

# ARE THERE ANY DOCUMENTS THAT ARE NOT AVAILABLE?

While agencies aim to provide access to the maximum amount of information possible, a number of exemptions exist to protect certain types of information.

The types of documents that may be exempt include:

- Personal information.
- Legal privilege.
- Commercial and confidential information.
- Health and safety.
- Law enforcement.
- Defence and security.
- Economic interests of the State.
- Policy making and operations of agencies.
- Information relating to protected sites and the environment.

## HOW MUCH WILL IT COST ME?

There is no applicable fee and no inspection fee. This means you can look at any document or listen to an RTI record without any charges once you have been granted access.

You will only be charged for copies of documents if you want documents in a different format than the one presented to you.

An RTI Officer may charge you for the reproduction, change of format and disbursement costs. Reproduction fees must not exceed VT50,000.

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## WHAT IS RIGHT TO INFORMATION?

The Vanuatu Right To Information Act No.13 of 2016 gives you legally enforceable right to access documents, subject to some exemptions.

The right applies to documents held by Ministries and government departments, statutory and regulatory bodies, public hospitals, local government councils, and any organisations' providing public service and receiving funds directly or indirectly from the Government of Vanuatu.

[#raetblongsave](#)

### WHAT IF I BELIEVE THE INFORMATION THE PUBLIC AUTHORITY HOLDS ABOUT ME THAT IS INCORRECT?

The RTI Act also give you the right to have documents concerning your personal affairs amended if you believe they are incomplete, incorrect, misleading or out of date.

Prior to making your request you may wish to talk to someone from the agency that holds the documents you would like to amend.

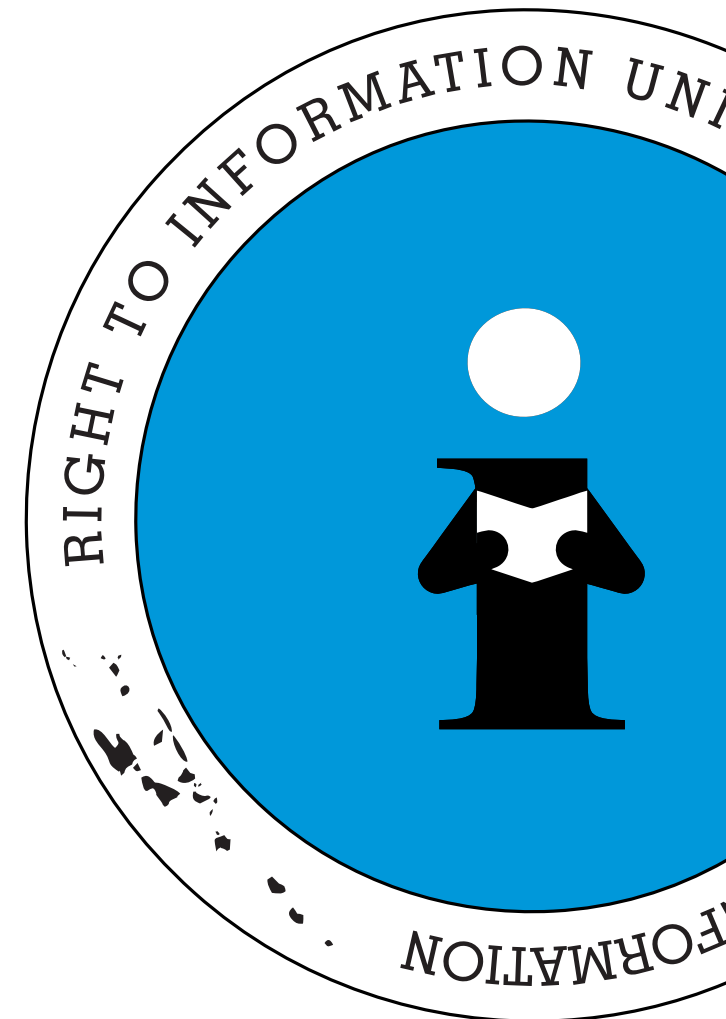
### WHAT CAN I DO IF I AM UNHAPPY WITH A DECISION FROM THE AGENCY?

When an agency has dealt with your application you will be notified of the outcome in writing. If the agency has refused access to some or all of the documents you applied for, or refused to amend your personal affairs, their notification will explain why.

You will also be advised about the steps you can take to seek a review of the decision that has been made.

**RIGHT TO INFORMATION UNIT**  
Department of Strategy Planning,  
Policy & Aid Coordination

Office of the Prime Minister  
Republic of Vanuatu



# HOW DO I MAKE A REQUEST?

# WHAT HAPPENS AFTER I MAKE MY REQUEST?

# WHAT TYPES OF DOCUMENTS CAN I ACCESS?

## STEPS WHAT TO DO

1

To help you clarify your request, work out whether the RTI is the right approach, you may wish to talk to the RTI Officer at the public authority that holds the information you would like to access.

To do this, call the specified public office and ask to speak to the RTI Officer.

If you decided to proceed with an RTI application visit [www.rti.gov.vu](http://www.rti.gov.vu) and download an RTI Request Form.

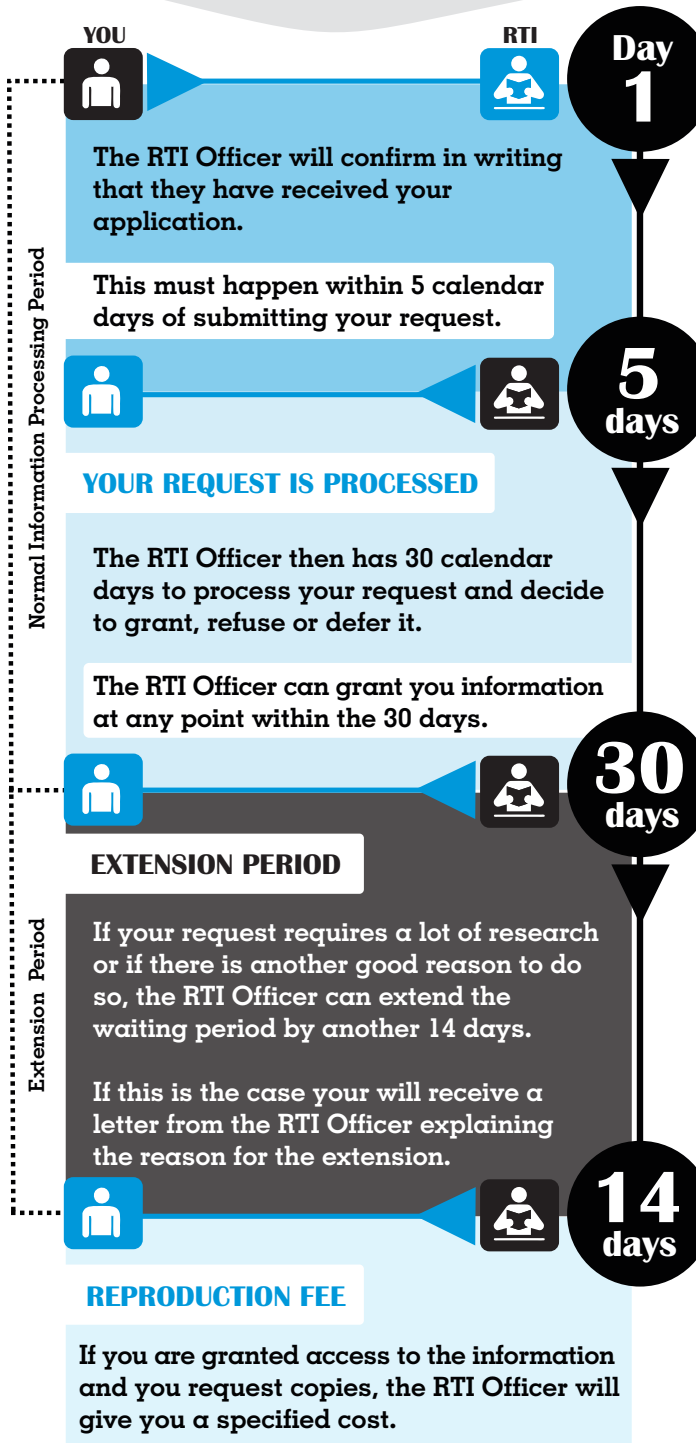
2

If you prefer you can also write a letter that meets the requirement of Section 13 of the RTI Act. You can also call directly and provide your details, it is the responsibility of the RTI Officer to document your request.

### YOUR REQUEST MUST INCLUDE;

- A postal address, telephone number, fax number or email address.
- A form of access (hardcopy, softcopy etc).
- The language in which the information is to be granted is to be supplied.
- An indication of whether the application is being made of behalf of a person and the submission of proof of the capacity in which the applicant is making the application, to the reasonable satisfaction of the Right To Information Officer.
- If the application is being made to a private entity.
- An indication of whether the applicant believes the information is necessary to safeguard the life or liberty of himself or herself or any other person, and the basis for the belief.

**FACT** ANYONE CAN MAKE A REQUEST



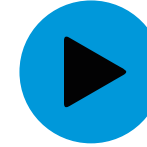
You can ask to see any kind of information recorded by a government agency regardless of the age of the information. This includes;



a record in writing



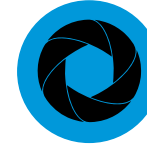
a document, manuscript & file



a film (including microfilm), negative, micro-fiche & facsimile copy of a document



a map, plan, graph or drawing



a photograph



a disc, tape, soundtrack, or other device in which sounds or other data are embodied



an email, memo, opinion, press release circular, order, logbook, contract, report, samples and models

When asking for information, try to be as specific as possible and think how you can define your request to ensure a speedy answer.

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