



information
and privacy
commission
new south wales

Media release

17 October 2023

IPC Annual Report 2022/23 tabled in NSW Parliament

The Information and Privacy Commission NSW (IPC) CEO, NSW Information Commissioner and Open Data Advocate, Elizabeth Tydd, yesterday tabled the IPC Annual Report 2022/23 (the Report). It includes a report of the work of the former NSW Privacy Commissioner, Samantha Gavel, for the period and her Report on the Operation of the *Privacy and Personal Information Protection Act 1998*. The Report was tabled in NSW Parliament on 16 October 2023.

Commissioner Tydd noted that the Report is evidence of impactful progress within the IPC, providing timely and expert service that contributes to the preservation of information access and privacy rights in NSW.

Commissioner Tydd said, "I am most proud of the transformation of the IPC from a reactive organisation hampered by backlog and a division of statutory functions to a 'one-stop-shop', proactive, data driven, contemporary regulator, and recognised pro-integrity agency.

"The IPC continues to achieve 40-day finalisation targets in both information access and privacy notwithstanding increases in volumes."

In addition, this is the final report of Ms Tydd and Ms Gavel as both Commissioners conclude their respective statutory terms this year.

Ms Gavel concluded her term on 4 September 2023 and in the interim, Ms Sonia Minutillo has taken up the role as Acting Privacy Commissioner.

Acting Privacy Commissioner, Sonia Minutillo, said, "Ms Gavel's dedicated service and wealth of industry knowledge has led the IPC to the reputation and high regard it is held in today with her drive to promote public awareness and understanding of privacy rights in NSW."

Highlights from the Report include:

- 22 strategic and regulatory initiatives finalised across the IPC's Strategic Plan
- finalisation of 704 information access and privacy reviews and complaints
- 449 information access and privacy advices provided to support compliance by agencies
- finalisation of 5 proactive information access audits and 1 privacy audit
- release of the updated Information Governance Agency Self-assessment Tools
- Commissioners provided submissions to 6 reviews and inquiries conducted by government including 3 joint submissions by the Information Commissioner and the Privacy Commissioner
- 3,096 enquiries dealt with from the public



- 547,220 page views and an 18.9% increase in website visits to the IPC website (ipc.nsw.gov.au)
- raising awareness of privacy and information access rights with the release of 34 new information access, privacy and corporate publications, and 66 updated publications updated during 2022/23
- research into informal release of information completed

Looking forward

Over the last ten years, both Commissioners have seen remarkable changes to the information access and privacy landscapes in NSW and more broadly, in Australia.

The Commissioners note the successes the IPC has achieved through purposeful examination, concerted capability development, productive engagement, ensuring the effective operation of legislation, and advancing technology to both report upon and improve performance.

Commissioner Tydd said, “We have operated as experts united in the cause of promoting the best information governance in NSW to serve and empower its people.”

Acting Commissioner Minutillo added, “Consideration of privacy issues is crucial to the development of innovative solutions to improve government services. As privacy has become increasingly important for the public, the importance of protecting privacy will continue well into the future.”

Commissioner Tydd concluded, “My sincere gratitude to my co-Commissioner, the IPC executives and staff for without their constancy and contribution, the transformation of the IPC and information access and privacy rights in NSW would not have been achieved. Our collective efforts to promote integrity in government have prevailed.

“Agencies themselves, from leaders to front line staff, have engaged sincerely in the cultural transformation required to serve citizens’ legislated information access and privacy rights. Importantly, the NSW Practitioners Network has worked as committed and tireless volunteers to expertly promote these rights and they are commended. Like agencies, they can be very proud of their contribution to democracy. Integrity agencies have been concerted in their collaboration with the IPC and our collective efforts to promote integrity in government have prevailed.

“Serving our democracy and working with those committed to the public service, its values and aspirations in the role of IPC CEO and Information Commissioner has been by consummate privilege.”

The IPC Annual Report 2022/23 is available on the [IPC website](#).

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About the Information and Privacy Commission:

The Information and Privacy Commission NSW (IPC) is an independent statutory authority that administers New South Wales' legislation dealing with privacy and access to government information. The IPC supports the Information Commissioner and the Privacy Commissioner in fulfilling their legislative responsibilities and functions and to ensure individuals and agencies can access consistent information, guidance and coordinated training about information access and privacy matters.

About the NSW Information Commissioner

The NSW Information Commissioner's statutory role includes promoting public awareness and understanding of the *Government Information (Public Access) Act 2009* (GIPA Act); providing information, advice, assistance and training to agencies and the public; dealing with complaints about agencies; investigating agencies' systems, policies and practices; and reporting on compliance with the GIPA Act.

The *Government Information (Information Commissioner) Act 2009* (GIIC Act) establishes the procedures for appointing the Information Commissioner and sets out the Commissioner's powers and functions. It outlines the method for people to complain about the conduct of agencies when undertaking their duties under the GIPA Act, and the way in which the Information Commissioner may deal with the complaint. The GIIC Act also enables the Information Commissioner to investigate and report on how agencies carry out their functions under the GIPA Act.

About the NSW Privacy Commissioner

The NSW Privacy Commissioner's role is to promote public awareness and understanding of privacy rights in NSW, as well as provide information, support, advice and assistance to agencies and the general public.

For further information about the IPC visit our website at www.ipc.nsw.gov.au