

Right to Information and Release of Information Procedure

November 2025

Introduction

The *Right to Information Act 2009* (Qld) (**RTI Act**) and the *Right to Information Regulation 2009* (Qld) (**RTI Regulation**) applies to CleanCo Queensland Limited (**CleanCo**) in respect to CleanCo's community service obligations.

Scope

This procedure applies to CleanCo and to any subsidiary companies of CleanCo.

Background

CleanCo has a Right to Information and Release of Information Policy which sets out how CleanCo complies with its obligations and releases information in accordance with the RTI Act and the Government Owned Corporations Release of Information Arrangements.

This procedure details how CleanCo will process applications made under the RTI Act.

Processing RTI Applications directed to CleanCo

Applications under the RTI Act will be managed and processed by the Right to Information (**RTI**) Officer, in accordance with the RTI Act and any applicable guidelines.

The RTI Officer will:

1. Determine if the application is within the scope of the RTI Act, that is, that it relates to documents relevant to CleanCo's community service obligations.
 - a) If the application is outside the scope of the RTI Act, the RTI Officer must give written notice in the prescribed form to the applicant within 25 business days after the application is received.
 - b) Applications for access to documents under the RTI Act that could have been brought under the *Information Privacy Act* may be processed by CleanCo under the *Information Privacy Act*, in accordance with CleanCo's Privacy Policy and Privacy Procedure.
2. Determine if the application is a valid application.
 - a) To be valid, the application may, but need not be, in the approved form (Appendix A), and must:
 - i. be in writing and, if applicable, be accompanied by the application fee as specified in the RTI Regulation;

- ii. give sufficient information so CleanCo can identify the document requested;
 - iii. give an address to which notices under the RTI Act can be sent to the applicant;
 - b) If the application is for access to a document containing the applicant's personal information, the applicant must provide evidence of identity or, if an agent is acting for the applicant, evidence of the agent's authorisation and identity with the application;
 - c) If the application does not meet these requirements, the RTI Officer must make reasonable efforts to contact the applicant within 15 business days after the purported application is received and inform the applicant how the application does not comply with the requirements.
3. Process a valid application:
- a) Gather information and requested documents.
 - b) Identify if the document contains any information the disclosure of which may reasonably be expected to be of concern to a third party (government, agency or person) and consult with the third party as required under the RTI Act.
 - c) Prepare a response to the application, including considering whether there are any grounds on which access may be refused and advising the applicant of any access charges.
 - d) The processing period is 25 business days from the date a valid application is received by CleanCo, however certain activities (including third party consultation) do not count as part of the processing period. These certain activities may have different time periods associated with them which are specified in section 18 of the RTI Act.
4. Notify the applicant of the decision and (if appropriate) provide access, and if applicable, provide the applicant with information about how to appeal the decision.
5. After decision and access (if granted):
- a) Update CleanCo's Disclosure Log (as required under section 78A of the RTI Act).
 - b) Consider whether additional information needs to be included in the publication scheme.

Document governance

Title: Right to Information and Release of Information Procedure

Approved by: Chief Executive Officer

Periodicity of review: 2 years, unless otherwise required

Approved: 10 November 2025

Version control

| Version | Date | Description | Approved By |
|---------|---------------|--|-------------------|
| 1 | June 2019 | Initial document | Board |
| 2 | June 2022 | Revised document following annual review annexing updated Right to Information Application | Company Secretary |
| 3 | December 2023 | Periodic review and update of approval delegation to CEO | CEO |
| 4 | November 2025 | Biennial review | CEO |

Appendix A: Right to Information Application

<https://www.rti.qld.gov.au/accessing-government-information/information-access-application>