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commission  
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# Information Commissioner's Update

## Presentation to Practitioners' Network Forum

13 November 2019

### **Sonia Minutillo**

Director, Investigation and Review  
IPC



# Agenda

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- IPC Annual Report
- Right to Know Week
  - Campaign
  - Citizen resources
- NSW Community Attitudes to Information Access study
- Cross-jurisdictional Community Attitudes Study
- Strategic Plan and roll out of compliance audits
- Submission of data for inclusion in s37



## IPC Annual Report 2018/19 – highlights

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- 5 year comparison (2014/15; 2018/19)
- Year-on-year rise in applications and finalisations over the last 5 years
- Overall from 2014/15 – a 14% growth in applications to the IPC and a 9% increase in our closure rate
- In GIPA there has been a 23% increase in applications from 2014/15 to 2018/19.

# Right to Know Week NSW 2019

*Access to Information:  
Leaving no one behind in the  
Digital Age*



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**30 September – 6 October**

- ✓ Information Access Practitioner Workshop
- ✓ Public Sector Leaders' Symposium
- ✓ RTK Champion Program
- ✓ Community education campaign
- ✓ Release of NSW Community Attitudes Survey results
- ✓ OIC Qld Solomon Lecture streamed
- ✓ RTK dedicated webpage
- ✓ Publication: Information Access FAQ Brochure
- ✓ Publication: GIPA Application Checklist

# Right to Know Week NSW 2019

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## Campaign snapshot

- **RTK Champions** - 44 agencies
- **Practitioner Workshop** - 90 attended (max capacity)
- **Senior Leaders' Symposium** - 42 attended
- **Website Visits** - 2,289 visits to RTK Week dedicated page (double the number than in 2018)
- **Twitter** - Impressions increased by **213%** rising to **20,688 total impressions** in comparison to the 30 days prior. Similar to 2018.
- **IPC's LinkedIn** page - 6,916 total impressions, up 131% pre campaign.



# Right to Know Week – Citizen checklist

## Checklist: Tips for framing your information access application

This checklist was created to assist citizens in achieving a successful outcome from their application by ensuring it includes all relevant and specific information.

### Your Right to Know

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#### Tips for framing your information access application

An agency may refuse to deal with your GIPA application if dealing with the application causes an unreasonable and substantial diversion of resources for the agency. Therefore, it is important that your request for information under the GIPA Act is described clearly and specifically. This will enable an agency to better understand what information you seek and deal with the application.

Use the following checklist to help you achieve a successful outcome from your access application.

Tick the boxes  that you think apply to your application.

**I have identified and included...**

<input type="checkbox"/> that I am requesting information under the GIPA Act	<input type="checkbox"/> the date range of the information I am requesting
<input type="checkbox"/> the subject matter of the information I am requesting	<input type="checkbox"/> the type of information I am requesting, e.g. a report or emails
<input type="checkbox"/> why the information is important to me	<input type="checkbox"/> whether the information is <u>personal</u> information
<input type="checkbox"/> whether the information may assist me in exercising any legal rights	<input type="checkbox"/> the name of the agency/agencies that hold the information I am requesting

If you did not tick any of the above, then you may need to review your application before you submit it.

#### Additional information

- a formal request for information must be made in writing
- there are specific time frames to process your request
  - see our fact sheet on time frames to process GIPA applications at [bit.ly/gipa-timeframes](http://bit.ly/gipa-timeframes)
- an agency must provide advice and assistance, where reasonable, to assist you to provide information necessary to enable you to make a valid access application, including providing you with a reasonable opportunity for you to amend your application
- processing fees apply from the second hour of processing (for general information requests) and from 20 hours of processing (for personal information requests)

Go to our website ([www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au)) for more fact sheets on information access or see:

- Fact sheet on **unreasonable and substantial diversion of resources**: [bit.ly/gipa-diversion-resources](http://bit.ly/gipa-diversion-resources)
- Fact sheet on **making a valid access application**: [bit.ly/access-govt-information-nsw](http://bit.ly/access-govt-information-nsw)

Information and Privacy Commission NSW | [www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au) | 1800 472 679 | Level 17, 201 Elizabeth St, Sydney NSW 2000

# Right to Know Week – New brochure

## Brochure for Agencies Information Access FAQs

Designed for agencies to print out (tri-fold) and keep on hand.

Brochure highlights many FAQs asked to the IPC and can be given to citizens when they are looking for additional information.

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**About the IPC**  
The IPC promotes and protects privacy and information access rights in NSW, and administers legislation dealing with privacy and access to government information in NSW.

**Need help?**  
The IPC provides information, advice, assistance and training for agencies and individuals on privacy and access matters, reviews agency performance and decisions, and investigates complaints.

**Our jurisdiction**  
The following types of NSW organisations are subject to our legislation and within the jurisdiction of the Commissioners.

- NSW Government Agencies
- Universities
- Local Government
- Ministers
- State Owned Corporations
- Public authorities.

The IPC does not hold information on behalf of NSW government agencies. To access information held by a particular agency, you will need to contact that agency first.

**Contact us**

Level 17, 201 Elizabeth Street, Sydney 2000  
www.ipc.nsw.gov.au  
ipcinfo@ipc.nsw.gov.au  
1800 472 679  
twitter.com/IPCNSW  
linkedin.com/company/information-and-privacy-commission-nsw/

**Your right to access government information**

You have a right to access most government information. You can expect this access to be open and freely available unless there is an overriding public interest consideration against disclosure of the information.

Your frequently asked questions have been compiled in this brochure, and their answers can all be found on the IPC NSW website.

**What are my rights to access government information in NSW?**

**What is open access information?**

**How much does it cost?**

**How are NSW government agencies making it easier to access information?**

**You can find the answers to all these questions on the IPC website www.ipc.nsw.gov.au**

**How long will it take for me to receive my requested information?**

**Where do I go to seek government information?**

**How can I submit a formal application requesting government information?**

**What can I do if I am unhappy about the way an agency has responded to my request for information?**

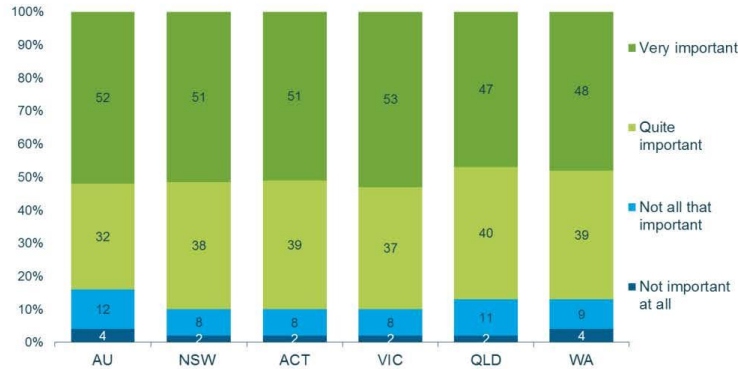


# NSW Community Attitudes to Information Access study

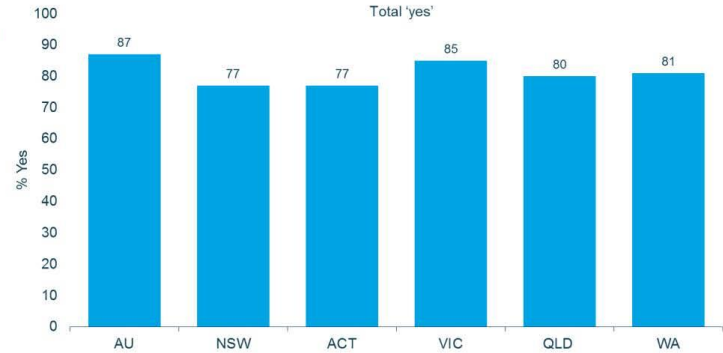
- 89% of respondents confirmed the importance of the right to access government information.
  - Over  $\frac{3}{4}$  of respondents were aware that they had the right to access information from at least one of the agencies under NSW Access to Information law.
  - Respondents were most aware that they could access information held by state (57%) and local government (53%).
  - Citizens are exercising their right to access information with 4 out of 10 respondents contacting at least one agency listed in the last three years.
- Over  $\frac{3}{4}$  of respondents were successful in accessing information from at least one agency.
    - 88% gained full access from state owned corporations,
    - 80% from state government and
    - 74% from local councils.
  - Of those who tried to access information, 60% stated that the agencies were helpful in providing advice and assistance. Only 13% thought they weren't helpful.

# Cross-jurisdictional Information Access Study

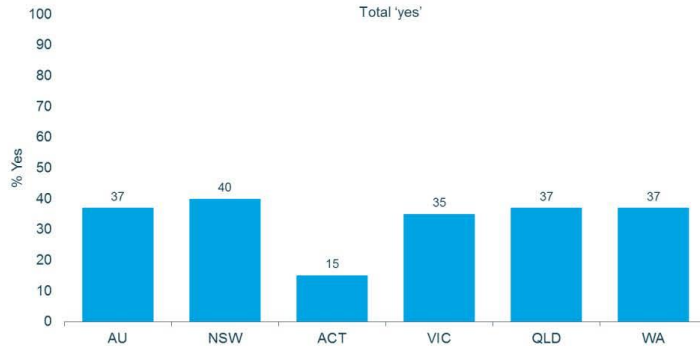
Importance of having the right to access government information



Total awareness of right to access information



Total attempts to access information



Total success in attempting to access information



# IPC Strategic Plan and Compliance Audits

- IPC Strategic Plan
- Compliance audit program:  
[www.ipc.nsw.gov.au/information-access/gipa-compliance-reports](http://www.ipc.nsw.gov.au/information-access/gipa-compliance-reports)



# GIPA reporting 2018-19

- IPC released **Agency Guide on Annual GIPA Reporting for 2018-19**
- Guide is designed to assist agencies to comply with their reporting obligations under the GIPA Act and GIPA Regulation, describing:
  - who must report
  - what data is reported
  - how to submit through the IPC GIPA Tool
  - the requirements to note when preparing GIPA reporting data
- Agencies are required to submit their GIPA reports to the IPC following tabling of their annual report under section 125 of the Act and Clause 7 of the GIPA Regulation
- Agency reporting due by **22 November 2019**
- IPC is welcoming **agency case studies** for inclusion in the **2018-19 Annual GIPA Report**, please email [ipcinfo@ipc.nsw.gov.au](mailto:ipcinfo@ipc.nsw.gov.au) for more info.

# Connect with us



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[ipcinfo@ipc.nsw.gov.au](mailto:ipcinfo@ipc.nsw.gov.au)



**1800 472 679**



**If you are deaf or have a speech or hearing impairment, call us through the National Relay Service (NRS) on 133 677.**

**If you would like interpreter assistance, call us through the Translating and Interpreting Service (TIS) on 131 450.**



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