



Information Sheet

Right to Information Act 2009

How do I apply for government documents?

The *Right to Information Act 2009* (Qld) (**RTI Act**) gives you the right to apply for access to documents from Queensland government departments, Ministers, local councils, public hospitals, public universities and statutory bodies. These are called the agency in this Information Sheet.

This Information Sheet will help you make an application to an agency under the RTI Act. If you want documents from more than one agency, you will need to make a separate application to each agency.

Will I get the information I want?

It depends on what you are applying for. You will usually get access to your own information, but in most cases you will not be given access to someone else's personal information, the name of someone who made a complaint about you, or information about an active investigation. This is because it is contrary to the public interest to release that information.

These information sheets explain more: What is Exempt Information and What is the public interest.

The application form

You can fill out the application form to make an application under the RTI Act. You can download it from www.rti.qld.gov.au. The link to the form can be found on the right hand side, towards the bottom of the page.

Alternatively, you can contact the agency or the Office of the Information Commissioner (**OIC**) to ask for an application form to be posted or emailed to you or contact the agency.

Applying to a department

If you are applying to a Queensland government department, you can use the online form. It can only be used for applications to departments. For all other agencies, you must use the PDF version of the form.

Application fee and processing charges

There is no application fee or processing charges if you are applying only for documents that will contain your personal information. If you want to access any documents which do not contain your personal information, you must pay the application fee.

From 1 July 2025, there is an RTI application fee of \$57.65 and possible processing charges of \$8.95 per fifteen minutes spent working on the application. The application fee cannot be waived. There may also be access charges of \$0.25 per A4 page for paper copies, but these will not apply for electronic copies.



Office of the Information Commissioner
Queensland

If you have questions about how to pay the application fee, please contact the agency you are applying to. You can find a list of RTI agency contacts for departments on the RTI website. If the agency is not a department then refer to their website to locate contact details for the RTI Unit. If you cannot find the agency's contact details, the OIC Enquiries Service may be able to assist you.

On behalf of the applicant?

If you are making the application for yourself, select “no” on the form. If someone is acting as your agent, they should select “yes” and put your where asked. If the documents will contain your personal information there are additional evidence of authority requirements for the agent. These are explained below.

For more guidance see *How to help someone make an access application*.

Which agency are you applying to?

Write the name of the Queensland government agency or Minister you are applying to in this section (for example, Queensland Police Service, your local council, Metro North Hospital and Health Service).

If you want to apply to more than one agency you must fill out a separate application form for each agency.

Which documents?

This section is where you write down what documents you are applying for. The decision maker who will process your application is unlikely to have any knowledge of your interactions with the agency, so you must give them the information they need to conduct searches for the documents you seek. Be as specific as possible, because it will help the decision maker find all of the documents.

It is important to remember you can only apply for documents that already exist. You can't ask questions or ask for documents to be created for you.

If your application is too big, there is a chance the agency will not be able to process it. They will discuss this with you if this occurs.

All of the questions may not be relevant to your application, but if they are, answering them will help the agency find the documents. If you do not have this information, or if they are not relevant, you can leave them blank.

Evidence of identity

If you are applying for any documents which contain your personal information (for example, your name) then you must provide evidence of your identity with the application form.



Office of the Information Commissioner
Queensland

Examples of acceptable identity include:

- A certified copy of your passport, birth certificate, driver licence, photo identification card, personal watercraft licence or recreational marine drivers licence.
- A PDF extracted from the Queensland Digital Licence app of your driver licence, photo identification card, personal watercraft licence or recreational marine drivers licence – this must be *emailed* to the agency.

Certified copies must be certified by a Justice of the Peace, lawyer, Commissioner for Declarations, pharmacist or Notary Public as a true and correct copy. You may also be able to attend an agency and show them your ID. Check with the agency you are applying to, who will advise if it is possible.

Refer to *Evidence of identity and authority* for more information.

You cannot black out or remove any information from your ID before you give it to the agency. If you do, your ID will not be valid for the RTI and the agency will ask you to send them a new copy of your ID showing all the information. They will not be able to process your application until they have this.

Applicants who are incarcerated have different ID requirements. These are outlined in *Applying while incarcerated in Queensland*.

If an agent is acting for you and any of the documents being applied for will contain your personal information, then the agent must also provide proof of authority to act as your agent. If someone is applying for you or helping you apply, they can refer to How to help someone make an access application.

Contact from the agency

Some agencies will send you an acknowledgement letter when your application is received, however this is not a requirement and you may not receive one.

If you do not hear from the agency and would like to confirm your application was received, or you have any questions about your application, you can contact the RTI Unit at the agency directly.

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 enquiries@oic.qld.gov.au.

Published 13 April 2017 and Last Updated 2 July 2025

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