

Coffs Harbour City Council Guideline on Fees and Charges for Formal Access Applications



Background

The [Government \(Public Access\) Act 2009](#) ("GIPA Act") stipulates that a \$30 application fee must accompany a Formal Access Application and regulates processing charges and advance deposits for dealing with such applications.

Application Fee

Your Formal Access Application must be accompanied by a \$30 application fee that will count towards your processing charge.

Processing Charges

You will be charged \$30 per hour to process your application unless you qualify for a discount (explained in the following section).

The processing charge relates to the time necessary to deal with your application and provide access in response to your Formal Access Application. This fee covers actions such as considering your request; searching for records, consultation with third parties and decision making.

Access to Council information may be conditional on payment of any processing charges.

Discounted Processing Charges

You are entitled to a 50% reduction in the processing charge if Council is satisfied that:

- you are [suffering financial hardship](#); or
- the information you have applied for is of [special benefit to the public generally](#).

Council is required to [reduce the processing charges](#) if you can provide evidence that you are either:-

- a current holder of a Pensioner Concession Card issued by the Commonwealth; or
- a full time student; or
- applying as not-for-profit organisation or on behalf of a not-for-profit organisation.

Note: This discount only applies to the processing charge, not the application fee. If you qualify for the discount, your \$30 application fee will cover the first 2 hours of processing time.

Waiver of Processing Charge for Personal Information

If you are applying for access to your own [personal information](#), you will not be charged any processing charges for the first 20 hours of processing time.

Personal information under the Act means information or an opinion (including information or an opinion forming part of a database and whether or not recorded in a material form) about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.

Advance Deposit for Payment of Processing Charge

You may be requested to make an advance payment of a processing charge. The notice will include an estimate of the processing time. This advance deposit will not be more than [50%](#) of what Council estimates to be the total processing charge.

If you fail to pay the advance deposit within the required time frame, [Council may refuse](#) to deal with your Formal Access Application.

If this advance deposit exceeds the total processing charges due, [you will be entitled to a refund](#).

[If Council does not decide a Formal Access Application within the statutory decision time period](#), no processing charges can be imposed and any advance deposit paid, will be refunded.