



IPC CEO UPDATE

July 2015

This update provides a brief report on the operations of the Information and Privacy Commission NSW (IPC) over the 2014/15 financial year. It is pleasing to report that we have well acquitted our priorities.



In my first full year as CEO my focus has been on building internal capacity and actively pursuing opportunities to more effectively serve the community and agencies under our 'one-stop shop' model. This approach is reflected internally by promoting structures for engagement and collaboration to maximise the expertise of IPC staff and apply effective and consistent case management practices.

Reviewing Sector Performance

In April 2015, the IPC eliminated the backlog of unallocated information access applications. With an improved clearance ratio and full allocation, the IPC achieved a 14% reduction in cases on hand at 30 June 2015, compared to 30 June 2014. More timely and consistent processes deliver more effective regulatory outcomes and guidance to agencies and the community. Additionally improving case management practices has enabled us to identify significant risks and systemic issues and undertake a proactive approach to investigating and ameliorating those issues. In 2015 I commenced my first proactive investigation as Information Commissioner and the IPC supported three proactive investigations identified by the Privacy Commissioner.

Casework results 2014/15		
	Received	Closed
GIPA	337	409
Privacy	288	281
IPC Total	625	690

Enhancing Sector Performance

The IPC developed and delivered e-learning modules to support the work of information access and privacy practitioners and deliver

better outcomes to the community – view the IPC e-learning portal here.

We developed a number of guidelines and fact sheets to assist agencies in meeting their obligations under privacy and information access legislation – view our resources here.

The IPC has also supported delivery of two statutory reports to parliament:

- *View Report on the operation of the Government Information (Public Access) Act 2009: 2013 – 2014.*
- *View the Report of the Privacy Commissioner under Section 61B of the Privacy and Personal Information Protection Act 1998.*

Effective Engagement

This year the IPC supported two key opportunities to engage with the community – for the first time Right to Know Week 28 Sept to 5 Oct 2014, and also Privacy Awareness Week 3-9 May 2015.

Additionally we initiated and developed our Information Management Scholarship, which aims to improve decision making to deliver better outcomes for the community. The program will include case management, training in information management, statutory interpretation, decision making and writing skills.

Our Information and Privacy Advisory Committee has consolidated its priority focus areas for the period 2014/16 and provided assistance to me as Chair and Information Commissioner and the Privacy Commissioner.

**Elizabeth Tydd, IPC CEO
NSW Information Commissioner**

Serving the Community

Going forward we will be consolidating our resources and expertise to provide a more consistent and credible service. We will be pursuing opportunities to assess the needs of the community and the sectors we regulate to ensure we increase our effectiveness and efficiency.

To achieve these outcomes we will apply a regulatory performance framework to: facilitate performance assessment of the agencies we regulate and our own performance; ensure we are accountable for the services we provide; be transparent, flexible in resolving issues, cost effective and complement rather than duplicate other processes. This approach will enable us to credibly analyse systemic issues; apply resources effectively and proportionately, and measure the impact of our actions.

A new IPC Service Charter is also under development to promote service standards, transparency in dealing with the IPC, and delivering value to the community.