

QBCC

Administrative Access

Policy

Administrative Access Policy

1. Purpose

The purpose of this policy is to provide all Queensland Building and Construction Commission (QBCC) employees with information on the Commission's Administrative Access Policy and their role and responsibility in ensuring adherence to the policy.

2. Definition of Administrative Access

'Administrative access' refers to the release of information by means other than a formal access application under the *Right to Information Act 2009* (RTI Act) or *Information Privacy Act* (IP Act).

The QBCC Administrative access scheme includes:

- Reactive scheme (responding to requests for information when received). This is often for information the customer has received from QBCC or sent to QBCC. This is designed for documents that are readily identifiable, easily accessible and small such as a complaint form or licence application the customer has submitted.
- Proactive schemes for circulating information in advance of requests, such as in the publication scheme, fact sheets and publications etc. available on our QBCC website.
- Information available under specific legislation e.g. QBCC Licensee Register, Owner Builder Register and Certifier Register.

3. Scope

This policy applies to all QBCC employees, including casual and temporary staff.

4. Policy Statement

The QBCC Administrative Access Policy supports the proactive disclosure of information allowing the Commission to give access to certain types of information as a matter of course, without the need for a formal application under legislative schemes such as the RTI and IP Acts. The Administrative Access Policy is generally discretionary, and applicants do not have the rights of review that are available under formal statutory access schemes. However where it is decided that information cannot be released administratively, the person requesting it should be advised that they can apply for access under the RTI or IP Acts. The Policy framework meets the requirements set out in the Information Privacy Principles.

5. Roles and Responsibilities

- All employees are responsible for ensuring adherence to this policy.
- Supervisors/Managers are responsible for ensuring that employees understand and comply with the requirements outlined in this policy.
- The RTI team are responsible for providing advice on this policy to other units and for processing Administrative Access requests if required. However, in consultation with their manager or team leader, any QBCC officer may be able to process Administrative Access requests in line with the Administrative Access Guidelines and checklist (for employees).

6. Guidelines for Administrative Access Policy

QBCC has established guidelines for external and internal customers, and an internal checklist for staff releasing specific commonly requested information. However, it is at QBCC's discretion whether information is released under this policy.

The Administrative Access policy and guidelines are available on the external website to assist the public to understand how the QBCC Administrative Access scheme works.

7. Advantages of QBCC's Administrative Access Policy

- Releases information into the community faster and at lower cost
- The proactive schemes for circulating information reduces agency time and resources spent processing individual information requests; and
- Demonstrates a commitment to openness, accountability and transparency, which in turn may increase confidence in the QBCC.
- Assists QBCC staff to understand their roles and responsibilities in relation to the proactive release of information creating confidence in agency staff to release information.
- Ensures that mechanisms are in place to take all reasonable steps to comply with the IP Act.

8. References and Related Documents

- Administrative Access Guidelines
- Checklist (see your Manager / supervisor)
- Right to Information and Information Privacy Procedure Manual
- Office of the Information Commissioner Queensland: Administrative Release Government Guidelines