



**CITIZENS' RIGHTS
TO INFORMATION
IN SOUTH AUSTRALIA**

Freedom of Information

You may wish to access documents and records not readily available through one of the previously mentioned methods. This may require a Freedom of Information application.

The Freedom of Information Act gives you the right to:

- access legally available documents in the possession of State and Local Government and South Australian Universities
- amend documents that relate to you which are incorrect, incomplete, out-of-date or misleading.

For full details refer to the publication "Your Right to Know. How to use Freedom of Information in South Australia" available from Service SA or State Records.

Alternatively, if you know which agency holds the records you are interested in, you can contact the Freedom of Information Officer in that agency for further assistance.

Other Sources

Some government information may be available from community centres and libraries.

For example, The Government Gazette and South Australian Services Directory are available at your public library.



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Our Promise

"We are committed to providing an open, honest and accountable government to the citizens of South Australia."

Hon Jay Weatherill MP

Minister for Administrative Services

Hon Mike Rann MP

Premier

For further information contact

State Records

Telephone 8226 7750

www.archives.sa.gov.au



**Government
of South Australia**

November 2003



**Government
of South Australia**



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CITIZENS' RIGHTS TO INFORMATION IN SOUTH AUSTRALIA

The Government of South Australia has developed a Citizens' Rights to Information Charter.

The Charter will foster confidence in government and the political process by ensuring access to documents and records held by the Government of South Australia.

The Charter promises that the South Australian Government is committed to attaining the highest standards of openness and accountability.

Information is contained in documents and records and held by:

- South Australian Government ministers
- State government departments
- State government authorities
- South Australian local government councils
- South Australian universities.

The Charter commits the South Australian Government to protect your rights without breaching the principles of personal privacy.



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HOW TO ACCESS INFORMATION HELD BY THE SOUTH AUSTRALIAN GOVERNMENT

A great deal of information is readily available to the public through a range of access points.

Service SA

Service SA provides easy entry to the South Australian Government. They can help you to:

FIND information and services provided by government;
BUY government publications;
LEARN more about government procedures and practices.

Service SA can be accessed:

- by phoning the Customer Contact Centre on 13 23 24;
- via the internet at www.service.sa.gov.au; or
- in person at the Government Information Centre, 77 Grenfell Street, Adelaide, or one of the regional Customer Service Centres in Gawler, Pt Lincoln and Whyalla.

State Government Agencies

All State Government departments, agencies and authorities can be contacted directly and most have their own website.

Websites provide information about services, annual reports and other publications, government forms, procedures and practices.



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In general, only agencies you have dealt with will hold your personal information.

It is suggested that you contact the agency directly with your enquiry or seek the assistance of Service SA. Access to some information may be subject to fees and charges as determined by the agency.

State Records

Inactive records of government are archived at State Records where they are available to the public through the State Records Public Reading Room. Staff can assist in identifying the records you are interested in. Some records may not be accessible through the Public Reading Room, but the reading room staff can advise you what can or cannot be made available.

Examples of records held at State Records include passenger lists, school records and SA Railway records.

State Records also holds a large number of historical maps, plans, photographs, films and paper files.

State Records has developed guides to help access archival records including resources specifically relating to Aboriginal people.

For more information contact 8226 7750 or visit via the web at www.archives.sa.gov.au