

Introduction

The Management Support Manual is issued pursuant to the provisions of s. 4.9: 'Commissioner's directions' of the *Police Service Administration Act*.

The aim of this Manual is to provide members with guidance and instruction for the management support aspects of policing. It provides links to associated Service policies, Manuals, instructions and resources and requires local procedures to be developed at regional, district and station or establishment level.

Members are to comply with the contents of this Manual so that their duties are discharged lawfully, ethically and efficiently and failure to comply with the contents may constitute grounds for disciplinary action.

However, it is recognised in policing, many decisions must be made quickly having regard to diverse circumstances and it is not possible to instruct members on every possible scenario. Therefore, in accordance with the section titled 'Use of Manual' of this Manual, the general policies and procedures may, where justified, be adapted to circumstances as they arise.

The contents of this Manual will be continually reviewed and updated to ensure currency and consistency with the law and community expectations.

Members are to make themselves familiar with the contents of this Manual in order to carry out the Service's functions and deliver an effective level of policing to the community.

KATARINA CARROLL APM

COMMISSIONER

All records requiring destruction (whether they are paper, electronic, audio visual, magnetic etc.) must be destroyed in accordance with the approved guidelines.

PROCEDURE

Detailed procedures for retention and disposal of records are contained in the [Records Retention and Disposal Handbook](#).

5.5.4 Conducting a retention and disposal project instruction

Processes necessary for conducting a retention and disposal project of physical records in compliance with relevant legislation, Whole-of-Government Information Standards and Service policy is located within Chapter 10: 'Conducting a Retention and Disposal Project' of the [Records Retention and Disposal Handbook](#).

5.6 Release of information

POLICY

In accordance with community expectations of openness and accountability, and the legislative requirements of the [Right to Information Act](#) (RTIA) and the [Information Privacy Act](#) (IPA), the Service subscribes to a philosophy of endeavouring to satisfy, where possible, any reasonable request for information made by a member of the public, or external body, having regard to the efficient and effective discharge of law enforcement obligations, the proper administration of justice, the privacy of individuals, and statutory compliance.

Section 10.1: 'Improper disclosure of information' of the [Police Service Administration Act](#) (PSAA) creates an offence in respect of any officer or staff member or a person who has been an officer or staff member who improperly discloses official information unless the:

- (i) disclosure is authorised or permitted under the [PSAA](#);
- (ii) disclosure is authorised by a member pursuant to [Delegation D 15.46](#);
- (iii) disclosure is made under due process of law;
- (iv) information is not of a confidential or privileged nature;
- (v) information would normally be made available to any member of the public on request; or
- (vi) information is about a person offered an opportunity to attend a drug diversion assessment program under the [Police Powers and Responsibilities Act](#) (PPRA), s. 379: 'Additional case when arrest for minor drugs offence may be discontinued' and the disclosure is made to the chief executive of the department within which the Health Act is administered (see s. 10.1(1)(d): 'Improper disclosure of information' and s. 10.2B: 'Disclosure of criminal history for assessing suitability for diversion program' of the [PSAA](#)).

Section 10.2: 'Authorisation of disclosure' of the [PSAA](#) outlines that the Commissioner may, in writing, authorise disclosure of information that is in possession of the police service. The disclosure of any information authorised by the Commissioner, may be subject to certain conditions.

The statutes which may limit the disclosure of information under s. 10.2 of the [PSAA](#) include:

- (i) [Criminal Law \(Rehabilitation of Offenders\) Act](#);
- (ii) [Information Privacy Act](#);
- (iii) [Right to Information Act](#);
- (iv) [Criminal Law \(Sexual Offences\) Act](#);
- (v) [Penalties and Sentences Act](#);
- (vi) [Youth Justice Act](#);
- (vii) [Child Protection Act](#);
- (viii) [Crimes Act \(Cwlth\)](#); and
- (ix) [Drugs Misuse Act](#).

The Ethical Standards Command Policies: '[Qld Police Service Standard of Practice](#)' and '[Procedural Guidelines for Professional Conduct](#)' on the Service Intranet outline the expectations of police regarding 'public comment', 'personal conduct' and 'improper access or use of QPS information'.

There are structured schemes in place for accessing information. These schemes are contained in the Service Publication Scheme and include the supply of:

- (i) policy documents, (see also [ss. 5.7.3](#): 'Accessing policy documents' and [5.7.5](#): 'Viewing Service policy documents' of this chapter);