



GUIDE TO THE RELEASE OF CONFIDENTIAL INFORMATION

This document is designed to assist in determining the type of information that should be released to members of the public and other external government agencies and the considerations prior to release of information. This is a **guide only** and not an exhaustive list of what can and cannot be released.

ISSUES TO CONSIDER

AUTHORITY

- Do you have the authority to access the information?
- Do you have the authority to release the information?
- Have you sought the advice of a supervisor/ manager/commander if unsure whether the information can be released?

CONFIDENTIALITY

- Does the person requesting the information have a genuine need?
- Have you confirmed if release of the information is within the respective policy requirements?
- Would releasing the information be a breach of the Code of Conduct and Ethics?
- Have you followed correct procedures?
- Have you recorded all your accesses in your notebook?
- Is there an overriding public interest against release of the information?

LEGISLATION

- Does the access and release of information comply with the Privacy & Personal Information Protection and Government Information & Public Access Act?
- Have you considered the relevant legislation when releasing information?
- Consider all State and Commonwealth legislation that prohibits the release of information. Seek advice from a supervisor if TI or SD material is requested.

THINGS TO REMEMBER

Prior to releasing information consider the following:

- Establish identity of the person requesting information
- Determine the person has an entitlement for the information
- Determine that you have authority to release the information
- Do not provide information to insurance companies or loss assessors, refer them to the Insurance Services Unit as a fee is required for their services.

INFORMATION COMMONLY REQUESTED

TRAFFIC

- Particulars of driver as a result of traffic accident
- Event numbers
- Registration numbers
- Insurance companies seeking motor vehicle accident details
- Council rangers requesting registration details
- Location of impounded vehicles
- Member of public requesting copy of own or other persons traffic history

INVESTIGATIVE

- Event / Charge number
- Charges laid and reasons why
- Facts sheets
- Criminal antecedents
- Court date
- Court results
- People reporting on bail
- Bail determination / conditions
- Copy of statement
- Confirmation of outstanding warrants
- Whether or not someone is in custody
- OIC / Status of an investigation

DOMESTIC VIOLENCE

- AVO process
- AVO conditions
- AVO court dates
- AVO court outcomes
- Status of AVO if enforceable
- Requests from Family and Community Services relating to suitable family placements for children
- Applications by Family and Community services for information under Chapter 16A of Childrens and Young Persons Act

GENERAL

- Lost property
- Property held as an exhibit
- Dept of Housing regarding damage to their properties
- Real estate agents enquiring about clients properties
- Govt agencies requesting information about incidents on their grounds
- Requests from media/radio stations about latest events in the area
- Directions to venues/locations
- Complaints about police
- Contact details of officer

INFORMATION THAT CAN BE RELEASED

(if not indicated below it cannot be released – check with your supervisor if unsure)

TRAFFIC

In relation to Motor Vehicle Accidents the following information can be released to people involved in the accident or their legal representative:

- Names and address of parties involved
- Registration numbers of the vehicles
- Time, date and place of crash.

Refer to the police handbook 'M' Motor vehicle crashes - *Supplying MVA information* for advice regarding requests from hospitals and ambulance.

Information that can be released to Council rangers:

- Details of last registered owner and currency of the vehicle registration.

Refer person to RMS if they require further information

INVESTIGATIVE

In relation to investigations the following information can be released to victims:

- OIC/Outcome of an investigation
- Updates/status of an investigation
- Victims or legal representatives seeking copies of their statements
- Event numbers to victims of crime
- Court dates and results.

In relation to requests for information from defendants and witnesses:

- They should make application for information under the GIPA Act when criminal proceedings are finalised.

Refer person to make application under GIPAA for further information

DOMESTIC VIOLENCE

In relation to domestic violence incidents the following information can be released to victims:

- Court date for AVO proceedings
- Status of AVO (if enforceable)
- Conditions of AVO.

The following information can be released to Govt agencies:

- Information required under legislation or MOU as requested by Government department.

Refer person to Dept of Family & Community Services if they require further information

GENERAL

- General information relating to location of missing persons or property can be released provided the person requesting the information has had their identity established and they have a lawful purpose for having that information.
- Requests from other Govt agencies should be considered provided that identity has been established and there is a legislative requirement.

Note: Never provide personal details of officers

Refer person to relevant Government Agency if they require further information

IF IN DOUBT ASK THE SUPERVISOR/COMMANDER