



information
and privacy
commission
new south wales

Agency-level GIPA Dashboard User Guide

Updated September 2020



Background

The IPC Agency GIPA Dashboard provides information to members of the public, agencies and other interested parties about the data contained within the Information Commissioner's annual *Report on the Operation of the Government Information (Public Access) Act 2009*.

The dashboard includes data, as submitted and publicly reported by agencies, on their GIPA operations since 2010-11. The data elements reflect the requirements of the GIPA Regulation.

The dashboard is presented as a Tableau 'packaged' file linked to the IPC's website:

<http://ipc.nsw.gov.au/agency-level-gipa-dashboard>

Benefits of the dashboard

The dashboard will allow agencies and the public to quickly and easily display agency and sector performance against benchmarks across eight key metrics for information access performance. It is expected that this will lead to:

- a greater understanding by agencies and the community of the GIPA operations of agencies
- improved visibility and self-assessment of performance and therefore increasing compliance by agencies with their obligations
- improved efficiency through agencies comparing their performance and seeking performance improvement strategies from peers
- greater collaboration between agencies on areas of common interest, such as timeliness
- improved transparency to the community and stakeholders, including Parliament
- improved and streamlined ability for agencies to report to their stakeholders and demonstrate compliance and performance outcomes
- greater engagement by the community.

How to use the dashboard

The IPC Agency-level GIPA Dashboard contains one summary, front cover dashboard and eight subordinate dashboards displayed as tabs.

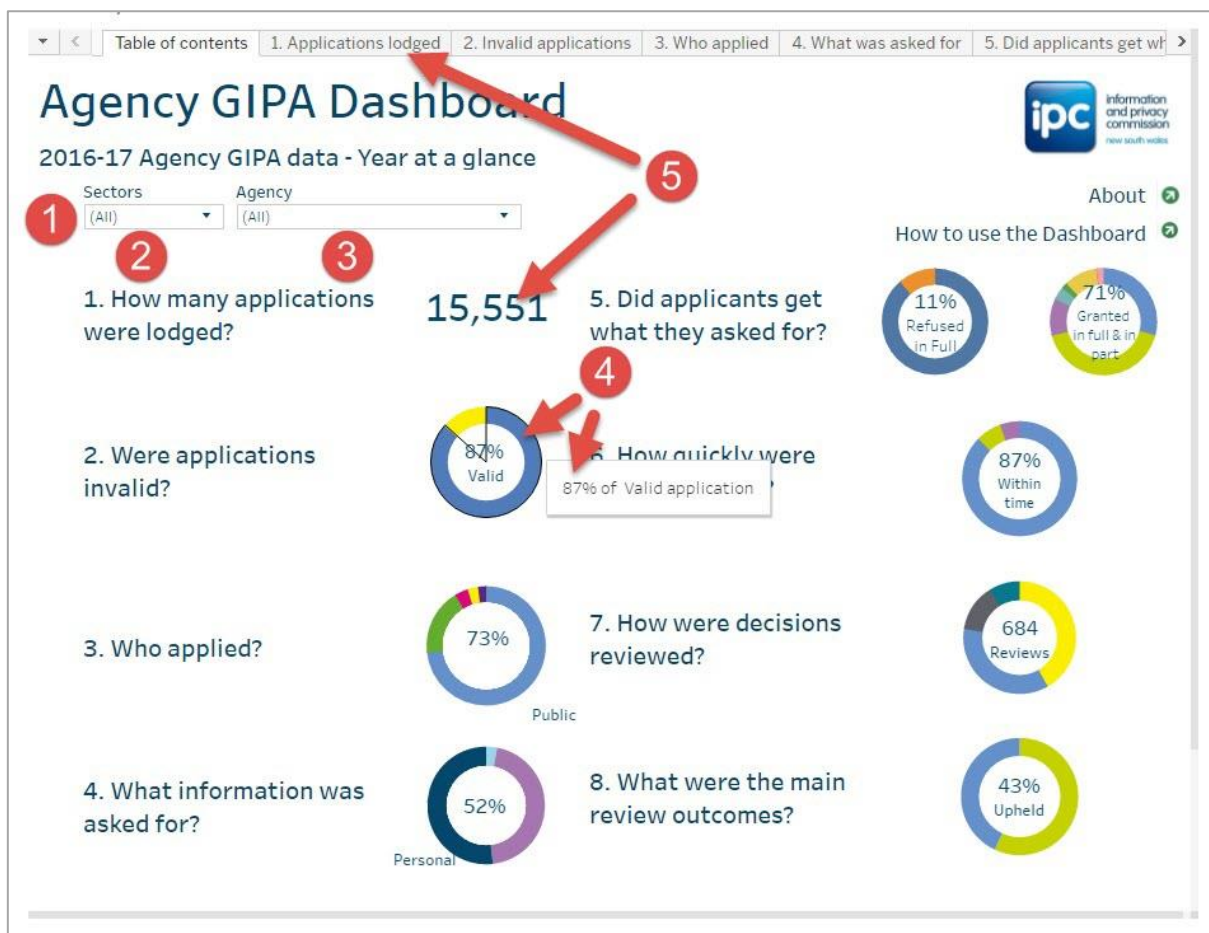
The tabs of the dashboard reflect the presentation on pages 26-27 of the *Report on the Operation of the Government Information (Public Access) Act 2009: 2018-19*.

The primary feature of the dashboard is to allow users to easily compare the performance of one agency against a sector average. Once you have selected an agency to focus on, you can click through the various tabs to see each aspect of activity.

Front cover page

1. The drop-down menus default to 'All' selected. To select a single sector or agency, unselect 'All' from the drop-down menu first.
2. Select a sector from the 'Sector' drop down menu.
3. Select an agency or multiple agencies from the 'Agency' dropdown. Note only agencies that have submitted data in the current year will be displayed on the front page. Agencies that submitted in previous years can be selected from other tabs that have time-series data only.

4. Hover the mouse arrow over each chart next to the metric title to display further information about each metric.
5. Click on the chart or the corresponding tab at the top of the screen to display that dashboard.



Individual metric dashboards 1-8


The dashboard has eight tabs providing information and comparisons for key GIPA measures. Once on a detailed tab, the sector and/or agency can be changed again, or users can navigate back to the front dashboard.

1. Double click on the ◀ arrow at the top left of the dashboard to return to the cover page.
2. The sector and/or agency of interest can also be changed using the drop-down menus within each individual dashboard.
3. Where applicable, data for the selected agency is compared with the corresponding sector average (represented by an orange line). *The sector average is calculated as the average of all agencies within the sector other than the agency of interest.*
4. Hover over each data point to display further information.
5. Where no data point exists, no data was reported by the selected agency to the IPC for that year.

was asked for 5. Did applicants get what they ... 6. How quickly were decisions ... 7. How were decisions reviewed 8. Review outco

6. How quickly were decisions made?

Percentage of valid applications decided within the statutory time frame




This chart shows the trend in the percentage of decisions made on access applications that were within the statutory time frame (20 working days plus any extensions), across years. Agencies may also decide an application after 35 days (by agreement with the applicant). For more information see p.46 of the *Report on the Operations of the GIPA Act (2009) 2016-17* available at www.ipc.nsw.gov.au.

1 Double click on back arrow to return to front page

Sector: (All) Agency: Information and Privacy Commission

6. Percentage of valid applications decided within the statutory time frame



Year	Selected Agency (%)	Sector Average* (%)
2011	100%	93%
2012	~85%	~80%
2013	100%	~85%
2014	100%	~80%
2015	100%	~90%
2016	100%	~95%
2017	100%	87%

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Reporting year: 2014
 Timeliness: Decided within the statutory timeframe (20 days plus any extensions)
 Sector Count: 8,706
 Average*: 78%

Legend: Sector Average* (orange), Selected Agency (blue)

* The sector average is calculated as the average of all agencies within the sector other than the agency of interest. Percentage values are calculated at the sector and not the agency level.
 Where no data point exists, no data was reported by the selected agency to the IPC for that year.
 Hover over each data point to display the number of decisions made.