

# Strategic Plan 2018-2022

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 applications using flexible approaches
- Ensure quality resolution and decision making services by maintaining comprehensive case and knowledge management systems
- 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 provided (75%)
- Median days to finalise a review (90 days)
- Percentage of open reviews at end of reporting period over 12 months old (0%)
- Percentage of external reviews resolved informally without a written decision, compared to the total number of finalised reviews (75%)

## Assist agencies to achieve compliance with the privacy principles

### Our strategies

- Promote privacy by design and privacy impact assessments, including training, guidance and tools
- Provide independent expert advice and assistance to agencies
- Promote agencies' 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 and meetings

## 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 provided (75%)
- Mean average days to finalise an accepted privacy complaint (140)

## 2018-19 Challenges & Risks

- Engaging effectively with diverse stakeholders, particularly those from regional and remote communities, to raise awareness and improve practices.
- Senior executives across government recognise and endorse the benefits of providing easy access and release of agency information and good privacy practices.
- Rapidly advancing technologies and online platforms, and information sharing by government, have implications for transparency and information management and privacy and data protection.
- Increasing additional demand for external review and projected growth.
- New approach in 2019 for dual privacy and right to information 10th year anniversary six month campaign to mark change since 2009 and look forward to future opportunities and challenges.
- Ensuring successful business continuity while managing the changes associated with the implementation of new technologies.
- Retaining and attracting skilled, experienced staff to ensure effective service delivery.
- Significant OIC resources required for implementation of review of RTI and IP Acts and key policy developments, however timing uncertain.

## 2018-19 Priorities

- Implement our training, communications and engagement strategy to help OIC further engage communities and agencies in all areas to raise awareness, promote proactive release and administrative access and good practices.
- Promote early engagement with OIC and work collaboratively with agency experts to identify ICT and information sharing risks and threats and ensure that good privacy practices are embedded in new proposals.
- Conduct fourth self-assessment electronic audit of all agencies' implementation of right to information and privacy obligations.
- Recommend and comment on changes to improve Right to Information Act 2009 and Information Privacy Act 2009, Law Reform Commission Civil surveillance and privacy review, Human Rights legislation and other significant policy reviews or proposed legislative amendments.
- Start a campaign from Privacy Awareness Week through to Right to Information Day to mark 10th year anniversary of the legislation, building on key strategic partnerships to promote relevant themes
- Continue to build workforce capacity, capability and satisfaction, including through implementing career strategies and implementing new technologies.

## 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 training, tools and practical resources
- Advise and influence key stakeholders on emerging trends and issues of significance
- Build key partnerships and networks
- Monitor, audit and report on agencies' information management and information privacy practices and on their compliance with the legislation
- Conduct privacy audits and provide recommendations on both specific and systemic matters

### Our success measures

- Percentage of agencies satisfied with the quality of the information resources provided (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)