2018 Right to Information/Information Privacy

self-assessment (Electronic audit)

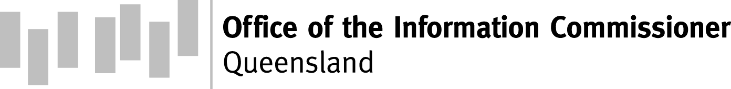
PREVIEW VERSION

FOR INFORMATION ONLY

Government agencies need to complete the ONLINE survey by the due date.

FOR MORE INFORMATION,

CONTACT [audit@oic.qld.gov.au](mailto:audit@oic.qld.gov.au)



2018 Right to Information/Information Privacy

self-assessment (Electronic audit)

Welcome to the 2018 Right to Information and Information Privacy self-assessment -- electronic audit.

# Introduction

The *Right to Information Act 2009* and the *Information Privacy Act 2009* aim to ensure agencies make government information available, while at the same time protecting individual privacy and other public interests.

Under the Acts, we (Office of the Information Commissioner) are responsible for monitoring and reporting on agencies' operation of the right to information and information privacy legislation, including compliance with specific aspects of the legislation. Our role extends to assisting agencies to maximise disclosure and informing applicants of their rights under the Acts.

We undertake regular self-assessed electronic audits to measure agencies' performance on each of their obligations under the Acts. This is the fourth time we have conducted this audit. The previous audits took place in 2010, 2013 and 2016.

**Purpose and use of the electronic audit**

This self-assessed electronic audit assists agencies to monitor their compliance with the right to information and information privacy legislation, and identify areas requiring further attention. It also indicates the level of legislative compliance across the public sector.

**How to complete the self-assessment**

You will see a series of statements, for example:

*Right to information and information privacy are mentioned in induction.*

Most statements have four multiple choice options. Please select the option that best describes your agency's progress.

|  |  |
| --- | --- |
| Response options | Use this option when: |
| Yes | A system, policy, strategy or process has been implemented in full across the agency |
| In progress | Management has decided on a particular course of action and implementation has commenced, or is complete in part but not all the agency |
| Identified | Management has identified this as an issue, but has not yet commenced to address the issue |
| No | There are no strategies in place, and no immediate plans to pursue them. |

You may add a comment if you wish (limited to 250 characters). The self-assessment uses gateway questions to skip over statements that are not relevant to your agency and/or circumstances. Wherever possible, the self-assessed electronic audit will skip over questions that do not apply to the agency.

You can find a full copy of the self-assessment on our website at <http://www.oic.qld.gov.au>.This version includes questions that may not apply to your agency.

You may need input from other agency staff, for example persons responsible for information management, communication and media or information privacy matters, to answer some questions.

**Getting help**

For enquiries about this self-assessment, please contact the Audit and Evaluation Team, Office of the Information Commissioner at audit@oic.qld.gov.au

**About the electronic audit**

We acknowledge the continued effort many agencies make to proactively release information and open data, and manage personal information respecting individual privacy. We appreciate the agencies' co-operation with our audits and reviews, including surveys and this self-assessed electronic audit. If there are areas in which your agency is yet to achieve compliance, we encourage you to comment, for example on your agency's plans for implementation.

Questions about right to information and information privacy obligation are about the overall principles of right to information and information privacy, not just formal applications under the *Right to Information Act 2009* or the *Information Privacy Act 2009*.

The questions are based on:

* *Right to Information Act 2009*
* *Information Privacy Act 2009*
* Ministerial Guidelines, Operation of Publication Schemes and Disclosure Logs issued under sections 21(3) and 78B(1) of the *Right to Information Act 2009*
* Queensland Government Enterprise Architecture policies, strategies and associated publications
* advice from the Queensland State Archives about public records
* Freedom of Information Standards and Measures, Office of the Information Commissioner, Western Australia
* findings and recommendations from our audits, reviews and surveys.

**Results of the electronic audit**

We will keep strictly confidential all data collected and de-identify it before publication. We will report overall results, including for specific sectors, to the Legal Affairs and Community Safety Parliamentary Committee, in accordance with legislative requirements. We will publish the results on our website and document the key findings in our annual report.

# About the agency

Q2.1 Agency name

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q2.2 The agency is a...

|  |  |
| --- | --- |
| Queensland Government department |  |
| Local government |  |
| Hospital and health service |  |
| Government owned corporation |  |
| University/TAFE |  |
| All other entities, e.g. statutory agency/authority/body/board, etc |  |

Q2.3 If the agency did not exist in its current form as at 1 July 2016, for example because of machinery-of-government changes, indicate the date it was established (dd/mm/yyyy).

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q2.4 Contact details of the person completing/coordinating the electronic audit

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title/position \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Leadership: Open government

Q3.1 The agency has a culture open to the release of information.

* Yes
* In progress
* Identified
* No

Q3.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q3.3 Agency policy frameworks describe how the community is to be included in the development of policies affecting external operations.

* Yes
* In progress
* Identified
* No

Q3.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q3.5 The agency has a mechanism for identifying the information that its community would find useful, for example, a consultation strategy.

* Yes
* In progress
* Identified
* No

Q3.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q3.7 The agency has a mechanism for providing the information to the community that the community has identified as being useful.

* Yes
* In progress
* Identified
* No

Q3.8 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q3.9 The agency has a mechanism for identifying the information that its industry stakeholders would find useful, for example, a consultation strategy.

* Yes
* In progress
* Identified
* No

Q3.10 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q3.11 The agency has a mechanism for providing the information to industry stakeholders that the industry stakeholders have identified as being useful to them.

* Yes
* In progress
* Identified
* No

Q3.12 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q3.13 When developing right to information and information privacy policies, the agency conducts appropriate internal consultation, for example, with decision makers.

* Yes
* In progress
* Identified
* No

Q3.14 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Leadership: Open government

# Leadership: Active management of responsibilities through good governance

Q4.1 Right to information and information privacy implementation is managed or has been managed by governance mechanisms which provide for development (e.g. planning for implementation).

* Yes
* In progress
* Identified
* No

Q4.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q4.3 Right to information and information privacy implementation is managed or has been managed by governance mechanisms which provide for implementation and accountability (e.g. identifying who is responsible for implementing actions and by when).

* Yes
* In progress
* Identified
* No

Q4.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q4.5 Right to information and information privacy implementation is managed or has been managed by governance mechanisms which provide for review (e.g. mechanisms for reporting on achievements).

* Yes
* In progress
* Identified
* No

Q4.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*If the agency is a Queensland Government department*

Q4.7 An executive level Information Champion is appointed, and active in the role.

* Yes
* In progress
* Identified
* No

Q4.8 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*If the agency is a Queensland Government department*

Q4.9 A formal information governance body is operating (as per Queensland Government Enterprise Architecture guidelines).

* Yes
* In progress
* Identified
* No

Q4.10 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Leadership: Active management of responsibilities through good governance

# Leadership: Active management of information

Q5.1 An explicit statement of commitment to right to information and information privacy is readily available within the agency, for example, in a policy document or as a policy statement on the agency’s website.

* Yes
* In progress
* Identified
* No

Q5.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q5.3 The agency has an external communications strategy to ensure the community and stakeholders are aware of their right to information rights.

* Yes
* In progress
* Identified
* No

Q5.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q5.5 There is a clear authorisation process for agency staff to assess and approve information for public release.

* Yes
* In progress
* Identified
* No

Q5.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q5.7 Does this agency have documented policies or procedures to give effect to the right to information and information privacy legislation, for example, as a standalone policy or as part of an information management framework?

* Yes
* No

Q5.8 Optional comment

*Skip to Question 6.1 if answered No at Question 5.7*

Q5.9 The policies or procedures to give effect to the right to information and information privacy legislation, for example, as a standalone policy or as part of an information management framework, are fully implemented.

* Yes
* In progress
* Identified
* No

Q5.10 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q5.11 The agency’s policies or procedures that give effect to the right to information and information privacy legislation, for example, as a standalone policy or as part of an information management framework, are readily available to all staff (e.g. easy to find on the agency’s intranet).

* Yes
* In progress
* Identified
* No

Q5.12 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q5.13 Right to information and information privacy policies are complete and easy to understand.

* Yes
* In progress
* Identified
* No

Q5.14 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q5.15 Right to information and information privacy policies are reviewed on a regular basis.

* Yes
* In progress
* Identified
* No

Q5.16 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q5.17 Privacy policies apply to the information of agency officers, for example, personnel records, as well as to the information of the public.

* Yes
* In progress
* Identified
* No

Q5.18 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5.19 The agency maintains an Information Asset Register either independently or as part of an existing register (as required by Information Standard 44).

* Yes
* In progress
* Identified
* No

Q5.20 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Leadership: Active management of information

# Leadership: Organisational structure and resourcing

Q6.1 Resourcing to information privacy and right to information application handling functions is appropriate.

* Yes
* In progress
* Identified
* No

Q6.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*If the agency is a Queensland Government department*

Q6.3 Right to information and information privacy application handling functions are independent of the Minister’s office.

* Yes
* In progress
* Identified
* No

Q6.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q6.5 Right to information and information privacy application handling functions are independent of the media and communications functions.

* Yes
* In progress
* Identified
* No

Q6.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q6.7 Right to information and information privacy application handling functions report as closely as possible to the Principal Officer (e.g. Director-General, CEO, Commissioner, etc).

* Yes
* In progress
* Identified
* No

Q6.8 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q6.9 Agency administrative delegations for right to information and information privacy application handling are up to date.

* Yes
* In progress
* Identified
* No

Q6.10 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q6.11 The Principal Officer (e.g. Director-General, CEO, Commissioner, etc) has appropriately delegated authority to deal with right to information and information privacy applications.

(If no or few right to information and information privacy applications are received and the applications are dealt with by the Principal Officer answer 'Not applicable')

* Yes
* In progress
* Identified
* No
* Not applicable

Q6.12 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q6.13 Roles and responsibilities of the Principal Officer or the Principal Officer’s delegates are clearly defined.

* Yes
* In progress
* Identified
* No

Q6.14 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q6.15 There is a person who has responsibility for maintaining a system of recording, tracking and monitoring applications and reviews, as needed.

* Yes
* In progress
* Identified
* No

Q6.16 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q6.17 The agency can meet requirements to report on right to information and information privacy statistics.

* Yes
* In progress
* Identified
* No

Q6.18 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Leadership: Organisational structure and resourcing

# Leadership: Training

Q7.1 Number of agency staff (headcount) at 30 June 2018, including permanent, temporary, casual and volunteer staff whether full time or part time.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q7.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q7.3 Number of agency staff who attended right to information or information privacy training, or any training containing information about right to information or information privacy during the last 12 months.

* 0
* 1
* 2
* 3
* 4 to 10
* 11 to 29
* 30 to 49
* 50 to 99
* 100 or more (please specify how many) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q7.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q7.5 Agency staff are trained as to their level of authority to release information administratively.

* Yes
* In progress
* Identified
* No

Q7.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q7.7 Right to information and information privacy are mentioned in induction.

* Yes
* In progress
* Identified
* No

Q7.8 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q7.9 The agency has procedures in place to ensure new and existing staff are given general training/awareness raising about right to information and information privacy obligations.

* Yes
* In progress
* Identified
* No

Q7.10 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q7.11 General staff training in right to information and information privacy is effective.

* Yes
* In progress
* Identified
* No

Q7.12 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q7.13 The agency has procedures in place to ensure new and existing staff are given training about right to information and information privacy obligations specific to their work area or role.

* Yes
* In progress
* Identified
* No

Q7.14 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q7.15 Training for right to information and information privacy staff with respect to the right to information and information privacy functions is effective.

* Yes
* In progress
* Identified
* No

Q7.16 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Leadership: Training

# Accountability requirements

Q8.1 Complaint handling procedures capture opportunities for improvement in right to information and information privacy functions.

* Yes
* In progress
* Identified
* No

Q8.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q8.3 Opportunities for improvement in right to information and information privacy functions are recorded and actions on them are tracked.

* Yes
* In progress
* Identified
* No

Q8.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q8.5 Opportunities for improvement are actioned and result in improvements to systems for the release of information or information privacy.

* Yes
* In progress
* Identified
* No

Q8.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q8.7 The agency has internal systems and procedures for reviewing the effectiveness of the right to information and information privacy functions.

* Yes
* In progress
* Identified
* No

Q8.8 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q8.9 Review and reporting mechanisms on the effectiveness of the right to information and information privacy functions are embedded at all levels of the organisation.

* Yes
* In progress
* Identified
* No

Q8.10 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q8.11 Performance measurement for the right to information functions across the agency is in place.

* Yes
* In progress
* Identified
* No

Q8.12 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Skip to Question 8.17 if answered Identified or No at Question 8.11*

Q8.13 Performance measurement for the right to information functions across the agency is used.

* Yes
* In progress
* Identified
* No

Q8.14 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q8.15 Performance measurement for the right to information functions across the agency is useful.

* Yes
* In progress
* Identified
* No

Q8.16 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q8.17 Performance measurement for the information privacy functions across the agency is in place.

* Yes
* In progress
* Identified
* No

Q8.18 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Skip to Question 9.1 if answered Identified or No at Question 8.17*

Q8.19 Performance measurement for the information privacy functions across the agency is used.

* Yes
* In progress
* Identified
* No

Q8.20 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q8.21 Performance measurement for the information privacy functions across the agency is useful.

* Yes
* In progress
* Identified
* No

Q8.22 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Accountability requirements

# Maximum disclosure: Proactive release

Q9.1 The agency has a process in place to regularly ensure it achieves maximum disclosure of publishable information assets based on the agency's Information Asset Register (departments) or other assessment of its information assets.

* Yes
* In progress
* Identified
* No

Q9.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q9.3 More significant information has been placed in the public domain since 1 July 2016 or the date the agency was established in its current form whichever is the most recent  (e.g. additional data sets are now available to the public).

* Yes
* In progress
* Identified
* No

Q9.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q9.5 Information is proactively released, including via the publication scheme, as the information becomes available.

* Yes
* In progress
* Identified
* No

Q9.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q9.7 The agency is responsive and open to any request for information, whether made informally, including through an administrative access scheme, ad hoc request or through a formal application under the legislation.

* Yes
* In progress
* Identified
* No

Q9.8 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q9.9 The agency has implemented processes to release information administratively in response to informal/ad hoc requests.

* Yes
* In progress
* Identified
* No

Q9.10 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q9.11 Significant documents are not excluded from release by irrelevant factors under the *Right to Information Act 2009* (e.g. disclosure of the information could reasonably be expected to result in misunderstanding or misinterpretation of the document..[Part 1, Schedule 4 Right to Information Act 2009]

* Yes
* In progress
* Identified
* No

Q9.12 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Maximum disclosure: Proactive release

# Maximum disclosure: Administrative access schemes

Q10.1 Does this agency have administrative access schemes?

* Yes
* No

Q10.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Skip to Question 11.1 if answered No at Question 10.1*

Q10.3 The agency has assessed all its suitable information for inclusion in its administrative access schemes based on a review of its information assets, a review of requests made to the agency for information and consultation with clients and stakeholders.

* Yes
* In progress
* Identified
* No

Q10.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q10.5 The agency has implemented the maximum suitable administrative access with all suitable information included in existing schemes.

* Yes
* In progress
* Identified
* No

Q10.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Skip to Question 10.11 if answered Yes at Question 10.5*

Q10.7 New administrative access schemes have been introduced since 1 July 2016 or the date the agency was established in its current form, whichever is the most recent.

* Yes
* In progress
* Identified
* No

Q10.8 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q10.9 New information has been introduced into existing administrative access schemes since 1 July 2016 or the date the agency was established in its current form, whichever is the most recent.

* Yes
* In progress
* Identified
* No

Q10.10 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q10.11 There are mechanisms in place to evaluate the viability of administrative access schemes (e.g. a review of information requests).

* Yes
* In progress
* Identified
* No

Q10.12 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q10.13 There are indicators that the administrative access schemes are used first.

* Yes
* In progress
* Identified
* No

Q10.14 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q10.15 Publicly available administrative access schemes are readily accessible (e.g. button on home page).

* Yes
* In progress
* Identified
* No

Q10.16 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q10.17 Multiple avenues of access (e.g. HTML, open formats or hard copy on request) are available for information obtained through an administrative access scheme.

* Yes
* In progress
* Identified
* No

Q10.18 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q10.19 Website design for administrative access schemes is user friendly and compliant with the Consistent User Experience CUE standard (e.g. well organised, reviewed quarterly and up to date, information rich).

* Yes
* In progress
* Identified
* No

Q10.20 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*If the agency is a Queensland Government department*

Q10.21 Schemes generally conform to Queensland Government Enterprise Architecture guidelines.

* Yes
* In progress
* Identified
* No

Q10.22 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Maximum disclosure: Administrative access schemes

# Maximum disclosure: Recordkeeping

Q11.1 Record keeping systems allow efficient location of records relevant to administrative requests or formal access applications or would allow efficient location of records if any requests were received.

* Yes
* In progress
* Identified
* No

Q11.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q11.3 The agency adopted the Public records in private accounts advice from the Queensland State Archive.

* Yes
* In progress
* Identified
* No

Q11.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q11.5 The agency captures public records created or received in private email accounts.

* Yes
* In progress
* Identified
* No

Q11.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q11.7 The agency captures public records created or received in messaging applications e.g. Facebook Messenger or WhatsApp.

* Yes
* In progress
* Identified
* No

Q11.8 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q11.9 The agency captures public records of text messages created or received on personal devices.

* Yes
* In progress
* Identified
* No

Q11.10 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q11.11 The agency captures public records of photos and videos created or received on private devices.

* Yes
* In progress
* Identified
* No

Q11.12 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q11.13 The agency captures public records in private accounts or on personal devices within 20 calendar days of creation or receipt.

* Yes
* In progress
* Identified
* No

Q11.14 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Maximum disclosure: Recordkeeping

# Compliance: Publication scheme

Q12.1 Does the agency have a publication scheme?

* Yes
* No

Q12.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Skip to Question 13.1 if answered No at Question 12.1*

Q12.3 Seven classes of information are published (About us, Our services, Our finances, Our priorities, Our decisions, Our policies, Our lists).

* Yes
* In progress
* Identified
* No

Q12.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q12.5 Significant information is included in the publication scheme (key initiative and policy documents).

* Yes
* In progress
* Identified
* No

Q12.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q12.7 Information in the publication scheme is appropriate (having regard to legislation, privacy principles and security issues).

* Yes
* In progress
* Identified
* No

Q12.8 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q12.9 Information in the publication scheme is accurate.

* Yes
* In progress
* Identified
* No

Q12.10 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q12.11 Information in the publication scheme is up to date.

* Yes
* In progress
* Identified
* No

Q12.12 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q12.13 The publication scheme is readily accessible (e.g. a link on the home page).

* Yes
* In progress
* Identified
* No

Q12.14 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q12.15 Direct links to documents suitable for online publication are provided and maintained.  
(Note: documents might be unsuitable for online publication if they are too large, or not in a suitable format).

* Yes
* In progress
* Identified
* No

Q12.16 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q12.17 All documents referred to in the publication scheme are accessible centrally from the publication scheme.

* Yes
* In progress
* Identified
* No

Q12.18 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q12.19 Documents linked to the publication scheme are no more than 3 mouse clicks away.

* Yes
* In progress
* Identified
* No

Q12.20 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q12.21 If a direct link to a document is impractical (e.g. due to the size of the document), a summary of the document is provided and access arrangements are described.

* Yes
* In progress
* Identified
* No

Q12.22 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q12.23 The publication scheme sets out the terms on which information is available including any applicable fees/charges.

* Yes
* In progress
* Identified
* No

Q12.24 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q12.25 Charges for administrative release of documents are minimised.

* Yes
* In progress
* Identified
* No

Q12.26 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q12.27 Alternative formats of documents are available.

* Yes
* In progress
* Identified
* No

Q12.28 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q12.29 Website design for the publication scheme is user friendly (e.g. well organised, reviewed quarterly and up to date, information rich).

* Yes
* In progress
* Identified
* No

Q12.30 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q12.31 An agency officer has a responsibility to ensure the publication scheme is maintained and up to date.

* Yes
* In progress
* Identified
* No

Q12.32 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q12.33 A complaints procedure is in place to enable people to make complaints when information is not available from the publication scheme.

* Yes
* In progress
* Identified
* No

Q12.34 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q12.35 Changes to the publication scheme are formally approved.

* Yes
* In progress
* Identified
* No

Q12.36 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q12.37 Changes to the publication scheme are documented.

* Yes
* In progress
* Identified
* No

Q12.38 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q12.39 Documents describing changes to the publication scheme are kept as public records.

* Yes
* In progress
* Identified
* No

Q12.40 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*If the agency is a Queensland Government department*

Q12.41 The information governance body has considered the development of the elements\* of the authorising and accountability environment for publication schemes.

\*These elements may include:

* policies
* business processes (e.g. internal approval processes for publication in a publication scheme)
* procedures
* roles and responsibilities (e.g. who approves release)
* supporting tools and systems. For example, the meeting agenda or minutes indicate these issues have been considered.
* Yes
* In progress
* Identified
* No

Q12.42 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q12.43 Quality of the publication scheme from the agency’s perspective.

* Low
* Medium
* High

Q12.44 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Compliance: Publication scheme

# Compliance: Disclosure log

Q13.1 Does the agency have a disclosure log?

* Yes
* No

Q13.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Skip to Question 14.1 if answered No at Question 13.1*

Q13.3 Are there any documents included on the disclosure log?

* Yes
* No

Q13.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q13.5 The disclosure log is a readily accessible part of the agency’s website (i.e. within three mouse clicks from the home page).

* Yes
* In progress
* Identified
* No

Q13.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q13.7 Website design for the disclosure log is user friendly (e.g. well organised, reviewed quarterly and up to date, information rich).

* Yes
* In progress
* Identified
* No

Q13.8 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q13.9 Documents released under the *Right to Information Act 2009* are listed in the disclosure log unless there is a clear reason not to do so.

* Yes
* In progress
* Identified
* No

Q13.10 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q13.11 The agency has a process in place to ensure documents are listed on the agency’s disclosure log as soon as practicable after the applicant accesses the document.

* Yes
* In progress
* Identified
* No

Q13.12 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q13.13 Where an applicant has not accessed a document within the access period, and where it is appropriate to do so, the agency provides access details to the document (including any applicable charges) in the agency’s disclosure log.

* Yes
* In progress
* Identified
* No

Q13.14 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q13.15 If documents are not included in a disclosure log, the details of the decision and reasons for not publishing to the disclosure log are documented in the agency’s internal records.

* Yes
* In progress
* Identified
* No

Q13.16 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q13.17 An agency officer has a responsibility to ensure the disclosure log is maintained and up to date and in accordance with ministerial guidelines.

* Yes
* In progress
* Identified
* No

Q13.18 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q13.19 Changes to the disclosure log are formally approved.

* Yes
* In progress
* Identified
* No

Q13.20 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q13.21 Changes and approvals to the disclosure log are documented.

* Yes
* In progress
* Identified
* No

Q13.22 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q13.23 Changes to the disclosure log are documented and kept as public records.

* Yes
* In progress
* Identified
* No

Q13.24 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*If there are documents included on the disclosure log (i.e. responded Yes to question 13.3)*

Q13.25 The disclosure log has an appropriate list of documents, for example, by comparison with the number of applications for non-personal information that have been granted.

* Yes
* In progress
* Identified
* No

Q13.26 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*If there are documents included on the disclosure log (i.e. responded Yes to question 13.3)*

Q13.27 Documents published to the disclosure log are accompanied by brief text with a summary and the context of the information.

* Yes
* In progress
* Identified
* No

Q13.28 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q13.29 The agency has a system for checking that documents or information released on the disclosure log:

- are not prevented by law from publication

- are not defamatory

- if included in the disclosure log would not unreasonably invade an individual’s privacy

- are not or do not allow to be ascertained, information:

* of a confidential nature that was communicated in confidence by a person other than the agency
* that is protected from disclosure under a contract

- would not otherwise cause substantial harm to an entity if disclosed.

* Yes
* In progress
* Identified
* No

Q13.30 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*If the agency is a Queensland Government department*

Q13.31 The information governance body has considered the development of the elements\* of the authorising and accountability environment for disclosure logs.

\*These elements may include:

policies

business processes (e.g. internal approval processes for publication in a disclosure log)

procedures

roles and responsibilities (e.g. who approves release)

supporting tools and systems. For example, the meeting agenda or minutes indicate

these issues have been considered.

* Yes
* In progress
* Identified
* No

Q13.32 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*If the agency is a Queensland Government department*

Q13.33 The agency has a system for including in the disclosure log the details of the information sought by the applicant and the date of the application as soon as practicable after each valid application is made, except where specific information is required to be deleted.

* Yes
* In progress
* Identified
* No

Q13.34 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*If the agency is a Queensland Government department*

Q13.35 The agency has a system for including the following in the disclosure log as soon as practicable after the applicant has accessed the document, except where specific information is required to be deleted:

- a copy of any document that does not include personal information of the applicant that the agency released in relation to the application

- the applicant’s name

- the name of any entity benefiting from or using the document

* Yes
* In progress
* Identified
* No

Q13.36 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Compliance: Disclosure log

# Compliance: Applications - assisting and advising the parties

Q14.1 Has this agency received any right to information or information privacy applications since 1 July 2016 or the date the agency was established in its current form, whatever is the most recent?

* Yes
* No

Q14.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Skip to Question 18.1 if answered No at Question 14.1*

Q14.3 Applicants are assisted through negotiation, either prior to making an application or once an application is made, to clarify and particularise their applications.

* Yes
* In progress
* Identified
* No

Q14.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q14.5 For every application received, the agency considers calling the applicant within a week of receipt of the application to clarify the applicant’s information request and explore options for providing the information.

* Yes
* In progress
* Identified
* No

Q14.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q14.7 Open communication exists between the agency and the parties to any communication seeking information, whether informal or formal (for example phone or email).

* Yes
* In progress
* Identified
* No

Q14.8 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q14.9 The agency engages with the applicant, third parties, relevant business units and any other relevant stakeholders to explore options for providing information prior to making a decision on the access application.

* Yes
* In progress
* Identified
* No

Q14.10 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q14.11 Level of satisfaction by the parties with the communication in general.

* Low
* Medium
* High

Q14.12 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q14.13 Decisions are made promptly and parties informed as soon as possible, where a decision on the application is made.

* Yes
* In progress
* Identified
* No

Q14.14 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q14.15 Level of satisfaction by the parties with the communication about time issues.

* Low
* Medium
* High

Q14.16 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Compliance: Applications - assisting and advising the parties

# Compliance: Applications - managing the process

Q15.1 The agency uses the approved form, as per the *Right to Information Act 2009* and the *Information Privacy Act* *2009*, for applications for information.

* Yes
* In progress
* Identified
* No

Q15.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q15.3 The agency has a procedure for obtaining evidence of the identity of the applicant within 10 business days where required (e.g. a checklist of steps to be undertaken for each application).

* Yes
* In progress
* Identified
* No

Q15.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q15.5 The agency tracks the type of person seeking information under the *Right to Information Act* *2009* or the *Information Privacy Act 2009* (e.g. individuals, companies, journalists, lobby/community groups, agencies, elected representatives).

* Yes
* In progress
* Identified
* No

Q15.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q15.7 The agency has procedures in place for dealing with problems with the application, including proof of identity, a change of Act under which the application has been made, an application which does not provide all the information required by the legislation, or seeking an extension of time for the decision. For example, right to information officers might have a standard approach to these matters.

* Yes
* In progress
* Identified
* No

Q15.8 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q15.9 The agency has procedures in place to issue charges estimates notices and the accompanying schedule of documents under the *Right to Information Act* *2009*.

* Yes
* In progress
* Identified
* No

Q15.10 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q15.11 The agency tracks time frames for handling charges estimates notices and schedule of documents.

* Yes
* In progress
* Identified
* No

Q15.12 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q15.13 The agency has procedures in place for dealing with third party consultation (e.g. a checklist of steps to be undertaken for each application).

* Yes
* In progress
* Identified
* No

Q15.14 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q15.15 The agency has procedures in place for transferring an application to another agency (e.g. a checklist of steps to be undertaken for each application).

* Yes
* In progress
* Identified
* No

Q15.16 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q15.17 The agency has checked applicable fees and charges and ensured procedures are correct.

* Yes
* In progress
* Identified
* No

Q15.18 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q15.19 Accurate records document the processing of any application received.

* Yes
* In progress
* Identified
* No

Q15.20 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q15.21 Level of satisfaction by the Right to Information Unit or decision maker with documentation received from other staff, including search requests, unredacted documents and submissions about issues concerning release.

* Low
* Medium
* High

Q15.22 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Compliance: Applications - managing the process

# Compliance: Deciding how to deal with applications

Q16.1 The agency has procedures for deciding whether or not an application is outside the scope of the Act (e.g. consideration of questions of scope are file noted).

* Yes
* In progress
* Identified
* No

Q16.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q16.3 The agency has procedures for ensuring applicants are notified if their application is outside the scope of the Act, within 10 business days and in the prescribed form, including reasons for the decision.

* Yes
* In progress
* Identified
* No

Q16.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q16.5 If access or amendment is refused, the agency has steps to ensure the decision is according to the legislation, particularly balancing the public interest factors set out in the *Right to Information Act 2009* and applied by *Information Privacy Act 2009*.

* Yes
* In progress
* Identified
* No

Q16.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q16.7 If access or amendment is refused, the agency has steps to ensure that the notification is in the prescribed form, and that notification is made within time and with reasons for the decision.

* Yes
* In progress
* Identified
* No

Q16.8 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Compliance: Deciding how to deal with applications

# Compliance: Granting access to or amendment of documents

Q17.1 The agency uses redaction technologies or would use redaction technologies as needed to provide access consistent with decision making processes. (NB “Redaction technology” allows editing original records such as blocking text of documents or removing specific items from video footage).

* Yes
* In progress
* Identified
* No

Q17.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q17.3 The agency has procedures to ensure that written notices giving access to documents accord with the legislative requirements and that information is provided in the requested format and within time (e.g. a checklist of steps to be undertaken for each application and templates which reflect the statutory requirements).

* Yes
* In progress
* Identified
* No

Q17.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q17.5 The agency routinely meets statutory timeframes.

* Yes
* In progress
* Identified
* No

Q17.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q17.7 If access is not given in the requested format or it is deferred, the agency has procedures for recording the reasons for the difference in formats or the deferral, and that no additional charges are levied.

* Yes
* In progress
* Identified
* No

Q17.8 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q17.9 The agency has procedures for ensuring the information goes to the correct person, for example, correctly to an agent or parent.

* Yes
* In progress
* Identified
* No

Q17.10 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q17.11 When processing applications made under the *Right to Information Act 2009*, the agency considers them for inclusion in the disclosure log in accordance with the Act, as needed.

* Yes
* In progress
* Identified
* No

Q17.12 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Compliance: Granting access to or amendment of documents

# Compliance: Internal and external review

Q18.1 Has this agency received any right to information or information privacy internal review applications since 1 July 2016 or the date the agency was established in its current form, whichever is the most recent?

* Yes
* No

Q18.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Skip to Question 18.15 if answered No at Question 18.1*

Q18.3 Overall sufficiency of search is raised as an issue by applicants in internal reviews:  
 (Note: sufficiency of search is whether or not the agency has taken all reasonable steps to locate all documents that fall within the terms of the access application.)

* Often
* Sometimes
* Rarely

Q18.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q18.5 Internal reviews are conducted by an officer different to and at least the same level or more senior than the officer who made the reviewable decision.

* Yes
* In progress
* Identified
* No

Q18.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q18.7 The agency has a procedure for internal review applications (e.g. a checklist of steps to be undertaken for each application).

* Yes
* In progress
* Identified
* No

Q18.8 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q18.9 The agency uses the prescribed written notice for notifying the applicant of the result of the internal review, including provision of reasons.

* Yes
* In progress
* Identified
* No

Q18.10 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q18.11 The agency has a process in place to ensure internal review decisions are notified to the applicant within 20 business days from receipt of application.

* Yes
* In progress
* Identified
* No

Q18.12 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q18.13 Written notices of internal review decisions are provided to the applicants.

* Yes
* In progress
* Identified
* No

Q18.14 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q18.15 Has this agency received notice that any right to information or information privacy external review applications have been made regarding a decision of your agency since 1 July 2016 or the date the agency was established in its current form, whichever is the most recent?

* Yes
* No

Q18.16 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Skip to Question 19.1 if answered No at Question 18.15*

Q18.17 The agency has a procedure to seek more time from the Information Commissioner to process the application if a deemed decision is being externally reviewed.

* Yes
* In progress
* Identified
* No

Q18.18 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q18.19 The agency understands that the onus is on the agency to show that the reviewable decision was justified.

* Yes
* In progress
* Identified
* No

Q18.20 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q18.21 The agency understands and meets its obligations to assist the Information Commissioner.

* Yes
* In progress
* Identified
* No

Q18.22 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q18.23 The agency routinely meets set timeframes in external reviews.

* Yes
* In progress
* Identified
* No

Q18.24 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q18.25 Overall sufficiency of search is raised as an issue by applicants in external reviews:  
 (Note: sufficiency of search is whether or not the agency has taken all reasonable steps to locate all documents that fall within the terms of the access application.)

* Often
* Sometimes
* Rarely

Q18.26 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q18.27 Additional documents are located during external review:

* Often
* Sometimes
* Rarely

Q18.28 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Compliance: Internal and external review

# Privacy: General

*Government Owned Corporations - Skip to Question 29.1*

*All other agencies - Continue to Question 19.1*

Q19.1 Personal information handling practices have not raised concerns or resulted in the issue of any compliance notices.

* Yes
* In progress
* Identified
* No

Q19.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q19.3 The agency understands and accepts its obligations to take any action required by a privacy compliance notice issued under section 158 of the *Information Privacy Act 2009*.

* Yes
* In progress
* Identified
* No

Q19.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q19.5 The agency obtains specialist privacy advice/information to ensure it complies with its obligations under the *Information Privacy Act 2009*. If so, please indicate the source of the advice in the comment section below.

* Yes
* In progress
* Identified
* No

Q19.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q19.7 Collection of personal information is appropriate.

* Yes
* In progress
* Identified
* No

Q19.8 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q19.9 Security safeguards for personal information are appropriate.

* Yes
* In progress
* Identified
* No

Q19.10 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q19.11 Processes are in place to ensure personal information held by your agency is as accurate as possible (e.g. clients can update their details via the agency's website, by telephone or in person, your agency audits information for completeness and accuracy, where possible data is corrected automatically, clients are contacted when issues are found, duplicate and redundant records are removed or archived).

* Yes
* In progress
* Identified
* No

Q19.12 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

19.13 The agency is open about its processes for collecting, using and disclosing personal information.

* Yes
* In progress
* Identified
* No

Q19.14 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q19.15 The agency's use and disclosure of personal information is appropriate.

* Yes
* In progress
* Identified
* No

Q19.16 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q19.17 Privacy breaches and complaints are managed effectively.

* Yes
* In progress
* Identified
* No

Q19.18 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q19.19 If the agency engages contractors to perform services that in any way deal with personal information, the agency ensures the external contracted service providers operate in accordance with the *Information Privacy Act 2009*. (If the agency does not have such engagements, answer 'No contracted service providers')

* Yes
* In progress
* Identified
* No
* No contracted service providers

Q19.20 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q19.21 The agency has procedures in place for transfer of personal information outside Australia only in accordance with s33 of the *Information Privacy Act 2009*, for example, if personal information is posted on the agency’s website. (If your agency does not transfer personal information outside Australia, answer 'Not applicable')

* Yes
* In progress
* Identified
* No
* Not applicable

Q19.22 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Privacy: General

# Privacy: Collection

Q20.1 The agency identifies why it is collecting personal information.

* Yes
* In progress
* Identified
* No

Q20.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q20.3 The agency provides a collection notice\* to individuals from whom personal information is being collected.   
\* The term 'collection notice' does not appear in the *Information Privacy Act 2009*. It is a generic term encompassing the obligation to make individuals generally aware of the facts listed in IPP 2.

* Yes
* In progress
* Identified
* No

Q20.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q20.5 The agency has determined how much and the kind of personal information it needs to collect.

* Yes
* In progress
* Identified
* No

Q20.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q20.7 The amount of personal information collected is no more than is necessary and relevant for the purpose for which it is required.

* Yes
* In progress
* Identified
* No

Q20.8 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q20.9 The agency collects personal information lawfully and fairly.

* Yes
* In progress
* Identified
* No

Q20.10 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q20.11 The agency has taken steps to ensure the information collected is relevant, complete and up-to-date (e.g. collection forms are well designed and approved, questions are clear, staff are trained, procedures are consistent across the agency, help is available for clients that need it, source documentation is consulted where appropriate).

* Yes
* In progress
* Identified
* No

Q20.12 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Privacy: Collection

# Privacy: Security

Q21.1 Personal information held by the agency is protected against unauthorised access, use, modification or disclosure.

* Yes
* In progress
* Identified
* No

Q21.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q21.3 Personal information held by the agency is protected against loss or misuse.

* Yes
* In progress
* Identified
* No

Q21.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q21.5 The agency has adopted physical, technical and administrative safeguards to protect personal information.

* Yes
* In progress
* Identified
* No

Q21.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q21.7 Security safeguards are appropriate given the sensitivity of the information.

* Yes
* In progress
* Identified
* No

Q21.8 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q21.9 Processes are in place to record access to electronic records and datasets containing personal information.

* Yes
* In progress
* Identified
* No

Q21.10 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q21.11 Processes are in place to ensure that disposal of personal information does not allow unauthorised access.

* Yes
* In progress
* Identified
* No

Q21.12 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Privacy: Security

# Privacy: Accuracy

Q22.1 Processes are in place for people to amend their personal information if it is incorrect.

* Yes
* In progress
* Identified
* No

Q22.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q22.3 Processes are in place to record when and where key personal information was collected, including when it was updated.

* Yes
* In progress
* Identified
* No

Q22.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Privacy: Accuracy

# Privacy: Openness

Q23.1 The agency makes information available about its personal information policies and procedures.

* Yes
* In progress
* Identified
* No

Q23.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q23.3 The agency tells people why it collects, how it uses and when it discloses their personal information at the time of collection.

* Yes
* In progress
* Identified
* No

Q23.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q23.5 There is a person that members of the public can contact about privacy issues.

* Yes
* In progress
* Identified
* No

Q23.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q23.7 The agency tells people how they can access and amend their personal information.

* Yes
* In progress
* Identified
* No

Q23.8 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q23.9 The agency provides details to the public of the types of personal information it holds.

* Yes
* In progress
* Identified
* No

Q23.10 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Privacy: Openness

# Privacy: Use and disclosure

Q24.1 The agency uses information only for the purpose for which it was collected, unless an exception in IPP10 or NPP2 applies.

* Yes
* In progress
* Identified
* No

Q24.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q24.3 The agency discloses information only where the person was advised when it was collected unless an exception in IPP11 or NPP2 applies.

* Yes
* In progress
* Identified
* No

Q24.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q24.5 The agency has procedures in place to ensure that use or disclosure of personal information under IPP10, IPP11 or NPP2 is noted on the personal information where required.

* Yes
* In progress
* Identified
* No

Q24.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Privacy: Use and disclosure

# Privacy: Breaches and complaints

Q25.1 The agency has (select all that apply)

|  |  |
| --- | --- |
| no documented process to manage complaints |  |
| an all-purpose, documented process to manage all complaints |  |
| a documented process for general complaints with the ability to flag that part or all of the complaint is about privacy |  |
| a documented process specific to privacy complaints. |  |

Q25.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Skip to Question 25.7 if answered ‘No documented process’ at Question 25.1*

Q25.3 This process is available to agency officers.

* Yes
* In progress
* Identified
* No

Q25.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q25.5 This process, or a version of it, is available to the public.

* Yes
* In progress
* Identified
* No

Q25.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q25.7 There is a clear process for privacy complaint handlers to advise agency officers when practices that need changing are identified.

* Yes
* In progress
* Identified
* No

Q25.8 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q25.9 There is a clear process for agency officers to action changes to practices arising from complaints.

* Yes
* In progress
* Identified
* No

Q25.10 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q25.11 Number of privacy complaints the agency has received since 1 July 2016 or the date the agency was established in its current form, whichever is the most recent:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q25.12 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Skip to Question 25.19 if answered zero/none at Question 25.11*

Q25.13 Number of complaints resolved for that period:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q25.14 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q25.15 Number of complaints unresolved for that period:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q25.16 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q25.17 Privacy complaint handling is within the statutory timeframe (45 business days).

* Yes
* In progress
* Identified
* No

Q25.18 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q25.19 Since 1 July 2016 or the date the agency was established in its current form, whichever is the most recent, privacy complaint handlers have advised agency officers that practices need to change.

* Yes
* In progress
* Identified
* No

Q25.20 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Skip to Question 25.23 if answered Yes or In progress at Question 25.19*

Q25.21 Approved reforms to agency processes identified by complaint handlers have been implemented.

* Yes
* In progress
* Identified
* No

Q25.22 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q25.23 There is a documented process for managing privacy breaches.

* Yes
* In progress
* Identified
* No

Q25.24 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Skip to Question 25.29 if answered Identified or No at Question 25.23*

Q25.25 This process is available to agency officers.

* Yes
* In progress
* Identified
* No

Q25.26 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q25.27 This process or a version of it is available to the public.

* Yes
* In progress
* Identified
* No

Q25.28 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q25.29 There have been privacy breaches/data breaches involving personal information since 1 July 2016 or the date the agency was established in its current form, whichever is the most recent.

* Yes
* No

Q25.30 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Skip to Question 26.1 if answered No at Question 25.29*

Q25.31 The same type of breach has occurred two or more times since 1 July 2016 or the date the agency was established in its current form.

* Yes
* No

Q25.32 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q25.33 The agency notified executive management/board of the breach(es).

* Yes
* In progress
* Identified
* No

Q25.34 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q25.35 The agency notified the relevant regulatory or government agencies of the breach(es).  
Relevant regulatory or government agencies include the Office of the Information Commissioner (Queensland), the Office of the Australian Information Commissioner (mandatory notification for breaches of tax file number data), the Australian Digital Health Agency, the Crime and Corruption Commission (Queensland), the Queensland Government Chief Information Officer, the Queensland Police Service.

* Yes
* In progress
* Identified
* No

Q25.36 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q25.37 The agency notified the individuals whose privacy has been breached.

* Yes
* In progress
* Identified
* No

Q25.38 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Privacy: Breaches and complaints

# Privacy: Camera surveillance and access to footage

Q26.1 Does the agency operate camera systems that may capture personal information? These systems include fixed Closed Circuit Television (CCTV) cameras used for surveillance, mobile cameras such a body-worn devices and drones.

* Yes
* No

Q26.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Skip to Question 27.1 if answered No at Question 26.1*

Q26.3 The agency has adopted the privacy principles in its operation of fixed camera surveillance systems.

* Yes
* In progress
* Identified
* No
* Not applicable

Q26.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q26.5 The agency has adopted the privacy principles in its operation of mobile camera surveillance systems, including body worn cameras, drones.

* Yes
* In progress
* Identified
* No
* Not applicable - the agency does not operate mobile cameras

Q26.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q26.7 The agency has implemented data security policies and procedures for handling footage.

* Yes
* In progress
* Identified
* No

Q26.8 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q26.9 The agency has implemented policies and procedures for managing requests for footage.

* Yes
* In progress
* Identified
* No

Q26.10 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q26.11 The agency has a system to track the number and details of the surveillance cameras (fixed and mobile) it operates.

* Yes
* In progress
* Identified
* No

Q26.12 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q26.13 The agency regularly assesses the effectiveness, costs and benefits of its camera surveillance systems.

* Yes
* In progress
* Identified
* No

Q26.14 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q26.15 The agency informs the community about the presence of camera surveillance systems, the rationale for their deployment, and the privacy safeguards.

* Yes
* In progress
* Identified
* No

Q26.16 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q26.17 The agency publishes details of its camera footage holdings.

* Yes
* In progress
* Identified
* No

Q26.18 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q26.19 The agency has implemented administrative arrangements for disclosing footage where this is a usual practice, for example a memorandum of understanding with the Queensland Police Service or an arrangement for regular disclosure to the media.

* Yes
* In progress
* Identified
* No

Q26.20 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Privacy: Camera surveillance and access to footage

# Privacy: Mobile apps

Q27.1 Has the agency developed and released (or is planning to) one or more public mobile apps which collect personal information?  
A mobile app is a software application developed for use on small, wireless computing devices, such as smart phones and tablets, rather than desktop computers.

* Yes
* No

Q27.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Skip to Question 28.1 if answered No at Question 27.1*

Q27.3 The agency assessed the privacy impacts of its mobile apps at the development stage to identify and plan how they would meet the requirements of the *Information Privacy Act 2009*. This can be done through a Privacy Impact Assessment which enables the agency to identify the personal information it intends to collect and consider how it will manage it.

* Yes
* In progress
* Identified
* No

Q27.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q27.5 The agency documented how it considered privacy at key stages of developing and operating its mobile apps.

* Yes
* In progress
* Identified
* No

Q27.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q27.7 The agency reassesses the privacy impacts of its mobile apps regularly, for example annually or when it is rolling out new features and updates, to identify vulnerabilities and manage its privacy obligations.

* Yes
* In progress
* Identified
* No

Q27.8 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q27.9 The agency gives users a clear, specific and complete collection notice, tailored to each mobile app.

* Yes
* In progress
* Identified
* No

Q27.10 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q27.11 The agency outlines to users the device's features each app requests access to and explains the reasons for seeking these permissions.  
Examples of device features are the device's camera, microphone, location tracker, address or contact list.

* Yes
* In progress
* Identified
* No

Q27.12 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q27.13 The agency ensures it protects the personal information collected through mobile apps against: loss; unauthorised access, use, modification or disclosure; and any other misuse. This includes testing each app for vulnerabilities before deploying it and at key stages of its life.

* Yes
* In progress
* Identified
* No

Q27.14 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Privacy: Mobile apps

# Privacy: Privacy Impact Assessment (PIA)

Q28.1 The agency has implemented a policy about conducting a threshold assessment to undertake a privacy impact assessment for projects, initiatives and systems involving personal information.

* Yes
* In progress
* Identified
* No

Q28.2 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q28.3 The agency has implemented policies and procedures to undertake a privacy impact assessment when the threshold assessment identified that it was advisable.

* Yes
* In progress
* Identified
* No

Q28.4 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q28.5 The agency consults with, and obtains advice from, its privacy practitioner(s) early in designing and undertaking the privacy impact assessments.

* Yes
* In progress
* Identified
* No

Q28.6 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q28.7 The agency has adopted a 'privacy by design' approach and integrated the privacy impact assessment process in its project management policies and procedures.

* Yes
* In progress
* Identified
* No

Q28.8 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q28.9 The agency maintains the currency of its privacy impact assessments and reassesses periodically the privacy impacts of its projects, activities, initiatives, services and systems that handle personal information.

* Yes
* In progress
* Identified
* No

Q28.10 Optional comment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Privacy: Privacy Impact Assessment (PIA)

# Approval

Q29.1 Does the person completing/coordinating the electronic audit require approval from another officer within the agency?

* Yes
* No

Q29.2 Approved by

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title/position \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# End of survey