

Appendices

Appendix 3 : Information sources

Publications

The Commission has the following publications available to the public at no charge and can be accessed online at the Commission's website www.maic.qld.gov.au:

- The Commission's annual reports
- Compulsory Third Party Work Training Guidelines
- MAIC Guidelines for CTP rehabilitation providers
- Whiplash Injury Recovery – A self-help guide
- Road to Recovery – Rehabilitation following a motor vehicle accident
- Guideline – Arranging Medico-Legal Assessments
- Rehabilitation Standards for CTP Insurers
- The role of tyre pressure in vehicle safety, injury and the environment
- Review of Queensland Compulsory Third Party Insurance Scheme 1999

Website

The following information is also available at the Commission's website www.maic.qld.gov.au:

- CTP claims information
- Injury management information
- Information on the CTP premium setting process
- Forms for claimants, legal practitioners and medical practitioners
- Information for medical practitioners, rehabilitation providers and legal practitioners
- Guidelines and information for insurers
- Commission's funding initiatives
- A CTP premium calculator to assist motorists in obtaining information on premium rates
- The Commission's Strategic Plan 2011-2015

Telephone services and community participation

The Commission operates a helpline where staff can provide interested parties with information about the operations of the CTP scheme, premium prices and the claim process. The helpline number is 1300 302 568.

The Commission is involved in regular discussions with motoring organisations, licensed CTP insurers, the legal profession, and medical and allied health professions to ensure the scheme operates effectively and balance is maintained between the needs of injured parties and premium paying motor vehicle owners.

Right to Information

Right to Information (RTI) is the Queensland Government's approach to giving the community greater access to information.

The Queensland Government has made a commitment to provide access to information held by the Government, unless on balance it is contrary to the public interest to provide that information.

The *Right to Information Act 2009* came into effect on 1 July 2009, replacing the *Freedom of Information Act 1992*. New legislation, the *Information Privacy Act 2009*, has also been created to provide protection for individuals' privacy.

The Right to Information reforms aim to make more information available, provide equal access to information across all sectors of the community, and provide appropriate protection for individuals' privacy.

How do I access the Commission's information?

Information about the Commission's services and business operations is provided in many of its corporate documents, which are available in Treasury's publication scheme (which covers the Commission).

You can access the scheme at the following address:

<http://www.treasury.qld.gov.au/about/right-to-information/publication-scheme/index.shtml>

To access other Commission information, you will need to make a formal application under the *Right to Information Act 2009* or the *Information Privacy Act 2009* (if it relates to your personal information).

How do I make an application?

Your application must:

- be in writing in the approved form (https://www.smartservice.qld.gov.au/services/information-requests/form/Form-1_RTI_IP-Access-Application-Form.pdf)
- provide an address to which a notification of the decision may be sent
- be addressed to the Manager, Administrative Review (contact details provided below)
- include payment of application fee of \$39 if the information you request is not related to your personal information.

Appendices

Appendix 3 : Information sources – continued

Right to Information – continued

How do I amend personal information?

A formal application under the *Information Privacy Act 2009* to amend personal information must:

- be in writing in the approved form
- provide an address to which a notification of the decision may be sent
- specify the particular information you wish to have amended
- give details as to why the information is believed to be incomplete, incorrect, out-of-date or misleading
- describe the amendments you wish to have made.

Are there any charges for processing the application?

If you are applying to access the Commission's information under the *Right to Information Act 2009*, you may need to pay an application fee or processing charges, depending on the nature of your application.

For accessing non-personal information

If you are applying for access to information that is not your personal information, you must pay an initial application fee of \$39. This fee must be paid before your application will be processed.

In addition to the application fee, you may be charged for the following:

- processing documents if your application takes longer than five hours to process (\$6.00 for each 15 minutes or part thereof)
- photocopying documents (20 cents per photocopied page) or, alternatively, for providing documents in electronic format on compact disc.
- accessing personal information
- if you are applying for access to information that is your personal information, you do not need to pay an application fee, but access charges may be payable.

For amending personal information

If you are applying under the *Information Privacy Act 2009* to amend your personal information, you do not need to pay an application fee or access charges.

To pay the application fee of \$39, please complete a cheque or money order made payable to The Accountant, Treasury Department and post it to the address provided below.

Contact details

Manager, Administrative Review
Queensland Treasury
GPO Box 611
Brisbane Qld 4001
Ph 07 3224 4171