

## Administrative Access Policy

**Version:** 2.0 | **Version effective date:** 01/07/2025

**Supersedes:** Administrative Access Policy and Procedure 1.0

### Scope

This policy applies to all Queensland Public Trustee (QPT) employees, and volunteers and contractors (whether permanent, temporary, part-time, full time, or casual or contractors).

This policy covers consideration of requests to access information that is held by QPT, and the appropriate and lawful release of that information.

This policy is supported by the Administrative Access Procedure.

This policy does not replace, modify or revoke any other legislative or administrative requirements that apply to the publication or release of information, such as requirements to make information available under law or other established approved business practices that involve routine release of information to the public (for example, publication of QPT's Strategic Plan).

This policy is also not intended to interfere with, or restrict, organisational areas from routinely releasing information that is necessary to perform day-to-day functions and activities, where release of that information has already been approved under another existing QPT process (for example, issuing a statement of account to a customer in accordance with Customer Services Financial Management Manual).

### Purpose

This policy documents the core principles and responsibilities that apply to ensure QPT has a consistent, effective and transparent approach to the administrative release of information and documents held by QPT.

The policy aims to:

- maximise information flow, while also protecting personal and confidential information and the public interest
- assist employees to understand their roles and responsibilities in relation to the administrative release of information
- assist the public and QPT customers to understand how administrative release of information occurs at QPT
- ensure administrative release of information occurs in accordance with QPT's policies and legislative requirements, including the *Right to Information Act 2009* (Qld) (RTI Act) and the *Information Privacy Act 2009* (Qld) (IP Act).

### Policy statement

QPT is committed to transparency and accountability, including through administrative release of information that allows proactive disclosure of non-personal information or provides individuals with access to their own personal information, where possible and legally permitted.

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Considerations for administrative release are based on the same philosophy underpinning the RTI Act and the IP Act, which encourage transparency and disclosure of information held by government agencies, unless it is not in the public interest to do so or not permitted by law.

Where possible, QPT will be responsive to requests for access to information under this policy to reduce the instances where individuals are required to make a formal application under the RTI Act.

QPT's administrative access scheme is both:

- Proactive - disseminating information without a request being received, such as through QPT's Publication Scheme and on QPT's website.
- Reactive - responding directly to requests for information when they are received.

## Principles

Principle	What this means for QPT
<b>Transparent</b>	<p>Enable release of non-personal information and, generally, an individual's own personal information, unless there's a good reason not to, without the need for a formal application to be made under the RTI Act.</p> <p>Where possible, non-personal information that is in the public interest will be proactively published.</p> <p>The QPT Information Privacy Statement will be published and explain how privacy obligations under the IP Act will be met.</p>
<b>Responsive</b>	<p>Anyone may request administrative access to information under this policy.</p> <p>If the request cannot be dealt with administratively, the requestor will be advised of their right to formally apply for access to the information under the RTI Act and referred to the Queensland Government's Right to Information web page (<a href="https://www.rti.qld.gov.au/">https://www.rti.qld.gov.au/</a>), which contains further information about the formal process.</p>
<b>Informed</b>	<p>Requests for information made under this policy will be carefully considered, including reviewing all of the factors supporting the disclosure or nondisclosure of information.</p> <p>Decisions will be made in accordance with relevant legislation, personal privacy and public interest considerations.</p> <p>Consideration will be given to the Queensland Privacy Principles (QPPs) in the IP Act.</p>
<b>Protective</b>	<p>An individual's personal information will be protected, and information may not be administratively released where it would be contrary to the Queensland Privacy Principles (QPPs) in the IP Act or other legislation.</p> <p>Where required, appropriate steps will be taken to confirm the identity of the person requesting the information and whether they have a right to receive it.</p>

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## Requirements

Anyone may request administrative access to information under this policy.

Requests to access information should be made in writing (where the requestor has capacity to do this) and include contact information for the requestor to enable QPT to communicate with them about their request. The request must also provide enough detail for QPT to understand what information is being sought.

If the request is for access to personal information, QPT will take appropriate steps to confirm the identity of the person requesting the information and whether they have a right to receive it.

The types of documents that may be considered suitable for administrative release include those which:

- QPT has a duty to provide to an individual – for example, copies of financial statements provided to a customer, an executor, a financial administrator. (Reactive release).
- contain personal information of the requestor only – for example, copies of correspondence between QPT and the individual requesting the information. (Reactive release).
- are already publicly available – for example, QPT's Annual Report, Service Delivery Statements. (Proactive release).
- are routinely made publicly available by QPT, usually on its website – for example, QPT's key customer policies, Gifts and Benefits Register. (Proactive release).

QPT must consider the Queensland Privacy Principles (QPPs) within the IP Act when considering requests to access information under this policy.

QPT's Administrative Access Procedure provides guidance for QPT managers and employees regarding common types of documents that may be released under this policy and under what circumstances.

Administrative release of information under this policy is a discretionary process. The final decision on whether a document may be released under this policy always remains with QPT, and there is no guarantee that access will be given. Decisions made under the administrative access scheme are final. There is no right of review, noting that a requestor may wish to consider QPT's [Customer Complaints Management Policy](#) or [Information Privacy Complaints Management Policy](#).

In most circumstances, the final decision on whether information should be released under this policy will be made by the manager or a senior executive of the relevant organisational unit that holds the information.<sup>1</sup>

If the request cannot be dealt with administratively, the organisational unit must advise the requestor of their right to formally apply for access to the information under the RTI Act and refer them to the Queensland Government's Right to Information web page (<https://www.rti.qld.gov.au>), which contains further information about the formal process.

## Policy controls and managing non-compliance

Compliance with this policy is mandatory. Managers must ensure the policy is embedded into practice within their teams, and employees are required to report any instances of non-compliance immediately through their manager to the Policy Owner or Policy Delegate listed in this document.

Actual or suspected privacy breaches must be reported to the Compliance Systems and Governance (CSG) unit as required by the Privacy Data Breach Response Plan.

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<sup>1</sup> Requests for a QPT employee's personal information must be referred to the People and Culture division for advice.

# Administrative Access Policy

## Roles and responsibilities

Roles and responsibilities in relation to the procedures and process are detailed in the Administrative Access Procedure.

## Definitions

Term	Definition										
<b>Administrative access / Administrative release</b>	The release of information in response to an informal request other than by a formal access application made under the <i>Right to Information Act 2009</i> (Qld) , or other legislative means.										
<b>Document</b>	<p>As defined in Schedule 1 of the <i>Acts Interpretation Act 1954</i> (Qld):</p> <p>document—</p> <ul style="list-style-type: none"><li>(a) means a record of information, however recorded; and</li><li>(b) includes—<ul style="list-style-type: none"><li>(i) a thing on which there is writing; and</li><li>(ii) a thing on which there are marks, symbols or perforations having a meaning for persons qualified to interpret them; and</li><li>(iii) an electronic document.</li></ul></li></ul> <p>electronic document means—</p> <ul style="list-style-type: none"><li>(a) a thing from which sounds, images or writings can be reproduced with or without the aid of anything else; or</li><li>(b) a record of information reproduced from a thing mentioned in paragraph (a); or</li><li>(c) a record of information that exists in digital form and is capable of being reproduced, transmitted, stored or duplicated by electronic means.</li></ul> <p>It is noted that this definition is very broad and may include paper, electronic and digital documents, including emails, videos, text messages and notes.</p>										
<b>Information</b>	The content of a document.										
<b>Queensland Privacy Principles (QPPs)</b>	<p>The principles described in Schedule 3 of the <i>Information Privacy Act 2009</i> (Qld), which QPT must adhere to when collecting, managing, using and disclosing personal information:</p> <table><tr><td>QPP 1</td><td>Open and transparent management of personal information</td></tr><tr><td>QPP 2</td><td>Anonymity and pseudonymity</td></tr><tr><td>QPP 3</td><td>Collection of solicited personal information</td></tr><tr><td>QPP 4</td><td>Dealing with unsolicited personal information</td></tr><tr><td>QPP 5</td><td>Notification of the collection of personal information</td></tr></table>	QPP 1	Open and transparent management of personal information	QPP 2	Anonymity and pseudonymity	QPP 3	Collection of solicited personal information	QPP 4	Dealing with unsolicited personal information	QPP 5	Notification of the collection of personal information
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Term	Definition
	QPP 6      Use or disclosure of personal information QPPs 7 - 9      Not applicable <sup>2</sup> QPP 10      Quality of personal information QPP 11      Security of personal information QPP 12      Access to personal information QPP 13      Correction of personal information
<b>Personal information</b>	As per section 12 of the <i>Information Privacy Act 2009</i> (Qld): Personal information means information or an opinion about an identified individual who is reasonably identifiable from the information or opinion- (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not.
<b>Requestor</b>	The person or entity seeking access to information or documents.

## Legislation and other compliance obligations

- [Right to Information Act 2009 \(Qld\)](#)
- [Right to Information Regulation 2009 \(Qld\)](#)
- [Information Privacy Act 2009 \(Qld\)](#)
- [Information Privacy Regulation 2009 \(Qld\)](#)
- [Acts Interpretation Act 1954 \(Qld\)](#)

## Supporting documents

- Administrative Access Procedure
- Information Privacy Statement
- Guide: Administrative Access – Exempt information and factors for deciding public interest\*
- Guide: Administrative Access – Family history (genealogy) requests\*

\* *Internal document*

## Related resources and information

- Right to Information Access Procedure
- [QPT Publication Scheme](#)

<sup>2</sup> For QPPs 7-9, the corresponding Australian Privacy Principles (APPs) have been reflected in the *Information Privacy Act 2009* (Qld) (IP Act) but have not been implemented in Queensland. These are: QPP 7 – Direct marketing; QPP 8 – Cross-border disclosure of personal information, noting that similar requirements to APP 8 are contained in s. 33 of the IP Act; and QPP 9 – Adoption, use or disclosure of government related identifiers.

# Administrative Access Policy

- [Queensland Government website - Right to Information](#)
- [Office of the Information Commissioner Qld Guideline for community members – Accessing information held by Government](#)
- [Office of the Information Commissioner Qld Guideline for government – Administrative release of information](#)

## Contact

For further information, please contact:

Compliance Systems and Governance

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