

# Press Release

FOR IMMEDIATE RELEASE

## Resolve Secures QLD's Department of Communities Right to Information Deal

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BRISBANE – 30 September 2011

Australian software developer, Resolve, has secured a deal for the implementation of the new Right to Information Workflow Solution for Queensland's Department of Communities (DoCS). Resolve's solution will provide for the capture, management and reporting of all Right to Information (RTI) requests submitted to the Department.

The project was initiated in response to the introduction and commencement of the Right to Information Act 2009 and Information Privacy Act 2009, new legislation replacing the Freedom of Information Act 1992. The Right to Information reforms aim to make more information available, provide equal access to information across all sectors of the community, and provide appropriate protection for individuals' privacy.

Replacing an existing Lotus Notes system, Resolve will streamline complex processes and better manage RTI requests by automating the Department's information and knowledge management practices. The new solution will improve process efficiency, consistency, and accuracy, while ensuring data integrity and security. More effective reporting functionality will allow DoCS to deliver on statutory and ad-hoc reporting requirements. The implementation of Resolve will aid the Department's implementation of the RTI reforms and fulfil strategic objectives.

This deal further strengthens the long-standing relationship between Resolve and DoCS. The Department has been using Resolve for a variety of Case Management solutions in a number of different business units since 2004 – Child Safety Services, Complaints and Review Branch, Specialist Response Services, Guide Hearing and Assistance Dogs, and Criminal History Screening.

Resolve's experience in the Freedom of Information / Right to Information area is growing, with additional solutions in use at the Department of Immigration and Citizenship, the Office of the Australian Information Commissioner, and Queensland's Department of Education & Training.

ABOUT RESOLVE: Established in 1994, Resolve is an Australian owned and operated global provider of workflow management solutions – be that case management, complaints, feedback, membership, and other similar applications. Resolve is a flexible and powerful application that has captured the attention of a wide user base including utilities, FMCG, automotive, health and transport industries, and is used as core business system by numerous Government Departments and Ombudsman's Offices across Australia and abroad. Resolve has a single purpose to deliver flexible solutions that meet its customers' requirements.

([www.resolvesoftware.com.au](http://www.resolvesoftware.com.au))

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