



# Accessing information through the Information Access Unit



## What is it?

**Defence and DVA have dedicated Units to assist in requesting your personal records quickly and informally.**

**This can include:**

- Service records
- Health records
- Disciplinary records
- Incident and investigation reports
- Documents related to DVA Claims

Apply online or seek support over the phone and receive your records within 30 days.

## Considerations

You may not be able to get your documents within 30 days if your request is particularly long or complex, or if there is a large volume of concurrent requests. The Information Access Unit will engage with you and advise if this is the case.

The Information Access Unit can review your request if you're not satisfied, but it cannot be escalated to a formal external review.

Your request may be better handled under the Freedom of Information (FOI) Act:

- If a third party may object to the release of the information.
- If there are sensitivity or security issues.

**For more information go to:**

[www.defence.gov.au/information](http://www.defence.gov.au/information) or  
[www.dva.gov.au/accessing-information](http://www.dva.gov.au/accessing-information)



# How to apply to access personal information



## Before you start make sure you have everything you need



Ensure you know what documents you want



Prepare your certified photo identification. You will need one photo ID and one secondary ID both certified



If you are an existing client of DVA, you can simply provide your DVA Client ID number

### If you're a family member accessing information:

Make sure your family member has given consent for you to access this information, copy of consent will need to be provided with your request.

If the member is deceased, you will need to provide proof of identity, proof of relationship and proof of death with your request.



### If you need help, or you're not sure where to begin.

Call Defence – 1800 DEFENCE (1800 333 362)

Call DVA – 1800 VETERAN (1800 838 372)

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# Why has information been redacted on my requested document?



## Redactions are made for privacy or security reasons

Under the Privacy Act, identifying information about third parties must be redacted from the documents provided to you. This is done to protect other people's privacy.

Sometimes sensitive information is redacted from documents.

### This could include:

- Operational sensitivities
- Departmental processes
- Information that might cause damage to Australia's security.
- Legal and commercial information

## The process

Redactions are made by the area within the Department who holds the information you request.

They use the Privacy Act and department-wide policy to assess what information poses a risk to release.



**If you have any questions about redactions the Information Access Units can assist.**

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