



information and  
privacy commission  
new south wales

# Key Performance Indicators for IPC Strategic Plan 2024-28

# About the Key Performance Indicators for IPC's Strategic Plan

Following the commencement of the IPC's Strategic Plan 2024-28 in July 2024, the IPC has considered how it will report on the progress towards achieving the outcomes listed under each priority.

The IPC has developed Key Performance Indicators (KPIs) to measure progress for each of the outcomes listed in the Strategic Plan.

During 2025, the IPC will collect baseline data to enable targets to be set for all KPIs in future years. Where baseline data exists, targets have been included in this document. Progress on the work to achieve our outcomes will be reported in the IPC's Annual Report.

# Priority 1 - Safeguarding rights through informed oversight

Description	Objectives	Outcomes	KPI	Target
Information access and privacy rights are protected by the IPC, understanding how the landscape is evolving and changing the way public services are delivered	<ul style="list-style-type: none"> <li>IPC considers global and local trends in information access and privacy and uses these insights for safeguarding rights in NSW.</li> <li>IPC has expertise in how data-driven and automated decision-making and other technology is being implemented across all sectors and its impact on privacy and transparency.</li> <li>IPC understands how stakeholders view its activities, including timeliness, accessibility and outcomes, and considers improvements.</li> <li>IPC delivers targeted support and guidance for agencies to improve their protection of rights.</li> </ul>	Resources are focused where there is most value through identifying trends and emerging challenges and opportunities.	Percentage of Stakeholders who consider IPC resources address gaps and emerging challenges	New measure – no target
		Increased IPC workforce capability around technology impacts on rights.	Percentage of Staff rating an improved understanding of emerging technologies and the impact on rights	New measure – no target
		Improvement in stakeholders' experiences interacting with the IPC.	Percentage of Stakeholders who are satisfied with the service they received from IPC  Percentage of the Community with awareness of IPC services	Target to be developed
		Better protection of rights through increased acceptance by agencies of IPC's review and complaints recommendations.	Percentage of recommendations implemented by Agencies as a result of recommendations from IPC reviews and complaints	New measure – no target

# Priority 2 - Enhancing public sector integrity through good practice guidance

Description	Objectives	Outcomes	KPI	Target
Public sector integrity improves by the IPC guiding agencies to embrace transparency and privacy by design in planning for and delivering services	<ul style="list-style-type: none"> <li>IPC is engaged early by government agencies about how privacy and transparency should be considered in their policy, programs and system designs.</li> </ul>	Agencies' programs, policies, and systems are improved through early engagement with IPC on privacy and transparency by design.	Percentage of Stakeholders who consider IPC engagement improved programs, policies and systems	New measure – no target
	<ul style="list-style-type: none"> <li>IPC proactively audits agencies, using data insights around key risk areas, to assess and report on compliance with legal obligations and with alignment to good practice.</li> </ul>	IPC audits lead to agencies increasing their compliance efforts and mitigating identified risks through improved practices.	Percentage of recommendations accepted by Agencies as a result of recommendations in an agency specific audit from IPC	New measure – no target
	<ul style="list-style-type: none"> <li>IPC provides effective privacy and information access resources for NSW agency practitioners and executives, which includes guidance about information management challenges, to lift overall sector capability.</li> </ul>	Agency practitioners and senior executives value IPC's resources as fit for purpose in a changing landscape.	Percentage of Stakeholders who rate IPC resources as useful, practical or relevant in feedback surveys	75%
	<ul style="list-style-type: none"> <li>IPC works with industry and academic experts to inform IPC guidance about technology and service design impacts on information access and privacy.</li> </ul>	Improved collaboration with industry and academic experts to leverage IPC's own data analysis and technical expertise.	Commentary to be included in the Annual Report on our collaboration efforts	N/A

# Priority 3 - Empowering communities through knowledge about privacy and transparency

Description	Objectives	Outcomes	KPI	Target
NSW communities can shape their interactions with government through engaging with the IPC about privacy and information access	<ul style="list-style-type: none"> <li>IPC's outreach increases understanding about privacy and information access across diverse NSW communities.</li> <li>IPC's publications reflect how technology is changing the way government interacts with community.</li> <li>IPC's recommendations for legislative and policy change to keep NSW frameworks fit for purpose are sought and acted upon.</li> <li>IPC's stakeholder engagement supports stronger public investment in protecting privacy and enhancing transparency.</li> </ul>	Increased agency investment in measures that respond to technology impacts, including artificial intelligence and automated decision-making, on privacy and information access.	Number of Agency resources implemented or updated in response to technology impacts where IPC has involvement in the review or design	New measure – no target
		Targeted education and awareness-building for culturally and linguistically diverse communities.	Number of downloads and views of IPC translated and Easy English resources and webpages  Commentary to be included in the Annual Report on our engagement with Stakeholders who represent CALD communities	New measure – no target
		Improvement in stakeholders' experience in interacting with public sector agencies.	Of the Community that have interacted with public sector agencies on information access or privacy matters: Percentage of the Community that favourably rate their interactions with public sector agencies	70% for both Information access and Privacy
		Information access and privacy legislation is updated to reflect the changing landscape, and the IPC is resourced to deliver new functions and meet new expectations.	Commentary to be included in the Annual Report	N/A

# Priority 4 - Being a place people want to work, through embracing diverse ideas and perspectives

Description	Objectives	Outcomes	KPI	Target
The IPC's performance as an integrity agency and its reputation as a rewarding workplace grows through valuing the diverse expertise, skills and wellbeing of our people	<ul style="list-style-type: none"> <li>IPC attracts, develops and retains talented people.</li> <li>IPC fosters an ethical culture where everyone's contribution is valued, and leaders and staff work together to achieve good outcomes and maintain the IPC's values.</li> <li>The IPC has an organisation-wide commitment to sustainable continuous improvement of its systems, processes and policies.</li> <li>The IPC is recognised as a key member of the NSW and Australian integrity sectors.</li> <li>IPC has stronger connections to other integrity agencies providing opportunities for developing staff capability and career progression.</li> </ul>	Our people seek to work together across the IPC because they know diverse inputs are valued.	Percentage of Staff with a favourable assessment of IPC's 'teamwork and collaboration'	75%
		IPC's people, systems, processes and policies enable collaboration, efficiency, transparency, and service excellence.	Percentage of Staff with a favourable assessment of their 'role clarity and support' within IPC	75%
		IPC is characterised consistently in legislation and government policy as an integrity agency.	Commentary to be included in the Annual Report	N/A
		IPC works with other integrity agencies on joint projects and supports inter-integrity agency secondments to develop staff.	Number of engagements with other integrity agencies for staffing requirements, secondments, information-sharing sessions or joint projects	New measure – no target





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