

Our ref RTI-4053  
Your ref  
Enquiries Helen Adcock

Department of  
**Transport and Main Roads**

23 February 2024

Ms Leslie Haighway

[foi+request-11043-c7c24e17@righttoknow.org.au](mailto:foi+request-11043-c7c24e17@righttoknow.org.au)

Dear Ms Haighway

**Right to Information Access Application - Decision on non-compliant application - RTI-4053**

I refer to your request received on 22 January 2024 seeking information held by the Department of Transport and Main Roads (**department**) which was considered as an access application under the *Right to Information Act 2009* (Qld) (**RTI Act**) requesting:

*The number of complaints the department has received about the speed camera deployed at Torrens Creek in August 2023.*

I also refer to my letter of 22 January 2024 in which I advised that your application was not valid as it did not comply with the requirements of section 24(2) of the RTI Act.

My letter provided you with an opportunity to consult with the department with a view to making your application in a manner which complies with section 24(2) of the RTI Act. A response to this notice was due within 10 business days of you receiving my letter.

In your response dated 26 January 2024 you asked why a fee is required to access public information when government is funded by all tax/rate/vehicle registration payers. Further information on accessing information held by the Queensland Government is available via [Accessing information held by Government | Office of the Information Commissioner Queensland \(oic.qld.gov.au\)](#)

Whilst you responded to my letter your response did not satisfy the legislative requirements and by my calculations the 10 business day time period has lapsed.

**Decision**

On 23 February 2024 I made a decision under section 33(6) of the RTI Act to refuse to deal with your access application as it does not comply with all relevant legislative requirements. Details of my decision are provided in my Statement of Reasons (Attachment A).

In addition, I had regard to the *Human Rights Act 2019* (HR Act) including the right to seek and receive information in section 21 of that Act. I consider that in applying the RTI Act to your application, I am acting compatibly with human rights as required by section 58 of the HR Act.

If you are not satisfied with this decision, you can apply for a review under the RTI Act. Please refer to Attachment B for complete details regarding your rights of review.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Helen Adcock', with a long, sweeping horizontal stroke extending to the right.

Helen Adcock  
**Principal Advisor (RTI and Privacy)**

**Statement of Reasons  
for a decision under the  
*Right to Information Act 2009***

**Reference Number:** RTI-4053

**Applicant:** Leslie Haighway

**Decision Maker:** Helen Adcock  
RTI, Privacy and Complaints Management Team  
Department of Transport and Main Roads

**Authority:** By delegation under section 30(2) of the *Right to Information Act 2009* (Qld)

**Date of Decision:** 23 February 2024

The following is a Statement of Reasons for the decision to refuse to deal with a request under the *Right to Information Act 2009* (Qld) (**RTI Act**).

**Legislation references**

Sections of legislation referenced in this Statement are provided in Attachment C.

**Scope of request**

On 22 January 2024 the Department of Transport and Main Roads (**department**) received a request for access to the below information which was considered as an access application:

*The number of complaints the department has received about the speed camera deployed at Torrens Creek in August 2023.*

**Requirements for a valid application**

Section 23 of the RTI Act gives a person a right to access documents held by the department subject to other requirements as set out in Chapter 3, Part 2 of the RTI Act.

Part 2, Section 24(2) of the RTI Act sets out the minimum requirements for a valid application, more specifically:

(2) *The application must—*

- (a) *be in the approved form and be accompanied by the application fee; and*
- (b) *give sufficient information concerning the document to enable a responsible officer of the agency or the Minister to identify the document; and*
- (c) *state an address to which notices under this Act may be sent to the applicant;*  
*and*

- (d) *state whether access to the document is sought for the benefit of, or use of the document by-*
  - (i) *the applicant; or*
  - (ii) *another entity; and*

*Example for paragraph (d)(ii)-*

*A journalist makes an access application for a document for use of the document by an electronic or print media organisation.*

- (e) *if access to the document is sought for the benefit of, or use of the document by, another entity other than the applicant – the name of the other entity.*

I did not consider that the original access application met these minimum requirements as payment of the application fee was required in addition to confirmation in writing on whether the applicant was seeking access to the information for the use or benefit of another person, company or body.

### **Prerequisites before refusal to deal with an application**

Section 33 of the RTI Act sets out the requirements for what an agency must do when dealing with an invalid application. More specifically, section 33(2), (3) and (7) of the RTI Act state:

- (2) *The agency or Minister must make reasonable efforts to contact the person within 15 business days after the purported application is received and inform the person how the application does not comply with a relevant application requirement.*
- (3) *An agency or Minister must not refuse to deal with an application because it does not comply with all relevant application requirements without first giving the applicant a reasonable opportunity to consult with a view to making an application in a form complying with all relevant application requirements.*
- (7) *In this section—*  
**relevant application requirement**, *for an access application, means a matter set out in section 24(2) or (3) that is required for the application.*

### **Consultation**

On 22 January 2024 I wrote to the applicant stating that I had formed the view that the application was not valid and that a written response providing the additional information was required within 10 business days of receiving this notification. In the applicant's response she failed to provide the additional information required for the application to be considered valid.

### **Refusal to deal with an application**

I consider that by the steps set out above, I have undertaken all of the requirements set out in section 33(2) and (3) of the RTI Act prior to making a decision on this access application.

Section 33(6) of the RTI Act sets out the time frame within which an applicant must be notified of the agency's decision. More specifically:

- (6) *If, after giving the opportunity mentioned in subsection (3) and any consultation, an agency or Minister decides the application does not comply with all relevant application requirements, the agency or Minister must, within 10 business days after making the decision, give the applicant prescribed written notice of the decision.*

Section 191 of the RTI Act sets out the requirements for a prescribed written notice and I consider these requirements have been met in this statement of reasons.

I consider that the response time of 10 business days to be a reasonable opportunity for the applicant to respond to my letter either providing the additional information required or to undertake further consultation.

As the applicant's response did not provide the required information I consider it appropriate to make a decision on whether or not to deal with this application.

### **Decision**

After consideration of the above, I have decided under section 33(6) of the RTI Act to refuse to deal with this access application as it does not comply with all relevant legislative requirements.

**Right to Information Act 2009**

**REVIEW RIGHTS**

If you are dissatisfied or aggrieved with the decision of this department made under the *Right to Information Act 2009* (Qld) (RTI Act), you can apply for an internal or external review of the decision.

An application for internal review must be in writing (detailing your grounds for appealing), state an address to which notices under the RTI Act may be sent and be lodged with the Department within **20 business days** of the date of the written notice of this decision. Any personal information you provide in your application for an internal review will be managed in accordance with the *Information Privacy Act 2009* (Qld). Applications for **internal review** should be forwarded:

By Post to:

Director  
RTI, Privacy and Complaints Management  
Department of Transport and Main Roads  
GPO Box 1549  
BRISBANE QLD 4001

**OR**

By Email to:

Director  
RTI, Privacy and Complaints Management  
Department of Transport and Main Roads  
[contactrti@tmr.qld.gov.au](mailto:contactrti@tmr.qld.gov.au)

Your internal review application will be referred to another officer of this agency who is at least as senior as the original decision-maker and who will consider the matter afresh. You will be notified of the decision within 20 business days after the agency receives your internal review application. Using the internal review option gives the agency an opportunity to consider additional evidence or information that is raised in an internal review application and conduct any necessary further searches.

You do not have to request an internal review to be eligible to apply for an external review by the independent Information Commissioner. You may apply for external review by the Information Commissioner under section 85 of the RTI Act. External reviews may take 4-5 months to complete.

An application for external review must be in writing (detailing your grounds for appealing), state an address to which notices under the RTI Act may be sent and be lodged with the Information Commissioner within **20 business days** of the date of the written notice of this decision. Under the RTI Act and the *Acts Interpretation Act 1954* (Qld), you are taken to "receive" this decision on the day on which you should receive it in the ordinary course of post.

An application for **external review** can be forwarded to the Office of the Information Commissioner by the following methods:

In person: Level 11, 53 Albert Street, Brisbane 4000  
Post: PO Box 10143, Adelaide Street, Brisbane Qld 4000  
Email: [administration@oic.qld.gov.au](mailto:administration@oic.qld.gov.au)  
Online: <https://www.oic.qld.gov.au/about/right-to-information/apply-for-external-review-of-an-access-or-amendment-decision>

If you have any questions about submitting an external review, you can contact the Office of the Information Commissioner on 07 3234 7373.

**Right to Information Act 2009**

**23 Right to be given access to particular documents**

- (1) Subject to this Act, a person has a right to be given access under this Act to—
- (a) documents of an agency; and
  - (b) documents of a Minister.

Notes—

- 1 See part 2 for how to exercise this right to access.
- 2 Exclusions of the right are provided for under part 4 (which provides particular circumstances where an entity may refuse to deal with an application) and section 47 (which provides grounds on which an entity may refuse access).
- 3 A limitation on the right is set out in section 73 (which provides that, in particular circumstances, an entity may delete irrelevant information from a document before giving access).

- (2) Subsection (1) applies to documents even if they came into existence before the commencement of this Act.

Note—

Section 27 deems an access application to apply only to documents that are, or may be, in existence on the day the application is received.

**24 Making access application**

- (1) A person who wishes to be given access to a document of an agency or a document of a Minister under this Act may apply to the agency or Minister for access to the document.

Notes—

- 1 Minister is defined to include a Parliamentary Secretary—see schedule 6.
- 2 Section 25 provides for access applications by parents for children and section 190 clarifies the powers of those acting for others.
- 3 For an application made for a person, the person (and not the agent) is the applicant—see schedule 6, definition applicant. This may be particularly relevant for section 66 (Applicant under financial hardship).

- (2) The application must—

- (a) be in the approved form and be accompanied by the application fee; and
- (b) give sufficient information concerning the document to enable a responsible officer of the agency or the Minister to identify the document; and
- (c) state an address to which notices under this Act may be sent to the applicant; and
- (d) state whether access to the document is sought for the benefit of, or use of the document by-
  - (i) the applicant; or
  - (ii) another entity; and

Example for paragraph (d)(ii)-

A journalist makes an access application for a document for use of the document by an electronic or print media organisation.

- (e) if access to the document is sought for the benefit of, or use of the document by, another entity other than the applicant – the name of the other entity.

- (3) Also, if the application is for access to a document containing personal information of the applicant, the applicant must provide with the application or within 10 business days after making the application—

- (a) evidence of identity for the applicant; and
- (b) if an agent is acting for the applicant—evidence of the agent's authorisation and evidence of identity for the agent.

Examples of an agent's authorisation—

- the will or court order appointing the agent to act as the applicant's guardian
- the client agreement authorising a legal practitioner to act for an applicant
- if the application is made in reliance on section 25, evidence the agent is the child's parent

- (4) The application fee mentioned in subsection (2)(a) may not be waived.

Note—

However, an application fee must be refunded if a deemed decision is made—see section 46(1).

- (5) In this section—

**evidence of identity** means the evidence of identity prescribed under a regulation.

### **30 Decision-maker for application to agency**

(1) *An access application to an agency must be dealt with for the agency by the agency's principal officer.*

(2) *The agency's principal officer may delegate the power to deal with the application to another officer of the agency.*

### **33 Noncompliance with application requirement**

(1) *This section applies if—*

(a) *a person purports to make an access application for a document to an agency or Minister; and*

(b) *the application does not comply with all relevant application requirements.*

(2) *The agency or Minister must make reasonable efforts to contact the person within 15 business days after the purported application is received and inform the person how the application does not comply with a relevant application requirement.*

(3) *An agency or Minister must not refuse to deal with an application because it does not comply with all relevant application requirements without first giving the applicant a reasonable opportunity to consult with a view to making an application in a form complying with all relevant application requirements.*

(4) *The applicant is taken to have made an application under this Act if and when the application is made in a form complying with all relevant application requirements.*

(5) *If, after giving the opportunity mentioned in subsection (3) and any consultation, an agency or Minister decides the application does not comply with all relevant application requirements, the agency or Minister must, within 10 business days after making the decision, give the applicant prescribed written notice of the decision.*

(6) *In this section—*

**relevant application requirement**, *for an access application, means a matter set out in section 24(2) or (3) that is required for the application.*

### **191 Contents of prescribed written notice**

*If an agency or Minister must give a person a prescribed written notice of a decision under this Act, the notice must be in writing and state the following details—*

(a) *the decision;*

(b) *the reasons for the decision;*

*Note—*

*See the Acts Interpretation Act 1954, section 27B (Content of statement of reasons for decision).*

(c) *the day the decision was made;*

(d) *the name and designation of the person making the decision;*

(e) *if the decision is not the decision sought by the person—any rights of review under this Act in relation to the decision, the procedures to be followed for exercising the rights and the time within which an application for review must be made.*