

# Right to Information fact sheet

## What is Right to Information?

The Right to Information (RTI) 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 it holds unless on balance it is contrary to the public interest to provide that information. The following legislation came into effect on 1 July 2009:

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

The RTI and IP Acts 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 of Children, Youth Justice and Multicultural Affairs (the department) 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's publication scheme and disclosure log, visit <https://www.dcssds.qld.gov.au/about-us/our-department/right-information> contact your local departmental 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 ways. It is recommended that you contact the local departmental service centre for assistance and advice before you complete and submit 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 or Disclosure Log, or via administrative release, you may make an application under the RTI Act or IP Act.

Where the information you require is your own personal information, you may make an application under the IP Act. 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 RTI Act.

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 the application fee (visit <http://www.rti.qld.gov.au/fees-and-charges> for the current application fee amount) if the information you request is not related to your own personal information.

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You can apply online using the Queensland Government's online application form, which can be accessed at <https://www.qld.gov.au/about/rights-accountability/right-to-information>.

Alternatively, you may apply directly to the department by completing the RTI and IP access application form. This form can be downloaded from <https://www.dcssds.qld.gov.au/about-us/our-department/right-information> or can be provided to you by your local departmental service centre.

The form, including payment details for non-personal applications only, and certified copies of appropriate identification, should be posted to the address provided below.

## **Amending your personal information**

If you consider that the information the department holds about you is incorrect or incomplete, you may apply under the IP Act to have your personal information amended.

To apply, complete the Personal Information Amendment Application form, which can be downloaded from <https://www.qld.gov.au/about/rights-accountability/right-to-information> or can be provided to you by your local departmental service centre. The completed form should also be posted to the address below.

## **Contact information, including for enquiries and feedback**

If you have any enquiries or feedback regarding RTI, please contact us.

### **Postal address**

Information Access and Amendment  
Corporate Services  
Department of Families, Seniors, Disability Services and Child Safety  
Locked Bag 3405  
BRISBANE QLD 4001

### **Telephone**

Freecall: 1800 809 078  
Telephone: (07) 3097 5605  
Email: [rti@dcssds.qld.gov.au](mailto:rti@dcssds.qld.gov.au)