**DID YOU KNOW MESSAGES FOR AGENCIES**

***DGs/CEOs to staff – email***

Subject line – Promoting information access and privacy – Did you know?

Dear colleagues

Increasing community ease of access to information makes government more responsive and accountable, allows greater community participation and improves government service delivery. This leads to better outcomes for all Queenslanders.

**Did you know:**

* we routinely publish up-to-date information online through our publication scheme [disclosure log, any other means etc.] so that the community can access it
* we find out what information people need and are interested in, and we prioritise making it accessible [explain how your agency consults the community about their information needs]
* we are committed to improving community awareness and access to our online services, which include [insert details of your agency’s online services]
* the community can access information from us administratively, for example through [established processes for specific types of information], and we actively promote this avenue of information access
* we deal with media requests promptly and administratively, and only through the formal RTI application process as a last resort
* we provide information requested through the formal application process, unless on balance it is not in the public interest to do so
* we protect and respect personal information [insert any details/strategies on this topic].

As part of 10th anniversary celebrations of the *Right to Information Act* (RTI Act) and *Information Privacy Act* (IP Act) in Queensland, we are promoting awareness of our services to help improve access to government-held information and build community trust and confidence in our work, including appropriate safeguards for personal information.

You can find out more about your information rights and responsibilities here <insert internal link> or visit the Office of the Information Commissioner’s website at [www.oic.qld.gov.au](http://www.oic.qld.gov.au) to access a range of resources including free online awareness training.

***Staff intranet message***

**Did you know?***Information access and privacy*

**Did you know** that we have a range of information and services available online for the community to access? It is important that we are all aware of this information to promote awareness and easier access.

**Did you know** that good right to information (RTI) and privacy practices can help build community trust and confidence in our work through better service delivery? And this leads to better outcomes for all Queenslanders.

Under the *Right to Information Act 2009* and *Information Privacy Act 2009*, we are required to give all members of the community, including the media, easy access to government-held information about decisions, projects and how government operates, unless it would be contrary to the public interest to do so.

Wherever possible, we routinely and proactively release information on our website, through our publication scheme <insert internal link>, and release information informally under our administrative access arrangements <insert link to internal policy and procedure for administrative release> (including online services).

As part of 10th anniversary celebrations for the legislation, we will [insert the awareness raising activities your agency will undertake, such as building community awareness of your agency’s online services or ways to access information]. You can help us raise awareness of our online services by [engaging with our corporate social media channels etc.] and ensuring you know what information we have and how to access it so you can share these resources.

You can find out more about information access and privacy rights and responsibilities here <insert internal link> or visit the Office of the Information Commissioner’s website at [www.oic.qld.gov.au](http://www.oic.qld.gov.au) to access a range of resources including free online awareness training.

***Website message***

**Information access and privacy – Did you know?**

**Did you know** that you can access information and the services we offer online? You can view information we routinely release to the community on our publication scheme <insert internal link> or find out more about our administrative access arrangements <insert internal link> on our website. We proactively or administratively release information, unless there is a good reason not too, while protecting and respecting personal information. We may not release certain sensitive information where the Right to Information Act (RTI Act) and Information Privacy Act (IP Act) recognise doing so would be contrary to the broader public interest, for example certain law enforcement information.

You can also access a range of our services online, such as [insert examples with hyperlinks, such as ‘renewing your licence’, ‘find a health service’ or ‘make a right to information request’]

**Did you know** you can find out how we handle your personal information?

The IP Act recognises the importance of protecting the personal information of individuals. It contains a set of rules or ‘privacy principles’ that govern how Queensland Government agencies collect, store, use and disclose personal information. You can read about how we meet our obligations under the IP Act here. <insert link to privacy policy>

You can find out more about right to information and information privacy here <insert internal link>, or you can visit the Office of the Information Commissioner’s website at [www.oic.qld.gov.au](http://www.oic.qld.gov.au)