

Application for Access to Documents

In accordance with the Freedom of Information Act 1991

Requests for Access to Documents

Under the FOI Act requests for access can be made for any document or documents that are held by South Australian State Government Agencies, Local Government Councils or Universities. All requests submitted to SA Water will be dealt with by SA Water's FOI Specialist.

You will need to provide sufficient information to enable the correct document or documents to be identified. If you are uncertain, please contact the FOI Specialist who can assist you in clarifying your request.

If you are seeking documents relating to your own personal affairs you may be requested to provide proof of your identity. Alternatively, if you are seeking access to documents on behalf of another person relating to their personal affairs, you may be asked to submit written consent signed by that person.

After processing your application SA Water will provide you with a written determination in relation to your application (a Notice of Determination). The Notice of Determination will include SA Water's decision in relation to your request and, if access has been refused in full or in part, the reasons why this has occurred.

How can I request the documents be provided?

You can request access to documents in various forms depending on how the information is stored. The different ways you can access documents include:

- inspecting documents
- requesting a copy of documents
- hearing and viewing audio and video tapes
- requesting a transcript of a recorded document
- requesting a transcript of words recorded in shorthand or encoded form
- requesting a document be produced from computerised information

How long will it take?

A request for access will be dealt with as soon as practicable and within 30 (calendar) days of it being received. In certain circumstances SA Water may extend the timeframe for dealing with your application. You will be advised within 20 (calendar) days if an extension is necessary.

How much will it cost?

Fee	Amount
Application for access to a document(s)	\$32.25
Application for an Internal Review	\$32.25
For dealing with access to a document concerning the personal affairs of the applicant	<ul style="list-style-type: none">▪ First 2 hours is at no charge▪ For each subsequent 15 minutes \$12.00
For dealing with access to a document not concerning the personal affairs of the applicant	For each 15 minutes spent \$12.00
Access to a document in photocopy (per page)	20 cents
Access to a document in the form of a transcript	\$7.20
Access in the form of a photograph, x-ray, video tape, computer disk	The cost incurred to produce a copy

If you are dissatisfied with a fee or charge calculated by SA Water, you are entitled to request for a review. You are not required to pay a fee or any other charge for this review. If you are still dissatisfied with the outcome of that review, you can seek a further review from the Ombudsman.

In the event that the agency varies or reverses a determination so that access to a document is given (either immediately or subject to deferral) the agency will refund any application fee.

What if I have a concession card or can't afford to pay?

In some cases the fee for your application can be waived. If you are the holder of a current concession card, or if you can satisfy SA Water that the payment of the fee would cause financial hardship, SA Water can waive or remit (reduce or refund) the application fee.

Access to documents by Members of Parliament

A Member of the South Australian Parliament who applies for access to a document held by a State Government Agency, Local Government Council or University is entitled to access the document without charge unless the work generated by the application involves fees and charges totalling more than \$1,000.

Application for Access to Documents

Under section 13 of the *Freedom of Information Act 1991*

Lodgement of Application to SA Water

Applicant Details

Company (if appl.) _____ Australian Postal Address _____
Title: (Mr/Ms/Mrs/Miss) _____
Surname _____
Given Names _____ Post Code _____
D.O.B _____ Home _____ Work _____
Mobile _____
Email _____

Details of Information sought

(Please provide sufficient information to assist with identification of documents, eg date of birth, previous names etc.)

I request access to the following document(s) _____

These documents do / do not contain information about my personal affairs *(Please cross out whichever does not apply)*

Form of Access *(place tick in appropriate box)*

I wish to inspect the documents () Yes () No

I require a copy of the documents () Yes () No

I require access in another form () Yes () No

Specify _____

Fees and Charges: An application fee of **\$32.25** must be submitted with the completed application form, unless you are seeking to have the application fee waived. Please attach evidence, eg. a copy of your concession card, or other evidence as proof of financial hardship if this the case.

In the following section please tick as appropriate:

Do you qualify for fee waiver? () Yes () No

Is proof attached? () Yes () No

Is the fee attached? () Yes () No

Application Fee is in the form of () Cheque () Cash () Money Order

If no fee is attached and you do not qualify for fee waiver then this application will not be valid until the fee has been received by the agency.

Signature _____ Date / / 20.....

Please send to: SA Water FOI Specialist, GPO Box 1751 Adelaide SA 5001

OFFICE USE ONLY

SA Water reference number: SN _____

Received on / / 20.....

Acknowledgment sent on / / 20.....

Due date:..... / / 20.....

Fee paid: Yes/No/NA

Concession applicable? Y/N