

Online tools to assess and submit information requests

Presentation to the African Network of Information Commissioners

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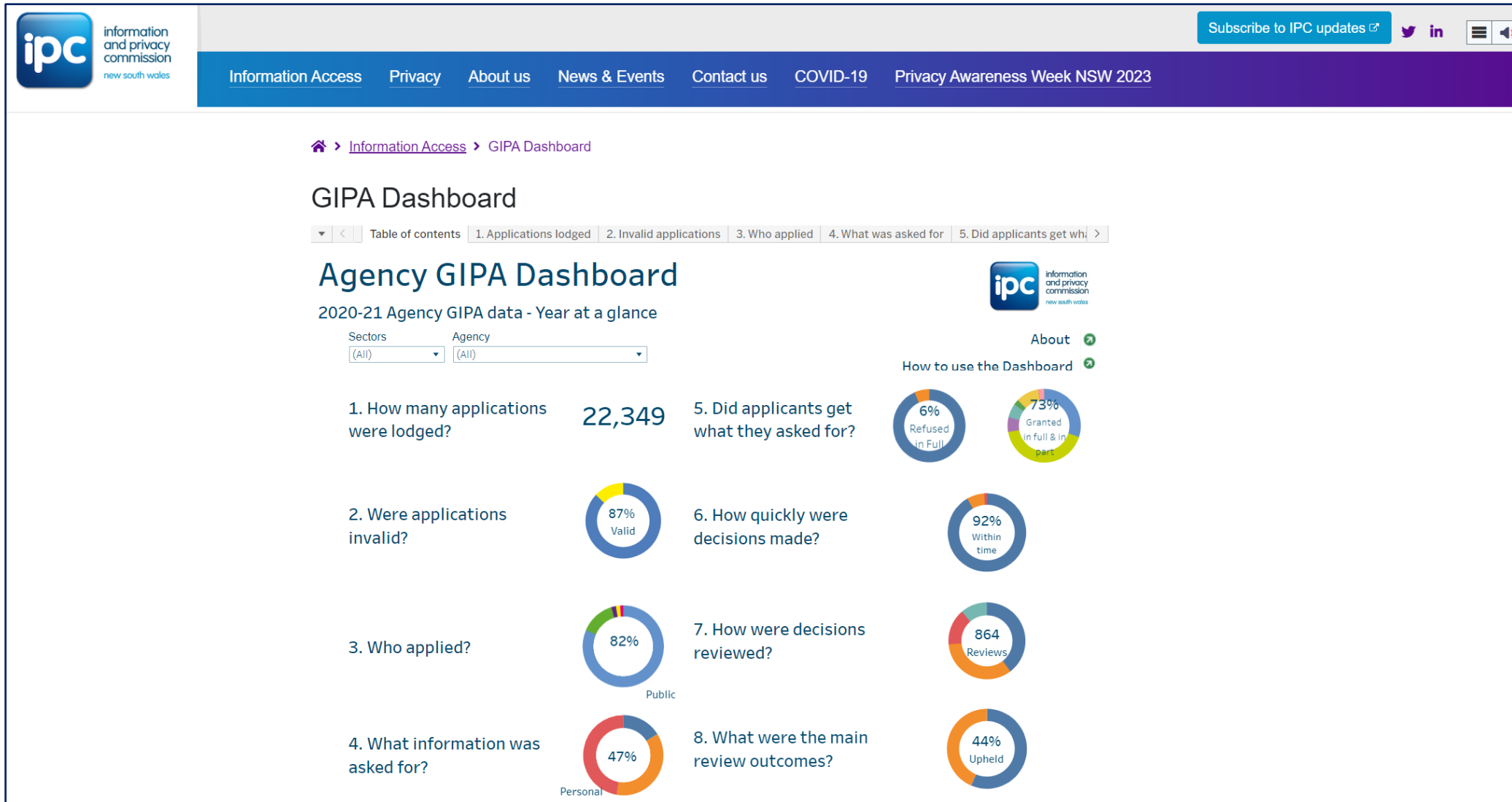
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information and
privacy commission
new south wales

IPC Agency GIPA Dashboard



IPC GIPA Tool



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Resources

Essential Guidance Toolkit on information access and privacy fundamentals

Information Governance Agency Self-assessment Tools

Online GIPA Data

IPC GIPA Tool

GIPA Investigations

GIPA Review Reports

IPC Case Notes

NCAT Case Studies

Public Interest Disclosures Resources

The IPC GIPA Tool is a free cloud based and fully supported internet based application. It assists all agencies and organisations regulated by the *Government Information (Public Access) Act 2009* (GIPA Act) to comply with the legislation when processing and reporting on government information access applications.

The Information Commissioner strongly encourages all agencies and organisations to use the IPC GIPA Tool to more efficiently manage GIPA applications and meet the requirements of reporting on annual GIPA activities under section 125 of the GIPA Act.

Please note: The IPC GIPA Tool is only for the use of NSW government agencies.

A GIPA Tool account is not required to submit a request for information to a NSW government agency. Requests should be lodged with the agency you think is most likely to hold the information. If you would like help submitting a GIPA application please contact the IPC on 1800 472 679 or via ipcinfo@ipc.nsw.gov.au.

As stipulated in the [IPC's Privacy Policy](#), the IPC ensures information collected complies with the *Privacy and Personal Information Protection Act* (PPIP Act) and the *Health Records and Information Privacy Act* (HRIP Act).

Already registered?

- [Log in here](#) [↗](#)

Need to register?

www.ipc.nsw.gov.au/information-access/agencies/ipc-gipa-tool

GIPA Tool upgrade

- The **IPC GIPA Tool** is a free cloud based and fully supported internet based application.
- It assists all agencies and organisations regulated by the GIPA Act to comply with the legislation when processing and reporting on applications.
- The IPC completed a project to upgrade the IPC GIPA Tool platform to improve data entry for agencies by utilising a webform functionally and a more streamlined approach to submitting annual reports.
- Other enhancements to GIPA Tool included:
 - At the completion of data entry for an application a new menu is available to progress to Consultations, Amendments, Outcomes and Reviews
 - A new feature where applicants can be sent an automated email acknowledgment

GIPA Tool upgrade

Application
New Application

▼ General Details

Application Number Status Initial

Dept File No Due Date

Title Agency Information and Privacy Commission

First Name Officer

Last Name Type of Information

Organisation Home Phone

Type of Applicant Work Phone

International Address Mobile

Address

Fax

Suburb State

Email PostCode

Old 'New application' screen

ipc
GIPA Home Dashboards Reports Agencies Officers Applications Search Applications GIPA Report Submit to IPC Manual Entry

Q Search...

New Application

Application Details Officer Details Information Requested Valid/Invalid Fees & Extensions

Application Details

Application Number Status

Dept File No

Home Phone

* Title Work Phone

* First Name Mobile

* Last Name Fax

Organisation Email

* Type of Applicant International Address

* Type of Information Address

Aboriginal or Torres Strait Islander

Any Special Need by Applicant?

* Suburb

State

Proof of Identity

PostCode

Type of Identity

Available: Driver License, Other

Chosen: Passport

Save & Next

Updated 'New application' screen

Information Governance Self-assessment Tools

- The IPC Information Governance Self-assessment Tools enable agencies to conduct an assessment of their systems and policies that ensure their compliance with information access and privacy requirements.
- The recently revised Tools now feature three components that work together to assess, track and plan for governance maturity.
- The three components include:
 - **A Maturity Matrix** – a framework that describes the different areas of practice to be assessed and what maturity looks like at each level
 - **A Survey** – the survey is used to collect data from various areas of the agency on the nature and effectiveness of their agency's governance practices
 - **A Management Document** – this provides a space for agencies to record their level of maturity, as well as plan and track activities to improve maturity

Information Governance Self-assessment Tools

Information Access Maturity Matrix

	Meeting Compliance		Pursuing Best Practice					
	Maturity Level							
Area of Practice	Level 1 – Developing Foundations	Status	Level 2 – Established Compliance	Status	Level 3 – Embedded Operations	Status	Level 4 – Optimised Excellence	Status
Culture and Leadership	The Executive and Senior Leadership are building awareness of their role in promoting open access information and open data culture. Open access information and open data practices and procedures are not fully developed, are not fit for purpose, or are performed in an ad-hoc manner.	Current	The Executive and Senior Leadership support the promotion of an open access information and open data culture to all levels of the organisation. Open access information and open data practices and procedures are available and routinely performed.		The Executive and Senior Leadership pro-actively monitors the promotion of an open access information and open data culture to all levels of the organisation. Open access information and open data practices and procedures are embedded into business-as-usual processes.		The Executive and Senior Leadership promote open access information and open data culture and advocate it as a priority to all levels of the organisation. Open access information and open data practices and procedures are subject to continuous improvement activities.	Target
Governance Structures	Governance structures that address open access information and ensure annual reporting requirements are under development.	Current	Governance structures that address open access information are in place to meet annual information access reporting requirements.		Governance structures that address open access information are integrated into wider organisational governance and encompass communicating broader open access information goals beyond annual reporting requirements.		Integrated governance structures address open access information and account for the roles and responsibilities played by every level of the organisation in pursuing broader open access information access goals.	Target
Open Access Information	Open access information is largely or wholly unavailable. A way to provide open access information free of charge is not implemented. The Agency Information Guide does not meet requirements or is not being updated.	Current	Open access information is publicly available. A website provides open access information as well as an up-to-date and compliant Agency Information Guide. A record is kept of the information where there is overriding public access against disclosure.		Open access information is made publicly available as a matter of course through business-as-usual activities and provided through free of charge access channels. The record of information where there is overriding public access against disclosure is regularly reviewed to identify where considerations have changed, and information can be made public.		Processes are in place to continuously improve the provision of open access information, including availability of different formats and access channels which best meet the needs of the users of open access information.	Target
Contract Register	The organisation's government contract register is not kept..	Current	The organisation's government contract register is kept but is incomplete, is out-of-date or is not made available free-of-charge on the organisation's website		The organisation's government contract register is compliant, available free-of-charge, and up-to-date. Business-as-usual processes include appropriate access and procedures to continually update the register.		The organisation's government contract register is compliant, available free-of-charge, and is up-to-date. Business-as-usual processes include appropriate access and procedures to continually update the register. An up-to-date register is easily accessible on the organisation's website and clear communication channels provide an avenue for questions and feedback about the register.	Target
Authorised Proactive Release	There is an absence of arrangements to manage the pro-active release of information, or else release conditions are prohibitive, such as not requiring a clear overriding public interest against disclosure or release being provided at unreasonable cost to those accessing the information.	Current	Arrangements are in place to manage the pro-active release of information free-of-charge or at the lowest reasonable cost. The organisation's program for release is reviewed at least annually to identify information that should be made publicly available.		Information is systematically released publicly and made available free-of-charge or at the lowest reasonable cost. Determinations that support pro-active release are incorporated into data collection, records creation and records management processes.		Information is systematically released publicly and made available free-of-charge or at the lowest reasonable cost. Activities such as request and access data analytics and frequent stakeholder consultation with information users inform pro-active release priorities and goals. The types of data and the way data is collected in the organisation is informed by open data principles and how data is used when it is made publicly available.	Target
Informal Release	Informal requests are managed in an ad hoc or otherwise unguided manner. There is no clear approval and authorisation process. A record of informal requests is not kept.	Current	Processes are in place to manage informal requests and subsequent release authorisations. A record of informal requests is maintained to inform the future program for pro-active releases.		Processes are in place to manage informal requests that are supported by documented reason for decision. All organisational staff have a clear understanding of what information can be released and what types of information require a formal application.		Informal information release requests and authorisations are handled systematically and are delegated efficiently. Broader organisational practices are informed by a regular review of informal release request data, resulting in the identification of pro-active release.	Target
Formal Access Applications Part 4, Division 4	Right to information officers are not assigned. Formal requests for information access are responded to in an ad hoc or otherwise non-compliant manner. There are no documented processes or procedures to allow for the searching and retrieval of information sought in access applications. Data on finalisation timing is not collected or of low quality. No structured internal review processes are in place for when applicants are not satisfied with the information release decisions.	Current	Right to information officers follow structured processes to manage and determine formal access requests and provide assistance to applicants. There are documented processes and procedures to allow for searches and retrieval of information sought in the access applications. Finalisation timing of requests is actively monitored, and internal review processes are in place for when applicants are not satisfied with the information release decisions.		The management of formal access requests is an acknowledged and documented component in wider organisational data management and governance policy. Right to information officers follow established policy and processes built around decision making to ensure consistency in the management of formal access requests, including considerations about the waiving or reductions of fees or other charges, or the making of allow able decisions. The monitoring and auditing of formal access requests processing forms part of organisational performance		Applicants can easily lodge formal requests with the organisation through a website or other digital interface, including the collection of any fees and charges. Applicants can view the status of their requests, and provide feedback on the process and their experience. Insights from formal request data inform data management processes such as the identification and notification of priority pro-active data releases, as well as the types and formats of data collected by the organisation to improve public access to and use of organisational data.	Target
Disclosure Logs	A disclosure log is not kept.		The disclosure log is kept but is incomplete, is out-of-date or is not made available free-of-charge on the organisation's website		Maintenance of the disclosure log is integrated into wider open data access processes, including ensuring that the log is updated and available to all staff.		A disclosure log is used to review against wider organisational information holding to identify the scope of open access and to inform the development of open access strategies.	

A Regulatory 'bot' assessing compliance

- Mandatory Open Access requirements under the GIPA Act
 - Agency Information Guide available on the Agency's website
 - Must be current with annual reviews
 - Requirements for all regulated agencies includes:
 - the information held by the agency;
 - major assets and acquisitions, disposals and value of properties;
 - Information made publicly available by agencies.



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