



Office of the Information Commissioner
Queensland

Information Sheet

INFORMATION SHEET - *Right to Information Act 2009* and *Information Privacy Act 2009*

What the OIC can help with

The Queensland Office of the Information Commissioner (OIC) reviews decisions made by Queensland government agencies and Ministers made under the Queensland *Right to Information Act 2009* and the *Information Privacy Act 2009* (IP Act) and mediates privacy complaints made to agencies and Ministers under the IP Act, as explained in these information sheets:

- [Explaining your review rights](#) and [What to expect at external review](#)
- [Can I make a privacy complaint to the OIC](#) and [What to expect when I bring a privacy complaint to the OIC](#)

Other organisations who can help

If you need help with other issues, one of these organisations may be able to assist you.

Issue	Organisation
Find a lawyer or legal advice	Queensland Law Society Telephone: 1300 367 757 Email: info@qls.com.au Website: www.qls.com.au
	Legal Aid Queensland Telephone: 1300 651 188 Website: www.legalaid.qld.gov.au
	National Association of Community Legal Services Telephone: (02) 9264 9595 Email: naclc@clc.net.au Website: https://clcs.org.au/legal-help/
Privacy complaints about Commonwealth government agencies	Office of the Australian Information Commissioner Telephone: 1300 363 992 Email: enquiries@oaic.gov.au Website: www.oaic.gov.au
Complaints about Commonwealth	Commonwealth Ombudsman Telephone: 1 300 362 072 Website: https://www.ombudsman.gov.au/



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government agency actions or decisions	
Privacy complaints about a private health service provider	Office of the Australian Information Commissioner Telephone: 1300 363 992 Email: enquiries@oaic.gov.au Website: www.oaic.gov.au
Complaints about a doctor or private health care provider (not privacy related)	Australian Health Practitioner Regulation Agency Telephone: 1300 419 495 Website: www.ahpra.gov.au
	Health Ombudsman Telephone: 133 646 Email: info@oho.qld.gov.au Website: www.oho.qld.gov.au
Complaints about Queensland government agency actions or decisions	Queensland Ombudsman Telephone: (07) 3005 7000 or 1800 068 908 (outside Brisbane) Email: ombudsman@ombudsman.qld.gov.au Website: www.ombudsman.qld.gov.au
Concerns about corruption by Queensland police, politicians, or public sector officers	Crime and Corruption Commission (CCC) Telephone: (07) 3360 6060 or 1800 061 611 (outside Brisbane) Email: mailbox@ccc.qld.gov.au Website: www.ccc.qld.gov.au
Raise an issue about financial waste and mismanagement by a Queensland government agency	Queensland Audit Office Telephone: (07) 3149 6000 Email: gao@gao.qld.gov.au Website: https://www.qao.qld.gov.au/ Raise an issue: https://www.qao.qld.gov.au/contribute-audits-queensland?type=raise_issue
Report a cybercrime, incident, or vulnerability	Australian Cyber Security Centre Telephone: 1 300 292 371 Website: https://www.cyber.gov.au/ Make a report: https://www.cyber.gov.au/report-and-recover/report
	Real Estate Institute of Queensland (REIQ) Telephone: (07) 3249 7347



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Complaints about real estate agents	Email: reception@reiq.com.au Website: www.reiq.com (Note: only accepts complaints from REIQ members)
	Office of Fair Trading Telephone: 13 74 68 Email: BrisbaneOFT@deedi.qld.gov.au Website: www.fairtrading.qld.gov.au
Complaints about Queensland lawyers	Legal Services Commission Telephone: 3406 7737 or 1300 655 754 Website: www.lsc.qld.gov.au/complaints
Direct marketing or spam emails	Australian Communications and Media Authority Telephone: 1300 855 180 Email: report@submit.spam.acma.gov.au Website: www.acma.gov.au
Complaints about private sector employers, working conditions, and unfair dismissal	Fair Work Ombudsman Telephone: 13 13 94 Website: www.fairwork.gov.au
	Fair Work Commission Telephone: 1 300 799 675 Website: https://www.fwc.gov.au/
	Queensland Industrial Relations Commission Telephone 1 300 592 987 Website: https://www.qirc.qld.gov.au/
Complaints about human rights, discrimination or sexual harassment	Queensland Human Rights Commission Telephone: 1300 130 670 Email: info@qhrc.qld.gov.au Website: www.qhrc.qld.gov.au
Complaints about goods or services purchased from a business	Office of Fair Trading Telephone: 13 74 68 Email: Brisbane.OFT@justice.qld.gov.au Website: www.fairtrading.qld.gov.au
Concerns about consumer protection, fair trading and product safety	Australian Complaints Commission Telephone: 1 300 302 502 Make an enquiry: https://www.accc.gov.au/about-us/contact-us/make-an-enquiry
Complaints about banks, insurance, or	Australian Financial Complaints Authority Telephone: 1 800 931 678



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other financial services	Email: info@acfa.org.au Website: www.afca.org.au/
Complaints about energy or water providers	Energy and Water Ombudsman Queensland Telephone: 1800 662 837 Email: complaints@ewoq.com.au Website: www.ewoq.com.au
Complaints about telephone or internet service providers	The Telecommunications Ombudsman Telephone: 1 800 062 058 Email: tio@tio.com.au

For additional information and assistance about the RTI Act and the IP Act 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

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