

ADMINISTRATIVE ACCESS POLICY



OLAO/2019/032
Version 1.0

Effective Date: 26/02/2020
Last Reviewed: 24/03/2021

Policy Statement

The purpose of this administrative access policy is to make it easier, faster and cheaper for customers of the Office of the Land Access Ombudsman (LAO) to access some documents other than under the *Right to Information Act 2009* (the RTI Act) or the *Information Privacy Act 2009* (the IP Act). Customers are entitled to administrative access to copies of certain documents held on the LAO file which relate to their dispute.

This policy is consistent with the requirements of the *Land Access Ombudsman Act 2017* (the Act), the RTI Act and the IP Act.

Purpose

This policy explains;

- Who can apply
- How to apply
- Which documents can be applied for by way of administrative access
- The timeframes
- The costs
- Refusal to provide documents
- Complaints
- How to request other documents.

Who can apply for administrative access?

Applications for administrative access to documents can only be made by customers themselves. Customers cannot apply for access to files or documents where the customer is someone else unless they are;

- The parent of a child (unless parental responsibility has been removed by court order); or
- Appointed the guardian of a customer by a court or tribunal; or
- A solicitor or barrister acting for a customer and the client has provided written authority to access material on their LAO dispute file.

How to apply?

Applications for administrative access can be made by email, in person or post. Requests should be marked to the attention of the RTI/Privacy Co-ordinator;

By email: corporatelao@lao.org.au, with **Administrative Access Request** in the subject line

By post: Right to Information and Information Privacy Officer
Office of the Land Access Ombudsman
Reply Paid 88770
PO Box 15148
City East Qld 4002

In person: Level 16, 53 Albert Street
Brisbane City 4000

The application should identify which documents are required, including the LAO file reference, if known.

A certified copy of a proof of identity document is required. Accepted proof of identity documents include;

- A current driver's licence
- Identifying page of a current passport
- A birth certificate

A certified copy means a photocopy certified by a solicitor, barrister or Justice of the Peace (JP) to be a true copy of the original. Information about where to find a JP can be obtained from the [Department of Justice and Attorney-General](#).

If a customer is unable to provide any of the proof of identity documents listed above, they should provide a statutory declaration from a person who has known them for more than 12 months.

Lawyers action for clients must provide a copy of their client's written authority permitting them to access their client's documents held by the LAO.

Which documents can be applied for?

Customers can apply for administrative access to copies of the following documents;

- All documents supplied by them to the LAO
- All documents sent to them by the LAO
- Documents that are publicly available.

Timeframe

Administrative access applications will be processed and a response sent to the customer within 20 business days of receiving the application. If files are held off-site, or the request involves a large number of documents, additional time may be required.

Cost

In most cases, there will be no charge for access to documents, but the LAO reserves the right to charge for photocopying (in accordance with the RTI Act) or for USB services, if the document size exceeds email limits.

Refusal of an application

The LAO may refuse an application that is considered unreasonable, such as where the information requested is very large in volume or where the information has been previously provided.

Complaints

If a customer is not satisfied with the release of documents under this policy, they can submit a complaint under the LAO's [Customer Complaint Management Policy](#) and/or they may apply for any extra information under the RTI Act or IP Act.

Requests for other documents

Access to other documents held by the LAO is available under the RTI Act and/or the IP Act using a [RTI and IP access application form](#). General information about how to make information privacy and right to information applications is available from the [Office of the Information Commissioner](#).

Approval



Jane Pires
Land Access Ombudsman

Date: 14/4/2021

Version history

VERSION	DATE	ACTION	DESCRIPTION / COMMENTS
1.0	20/02/20		First release
1.1	24/3/2021	Amended OLAO to LAO	Internal review
1.2	9/8/2021	Updated LAO physical address details from level 12 to level 16. Corrected error in corporate email address	Update after LAO relocated office and error in email address was discovered