

Strategic Plan 2019-2023

An informed Queensland that values and respects information rights and responsibilities



Office of the Information Commissioner
Queensland

Provide independent, timely and fair reviews of decisions made under the RTI Act and IP Act

Our strategies

- Resolve external review applications using flexible approaches.
- Maintain comprehensive case and knowledge management systems for quality resolution and decision making services.
- Determine external review applications through formal written decisions.

Our success measures

- Percentage of external review applications finalised to received (100%)
- Percentage of applicants satisfied with the conduct of review (70%)
- Percentage of agencies satisfied with the review service we provide (75%)
- Median days to finalise a review (90 days)
- Percentage of open review applications over 12 months old at end of reporting period (0%)
- Percentage of external review applications resolved informally without a written decision, compared to the total number of finalised reviews (75%)

Assist agencies to achieve compliance with the privacy principles and improve practices

Our strategies

- Promote privacy by design and privacy impact assessments, including training, guidance and tools.
- Provide independent expert advice and assistance to agencies.
- Promote the benefits of early engagement of OIC privacy services.
- Determine whether it is in the public interest to approve waiver applications through formal written decisions.
- Issue compliance notices where required to ensure compliance with the privacy principles.

Our success measures

- Number of consultations and submissions
- Number of advices to, and meetings with, agencies

Provide an independent, timely and fair privacy complaint mediation service

Our strategies

- Promote within agencies a culture that recognises the benefit of early resolution of privacy complaints through mediation before formal QCAT proceedings.
- Engage with complainants to explain the process, OIC's role and manage expectations.

Our success measures

- Percentage of agencies satisfied with the privacy complaint mediation service we provide (75%)
- Mean average days to finalise an accepted privacy complaint (140)

2019-20 Challenges & Risks

- Engaging effectively with diverse stakeholders, particularly those from regional and remote communities, to raise awareness and improve practices.
- Ensuring senior executives across government recognise and endorse the benefits of providing easy access to agency information, good privacy practices including privacy impact assessments, and monitoring their agencies' performance.
- Supporting agencies to manage the implications of rapidly advancing technologies and online platforms, information sharing demands by government and new formats and types of information, on transparency, information management, privacy and data protection.
- Servicing increasing additional demand for external review and projected growth in a timely manner.
- Building on the privacy and right to information 10th year anniversary campaign and 10 years on audit report to strengthen engagement with key stakeholders.
- Managing the changes and opportunities of implementing new technologies and IT service provider while maintaining successful business continuity.
- Retaining and attracting skilled, experienced staff who are effective communicators.
- Requiring significant OIC resources to finalise and implement the review of RTI and IP Acts and key policy developments, however timing remains uncertain.

2019-20 Priorities

- Implement our training, communications and engagement strategy to further engage communities and agencies in all areas. The aim is to raise awareness and promote better practices including proactive release, administrative access, privacy impact assessments and agency performance monitoring.
- Promote early engagement with OIC and work collaboratively with agency experts to identify and ensure information management practices keep pace with rapidly changing and evolving technology environment including electronic service delivery and artificial intelligence adoption.
- Conduct local government compliance audits, follow-up audits of Ipswich City Council and Townsville City Council, and topic audits about smart city technology and privacy, proactive release and administrative access to information.
- Deliver the second stage of our 10th year anniversary celebrations and build on the momentum of these for Privacy Awareness week and RTI day in 2020.
- Establish clear arrangements with the Human Rights Commissioner for dealing with information privacy complaints under the *Human Rights Act 2019*, and promote awareness with the community and government.
- Recommend and comment on changes to improve the *Right to Information Act 2009* and the *Information Privacy Act 2009*, Law Reform Commission surveillance and privacy reviews, and other significant policy reviews or proposed legislative amendments.
- Continue to build workforce capacity, capability and satisfaction, including through implementing career strategies, leadership capability development, deploying new technologies, developing a health, safety and wellbeing strategy and fostering excellence in communication.

Promote greater awareness of right to information and information privacy in the community and within government | Improve agencies' practices in right to information and information privacy

Our strategies

- Inform agencies and the community about information rights and responsibilities.
- Provide information and assistance to the community and agencies through authoritative online resources and enquiry service advice.
- Assist agencies to increase the flow of information to the community by encouraging information rich websites with clear pathways to access information.
- Provide tailored, relevant and refreshed training, tools and practical resources.
- Advise and influence key stakeholders on emerging trends and issues of significance.
- Strengthen key partnerships and networks.
- Monitor, audit and report on agencies' information management and information privacy practices and on their compliance with the legislation as well as provide recommendations on both specific and systemic matters.

Our success measures

- Percentage of agencies satisfied with the quality of the information resources we provide (80%)
- Percentage of agencies satisfied with the enquiries service (80%)
- Number of responses to written and oral enquiries (4,500)
- Percentage of training participants satisfied with sessions (75%)
- Number of training participants (4000)
- Number of reports tabled in Parliament (5)
- Number of awareness activities conducted (250)
- Number of website visits (150,000)