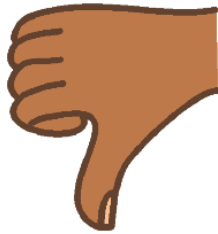
It is **not** the person who said **no**.

They may be a boss.



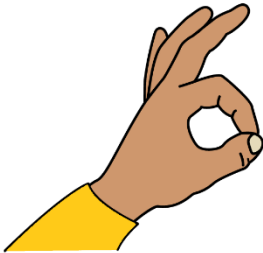
They may say **yes**. They will give you the papers.

Or



They still say **no**.

They will **not** give you the papers.



You understand this. This is OK.

Or



You are still **not** happy.



You can talk to the
NSW Information and Privacy Commission.

Go to the next page.

Or



You can talk to NCAT. Their long name is
NSW Civil and Administrative Tribunal.

Go to page 12.



2. You ask us to check

We are the

NSW Information and Privacy Commission.



You can

- write us a letter
- do our form. It is on our website.

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
	■					

You have 40 work days to ask us.

It is the same as 8 weeks.

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
					■	

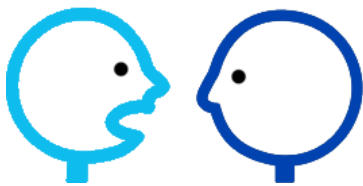


It is free.



We know the law. We check

- did the place make the right choice?
- do they need to give you the papers?



We may ask them to

- think about it again
- check they made the right choice.

Then



The place may change their choice.

They say **yes** now.

Or



They still say **no**.

They will **not** give you the papers.



You understand this. This is OK.

Or



You are still **not** happy. You can talk to NCAT.



3. You ask NCAT to check

They are like a court. They help with problems.



They know the law. They help people

- say what they think
- find a way to fix the problem.

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
	■					

You have 40 work days to ask them.

It is the same as 8 weeks.

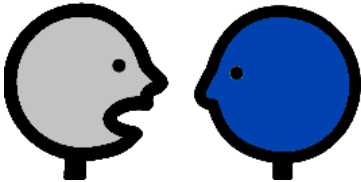
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					■	



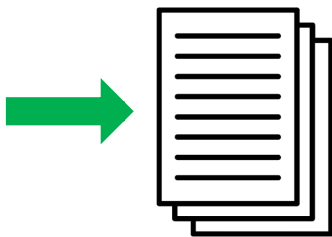
NCAT checks

- did the place make the right choice?
- do they need to give you the papers?

Then



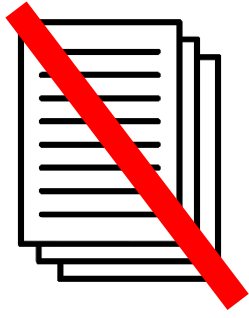
They tell the place what they must do.



They may tell the place to

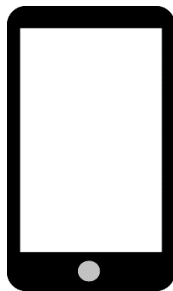
- change their choice
- give you the papers you want.

Or



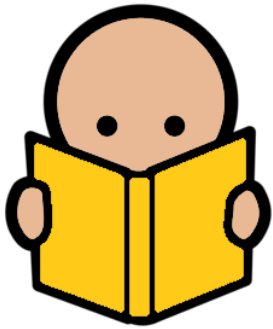
NCAT may agree with their choice.

They may say you can **not** have the papers.



You want to know more.

Call NCAT. 1300 006 228



You want to know more



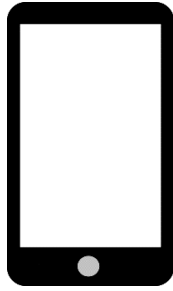
We are the

NSW Information and Privacy Commission.



You want to know some thing. We can tell you

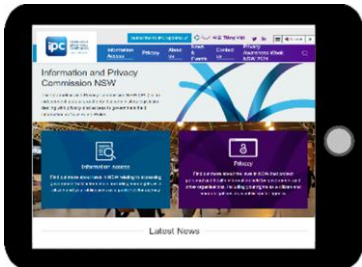
- what places you can ask
- how to ask them.



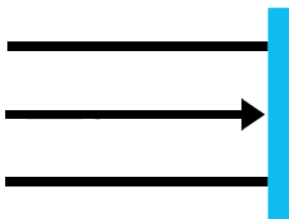
Call 1800 472 679.



Email ipcinfo@ipc.nsw.gov.au



Website www.ipc.nsw.gov.au

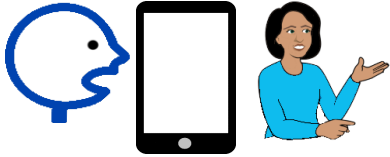


This is the end of the fact sheet.



Images

We can use the images from



- CHANGE changepeople.org
- Inspired Services
- Picto Selector
- The Noun Project
- Tobii Dynavox.

We can use the logos in this fact sheet.



This fact sheet is based on [Your right to access government information in NSW](#). Information and Privacy Commission NSW. June 2024.



Access Easy English wrote the Easy English.
February 2025.