

CALOUNDRA COOMUNITY CENTRE INC

RIGHT TO INFORMATION (FREEDOM OF INFORMATION)

Policy Number: **4.02**

Authorised By: Management Committee

Responsibility for review: Management Committee and Senior Staff

Date last review:
October 2025

Reviewed By:

Date of next review:
October 2027

(Signature)

Policy Review:

This policy will be reviewed by the Manager and staff and presented at a Committee meeting for approval at the next date of review.

Documentation and Communication:

Any decisions requiring policy changes will be recorded in the Minutes of Caloundra Community Centre Committee of Management. Policy changes relevant to staff and volunteers will be either emailed out or discussed at staff and volunteer meetings.

POLICY CONTEXT:

Queensland Standards for Community Services

Standard 4 (Confidentiality and Privacy)

Other Standards

Standard 5 (Feedback and Complaints)
Standard 1 (Accessibility of Services)

Relevant Policy

4.01 Service Charter
4.03 Confidentiality and Privacy
4.04 Access and Equity
4.06 Anti- Discrimination and Complaints by Client or Centre User

Forms or other organisational documents:

Privacy Statement
Caloundra Community Centre Privacy Statement
Brochure
Confidentiality Statement

Legislation or other requirements

Freedom of Information Act 1982 (Cmth) (amended 2025)
Privacy Act 1988
Privacy Amendment Act 2012 (including Australian Privacy Principles)
Associations Incorporation Act, 1981
Right to Information Act (Qld) 2009

		Information Privacy Act (Qld) 2009
Purpose and Commitment	<p><i>Caloundra Community Centre Inc. (known as the entity) is required to provide access to information. Exception to access includes:</i></p> <ul style="list-style-type: none"> <i>(a) The entity reasonably believes that giving access would pose a serious threat to the life, health or safety of any individual, or to public health or public safety; or</i> <i>(b) Giving access would have an unreasonable impact on the privacy of other individuals; or</i> <i>(c) The request for access is frivolous or vexatious; or</i> <i>(d) The information relates to existing or anticipated legal proceedings between the entity and the individual, and would not be accessible by the process of discovery in those proceedings; or</i> <i>(e) Giving access would reveal the intentions of the entity in relation to negotiations with the individual, and would not be accessible by the process of discovery in those proceedings; or</i> <i>(f) Giving access would be unlawful; or</i> <i>(g) Denying access is required or authorised by or under an Australian law or a court tribunal order; or</i> <i>(h) Both of the following apply:</i> <ul style="list-style-type: none"> <i>• The entity has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to the entity's functions or activities has been, is being or may be engaged in;</i> <i>• Giving access would likely to prejudice the taking of appropriate action in relation to the matter; or</i> <i>(i) Giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or</i> <i>(j) Giving access would reveal evaluative information generated within the entity in connection with a commercially sensitive decision-making process.</i> 	
Scope	<p><i>This policy refers to past and current clients and past and current employees.</i></p>	
Procedures	4.2.1	<p>Caloundra Community Centre Inc. will maintain records that are respectful of the best interests of clients.</p>
	4.2.2	<p>Clients and employees or past employees wanting access to their records or information about the Caloundra Community Centre Inc. will be assisted by staff in accordance with the relevant legislation and Confidentiality and Privacy Policy 4.3. The Manager will be informed about any request. The client or employee will be asked to put their request in writing to the Manager or Program Co-ordinator. This request will be kept in their file.</p>
	4.2.3	<p>Caloundra Community Centre will keep only essential client information:</p> <ul style="list-style-type: none"> ▪ Personal details for purposes of making contact and sending information about services that are available ▪ Personal client details for the purpose of monitoring interventions

		<ul style="list-style-type: none"> ▪ Details of services provided, and action taken by workers
	4.2.4	It is important to remember that case files, case notes and worker's diaries can be subpoenaed or accessed under relevant legislation.
	4.2.5	In line with relevant legislation, the organisation may delete from any document those parts which could identify an individual or which could have an adverse effect on the operation of the service by linking the identity/location of the organisation to details of the services that are provided or for any other legally valid reason.
	4.2.6	All staff will be expected to keep up to date with online FOI and Right to Information legislation. In house training and review will occur at staff meetings, and volunteer supervision sessions on a yearly basis. All new staff and volunteers will be given access to FOI and privacy policies during their induction. A checklist of policies relevant to their positions will be signed once volunteers and staff are familiar with requirements. All training and induction procedures for both staff and volunteers are recorded either in the Organisational Training Register or in senior workers individual program records.