

# Right to Information

## What is Right to Information?

The Right to Information reforms are the Queensland Government's approach to giving the community greater access to information.

The Queensland Government has made a commitment to provide access to information held by the Government, unless on balance it is contrary to the public interest to provide that information.

New legislation replacing the *Freedom of Information Act 1992* came into effect on 1 July 2009, namely:

- the *Right to Information Act 2009* (RTI Act)
- the *Information Privacy Act 2009* (IP Act).

The reforms aim to make more information available, provide equal access to information across all sectors of the community, and provide appropriate protection for individuals' privacy.

## Accessing information

Information about the department's services and business operations is provided in many of our corporate documents, which are available through our publication scheme. We also make available information already released through a formal Right to Information application in a disclosure log.

To access the Department of Communities, Child Safety and Disability Services' publication scheme and disclosure log, visit <http://www.communities.qld.gov.au/gateway/about-us/right-to-information> or contact your local Department of Communities, Child Safety and Disability Services service centre for assistance.

## Applying for information

Members of the community are able to request access to information under the RTI Act and IP Act through a number of different ways. It is recommended that contact be made with the local Department of Communities, Child Safety and Disability Services service centre for assistance and advice before completing and submitting a formal application. The department makes information routinely available and you may not need to make a formal application/request to access this information.

Where the information you require is not available on our publication scheme, disclosure log or administrative release you may make application under the *Right to Information Act 2009* or *Information Privacy Act 2009*.

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Where the information you require is your own personal information, you may make application under the *Information Privacy Act 2009*. Where the information you require is of a non-personal nature, or a combination of personal and non-personal information, you may apply under the *Right to Information Act 2009*.

Your application must:

- be in writing and in the approved form
- provide an address to which a notification of the decision may be sent
- include payment of application fee of \$48 if the information you request is not related to your own personal information.

You can apply online using the Queensland Government's online application form, which can be accessed at [www.qld.gov.au/right-to-information/](http://www.qld.gov.au/right-to-information/)

You may also apply directly to the Department of Communities, Child Safety and Disability Services by completing the Right to Information and Information Privacy access application form. This form can be downloaded from [www.communities.qld.gov.au/gateway/about-us/right-to-information](http://www.communities.qld.gov.au/gateway/about-us/right-to-information) or can be provided to you by your local Department of Communities, Child Safety and Disability Services service centre.

The form should be posted, along with payment details (for non-personal applications only) and certified copies of appropriate identification, to:

Information Access and Amendment  
Corporate and Executive Services  
Department of Communities, Child Safety and Disability Services  
GPO Box 806  
BRISBANE QLD 4001

## Amending your personal information

If you consider that the information the Department of Communities, Child Safety and Disability Services holds about you is incorrect or incomplete, you may apply under the *Information Privacy Act 2009* to have your personal information amended.

To apply, complete the Personal Information Amendment Application form, which can be downloaded from <http://www.qld.gov.au/right-to-information/> or can be provided to you by your local Department of Communities, Child Safety and Disability Services service centre. This form should also be posted to the address above.

## Enquiries and feedback

If you have any enquiries or feedback regarding Right to Information, please contact the Information Access and Amendment Unit.

Freecall: 1800 809 078  
Telephone: (07) 3224 2242  
Facsimile: (07) 3224 7050  
Email: [rti@communities.qld.gov.au](mailto:rti@communities.qld.gov.au)

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