

# STATE RECORDS

of South Australia

## Online FOI Application Form Request for Refund

### Scope

This procedure applies to the refund of freedom of information (FOI) application fees that have been paid using the online FOI Application Form on the iApply platform. Refunds can be authorised when the agency that receives the FOI application identifies that:

- » the applicant was entitled to fee waiver but they paid a fee
- » no application fee needed to be paid

Refunds through this process need to be identified and paperwork forwarded to State Records for submission to Shared Services SA (SSSA) as soon as possible; and where possible before the end of the month in which the payment was made.

Refunds can only be processed up to 12 months from the original payment date.

*Please note: All application fees paid via the online iApply FOI application form go straight to DTF. State Records is not involved in this process.*

### Process

1. Agency FOI Officer / Unit identifies the need to refund an FOI application fee.
2. Agency FOI Officer / Unit completes all yellow sections in the [FOI Application Client Refund Form](#) (FACRF) and has the form signed by an officer with the necessary financial delegation.
3. Agency FOI Officer / Unit emails signed FACRF and a copy of the FOI Application email (with personal information redacted) to State Records of SA via [StateRecords@sa.gov.au](mailto:StateRecords@sa.gov.au).
4. State Records confirms the agency contact aligns with known agency contact.
5. State Records forwards on form to SSSA via [SSABusinessSupport@sa.gov.au](mailto:SSABusinessSupport@sa.gov.au) for processing of the refund.
6. Shared Services Officer processes FACRF within 3 days of receipt of completed form.
7. Refund, processed through BPOINT, received by applicant within 14 days (banking institution responsibility) of SSSA processing the refund through the financial system BPoint.