

OFFICE OF THE INFORMATION COMMISSIONER

STRATEGIC PLAN 2025-29

VISION	INFORMED COMMUNITY, ACCOUNTABLE GOVERNMENT
PURPOSE	DRIVING GOVERNMENT TRANSPARENCY AND INFORMATION PRIVACY
VALUES	RESPECTFUL, COLLABORATIVE, INNOVATIVE, FOCUSED

<div></div> <div>Proactively uphold and advance information access and information privacy rights to deliver impactful outcomes for the community</div>	<div></div> <div>Build understanding and capability in information access and privacy rights through the delivery of accessible and effective information, education and engagement programs</div>	<div></div> <div>Advance effective and efficient regulatory practice and governance through risk-based, data-driven, and sustainable operations</div>	<div></div> <div>Foster a workplace where staff are valued, empowered, and have the skills and confidence to respond to change in a complex environment</div>
<div>Promote within agencies a culture that values proactive and administrative release, as well as the early and effective resolution of privacy complaints</div> <div>Conduct independent merit reviews using flexible approaches and clear, tailored responses to review applications</div> <div>Review privacy complaints and data breach notifications, providing mediation or advice where appropriate</div> <div>Provide independent advice on proposed legislative reform and policy initiatives to ensure information access and information privacy impacts are upheld</div>	<div>Deliver accessible resources and training opportunities to build community and agency awareness and understanding of information access and privacy rights and responsibilities</div> <div>Engage in, and where appropriate lead, professional networks to influence sectoral engagement with information access and privacy matters and promote best practice</div> <div>Deliver a new website that provides accessible and customer-centric information and resources to meet the needs of the community and agencies</div>	<div>Monitor, audit, review and report on agencies' information management, access and privacy practices ensuring they comply with legislative obligations</div> <div>Establish case management systems that support performance reporting and identify emerging risks, issues and trends, and respond through data-driven decision making</div> <div>Publish and promote our Regulatory Policy to provide transparency to the community and agencies on our risk-based approach to regulation</div>	<div>Maintain a diverse, skilled, safe and engaged workforce</div> <div>Model a culture of integrity, accountability, respect and performance</div> <div>Drive and embrace continuous improvement and innovation</div>
<div>Applicant overall satisfaction with the service provided in assessment and conduct of external review of agency or Minister decisions about access to and amendment of government-held information under the Act</div> <div>Percentage of finalised external review applications resolved informally without a decision</div> <div>Percentage of external review applications finalised to received</div> <div>Agency overall satisfaction with the privacy complaint mediation service</div> <div>Percentage of recommendations from regulatory performance monitoring activity (audit, investigation etc) implemented</div> <div>Number of submissions provided to promote government transparency and information privacy</div>	<div>Agency overall satisfaction with the information resources provided by OIC</div> <div>Agency overall satisfaction with the Enquiries service</div> <div>Participant satisfaction with OIC training</div> <div>Participation volumes (training/events/web/engagements)</div>	<div>Number of regulatory oversight reports published</div> <div>Cost of providing advice and guidance per Enquiries service response</div> <div>Fiscally responsible delivery of budget</div>	<div>Staff engagement score as reflected in Working for Queensland survey</div> <div>Proportion of staff with completed Personal Development Plan</div>
<div>Opportunities<ul style="list-style-type: none">Actively engaging with strategic stakeholders to promote proactive stewardship of information access and privacy rights where we can have the most impact for the community and the Queensland public sectorApplying a risk based, intelligence-led approach to sectoral changes, such as artificial intelligence and cyber threats, affecting information access and privacyMaximising our use of data to provide targeted information, education and engagement activities, regulatory oversight and operational performance and reportingInvesting in a future fit workforce to promote capability, safety, responsiveness and resilience</div>			
<div>Challenges<ul style="list-style-type: none">Maintaining independent and responsive service delivery in high demand and complex activity areasPublic sector adoption of new technologies with insufficient regard to information access and privacy considerations (Privacy by Design and Transparency by Design)Maintaining sustainable ICT systems and protecting against cyber threats or information lossDeveloping workforce skills, capability and adaptability to meet future needs and succession planning</div>			