

10 years on...

STORY

What do agencies think about how they fulfil their information access and privacy obligations?

Access to information and the protection of personal information entrusted to government agencies are key to open, transparent and accountable government.

1 July 2019 marks ten years since the introduction of Queensland's *Right to Information Act 2009* and *Information Privacy Act 2009*. These Acts set out public sector agencies' obligations to provide access to government held information and to safeguard the personal information they hold. The Office of the Information Commissioner (OIC) monitors agencies' compliance with these obligations.

Since 2010, OIC has conducted four self-assessments of agencies to gauge their views on how they are progressing.

Across the 10 years, these self-assessments have shown positive progress in

embedding relevant roles and responsibilities in the agency, handling applications appropriately, managing internal and external review responsibilities, engaging with applicants and meeting fundamental privacy requirements.

and less progress in

providing administrative access to information, consulting with the community, monitoring performance and continuous improvement.

To consolidate progress to date agencies should focus on:

- adopting a push model to maximise information disclosure

- capturing clear records that can be easily located and managed
- embedding policy and oversight structures
- consulting with their communities, and
- monitoring performance of their information access and privacy responsibilities.

These core functions establish a solid foundation for agencies to respond to emerging demands, like new technologies and new privacy challenges.

To manage emerging risks and meet community expectations, agencies should:

- keep pace with new types and sources of information
- build privacy protections into the design of mobile apps and emerging technologies
- minimise the risk of, and mitigate harm from, privacy breaches, and
- build privacy impact assessments into all project design and management frameworks.

The OIC is committed to working with Queensland's public sector agencies to secure strong information access and privacy protections, and to help agencies meet future information challenges.



Office of the Information Commissioner
Queensland

07 3234 7373 | 1800 642 753
www.oic.qld.gov.au

