

Quick guide to my responsibilities

under the *Government Information (Public Access) Act 2009* (GIPA Act) NSW

Updated January 2020

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Increase information access

- Become familiar with your agency's information access and release policies.
- Provide information informally wherever possible.
- Understand the process for including information in your agency's authorised proactive release program.
- Assist people to obtain information by referring to your Agency Information Guide and telling them:
 - What type of information is held by the agency.
 - Where they might find the information on the website.
 - How to contact the relevant part of the agency that may be able to provide them with the information.
- If the information is held by another agency, direct the person to the relevant agency.

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Keep records

- Keep up-to-date records to ensure information can be provided where appropriate.
- Manage records systematically so they can be located easily.
- Keep records for as long as they are required under a General Retention and Disposal Schedule in accordance with the NSW *State Records Act 1998*.
- Ensure that your agency is able to access the records held by a contracted service provider.

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Know the process

- Know your work unit's process for handling informal information requests.
- Know who in your agency manages and responds to access applications.
- If information cannot be released informally, know the formal process and where to direct people:
 - information on your agency's website
 - your agency's Right to Information Officer for further guidance
 - the resources available at www.ipc.nsw.gov.au

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Provide information

- Provide all information to your Right to Information Officer in a timely manner so access applications can be processed quickly.
- Remember to check not only your agency's recordkeeping system, but other databases, filing or storage systems where the requested documents would likely be kept, or as guided. Don't forget emails, notebooks, post-it notes and text messages.
- Contact your Right to Information Officer if you have any questions about the process.

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