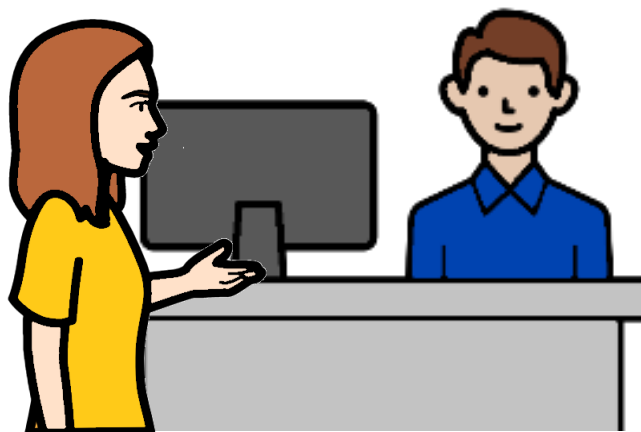




information  
and privacy  
commission  
new south wales



**You want to know some thing.**

**How to ask.**



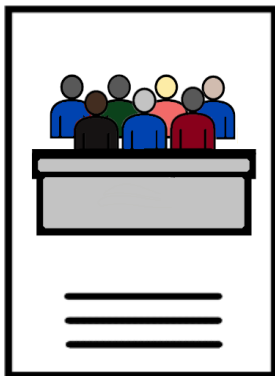
You want to know some thing.

About the NSW Government.



You can ask places like

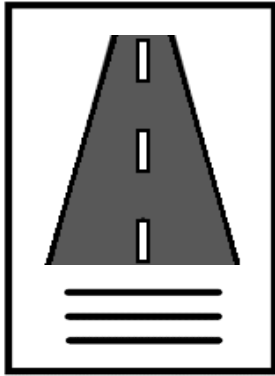
- NSW Health
- a uni. Like Sydney University
- the council where you live. Like Tweed council.



It may be your council had a meeting.

You want to read what people said.

It is in the meeting minutes.



You may want to read about a new road. Like a

- plan
- report
- letter.



Call the place that knows about it.

Like call the council where you live.

Tell them what you want to read.



This person can help you.

**But**

You may need to ask for the

Right to Information Officer.



They may send the papers to you

- in the post
- in an email.

**Or**



They say they can **not** help you.

**But**



You may still be able to get the papers.

You need to write to them.

**And**



You must pay \$ 30.



**You write to them**



The place may have their own form.

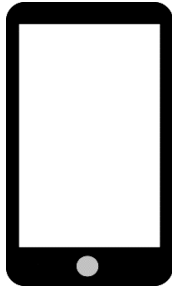
Ask them for the GIPA form.



They may

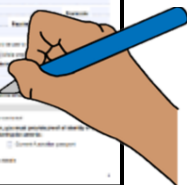
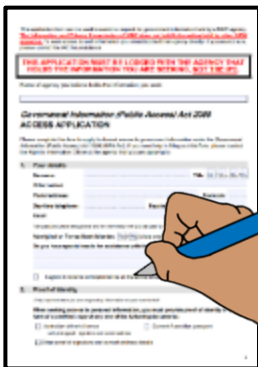
- post you a paper copy
- email you the form. You do it on your laptop.

**Or**



You can do our form.

Call us on 1800 472 679.



Ask for the

GIPA Access Application Form.

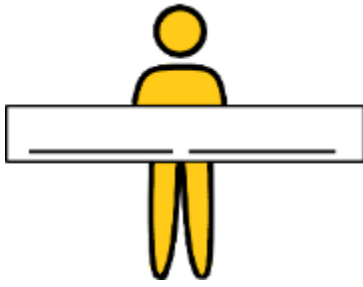
Or



You can write a letter.

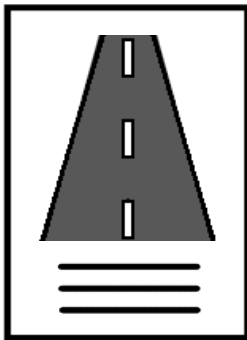
Write that you want to use the GIPA Act.

You **must** write the word GIPA.



Your letter must have

- your first name
- your last name.



Write what you want to know.

Like you want to read a plan. It is for a new road.

Write the name of the road.

**Or**



You may want to see a police report.

Like a person took your bag. Write

- the day
- the time
- where it happened.





Write how you want to get the papers.

You may want an email.

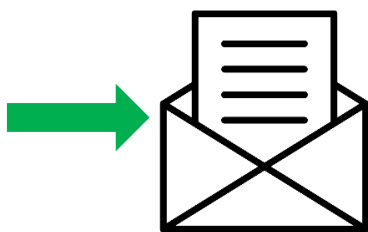
Write your email address.

**Or**



You want them to post you the papers.

Write where you live. It is your address.



You need to send it to the right place.

You think they have the papers you want.



Like you want to read a police report.

Send your letter to NSW Police.



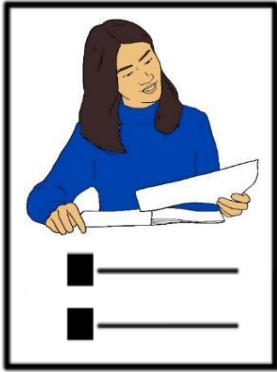
**Remember**

You must pay them \$ 30.

Ask them how to pay.



Go to the next page.



**What next?**



Staff read what you sent.

**Then**



They write back to you.

Sun	Mon	Tues	Wed	Thurs	Fri	Sat

You may have to wait.

They try to take less than 20 work days.

It is the same as 4 weeks.



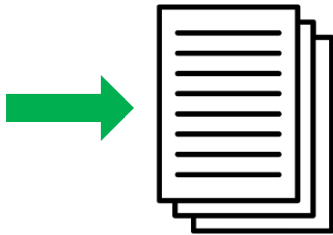
Staff tell you how long it will take.

It may take more time. Like 6 weeks.

They ask is this OK?



They may say yes.



They send you what you asked for.

Or



You may need to pay more money.



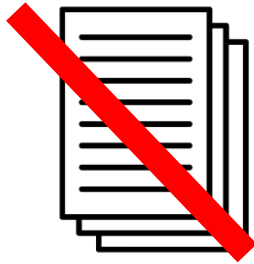
It may be you can **not** pay.

Tell staff. They may help you.

Like they say you do **not** have to pay.



They may say **no**.



They do **not** send you the papers.



It may be they can **not** find them.

or



It may be they can **not** give them to you.

There is a rule. It is the law.

Like court papers for your friend.



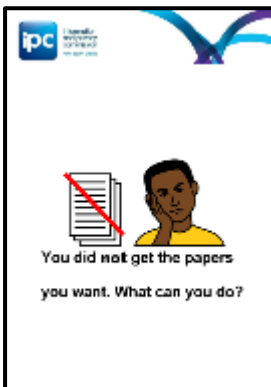
You understand this. This is OK.

Or



You are **not** happy.

You may still be able to get the papers.



**Read**

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

What can you do?





**You want to know more**



information and  
privacy commission  
new south wales

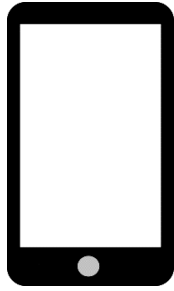
We are the

NSW Information and Privacy Commission.



You want to know some thing. We can tell you

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



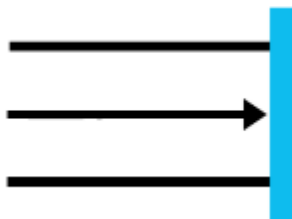
Call 1800 472 679.



Email [ipcinfo@ipc.nsw.gov.au](mailto:ipcinfo@ipc.nsw.gov.au)



Website [www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au)



This is the end of the fact sheet.



## Images

We can use the images from

- CHANGE [changepeople.org](http://changepeople.org)
- 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.