

July 2026

Administrative Release of Information Policy

Right to Information and Information Privacy



QUEENSLAND
Family & Child
Commission



Administrative Release of Information Policy

1. Objective

The Queensland Family and Child Commission (the Commission) is committed to open government and making information available to the community.

The preamble to the *Right to Information Act 2009* (the RTI Act) acknowledges the importance for Queensland Government agencies to release information administratively unless it is not in the public interest to do so. Where possible, the Commission will provide the public with access to information it holds under this policy as part of its commitment to open government, and in accordance with the preamble to the RTI Act.

Administrative release of information provides increased transparency of the information the Commission holds and may result in a reduction in the volume of formal access requests under the RTI Act, the *Information Privacy Act 2009* (the IP Act), and any other relevant legislative mechanism allowing the public to access information held by the Commission.

To give effect to the Commission's commitment to transparency and accountability, the Commission has adopted the Administrative Release Scheme (the Scheme).

2. Legislative and regulatory requirements

- [Right to Information Act 2009](#)
- [Right to Information Regulation 2025](#)
- [Information Privacy Act 2009](#)
- [Information Privacy Regulation 2025](#)
- [Queensland Public Sector Code of Conduct](#)
- [Human Rights Act 2019](#)

3. Principles

The Commission is committed to:

- providing the Queensland community with greater access to government-held information where it is in the public interest to do so
- protecting the sensitive and personal information it holds on behalf of individuals
- respecting individuals' right to be informed about the Commission's operations and promote open discussion of public affairs
- complying with the *Right to Information Act 2009* and *Information Privacy Act 2009* when releasing information to the public.

4. Policy scope

This Policy only applies where a specific request for a document is made, and no legislative provision applies to the release of that information.

This Policy applies to documents held by the Commission. The below is a non-exhaustive list of information which may be released administratively under the Scheme. The Commission may also consider requests for other information on a case-by-case basis when received by a division or business unit of the Commission.

The documents listed in this table may not be automatically released in response to a request for access. Whether or not these documents are released to the applicant may depend on the content contained within them. For example, if a file contains mixed personal information (the personal information of more than one person), these documents will not be released administratively.

Commission Division/Business Area	Type of Information available under the Commission's Administrative Release Policy
Safeguarding (Child Safe Organisations)	- Documents provided to CSO by parties can be released back to the parties who initially provided them - Personal information provided by an individual can be provided back to the individual - Information provided by an organisation can be provided back to the organisation - Notes created during the course of providing service to individuals, for example phone conversations or report intake information, can be provided to the person involved in the conversation. - General statistical information which can be released to the public
Reviews and Child Death Prevention	- Information provided to the CDP or CDRB Secretariat by an entity can be provided back to that entity - General statistics about child death prevention - Child Death data that is available for public release
Business Operations	- Employee rehabilitation files (if relating to the applicant) - Complaints for complainants or affected employees, (information about the applicant only) - Information on a personnel file (if relating to the applicant) - Financial information which can be released to the public - Procurement information which can be released to the public
Transformation, Governance & Change	- Policies and procedures which are not usually made publicly available are released to other agencies on request - Information about administrative policies and procedures - General information about complaints received by the Commission
Oversight and Advice	- Statistical information - Policy submissions and information which can be released to the public - Statistics and analytical information

4.1 Applications for administrative release of information

4.1.1. Making an administrative release application

- Applications under the Scheme to access information can be made by making the request directly to the relevant business unit in writing. Applicants should be encouraged to use the *Administrative Release Request Form* (**Appendix A**) to make their request.

- The request must clearly identify the applicant, their contact details and provide enough detail to identify the information sought. Certified proof of the applicant's identity is also required where they are seeking to access their own personal information to ensure the information is being provided to the correct individual. Once this information is received by the Commission, the application will be assessed to determine whether the information requested can be released in line with this policy.

4.1.2. Making a decision on the request for administrative release

- Supervisors in charge of business areas must ensure that officers making a decision to release information administratively under the Scheme have received the appropriate training in the business unit's practices and are supported by local procedures to assist officers in making such a decision.
- As a general guide, where the Commission receives a request for information identified in this Policy, the information should generally be released to the applicant. However, each request needs to be considered on a case-by-case basis having regard to the content of the documents being sought.
- Where an applicant requests access to information of a type not listed in this Policy, an officer with the appropriate authority within the business unit should review the request to determine whether administrative release would be an appropriate form of access for the information requested. If it is not appropriate to administratively release the information, then the applicant should be advised to make a formal application under the RTI Act, IP Act, or other appropriate legislation.
- Where a requested document contains personal information of an individual, that document should only be released to the individual concerned.
- The RTI Act and the IP Act contain protections for decision-makers when redacting and releasing information in accordance with those Acts. For this reason, if a business unit is intending to release documents with some information removed (redacted), the business unit should assess the potential risks of inadvertently releasing information that should not be disclosed – for example: personal information of other people, or confidential information. If the business unit assesses the risk of an inadvertent disclosure as too high, the administrative release request should be refused and the applicant advised of how to make a formal request for the information under the RTI Act, the IP Act, or other appropriate legislation, if applicable.

Note: In redacting any documents business units should ensure that redacted information is not visible. For example, documents that contain redacted information should be image PDF, should not contain hyperlinks to information that should not be released, and the PDFs should not be in Optical Character Recognition (OCR) mode.

4.1.3. Release of information

- Information may be released in hardcopy or electronically. Staff may wish to consider discussing the method of release with the applicant prior to release of that information if the applicant has not used the *Administrative Release Application Form* (Appendix A) or not identified in which format they would like to receive the information. Business units will need to consider the security classification of the documents as to whether they can be released by email.
- Staff requiring assistance on how to determine the security classification for a document, should contact the Governance and Risk team in Corporate Services, who will be able to assist with queries surrounding security classification of documents.

4.1.4. Right to Information and Information Privacy applications for document types listed in this Policy

- There may be circumstances where the Commission receives an RTI or IP application for access to information under the RTI Act or the IP Act, and that information is listed in this policy. If this occurs, the Governance and Risk team will liaise with the business area or Division as to whether the information can be released administratively.
- Thereafter, the Governance and Risk team will liaise with the applicant as to whether a formal RTI or IP application is required, or whether the applicant should withdraw their application and make an application for the documents to be released administratively instead.

5. Roles and responsibilities

Governance and Risk, within Corporate Services, is the policy owner and is responsible for maintaining this Policy, including its ongoing suitability, legislative compliance and periodic review.

Role	Responsibilities
Principal Commissioner/ Chief Operating Officer/ Executive Directors/Executive Leadership Board	Provide organisational oversight and accountability for administrative release of information under the Administrative Release Scheme, including ensuring compliance with this Policy.
Transformation, Governance & Change	Oversee management of administrative release of information (and privacy obligations) under the Administrative Release Scheme, including advising on legislative requirements under the <i>Right to Information Act 2009</i> , and <i>Information Privacy Act 2009</i> , maintaining this Policy and advising on RTI/IP requirements and exemptions. Coordinate administrative release of information responses in accordance with the Administrative Release Scheme and legislative requirements, following endorsement through the Commission's governance arrangements. Support compliance with this policy.
Directors and Managers	Ensure effective management of information within their areas of responsibility, including supporting timely requests for administrative release of information management under the Administrative Release Scheme in accordance with this Policy.
All staff	Comply with this Policy and obligations under the <i>Right to Information Act 2009</i> and <i>Information Privacy Act 2009</i> , maintain awareness of right to information, information privacy, and information security obligations, and complete mandatory training requirements.

6. Supporting documents

Authority	Name
Framework or policy	Right to Information and Information Privacy Applications Policy – D26/781
Forms, templates and other supporting documents	Administrative Release Application Form [Appendix A]

7. Definitions

Term	Definition
Administrative access	The right of the public to request access to information held by the Commission in an informal manner, by means other than under legislation.
Administrative release	The release of information held by the Commission by means other than under a legislative provision in response to an informal request for that information.
IP Act	<i>Information Privacy Act 2009</i> (may also include the Information Privacy Regulation 2019)
Personal information	Personal information, as described in the <i>Information Privacy Act 2009</i> , means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not and whether it is recorded in a material form or not.
Scheme	The Administrative Access Scheme, which allows information held by the Commission to be released administratively without the requirement to lodge a formal application under the <i>Right to Information Act 2009</i> or the <i>Information Privacy Act 2009</i> .

8. Document control

Document type	Policy
Responsible Officer	Director, Transformation Governance & Change
Content Manager references	PDF version: D26/686
	Word version: D26/11001
	Record of approval: TF26/1044
Information security classification	Official This document is classified as 'Official' in accordance with the Queensland Government Information Security Classification Framework and it is suitable for public release.

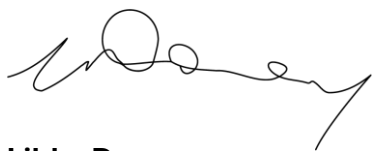
Document type	Policy
Document review	This policy is to be reviewed annually, following changes to the Right to Information and Information Privacy framework or as required, in accordance with the Commission's <i>Policy Framework</i> .

8.1 Version control

Version	Date	Description of revisions	Author
1.0	July 2026	First approved version	Principal Advisor, Governance and Risk

9. Approval

This policy is subject to the approval by the Chief Operating Officer as the accountable officer.



Libby Doney
A/Chief Operating Officer
Queensland Family and Child Commission
 5 August 2026

Appendix A – Administrative Release Application form

The Queensland Family and Child Commission (Commission) is committed to open government and making information available to the community unless it is not in the public interest to do so.

Administrative release of information provides increased transparency of the information the Commission holds and may result in a reduction in the volume of formal access under the *Right to Information Act 2009* (the RTI Act), the *Information Privacy Act 2009* (the IP Act), and any other relevant legislative mechanism allowing the public to access information held by the Commission.

The Commission collects your personal information to manage your application for access to information under the Commission's Administrative Release Policy. We will only use your information for this purpose, and it will not otherwise be used or disclosed unless authorised or required by law. Your personal information will be handled in accordance with the IP Act.

Please note, at least one contact method is required to ensure the Commission can contact you to discuss your request.

Name: [Click here to enter text.](#)

Phone Number: [Click here to enter text.](#)

How would you like to receive the information?

☐ by email ☐ by mail

Email (if applicable): [Click here to enter text.](#)

Address (if applicable): [Click here to enter text.](#)

Please identify what information you are requesting access to under the Commission's Administrative Release Scheme. If you are uncertain about the information you wish to access, please provide as much information as possible and an officer will determine whether the information can be released administratively or whether you will need to formally apply for access under the RTI Act or IP Act:

[Click here to enter text.](#)

Preferred access format:

☐ Email ☐ CD ☐ DVD ☐ Photocopies (0.95¢ per A4 page)

Please attach certified identification¹ with your application if you are seeking access to your own personal information so that we can confirm your identity. This is to ensure personal information is not incorrectly released to a third party.

¹ A **certified** copy is considered **valid** if it is witnessed by a solicitor, notary public, a commissioner for declarations or a justice of the peace