



Freedom of Information – Frequently asked questions

What is Freedom of Information?

The *Freedom of Information Act 1992* (the Act) is an Act to provide for public access to documents, and to enable the public to ensure that personal information in documents is accurate, complete, up to date and not misleading, and for related purposes.

How are the objectives of the Act achieved?

- By creating a general right of access to state and local government documents.
- By providing means to ensure that personal information held by state and local governments is accurate, complete, up to date and not misleading.
- By requiring that certain documents concerning state and local government operations be made available to the public.

What is an access application?

A person who wishes to obtain access to one or more documents of an agency (other than an exempt agency) may make an application to the agency. The access application has to provide enough information to enable the requested documents to be identified. The application must give an address in Australia to which notices under the Act can be sent.

How do I make an application?

- 1 Your access application has to —
 - a be in writing;
 - b give enough information to enable the requested documents to be identified;
 - c give an address in Australia to which notices under this Act can be sent;
 - d give any other information or details required under the regulations; and
 - e be lodged at an office of the agency with any application fee payable under the regulations.
- 2 Your application may request that access to the documents be given in a particular way described in section 27(1).
- 3 Your application may be lodged via Australia Post, email or delivered by hand.
- 4 If your application is lodged by post it is to be regarded as having been lodged at the end of the fifth day after it was posted.

What happens once your application is received?

In accordance with the Act, the Department of Training and Workforce Development is required to deal with your application as soon as is practicable, and before the end of the permitted period. The permitted period is 45 days after the application is received and validated.

What is an internal review?

If you are dissatisfied with the decision regarding your access request, you can apply for an internal review of the decision. The internal review application needs to be lodged within 30 days of receipt of the decision.

Once reviewed, the Department may confirm, vary or overturn the initial decision. You will be advised of the outcome within 15 days of receiving your request.

What is an external review?

If you are still dissatisfied with the decision made as a result of the internal review, you may apply to the Office of the Information Commissioner to have the decision reviewed.

What does it cost?

The *Freedom of Information Regulations 1993* contains a schedule of fees and charges payable under the Act for access to documents containing non-personal information (information that is not about the applicant). **Note:** The Act allows a person to have access to personal information about himself or herself, subject to some limitations, without paying the application fee or charges.

Fees and charges are shown in the table below.

How do I pay?

Payment can be made via either:

- cheque or money order payable to “Department of Training and Workforce Development”; or
- BPoint via <https://www.bpoint.com.au> using biller code 1724186.

Please record the receipt and provide it, as proof of payment, with your application.

Type of fee	\$
Application fee under section 12(1)(e) of the Act (for an application for non-personal information)	30.00
Type of charge	
a Charge for time taken by staff dealing with the application (per hour, or pro rata for a part of an hour)	30.00
b Charge for access time supervised by staff (per hour, or pro rata for a part of an hour) plus the actual additional cost to the agency of any special arrangements (eg hire of facilities or equipment).	30.00
c Charges for photocopying —	
i per hour, or <i>pro rata</i> for a part of an hour of staff time, and	30.00
ii per copy.	0.20
d Charge for time taken by staff transcribing information from a tape or other device (per hour, or pro rata for a part of an hour).	30.00
e Charge for duplicating a tape, film or computer information.	Actual cost
f Charge for delivery, packaging and postage.	Actual cost
Advance deposits	
a Advance deposit which may be required by an agency under section 18(1) of the Act, expressed as a percentage of the estimated charges which will be payable in excess of the application fee.	25%
b Further advance deposit which may be required by an agency under section 18(4) of the Act, expressed as a percentage of the estimated charges which will be payable in excess of the application fee.	75%