

Our Vision

Building trust through transparency

Our Values



Respectful



Collaborative



Focused



Innovative

Our Purpose

We independently uphold and promote information access and privacy rights

Risks and Opportunities

Strategic risks

- Demand on OIC exceeds resources
- OIC unable to meet stakeholder expectations
- OIC does not respond to emerging issues and pace of technological change
- Public sector culture does not proactively advance information access and privacy rights
- Workforce health, safety and wellbeing risks presented by challenging interactions and OIC work.

Opportunities

- Investing in a future fit OIC workforce which promotes competency and ongoing professional development and applies effective case management systems
- Engaging effectively and inclusively with diverse stakeholders including promoting the work we do
- Applying a risk based, intelligence-led approach to maintain environmental awareness with a particular focus on changes, such as AI and cyber threats, impacting information access and privacy. Investing in ICT resources and expertise to maximise benefits realisation
- Influencing public sector leaders to adopt proactive stewardship of information access and privacy rights.

Providing independent and timely privacy complaint mediation

Our performance indicators

- Agency overall satisfaction with the privacy complaint mediation service provided
- Mean average days to finalise an accepted privacy complaint

Our strategies

- Promote within agencies a culture that recognises the benefit of early resolution of privacy complaints through mediation before QCAT proceedings

Upholding community rights to access government information through independent and timely reviews of agency decisions under the RTI and IP acts

Our performance indicators

- Percentage of external review applications finalised to received
- Applicant overall satisfaction with the service provided in assessment and conduct of external review of agency and Minister decisions about access to and amendment of government held information under the RTI and IP Acts
- Percentage of agencies satisfied with the external review service
- Percentage of open review applications over 12 months old at the end of reporting period
- Percentage of finalised external review applications resolved informally without a decision
- Mean average days to finalise an external review.

Our strategies

- Resolve external review applications using flexible approaches and clear, tailored communication
- Determine external review applications through written decisions where required
- Identify and implement strategies to ensure equitable and timely access to review services for all applicants, especially when experiencing high demand and challenging conduct by review participants
- Continue to build upon and strengthen case and knowledge management systems to support quality resolution and decision-making services.

Improving government services to the community by enhancing agency practices in right to information and information privacy

Our performance indicators

- Agency overall satisfaction with the information resources provided by OIC
- Agency overall satisfaction with the OIC Enquiries Service
- Number of reports tabled in Parliament
- Number of advices to, and meetings with, agencies
- Percentage of agency stakeholders satisfied with advice service we provide.

Our strategies

- Provide independent advice and assistance to agencies
- Proactively raise the profile of OIC to maintain gains already achieved, by engaging directly with government agencies, practitioners, and decision-makers
- Monitor, audit and report on agencies' information management and information privacy practices and on their compliance with the legislation
- Make audit recommendations on both specific and systemic matters
- Co-design training and online resources with agencies to increase capability across the sector
- Support agencies to self-assess and improve their performance monitoring of key aspects of RTI and IP to drive leadership focus on action in key risk areas
- Strengthen key partnerships and strategic networks to build expertise, resources and achieve better common outcomes.

Promoting greater awareness of right to information and information privacy to increase appropriate access to and protection of information

Our performance indicators

- Number of consultations and submissions
- Number of responses to written and oral enquiries
- Cost of providing advice and guidance per Enquiries Service response
- Percentage of training participants satisfied with sessions
- Number of training participants
- Number of awareness activities conducted including online interactions
- Number of website visits.

Our strategies

- Provide independent advice on proposed legislative reform, policy and initiatives to inform the community, Parliament and government about impacts and privacy by design practices
- Promote the benefits of engaging privacy services early
- Champion contemporary information access and privacy rights
- Use a range of communication and engagement initiatives to help the community understand and exercise their information access and privacy rights
- Develop and publish relevant, informative and accurate resources to assist agencies and the community to better understand the legislation.