



FREEDOM OF INFORMATION STATEMENT 2017

Freedom of Information Operations

The Freedom of Information Act 1992 ("the *FOI Act*"), which came into effect on 1 November 1993, created a general right of access to documents held by State and Local Government agencies. The *FOI Act* requires agencies to make available details about the kind of information they hold and enables persons to ensure that personal information held by government agencies about them is "accurate, complete, up to date and not misleading".

It is the aim of the Housing Authority to make documents available promptly for the lowest possible cost and, wherever possible, documents will be provided outside of the FOI process.

Making an FOI Application

FOI applications, payments, correspondence and general enquiries may be directed to the Housing Authority's FOI Unit, 99 Plain Street, East Perth, 6004. Application forms are provided for applicants on the internet. Although it is not mandatory to use these, it provides a pro-forma format that is convenient for the applicant to use and ensures that all the necessary information required to lodge a valid application is provided.

Requesting Access to Documents on Behalf of Another Person

If you are requesting access to documents on behalf of another person, you will need to provide a written authorisation from that person permitting you access to the documents.

If you are applying for access to documents of a deceased person, you must provide identification which clearly shows that you are the closest relative to that person, e.g. birth certificate, marriage certificate, death certificate, in addition to providing personal identification. If you are not the closest relative, you must provide written authorisation from the closest relative permitting you to access the documents.

Web: <http://www.housing.wa.gov.au/aboutus/freedomofinformation/Pages/default.aspx>

Tel: (08) 6217 6246

Fax: (08) 9221 1388

Email: FOI@housing.wa.gov.au

Processing of Applications

The Authority's FOI Unit is responsible for administering the processing of FOI applications within the agency. The FOI Coordinators are the decision makers on access and will liaise with the agency to facilitate the processing of all applications in accordance with the *FOI Act*.

The FOI Unit is the initial contact point for members of the community, applicants, third parties, the Office of the Information Commissioner and other public sector agencies for all FOI related matters.

Fees and Charges

The rate of fees and charges are set under the *FOI Act* and the laid out in the *Freedom of Information Regulations 1993*. Apart from the application fee for non-personal information all charges are discretionary. Details of fees and charges are listed below:

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| • Personal information about applicant | No fee |
| • Application fee (for non-personal information) | \$30 |
| • Charge for time taken dealing with the application | \$30 Per hour |
| • Charge for access time supervised by staff | \$30 Per hour |
| • Charges for photocopying | 20c Per copy |
| • Charges for staff time in transcribing information from a tape or other device | \$30 Per hour |
| • Charge for duplicating a tape, film or computer information | Actual cost |
| • Charge for delivery, packaging and postage | Actual cost |

Rights of Review (Internal Review)

The *FOI Act* provides that applicants that are dissatisfied with a decision of the Housing Authority have the right to have that decision reviewed. In accordance with section 40 of the *FOI Act*, internal review applications should be forwarded in writing to the Housing Authority within 30 calendar days after the date of the Authority's initial Notice of Decision.

If any matter remains in dispute following an internal review, applicants are advised of their right to request the Information Commissioner to conduct an "External Review" of the matter. In certain instances, questions of law that arise in the course of dealing with a complaint may be referred to the Supreme Court.

No fees or charges apply to Internal or External Reviews.

Documents Held by the Agency

Some requests to access archived records will be referred to the Housing Authority to ensure that privacy of individuals and security of buildings is maintained. Records about the Housing Authority's role and responsibilities will continue to be an important part of the State's history.

The Housing Authority's records are arranged using functional based classification and include information about the following functions and activities:

- Aboriginal Services
- Application Management
- Board Management (Transferred to Keystart Dec 2009)
- Building Compliance Coordination
- Building Control
- Building Permit Approval
- Client Management
- Community Housing
- Community Relations
- Compensation
- Contract Services
- Contractor Management
- Country Housing (Transferred to Keystart Dec 2009)
- Equipment and Stores

- Establishment
- Financial Management
- Fleet Management
- Government Officers Housing
- Government Relations
- Home Finance
- Housing Strategy
- Industrial Relations
- Information Management
- Land and Housing Development
- Legal Services
- NGO Employee Housing
- Occupational Health & Safety
- Occupational Safety & Health
- Personnel
- Private Rental Services
- Project Supervision
- Property and Facilities Management
- Property Asset Management
- Property Management (Office Space)
- Property Services
- Public Rental Housing
- Publication
- Rental Housing
- Residential Housing Construction
- Residential Housing Maintenance
- Service Worker Housing
- Staff Development
- Strategic Management
- Technology and Telecommunications