

## Informal Release - Information for the public

### Government Information (Public Access) Act 2009

If you wish to access information held by the NSW Department of Education we recommend that in the first instance you visit our website <https://education.nsw.gov.au/about-us/rights-and-accountability/information-access>.

Routine requests to access information from the department's records are dealt with at the discretion of the relevant school, or other business centre or officers who are routinely responsible for the relevant records. This is done in accordance with the department's existing administrative access arrangements.

If you are unable to find the information you are seeking on the website or through routine release, please [contact the business centre](#) responsible for the records to discuss whether the information is suitable for **informal release**.

There is no fee or charge and no application form for informal release, though we may negotiate with you to pay actual costs associated with photocopying or retrieving archive records. We may also ask you to put your request in writing to ensure we understand what you are seeking and assist in accurately identify records.

Information requested will generally be provided unless there is an overriding public interest against disclosure or the work involved would impact unreasonably on resources of the business unit. For schools the work is considered unreasonable if it exceeds 1 hour. For other business units the timeframe will vary and is at the discretion of the authorised officer responsible for the records. Where the work required is likely to exceed 3 hours informal release will usually be declined. You may make an [access application](#) for formal release under the GIPA Act.

If you are seeking your own personal information you will need to provide identification, for privacy reasons. If you are requesting personal information on behalf of another person you need to provide identification and authority for that person and identification for yourself.

If you are a parent or legal guardian seeking information about your child, you need to provide evidence of the relationship if that is not already available to the school or business area. If the child is aged 12 years or over, you will also need to provide written authority from the child to access personal information, for privacy reasons.

The business unit – the school, or other business centre - will usually let you know within 20 working days whether the information can be released informally, unless you have agreed to a longer time. If the information is not available under informal release, you may make a formal access application.

The department cannot be made to provide information in response to an informal request and can impose reasonable conditions on informal release. Access is permitted to existing records only and staff are under no obligation to create new documents. There is no right of review to a decision made in response to an informal request.

Note: Information concerning related statutory body, the NSW Education Standards Authority, are handled by them directly.

In the first instance, please [contact the business centre](#) likely to hold the information you require. Help is also available from:

Manager, Information Access Unit, Legal Services  
Department of Education GPO Box 33, Sydney NSW 2001  
Tel: (02) 7814 3525 Email: [iaunit@det.nsw.edu.au](mailto:iaunit@det.nsw.edu.au)