

Administrative Release Policy

1. Policy statement

The National Injury Insurance Agency, Queensland (NIISQ Agency) is committed to the administrative release of information it holds unless it would, on balance, be contrary to the public interest to release that information.

Administrative release refers to the disclosure of government-held information in response to a request from a member of the public rather than through a formal application under the *Right to Information Act 2009* (Qld) (RTI Act) or *Information Privacy Act 2009* (Qld) (IP Act). It is often a quicker and cheaper way to access government-held information.

NIISQ Agency already proactively releases information through its publication scheme and on its disclosure log. Administrative release complements these as another method through which NIISQ Agency can proactively facilitate the release of its information to the Queensland community.

We recommend that you search our publication scheme and disclosure log to see if the information you require is already available on our website prior to applying for administrative release.

2. Purpose

This policy outlines:

- Who can apply to NIISQ Agency for information to be released administratively?
- What information can be disclosed under administrative release?
- What information will not be released administratively?
- How do I apply for information to be released administratively?
- How long will it take for my administrative release request to be processed?
- What do I do if my administrative release request is refused?

3. Who can apply to NIISQ Agency for information to be released administratively?

Anyone can apply to NIISQ Agency for information to be administratively released.

However, an application does not guarantee that NIISQ Agency will release the information administratively. Refer to sections **4 and 5** of this policy for some guidance on what information NIISQ Agency will or will not administratively release.

4. What information can be disclosed under administrative release?

NIISQ Agency may release information administratively where:

- there is a recurring demand for access to the requested information
- there are no significant adverse effects as a result of disclosing the information; or
- the information is of a kind that would be released if it was formally requested under the RTI Act.

Some examples of the types of information NIISQ Agency typically releases administratively include:

- publicly available information
- information routinely released by NIISQ Agency
- information provided to NIISQ Agency by the applicant; or
- information provided by NIISQ Agency to the applicant.

5. What information will not be released administratively?

NIISQ Agency will not release information administratively where:

- the documents contain the personal information of individuals other than the applicant
- the information could prejudice the business affairs of a third party or the commercial activities of NIISQ Agency
- the information was provided to NIISQ Agency confidentially
- the information contains legal advice
- the information is defamatory; or
- the information is subject to the *Copyright Act 1968* (Cth).

Please note, this list is not exhaustive and there may be other reasons NIISQ Agency relies on in deciding not to release information administratively.

6. How do I apply for information to be released administratively?

You should put your request for administrative release in writing, identifying the information you seek to be released. Please address your request to The Manager, Administrative Review.

You can email your request to: NIISQ-RTI@niis.qld.gov.au

You can post your request to:

The Manager
Administrative Review
National Injury Insurance Agency Queensland
GPO Box 1391
Brisbane QLD 4001

If you are applying for administrative access to your own personal information, please provide a certified copy of evidence of your identity.

7. How long will it take for my administrative release request to be processed?

There are no timeframes under the RTI Act or IP Act in which administrative release requests must be processed. However, NIISQ Agency will attempt to process your request within 10 business days. If the request for information is large, extra time may be required.

8. What do I do if my administrative release request is refused?

There are no review rights available under the RTI Act or IP Act if NIISQ Agency refuses your administrative release request.

However, you can apply for access to the information under the RTI Act or IP Act. There are a range of processes that are undertaken in a formal application which often means that more information can be released under the legislation than under administrative release.

If you would like to lodge an RTI or IP application, please contact the Manager, Administrative Review:

Telephone: 1300 607 566
Email: NIISQ-RTI@niis.qld.gov.au
Post: The Manager
Administrative Review
National Injury Insurance Agency Queensland
GPO Box 1391
Brisbane Qld 4001

Alternatively, you can lodge a complaint under our complaint management system. NIISQ Agency has an online complaint form that can be accessed through our website under the 'Contact us' option. You can also lodge your complaint via:

Email: enquiries@niis.qld.gov.au
Post: GPO Box 1391 Brisbane Qld 4001

We will contact you within 2 business days and advise you how we will address your complaint.