



City of
Greater Geraldton
a vibrant future



Freedom of Information Act 1992

City of Greater Geraldton Information Guide



Contents

.....	1
Introduction	2
The City’s Mission, Vision and Values.....	3
Legislative Requirements	4
Structure and Functions.....	4
General Functions.....	4
Organisational Structure	7
Strategic Community Plan and Corporate Business Plan	7
Public Participation	10
Information held by the City of Greater Geraldton	12
Documents readily available to the public.....	13
Documents available under the FOI Act 1992.....	15
FOI Procedures and Access Arrangements	16
<i>FOI Operations</i>	16
<i>Freedom of Information Applications</i>	17
<i>Freedom of Information Charges</i>	17
<i>Deposits</i>	17
<i>Access Arrangements</i>	17
<i>Notice of Decision</i>	18
<i>Refusal of Access</i>	18
<i>Office of the Information Commissioner</i>	18

Introduction

The *Freedom of Information Act 1992 (FOI Act 1992)* has, as its objectives, to:

- Enable the public to participate more effectively in governing the state; and
- Make the persons and bodies that are responsible for the State and Local Government more accountable to the public.

In furthering these objectives, the *FOI Act 1992* requires that respondent agencies publish an annual information statement. This document serves as an orientation guide to Council's purpose, responsibilities and information is prepared in accordance with Part 5, section 94 of the *FOI Act 1992*.

Section 94 of the *FOI Act 1992* requires each agency to prepare an Information Statement which conveys the maximum possible detail to the public about the agency's operations. Agencies are required to make this publication available ensuring that the public has access to the information it needs to effectively use Freedom of Information.

This document details, among other things;

- The profile of our City
- How we are governed
- How the public can gain access to council documents

Copies of this document can be obtained from the Geraldton Civic Centre, 63 Cathedral Avenue, Geraldton; from the Mullewa District Office located at the corner of Padbury and Thomas Streets, Mullewa, or from the city's website www.cgg.wa.gov.au

Enquiries may be made to the City's Freedom of Information Coordinator on (08) 9956 6600 during business hours. We look forward to helping you find the information you need.

The City's Mission, Vision and Values

Mission

A leading organisation that works in partnership with the community, industry and government to plan and provide quality services and infrastructure in a sustainable environment.

Vision

A creative city-region which has a prosperous, diverse and sustainable community within an attractive Western Australian setting.

City Values



Service

We will make our customers the focus of everything we do
Our service will be fair, flexible, innovative and reliable
We will show genuine concern for our customers

Trust

We will make trust the foundation of all relationships.
We will rely and depend upon each other
Our communications will be open and genuine

Accountability

We will honour our commitments
We will take responsibility for our own actions
We won't blame others
We will hold each other accountable for our performance and behaviour

Respect

We will treat others like we would like to be treated
We will listen before we talk
We will seek and value the contributions of others

Solidarity

We will be united in our decisions

Legislative Requirements

The principal legislation governing the operation of Western Australian local government is the *Local Government Act 1995 (LG Act 1995)* and associated Regulations. In carrying out its functions, a local government is to use its best endeavors to meet the needs of current and future generations through integration of environmental protection, social advancement and economic prosperity.

Local governments also operate within a framework of delegated legislation, including orders and proclamations made by the Governor, by-laws, regulations and ordinances made by other statutory authorities.

The *LG Act 1995* also gives local governments the power to make local laws, which are generally used to establish and maintain the quality of life in keeping with community expectations. The City's local laws are available on the City's website at www.cgg.wa.gov.au, or alternatively are available for viewing at all City of Greater Geraldton public libraries and Customer Service Centers:

- Civic Centre - 63 Cathedral Avenue Geraldton
- Geraldton Library -37 Marine Terrace Geraldton
- Mullewa District Office and Mullewa Library - Corner of Thomas and Padbury Street Mullewa

Structure and Functions

The City of Greater Geraldton is a Local Government constituted under the *LG Act 1995*. It is responsible for providing key services and functions as required under legislation determined by the Parliament of the State of Western Australia. The Greater Geraldton local government district consists of a no ward system and is governed by 12 Councillors and a popularly elected Mayor.

The elected Council is responsible for the delivery of good governance and the setting of local laws, policies, strategy, delegations and the budget. They are also responsible for appointing a Chief Executive Officer. The Chief Executive Officer is responsible for all the City's operations, compliance and executive functions.

Integral to the City's operations is the 110 pieces of legislation which prescribes how we provide service to the community and in some cases, constrains our capacity to recover costs

In accordance with the *LG Act 1995* the City has general, legislative and executive functions:

General Functions

3.1. General function

- (1) *The general function of a local government is to provide for the good government of persons in its district.*

- (2) *The scope of the general function of a local government is to be construed in the context of its other functions under this Act or any other written law and any constraints imposed by this Act or any other written law on the performance of its functions.*
- (3) *A liberal approach is to be taken to the construction of the scope of the general function of a local government.*

3.5. Legislative power of local governments

- (1) *A local government may make local laws under this Act prescribing all matters that are required or permitted to be prescribed by a local law, or are necessary or convenient to be so prescribed, for it to perform any of its functions under this Act.*
- (2) *A local law made under this Act does not apply outside the local government's district unless it is made to apply outside the district under section 3.6.*

3.18. Performing executive functions

- (1) *A local government is to administer its local laws and may do all other things that are necessary or convenient to be done for, or in connection with, performing its functions under this Act.*
- (2) *In performing its executive functions, a local government may provide services and facilities.*
- (3) *A local government is to satisfy itself that services and facilities that it provides —*
 - (a) *integrate and coordinate, so far as practicable, with any provided by the Commonwealth, the State or any public body; and*
 - (b) *do not duplicate, to an extent that the local government considers inappropriate, services or facilities provided by the Commonwealth, the State or any other body or person, whether public or private; and*
 - (c) *are managed efficiently and effectively.*

2.7. Role of council

- (1) *The council —*
 - (a) *governs the local government's affairs; and*
 - (b) *is responsible for the performance of the local government's functions.*
- (2) *Without limiting subsection (1), the council is to —*
 - (a) *oversee the allocation of the local government's finances and resources; and*
 - (b) *determine the local government's policies.*

5.41. Functions of CEO

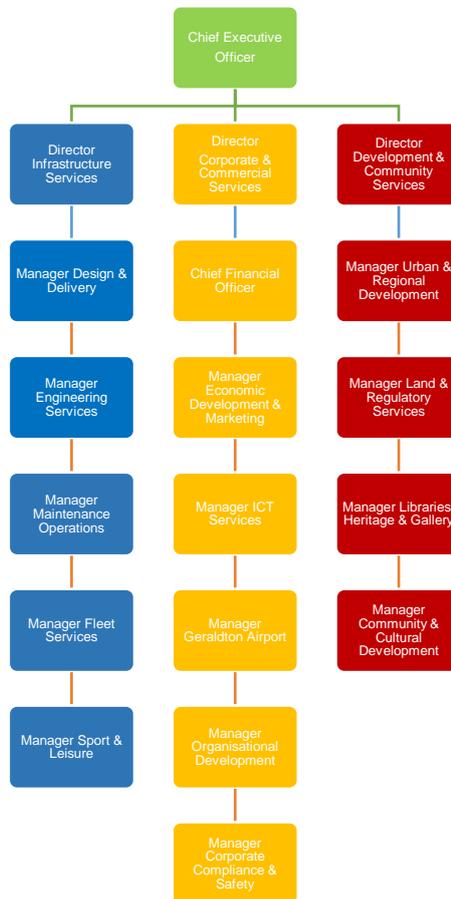
The CEO's functions are to —

- (a) *advise the council in relation to the functions of a local government under this Act and other written laws; and*
- (b) *ensure that advice and information is available to the council so*

- that informed decisions can be made; and*
- (c) cause council decisions to be implemented; and*
 - (d) manage the day to day operations of the local government; and*
 - (e) liaise with the mayor or president on the local government's affairs and the performance of the local government's functions; and*
 - (f) speak on behalf of the local government if the mayor or president agrees; and*
 - (g) be responsible for the employment, management supervision, direction and dismissal of other employees (subject to section 5.37(2) in relation to senior employees); and*
 - (h) ensure that records and documents of the local government are properly kept for the purposes of this Act and any other written law; and*
 - (i) perform any other function specified or delegated by the local government or imposed under this Act or any other written law as a function to be performed by the CEO.*

Organisational Structure

The City's organisational chart is presented in the diagram below and shows the Chief Executive Office and the three directorates including functional units as at January 2020.



Strategic Community Plan and Corporate Business Plan

The decisions of the City of Greater Geraldton are guided by a number of key themes within the Strategic Community Plan 2017-2027. The plan is a reference point for residents, organisations, businesses and all levels of government and forms the basis of the City of Greater Geraldton's planning, informing the Corporate Business Plan, long-term financial plan, asset management plans, operational plans and influencing potential funding opportunities.

The plan was developed drawing upon extensive community consultation undertaken as part of the 2029 and Beyond project along with input from various state, regional and local plans relevant to the City of Greater Geraldton, to ensure a clear path leading to improved services and outcomes for the Greater Geraldton region.

The Strategic Community Plan supports the development of improved services and outcomes for the people of Greater Geraldton and provides direction for the region, the community and business sectors in planning for Greater Geraldton's future.

Within the Strategic Community Plan, the City has four key principles which it uses to drive planning and decision making processes, below is an overview of these principles:

COMMUNITY

1.1. Our Heritage and the Arts

- Recording, recognising and preserving our social, environmental and built heritage
- Recognising and preserving Aboriginal heritage, history, traditions, languages and culture
- Facilitating engagement in the arts in all its forms
- Fostering and facilitating community and cultural events
- Providing public library services to meet the lifelong learning and leisure needs of the community

1.2. Recreation and Sport

- Supporting the strong sporting culture that has shaped Greater Geraldton's identity and lifestyle
- Encouraging informal recreation through well planned and developed public open space, cycle/walk paths and green street scapes

1.3. Community Health and Safety

- Encouraging the improvement of health services and facilities for the community
- Promoting healthy lifestyle initiatives and living standards
- Ensuring effective management of animals within the community
- Encouraging initiatives to improve community safety

1.4. Emergency Management

- Building resilience and capacity to manage natural and man—made emergency events
- Undertaking a coordinated approach with relevant agencies to minimise the impact of disaster events

1.5. Recognise, value and support everyone

- Supporting and strengthening community groups, organisations and volunteer services
- Supporting young people to develop the skills to make valuable contributions to their communities
- Providing community services and programs that support people of all ages, abilities and backgrounds
- Supporting initiatives that enhance education and learning opportunities for all community members
- Enhance relationships and services between rural and urban areas

ENVIRONMENT

2.1. Revegetation-Rehabilitation-Preservation

- Working with the community and environmental groups to identify and implement environmental initiatives
- Sustainably maintaining public open spaces and recreation areas
- Ensuring natural areas and habitats are cared for and enhanced for the enjoyment of current and future generations

2.2. Sustainability

- Promoting, researching and implementing practices such as improved and innovative waste management, water reuse and renewable energy production

- Researching, promoting and providing sustainable infrastructure, services and utilities
- Promoting and planning innovative design that enables low impact living and sustainable urban development

2.3. Built Environment

- Promoting a built environment that is well planned and meets the current and future needs of the community
- Providing accessible community spaces, parks, natural areas, sport and recreational facilities that equitably service the whole community
- Providing a fit for purpose, safe and efficient infrastructure network

2.4. Asset Management

- Applying financial sustainability principles to ensure a coordinated and integrated approach to infrastructure planning, implementation, maintenance and renewal
- Maintaining integrated asset management systems that effectively maintain and replace community assets

ECONOMY

3.1. Growth

- Promoting Greater Geraldton and its potential business opportunities to facilitate targeted economic development
- Fostering a community where local business is supported
- Developing and maintaining infrastructure that increases the potential for business and investment
- Supporting and facilitating implementation of the Growing Greater Geraldton Plan

3.2. Lifestyle & Vibrancy

- Continuing to promote the City as the destination of choice for regional events
- Promoting events and unique tourism experiences that aid in attracting visitors and investment
- Revitalising the CBD through economic, social and cultural vibrancy

GOVERNANCE

4.1. Community Engagement

- Continuing to engage broadly and proactively with the community
- Promoting and celebrating the City's achievements
- Providing innovative and accessible customer services and information systems

4.2. Planning and Policy

- Supporting local procurement
- Responding to community aspirations by providing planning and zoning for future development

4.3. Advocacy and Partnerships

- Active participation in regional, state and national alliances
- Partnering with key international communities through Strategic Alliances

4.4. Financial Sustainability and Performance

- Preparing and implementing short to long term financial plans
- Ensuring the City's long term financial planning delivers the community goals and aspirations in a sustainable and affordable manner
- Delivering and ensuring business systems and services support cost effective Council

operations and service delivery

4.5. Good Governance & Leadership

- Strengthening the governance role of Councillors by informing, resourcing, skilling and supporting their role
- Ensuring finance and governance policies, procedures and activities align with legislative requirements and best practice
- Providing leadership for the community in sustainability issues and local government reform matters
- Ensuring Human Resource planning, policies and procedures support effective and safe Council service delivery

Public Participation

The extent of Council's decision making emphasises the importance of Local government and consequently the importance of public participation in the decision making process. Decisions which formulate Council's policies and services are made at a number of levels, ranging from Council meetings to committees which discuss specific Council issues and submit recommendations for consideration by full Council. Many of the areas requiring Council decisions are subject to policy statements aimed at providing consistency in determinations, as well as indicating to the public Council's position on a range of issues. Council's Policy Manual is available on the website [Council Policies](#)

The public are invited to attend both Council Agenda Forum and the Ordinary meetings of Council.

Agenda Forum

When: Held on Tuesdays a week prior to the Council Meeting Start time: 5.00pm
Where: Chambers Civic Centre, 63 Cathedral Avenue, Geraldton

Agendas: Published by the prior Friday on the City's website www.cgg.wa.gov.au.

Council Meetings

When: Held every third Tuesday Start time: 5.00pm
Where Chambers Civic Centre, 63 Cathedral Avenue, Geraldton or Mullewa Office, Corner of Thomas and Padbury Streets Mullewa.

Agendas: Published by the prior Friday on the City website: [Council Meetings](#)

Minutes: Published by the Friday after the Council Meeting on the City's website: [Council Meetings](#)

Copies of all documents can be viewed at:

- City's Administration Centre (Civic Centre), 63 Cathedral Avenue, Geraldton
- Geraldton Regional Library, 37 Marine Terrace, Geraldton
- Mullewa Office, Corner of Thomas and Padbury Streets, Mullewa

Special Council Meetings

When: Special council meetings occur as required.

Notice of meeting: Public Notice in a Local newspaper and on the City website.

Agendas: Published in advance of the meeting.

Annual Meeting of Electors

The Annual meeting of Electors is held pursuant to Division 2 section 5.27 the *LG Act 1995* for the purpose of acceptance of the City's Annual report and general business.

Notice of meeting: Public Notice in a Local newspaper and on the City website.

Agendas: Published in advance of the meeting.

Questions from Public

The City of Greater Geraldton encourages community interest in Local Government and allows questions to be put to Council from the public during the meeting subject to certain conditions. Details of Questions from the public are available on the City website: [Questions from the Public \(Public Question Time\)](#)

A [Public Question Time Form](#) is available on the website which specifies the conditions for submitting questions. Brief questions will still be taken from the floor on the day of the meeting.

Further information can be obtained by: Telephone on (08) 9956 6600 or email: council@cgg.wa.gov.au

Public questions are to be submitted marked to the attention of the Chief Executive Officer by email to council@cgg.wa.gov.au or mail to P O Box 101, Geraldton WA 6530.

Standing Orders

The rules for running a Council Meeting are set out in the City of Greater Geraldton Meeting Procedures Local Law 2011 [Meeting Procedures Consolidated Local Law 2011](#) which is available on the City website.

Petitions

As per the City's *Meeting Procedure Local Law 2011* section 5.10 Petitions, members of the Community may present a petition to Council on any issue within Council jurisdiction
Petitions

Committee Meetings

In accordance with the *LG Act 1995* the Council has established a number of Committees to support the operations of the City. Details of the Committees are available in the Council Committee Book on the City website [Committee Book November 2019 - October 2021](#)

Public Consultations

The City regularly consults with the community on a range of matters which may impact or be of interest to local residents. Consultations are advertised in Local newspapers and on the City website [Consultations](#).

Community comment

The City provides the opportunity for the community to provide comments to the City and a Customer feedback form is available on the website [Customer Feedback Form](#).

Information held by the City of Greater Geraldton

Information and documents are held in the City's electronic and hardcopy information systems. Information is quality checked for accuracy and internal audits are performed regularly as per the City's Information Management Plan. While the City verifies various information provided it relies on the accuracy provided by the City's stakeholders and ratepayers.

Information and Documents include but are not limited to:

- Electoral Gifts Register
- Media Releases/speeches
- Minute Books
- Common Seal Register
- Payroll Details
- Gift Register
- Policies
- Local Laws
- Declarations of Interest Register
- Animal Pound Register
- Primary and Annual Return Register
- Art Collection Inventory
- Strategic Community Plan and other Corporate Plans
- Banking Information
- Training Records
- Cat Registrations
- Training Videos and Publications
- CCTV Image Register
- Workers Compensation and Rehabilitation Records
- Contract and Tender Details
- Creditor Records
- Debtors Records
- Bore and Pump Licence Details for Parks/Reserves
- Dog Registrations
- Building Condition Audit (City owned buildings)
- Electoral Records
- Construction Files
- Facility Booking Records
- Consultants' Reports (when initiated by Business Unit concerned)
- Council Operated Buildings Maintenance Records
- Graffiti Incident Register
- Engineering Working Files
- Infringements Register
- Independent Arboriculture/Tree Assessments

- Grants information
- Independent Playground Operational Audits
- Insurance Records
- Legal Actions
- Waste services information
- Roads, Subdivision and Drainage Plans
- Leisure Activities Program Information
- Private Property Parking Agreement Register
- Access and Inclusion Plan
- Rates Incentive Scheme Information
- Account Records
- Rates Records
- Building Licences
- Signs Impound Register
- Client Information
- Sporting Clubs and Community Groups Database
- Community Information Database
- Trust and Municipal Fund Details
- Community Organisation Records
- Corporate Records
- Vehicle Impound Register
- Approvals, subdivision approvals, town planning scheme amendments, grant applications
- Immunisation Records
- Citizenship Records
- Current Membership Records
- Civic Functions Details
- General Service Information
- Code of Conduct
- Local Planning Scheme Documents
- Council Committee Agendas and Minutes
- Local Studies History Records
- Mapping Information
- Council Agendas and Minutes
- Correspondence – inwards and outwards
- Subdivision Plans
- Customer Service Charter
- Town Planning Studies
- Delegation of Authority Register
- Employee Personal Files

Documents readily available to the public

The City Greater Geraldton creates and properly stores records of the City's functions. Access to information held by the City is subject to provisions established in the *LG Act 1995*, some information held may be subject to fees and charges. In all instances, the City will seek to provide access to information upon request except where restrictions

apply as written in the *FOI Act 1992* and other relevant legislation.

Information is made available through a range of methods including public statements, press releases, the City's website, advertisements placed in the local and state-wide newspapers, library services information sheets and other publications.

Under section 5.95 of the *LG Act 1995*, the CEO or the Council may determine that certain information held by the City as confidential.

The following documents are available for public inspection at the City's Administration Centre, 63 Cathedral Avenue, Geraldton:

- Annual Budget
- Annual Financial Statements
- Annual Report
- Business Plan prepared under section 3.59 *Local Government Act 1995*
- City of Greater Geraldton Council Policies
- City Planning Scheme and Planning Policies
- Code of Conduct
- Corporate Business Plan
- Documents released for public comment
- Freedom of Information Statement
- List of fees and charges imposed under section 6.16 of the *Local Government Act 1995*
- Local Laws (including reports or proposals relating to Local Laws) under section 3.12 of the *LG Act 1995*
- Long Term Financial Plan
- Media Releases
- Unconfirmed minutes of council or committee meetings
- Minutes (confirmed) of Council Meetings and Committee Meetings - excluding those identified as confidential
- Minutes of Electors Meetings
- Notice papers and agenda relating to council or committee meetings and reports and other documents that have been -
 - tabled at a council or committee meeting; or
 - produced by the local government or a committee for presentation at a council or committee meeting and that have been presented at the meeting (excluding those identified as confidential)
- Rate record
- Registers of Complaints as per section 5.121 of the *Local Government Act 1995*
- Register of Delegations section 5.46(1) of the *Local Government Act 1995*
- Register of Financial interests
- Register of Gifts
- Register of Notifiable Gifts under regulation 34B(5) of the *Local Government (Administration) Regulations 1996*.
- Register of Electoral Gifts under regulation 30G(1) of the *Local Government (Elections) Regulations 1997*
- Register of Owners and Occupiers under section 4.32(6) of the *LG Act 1995* and electoral rolls
- Register of Tenders

- Regulation made by the Governor under section 9.60 that operates as if it were a local law of local government
- Report on a supplementary audit under section 7.12AH(1)
- Strategic Community Plan

The following documents are available on the City’s website:

- Map of the district
- An up-to-date consolidated version of any local law made in accordance with section 3.12 of the *Local Government Act 1995*
- Annual budget
- Strategic Community Plan
- An up-to-date list of fees and charges imposed under section 6.16 of the *Local Government Act 1995*
- Confirmed council and committee meeting minutes
- Minutes of electors meeting
- Notice papers and agenda relating to council or committee meetings and reports and other documents that have been -
 - tabled at a council or committee meeting; or
 - produced by the local government or a committee for presentation at a council or committee meeting and hat have been presented at the meeting
- Register of Complaints as per section 5.121 of the *LG Act 1995*
- Register of Notifiable Gifts
- Register of Gifts
- Censure orders in respect of a person who is a council member as per sections 5.110(6),5.113 and 5.117(1) of the *LG Act 1995*.

Documents available under the FOI Act 1992

Access to documents other than those listed as accessible outside the *FOI Act 1992* must be via a Freedom of Information Application. Requests made under *FOI Act 1992* should be made in writing. The application form is available at the City’s administration centre, Mullewa Office or on the City website: [Online Forms \(GO01 – Application to access documents\)](#)

While the act provides general right of access to documents, it also recognises some documents require a level of protection, specifically those documents that meet the exemption criteria in Schedule 1 of the *FOI Act 1992*, which includes (without limitation);

Personal Information	Information that would reveal personal information about an individual (e.g. their name, contact details, signature etc.) may be exempt under Schedule 1 Clause 3 of the <i>FOI Act 1992</i> and section 5.95 (8) of the <i>LG Act 1995</i>
----------------------	---

Commercial Information	Information that would reveal trade secrets, information of a commercial value (e.g. documents containing technical designs that, if released, would reasonably be expected to destroy or diminish commercial value), or the financial affairs of a person (e.g. debts owed to the City) may be exempt under Schedule 1 Clause 4 of the <i>FOI Act 1992</i>
Deliberative Process	Information that would reveal a decision made during a deliberative process closed to the public (e.g. confidential Council meeting) may be exempt under Schedule 1 Clause 6 of the <i>FOI Act 1992</i> and section 5.23 of the <i>LG Act 1995</i>
Legal Professional Privilege	Information that would reveal legal advice may be exempt under Schedule 1 Clause 7 of the <i>FOI Act 1992</i>
Building Licence document	Only the owner or mortgagee of a building, or their authorised representative, may inspect any plan or other document relating to that building. A non-owner may inspect or obtain a copy SUBJECT to written approval by the Owner.
Minutes of Committee Meetings and Council Meetings (including Agendas, Reports etc. that relate to the meeting	A person's right to inspect information does not extend to the inspection of information where a meeting of Council or Committee, or a part of such a meeting, to which the information refers, is likely to be closed to members of the public. A person's right to inspect information does not extend where it relates to any debt owed to the City.

FOI Procedures and Access Arrangements

FOI Operations

It is the aim of the City to make information available promptly and at the least possible cost, and whenever possible documents will be provided outside the FOI process.

If information is not routinely available, the *FOI Act 1992* provides the right to apply for documents held by the city and to enable the public to ensure that personal information in documents is accurate, complete, up-to-date and not misleading.

Freedom of Information Applications

Access applications have to -

- be in writing
 - give enough information so that the documents requested can be identified
 - give an Australian address to which notices can be sent;
- and be lodged at the agency with any application fee payable

Applications and enquiries should be addressed to the Freedom of Information Coordinator on telephone (08) 9956 6600, City of Greater Geraldton PO Box 101 Geraldton WA 6531.

Applications will be acknowledged in writing and you will be notified of the decision within 45 calendar days.

Freedom of Information Charges

A scale of fees and charges are set out in the FOI Regulations. Apart from the application fee for non-personal information (information that is not personal information about the applicant) all charges are discretionary.

The fees and charges are as follows.

- | | |
|--|---------------|
| • Personal information about the applicant charges | No fee and no |
| • Application fee (for non-personal information) | \$30.00 |
| • Charge for time dealing with the application (per hour, or pro rata) | \$30.00 |
| • Access time supervised by staff (per hour, or pro rata) | \$30.00 |
| • Photocopying staff time (per hour, or pro rata) | \$30.00 |
| • Per photocopy | .20 |
| • Transcribing from tape, film or computer (per hour, or pro rata) | \$30.00 |
| • Duplicating a tape, film or computer information | Actual Cost |
| • Delivery, packaging and postage | Actual Cost |

An estimate of charges will be provided if the cost is expected to exceed \$25.00. For impecunious applicants or those issued with prescribed pensioner concession cards, any charges payable are reduced by 25%.

Deposits

- An advance deposit may be required in respect of the estimated charges (25%)
- Further advance deposit may be required to meet the charges for dealing with the application (75%)

Access Arrangements

Access to documents can be granted by way of inspection; a copy of a document; a copy of an audio or video tape; a computer disk; or a transcript of a recorded, shorthand or encoded document from which words can be reproduced.

Notice of Decision

As soon as possible but in any case, within 45 days you will be provided with a notice of decision which will include details such as -

- the date the decision was made
- the name and the designation of the officer who made the decision
- if access is refused, the reasons for claiming the document is exempt
- information on the rights of review and the procedures to be followed to exercise those rights

Refusal of Access

Applicants who are dissatisfied with a decision of the agency are entitled to ask for an **internal review** by the agency. The internal review application should be made in writing within 30 calendar days after being given the agency's notice of decision. You will be notified of the outcome of the review within 15 calendar days. If you disagree with the result you then can apply to the Information Commissioner for an **external review**. The external review application should be made within 60 calendar days after being given the agency's written notice of the internal review decision. (Note: if you are requesting external review as a third party or following an application for amendment of personal information, you must lodge your external review application within 30 calendar days after being given written notice of the internal review decision.)

Office of the Information Commissioner

Phone: (08) 6551 7888

Freecall (WA country): 1800 621 244

Fax: (08) 6551 7889

Email: info@foi.wa.gov.au

Web: www.foi.wa.gov.au

Address: Albert Facey House, 469 Wellington Street, Perth WA 6000