

Operational Plan 2018-2019

An informed Queensland that values and respects information rights and responsibilities



Office of the Information Commissioner
Queensland

External review

Provide independent, timely and fair review of decisions made under the Right to Information Act 2009 (RTI) and the Information Privacy Act 2009 (IP).

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%)

Resolve applications using flexible approaches

- Assess applications to identify opportunities for early resolution
- Identify throughout external review process opportunities for resolution and reduction of scope in information in issue
- Communicate regularly with stakeholders in the external review process
- Continuously improve our employees' negotiation skills
- Provide sufficiently detailed closing letters to allow the parties to understand the reasoning for our views and the basis for the informal resolution

Determine external review applications through formal written decisions

- Ensure procedural fairness and give participants opportunities to make submissions
- Use clear, plain language when communicating
- Provide high quality consistent decisions using knowledge management tools and peer reviews

Ensure quality resolution and decision making services by maintaining comprehensive case and knowledge management systems

- Maintain and update knowledge management systems to ensure employees are updated on current interpretation and application of the RTI and IP legislation
- Conduct regular employee training sessions about external review and other relevant professional development issues
- Provide regular progress of external reviews to both internal and external stakeholders and participants
- Provide monthly case summaries to agencies on notable reviews that settled informally

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Privacy advice and complaints

Improve information privacy practices and deliver a high quality privacy complaints process that is recognised as independent, timely and fair.

Our success measures

- Number of consultations and submissions
- Number of advices and meetings
- Percentage of agencies satisfied with the privacy complaint mediation service provided (75%)
- Mean average days to finalise an accepted privacy complaint (140)

Provision of an independent, timely and fair privacy complaint service

- Promote within agencies the benefits of informal resolution of privacy complaints
- Engage with complainants to explain the privacy jurisdiction, the complaints process and manage expectations
- Provide an independent and responsive complaints process
- Provide high quality consistent decisions about accepting complaints, ensuring procedural fairness and giving parties opportunities to make submissions
- Use clear, plain language when communicating

Promote understanding and compliance with the privacy principles

- Provide independent expert advice to agencies on privacy issues arising out of their practices, procedures and systems
- Provide leadership and advice on the interpretation and administration of the IP Act
- Encourage and assist agencies to build privacy into the design of new technologies and processes.
- Help agencies to ensure their information sharing practices are consistent with privacy obligations
- Initiate privacy education and training to promote to agencies and the community the value of privacy rights and good choices
- Consider applications for exemption or variation of privacy principles and issue of compliance notices in serious breaches

Lead personal information and data management awareness and adoption of good practices in the community and public sectors

- Actively contribute to the discussion and understanding of privacy issues through submissions on proposed legislation, programs or policies
- Strengthen strategic relationships with privacy authorities in other jurisdictions.
- Advise and influence key stakeholders on current and emerging privacy trends and issues of significance
- Foster good privacy and information management and security practices.
- Comment on any issues relating to the administration of privacy in the public and private sector environments

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Assistance and monitoring

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 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 (4,000)
- Number of reports tabled in Parliament (5)
- Number of awareness activities conducted (250)
- Number of website visits (150,000)

Improving practices

- Transition from technical compliance audits to assurance engagements focused on the broader aims of RTI and IP
- Complete a balanced program of audits that add value and improve agency practices
- Deliver our audits efficiently and effectively
- Engage with stakeholders to identify emerging risks, trends and challenges
- Liaise with internal audit functions in government departments to raise awareness of the audit tools available on our website

Building capability

- Implement our training strategy to meet stakeholder needs and support good RTI and IP practices
- Increase awareness of information access and privacy rights and responsibilities in the community and government agencies
- Work with stakeholders to produce tools and practical resources for agencies and the community
- Establish or maintain key partnerships and networks to share best practice and encourage continuous improvement
- Provide professional enquiry services with high quality information, assistance and support
- Identify and trial new measures for assessing impact of capability building activities

Raising awareness

- Maintain and update knowledge management systems to ensure employees are updated on current interpretation and application of the RTI and IP legislation
- Conduct regular employee training sessions about external review and other relevant professional development issues
- Provide regular progress of external reviews to both internal and external stakeholders and participants
- Provide monthly case summaries to agencies on notable reviews that settled informally

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Our organisation

An agile organisation providing independent, timely and responsive services to our stakeholders.

Our success measures

- Working for Queensland survey results maintained or improved
- Positive stakeholder feedback
- Services delivered within budget

Engaged and productive workforce

- Ensure our workforce has the required tools and the right physical and cultural environment to deliver to our stakeholders, including
 - Progressing implementation of HR and Career Development Strategy
 - Progressing implementation of contemporary IT arrangements
- Review policies and procedures ensuring they are contemporary and fit for purpose

Efficient organisation

- Model strong leadership, good governance and a professional culture
 - Identify and trial new ways of working to improve efficiencies and reduce red tape
 - Registry services delivered in line with Registry Manual