



MEMORANDUM OF UNDERSTANDING
FOR THE EXCHANGE OF INFORMATION BETWEEN QUEENSLAND GOVERNMENT AGENCIES

Date:

Parties: Queensland Police Service
Department of Transport and Main Roads

Recitals:

Queensland’s response to the 2013 Commission of Audit Final Report, *A Plan: Better Services for Queenslanders* details the Government’s plans to foster productivity, efficiency and accountability across the State Government enabling public services and building more durable economic foundations in line with electoral commitments.

- i. The Queensland Government ICT Strategy 2013-2017 identified that information across the Queensland Government is not shared readily or effectively between departments, with other jurisdictions or with the public.
- ii. The Queensland Government ICT Strategy 2013-2017 Action Plan¹ commits the Government to information sharing, access and increased interoperability.
- iii. Information was a dominant theme in the Interim and Final Reports of the Queensland Floods Commission of Inquiry²
- iv. The Keelty Review’s final report *Sustaining the Unsustainable*³ includes unequivocal recommendations for improving collaboration, interoperability and information sharing across the public safety portfolio and identified a lack of information sharing at the strategic level.
- v. The DG’s Council has endorsed the Information Sharing Blueprint: *Unlocking the Value of Government information*, which outlines the future state of information sharing across Queensland Government.

Part 1: The Agreement

1. Objective

This Memorandum of Understanding (MOU) describes the agencies’ commitment to a framework for exchange of information, communication, cooperation and coordination to improve delivery of services to Queenslanders.

Information sharing will assist the Government to realise its vision to be “the best public service in the nation and create economic stimulus that is underpinned by information which is shared to benefit the community and provide better public services for citizens and businesses in Queensland.”⁴

¹ Queensland Government ICT Strategy 2013-2017 Action Plan, August 2013, Strategic Focus Area 1 p20.

² Queensland Floods Commission of Inquiry 2011-2012 <http://www.floodcommission.qld.gov.au>

³ The Police and Community Safety Review 2012-2013

⁴ Queensland Government ICT strategy 2013-17 action plan, page 2

12. How we plan to resolve disputes and manage incidents

- 12.1 Where an issue arises among or between agencies in relation to any matter covered in this agreement, the Parties involved will discuss and attempt to resolve the issue.
- 12.2 Where an issue cannot be resolved by the Parties involved, resolution of the dispute is to be escalated as per the Schedule with ultimate responsibility residing with the DG Council.
- 12.3 Reported incidents including security breaches, unavailability, quality issues, and privacy breaches will be managed separately for each information exchange.
- 12.4 The Parties agree to articulate the process for incident management in each information exchange Schedule.

13. Our plan to maintain information quality

- 13.1 The Parties take full responsibility for the validity, accuracy, completeness and currency of the information at the time of exchange.
- 13.2 Parties to this agreement becoming aware of discrepancies in the information will immediately report the discrepancy to the other Parties to this agreement and act in good faith to make amends.

14. How we keep our information secure

- 14.1 Information Standard – Information Security 18 (IS 18) applies to all information handled and exchanged.
- 14.2 The Parties take all reasonable steps to ensure the information subject to this exchange and any third Party products derived from the information exchanged are adequately safeguarded against security breaches.
- 14.3 Parties consult one another on a regular basis on issues relating to security compliance, information de-identification, disposal and protection measures in place.
- 14.4 The Parties agree to classify information subject to this exchange according to the Queensland Government Information Security Classification Framework (QGISCF).

15. Ensuring continuity of our services

- 15.1 The Parties have a responsibility to ensure continuity in the provision of services as stipulated in the information exchange Schedule.
- 15.2 In the event of any service disruption the Parties agree to work together to minimise impact and disruption to business operations.
- 15.3 The Parties agree to ensure that requirements for the continuity of information exchange is prioritised in each agencies Business Continuity Plan.
- 15.4 Any significant disruption to information services will be investigated by the Parties involved and procedures adjusted to reduce the likelihood of repeat occurrences.
- 15.5 All Parties are to be informed of any disruption to continuity.

16. Our agreed governance model

- 16.1 This memorandum commences when executed by all Parties.
- 16.2 This memorandum may be varied, amended or terminated with the written consent of all Parties.
- 16.3 A Party may withdraw from this memorandum by giving at least two months' notice in writing to the other Parties stating the date on which the withdrawal will be effective.
- 16.4 Amendments to this memorandum may be made at any time with the mutual agreement of all the Parties.