

RIGHT TO INFORMATION POLICY

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Policy Snapshot

This Policy sets out the approach which will be taken by Titles Queensland in respect of Right to Information and Personal Information matters under the *Right to Information Act 2009* (Qld) and sets out the way in which Applications are made and assessed and defines the rules and authority parameters within which Right to Information and Personal Information matters are managed by Titles Queensland.

1. Policy objective

Titles Queensland undertakes Titles Registry Functions relating to the administration of the land registry, water allocations register and foreign ownership of land registry pursuant to the Enabling Act. The Enabling Act declares Titles Queensland a 'public authority' for the purposes of the *Right to Information Act 2009* (Qld) to the extent Titles Queensland is performing a Titles Registry Function.

The RTI Act provides a formal process for members of the public to apply for access to documents or information in an authority's possession or control. The RTI Act requires an authority to release any documents and information within the scope of the legislation, unless doing so would not be in the public interest.

The RTI Act and the Enabling Act therefore requires Titles Queensland to comply with the RTI Act and allow access to certain documents and information in the control of Titles Queensland that relates to Titles Queensland performing a Titles Registry Function.

This Policy sets out how Right to Information and Personal Information requests will be managed by Titles Queensland.

2. Roles and Responsibilities

This Policy applies to Titles Queensland and all Titles Queensland Employees and contractors and members of the public but:

- (a) only applies to the extent that the document or information being sought is held by Titles Queensland performing a Titles Registry Function; and
- (b) does not apply to documentation or information held by any related entities of Titles Queensland or shareholders.

3. Key terms/ definitions

Applicant	means a person who makes an Application.
Application	means an Access Application made in writing in accordance with the RTI Act.
Employees	means all employees and contractors of Titles Queensland, whether on a full time, part time or casual basis.
Enabling Act	means <i>Queensland Future Fund (Titles Registry) Act 2021</i> (Qld) as amended from time to time.
LTA	means the <i>Land Title Act 1994</i> (Qld).
Personal Information	means information or an opinion about an identified individual or an individual who is reasonably identifiable from the information or opinion: <ul style="list-style-type: none">a. whether the information or opinion is true or not, andb. whether the information or opinion is recorded in a material form or not.
Policy	means this Right to Information Policy including any annexures or schedules.
RTI Act	means the <i>Right to Information Act 2009</i> (Qld).
RTI Regulation	means the <i>Right to Information Regulation 2009</i> .
Titles Queensland	means Queensland Titles Registry Pty Ltd ACN 648 568 101.
Titles Registry Function	has the meaning given to it by section 5 of the Enabling Act.

4. RTI Applications

Applicants applying for access to information, including Personal Information, under the RTI Act must make the request by way of an Application and:

- (a) where all of the documents that the Applicant is applying for contains the Applicant's Personal Information, or the Applicant is acting on behalf of another person and all of the documents contain that person's Personal Information, no Application fee is payable; and
- (b) in all other cases an Application fee pursuant to the RTI Act is payable.

Access is subject to the RTI Act and there are certain restrictions which apply. This Policy summarises the key considerations for an Application.

Before Submitting an Application

Titles Queensland manages functions relating to the land registry and water allocations register. Accordingly, under section 35 of the LTA, a person may, on payment of the relevant titles registry fee, search and obtain a copy of information kept in the register (i.e., in relation to the indefeasible title of a lot, a registered instrument, an instrument lodged but not registered, or other information kept under the LTA).

Before submitting an Application, an Applicant must check to see if the information is available by means other than by making the Application. For example, this may include:

- (a) the information sought may be available on the Titles Queensland website;
- (b) the information sought may be available for purchase through the 'searches' tab of the Titles Queensland website; or
- (c) if the information sought is still not able to be found on the Titles Queensland website, a phone call or an email to Titles Queensland can confirm whether the information can be made available.

If the information cannot be accessed through existing channels including those mentioned above, the applicant may submit an Application.

Submitting an Application

The Applicant must submit an Application in writing to Titles Queensland to the mailing address or email, as specified at Appendix A.

Applications must align with requirements in the RTI Act. Some key items to consider include:

- (a) The RTI Act does not affect the operation of another act that enables a member of the community to access documents or information, whether or not on payment of a charge (i.e., section 35 of the LTA).
- (b) Where an Application is lodged under the RTI Act, proper consideration must be given to:
 - (ii) whether the Application gives sufficient information concerning the document to which access is being requested so that the document can be appropriately identified;
 - (iii) whether the Application states an address to which notices under the RTI Act may be sent to the Applicant;

- (iv) whether the Application states if access is sought for the benefit of or use of the document by the Applicant, or another entity and if it is another entity, whether the name of the other entity has been provided;
- (v) if the Application is in respect of a document containing Personal Information of the Applicant, whether evidence of identity of the Applicant has been received by Titles Queensland within 10 business days after making the Application (or if an agent is acting for the Applicant, evidence of the agent's authority); and
- (vi) if the Application is not in relation to *Personal Information*, whether the Application is accompanied by the Application fee.

Where an Application is submitted in writing to Titles Queensland at the details provided at Appendix A, the Application will be forwarded to the Governance and Compliance Manager, Titles Queensland, who will take carriage of the Application.

Approval of access

Titles Queensland will assess the Application and, if the request complies with the RTI Act, give the Applicant access to the document.

As required by section 78A of the RTI Act, Titles Queensland will maintain and update a disclosure log to reflect the document that has been made available to the Applicant, provided it does not contain Personal Information.

If an Application does not comply with the RTI Act, within 15 business days of receipt of the Application by Titles Queensland, the Applicant will be informed of the reasons why it does not comply and given a reasonable opportunity to consult and make any changes necessary to rectify the non-compliance.

If, after giving the opportunity mentioned above and any consultation, Titles Queensland decides to refuse access because the application does not comply with the RTI Act, Titles Queensland will, within 10 business days after making the decision, give the Applicant written notice of the decision.

Fees and charges

The fee payable for an Application under the RTI Act is the fee set out in the RTI Regulation or the RTI [website](#) and if applicable, processing fees for time spent on the Application.

There is no fee payable for an Application for *Personal Information*.

Timeframes

Valid Applications will be processed within 25 business days of receipt of the Application. A further 10 business days can be added to this timeframe by Titles Queensland if consultation with third parties is required and a further five (5) business days can be added if only a postal address is provided at the time the Application is made.

Titles Queensland may negotiate a further extension of time with the Applicant if additional processing time is required. This extension of time does not affect an applicant's right of review.

Rights of review

If the Applicant is dissatisfied with an access decision made by Titles Queensland, the Applicant may:

- (a) **Internal review:** apply to have the decision examined under internal review by the Chief Executive Officer. An application to have a decision internally reviewed must be made in writing within 20 business days after the date of the written notice communicating the original decision or within any additional time Titles Queensland allows.
- (b) **External review:** apply for an external review directly with the Office of the Information Commissioner, irrespective of whether Titles Queensland has internally reviewed the decision. Alternatively, if the Applicant in the first instance applies for an internal review and is dissatisfied with the internal review decision, the Applicant may apply for an external review of the internal review decision. An Applicant cannot apply for an internal review after an external review.

The Applicant must apply in writing to the Information Commissioner within 20 business days of the date of the internal review decision, or within 20 business days of the original decision if the Applicant elects to bypass internal review and proceed directly to an external review.

See Appendix A for details of Titles Queensland for an internal review, or of the Office of the Information Commissioner for an external review.

5. References

Privacy Policy

Privacy Act 1988 (Cth)

Right to Information Act 2009 (Qld)

Appendix A – Contact Details

Contact	Details
Titles Queensland details	<p>Postal address:</p> <p>Titles Queensland GPO Box 1401 Brisbane QLD 4001</p> <p>Phone contact and email:</p> <p>07 3497 3479 RTI@titlesqld.com.au</p>
Office of Information Commissioner Details	<p>Postal address:</p> <p>Office of the Information Commissioner PO Box 10143, Adelaide Street Brisbane QLD 4000</p> <p>Email:</p> <p>administration@oic.qld.gov.au</p>