



information
and privacy
commission
new south wales

IPC Diversity and Inclusion Action Plan 2021 - 2023

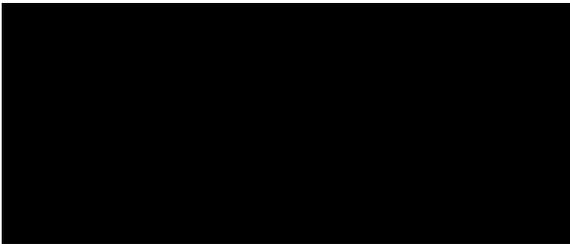
December 2020



Message from the CEO/Information Commissioner and Privacy Commissioner

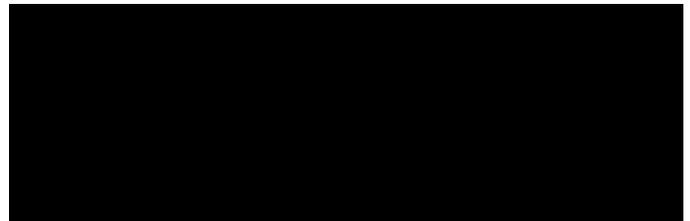
As a modern independent regulator, the IPC is always seeking innovative and strategic ways to better support our regulated sectors in best practice information management and privacy protection for the benefit of the NSW community. Attracting, recruiting and retaining high quality and diverse staff is essential to meeting our strategic goals and future challenges.

The *IPC Diversity and Inclusion Action Plan 2021 – 2023* outlines how the organisation will work with its diverse stakeholders to better deliver on its strategic goals to champion the right to access government information and protect privacy as enshrined in the legislation we administer. The Plan also seeks to support and instil a workplace culture that values diversity in skills and perspectives and offers fair and inclusive work practices for all staff.



Elizabeth Tydd

IPC CEO, Information Commissioner
NSW Open Data Advocate



Samantha Gavel

NSW Privacy Commissioner

Introduction

The Information and Privacy Commission NSW (IPC) respects and values the different backgrounds, skills, experience and needs that its diverse stakeholders and staff contribute to the organisation's strategic and regulatory goals of the right to information access and protection of privacy in NSW.

Our priorities

1. Identify the needs of people within diverse communities in NSW to promote their right to accessing government-held information and the protection of privacy.
2. Enhance information about how to access government-held information and protection of privacy rights for people within diverse communities in NSW.
3. Promote the needs of our diverse communities in NSW when developing and delivering resources to support the work of our regulated sectors in providing access to information and the protection of privacy rights.
4. Enhance the organisation's capacity and individual competency to understand and respond to population diversity.

Purpose of the plan

The *IPC Diversity and Inclusion Action Plan 2021 – 2023* (the Plan) provides a three-year strategic roadmap to improve the way we communicate with, and deliver services to, the diverse communities of NSW. It also identifies way the IPC can create an inclusive workplace. The organisation is committed to achieving these strategic goals to ensure we remain an innovative and respected regulator, and an employer of choice within the NSW public sector.

The Plan adopts a consolidated approach to cover disability, diversity, multicultural services and Aboriginal engagement. The Plan meets our legislative requirements under the *Anti-Discrimination Act 1977* (NSW), the *Disability Discrimination Act 1992* (Commonwealth), the *Disability Services Act 1993* (NSW), the *Carers (Recognition) Act 2010* (NSW), the *Government Sector Employment Act 2013* (GSE Act), *Government Employment (General) Rules 2014*, and *Annual Reports (Departments) Regulation 2015*.

Implementing the plan

The success of the Plan is dependent on implementation, and IPC staff taking responsibility to ensure that the outcomes of the Plan are achieved within the required timeframes. The actions in the Plan will be monitored regularly and reported on in the *IPC Annual Report* as required under the *Annual Reports (Departments) Act 1985*.

Priority 1

Identify the needs of people within diverse communities in NSW to promote their right to accessing government-held information and the protection of privacy.

How we will do it

- Develop and deliver a biannual survey of the community attitudes to information access and privacy rights in NSW
- Engage with agencies to support and promote the consolidation of website content concerning their information access page and how to access personal information
- Collaborate and engage with other integrity agencies and organisation to work together and leverage resources to better understand the needs of NSW's diverse communities
- Engage with regulated sectors to identify best practice in ensuring that diverse communities are able to exercise their information and privacy rights.

How we will measure it

- Analyse data collected by agencies on diversity groups' use of access to information and privacy rights
- Review the results of the community attitudes surveys to inform future regulatory and strategic activities
- Monitor and assess access by diverse communities to the IPC's and agency services, through client feedback
- Report on the outcomes of this Plan in the IPC's Annual Report.

Priority 2

Enhance information about how to access government-held information and protection of privacy rights for people within diverse communities in NSW.

How we will do it

- Review available resources and publications for their useability and accessibility to meet the needs of diverse communities via the ongoing publications review process
- Incorporate the needs of diverse communities into the IPC's engagement strategy and key IPC policies and guidelines
- Work with our regulated government entities to ensure they understand and are equipped with the resources and information required to implement inclusive information access and privacy practices
- Examine opportunities to improve the accessibility and reach of the website including; a readability checker; search engine optimisation; and simplified URLs
- Develop a legislative proposal for a processing charge discount for Out-of-Home Care applicants
- Investigate new learning channels to communicate information to NSW citizens (e.g. webinars, podcasts, animation)
- Develop publications to respond to the diverse communities in NSW including:
 - a Fact Sheet on the rights of deceased people in respect of Information Access and Privacy
 - a Fact Sheet to assist people with reduced decision-making capacity to make an application under the GIPA Act
 - a checklist for care leavers to assist them in making an application to their out-of-home care records under the GIPA Act
 - visual formats, such as infographics and video clips, to support citizens' understanding of information access and privacy in NSW.

How we will measure it

- Undertake an accessibility review of IPC's resources and website content
- Develop guidelines on ways to enhance participation by diverse groups as part of the delivery of the NSW Charter for Public Participation
- Monitor number of downloads and views of new or revised guidelines and resources
- Obtain feedback from the community on improvements to accessibility of the website and resources via the IPC's feedback loops (including surveys).

Priority 3

Promote the needs of our diverse communities in NSW when developing and delivering resources to support the work of regulated sectors in providing access to information and the protection of privacy rights.

How we will do it

- Deliver a Commissioners' Diversity Statement as part of the IPC Diversity and Inclusion Action Plan 2021 – 2023
- Engage with regulated government entities to identify and leverage opportunities to provide links to IPC online resources (including the NSW Right to Information/Privacy Practitioners' Network)
- Promote an essential guidance toolkit to agencies and local government to improve agency capability and compliance with information access and privacy legislation to improve outcomes for NSW citizens
- Ensure issues/needs of diversity and inclusion are considered in the development of key IPC statutory reports
- Support the increased participation of information access and privacy practitioners in remote locations through the Events and Forums and increased use of digital platforms (i.e. webinars and video conferencing)
- Support the increased participation of information access practitioners in remote locations with the Open Government Forum via online meetings and webinars
- Continue to investigate and support the use of webinars and virtual presentations for the Information Commissioner's and Privacy Commissioner's speaking engagements to improve the accessibility and participation of a more diverse audience
- Develop publications to assist regulated sectors in NSW provide access to information and protect privacy rights including:
 - a Fact Sheet on privacy and open access with a particular focus on councils
 - updating the Fact Sheet on authorised proactive release.

How we will measure it

- Obtain feedback from regulated entities on the IPC's approaches to better serving diverse communities through the actions laid out in the *IPC Diversity and Inclusion Action Plan 2021 – 2023*
- Obtain feedback from agencies on how the IPC has assisted them on responding to diverse community needs in data collection procedures
- Identify an increase in the number of remote and diverse participants at quarterly Practitioners' Network Forums and other virtual engagements.

Priority 4

Enhance the organisation's capacity and individual competency to understand and respond to population diversity.

How we will do it

- Identify opportunities for IPC staff to participate in available programs to enhance their capability to communicate and work with people in diverse cohorts
- Explore programs, activities or training for IPC staff to engage in to increase staff capabilities in understanding diversity
- Require all IPC staff to undertake disability training via MyCareer
- Promote the IPC as a workforce diversity employer of choice via recruitment initiatives
- Ensure accessible and inclusive recruitment and selection processes.

How we will measure it

- Identify measurement and reporting against the *IPC Diversity and Inclusion Action Plan 2021 – 2023* and provide outcomes via the *IPC Annual Report*
- Incorporate *IPC Diversity and Inclusion Action Plan 2021 – 2023* priorities and targets into business planning processes
- Identify an increased number of staff from under-represented groups participating in capability development opportunities which are underpinned by professional standards and/or capability frameworks, and forums and networks.
- Report on the number of staff that undertake disability/diversity training
- Report on the percentage of recruitment initiatives where the IPC has promoted the IPC as a workplace diversity employer of choice

Document information

Identifier/Title:	IPC Diversity and Inclusion Action Plan 2021 - 2023
Business Unit:	IPC
Author:	Communications and Corporate Affairs Team
Approver:	IPC CEO
Date of Effect:	4 December 2020
Next Review Date:	December 2023
EDRMS File Reference:	D20/039567/DJ
Key Words:	Diversity, inclusion, accessibility, multicultural

Document history

Version	Date	Reason for amendment
1.0	October 2020	Review of previous plan and first draft
1.1	December 2020	CEO review and approval