



information
and privacy
commission
new south wales

IPC CEO UPDATE

September 2015

The first quarter of 2015 – 2016 has been a busy period at the Information and Privacy Commission NSW (IPC) as we focus on delivering consistent information and advice to our stakeholders.

Right to Know Week 2015

I am pleased to announce that Right to Know Week 2015 will commence next week (28 September to 4 October 2015) supported by a range of activities including the launch of new resources and a roundtable event which will be attended by thought leaders from across the public sector.

The Right to Know Week 2015 public message is “You have a right to know” and will be celebrated by the IPC and over 35 champions. Champions include Transport for NSW via the NSW bus network, the Department of Justice, the Department of Finance, Services and Innovation and Councils throughout the state including City of Sydney, Goulburn Mulwaree, Bellingen, Coffs Harbour and Blue Mountains. The message is that NSW citizens have a legally enforceable right to access most information held by NSW government and agencies. Please view other Right to Know Week resources on the IPC website and follow us on Twitter #RTK2015 for current updates..

I will be hosting the “Switch on Open Government in NSW” round table event on 29 September, where public sector leaders will examine the barriers to information sharing and showcase examples that demonstrate tangible manifestations

of Open Government in achieving better service delivery through information access; increased accountability; and increased citizen input to government service delivery and policy development.

Speakers will include the Hon Victor Dominello MP, Minister for Innovation and Better Regulation, Mr Michael Pratt, NSW Customer Service Commissioner, Mr Barry Buffier, Chair and CEO, Environmental Protection Authority, Mr Iain Walker, Executive Director, New Democracy, Ms Simone Walker, Executive Director, Design, Innovation, Safety and Permanency, Family and Communities Services, Mr Glenn Wightwick, Deputy Vice-Chancellor and Vice-President (Research), University of Technology Sydney, Mr Tim Reardon, Secretary, Transport for NSW.

I look forward to sharing with you the outcomes of the event and delivering a clear way forward that enshrines the objectives of Open Government including accountability, transparency and public participation.

IPC Service channels

The IPC commenced a review of its service channels in the last quarter of 2014 – 2015 as an outcome of the launch of the new IPC website. This was done in order to better allocate and manage work coming into the IPC relating to



IPC Bulletin

The IPC is developing a new communication to provide stakeholders with updates on regulatory guidance and regulatory activities: the IPC Bulletin. It will be a quarterly newsletter to everyone interested in the work of the IPC, and the operation of the information access and privacy protection regimes in NSW.

The first edition of the IPC Bulletin was issued on 11 August 2015. It launched our new ‘Case Notes’ service, which provides summaries of significant and interesting privacy and information access cases that have gone before the NSW Civil and Administrative Tribunal (NCAT). Case notes will be a regular feature in the new IPC Bulletin.

Please click here to register your interest in subscribing to future IPC Bulletins.

The next IPC Bulletin will be issued in October 2015.



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enquiries and advice. The aim was to understand how the IPC could best drive customers to the existing channels, direct customers efficiently through the system depending on their needs/requests, and improve the inter-connectedness of channels and the IPC. The IPC also wanted to determine how best to maximise and provide a consistent response across all available channels.

Opportunities identified for improved efficiencies and effectiveness of the IPC's enquiries channels include leveraging our current technology and brand to align with the organisation's channel strategy and reporting needs to meet the current demand for accessing the IPC's services faster, enhancing our self-service capability to empower our stakeholders, simplifying our services through templates and web forms to streamline processes and providing a consistent message to stakeholders about who we are and what we offer. An implementation plan has been developed and I look forward to updating you on the progress of this work throughout 2015 – 2016.

Public Interest Disclosures

The NSW Information Commissioner is an investigating authority under the *Public Interest Disclosures Act 1994* (PID Act) and may receive complaints about contraventions of the *Government Information (Public Access) Act 2009* (GIPA Act). The IPC has developed considerable expertise in applying the GIPA Act, and considering jurisdictional and evidentiary

matters, in dealing with public interest disclosures. In 2014 – 2015, the Information Commissioner received two and closed five complaints involving public interest disclosures. During the assessment process not all of the complaints satisfied the requirements of the PID Act. With the benefit of this most recent experience, the IPC is focusing on enhancing case management practices to more effectively deal with PID matters. The IPC has commenced a process of refreshing procedures and developing internal and external guidance to provide greater transparency and assistance to IPC officers, parties to public interest disclosures, and the public more generally.

IPC Information Management Scholarship set to launch in 2016

Over the past months, the IPC has been working on the development of the IPC Information Management Scholarship and we will be delivering on this initiative in early 2016.

Underpinning the IPC Information Management Scholarship is recognition that information is a strategic asset that can promote responsive and informed decision making and policy development. The scholarship takes a holistic approach to information management that takes into account the acquisition, custodianship, distribution and disposition of information.

Implementing the scholarship enables the IPC to assist agencies with the exercise of their functions relating to information and privacy, build effective partnerships with stakeholders and the public sector that are accessible, transparent and consistent and focus on efficient and effective service delivery. The scholarship further builds capacity internally and externally for the public sector.

The Scholarship is a combination of structured training and work-based placement. Contribution to the training has been finalised with the support and input of the State Records Authority NSW, and the Institute of Public Administration Australia.

Participants in the scholarship will take undertake a 12-week placement with the IPC that combines formal learning with a structured work based program of case management, coaching, information management, statutory interpretation and decision-making and writing skills, communications and performance reporting. Additionally, participants will have the benefit of working on a range of projects which have been identified by the IPC as suitable for scholarship participants.

I look forward to updating you on commencement of this ground-breaking initiative in early 2016

Elizabeth Tydd, IPC CEO
NSW Information Commissioner

IPC Values

I am pleased to announce the publication of the IPC's Values Framework – available on the IPC website.

The Framework was developed by IPC staff in line with the Government Sector Core Values.

Our values are:

- Accountable
- Service focused
- Proactive
- Integrity
- Independent
- Trust

These values underpin all our work including the objectives and goals within the IPC's strategic and business plans.

This includes taking responsibility for our decisions and actions individually and as a group, using transparent processes and making defensible decisions; recognising what clients/colleagues want and need, being transparent, communicative and articulate when delivering outcomes, and putting others first; identifying opportunities and taking the initiative to plan constructively and implement practices, demonstrating leadership; being impartial and objective; demonstrating our values through consistent and appropriate actions and holding ourselves to a recognised high standard; and being reliable and honest in all our dealings.

