

Contact Us

Website

ombudsman.act.gov.au

Phone

6276 3773

(9am and 5pm
Monday to Friday)

Calls from mobile phones
are charged at mobile
phone rates.



If you don't speak
English, we can help
through the Translating
and Interpreter Service
(TIS) on **131 450**.

Indigenous Line

1800 060 789

Address

ACT Ombudsman
GPO Box 442
Canberra ACT 2601



If you are hearing, sight
or speech impaired,
a TTY Service is available
through the National
Relay Service on **133 677**.



THE OMBUDSMAN'S
SERVICES ARE FREE

ACCESSING

GOVERNMENT

INFORMATION

WHY access government information?

Easy access to government information encourages public participation in government and promotes a culture of transparency.

You may wish to access information to understand how a government decision has been made that impacts you or your community. You may also want to determine what information government holds about you or a matter of interest to you.

WHAT kind of information can I access?

Information available may include:



Personal information about you



Policy-related documents



Details about public programs and resources



Government expenditure and agency operations



Research used in decision-making

WHERE do I start?

Step one Check the government website

ACT agencies and Ministers must publish some information online under the *Freedom of Information Act 2016* (FOI Act). You should check the agency website or act.gov.au/open-access first to see if the information you are seeking is already available.

Step two Contact the agency or Minister

If you did not find what you were after, contact the agency directly to ask if they have the information and if they can release it to you. It is important to know that agencies may refer to this as an ‘informal request’ and try to resolve your request outside of the formal application process. It will save you time, resources and money to get information this way.

Step three Make a formal application

If you have spoken to the agency and you still can't find the information you are after, you can make a formal access application directly to the agency or Minister under the FOI Act. Check the agency or Minister's website for a Freedom of Information page for more information on the process you need to follow. Make sure to provide as much detail as you can to help identify the information you are looking for.

Fees:

Remember, you will never be charged for access to your own personal information. Processing fees may apply in other circumstances, but you can talk to the relevant agency about these as a fee waiver may apply.

Step four Seek Ombudsman review

If you are not satisfied with the decision on your access application, you can ask the ACT Ombudsman to review it. We will review the decision and consider all available material—including your view and the view of the decision-maker.

Go to:

ombudsman.act.gov.au/Freedom-of-Information for more information on requesting a review.

WHO can I ask for access?

- ACT Government directorates and agencies
- Ministers
- Government-owned corporations*
- public hospitals and health services*
- public authorities
- public universities.

* (with some exceptions)