



information and
privacy commission
new south wales

IPC Strategic Plan 2024 - 2028

Vision

Privacy and access to government information are valued and protected in NSW

Purpose

To champion information access and privacy rights in NSW and advance public sector integrity

IPC Behaviours

The IPC Strategic Plan also aims to shape the way that we reflect and act towards each other, and as an organisation.

At the IPC, we strive to be:

Inclusive

Collaborative

Open

Proactive

Respectful

Accountable

Positive

Constructive

Supportive

Clear

Strategic Priorities

Priority 1

Safeguarding rights through informed oversight

Information access and privacy rights are protected by the IPC, understanding how the landscape is evolving and changing the way public services are delivered

Priority 3

Empowering communities through knowledge about privacy and transparency

NSW communities can shape their interactions with government through engaging with the IPC about privacy and information access

Priority 2

Enhancing public sector integrity through good practice guidance

Public sector integrity improves by the IPC guiding agencies to embrace transparency and privacy by design in planning for and delivering services

Priority 4

Being a place people want to work, through embracing diverse ideas and perspectives

The IPC's performance as an integrity agency and its reputation as a rewarding workplace grows through valuing the diverse expertise, skills and wellbeing of our people

Objectives & Outcomes

Priority 1

Safeguarding rights through informed oversight

Objectives

IPC considers global and local trends in information access and privacy and uses these insights for safeguarding rights in NSW.

IPC has expertise in how data-driven and automated decision-making and other technology is being implemented across all sectors and its impact on privacy and transparency.

IPC understands how stakeholders view its activities, including timeliness, accessibility and outcomes, and considers improvements.

IPC delivers targeted support and guidance for agencies to improve their protection of rights.

Outcomes

- Resources are focused where there is most value through identifying trends and emerging challenges and opportunities.
- Increased IPC workforce capability around technology impacts on rights.
- Improvement in stakeholders' experiences interacting with the IPC.
- Better protection of rights through increased acceptance by agencies of IPC's review and complaints recommendations.

Objectives & Outcomes

Priority 2

Enhancing public sector integrity through good practice guidance

Objectives

IPC is engaged early by government agencies about how privacy and transparency should be considered in their policy, programs and system designs.

IPC proactively audits agencies, using data insights around key risk areas, to assess and report on compliance with legal obligations and with alignment to good practice.

IPC provides effective privacy and information access resources for NSW agency practitioners and executives, which includes guidance about information management challenges, to lift overall sector capability.

IPC works with industry and academic experts to inform IPC guidance about technology and service design impacts on information access and privacy.

Outcomes

- Agencies' programs, policies, and systems are improved through early engagement with IPC on privacy and transparency by design.
- IPC audits lead to agencies increasing their compliance efforts and mitigating identified risks through improved practices.
- Agency practitioners and senior executives value IPC's resources as fit for purpose in a changing landscape.
- Improved collaboration with industry and academic experts to leverage IPC's own data analysis and technical expertise.

Objectives & Outcomes

Priority 3

Empowering communities through knowledge about privacy and transparency

Objectives

IPC's outreach increases understanding about privacy and information access across diverse NSW communities.

IPC's publications reflect how technology is changing the way government interacts with community.

IPC's recommendations for legislative and policy change to keep NSW frameworks fit for purpose are sought and acted upon.

IPC's stakeholder engagement supports stronger public investment in protecting privacy and enhancing transparency.

Outcomes

- Increased agency investment in measures that respond to technology impacts, including artificial intelligence and automated decision-making, on privacy and information access.
- Targeted education and awareness-building for culturally and linguistically diverse communities.
- Improvement in stakeholders' experience in interacting with public sector agencies.
- Information access and privacy legislation is updated to reflect the changing landscape, and the IPC is resourced to deliver new functions and meet new expectations.

Objectives & Outcomes

Priority 4

Being a place people want to work, through embracing diverse ideas and perspectives

Objectives

IPC attracts, develops and retains talented people.

IPC fosters an ethical culture where everyone's contribution is valued, and leaders and staff work together to achieve good outcomes and maintain the IPC's values.

The IPC has an organisation-wide commitment to sustainable continuous improvement of its systems, processes and policies.

The IPC is recognised as a key member of the NSW and Australian integrity sectors.

IPC has stronger connections to other integrity agencies providing opportunities for developing staff capability and career progression.

Outcomes

- Our people seek to work together across the IPC because they know diverse inputs are valued.
- IPC's people, systems, processes and policies enable collaboration, efficiency, transparency, and service excellence.
- IPC is characterised consistently in legislation and government policy as an integrity agency.
- IPC works with other integrity agencies on joint projects and supports inter-integrity agency secondments to develop staff.



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