

Access to Information Policy

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Approved by:	General Manager Organisational Services
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Review Date:	18 October 2026
Version:	5

Head of Power

This policy is in response to the *Right to Information Act 2009* and the *Information Privacy Act 2009*.

Policy Objective

To outline Council's arrangements for access to documents within its control, subject to the provisions of the *Right to Information Act 2009* (RTI Act) and the *Information Privacy Act 2009* (IP Act) and to maximise the information which is publicly available and provide effective methods of access for the public.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to providing services that deliver our community's shared vision and collective aspirations; *Naturally wonderful lifestyle. Connected communities. Embracing opportunities.* We are a values led organisation and our organisational values encapsulate what we care about, influence how we operate and support our mission: Make a difference, make it count.

Council is committed to:

- **Openness and transparency** – Unless a Council document contains information which is exempt or contrary to the public interest under the RTI Act, Council will make documents available.
- **Proactive release of information** – Where possible, information should be released in a way that the public can access information without assistance from Council staff. This includes Council's publication scheme and disclosure log.
- **Facilitating public access** – Where documents are already published, Council will take reasonable steps to assist members of the public to find the information they are looking for.
- **Access processes** – Council will manage processes for accessing documents effectively and in a timely manner. Some access arrangements will involve a fee or charge.
- **Administrative release** – Where documents are not already published, Council will consider releasing documents administratively. This may involve removal of some information which it considers would have been removed under the RTI Act, such as personal information.
- **Processing access applications** – Where Council is not able to publish documents and cannot provide them by another means, an RTI application or IP application may be required. These applications are processed in accordance with the RTI Act and the IP Act.

This policy refers to information that is held or controlled by Council. This policy applies to Council employees, contractors and Councillors.

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Definitions

Term	Definition
Access application	An application for access to documents made under the RTI Act or the IP Act.
Administrative release	Release of information, in full or in part, without the requirement for an access application. This would usually be in response to an enquiry or request of some kind.
Disclosure log	A record of documents released by Council under the RTI Act.
Document	A document is a record of information in Council's possession or under Council's control. Documents include files, letters, emails, phone messages, maps, plans photographs, discs or recordings and social media posts on Council social platforms.
Information	Information is any data which is organised and recorded in some way.
Personal information	Information or an opinion about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.
Publication scheme	A list of documents publicly available on Council's website.

Associated Documents

Access to Information Guideline ([A347890](#))

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
1	December 2012	This is a new policy which was developed in response to an internal audit review. The policy explains how the public can access documents held by Council. It is consistent with the <i>Right to Information Act 2009</i> and the <i>Information Privacy Act 2009</i> .
2	October 2016	Reviewed policy content, no amendments required.
3	October 2019	Administrative amendments as required under policy framework review.
4	March 2022	Administrative update to include reference to the new Corporate Plan
5	October 2023	Reviewed with no changes. (minor typographical errors corrected).