

Quick guide for Chief Executive Officers



Office of the Information Commissioner
Queensland

How pro-disclosure can improve performance

The *Right to Information Act 2009* (Qld) is far more than formal application handling. It's about building community trust and confidence in government through consultation, accountability and transparency.

This is achieved by recognising what agency information the community and stakeholders seek and giving access to this information wherever possible.

Actions



- Lead the agency's commitment to openness and pro-disclosure
- Foster a strong agency-wide pro-release culture
- Educate staff about information access rights and responsibilities
- Employ clear governance structures
- Implement administrative access schemes
- Establish performance standards and measures
- Maintain agency publication schemes and disclosure logs

Benefits



- Provide good service to employees and the community
- Meet customer and community expectations
- Build trust with employees and the community
- Increase transparency and accountability
- Make better and more informed decisions
- Encourage innovation
- Use resources more effectively and efficiently

Tips



- Promote information responsibilities through internal and external communication
- Provide training to staff on information rights and responsibilities
- Champion an active Information Management Steering Committee
- Recognise information as a strategic asset and manage it effectively
- Develop and promote information release policies and procedures
- Develop, implement, monitor and report information release performance measures
- Make information on the agency's website easy to find
- Engage with the community and consult with stakeholders to determine the information they want

OIC resources



Guidelines

- How to review and measure your agency's progress in implementing RTI and IP
- Proactive disclosure and publication schemes

Audit tools

- Performance Standards and Measures for agencies

Training

- OIC's free RTI and IP online training