

## APPENDICES

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## 1. Additional information

### Legislative developments/changes

During 2019-20, one Act amended the RTI Act. The *Local Government Electoral (Implementing Stage 2 of Belcarra) and Other Legislation Amendment Act 2019 No.30* amended the RTI Act to remove the current exemption that applies to information of Brisbane City Council's Establishment and Coordination Committee. A transitional provision dealt with previously exempt information before commencement of the amendments.

### Machinery-of-government changes

We have not been affected by machinery-of-government changes.

### International travel

No international travel was funded in 2019-20.

### Open data

We continued to release data sets through the [data.qld.gov.au](http://data.qld.gov.au) portal, including:

- gifts and benefits register
- consultancies and contractors
- overseas travel
- survey results
- performance dashboard
- audit results
- external reviews.

## 2. Compliance checklist

Summary of requirement	Basis for requirement	Annual report reference
<b>Letter of compliance</b>	<ul style="list-style-type: none"> <li>A letter of compliance from the accountable officer or statutory body to the relevant Minister/s</li> </ul>	ARRs – section 7 i
<b>Accessibility</b>	<ul style="list-style-type: none"> <li>Table of contents</li> <li>Glossary</li> </ul>	ARRs – section 9.1 iii 81
	<ul style="list-style-type: none"> <li>Public availability</li> </ul>	ARRs – section 9.2 Inside front cover
	<ul style="list-style-type: none"> <li>Interpreter service statement</li> </ul>	<i>Queensland Government Language Services Policy</i> ARRs – section 9.3 Inside front cover
	<ul style="list-style-type: none"> <li>Copyright notice</li> </ul>	<i>Copyright Act 1968</i> ARRs – section 9.4 Inside front cover
	<ul style="list-style-type: none"> <li>Information Licensing</li> </ul>	<i>QGEA – Information Licensing</i> ARRs – section 9.5 Inside front cover
<b>General information</b>	<ul style="list-style-type: none"> <li>Introductory Information</li> </ul>	ARRs – section 10.1 ii
	<ul style="list-style-type: none"> <li>Machinery of Government changes</li> </ul>	ARRs – section 10.2, 31 and 32 64
	<ul style="list-style-type: none"> <li>Agency role and main functions</li> </ul>	ARRs – section 10.2 5
	<ul style="list-style-type: none"> <li>Operating environment</li> </ul>	ARRs – section 10.3 5
<b>Non-financial performance</b>	<ul style="list-style-type: none"> <li>Government's objectives for the community</li> </ul>	ARRs – section 11.1 5-9
	<ul style="list-style-type: none"> <li>Other whole-of-government plans / specific initiatives</li> </ul>	ARRs – section 11.2 N/A
	<ul style="list-style-type: none"> <li>Agency objectives and performance indicators</li> </ul>	ARRs – section 11.3 3, 4
	<ul style="list-style-type: none"> <li>Agency service areas and service standards</li> </ul>	ARRs – section 11.4 10-25
<b>Financial performance</b>	<ul style="list-style-type: none"> <li>Summary of financial performance</li> </ul>	ARRs – section 12.1 36-37
<b>Governance – management and structure</b>	<ul style="list-style-type: none"> <li>Organisational structure</li> </ul>	ARRs – section 13.1 28
	<ul style="list-style-type: none"> <li>Executive management</li> </ul>	ARRs – section 13.2 31
	<ul style="list-style-type: none"> <li>Government bodies (statutory bodies and other entities)</li> </ul>	ARRs – section 13.3 N/A
	<ul style="list-style-type: none"> <li>Public Sector Ethics</li> </ul>	<i>Public Sector Ethics Act 1994</i> ARRs – section 13.4 33-35
	<ul style="list-style-type: none"> <li>Human Rights</li> </ul>	<i>Human Rights Act 2019</i> ARRs – section 13.5 33-35
	<ul style="list-style-type: none"> <li>Queensland public service values</li> </ul>	ARRs – section 13.6 6
<b>Governance – risk management and accountability</b>	<ul style="list-style-type: none"> <li>Risk management</li> </ul>	ARRs – section 14.1 33-35
	<ul style="list-style-type: none"> <li>Audit committee</li> </ul>	ARRs – section 14.2 33-35
	<ul style="list-style-type: none"> <li>Internal audit</li> </ul>	ARRs – section 14.3 33-35
	<ul style="list-style-type: none"> <li>External scrutiny</li> </ul>	ARRs – section 14.4 5, 33-35
	<ul style="list-style-type: none"> <li>Information systems and recordkeeping</li> </ul>	ARRs – section 14.5 33-35
<b>Governance – human resources</b>	<ul style="list-style-type: none"> <li>Strategic workforce planning and performance</li> </ul>	ARRs – section 15.1 26-30
	<ul style="list-style-type: none"> <li>Early retirement, redundancy and retrenchment</li> </ul>	Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs – section 15.2 26-30
<b>Open Data</b>	<ul style="list-style-type: none"> <li>Statement advising publication of information</li> </ul>	ARRs – section 16 Inside front cover, 64
	<ul style="list-style-type: none"> <li>Consultancies</li> </ul>	ARRs – section 33.1 64, <a href="https://data.qld.gov.au">https://data.qld.gov.au</a>
	<ul style="list-style-type: none"> <li>Overseas travel</li> </ul>	ARRs – section 33.2 64, <a href="https://data.qld.gov.au">https://data.qld.gov.au</a>
	<ul style="list-style-type: none"> <li>Queensland Language Services Policy</li> </ul>	ARRs – section 33.3 64, <a href="https://data.qld.gov.au">https://data.qld.gov.au</a>
<b>Financial statements</b>	<ul style="list-style-type: none"> <li>Certification of financial statements</li> </ul>	FAA – section 62 FPMS – sections 38, 39 and 46 ARRs – section 17.1 59
	<ul style="list-style-type: none"> <li>Independent Auditor's Report</li> </ul>	FAA – section 62 FPMS – section 46 ARRs – section 17.2 60

### 3. Category and number of external review applications

	2015-16	2016-17	2017-18	2018-19	2019-20		
					RTI	IP	Total
Refusal of access	170	281	289	351	200	136	336
Sufficiency of search	52	69	96	121	60	59	119
Third party objection to release	30 <sup>^</sup>	19	32	33	77	2	79
Agency refusal to deal*	55	65	117	60	43	37	80
Deemed refusal of access	18	59	43	69	70	52	122
Refusal of amendment	11	11	18	16	0	9	9
Deemed refusal of amendment	29	1	3	3	0	0	0
Fees or charges	1	4	1	7	5	0	5
No jurisdiction*	-	6	25	27	16	21	37
<b>Total applications</b>	<b>366<sup>^</sup></b>	<b>515</b>	<b>624</b>	<b>687</b>	<b>471</b>	<b>316</b>	<b>787</b>

\* For reporting purposes “Agency refusal to deal” category has included not only refusals to deal with an application by an agency under Chapter 3, Part 4 of the RTI Act and Chapter 3 Part 7 of the IP Act, but also such reasons as: requested information is not a document of an agency; the request is not an IP Act application; the application was made out of time; the external review application is considered frivolous or vexatious; and the agency agreed to process the application. However, from 2016-17 some of these are now reported within the ‘No jurisdiction’ category where appropriate, such as applications about decisions regarding whether a document is a document of an agency for the purposes of the RTI or IP Acts, or that are made prematurely where an agency has not yet made a decision (e.g. within the initial processing or consultation period).

<sup>^</sup> The third party objection to release and total applications received for 2015-16 were incorrectly reported in part of the 2016-17 OIC Annual Report as a result of a typographical error. The 2015-16 figures were updated in the 2017-18 report to accurately reflect the category and number of external review applications received for that financial year.

### 4. Profile of applicants making external review applications

	2015-16	2016-17	2017-18	2018-19	2019-20
Agencies	3 <sup>#</sup>	4	9	5	16
Individuals	282 <sup>#</sup>	420	476	529	540
Companies	26	48	62	58	75
Journalists	36	22	44	30	35
Lobby and community groups	12	8	14	25	15
Elected representatives	7	13	19	40	106
<b>Total</b>	<b>366<sup>#</sup></b>	<b>515</b>	<b>624</b>	<b>687</b>	<b>787</b>

# The agencies, individuals and total applications received for 2015-16 were incorrectly reported in part of the 2016-17 OIC Annual Report as a result of a typographical error. The 2015-16 figures were updated in the 2017-18 report to accurately reflect the profile of applicants making external review applications and the total number of external review applications received for that financial year.

## 5. Applications received by agency profile

	2015-16	2016-17	2017-18	2018-19	2019-20
Boards/commissions/GOCs/other bodies	33	45	31	61	63
Departments	168	287	377	396	508
Hospital and health services	85	83	56	74	62
Local government	60	85	131	121	116
Universities	10	10	20	14	20
Ministers	10	5	9	21	18
<b>Total</b>	<b>366</b>	<b>515</b>	<b>624</b>	<b>687</b>	<b>787</b>

## 6. Outcome of reviews

Outcome of review	2015-16	2016-17	2017-18	2018-19	2019-20
Affirming agency decision	15	19	35	24	49
Varying agency decision	23	19	40	25	35
Setting aside agency decision	10	12	3	6	8
<b>Decision under section 110 of RTI Act or section 123 of IP Act</b>	<b>48</b>	<b>50</b>	<b>78</b>	<b>55</b>	<b>92</b>
<b>Review settled informally</b>	<b>319</b>	<b>314</b>	<b>469</b>	<b>554</b>	<b>542</b>
Decision application is out of jurisdiction - section 52, section 101 IP Act; section 32, section 88 of the RTI Act	27	20	11	12	3
Decision not to deal with application - section 107 of IP Act, section 94 of the RTI Act	4	17	9	4	4
Decision to allow agency further time to deal with application - section 106 of IP Act, section 93 of RTI Act	9	12	28	34	51
<b>Determination of review not required</b>	<b>40</b>	<b>49</b>	<b>48</b>	<b>50</b>	<b>58</b>
<b>Total</b>	<b>407</b>	<b>413</b>	<b>595</b>	<b>659</b>	<b>692</b>

## 7. RTI regulation reporting requirements not captured elsewhere within the annual report

RTI requirements	Outcome
<b>Right to Information Regulation Part 4 section 7</b>	
(d) the number of times and the way in which the commissioner has used the entitlement to full and free access to documents under section 100 of the Act.*	5
(f) the number of applications for extension of the 10 year period received by the commissioner under schedule 4, part 4, item 1 of the Act and the commissioner's decision for each application.	0

\* Section 100 is read in conjunction with section 103 of the RTI Act.

## 8. IP regulation reporting requirements not captured elsewhere within the annual report

IP requirements	
<b>Information Privacy Regulation part 4 section 5(1)</b>	
(c) the number of times and the way in which the commissioner has used the entitlement to full and free access to documents under section 113 of the Act.*	9
(f) compliance notices given under chapter 4, part 6 of the Act.	0
<b>Information Privacy Regulation part 4 section 5(2)</b>	
(a) the number of complaints the commissioner has declined to deal with or has declined to continue dealing with	71
(b) the grounds for declining to deal with the complaints under paragraph (a)	
i Complainant no longer wishes to pursue complaint	0
ii No jurisdiction – entity exempt under schedule 2, part 1	0
iii No jurisdiction – potential coverage under Commonwealth law	1
iv No jurisdiction – section 164 not triggered	9
v Pre-privacy principle action	0
vi Section 168(1)(b) - requirements under section 166(3) not met	28
vii Section 168(1)(c) - frivolous	1
viii Section 168(1)(c) - lacking in substance	12
ix Section 168(1)(c) - misconceived	11
x Section 168(1)(d) - more appropriate remedy under another Act	1
xi Section 168(1)(e) - provision of more time to entity	2
xii Section 168(1)(f) - more than 12 months elapsed	4
xiii Section 168(2)(a) - noncompliance with reasonable request	1
xiv Section 168(2)(c) - complainant no longer contactable	1
(c) the categories of relevant entities to which the 95 finalised complaints relate	
Boards/commissions/other bodies	23
Departments	32
Bound contracted service providers	1
Hospital and health services	9
Local government	15
Universities	6
Ministers	1
Outside Jurisdiction	8
(d) the provisions of the privacy principles to which the complaints relate <sup>#</sup>	
i Chapter 2, Part 4 - bound contracted service provider	0
ii IPP 1 - lawful and fair collection	15
iii IPP 2 - collection requested from individual	1
iv IPP 3 - collected information is relevant and current	1
v IPP 4 - storage and security	13
vi IPP 6 - access	1
vii IPP 7 - amendment	3
viii IPP 8 - accuracy of information	13
ix IPP 9 - use of personal information for relevant purpose	5
x IPP 10 - alternative use	26
xi IPP 11 - disclosure to third party	54
xii NPP 1 - collection	1
xiii NPP 2 - secondary use and disclosure	7
xiv NPP 3 - information is current	3
xv NPP 4 - data security	2
xvi NPP 6 - access	1
(e) the number of complaints referred by the commissioner to other entities under section 169 of the Act.	0

\* Section 113 is read in conjunction with section 116 of the IP Act.

# A complaint can involve more than one privacy principle.

Note – information contained in this appendix in previous years now appears within the relevant section of this Annual Report, for example, Privacy advice and complaint mediation.

## 9. 2019-20 Applications for external review of decisions by Ministers and agencies

<b>Ministers</b>	
Hon Anastacia Palaszczuk MP, Premier and Minister for Trade	6
Hon Anthony Lynham MP, Minister for Natural Resources, Mines and Energy	1
Hon Cameron Dick MP, Minister for State Development, Manufacturing, Infrastructure and Planning	2
Hon Dr Steven Miles MP, Minister for Health and Minister for Ambulance Services	1
Hon Jackie Trad MP, Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships	3
Hon Mark Furner MP, Minister for Agricultural Industry Development and Fisheries	1
Hon Mark Ryan MP, Minister for Police and Minister for Corrective Services	2
Hon Mick de Brenni MP, Minister for Housing and Public Works, Digital Technology and Sport	1
Hon Yvette D'Ath MP, Attorney-General and Minister for Justice	1
<b>Sub-total</b>	<b>18</b>
<b>Local governments</b>	
Brisbane City Council	19
Bundaberg Regional Council	1
Cairns Regional Council	1
Cassowary Coast Regional Council	4
Cook Shire Council	1
Council of the City of Gold Coast	2
Douglas Shire Council	1
Fraser Coast Regional Council	5
Gladstone Regional Council	2
Gympie Regional Council	1
Hinchinbrook Shire Council	1
Ipswich City Council	2
Isaac Regional Council	5
Logan City Council	11
Maranoa Regional Council	1
Moreton Bay Regional Council	18
Mount Isa City Council	3
Noosa Shire Council	2
Redland City Council	6
Rockhampton Regional Council	5
Somerset Regional Council	2
South Burnett Regional Council	1
Southern Downs Regional Council	4
Sunshine Coast Regional Council	5
Tablelands Regional Council	3

<b>Local governments cont.</b>	
Toowoomba Regional Council	4
Torres Shire Council	1
Townsville City Council	3
Whitsunday Regional Council	2
<b>Sub-total</b>	<b>116</b>
<b>Boards, commissions, GOCs and other bodies</b>	
Anglicare Southern Queensland	1
Energex	1
Ergon Energy	1
Legal Aid Queensland	6
Legal Services Commission	2
Office of the Health Ombudsman	2
Office of the Public Advocate	2
Office of the Public Guardian	1
Parole Board Queensland	2
Public Service Commission	1
QSuper Limited	2
Queensland Ambulance Service	1
Queensland Building and Construction Commission	14
Queensland College of Teachers	3
Queensland Human Rights Commission	8
Queensland Law Society Inc	2
Queensland Ombudsman	2
Queensland Racing Integrity Commission	1
Queensland Urban Utilities	2
Racing Queensland Board T/A Racing Queensland	1
Screen Queensland	1
Sunwater Ltd	2
Surveyors Board Queensland	1
TAFE Queensland	1
Tourism & Events Queensland	1
Trade and Investment Queensland	1
WorkCover Queensland	1
<b>Sub-total</b>	<b>63</b>



<b>Departments</b>	
Department of Aboriginal and Torres Strait Islander Partnerships	2
Department of Agriculture and Fisheries	10
Department of Child Safety, Youth and Women	18
Department of Communities, Disability Services and Seniors	2
Department of Education	44
Department of Environment and Science	26
Department of Housing and Public Works	15
Department of Justice and Attorney-General	24
Department of Natural Resources, Mines and Energy	11
Department of State Development, Tourism and Innovation	9
Department of the Premier and Cabinet	64
Department of Transport and Main Roads	21
Queensland Corrective Services	37
Queensland Fire and Emergency Services	14
Queensland Health	6
Queensland Police Service	191
Queensland Treasury	14
<b>Sub-total</b>	<b>508</b>
<b>Universities</b>	
Central Queensland University	3
Griffith University	2
Queensland University of Technology	2
The University of Queensland	13
<b>Sub-total</b>	<b>20</b>
<b>Hospital and health services</b>	
Cairns and Hinterland Hospital and Health Service	7
Central Queensland Hospital and Health Service	1
Children's Health Queensland Hospital and Health Service	5
Darling Downs Hospital and Health Service	2
Gold Coast Hospital and Health Service	7
Mackay Hospital and Health Service	2
Metro North Hospital and Health Service	17
Metro South Hospital and Health Service	7
South West Hospital and Health Service	1
Sunshine Coast Hospital and Health Service	5
Townsville Hospital and Health Service	1
West Moreton Hospital and Health Service	6
Wide Bay Hospital and Health Service	1
<b>Sub-total</b>	<b>62</b>
<b>Total</b>	<b>787</b>

## 10. Complaints received by agency profile

Agency	2019-20
Boards/commissions/other bodies	22
Departments	39
Hospital and health services	10
Bound contracted service providers	0
Local government	14
Universities	4
Ministers	0
Outside Jurisdiction	7
<b>Total</b>	<b>96</b>

## 11. 2019-20 Privacy complaints received about Ministers and agencies

<b>Ministers</b>	
<b>Sub-total</b>	<b>0</b>
<b>Local governments</b>	
Brisbane City Council	2
Council of the City of Gold Coast	1
Ipswich City Council	1
Logan City Council	3
Maranoa Regional Council	1
Noosa Shire Council	2
Redland City Council	4
<b>Sub-total</b>	<b>14</b>
<b>Boards, commissions and other bodies</b>	
Board of Teacher Registration Queensland	1
Energex	1
Legal Aid Queensland	1
Legal Services Commission	1
Office of the Health Ombudsman	2
QSuper Limited	4
Queensland Ambulance Service	1
Queensland Civil and Administrative Tribunal	2
Queensland Human Rights Commission	1
Queensland Rail	1
Residential Tenancies Authority	1
TAFE Queensland	1
The Public Trust Office	1
WorkCover Queensland	3
Unity Water	1
<b>Sub-total</b>	<b>22</b>
<b>Departments</b>	
Department of Child Safety, Youth and Women	2
Department of Communities, Disability Services and Seniors	1
Department of Education	9

<b>Departments cont.</b>	
Department of Environment and Science	1
Department of Housing and Public Works	3
Department of Justice and Attorney-General	2
Department of the Premier and Cabinet	1
Department of Transport and Main Roads	1
Queensland Corrective Services	3
Queensland Health	1
Queensland Police Service	9
Queensland Treasury	6
<b>Sub-total</b>	<b>39</b>
<b>Universities</b>	
Central Queensland University	2
Griffith University	1
James Cook University	1
<b>Sub-total</b>	<b>4</b>
<b>Hospital and health services</b>	
Cairns and Hinterland Hospital and Health Service	1
Gold Coast Hospital and Health Service	4
Metro North Hospital and Health Service	1
Metro South Hospital and Health Service	3
Sunshine Coast Hospital and Health Service	1
<b>Sub-total</b>	<b>10</b>
<b>Outside jurisdiction*</b>	
ANZ Banking Group Limited (ANZ)	1
Australian Financial Complaints Authority	1
Citibank	1
Idameneo (No.123) Pty Limited	1
Redgrand Pty Ltd	1
Suncorp Insurance	1
Sunsuper Superannuation Fund	1
<b>Sub-total</b>	<b>7</b>
<b>TOTAL</b>	<b>96</b>

\* Entities listed as outside jurisdiction include those not within the scope of the *Information Privacy Act 2009* because they are not an agency for the purposes of the Act, or a bound contracted service provider. Other entities listed in categories of complaints received from agencies may also be determined to be entities to which the privacy principles do not apply in relation to a particular function, for example, a court's judicial functions (see section 19 and Schedule 2, Part 2).

## 12. Outcomes of decisions

Review Number	Agency	Date of Decision	Outcome	Outcome Type	Section Decision
313832	Queensland Police Service	25/09/2019	decision s.123 - set aside agency response - IPA	access granted - full	
313993	Queensland Police Service	18/07/2019	decision s.110 - varying agency response - RTI	refusal to deal	RTI Act - s.41
314056	Department of Justice and Attorney-General	3/09/2019	decision s.110 - varying agency response - RTI	access refused - part	RTI Act - s.47(3)(b), RTI Act - s.73
314084	Office of the Health Ombudsman	6/08/2019	decision s.123 - varying agency response - IPA	access refused	IP Act - s.67(1), IP Act - s.88, RTI Act - s.47(3)(a), RTI Act - s.47(3)(b), RTI Act - s.47(3)(e)
314149	Townsville City Council	3/10/2019	decision s.110 - set aside agency response - RTI	access granted - full	
314155	Gympie Regional Council	28/08/2019	decision s.110 - varying agency response - RTI	access granted - full	
314193	Legal Aid Queensland	6/09/2019	decision s.123 - varying agency response - IPA	access refused	IP Act - s.67(1), RTI Act - s.47(3)(b), RTI Act - s.47(3)(e)
314211	Southern Downs Regional Council	12/09/2019	decision s.110 - set aside agency response - RTI	access granted - full	
314266	Metro North Hospital and Health Service	27/03/2020	decision s.123 - affirming agency response - IPA	access refused - part	IP Act - s.67(1), RTI Act - s.47(3)(b)
314276	Department of Justice and Attorney-General	11/11/2019	decision s.110 - varying agency response - RTI	access refused	RTI Act - s.24, RTI Act - s.47(3)(a), RTI Act - s.47(3)(b), RTI Act - s.73
314279	Department of Housing and Public Works	26/08/2019	decision s.123 - affirming agency response - IPA	access refused	IP Act - s.67(1), RTI Act - s.47(3)(e)
314303	Ergon Energy	26/08/2019	decision s.110 - affirming agency response - RTI	access refused	RTI Act - s.24, RTI Act - s.33
314331	Queensland Police Service	3/09/2019	decision s.123 - affirming agency response - IPA	access refused	RTI Act - s.47(3)(a), RTI Act - s.47(3)(b)
314337	Department of Housing and Public Works	26/08/2019	decision s.110 - affirming agency response - RTI	external review application not compliant	RTI Act - s.24, RTI Act - s.33
314339	Queensland Police Service	5/11/2019	decision s.123 - affirming agency response - IPA	access refused	IP Act - s.67(1), RTI Act - s.47(3)(b)

Review Number	Agency	Date of Decision	Outcome	Outcome Type	Section Decision
314358	Queensland Police Service	28/01/2020	decision s.123 - varying agency response - IPA	access refused - part	IP Act - s.52, RTI Act - s.47(3)(b), RTI Act - s.47(3)(e)
314359	Queensland Health	30/09/2019	decision s.110 - affirming agency response - RTI	access refused	RTI Act - s.47(3)(e)
314367	Queensland Police Service	31/01/2020	decision s.123 - varying agency response - IPA	access refused	RTI Act - s.47(3)(a), RTI Act - s.47(3)(b), RTI Act - s.47(3)(e)
314368	Queensland Health	10/02/2020	decision s.110 - varying agency response - RTI	access refused - part	RTI Act - s.47(3)(b), RTI Act - s.47(3)(e)
314372	Department of Education	9/08/2019	decision s.110 - affirming agency response - RTI	access refused	RTI Act - s.47(3)(b)
314388	Queensland Police Service	25/10/2019	decision s.110 - set aside agency response - RTI	cannot refuse to deal	
314389	Queensland Police Service	20/08/2019	decision s.110 - affirming agency response - RTI	access refused	RTI Act - s.47(3)(b)
314390	Queensland Police Service	28/02/2020	decision s.123 - affirming agency response - IPA	access refused	IP Act - s.67(1), RTI Act - s.47(3)(e)
314410	Gold Coast Hospital and Health Service	26/11/2019	decision s.123 - affirming agency response - IPA	refusal to deal	IP Act - s.60
314415	Queensland Police Service	6/12/2019	decision s.123 - varying agency response - IPA	access refused	IP Act - s.67(1), RTI Act - s.47(3)(c)
314422	Queensland Police Service	5/02/2020	decision s.110 - varying agency response - RTI	access refused - part	RTI Act - s.12, RTI Act - s.47(3)(a), RTI Act - s.47(3)(b)
314443	Department of Housing and Public Works	13/02/2020	decision s.110 - varying agency response - RTI	access refused - part	RTI Act - s.47(3)(a), RTI Act - s.47(3)(b)
314460	Department of Justice and Attorney-General	29/08/2019	decision s.110 - affirming agency response - RTI	access refused - part	RTI Act - s.47(3)(b)
314462	Gold Coast Hospital and Health Service	10/12/2019	decision s.123 - varying agency response - IPA	access refused - part	RTI Act - s.47(3)(a), RTI Act - s.47(3)(b), RTI Act - s.47(3)(e)
314466	Office of the Health Ombudsman	1/10/2019	decision s.123 - affirming agency response - IPA	access refused	IP Act - s.67(1), RTI Act - s.47(3)(b)
314471	Queensland Police Service	12/08/2019	decision s.123 - affirming agency response - IPA	access refused	IP Act - s.53
314473	Department of Housing and Public Works	7/02/2020	decision s.123 - affirming agency response - IPA	amendment refused	IP Act - s.72

Review Number	Agency	Date of Decision	Outcome	Outcome Type	Section Decision
314474	Queensland Health	28/11/2019	decision s.123 - varying agency response - IPA	access refused	IP Act - s.62, IP Act - s.88, RTI Act - s.47(3)(b), RTI Act - s.47(3)(e)
314478	Gold Coast Hospital and Health Service	26/11/2019	decision s.123 - varying agency response - IPA	refusal to deal	IP Act - s.60
314483	Princess Alexandra Hospital	26/02/2020	decision s.110 - affirming agency response - RTI	access refused	RTI Act - s.47(3)(b)
314484	Legal Aid Queensland	7/04/2020	decision s.110 - varying agency response - RTI	access refused	RTI Act - s.47(3)(a), RTI Act - s.47(3)(e)
314508	Gold Coast Hospital and Health Service	26/11/2019	decision s.123 - affirming agency response - IPA	refusal to deal	IP Act - s.60
314517	Metro North Hospital and Health Service	18/03/2020	decision s.123 - affirming agency response - IPA	access refused	IP Act - s.67(1)
314527	Queensland Police Service	14/10/2019	decision s.123 - affirming agency response - IPA	access refused - part	IP Act - s.67(1), RTI Act - s.47(3)(a), RTI Act - s.47(3)(b)
314542	The University of Southern Queensland	2/12/2019	decision s.123 - affirming agency response - IPA	access refused	RTI Act - s.47(3)(a), RTI Act - s.47(3)(e)
314561	Queensland Health	28/11/2019	decision s.123 - varying agency response - IPA	access refused	IP Act - s.62, IP Act - s.88, RTI Act - s.47(3)(b), RTI Act - s.47(3)(e)
314562	Hon Dr Steven Miles MP, Minister for Health and Minister for Ambulance Services	11/12/2019	decision s.123 - varying agency response - IPA	access refused	IP Act - s.67(1), RTI Act - s.47(3)(a), RTI Act - s.47(3)(e)
314566	Gold Coast Hospital and Health Service	26/11/2019	decision s.123 - affirming agency response - IPA	refusal to deal	IP Act - s.60
314572	Queensland Police Service	24/02/2020	decision s.123 - set aside agency response - IPA	cannot refuse to deal	
314575	Metro North Hospital and Health Service	26/06/2020	decision s.110 - varying agency response - RTI	access refused	RTI Act - s.47(3)(b), RTI Act - s.47(3)(e)
314580	Office of the Public Guardian	24/12/2019	decision s.123 - varying agency response - IPA	access refused	IP Act - s.88, RTI Act - s.47(3)(b), RTI Act - s.47(3)(e)

Review Number	Agency	Date of Decision	Outcome	Outcome Type	Section Decision
314581	Office of the Public Guardian	24/12/2019	decision s.123 - varying agency response - IPA	access refused	IP Act - s.88, RTI Act - s.47(3)(b), RTI Act - s.47(3)(e)
314593	Veterinary Surgeons Board of Queensland	20/04/2020	decision s.123 - varying agency response - IPA	access refused	IP Act - s.67(1), RTI Act - s.47(3)(a)
314596	Queensland Ombudsman	11/06/2020	decision s.123 - varying agency response - IPA	access refused	IP Act - s.67(1), RTI Act - s.47(3)(a), RTI Act - s.47(3)(b)
314603	Metro North Hospital and Health Service	21/02/2020	decision s.123 - affirming agency response - IPA	access refused	IP Act - s.67(1), RTI Act - s.47(3)(a)
314616	Gold Coast Hospital and Health Service	10/12/2019	decision s.123 - affirming agency response - IPA	access refused	RTI Act - s.47(3)(a), RTI Act - s.47(3)(b), RTI Act - s.47(3)(e)
314627	Department of Environment and Science	4/12/2019	decision s.110 - set aside agency response - RTI	access granted - full	RTI Act - s.47(3)(a), RTI Act - s.47(3)(b)
314635	Council of the City of Gold Coast	19/05/2020	decision s.123 - varying agency response - IPA	access refused	RTI Act - s.47(3)(a), RTI Act - s.47(3)(e)
314636	Department of Education	5/12/2019	decision s.110 - varying agency response - RTI	access refused	RTI Act - s.47(3)(a), RTI Act - s.47(3)(b)
314646	Queensland Police Service	18/12/2019	decision s.123 - affirming agency response - IPA	access refused	IP Act - s.67(1), RTI Act - s.47(3)(e)
314648	Queensland Police Service	18/12/2019	decision s.123 - affirming agency response - IPA	access refused	IP Act - s.67(1), RTI Act - s.47(3)(e)
314662	Legal Services Commission	17/04/2020	decision s.110 - affirming agency response - RTI	access refused	RTI Act - s.47(3)(b), RTI Act - s.47(3)(e)
314666	Sunshine Coast University Hospital	25/10/2019	decision s.123 - affirming agency response - IPA	amendment refused	IP Act - s.72
314687	Office of the Health Ombudsman	24/03/2020	decision s.123 - varying agency response - IPA	access refused	IP Act - s.67(1), RTI Act - s.47(3)(e)
314705	Department of Education	12/06/2020	decision s.110 - affirming agency response - RTI	access granted - full	
314711	Sunshine Coast Hospital and Health Service	29/06/2020	decision s.123 - affirming agency response - IPA	access refused	IP Act - s.67(1), RTI Act - s.47(3)(b)
314727	The University of Queensland	28/05/2020	decision s.110 - varying agency response - RTI	access refused - part	RTI Act - s.47(3)(b)

Review Number	Agency	Date of Decision	Outcome	Outcome Type	Section Decision
314730	Queensland Building and Construction Commission	19/11/2019	decision s.110 - varying agency response - RTI	access refused	RTI Act - s.47(3)(e)
314734	Cook Shire Council	30/06/2020	decision s.110 - varying agency response - RTI	access refused	RTI Act - s.47(3)(a), RTI Act - s.47(3)(b)
314738	Queensland Police Service	19/02/2020	decision s.123 - varying agency response - IPA	access refused	IP Act - s.62, IP Act - s.67(1)
314768	Hon Annastacia Palaszczuk MP, Premier and Minister for Trade	18/03/2020	decision s.110 - varying agency response - RTI	access refused	RTI Act - s.13, RTI Act - s.47(3)(a)
314770	Gold Coast Hospital and Health Service	26/05/2020	decision s.123 - varying agency response - IPA	access refused	IP Act - s.60
314794	Metro North Hospital and Health Service	20/03/2020	decision s.123 - affirming agency response - IPA	amendment refused	IP Act - s.72
314813	Queensland Police Service	14/02/2020	decision s.123 - varying agency response - IPA	amendment refused	IP Act - s.72
314822	Metro North Hospital and Health Service	7/11/2019	decision s.123 - affirming agency response - IPA	information commissioner decision not to deal	IP Act - s.53
314829	Public Service Commission	11/02/2020	decision s.110 - affirming agency response - RTI	access refused	RTI Act - s.47(3)(a)
314845	Department of Child Safety, Youth and Women	13/12/2019	decision s.123 - varying agency response - IPA	refusal to deal	IP Act - s.62
314849	Queensland Police Service	6/04/2020	decision s.110 - affirming agency response - RTI	neither confirm nor deny	RTI Act - s.47(3)(b)
314902	Cassowary Coast Regional Council	19/06/2020	decision s.110 - set aside agency response - RTI	access granted - full	
315001	Hon Annastacia Palaszczuk MP, Premier and Minister for Trade	12/05/2020	decision s.110 - affirming agency response - RTI	application outside scope of the Act	RTI Act - s.13
315005	Department of the Premier and Cabinet	26/06/2020	decision s.110 - affirming agency response - RTI	access granted - full	RTI Act - s.47(3)(a), RTI Act - s.47(3)(b)
315009	Department of the Premier and Cabinet	26/06/2020	decision s.110 - affirming agency response - RTI	access granted - full	RTI Act - s.47(3)(a), RTI Act - s.47(3)(b)



Review Number	Agency	Date of Decision	Outcome	Outcome Type	Section Decision
315010	Department of the Premier and Cabinet	26/06/2020	decision s.110 - affirming agency response - RTI	access granted - full	RTI Act - s.47(3)(a), RTI Act - s.47(3)(b)
315011	Department of the Premier and Cabinet	26/06/2020	decision s.110 - affirming agency response - RTI	access granted - full	RTI Act - s.47(3)(b), RTI Act - s.47(2)(a)
315025	Department of the Premier and Cabinet	26/06/2020	decision s.110 - affirming agency response - RTI	access granted - full	RTI Act - s.47(3)(a), RTI Act - s.47(3)(b)
315027	Department of the Premier and Cabinet	26/06/2020	decision s.110 - affirming agency response - RTI	access granted - full	RTI Act - s.47(3)(a), RTI Act - s.47(3)(b)
315032	Department of the Premier and Cabinet	26/06/2020	decision s.110 - affirming agency response - RTI	access granted - full	RTI Act - s.47(3)(a), RTI Act - s.47(3)(b)
315040	Department of the Premier and Cabinet	26/06/2020	decision s.110 - affirming agency response - RTI	access granted - full	RTI Act - s.47(3)(a), RTI Act - s.47(3)(b)
315041	Department of the Premier and Cabinet	26/06/2020	decision s.110 - affirming agency response - RTI	access granted - full	RTI Act - s.47(3)(a), RTI Act - s.47(3)(b)
315042	Department of the Premier and Cabinet	26/06/2020	decision s.110 - affirming agency response - RTI	access granted - full	RTI Act - s.47(3)(a), RTI Act - s.47(3)(b)
315044	Department of the Premier and Cabinet	26/06/2020	decision s.110 - affirming agency response - RTI	access granted - full	RTI Act - s.47(3)(a), RTI Act - s.47(3)(b)
315045	Department of the Premier and Cabinet	26/06/2020	decision s.110 - affirming agency response - RTI	access granted - full	RTI Act - s.47(3)(a), RTI Act - s.47(3)(b)
315047	Department of the Premier and Cabinet	26/06/2020	decision s.110 - affirming agency response - RTI	access granted - full	RTI Act - s.47(3)(a), RTI Act - s.47(3)(b)
315048	Department of the Premier and Cabinet	26/06/2020	decision s.110 - affirming agency response - RTI	access granted - full	RTI Act - s.47(3)(a), RTI Act - s.47(3)(b)
315052	Gold Coast Hospital and Health Service	22/05/2020	decision s.123 - varying agency response - IPA	access refused	IP Act - s.67(1)
315106	Queensland Police Service	19/06/2020	decision s.123 - set aside agency response - IPA	access refused - part	IP Act - s.67(1)
315117	Redland City Council	30/04/2020	decision s.110 - affirming agency response - RTI	access refused	RTI Act - s.47(3)(b)

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## GLOSSARY

### **Application**

A formal request to access or amend government-held information made under the process set out in right to information or information privacy legislation.

### **Audit and Evaluation**

The Audit and Evaluation function of OIC monitors and reports on Queensland government agencies' practices and compliance with the right to information and information privacy legislation.

### **Awareness activity**

An activity undertaken to increase the level of knowledge in both the public sector, and the broader community, about information rights and responsibilities.

### **Best practice**

A method or technique for accomplishing a business outcome, that has consistently shown results superior to those achieved by other means, and which is used as an industry benchmark.

### **Decision**

A formal, written decision issued by the Information Commissioner on an external review application to affirm, vary, or set aside a decision made by an agency or Minister.

### **Deemed decision**

A decision that is taken to be made to refuse access to information because the time frame has expired.

### **Disclosure log**

A list or copies of documents released following a decision about an application for access under the RTI Act, which is published on an agency's website.

### **Early resolution**

A flexible conciliation based process in which OIC seeks to resolve an external review application by negotiating a mutually acceptable outcome with the parties, without the need for a formal written decision.

### **External Review**

The External Review function of OIC is responsible for the independent merits review of Queensland government agency and Ministers' decisions about access to information under the right to information legislation and access to, or amendment of, documents under the information privacy legislation.

### **Governance**

The process by which decisions are controlled and managed to achieve their objectives, and by which organisations are directed, reviewed, and held to account.

### **Independent Auditor's Report**

As OIC does not have an internal financial audit function, all audits are conducted by the Queensland Audit Office, providing OIC an Independent Auditor's Report.

### **Information and Assistance**

The Information and Assistance function of OIC is responsible for an enquiry service, which responds to approximately 4,500 enquiries annually, and produces extensive guidance for agencies and the community.

### **Open Data**

Open data is data that is made available by organisations, businesses and individuals for anyone to access, use and share.

### **Performance**

In the context of this report, a visual display of the most significant performance information consolidated so that an overall understanding can be gained at a glance.

### **Privacy**

The OIC Privacy function is designed to help protect personal information held by Queensland government agencies.

**Privacy complaint**

A complaint alleging that an agency has failed to comply with the privacy principles or a waiver or modification approval under the *Information Privacy Act 2009* (Qld).

**Privacy principles**

A set of rules that prescribe how Queensland government agencies manage the personal information they hold.

**Publication scheme**

A publication scheme is a structured list of an agency's information which is readily available to the public.

**QCAT**

Queensland Civil and Administrative Tribunal is an independent tribunal which actively resolves disputes.

**Right to information**

The legislative and administrative framework that allows individuals to access information held by Queensland government agencies.

**Service**

A group of related activities contributing to a common organisational objective.

**Service standard**

A goal or target to be reached. Its general aim is to improve performance continuously.

**Strategic plan**

A critical document, with a minimum five year outlook, which outlines the key strategies to be undertaken to achieve the organisation's desired outcomes.

**Training and Stakeholder Relations**

The Training and Stakeholder Relations function of OIC promotes the principles and practices of right to information and information privacy