



Information Sheet

Right to Information Act 2009 and Information Privacy Act 2009

Accessing Triple Zero calls in Queensland

The *Right to Information Act 2009* (RTI Act) and *Information Privacy Act 2009* (IP Act) let people apply to access documents held by Queensland government agencies. This includes records of calls made to Triple Zero for Queensland Fire and Emergency Service (QFES), Queensland Ambulance Service (QAS), or the Queensland Police Service (QPS).

Who do I apply to?

Triple Zero calls are sent to the agency whose assistance was being sought:

- For calls to the police, you apply to the QPS RTI Unit.
- For calls for fire assistance, you apply to the QFES RTI Unit.
- For calls to the QAS, apply to the Department of Health, which looks after access applications for the Ambulance Service.

How do I apply?

You will need to fill out the application form. You can use the online form or the PDF form available at www.rti.qld.gov.au. If you use the PDF form, you will need to send it to the agency by post or email at the contact details below.

This guide has more information: [How to apply for government documents](#).

Will it cost me anything?

If you are applying for a copy of a call you made to Triple Zero, or a copy of a call that mentioned you, you can apply under the IP Act with no application fee.

If you did not make the call, or you were not mentioned in the call, you must apply under the RTI Act and pay the application fee. There may also be processing charges if it takes more than five hours to finalise your application.

Whichever Act you apply under, if you want a transcript of the call instead of the audio recording, you will have to pay the cost of producing the transcript. It will take extra time for the agency to have the transcript made.

Do I have to send my ID?

If you are applying under the IP Act because you made the call, or you were mentioned in the call, you will need to send a copy of your ID that has been certified by a Justice of the Peace, lawyer, or Commissioner for Declarations.

This guide has more information: [How to apply for government documents](#).



Office of the Information Commissioner
Queensland

How long will it take?

It will take at least 25 business days from the date the agency receives your valid application, and it may take longer, depending on the circumstances and whether you applied under the IP Act or RTI Act.

See [What to expect when you apply](#) for more information.

Will I get access?

You will generally get access to your own personal information. You may be refused access to other people's personal information. This means that:

- if you are applying for a call someone else made about you, you may be refused access to some or all of it; and
- if you are applying for a call you did not make which was not about you, you are not likely to be given access to it.

If you were not the one who made the call, there can be circumstances where the agency will not be able to confirm that the call was made or who made it. See [Neither confirm nor deny the existence of documents - a guide for applicants](#) for more information.

Contact details

QFES

Right to Information and Information
Privacy Unit
Queensland Fire and Emergency
Services
GPO Box 1425
Brisbane QLD 4001

PH: 07 3635 3303
Email: QFES.RTI@qfes.qld.gov.au

QPS

Right to Information & Privacy
Queensland Police Service
GPO Box 1440
BRISBANE QLD 4001

Ph: 07 3364 4666 (select option 4 for
the RTI unit)
Email: rti@police.qld.gov.au

Department of Health

Privacy and Right to Information Unit
Department of Health
GPO Box 48

Brisbane Queensland 4001
Phone: (07) 3082 0546
Email: rti-privacy@health.qld.gov.au



Office of the Information Commissioner
Queensland

For additional information and assistance please refer to the OIC's guidelines, or contact the Enquiries Service on 07 3234 7373 or email enquiries@oic.qld.gov.au.

This information sheet is introductory only, and deals with issues in a general way. It is not legal advice. Additional factors may be relevant in specific circumstances. For detailed guidance, legal advice should be sought.

If you have any comments or suggestions on the content of this document, please submit them to feedback@oic.qld.gov.au.

Published 7 March 2024 and Last Updated 7 March 2024

Changes to legislation after the update date are not included in this document