

Quick guide for public servants: *My responsibilities and the Right to Information Act 2009 (Qld)*

1 Increase information access

- Become familiar with your agency's information access and release policies.
- Provide information informally wherever possible.
- Understand the process for including information in your agency's publication scheme.
- Assist people to obtain information by telling them:
 - what type of information is held by the agency
 - where they might find the information on the website
 - how to contact the relevant part of the agency that may be able to provide them with the information.
- If the information is held by another agency, direct the person to the relevant agency.

2 Know the process

- Know your work unit's process for handling informal information requests.
- Know who in your agency manages and responds to RTI applications.
- If information cannot be released informally or administratively, know the formal process and where to direct people:
 - the RTI application form at www.rti.qld.gov.au
 - your agency's RTI officer for further guidance
 - the resources available at www.oic.qld.gov.au.

3 Keep records

- Keep up-to-date records to ensure that information can be provided where appropriate.
- Manage records systematically so they can be located easily.
- Keep records for as long as they are required under a General Retention and Disposal Schedule e.g. *Public Records Act 2002* (Qld).

4 Provide documents to your RTI officer

- Provide all documents to your RTI Unit in a timely manner so applications can be processed quickly.
- Remember to check not only your agency's recordkeeping system, but other databases, filing or storage systems where the requested documents would likely be kept or as guided by your RTI officer. Don't forget emails and notebooks.
- Let your RTI officer know if you have any concerns about releasing documents.