



Freedom of Information at GWMWater

This fact sheet outlines our obligations regarding Freedom of Information.

*Certified to best practice standards
ISO 9001, 14001 and 45001*

Statement of procedure

The *Freedom of Information Act 1982* (the Act) allows citizens access to documents in the possession of Victorian Government Ministers and State Government agencies. GWMWater is such an agency and therefore must comply with the Act.

Requests and application fee

Requests must be in writing and accompanied by an application fee of \$33.60 (two charge units - effective 1 July 2025).

This fee is GST-free and can be paid by EFTPOS, cash or a cheque made payable to GWMWater.

Can the application fee be waived?

The application fee may be waived if payment is likely to cause you hardship. If you request to have the fee waived on these grounds you must provide a statement of how payment will cause you hardship.

A request cannot be processed until:

- > the application fee has been paid, or
- > GWMWater has agreed to waive the fee.

Access Charges

An access charge may be applied under the Act for the costs involved in processing a request and could include:

- > search fees - \$25.20 per hour (1.5 charge units)
- > photocopying - 20 cents per page
- > providing written transcripts of a recorded document - \$25.20 per hour, calculated per quarter hour
- > supervising an inspection of documents - \$25.20 per hour, calculated per quarter hour.

Please note:

- > GWMWater provides an equitable service to all applicants, regardless of their financial resources.
- > The factors GWMWater takes into consideration when prioritising your request include the date your request becomes valid, the size of your request, the availability of assessing officers, and the time taken to search for your documents.

Deposits and the reduction or waiving of access charges

If access charges are estimated between \$50 and \$100, you will be requested to pay a deposit of \$25, or if the estimated charge exceeds \$100, the deposit is 50 percent of estimated charge. GWMWater will notify you in writing if a deposit is payable. The Act provides that you may request to discuss practicable alternatives such as altering your request to reduce the anticipated charge.

Making a Freedom of Information request

Please address applications to:

Freedom of Information Officer
GWMWater

PO Box 481

Horsham VIC 3402

or by email to foi@gwmwater.org.au

We will conduct a thorough and diligent search for documents and will take all reasonable steps to identify the relevant material.

Exempt documents

There are a number of exemptions that apply under the Act. Please note the examples of documents that may not be accessed include:

- > Cabinet documents
- > Some internal working documents
- > Law enforcement documents
- > Documents covered by legal professional privilege, such as legal advice
- > Personal information about other people
- > Information provided to GWMWater in-confidence.

Further information

Please contact GWMWater's Freedom of Information Officer on 1300 659 961.