# Office of the Information Commissioner
## Queensland

# Operational Planning 2024-25

The OIC Operational Plan 2024-25 (operational plan) identifies the actions to be taken in the year ahead to progress the organisation's strategic objectives, consistent with the Government's objectives for the community.

This annual operational plan should be read in conjunction with the OIC Strategic Plan 2024-28.

The operational plan is informed by the:

- OIC Strategic Plan 2024-28
- OIC audit, risk and compliance activities
- Implementation of legislative reform impacting the Acts we administer
- 2022 Strategic Review

The operational plan complies with the Agency Planning Requirements prepared by the Department of the Premier and Cabinet and the requirements of the Financial and Performance Management Standard 2019.

Risks associated with the delivery of the operational plan are to be captured in the relevant operational risk register and managed in accordance with the risk management system.

All our activities are informed by our values: Focused, Respectful, Innovative and Collaborative.

## Our operational priorities in 2024-25

Operational priorities are not intended to include everything OIC does as part of the important core business prescribed in the *Right to Information Act 2009* (RTI Act) and *Information Privacy Act 2009* (IP Act), and the task of maintaining a high performing statutory body – that detail can be found in our operational-level business plans.

Operational priorities focus on areas where there is significant and continuing emphasis, funding, or attention to outcomes to address one or more of our strategic risks and opportunities. Our 2024-25 priorities are grouped under three key strategic themes:

- Responding to the community (linked to strategic plan objectives 1, 2 and 4)
- Promoting agency compliance (linked to strategic plan objectives 3 and 4)
- Future fit OIC: investing in our people, processes and systems (underpinning all OIC activities)

## OPERATIONAL PRIORITIES

## 1. Responding to the community

| Key activities include: | Origin | Lead | Expected Completion | Measures |
|---|---|---|---|---|
| 1. Resolve external review applications in an independent, fair and timely manner using informal resolution approaches where possible, and formal written decisions where necessary, using clear and accessible communication | SP | RTIC | Ongoing | SDS |
| 2. Identify and implement strategies to ensure equitable and timely access to external review services, especially when experiencing high demand and challenging conduct behaviours from review applicants. | SP | RTIC | Ongoing | % of open reviews over 12 months |
| 3. Resolve privacy complaints in an independent, fair and timely manner using informal resolution approaches where possible to minimise the number of complaints that proceed to QCAT | SP | PC | Ongoing | % of accepted complaints mediated. |
| 4. Provide independent submissions and comment to public inquiries on proposed legislative reforms, administrative changes and initiatives relating to the administration of right to information or privacy. | SP | IC, PC, RTIC | Ongoing | Count |
| 5. Develop and publish accurate and accessible educative resources to raise community awareness about information rights to more effectively exercise their rights under the RTI Act and IP Act. | SP | COO | Ongoing | Count |
| 6. Engage with communities throughout Queensland, including Indigenous and Torres Strait Islander communities, through in-person and online events, and print and radio media. | SR | IC, RTIC, PC, COO | Ongoing | Count |

## OPERATIONAL PRIORITIES

### 2. Promoting agency compliance

| Key activities include: | Origin | Lead | Expected Completion | Measures |
|---|---|---|---|---|
| 1. Implement the requirements of the IPOLA legislative reforms (see separate project plan for deliverables and milestones). | Leg | IC | 30 June 2025 | Deliverables in plan met |
| 2. Promote a proactive and positive culture of information access and information privacy rights within public sector agencies that values training and promotes appropriate strategies (e.g. proactive disclosure and privacy by design) and the early resolution of matters to reduce the number of complaints and external reviews made to OIC and matters that proceed to QCAT for determination. | SP | RTIC, PC | ongoing | % of agency satisfaction |
| 3. Provide independent advice and assistance to public sector agencies through a responsive enquiries service and the development and publication of accurate and accessible guidelines to support effective agency practice under the RTI Act and IP Act. | SP | COO | ongoing | SDS |
| 4. Engage with public sector agencies, including senior leadership and community organisations throughout Queensland, including Indigenous and Torres Strait Islander organisations, through in-person and online events, and print and radio media to promote information rights under the RTI Act and IP Act. | SP | IC, PC, RTIC, COO | ongoing | Count events |
| 5. Monitor, audit, evaluate and report on specific and systemic matters in relation to public sector agencies' information access and information privacy practices and their compliance with the RTI Act and IP Act in line with this year's approved audit program. | SP | DAE | 30 June 2025 | # of reports to Parliament |
| 6. Develop and provide public sector in person and online training to increase capability across the sector in protecting and promoting information rights under the IP Act and RTI Act | SP | RTIC, PC, COO | ongoing | # of training participants & % of satisfied participants |
| 7. 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 | SP | DAE, COO | ongoing | Review performance standards and measures guidance (A&E) |

## OPERATIONAL PRIORITIES

### 3. Future Fit OIC: investing in people, processes and systems

| Key activities include: | Origin | Lead | Expected Completion | Measures |
|---|---|---|---|---|
| 1. Progress technology refresh through CRM project (see project plan for detailed deliverables and milestones). | Leg | COO | June 2025 | System in place |
| 2. Provide technology solution to support Mandatory Notification of Data Breach Scheme. | Leg | COO | June 2025 | System in place |
| 3. Refresh intranet to enable our people to more easily find the information they need, when they need it. | ARC | COO | Dec 2024 | System in place |
| 4. Develop and refresh HR policies and procedures with a particular focus on staff health, safety and wellbeing. | ARC | COO | June 2025 | Count of policies revised |
| 5. Develop, consult upon, and begin implementation of a workforce plan for OIC. | ARC | COO | Dec 2024 | Plan created & consulted |
| 6. Implement revised information architecture and security groupings to facilitate efficient, effective and compliant information and data storage and retrieval, whilst protecting privacy and confidentiality. | ARC | COO | Dec 2024 | Architecture & sec groups implemented. |
| 7. Continue to build upon and strengthen case and knowledge management systems to support quality resolution and decision-making services | SP | RTIC | Ongoing | System maintained and updated |
| 8. Monitor and maintain an effective organisational budget with accurate and timely financial data reporting. | ARC | COO | Ongoing | Meet statutory requirements |
| 9. PDP processes to be regularised and made consistent with an emphasis on staff development and training opportunities to ensure capability for future business needs and resilience. | ARC | COO | August 2024/June 2025 | New system in place; review and update |
| 10. Develop and implement public sector governance, procurement and risk management identification and processes. | ARC | COO | Dec 2024 | Policies and plans to meet statutory requirements |

Key:

| | |
|---|---|
| SP | Strategic Plan |
| SR | Strategic Review |
| Leg | Legislative reform |
| ARC | Audit, risk and/or compliance activities |

# Context of the Operational Plan

## 2024-25 Strategic Plan

In the OIC Strategic Plan 2024-28, we articulate what we are striving to achieve through our strategic objectives, outlining our strategies and performance indicators. The Strategic Plan also outlines our key strategic risks and opportunities.

## Specific purpose plans

The operational plan should be read in concert with the specific purpose plans applicable to OIC in the reporting year. For 2024-25 these are:

- Business Continuity Plan
- Category Strategies, Agency Procurement Plans and Significant Procurement Plans
- Risk Management System
- Strategic Workforce Plan

## Government's objectives for the community – Good Jobs. Better Services. Great Lifestyle

The OIC has regard to the Queensland Government's objectives for the community and operates in broad alignment with the objective of Better Services: Backing our frontline services by delivering world-class frontline services in community safety.

## Our service area

Our services to the community are represented by the following service area (as reported in our Service Delivery Statement): To strengthen information access and privacy rights and responsibilities in Queensland.

## Our Human Rights commitment

The OIC is committed to respecting, protecting and promoting human rights in our decision-making and actions.

## Reporting on the OIC Operational Plan 2024-25

Relevant areas of the organisation will be required to provide information about actions undertaken in support of the operational priorities. Responsible executive officers will be accountable to the Information Commissioner and through their Senior Executive Officer Performance Agreement. The progress of the priorities will also be monitored by the ELT through quarterly reports.

Engagement and Corporate Services will coordinate the data collection for quarterly reporting.