

# Getting info out

# STORY

Mental Health Review Tribunal, Office of the Health Ombudsman,  
Energy & Water Ombudsman

## Showcasing good practice in proactive release and administrative access

Actively pushing information out to the public ('proactive release'), and making it easy to get information that's often asked for ('administrative access'), are key tenets of Queensland's right to information regime.

Queensland agencies are making progress in building proactive release and administrative access into their core business. Information, which a decade ago may only have been released after hard-fought battles, is often now routinely released on many agencies' websites or easily available through streamlined administrative access schemes. Here are some good examples:

The [Mental Health Review Tribunal](#) recognises that openness and transparency help the community understand the Tribunal's role. Balanced with protecting the privacy of Tribunal participants, initiatives to release information include:

- a simple, easy to follow administrative access process
- redesigning annual reporting materials to make them highly relevant and easy to digest
- responding to requests for general information, for example providing grouped data that does not identify people that appear before the Tribunal
- publishing data to the Tribunal's website.

The Tribunal now publishes select statements of reasons for Tribunal decisions that have been modified to ensure specific confidential information is not published. The Tribunal publishes statements of reasons because doing so:

- provides a mechanism for its stakeholders and the broader community to better understand Tribunal decision-making

- enhances openness of public administration in a way that sufficiently protects the privacy of Tribunal participants
- promotes decision-making quality.

The [Energy & Water Ombudsman Queensland](#) has transformed its approach to releasing information. It has designed a routine process and checklist to help staff confidently release information, and adopted measures to monitor the effectiveness of this process. It has also trained all team members about privacy impact assessments, drones, mobile apps, administrative access and legislation requirements.

The [Office of the Health Ombudsman](#) aims to deliver a timely, impartial and independent health complaints management and oversight service. It takes transparency and accountability seriously, regularly publishing extensive performance data on its website. This gives stakeholders up to date information about the volume, type and outcomes of the Office's work.

These examples demonstrate a fundamental change in the public release of government-held information compared with ten years ago. They show how a key concept of Queensland's *Right to Information Act 2009* – that formal applications for information should be a last resort – can work in practice.

If you would like to help your agency proactively push information into the public domain, or streamline access requests for commonly-sought information, please visit

[www.oic.qld.gov.au/agency-resources](http://www.oic.qld.gov.au/agency-resources)



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