

Information Act 2002 Guideline

Information Access

what does it cost?



March 2021

Application fee

There is no **application** fee if your application is limited to your own personal information. Otherwise, there is a \$30 **application** fee.

Processing fee

For your own personal information there is a fee for the costs of *arranging* and *providing* access (processing fee). These include:

Photocopying fees for black & white A4 copies	20c per page
Arranging or providing access in another way, for example, by a tape or transcript	Actual cost
Supervising examination of information	First two hours free, then \$25 per hour

For non-personal information the fee includes:

Searching for, retrieving and returning information (but not searching for misplaced information)	\$25 per hour
Considering and making decision, including consultation	\$25 per hour
Supervising examination of information	\$25 per hour
Photocopying fees for black and white A4 copies	20c per page
Arranging or providing access in another way	Actual cost

If the application is for a mix of your own personal information and non-personal information, there will have to be an appropriate apportionment between the two processing fee structures.

The Schedule to the *Information Regulations* sets out how the processing fee is calculated. You should read the [Regulations](#) for full details.

Will I get a quote or estimate?

If the application is likely to involve significant fees, the organisation may give you an estimate of the processing costs. Alternatively, you can request the organisation to give you an estimate, if you are concerned. You can then decide whether or not to proceed with your application.

If you decide to proceed, the organisation may require you to pay a deposit of:

- \$25, if the estimate is less than \$100; or
- 50% of the estimate, if it is over \$100.

The organisation doesn't have to proceed with your application until you pay the deposit.

What if the estimate turns out to be wrong?

The organisation will be bound by its estimate even if the cost of services and materials actually used turns out to be more than the estimate.

If it turns out that the organisation overestimated the processing fee, you will only have to pay for the services and materials actually used.

Can I apply to have the fee waived or reduced?

Fees can be waived or reduced in limited circumstances. The organisation will consider any application with regard to:

- the circumstances of the application;
- the applicant's financial situation; and
- the objects of the Act.

If you think there are special circumstances that warrant waiver or reduction of fees, you can contact the organisation to ask how to apply for waiver or reduction.

[Application forms](#) to waive or reduce fees are published on our website.

For more, see our [Waiver or reduction of fees](#) guideline.

This guideline is produced by the Information Commissioner to promote awareness and understanding about the *Information Act 2002*. It is not a substitute for the Act. You should read the relevant provisions of the Act to see how it applies in any particular case.

Any views expressed in this guideline about how the Act works are preliminary only. In every case, the Commissioner is open to argument by a member of the public or a public sector organisation that a different view should be taken.