

Accessing personnel records policy

You can request access to your personnel records as a current or former departmental employee.

If you are not satisfied with the outcome of your request, or do not get an outcome within the stated timeframe, you can submit a request under the *Freedom of Information Act 1982* (FOI Act).

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What is a personnel record?

Under the FOI Act, personnel records are documents held by the department that contain [personal information](#) about an employee for personnel management purposes. This includes documents about:

- recruitment decisions
- rehabilitation cases
- Code of Conduct investigations
- Review of Actions
- enterprise bargaining
- Comcare cases
- industrial disputes
- learning and performance management
- employment history
- contact details
- payroll matters
- leave entitlements.

Did you know? If you were not told that the personal information collected from you may be disclosed to another person, the department cannot do so without your consent. This includes your partner or family member. However, the department may do so to prevent or lessen a threat of death or injury to you or someone else, or if required by law.

Request access from People Support

To request access to your personnel records as a current or former departmental employee, send an email to People Support. You must include:

- your name
- your AGS number (if known)
- your contact details, such as phone and postal or email address
- the type of information you are seeking – be as specific as possible.

If you have any questions, contact People Support before sending your request.

Did you know? A request to access your personnel records is also an [access request under Australian Privacy Principles \(APP\) 12](#).

How we respond to your request

People Support will allocate your request to an advisor, who will:

1. Acknowledge your request in writing within 5 working days
2. Find the requested personnel records
3. Assess the requested records
4. Tell you the outcome of your request, including reasons for any exemptions.

The advisor will tell you about the outcome within 30 days. The advisor may need to liaise with other areas of the department to respond to your request. If this takes longer than 30 days, they will let you know.

Depending on the type and volume of information you request, the advisor will either:

- make a copy of the information and provide this to you, or
- arrange a time with you to view the information.

Request access under the FOI Act

You can only request access to personnel information under the FOI Act if you have made a request in line with the above procedure and you are either:

- unsatisfied with the outcome, or
- still waiting for an outcome and it has been over 30 days since you made the request.

Find out how to [request access to documents under the FOI Act](#).

The FOI team manages these requests.

Amend or correct your personnel records

If you believe that a record containing your personal information is wrong, you may request it be amended or corrected.

Send your request in writing to the Assistant Secretary, People and Policy Branch, via peoplesupport@aff.gov.au.

An officer will advise you of the decision to correct, add, or delete information on your record. If the decision is to not amend your record, you may ask for an attachment to your record that sets out your request.

Make a complaint

If you are unhappy with how the department has handled your personnel records, you can [lodge a complaint with the Office of the Australian Privacy Commissioner](#).

Contacts



People Support

For general people support enquiries


✉ [Email People Support](#)

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FOI team


Contact us for advice on freedom of information (FOI) requests and the application of the FOI Act.

 [Email the FOI team](#)

Related websites



Freedom of Information Act 1982

 This page is due for review