

Administrative Access Scheme

The Administrative Access Scheme allows people to be given access to information through a streamlined process. It is an easier and quicker process than the formal Right to Information or Information Privacy application process. Where possible, Rockhampton Regional Council will release information under its Administrative Access Scheme.

Who can apply?

Anyone can apply for information; however, there is no guarantee that access will be given.

In most cases the Administrative Access Scheme is used for applicants who require access to their own personal information.

There is no ability to seek a review of an access decision made under this scheme; however, applicants that are dissatisfied with such decisions may make a complaint through Council's complaint process.

Fees and charges

There is no application fee associated with making a request; however, Council reserves the right to impose fees to reproduce or provide access to the information.

Information which may be accessed

Any information, as long as it is not exempt, may be accessed under the scheme.

In some cases, Council may blank out some information before providing it. This is done to protect people's privacy or to protect confidential information.

Information not able to be accessed

Information that will not be released under this scheme includes:

- Information that is prohibited from release under law
- Information that is exempt under the *Right to Information Act 2009* (RTI Act) and *Information Privacy Act 2009* (IP Act)
- Information in draft form
- Information that is no longer readily available as it is contained in archives or is difficult to access for similar reasons

Administrative access applications

Applications can be made in writing, by email, in person or over the telephone. Requests must include the applicant's full name, contact details and provide details about the information that is being requested. Requests for copies of the applicant's own personal information must be signed and email requests must include a scanned attachment containing the applicant's signature.

Types of information requests

Examples of the types of information collected and held by Rockhampton Regional Council that may be released include:

- copies of the applicant's own personal information, eg copy of correspondence they sent to Council or received from Council (subject to proof of identity)
- local laws
- regulated parking maps
- fact sheets
- community events information
- public notifications for development applications
- statistics and costs regarding Council's service delivery

Release of information

Rockhampton Regional Council is committed to protecting the privacy of its clients' information and only releases information where it is authorised to do so.

To ensure that only authorised people receive information, Council will ask you a series of questions to verify your identity (verbal requests).

Rockhampton Regional Council may refuse to deal with an application that does not meet these requirements or is unreasonable (eg very large amounts of information or requests for information previously provided). In which case, enquiries may be transferred to the Right to Information Unit. Council reserves the right to refuse access under the Administrative Access Scheme and refer enquiries to the more formal RTI/IP application process.

Other ways to access information

Access to information may also be gained by:

- making an application under the *Right to Information Act 2009*
- making an application under the *Information Privacy Act 2009*
- subpoena

The Rockhampton Regional Council Administrative Access Scheme should be considered in the first instance.

Further information

Further information can be obtained by:

Email: enquiries@rrc.qld.gov.au
Telephone: (07) 4932 9000 or 1300 22 55 77
Fax: 1300 22 55 79

or writing to:

The Chief Executive Officer
Rockhampton Regional Council
PO Box 1860
ROCKHAMPTON QLD 4700

or visit your nearest Council office, open Monday to Friday during the following hours in:

Rockhampton
232 Bolsover Street
8.00am to 5.00pm

Gracemere
1 Ranger Street
8.00am to 4.30pm

Mount Morgan
32 Hall Street
9.00am to 4.30pm