

# Our Administrative Release Policy and Procedure

## Our commitment to you

The Queensland Government is committed to the principles of openness, accountability and transparency in government. The National Injury Insurance Agency Queensland (NIISQ Agency) supports this commitment through enabling members of the public to have quick, informal and flexible access to information held by the NIISQ Agency via administrative release, where appropriate.

## What is administrative release?

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).

The NIISQ Agency already proactively releases information through its publication scheme and on its disclosure log. Administrative release is another method through which we can proactively facilitate the release of our information to the Queensland community. It provides a less complex alternative to the release of documents to maximise the flow of information to the public while protecting the rights of all parties whose interests may be prejudiced by the release of information.

## Who can apply for administrative release?

Anyone can apply to the NIISQ Agency for information to be administratively released. However, an application does not guarantee that we will release the information administratively.

## What information can be disclosed under administrative release?

The 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
- it is of a kind that would be released if it was formally requested under the RTI Act
- it is already publicly available
- it is routinely released by the NIISQ Agency
- it is provided to the NIISQ Agency by the applicant or
- it is provided by the NIISQ Agency to the applicant.

## What information will not be released administratively?

The NIISQ Agency will not release information administratively where:

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

Please note, this list is not exhaustive and there may be other reasons that we consider when deciding not to release information administratively. The Office of the Information Commission provides further information on [administrative release of information](#).

## How do you apply for administrative release?

Applications for the administrative release of information must be received in writing by either:

- email: [RTI@niis.qld.gov.au](mailto:RTI@niis.qld.gov.au)
- post: RTI and Privacy Officer  
National Injury Insurance Agency Queensland  
GPO Box 1391  
Brisbane QLD 4001

Your application for administrative release of personal information must be accompanied by a certified copy of identification evidence. The following forms of identification are acceptable:

- a passport
- a birth certificate
- a driver licence, proof of age card, personal watercraft licence or recreational marine driver licence (including digital versions of any of these)
- a statutory declaration from an individual who has known you for at least one year.

If a person is making the administrative release request on behalf of the applicant, and the request seeks access to personal information of the applicant, the following information is required:

- a written statement from the applicant authorising the person to be their agent and make the application on their behalf
- evidence of identity of the agent; and
- evidence of identity of the applicant.

## How do we process an administrative access request?

The RTI and Privacy Officer is responsible for seeking a decision from the relevant senior executive to administratively release information in accordance with this policy. The RTI and Privacy Officer will:

- assess each request on a case-by-case basis
- check if the information is already publicly available e.g., via the NIISQ Agency's website
- check if the request is suitable for administrative release and assess any risks related to privacy or privileged information
- if not suitable, inform the requestor and redirect them to apply under the RTI Act
- if suitable, gather relevant information from the relevant business areas for assessment
- seek the relevant senior executive's endorsement to release the information and highlight key considerations
- notify the requestor of any processing or access charges if information is requested in hardcopy
- record reasons for withholding information and storing the original request
- clearly explain to the requestor why information was or wasn't released and provide next appropriate steps e.g., RTI application

## Is there a fee to access information via administrative release?

There is no charge for administrative release applications. However, photocopying charges (25 cents per A4 page) may be applied if applicants require hard copies of documents to which access is granted. Charges may also be applied if documents are requested in some other physical medium, for example on a USB device. Whether to pass on the photocopying charges to the applicant is a matter for the decision maker.

## How long does it take to process an administrative release request?

There are no prescribed timeframes in which administrative release requests must be processed. However, we will attempt to process requests within 10 business days. If the request for information is large, extra time may be required, and applicants will be advised if this is the case.

## Our right to refusal to deal

We may refuse to deal with an application that we consider unreasonable. Unreasonable requests are those that would:

- unreasonably disrupt daily operations i.e. very large volume of documents requested

- waste public resources
- duplicate previously provided information
- overlap with a formal RTI application
- other considerations as per senior management direction.

## What if we deny access?

If you have been denied access to information through the administrative review process, you may be able to submit a formal RTI application. RTI applications can be lodged by either:

- filling in this [RTI application form](#)
- emailing your request to [RTI@niis.qld.gov.au](mailto:RTI@niis.qld.gov.au)
- mailing your written request to:

RTI and Privacy Officer, National Injury Insurance Agency Queensland  
GPO Box 1391, Brisbane Qld 4001

[Learn more about RTI from our webpage.](#)

Alternatively, should you wish to submit a complaint in relation to your administrative release request please refer to [our complaints webpage](#).

## Transfer of RTI applications

If we receive an RTI application which covers documents to which you would obtain full access under an administrative release request, the application can be withdrawn, and access will be given through the administrative release process.

## Supporting information

The Office of the Information Commissioner (OIC) has developed a number of information sheets to assist applicants with navigating RTI access and amendment processes. [Learn more on the OIC's website.](#)

## Who is responsible for handling administrative releases?

The following roles and responsibilities apply to administrative release:

Role	Responsibilities
<b>Chief Executive Officer (CEO)</b>	<ul style="list-style-type: none"> <li>• set the ethical culture of the NIISQ Agency including a commitment to proactive disclosure of government-held information</li> </ul>
<b>General Managers (authorised officers)</b>	<ul style="list-style-type: none"> <li>• exercise delegated authority in making discretionary decisions regarding the administrative release of information for information created by their business teams</li> <li>• exercise delegated authority in accordance with all relevant statutory provisions, whole-of-government policy and directives and principles of procedural fairness</li> <li>• seek advice from the RTI and Privacy Officer if unsure of the appropriateness of proposals to administratively release information</li> <li>• foster a culture of proactive disclosure of government-held information</li> </ul>
<b>Workforce Services</b>	<ul style="list-style-type: none"> <li>• provide timely advice to business areas, authorised officers, in relation to human resources matters and requests for the release of information pertaining to current and former employees</li> </ul>
<b>Supervisors</b>	<ul style="list-style-type: none"> <li>• encourage, demonstrate and model ethical conduct in their teams</li> <li>• ensure employees under their supervision are aware of and support the principles of the RTI Act and the <i>Information Privacy Act 2009</i> and complete related annual training.</li> </ul>
<b>RTI and Privacy Officer</b>	<ul style="list-style-type: none"> <li>• review requested documents and make decision recommendations to the relevant authorised officer</li> <li>• provide timely advice to business areas and authorised officers regarding the suitability of administrative release</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• promptly refer requests for administrative access to information to the RTI and Privacy Officer</li> </ul>

- when instructed by an authorised officer, conduct searches for requested documents in a timely manner.

## Version control

This policy is subject to periodic reviews to ensure effectiveness is maintained.

Ver.	Date	Author	Approver	Details
1.0	7 March 2019	Privacy Officer	Director Legal Services and Claims	Initial policy.
2.0	13 June 2022	Privacy Officer	Director Legal Services and Claims	Minor updates.
3.0	18 June 2025	Manager Corporate Governance	CEO NIISQ	Revised policy incorporating changes under the IPOLA Act effective 1 July 2025.