Communication and Engagement and Training

Strategic Plan 2018—21

Office of the Information Commissioner Queensland

VISION – A informed Queensland that values and respects information rights and responsibilities
GOAL – To influence behaviour through timely, effective, relevant and focused resources and activities
PURPOSE – Raise awareness and understanding of information access and privacy rights and responsibilities

Objectives	Improve agencies' push model practices across Queensland, focusing on proactive release of information and administrative access	Assist agencies to achieve compliance with information access responsibilities and privacy principles including when adopting new technologies	Promote greater awareness of right to information and information privacy to the community and government	Work collaboratively with key strategic partners to leverage opportunities and influence agencies' information access and privacy culture
Strategies	• Meet with identified key stakeholders or influencers to discuss options for proactive release • Co-design agency resources to raise staff awareness within specific work areas or functions • Assist agencies to increase the flow of information to the community by encouraging information rich websites and other media with clear pathways to access information • Promote within agencies a culture that recognises the benefit of proactive and administrative release, access schemes and pro-disclosure decision-making on formal applications • Provide independent expert advice and assistance to agencies	• Meet with identified key stakeholders or influencers about emerging technologies • Provide independent expert advice and assistance to agencies • Advise and influence key stakeholders on emerging trends and issues of significance • Promote within agencies the benefit of conducting a privacy impact assessment, including case studies • Leverage audit findings and lessons learned to share with other agencies, including mini-campaigns and new training, tools and information resources	• Connect, inform and share information and resources through a multi-channel approach, optimised to maximise impact • Build key partnerships and networks • Provide general Enquiry Service assistance to the community and agencies	• Build key partnerships and networks with information access and privacy bodies, integrity bodies, sector representatives, stakeholders, media and others connected to our key priorities • Co-designed agency resources to raise staff awareness within specific work areas, functions and projects • Develop campaigns to leverage agency or whole-of-government initiatives or issues • Involve stakeholders in strategic forward planning to maximise impact
Key performance indicators	• Participation in meetings, regional visits and information sessions • Number of awareness activities conducted • Number of website visits relating to specific campaigns • Change in participants level of understanding after attending a training session • Number of new co-designed resources, training, tools developed and released • Delivery of core training on privacy impact assessment, best practice application management and decision-writing	• Participation in meetings, regional visits and information sessions • Number of advices, consultations and submissions conducted • Number of website visits • Percentage of agencies satisfied with the quality of the information resources provided (80%) • Number of targeted or tailored training courses • Percentage of training participants satisfied with sessions (75%) • Number of people trained in general awareness training • number of agencies trained (to ensure coverage)	• Number of website visits • Number of awareness activities conducted • Participation in meetings, regional visits and information sessions	• Number of awareness activities conducted • Number of website visits • Number of advices, consultations and submissions conducted • Number of submission recommendations adopted

2018-19 CHALLENGES AND RISKS

1. Attracting and retaining skilled and experienced staff
2. Engaging with diverse stakeholders, particularly from rural and remote communities, to raise awareness and improve practices
3. Rapidly advancing technologies and online platforms
4. Identifying and engaging with relevant agency staff for proactive and administrative release, and privacy compliance for projects, impacts of technology and other risks
5. Status of implementation of the recommendations to make amendments from Report on Review of RTI and IP Acts

2018-19 PRIORITIES

1. Campaign to mark 10th anniversary of RTI and IP legislation, future opportunities and challenges
2. Promoting proactive release and administrative access schemes and release
3. Engaging with communities and agencies in all areas, including rural and remote
4. Training and resources offered to human resource and industrial relations officers involving complaint information.
5. Reviewing OIC's Fast Track Negotiation Skills training to ensure it continues to meet stakeholder needs