

ACCESSING INFORMATION HELD BY COUNCIL

Council holds a great deal of information in many different formats. We are committed to giving the community greater access to Council-held information, unless, on balance releasing the information would be contrary to the public interest. Council takes steps to release information administratively and proactively where possible.

Council held information is, where possible, available through informal means like our website, publication scheme or through administrative release.

Start with our website

Our website www.bundaberg.qld.gov.au is the best place to start. It has a publication scheme detailing what information is available, including:

- Our finances
- Our services
- Our decisions
- Our policies
- Our priorities and
- Our lists (i.e. registers)

If you are wanting to access something specific, think about the type of information you are looking for (e.g.).

Contact us

If you cannot find the information you are looking for on our website, contact Council to see if the information is available by other means. Ensure that you provide Council staff with as much detail as you can on the information you seek – e.g.

- Is it a report or email?
- What date was it created?
- Is there a reference number?

Formal access

Right to Information (RTI) is a legislated process that gives the public the right to access and amend information held by Council unless there is a good reason for it not to be provided.

You have a right to access your personal information held by government under the *Information Privacy Act 2009*.

Additionally, you have a right to access personal and non-personal information held by government under the *Right to Information Act 2009*.

If you cannot access the information you seek informally, you can submit a formal application by completing the *Right to Information and Information Privacy Access Application* form available on Council's [website](#) or at www.rti.qld.gov.au.

Costs

For formal access to information some fees may apply depending on your application. Access to your own personal information is free, but RTI applications attract an application fee, and processing or access charges may apply.

Documents containing your personal information are free if you request them to be sent by email or CD.

You will find information on Council's Fees and Charges on our website.

Waiver of fees

If you hold a concession card you may apply for a waiver of processing and access charges. The application fee for RTI access applications cannot be waived.

How long will it take?

Council has 25 business days to process an application, but this can be extended in some certain circumstances.

What if I don't have internet access?

Phone Council to find out if the information you are seeking is already publicly available or if it can be released freely to you.

More information

Contact Council and ask to speak to the RTI Officer or email RTI@bundaberg.qld.gov.au and we will be happy to guide you through the process.