



Freedom of Information Procedure

1. Purpose

The Freedom of Information (FOI) Procedure provides instruction and guidance for Department for Child Protection (DCP) staff when:

- receiving and determining requests for information pursuant to Part 3 of the [Freedom of Information Act 1991 \(FOI Act\)](#)
- receiving and determining requests to amend records pursuant to Part 4 of the [FOI Act](#)
- responding to a request for policy documents pursuant to Part 2 of the [FOI Act](#).

2. Scope

This procedure applies to all DCP staff in the FOI team who are engaged at any stage in the receipt and processing of an application for information received pursuant to the [FOI Act](#).

This procedure is limited to applications and requests received and finalised in accordance with the [FOI Act](#).

This procedure does not apply to:

- applications for Provision of Information Release made pursuant to section 153 of the [Children and Young People \(Safety\) Act 2017 \(CYPS Act\)](#)
- applications made pursuant to section 27 of the Adoption Act 1988; or
- court orders or any other requests to produce documents.

3. Authority

3.1 Legislative context

This procedure should be read in conjunction with the following legislation:

- [Freedom of Information Act 1991](#)
- [State Records Act 1997](#)
- [Children and Young People \(Safety\) Act 2017](#)
- [Adoption Act 1988](#)
- [Child Sex Offenders Registration Act 2006](#).

3.2 Whole of Government requirements

Not applicable.

3.3 DCP requirements

- The Chief Executive, as Principal Officer of DCP is an Accredited FOI Officer.
- The Chief Executive can designate an officer of the agency as an Accredited FOI Officer upon the requirements of section 4(b) of the [FOI Act](#) being satisfied (Designation of an Accredited FOI Officer).
- The Manager, Redress and Information Release (FOI Manager) is an Accredited FOI Officer.
- The Supervisor, FOI Team (FOI Supervisor) is an Accredited FOI Officer.



3.4 Principles

- The safety of children and young people is the paramount consideration.
- The objects of the [FOI Act](#) are to be met as set out in section 3.
- FOI applications are to be processed as soon as practicable (within 30 days unless an extension under section 14A has been granted) in accordance with the legislative timeframes.

4. Procedure Requirements

4.1 Maintaining confidentiality

FOI staff must have regard to Clause 12(1) of Schedule 1 of the [FOI Act](#) which sets out that a document is an exempt document if it contains matter the disclosure of which would constitute an offence.

The [CYPS Act](#) contains confidentiality provisions as follows:

- section 163 of the [CYPS Act](#) prohibits the disclosure of the identity of a notifier (or any other information which would tend to identify a notifier) unless explicit consent is provided from the notifier; and
- section 164 of the [CYPS Act](#) prohibits the disclosure of personal information unless an exception in section 164(1)(a)-(f) or as authorised by the Chief Executive in accordance with section 164(4) and regulation (42)(1) applies.

Unauthorised disclosure could put an individual at risk of harm and constitute an offence under the [CYPS Act](#).

If a person consents to their personal information being disclosed to a third party and it is considered that the disclosure of that information may put that person at risk of harm it should be brought to the attention of the FOI Manager. The FOI Manager will consider whether the information is appropriate to be released.

4.2 Requesting legal advice

If legal assistance and/or advice is required in relation to processing and determining a FOI request the question is to be brought to the FOI Manager. The FOI Manager may elect to contact DCP Legal by email or where time sensitive, will engage directly with the Managing Solicitor, Legal Services.

DCP Legal may refer the matter to the Crown Solicitor's Office if complex legal questions arise.

The FOI Manager is to consider whether, if formal legal advice is sought, there are grounds to seek an extension of time for determining the application (refer to section [4.3.1](#) of this procedure).

4.3 Processing a FOI Application (section 13 of the FOI Act)

A FOI application is made pursuant to Part 3 of the [FOI Act](#). Under the [FOI Act](#), a person has a legally enforceable right to be given access to documents held by the agency. An application made under the [FOI Act](#) can be either for personal or non-personal information. (section [4.7](#) of this procedure deals with requests made pursuant to Part 2 of the [FOI Act](#) (Information Statement)).

The objects of the [FOI Act](#) are to promote openness in government and accountability of Ministers of the Crown and other government agencies by conferring a legally enforceable right on members of the public to apply for access to information or amend their own personal information.

There are six processing steps upon receipt of a FOI application:



1. Receipt of FOI application
2. Research and discovery
3. Scoping application (where necessary)
4. Redacting documents
5. Determination by Accredited FOI officer and Release of Documents
6. Finalise on internal systems

The Supervisor of the FOI team (FOI Supervisor) and FOI Manager will allocate and triage FOI applications in accordance with legislative compliance dates and the volume of documents within scope. Where the FOI Supervisor identifies that an application is complex or made by a Member of Parliament or journalist (Corporate application), the FOI Manager must be informed.

4.3.1 Receipt of FOI application

FOI applications are received through the DCP.FOI@sa.gov.au inbox or via Australia Post. The FOI business support officer responsible for monitoring the incoming applications will review the application and create:

- a record of the applicant on the FOI Register
- an electronic client file under the applicant's surname on Digital Workspace (DWS)
- a record of the application and the applicant's details in the individual tracking sheet.

The FOI business support officer must check if the application is valid. In accordance with section 13 of the [FOI Act](#), an application for access to an agency's record is valid when it is:

- in writing
- specifies it is made under the [FOI Act](#)
- is accompanied by an application fee that may be prescribed (unless a fee waiver criterion is met)
- contains information that is reasonably necessary to enable the document to be identified
- specifies an address in Australia that notices under the [FOI Act](#) should be sent
- lodged at an office of the agency and may request that access to the document be given in a particular way.

Applicants can apply for a fee waiver if they are a concession cardholder or can prove financial hardship. Evidence of financial hardship is required and can be provided by the applicant sending a copy or photograph of their concession card to the DCP.FOI@sa.gov.au inbox.

An application can be made directly to DCP by completing a [FOI application Form](#) or electronically on the State Records website: <https://www.sa.gov.au/topics/about-sa/government/FOI-application>.

Owing to the sensitive and personal nature of the contents of many DCP documents, the FOI Team will request verification of identification from the applicant.

The FOI business support officer must:

- acknowledge each application in writing and request any outstanding documents to support the application
- consider if the application is properly directed to DCP or whether a request should be made to transfer the application to an alternative, and more appropriate, agency. Refer to section 4.3.2 of this procedure for further details.

If the application is assessed as being invalid the FOI business support officer must:

- contact the applicant to discuss the application and request any additional supporting documents
- advise the applicant that the application will be closed on the DCP databases if the applicant does not provide the required documents within 14 days.

If the application is assessed as being valid, it is moved to research and discovery. The FOI business support officer must mark the application as ready for discovery on the FOI spreadsheet:



- record the date an application is valid on the FOI spreadsheet to ensure the processing time can be monitored.

Section 14 of the [FOI Act](#) provides applications must be dealt with within **30 calendar days**. Where the 30th calendar days falls on a weekend or public holiday, the due date is deemed to be the next business day.

If the application is for access to a large number of documents which would necessitate searching through a large quantity of information (and dealing with it would unreasonably divert the agency's resources) or where a consultation with another party is required, section 14A of the [FOI Act](#) prescribes that the Chief Executive can extend the period of time for dealing with the application. The extension must be effected within 20 days of the application being received.

Corporate FOI Application

DCP considers a corporate FOI application to be a FOI application from a Member of Parliament or journalist, usually for non-personal information. All corporate FOI applications must be recorded on the corporate FOI document.

The FOI Manager will arrange for a current list of all corporate FOI applications to be emailed to DCP Executive Services once a week.

Transfers from other agencies

In accordance with section 16(6) of the [FOI Act](#), an application received by the FOI team, from another agency is taken to have been received from that agency on the day which it was transferred or 14 days after the day on which it was received by the agency, that it was originally made (whichever is earlier). The application is to be opened in accordance with the above procedures. The FOI business support officer must acknowledge receipt of the transferred FOI application by email sent to the transferring agency and applicant.

If the application is part of a pattern of conduct

If a FOI application is part of a pattern of conduct that amounts to an abuse of the right of access, the FOI Manager may refuse to deal with the application in accordance with section 18(2a) of the FOI Act. A letter advising the applicant, signed by the FOI Manager must be sent within 30 days of receipt of the application.

4.3.2 Research and discovery

Once a valid application has been recorded on all systems, the Senior Research and Discovery Officer (SRDO) or a Research and Discovery Officer (RDO) will undertake research and discovery. This must happen within **five business days of opening the application**. The SRDO or RDO undertakes searches using available databases to identify all records within scope of the application. The RDO will seek advice from the SRDO when required.

Where a FOI application is vague or unclear, the RDO may need to contact the applicant to seek clarification of the scope. Where necessary, the SRDO or RDO may invite the applicant to amend the scope of their FOI application.

The RDO must:

- record all records identified during the discovery process in the applicant's tracking sheet against each of the databases searched as well as the key search terms. Records that can be downloaded and saved are then placed into the corresponding DWS folder labelled "Documents in Scope"
- request the relevant records discovered from the DCP offices that hold them or retrieve hardcopy files from storage



- consider whether all documents have been uploaded in C3MS. In circumstances where the request relates to an active file in C3MS, contact the relevant DCP office to ensure all information is in C3MS or make arrangements for it to be separately provided to the FOI Team.

Record requests

In some applications, hard copy files exist and the RDO must:

- request that they be retrieved from storage. The Record Retrieval Form sets out how to retrieve documents stored at either State Records SA for permanent retention or Grace Information and Records Management. Documents within scope of the FOI application contained within the hardcopy files are scanned and saved as a PDF file in the corresponding DWS folder labelled “Documents in Scope”.

Corporate Freedom of Information Discovery Requests

Upon receipt of a corporate FOI application, FOI Discovery Requests (FOIDRs) are sent to the relevant DCP directorates to ensure that a thorough search is conducted by the service area for all documents relevant to the FOI application. FOIDRs must be sent within **24 hours** of receipt of a corporate FOI application to the relevant member of executive responsible for the directorate. Refer to the [Fxxx-17-18 FOIDR LastName Template](#).

FOIDRs must be returned and signed by the relevant director within by the due date, usually within **10 business days**. Once the FOIDR is returned, it must be saved to the corresponding DWS file and the relevant documents saved in the folder labelled “Documents in Scope”. The RDO will send a follow up request where the FOIDR is not returned in time.

Transfers to other agencies

Upon the completion of discovery where little or no documents are returned, the FOI RDO should consider whether another agency may hold the information sought. Section 16(1) of the [FOI Act](#) permits an agency to transfer an application to another agency if the documents requested are not held by DCP or, are held by DCP but are more closely related to the functions of the other agency.

If there is a document held by DCP which more closely relates to the function of another agency and the relevant agency has been identified the RDO must:

- forward a copy of this document to that agency in accordance with section 16(2) of the [FOI Act](#)
- notify the applicant that the FOI team has transferred their application to another agency and include the date which it was transferred (section 16(3) and (4) of the [FOI Act](#)). The notice must not include any matter that would result in the notice becoming an exempt document (section 16(5) [FOI Act](#)).

Where no documents are discovered

In the event DCP does not hold information within the scope of the application, the FOI support officer should:

- draft a letter to be signed by the designated Accredited FOI officer to advise the applicant. The letter is to be sent to the applicant by email or post.

4.3.3 Scoping application (where necessary)

The RDO must:

- search the relevant databases for to identify whether there is any information that falls within scope of the application having reference to the specific wording of the application (or application as amended)



- if documents are held on C3MS, download the file and save the corresponding PDF in the “Full Documents” folder. Review the downloaded PDF and identify any documents which are not in scope and remove them. Save the reviewed copy of the PDF in the “Documents in Scope” folder
- where hard copy files are identified, review these records and tab the relevant pages within scope of the application. Scan the relevant pages and save the PDF in the “Documents in Scope” folder.

Where the scope of the application is unclear, guidance should be sought from the SRDO, FOI supervisor or FOI Manager. When necessary, further clarification should be sought from the applicant. Where there is a specific interpretation of a scope taken, the interpretation and reasons are to be recorded on the tracking sheet.

Where a large number of documents are within the scope of an application, it may be necessary to consider section 18(1) of the [FOI Act](#). This section provides that an agency may refuse to deal with an application where the work involved in dealing with the application within the period of 30 days would “*substantially and unreasonably divert*” the agency’s resources from their use by the agency in the exercise of its functions.

Section 18(2) of the [FOI Act](#) states that the agency cannot refuse to deal with an application without first endeavouring to assist the applicant to amend the scope so the work involved in carrying out the application would no longer substantially and unreasonably divert the agency’s resources from carrying out its functions.

If the FOI Manager’s assessment is that the application would unreasonably divert DCPs resources, the RDO must:

- review the documents, obtain an understanding of the application and type of documents held and propose an amended scope to the applicant first by telephone call and if unsuccessful, by email. The terms of an amended scope are to be confirmed by email to the applicant
- create a folder on the FOI drive where documents that fall within the amended scope will be stored.

When considering and negotiating an amended scope, ensure that the amended scope results in a volume of documents that do not substantially or unreasonably divert the agency’s resources.

The following timeline for scoping applications must be followed:

<u>Day number</u>	<u>Status</u>	<u>Action</u>
1 or 2	FOI application received	Send acknowledgement.
3 to 5	Research and discovery	Commence research and discovery of information.
5 or 6	Determine new scope	If the volume of documents is large, first attempt to telephone applicant or second, send an email to propose a new scope. If the scope is amended, confirm the new scope in writing.
9 or 10	No contact by applicant	Telephone applicant again. If not successful in contacting applicant – send a 14 day request for contact email/letter.
14 or 15	No contact by applicant	Telephone applicant again.
20	No contact by applicant	Advise FOI manager of FOI supervisor.

Amended scope



Once a RDO has negotiated scope with the applicant, an email must be sent to the applicant confirming the agreed amended scope. This responsibility vests with either the RDO or IRO, depending on who has had the conversation with the applicant.

4.3.4 Redacting documents

Documents relating to FOI applications are reviewed and assessed by an Information Release Officer (IRO). If any document is out of scope, it is recorded as such.

For all documents within scope, the IRO must:

- consider whether any part of the documents are exempt pursuant to any of the clauses set out in Schedule 1 of the [FOI Act](#). All redactions should be clearly labelled in accordance with the clause relied upon to redact the information and where not, an explanation provided in the determination notice. All documents prepared by the IRO are reviewed by the designated Accredited FOI Officer (the FOI Manager or FOI Supervisor)
- save the Audit copy, Redacted copy and Working copy to the corresponding DWS folder. The Audit copy is to be saved in the folder marked "Audit Copies". The Redacted copy is to be saved in the folder marked "Determinations" and the Working copy is to be saved in the "Documents in Scope" folder.

The IRO must draft a determination letter. Section 23 of the [FOI Act](#) requires that a Notice of Determination must specify:

- the day on which the determination was made
- the name and designation of the officer by whom the determination was made
- the applicant's rights of review
- the procedures to be followed for the purpose of exercising the rights of review
- where there is exempt material and access is provided to a copy of the document from which exempt material has been deleted, the fact that the document is such a copy and the provision of Schedule 1 by virtue of which the document is an exempt document
- the reason for refusing a document, which in accordance with section 23 of the [FOI Act](#), must set out the reasons for removing any exempt material and must provide the applicant with their review rights.

A schedule of documents must also be drafted by the IRO which identifies each document, whether the document was provided in full or part and where relevant, the clause relied upon to remove exempt material. The draft letter and schedule of documents must be saved to the corresponding DWS file in the folder labelled "Determinations".

The IRO must record all actions undertaken to the documents on the tracking sheet. Where required, an explanation for the application of an exemption clause is to be made.

Consultation

Where DCP holds a document that was created by another agency and it is deemed necessary to do so, the FOI Team will contact the relevant agency and consult on any proposed grounds of exemption as set out in Schedule 1 of the [FOI Act](#) prior to releasing the document.

4.3.5 Determination by Accredited FOI officer and Release of Documents

In accordance with section 14 of the [FOI Act](#), a FOI application must be dealt with by an Accredited FOI officer.

An Accredited FOI officer must:



- review all applications and determine if the information is within the scope of the application and if so, whether it is exempt pursuant to Schedule 1 of the [FOI Act](#)
- sign the determination letter and update the tracking sheet.
- return the signed determination letter to the IRO to finalise the documents and send to the applicant. Unless otherwise requested by an applicant in writing, all documents will be sent via secure email (Box) or will be mailed via registered post.

When a corporate FOI has been determined, a briefing will be prepared in [Digital Work Space](#) for Executive Services advising of the following the:

- scope of the application
- determination made by the FOI Manager as Accredited FOI officer
- documents determined to be released.

A minute will be prepared and attached to the briefing directed to the Office of the Minister for Child Protection advising of the application and determination.

4.3.6 Finalise on internal systems

Once the matter has been finalised, the FOI support officer must:

- close the file and upload a record to C3MS
- move the matter to 'closed' on the spreadsheet and record data for statistical purposes. Where relevant, the FOI (type 97) hard copy file will be archived in accordance with the *State Records Act 1997*, the [Information Governance and Systems Policy](#) and the [Disposal of client files and sub files Procedure](#)
- return copy files to the Information Governance Team.

4.4 Amendment of records

In accordance with Part 4 of the [FOI Act](#), a person has a right to apply to amend an agency's records where the information is, in the person's opinion, incomplete, incorrect, out-of-date or misleading.

The FOI business support officer must check if the application is valid. In accordance with section 31 of the [FOI Act](#), an application to amend an Agency's record is valid when it:

- is in writing
- specifies that it is made under the [FOI Act](#)
- contains information necessary to enable the agency's document to which the applicant has been given access to be identified
- specifies the respects in which the applicant claims the information contained in the document is to be incomplete, incorrect, out-of-date or misleading
- specifies an address in Australia that notices under the [FOI Act](#) should be sent
- is lodged at an office of the agency.

Where the applicant claims that the information contained in the document is incomplete or out-of-date, the application must be accompanied by the information necessary to complete the agency's records to bring them up-to-date.

A file is opened in accordance with the steps referred to in section [4.3.1](#) in this procedure.

The IRO must:

- consider if the information provided by the applicant demonstrates that the DCP record is incomplete, incorrect, misleading or out-of-date



- liaise with the relevant directorate that created the document or recorded the information subject to the application, if necessary.

If the application is refused, the determination notice must set out the findings on any material questions of fact underlying the reasons to refuse, together with a reference to the sources of information on which those findings are based (section 36(2)(b)(iii) of the FOI Act).

In accordance with section 32 of the [FOI Act](#), an application under Part 4 must be dealt with by an Accredited FOI Officer.

The Accredited FOI Officer must:

- review all applications and determine if the decision to agree to amend, or refuse to amend, is based on material questions of fact
- sign and save the determination letter to the relevant file on the shared drive if satisfied with the decision, and update the tracking sheet.

Where it is determined pursuant to section 34(1) of the [FOI Act](#) that records should be amended in accordance with the application, the manager Redress and Information release is to inform the Director, Legal Services.

Refer to section [4.3.6](#) of this procedure to finalise on internal systems.

4.5 Internal review

A person who is aggrieved by a decision made pursuant to either Part 3 or 4 of the [FOI Act](#) is entitled to a review of determination.

Sections 29 and 38 of the [FOI Act](#) set out the requirements for a review of a determination.

All applications for an internal review must be brought to the attention of the Manager and Supervisor, FOI.

The Chief Executive as Principal Officer of the Agency is responsible for determining an internal review application within 14 days of its receipt.

An application for an internal review is generally received through the DCP.FOI@sa.gov.au inbox or via Australia Post. The FOI business support officer responsible for monitoring the incoming applications will immediately advise the FOI Manager and FOI Supervisor and will create a file on DWS within the “internal reviews” folder.

To assist the Chief Executive in determining upon the application, the manager or supervisor, FOI will prepare a briefing and compile the documents.

The briefing and relevant documents will be provided via DWS to the Briefing Unit who will act as a conduit in providing the information to Executive Services.



4.6 External review

Pursuant to Part 5 of the [FOI Act](#), a person who is aggrieved by a determination of an agency following an internal review may apply to the Ombudsman SA for a review of the Determination. An application pursuant to Part 5 of the [FOI Act](#) will generally be received from the South Australian Ombudsman in writing to the FOI inbox.

The FOI Manager will advise the Director, Legal Services and will coordinate the response to the Ombudsman SA noting the burden of proof to justify the determination lies with the agency (section 48 [FOI Act](#)).

4.7 Information Statement

In accordance with Part 2 of the [FOI Act](#), DCP publishes an [Information Statement](#) on the DCP website which is reviewed annually. All policy documents that meet the definition of a 'policy document' within section 4(1) of the [FOI Act](#) are published on the DCP website.

The [Information Statement](#) sets out instructions on how to make an application to access documents.

Section 9(3)(a) of the [FOI Act](#) requires an agency to identify each of the agency's policy documents. Section 10 of the [FOI Act](#) states that an agency must cause copies of each of its policy documents to be made available for inspection and purchase by members on the public. All policy documents that meet the definition of a 'policy document' within section 4(1) of the [FOI Act](#) are published on the DCP website.

DCPs Policy Governance Committee (PGC) meet once per month to consider new governing documents, amendments to existing governing documents and documents which are being retired. Following each meeting, the list of policy documents is updated by the Quality and Safeguarding Directorate to reflect newly approved documents or to remove retired documents.

It is common for DCP documents to be reviewed more frequently than the stated scheduled review date. DCP ensures that its governing documents are current and consistent with emerging and best practice, are responsive to external reviews and recommendations and reflect opportunity for improved practice. Upon an application for access to a policy document, a review of the document is conducted by the FOI Team to ensure that the most up to date document is considered for released to the applicant.

Section 10(2) of the [FOI Act](#) provides that an agency can delete information from the copies of a policy document if its inclusion in the document would result in the document being an exempt document otherwise than by virtue of clause 9 or 10 of Schedule 1.

Consistent with the [Policy Governance Framework](#), the FOI Team will review all policy documents for the purpose of identifying exempt material pursuant to the [FOI Act](#).

The IRO reviews the document and deletes information pursuant to section 10(2) of the [FOI Act](#).

4.7.1 Receipt of request/open on systems

An application pursuant to section 10 of the [FOI Act](#) is generally received through the DCP.FOI@sa.gov.au inbox or via Australia Post. The FOI business support officer responsible for monitoring the inbox will review the request and create:

- a record of the request on the section 10 FOI Act Register
- an electronic client file under the applicant's surname, including relevant sub-folders on the FOI drive.



4.7.2 Contact Operational Policy Team and production of document

Within **two business days**, the IRO will contact the Operational Policy Team via DCPOperationalPolicy@sa.gov.au to ensure that there have been no updates to the documents available on the DCP website. Where the version is available online and where the applicant is happy to receive the document electronically, a copy of the PDF version and a hyperlink to the DCP website policy list will be provided.

Where the applicant requests a hard copy of the document, the version available on the DCP website policy list will be printed and sent by Australia Post.

If there has been an update or amendment to the document, that version will be reviewed by the FOI Team for the purpose of identifying exempt information (consistent with the PGC Framework), uploaded to the DCP website policy list and then released either electronically or in hard version depending on the applicant's request.

4.7.3 Contact document owner and/or writer

The IRO must:

- contact the document owner and/or writer and provide a copy of the document as the FOI Team propose to release it.
- consult with the document owner/writer specifically with regard to clause 16 of Schedule 1 of the FOI Act and on any other matters the document owner/writer raises. It is accepted that the document owner/writer is the subject matter expert and is best placed to provide information about the application of contents in the context of administering the CYPS Act.

The document owner/writer must engage in the consultation within **10 business days**.

The IRO is to delete any further information in accordance with section 10(2) of the [FOI Act](#) under the [FOI Act](#).

Where the document owner/writer is unavailable, another agency employee within the team responsible for the document is to be identified and engaged in the consultation process.

4.7.4 Obtain document owner approval

The FOI Manager must:

- seek document owner approval to release the document
- advise the document owner of the consultation outcome including the views of the document writer, any conflicting view of the FOI team as a result of applying the [FOI Act](#) and a copy of the document proposed to be released.

4.7.5 Finalise request

Upon approval being obtained, the FOI Manager will cause the IRO to release the document. If material has been deemed exempt, the grounds must be set out in writing and provided to the applicant.

The Business support office must close the file on internal systems.

5. Compliance, monitoring and evaluation

The Freedom of Information Procedure will be reviewed in alignment with the DCP policy review cycle, or earlier if required by legislative or organisational imperatives.



The DCP FOI manager will also monitor and evaluate the adequacy of the procedure in meeting legislative, departmental and other requirements on an ongoing basis.

6. Related documents

Related documents, forms and templates
Freedom of Information Act 1991
Children and Young People (Safety) Act 2017
DCP Information Statement
FOI application Form
Designation of Accredited FOI Officer
Record Retrieval Form
Fxxx-17-18 FOIDR LastName Template
Policy Governance Framework

Document control

Reference No./ File No.			
Document Owner	Lead Writer		
Directorate/Unit: Legal Services	Manager Redress and Information Sharing		
Accountable Director: Director, Legal Services			
Commencement date	16 February 2026	Review date	6 February 2029
Risk rating	Consequence Rating	Likelihood	Risk Rating
Risk Assessment Matrix	Moderate	Unlikely	Moderate

REVISION RECORD		
Approval Date	Version	Revision description
1 July 2022	1.0	New document
7 October 2022	2.0	Amendments to reflect Ombudsman SA determination
16 January 2023	2.1	Minor amendments to Part 4.4 Amendment of Records
6 February 2026	3.0	Review as per the DCP policy review cycle. Minor amendments made to reflect administrative changes in file storage and secure email systems