



Website requirements checklist

This checklist sets out how Hospital and Health Services' (HHS) might meet publication scheme and disclosure log requirements under the *Right to Information Act 2009* (RTI Act) and Ministerial Guidelines made pursuant to the Act. The checklist also contains guidance on how HHSs might also meet the requirements of National Privacy Principle (NPP) 1 and 5 under the *Information Privacy Act 2009* (IP Act).

NOTE: When developing the relevant web content the checklist should be used with reference to the relevant sections of the RTI and IP Acts and the 'Ministerial Guidelines: Operation of Publication Schemes and Disclosure Logs Under section 21(3) and sections 78, 78A and 78B of the Right to Information Act 2009' located at <http://www.rti.qld.gov.au/right-to-information-act/publication-schemes>



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Right to Information			
Criteria	More information	Y	N
Is Right to Information linked from the homepage		<input type="checkbox"/>	<input type="checkbox"/>
Is there text explaining Right to Information?	<p><i>Example of standard text:</i></p> <p>The Queensland Government has made a commitment to provide access to information held by the Government, unless on balance it is contrary to the public interest to provide that information.</p> <p><i>The Right to Information Act 2009 <create as link to legislation> (RTI Act) and the Information Privacy Act 2009 <create as link to legislation> (IP Act) aims to make more information available, provide equal access to information across all sectors of the community, and provide appropriate protection for individuals' privacy.</i></p> <p>The right to information gives you the right of access to and amendment of information held by public sector agencies in Queensland, unless there is a good reason for it not to be provided. You have a right to access your personal information held by government under the <i>Information Privacy Act 2009</i>. You have a right to access personal and non-personal information held by government under the <i>Right to Information Act 2009</i>.</p> <p>This legislation replaces the former <i>Freedom of Information Act 1992</i>.</p>	<input type="checkbox"/>	<input type="checkbox"/>
Are links to the RTI Act and IP Act provided?	<p>https://www.legislation.qld.gov.au/view/html/inforce/current/act-2009-013</p> <p>https://www.legislation.qld.gov.au/view/html/inforce/current/act-2009-014</p>	<input type="checkbox"/>	<input type="checkbox"/>
Is there a link to the government gateway on Right to information?	<p><i>Government gateway link to be included in the Right to information page.</i></p> <p>www.qld.gov.au/righttoinformation</p>	<input type="checkbox"/>	<input type="checkbox"/>
Is there a heading 'How do I access information?'		<input type="checkbox"/>	<input type="checkbox"/>



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Right to Information			
Criteria	More information	Y	N
Are each of these options listed under 'How do I access information?' <ul style="list-style-type: none">• Publication scheme• Disclosure log• Administrative access• Contacting agency for further information		<input type="checkbox"/>	<input type="checkbox"/>
Are there details about how to lodge an access/amendment application under RTI and privacy?	<i>Information about process, costs, timeframes, application forms and review rights could be provided here.</i>	<input type="checkbox"/>	<input type="checkbox"/>
Are there links to the government approved forms for making access and amendment applications?	<i>Links should be provided to the approved government forms for access and amendment of information forms</i>	<input type="checkbox"/>	<input type="checkbox"/>

Administrative Access			
Criteria	More information	Y	N
Does the website mention Administrative Access arrangements and the types available?		<input type="checkbox"/>	<input type="checkbox"/>
Are formal administrative access schemes listed?		<input type="checkbox"/>	<input type="checkbox"/>
Are there links to formal administrative access schemes?		<input type="checkbox"/>	<input type="checkbox"/>
Are there details about how a person can access information administratively?		<input type="checkbox"/>	<input type="checkbox"/>



Requirement for a publication scheme

Under section 21 of the RTI Act¹, an agency must publish a publication scheme setting out the classes of information the agency has available and terms on which it will make the information available. The agency's publication scheme must comply with any guidelines published by the Minister.

The Minister has issued guidelines² for the purposes of section 21(3) of the RTI Act and these should be referred to when developing and operating the publication scheme.

Publication Schemes			
Criteria	More information	Y	N
Is the Publication Scheme easily accessible from the homepage?		<input type="checkbox"/>	<input type="checkbox"/>
Is the standard text used to introduce the Publication Scheme?	<i>The standard text is: Our publication scheme describes and categorises information routinely available from the department. It has been developed to give the community greater access to information held by government.</i>	<input type="checkbox"/>	<input type="checkbox"/>
Are the terms on which information is available including any applicable charges disclosed? <i>(refer Ministerial Guidelines: Charges)</i>	<i>Agencies are required to set out terms and conditions for making information available, including any charges under s21(1)(b) of the Right to Information Act 2009.</i> <i>Where an agency intends to provide access to information free of charge then this could be included with the standard text describing publication schemes.</i>	<input type="checkbox"/>	<input type="checkbox"/>
Are the seven categories of information covered in the Publication Scheme?	<i>The seven categories are: About Us, Our Services, Our Finances, Our Priorities, Our Decisions, Our Policies, Our Lists.</i>	<input type="checkbox"/>	<input type="checkbox"/>

¹ other than an excluded entity

² Ministerial Guidelines: Operation of Publication Schemes and Disclosure Logs Under section 21(3) and sections 78, 78A and 78B of the *Right to Information Act 2009*. <http://www.rti.qld.gov.au/right-to-information-act/publication-schemes>



Publication Schemes			
Criteria	More information	Y	N
<p>Is there information in each category of the Publication Scheme?</p> <p><i>(refer Ministerial Guidelines: Publication scheme classes of information and key criteria for inclusion in a publication scheme)</i></p>	<ol style="list-style-type: none"> 1. <i>About us (Who we are and what we do)</i> Agency information, location and contacts, constitutional and legal governance 2. <i>Our services (The services we offer)</i> A description of the services offered by the agency, including advice and guidance, booklets and leaflets, transactions and media releases 3. <i>Our finances (What we spend and how we spend it)</i> Financial information relating to projected and actual income and expenditure, tendering, procurement and contracts. 4. <i>Our priorities (What our priorities are and how we are doing)</i> Strategy and performance information, plans assessments, inspections and reviews 5. <i>Our decisions (How we make decisions)</i> Policy proposals and decisions. Decision making processes, internal criteria and procedures, consultations 6. <i>Our policies (Our policies and procedures)</i> Current written protocols for delivering our functions and responsibilities 7. <i>Our lists (Lists and registers)</i> Information held in registers required by legislation and other lists and registers relating to the functions of the agency, including datasets 	<input type="checkbox"/>	<input type="checkbox"/>



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Publication Schemes			
Criteria	More information	Y	N
Does the publication scheme webpage provide a statement about how to obtain access to information in an alternative format? <i>(refer Ministerial Guidelines: Providing information available on website in an alternative format)</i>	<i>Example text: Some of the documents on this site are currently only available in pdf format. Should you be unable to read these documents please contact the (insert contact) and we will endeavour to meet all reasonable requests for an alternative format of the document.</i>	<input type="checkbox"/>	<input type="checkbox"/>
Are people told how to make a complaint when information is not available from the Publication Scheme? <i>(refer Ministerial Guidelines: Making a complaint)</i>		<input type="checkbox"/>	<input type="checkbox"/>
Is someone responsible for keeping the Publication Scheme updated? <i>(refer Ministerial Guidelines: Reviewing and maintaining a publication scheme)</i>	<i>It is important to have a senior or executive level officer who is responsible for the publication scheme and any administrative access arrangements.</i>	<input type="checkbox"/>	<input type="checkbox"/>



Requirement for a disclosure log

A disclosure log makes information disclosed to an applicant under the RTI Act available to a wider public audience. Under section 78B of the RTI Act, an agency maintaining a disclosure log must ensure it complies with the guidelines as published by the Minister.

Disclosure Logs			
Criteria	More information	Y	N
Is there a disclosure log on the website?		<input type="checkbox"/>	<input type="checkbox"/>
Is the disclosure log easily accessible from the homepage?		<input type="checkbox"/>	<input type="checkbox"/>
Is there appropriate text describing the disclosure log?	<i>For example, Our disclosure log provides details of documents released in response to RTI applications, where they do not contain the applicant's personal information. It contains a description of the information released and, where possible, a link to the relevant documents.</i>	<input type="checkbox"/>	<input type="checkbox"/>
Are there any documents in the disclosure log?	<i>If no RTI applications have been decided, or the only document released contain the applicant's personal information, there will be no documents to go in the disclosure logs.</i>	<input type="checkbox"/>	<input type="checkbox"/>
Are documents linked directly into the disclosure log?		<input type="checkbox"/>	<input type="checkbox"/>
Where a document is not published electronically are details identifying the document and how to access it provided?		<input type="checkbox"/>	<input type="checkbox"/>
If documents are provided in pdf form, are there details on how to request the information in an alternative format?	<i>Alternative formats may include: printed copies, xls, csv, doc or rtx</i>	<input type="checkbox"/>	<input type="checkbox"/>



Privacy compliance

The privacy principles in the IP Act set out rules for the management of personal information. These principles include:

NPP 1 which requires that, when the agency collects personal information, it takes reasonable steps to make the individual whose information is being collected is aware of factors including

- why it is being collected,
- any legal authority for its collection
- anyone to whom it will be given; and
- any consequences for the individual if the information is not provided (referred to as a collection notice).

NPP 5 which requires the agency to set out in a document clearly expressed policies, available to anyone who asks for it, regarding

- its management of personal information; and if requested
- what sort of personal information it holds
- for what purposes; and
- how it collects, holds, uses and discloses that information.

Privacy			
Criteria	More information	Y	N
Does the website mention privacy?		<input type="checkbox"/>	<input type="checkbox"/>
Is there a link to a privacy page in the footer of the website?		<input type="checkbox"/>	<input type="checkbox"/>
Is there information on the agency's privacy policies and procedures?	<i>Agency-wide compliance with the privacy principles can be assisted by having clear policies and procedures about personal information and privacy within the agency.</i>	<input type="checkbox"/>	<input type="checkbox"/>
Is there information available on how people can access their personal information?		<input type="checkbox"/>	<input type="checkbox"/>
Is there information about how people can seek to have their personal information amended?		<input type="checkbox"/>	<input type="checkbox"/>
Are there details of the kinds of personal information held by the agency?		<input type="checkbox"/>	<input type="checkbox"/>



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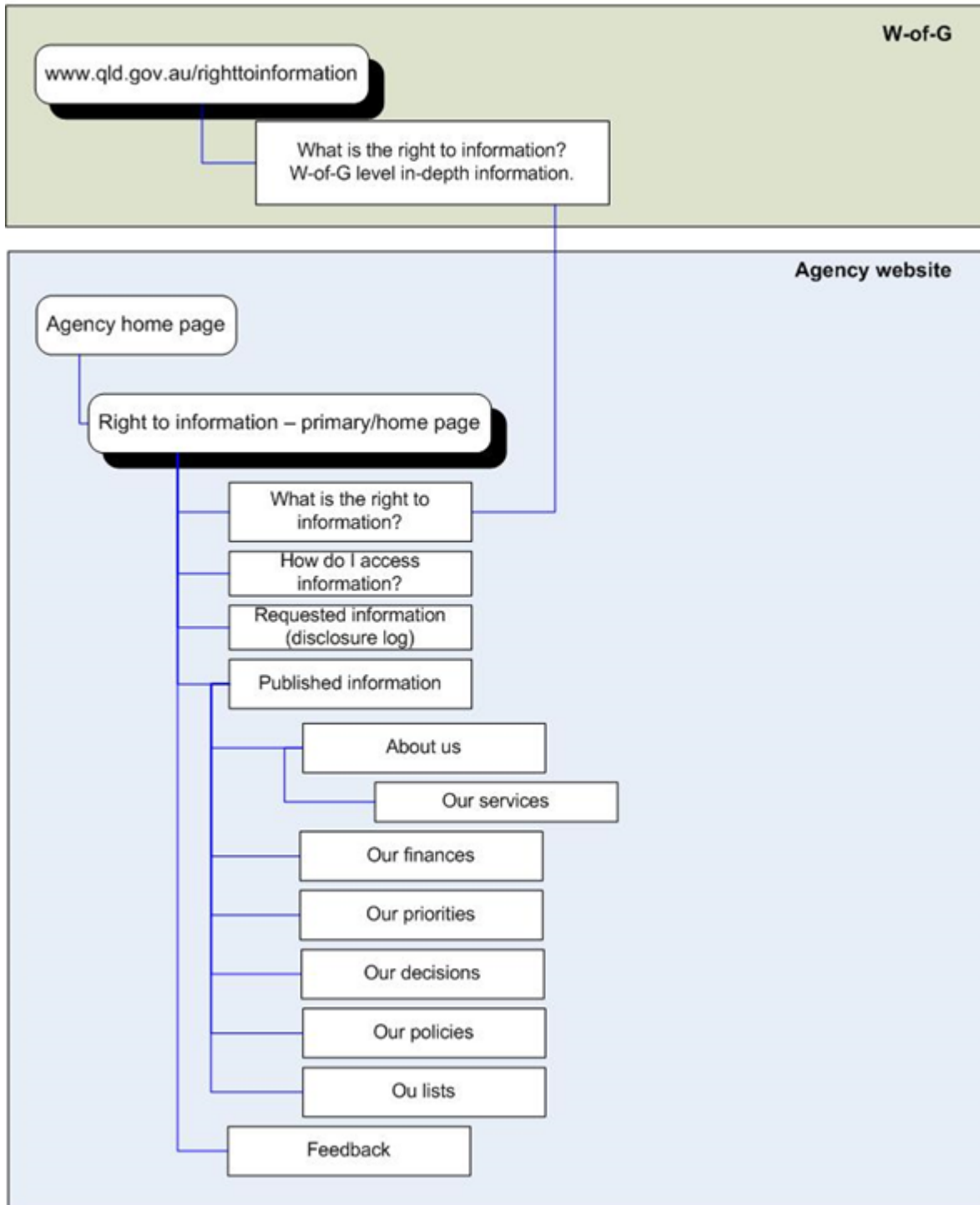
Privacy			
Criteria	More information	Y	N
Is there information about how to make a privacy complaint?	<i>Good complaints procedures can greatly increase the chances of resolving a privacy complaint.</i>	<input type="checkbox"/>	<input type="checkbox"/>
Is there a collection notice included with any email addresses listed on the website?	<i>For example, a HHS might provide an email address for an internal work unit so individuals can contact them directly with an enquiry.</i>	<input type="checkbox"/>	<input type="checkbox"/>
Is there information in the privacy statement about collection of personal information on the website?	<i>For example, cookies may collect personal information about visitors to the website.</i>	<input type="checkbox"/>	<input type="checkbox"/>
Are there contact details for someone in the agency who a member of the public can talk to about privacy?		<input type="checkbox"/>	<input type="checkbox"/>
Is there an accessible document with clearly expressed policies on personal information management?		<input type="checkbox"/>	<input type="checkbox"/>



Model information architecture³

This model illustrates how an agency might arrange their Right to information content on their agency website, and the link from agency websites to the whole-of-Government content available under the www.qld.gov.au/righttoinformation URL.

Model – “Right to information” Website Information Architecture



³ Department of Premier and Cabinet published Guideline: Right to Information Publication Schemes Publishing requirements and guidelines for agency websites



Website wireframes

<Main site-wide navigation>

<content navigation>

How do I access information?
<page>

Publication scheme <page>

- About us <page>
- Our services <page>
- Our finances <page>
- Our priorities <page>
- Our decisions <page>
- Our policies <page>
- Our lists <page>

Disclosure log <page>

Administrative Access <page>

Feedback <page>

Right to information <page title>

The Queensland Government has made a commitment to provide access to information held by the Government, unless on balance it is contrary to the public interest to provide that information.

The Right to Information Act 2009 **<create as link to legislation> (RTI Act)** and the *Information Privacy Act 2009* **<create as link to legislation> (IP Act)** aims to make more information available, provide equal access to information across all sectors of the community, and provide appropriate protection for individuals' privacy.

The right to information gives you the right to access and amend information held by public sector agencies in Queensland, unless there is a good reason for it not to be provided. You have a right to access your personal information held by government under the *Information Privacy Act 2009*. You have a right to access personal and non-personal information held by government under the *Right to Information Act 2009*.

This legislation replaces the former *Freedom of Information Act 1992*.

Further information about Whole of Government policy and the relevant legislation is available from www.rti.qld.gov.au.



Website wireframes

<Main site-wide navigation>

<content navigation>

How do I access information?<page>

Publication scheme <page>

- About us <page>
- Our services <page>
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- Our decisions <page>
- Our policies <page>
- Our lists <page>

Disclosure log <page>

Administrative Access <page>

Feedback <page>

How do I access information? <page title>

Documents held by <agency name> may be accessed through a variety of mechanisms. The most appropriate method of seeking access to information will depend on what type of information is sought.

Information of Queensland Health is commonly accessed through the following avenues:

Administrative access <create as link to webpage>

Access to a copy of health records by the patient concerned can generally be processed administratively. For details on how to apply for administrative access to health records, please refer to: **<create and insert hyperlink to relevant webpage>**.

Publication scheme <create as link to webpage> Our publication scheme describes and categorises information routinely available. It has been developed to give the community greater access to information held by the **<Insert name of HHS>**.

Disclosure log <create as link to webpage>

Our disclosure log provides information in response to non-personal information requests made under the *Right to Information Act 2009*.

With some exceptions, current and former employees are entitled to access their own employee records through an administrative process. For details on how to apply for administrative access to employee records, please refer to: **<create and insert hyperlink to relevant webpage>**.

Contact us

If you have been unable to find what you are looking on our website please contact <insert contact details> who will advise whether it can be released administratively.

Alternatively, it may be necessary to lodge an application under the RTI Act. You may direct general enquiries regarding Right to Information to:
<insert full contact details – email, phone ,post, fax etc>

Apply for information <create as link to webpage>

If you are seeking access to information not limited to your own personal information that is not available in our Publication Scheme, Disclosure Log or by Administrative Access Schemes you should apply under the *Right to Information Act 2009*. For information on how to make an application for information, please refer to: **<insert link to relevant webpage>**

If you are seeking access to documents limited to your own personal information, you can apply under the *Information Privacy Act 2009*.



Website wireframes

<Main site-wide navigation>

<content navigation>

How do I access
information?<page>

Publication scheme <page>

About us <page>
Our services <page>
Our finances <page>
Our priorities <page>
Our decisions <page>
Our policies <page>
Our lists <page>

Disclosure log <page>

Administrative Access <page>

Feedback <page>

Publication scheme <page title>

Our publication scheme describes and categorises information routinely available. It has been developed to give the community greater access to information held by the <Insert name of HHS>.

All information and documents accessible via the <Insert name of HHS> publication scheme are provided free of charge.

Information has been grouped into the following seven information classes:

About Us (Who we are and what we do)
Our Services (Services we offer)
Our Finances (What we spend and how we spend it)
Our Priorities (What our priorities are and how we are going)
Our Decisions (How we make decisions)
Our Policies (Our policies and procedures)
Our Lists (Lists and registers)

Some of the documents on this site are currently only available in .pdf format. Should you be unable to read these documents please contact us. We will endeavour to meet all reasonable requests for an alternate hardcopy format of the document, including charging for costs incurred in producing copies where necessary. **<if applicable, agency could insert details of fees for providing photocopies etc>**

<insert contact details or link to contact details>

Feedback and complaints

If you wish to provide feedback to improve our Publication Scheme or make a complaint about the information available, please complete our online [feedback form](#). **(create as link to online form. If no online form insert alternate option).**



Website wireframes

<Main site-wide navigation>

<content navigation>

How do I access
information?<page>

Publication scheme<page>

About us <page>
Our services <page>
Our finances <page>
Our priorities <page>
Our decisions <page>
Our policies <page>
Our lists <page>

Disclosure log <page>

2014 <page>
2013 <page>

Administrative Access <page>

Feedback <page>

Disclosure log <page title>

Our disclosure log provides documents released in response to information requests made under the *Right to Information Act 2009*, where they do not contain the applicant's personal information, or are otherwise unsuitable for publication according to legislation.

<insert disclosure log>

Where documents have been determined suitable for release they are provided in Portable Document Format (PDF). If a copy of the information on our disclosure log is required in an alternative format, please contact the **<insert or link to contact details>** and we will endeavour to provide it to you in a more suitable format.

Please note that where the decision-making process to delete or redact information under section 78B has resulted in blank pages, these have not been included in the disclosure log.



Website wireframes

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information?<page>

Publication scheme<page>

About us <page>
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Our finances <page>
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Our lists <page>

Disclosure log <page>

2014 <page>
2013 <page>

Administrative Access <page>

Feedback <page>

Administrative access<page title>

Health records

Access to a copy of health records by the patient concerned can generally be processed administratively by contacting:

<insert contact details>

<insert details on how to apply and other process details>**Employee records**

Current and former employees are entitled to access their own employee records in accordance with Part 3 of the *Public Service Regulation 2008*.<insert contact details><insert details on how to apply and other process details>.

There are 6 categories of records to which access will not be provided under this administrative arrangement:

- medical reports about the employee, where disclosure may be prejudicial to the employee's mental or physical health or well being
- an employee assistance provider document about the employee
- *Public Interest Disclosure Act 2010* document about the employee
- document about the employee concerning suspected official misconduct or its investigation
- document about the employee concerning a suspected criminal offence or its investigation
- document to which legal professional privilege applies.



Example 'Contact Us' page content

Location:

Office Chief Executive
XXXX, Level 1
XXXX Hospital
XXXX Hospital and Health Service

Postal Address:

PO Box XX
Suburb Qld 4XXX

Phone: +61 X XXXX XXXX
Fax: +61 X XXXX XXXX

Email: XXXX@health.qld.gov.au

Office Hours: 0800–1700

Media enquiries:

For all media enquiries please email: XXXX@health.qld.gov.au

Compliments and Complaints:

XXXX Hospital and Health Service welcomes your feedback.
It provides us with an opportunity to continually improve the delivery of healthcare.

For information on how to lodge your feedback please visit the Patient Safety & Quality Improvement Service Compliments and Complaints site.
Visit the Health Quality and Complaints Commission site.



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Consumer Feedback:

The Consumer Liaison Service is committed to providing a quality customer services and provides a responsive, high quality complaint and compliment management service.

Email: XXXX@health.qld.gov.au
Phone: XXXX XXXX

General Feedback:

For general feedback about the XX Hospital and Health Service or this website, please contact us (create as a hyperlink to relevant webpage). You can expect a response within 5-7 working days.

Privacy Notice:

We will only use personal information provided in your e-mail to address the subject matter of your e-mail. This may involve passing on your e-mail to other areas within the [organisation]. We will not disclose your personal information to other government agencies, organisations or anyone else unless one of the following applies:

- you consented to the disclosure
- you would have a reasonable expectation that your personal information would be disclosed
- it is required or authorised by law
- it will prevent or lessen a serious threat to somebody's life or health; and
- the disclosure is reasonably necessary for a law enforcement activity.

Your email address details will not be added to a mailing list. Email messages may be monitored by our information technology staff for system trouble-shooting and maintenance purposes.



(Please note that this collection notice is generic in nature and will need to be amended to suite the individual needs of the agency. Where it is the agency's usual practice to disclose the personal information collected via email to another third party or where the information being collected is required under law then these details should be stated in the notice)

Example 'Privacy Statement' page content

Queensland has privacy legislation which applies to the Queensland public sector—the *Information Privacy Act 2009* (IP Act). The IP Act contains privacy principles which set out how agencies may and must handle personal information. Personal information means any information about an identifiable person.

The <insert agency name>'s <insert document name>sets out details of the types of personal information we hold and how we handle this information.

Website privacy and security statement

<insert agency name>is committed to protecting the privacy of our website users. We understand and appreciate that visitors to, and users of, this website, are concerned about their privacy and the confidentiality and security of information they provide to us.

As a general rule, we do not collect information that can directly identify you when you visit our site. When you visit our site to read or download information, our web measurement tool and Internet Service Providers records the following information only for statistical purposes:

- your server and IP address
- the name of the top level domain (for example, .gov, .com, .edu, .au)
- the type of browser used
- the date and time you accessed the site
- the pages accessed and documents downloaded
- the previous site you visited.

These statistics provide information to assist us to make improvements to the content and structure of our website.

We collect personal information via online forms or by email communications for the purposes of, for example:<agency should enter examples below that are specific to their purposes>



- Subscriptions to electronic mailing lists and RSS feeds
- Subscriptions to participate in blog discussions
- Registrations for training or an event through our online forms

Email correspondence

Your email address details will not be added to a mailing list nor will we disclose these details to third parties without your consent, unless required by law. Email messages may be monitored by our information technology staff for system trouble-shooting and maintenance purposes.

Cookies

Cookies are text files that a website can transfer to your computer when you access information on that site. Cookies allow websites to recognise you as you browse their website.

<insert agency name> uses Google Analytics to gather statistics about how the website is accessed. Google Analytics uses cookies to gather information for the purpose of providing statistical reporting. The cookies do not collect information that can directly identify you.

The information generated by the cookie about your use of the website will be transmitted to and stored by Google on servers located outside of Australia. No personally identifying information is recorded or provided to Google.

Information gathered using the Google Analytics cookie is used for the purpose of determining:

- the number of visitors to <insert agency name> website
- how visitors arrive at <insert agency name> website, for example, did they type the address in directly, follow a link from another webpage, or arrive via a search engine?
- the number of times each page is viewed and for how long
- time and date of visits
- geographical location of visitors
- information about what browsers are used to view the <insert agency name> website and the operating system the computers or devices
- whether these browsers supports Java and Flash
- the speed of the user's internet connection.



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This information is used to refine and improve <insert agency name> online service delivery and in turn the community's online experience.

[View a Google Analytics example report \(PDF, 106.36 KB\)](#)

Public records

E-mail correspondence, blog comments and information provided via webforms can constitute public records and can be retained as required by the Public Records Act 2002 and other relevant legislation.

Use and disclosure

We will only use personal information collected via our website for the purposes for which it was given to us and/or for related, internal management purposes.

We do not disclose your personal information to other government agencies, organisations or anyone else unless one of the following applies:

- you consented to the disclosure
- you would have a reasonable expectation that your personal information would be disclosed
- it is required or authorised by law
- it will prevent or lessen a serious threat to somebody's life or health; and
- the disclosure is reasonably necessary for a law enforcement activity,.

Security

We take strong precautions to protect the personal information we hold concerning you from loss, unauthorised access, use, modification or disclosure, and against other misuse. However, please be aware we do not provide a mechanism for securing the transmission of information across the Internet.

Links to other sites

This website contains links to other websites. <insert agency name> is not responsible for the content and privacy practices of other websites.