

# Application for Ombudsman review – Access requests made under the *Territory Records Act 2002*



## When did you make your access request application?

### Access request applications submitted on or after 1 July 2026

- The Ombudsman can review decisions (determinations) about access requests made on or after 1 July 2026. To apply for Ombudsman review, complete this form and email it to [ACTExecutiveRecords@ombudsman.gov.au](mailto:ACTExecutiveRecords@ombudsman.gov.au), together with any supporting documents. Your application must explain why the determination should be reviewed.

### Access request applications submitted before 1 July 2026

- The Ombudsman cannot review these determinations. Instead, you can apply to the ACT Government for an internal review. Email your application to: [CMTEDD.GBC@act.gov.au](mailto:CMTEDD.GBC@act.gov.au). Your application must explain why the determination should be reviewed.

## Time limits for Ombudsman review

You must apply for a review within 28 days of being notified of the determination. In some circumstances, the Ombudsman may accept a late application. If your application is late, you must explain why the Ombudsman should accept your application.

## Applying for someone else

If you are applying on behalf of another person, you will need to provide evidence that you are authorised to act on their behalf.

## How long will a review take?

There is a 30 working day timeframe for the Ombudsman to decide a review application. This does not include time spent waiting for information from the applicant or the ACT Government. This review period may be extended by:

- any period agreed between the Ombudsman and the applicant



- up to 30 working days for large or complex applications, or where the Ombudsman considers an extension is reasonable in the circumstances.

### **Your personal information**

For information about how our Office will use the information you provide, please see **Attachment A**.

### **Need help?**

For assistance, email the Executive Records Scheme team at:

[ACTExecutiveRecords@ombudsman.gov.au](mailto:ACTExecutiveRecords@ombudsman.gov.au).

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Please complete this form and email it, together with any supporting documents, to [ACTExecutiveRecords@ombudsman.gov.au](mailto:ACTExecutiveRecords@ombudsman.gov.au).

| Section A <b>Your Details</b>                            |   |  |
|--|---|--|
| 1.   | Who is applying for this review?  | <input type="checkbox"/> I made the original access request<br><input type="checkbox"/> Applying on behalf of another person   |
| 2.   | Did you make the access request?  | <input type="checkbox"/> Yes – <i>go to question 3</i><br><input type="checkbox"/> No – <i>go to question 4</i>  |
| 3.   | Name  |  |
|  | Email   |  |
|  | Phone number  |  |
|  | Postal address  | <b>Go to question 5</b>  |
| Review application submitted on behalf of another person |   |  |
| 4.   | Contact details for the person who made the access request                                      |  |
|  | Name  |  |
|  | Email   |  |
|  | Phone number  |  |
|  | Do you have documentation confirming that you are authorised to act on behalf of the applicant? | <input type="checkbox"/> Yes<br><input type="checkbox"/> No (we may not be able to accept this application. Please email <a href="mailto:ACTExecutiveRecords@ombudsman.gov.au">ACTExecutiveRecords@ombudsman.gov.au</a> to request a callback).<br><div style="text-align: right;"><b>Go to question 5</b></div> |
| Section B <b>Determination you want reviewed</b>         |   |  |
| 5.   | Are you seeking a review of more than one determination?  | <input type="checkbox"/> Yes (you must complete a separate review application for each determination).<br><input type="checkbox"/> No  |
|  | Date the access application was submitted   |  |
|  | Date of the determination   |  |



|  |   |   |              |  |
|--|---|---|--------------|--|
|  | Determination reference number  |   |              |  |
|  | Have you attached a copy of the determination?  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No (we may not be able to accept this application. Please email <a href="mailto:ACTExecutiveRecords@ombudsman.gov.au">ACTExecutiveRecords@ombudsman.gov.au</a> to make a request to speak to our staff). |              |  |
| 6.   | Has it been more than 28 days since the date of this determination?   | <input type="checkbox"/> Yes (please explain why you are applying for an Ombudsman review more than 28 days after the determination was made).<br><input type="checkbox"/> No   |              |  |
| <b>Section C Details of the executive records relevant to the Ombudsman review application</b><br>For each executive record included in your review request, please provide the Cabinet number, record type (for example, submission, information paper, assembly business paper etc.) and record title. Add as many lines as necessary. |   |   |              |  |
| 7.   | Cabinet no.   | Record type   | Record title | Outcome  |
|  |   |   |              | <input type="checkbox"/> Full restraint<br><input type="checkbox"/> Partial restraint<br><input type="checkbox"/> Deemed refusal |
|  |   |   |              | <input type="checkbox"/> Full restraint<br><input type="checkbox"/> Partial restraint<br><input type="checkbox"/> Deemed refusal |
| <b>Section D Reasons for a Review Request</b>  |   |   |              |  |
| 8.   | Please explain why you are seeking a review and why you believe the determination is incorrect.   |   |              |  |
| <b>Section E Attachments</b>   |   |   |              |  |
| 9.   | To help us process your application, please attach the following documents (where applicable): <ol style="list-style-type: none"> <li>a. A copy of your access application.</li> <li>b. The determination (decision) and, if relevant, any records partially released to you that form part of the review application.</li> <li>c. Any other documents you consider relevant to your review application.</li> <li>d. If you are applying on behalf of another person, provide evidence that you are authorised to act on their behalf.</li> </ol> |   |              |  |

# Attachment A – Privacy Notice

## Use and disclosure of your information

We will use the information you have provided in this form to assess your application and conduct the Ombudsman's review.

We may provide the relevant ACT principal officer with a copy of your application to respond to, and we may disclose the information you give us, including a copy of the documentation you have provided to us, to other people involved with the Ombudsman review.

Where appropriate, we may also disclose your information to other parties who have information relevant to your application. If we think we may need to disclose your information to an overseas entity, we will contact you first.

The Ombudsman does not publish executive records refusal determination review outcomes, the names of executive records access applicants, nor the names of persons seeking a review.

## Collection of your information

We may need to collect further information from you in order to handle your application. If you do not provide us with this information, it may affect our ability to review the determination.

## Your personal information

If you have any further questions about how our office handles the personal information we collect, see our privacy policy available on our [website](#) or contact [ACTExecutiveRecords@ombudsman.gov.au](mailto:ACTExecutiveRecords@ombudsman.gov.au).

## Accessing your information

If you would like access to the information about you that the Ombudsman holds, please use our [online enquiry form](#) to request this information from the Office of Commonwealth Ombudsman (of which the ACT Ombudsman is part).

More information about accessing your information is also available on the ACT Ombudsman [website](#).

