

# Freedom of Information

The Freedom of Information Officer deals with all applications under the [Freedom of Information Act](#) 1989 (NSW). However, the University aims to encourage transparency by facilitating access to policy documents and personal records.

There is no charge for access to documents outside the Freedom of Information Act. Enquiries about access to documents should be made directly to the relevant department during office hours (normally 9.00am to 5.00pm).

Anyone wishing to inspect specific University policy documents may do so by prior arrangements with the Manager, Records Management Office. Unless a formal application for access to, or amendment of, documents is made under the Freedom of Information Act, enquiries should be directed to:

Manager  
Records Management Office  
University of New England  
Armidale NSW 2351  
Telephone (02) 6773 2140

The University holds files on all its staff and students. No Freedom of Information application is necessary if an individual wishes to access their own personal files, except when they include documents which may be considered exempt under the Freedom of Information Act 1989 (NSW). Requests for access to a student file should be directed to the Manager, Records Management Office, while a request for access to a staff file should be directed to Personnel Services.

The Manager, Records Management Office, reserves the right not to release documents without a request for access under Freedom of Information. If an applicant is dissatisfied with the response to an enquiry, then a formal application should be made under the Freedom of Information Act.

## Applications under the Freedom of Information Act

Applications under the FOI Act may be for access to information or to seek amendment to personal records.

All applications under the Freedom of Information Act must be made on the [Application Form](#), and be accompanied by an application fee (see table below) and directed to:

Freedom of Information Officer  
Legal Office  
The University of New England  
Armidale NSW 2351  
Telephone: (02) 6773 3096

Under the Freedom of Information Act the University must respond to all applications within 21 days. In addition to the application fee a processing charge may also be levied, although every effort will be made to minimise the cost of processing an application. If the applicant feels that the processing charges are unreasonable the fees may be challenged. The right to challenge is not abrogated if the charges are paid; this allows the applicant to proceed with the enquiry pending the outcome of the challenge.

### Schedule of charges

Nature of application	Application fee	Additional charges
Access to records by natural persons about their personal affairs	\$20.00* (for up to 20 hours processing)	\$30.00/hour (after first 20 hours)
All other requests	\$30.00* (for up to 20 hours processing)	\$30.00/hour* (after first 20 hours)
Internal Review	\$20.00*	Nil**
Amendment of records	Nil	Nil

\* Subject to 50 per cent reduction for financial hardship and public interest reasons.

\*\* Refunds may apply as a result of successful internal reviews and applications for amendment of records.

\*\*\* No application fees may be charged for internal reviews in relation to amendment of records.

