

Oversight of the Office of the Information Commissioner

Report No. 18, 57th Parliament
Legal Affairs and Safety Committee
November 2021

Legal Affairs and Safety Committee

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All web address references are current at the time of publishing.

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Abbreviations

Annual Report	Office of the Information Commissioner, 2019-20 Annual Report
CCC	Crime and Corruption Commission
committee	Legal Affairs and Safety Committee
FTE	full-time equivalent
HHSs	Hospital and Health Services
IP Act	<i>Information Privacy Act 2009</i>
OAIC	Office of the Australian Information Commissioner
OIC	Office of the Information Commissioner
public hearing	Public hearing with the OIC held on 30 August 2021
QCAT	Queensland Civil and Administrative Tribunal
QPS	Queensland Police Service
RTI Act	<i>Right to Information Act 2009</i>
strategic review	The strategic review of the OIC conducted under s 186 of the RTI Act

Chair's foreword

The Legal Affairs and Safety Committee has oversight responsibility for the Information Commissioner under section 88 of the *Parliament of Queensland Act 2001* and Schedule 6 of the *Standing Orders of the Legislative Assembly*.

This report presents a summary of the Legal Affairs and Safety Committee's oversight of the Office of the Information Commissioner for the 2019-20 financial year period.

The committee reviewed the 2019-20 Annual Report of the Office of the Information Commissioner. The committee also held a public hearing with representatives from the Office of the Information Commissioner on 30 August 2021.

On behalf of the committee, I thank the Information Commissioner, the Right to Information Commissioner, the Privacy Commissioner and other staff of the Office of the Information Commissioner who assisted the committee with fulfilling its oversight responsibilities. I also thank the Parliamentary Service staff.

I commend this report to the House.



Peter Russo MP

Chair

Recommendation

Recommendation

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The committee recommends that the House notes the contents of this report.

1 Introduction

1.1 This report

The Legal Affairs and Safety Committee (committee) prepared this report as part of its statutory oversight of the Office of the Information Commissioner (OIC) with a primary focus on the 2019-20 financial year.

1.2 Role of the committee

The committee is a portfolio committee of the Legislative Assembly which commenced on 26 November 2020 under the *Parliament of Queensland Act 2001* and the Standing Rules and Orders of the Legislative Assembly.¹

The committee's primary areas of responsibility include:

- Justice and Attorney-General
- Women and the Prevention of Domestic and Family Violence
- Police and Corrective Services
- Fire and Emergency Services.

In addition to the OIC, the committee also has oversight responsibilities in relation to the:

- Electoral Commissioner of Queensland
- Queensland Ombudsman
- Queensland Family and Child Commission.²

1.3 Purpose and functions of the Office of the Information Commissioner

The OIC is an independent statutory body established under the *Right to Information Act 2009* (RTI Act) and *Information Privacy Act 2009* (IP Act) with the aim of promoting access to government-held information and protecting people's personal information held by the public sector.³ The OIC's functions include giving information and help to agencies and members of the public on matters relevant to the RTI Act; conducting reviews into personal information handling practices of certain entities; investigating and reviewing decisions of agencies and Ministers; and reviewing and reporting on agencies in relation to the operation of the RTI Act and the IP Act.⁴

The OIC consists of the Information Commissioner, who is an officer of the Parliament, and the staff of the office.⁵ The current Information Commissioner is Ms Rachael Rangihaeata.

Other statutory office holders for the OIC are:

- Right to Information Commissioner, Ms Louisa Lynch / Acting Right to Information Commissioner, Ms Anna Rickard
- Privacy Commissioner, Mr Philip Green.⁶

¹ *Parliament of Queensland Act 2001*, section 88 and Standing Rules and Orders of the Legislative Assembly (Standing Orders), Standing Order 194.

² Standing Orders, schedule 6.

³ Officer of the Information Commissioner (OIC), *About us*, <https://www.oic.qld.gov.au/about>.

⁴ *Right to Information Act 2009* (RTI Act), ss 128-131; *Information Privacy Act 2009*, ss 135-137.

⁵ RTI Act, s 123.

⁶ Mr Green's term of appointment as Privacy Commissioner expires on 10 December 2021. The Attorney-General and Minister for Justice, Minister for Women and Minister for the Prevention of Domestic and Family Violence advised that the role of the Privacy Commissioner will be advertised and an open-merit based selection process will be conducted.

1.4 The committee's responsibilities regarding the Information Commissioner

The committee's functions relating to the Information Commissioner are to:

- monitor and review the performance by the Information Commissioner of the Information Commissioner's functions under the RTI Act and IP Act
- report to the Legislative Assembly on any matter concerning the Information Commissioner, the Information Commissioner's functions or the performance of the Information Commissioner's functions that the committee considers should be drawn to the Legislative Assembly's attention
- decide, in consultation with the Information Commissioner, the statistical information (including statistical information about giving access to information other than on an access application) agencies and Ministers are to give the Information Commissioner for the reports under the RTI Act
- examine each annual report tabled in the Legislative Assembly under the RTI Act and the IP Act and, if appropriate, to comment on any aspect of the reports and to make recommendations
- examine each strategic review report tabled in the Legislative Assembly under the RTI Act and, if appropriate, to comment on any aspect of the report and to make recommendations
- report to the Legislative Assembly any changes to the functions, structures and procedures of the OIC the committee considers desirable for the more effective operation of the RTI Act and the IP Act
- carry out any other functions conferred on the committee by the RTI Act or the IP Act.⁷

1.5 The committee's process

In conducting its oversight of the OIC, the committee adopted the following process:

- examined the 2019-20 Annual Report of the OIC (Annual Report) (see section 2 of this report)
- held a public hearing with representatives from the OIC on 30 August 2021 (public hearing) (see section 3 of this report).

The following representatives participated in the public hearing:

- Mr Philip Green, Privacy Commissioner
- Ms Rachael Rangihaeata, Information Commissioner
- Ms Anna Rickard, Acting Right to Information Commissioner

The transcript of the public hearing is available on the committee's webpage.

⁷ RTI Act, s 189; IP Act, s 195. Amongst other things, the RTI Act and the IP Act also require that the committee be consulted on the selection process for appointment, and the appointment of, a person as the Information Commissioner, the Right to Information Commissioner or the Privacy Commissioner. The committee is not consulted on the process of selection for appointment where a person is re-appointed as Information Commissioner, Right to Information Commissioner or Privacy Commissioner: RTI Act, s 135 (Information Commissioner), s 151 (Right to Information Commissioner); IP Act, s 145 (Privacy Commissioner).

2 Examination of Annual Report 2019-20

The OIC's Annual Report for the 2019-20 financial year was tabled on 23 September 2020.

The Annual Report was made pursuant to section 184 of the RTI Act and section 193 of the IP Act, and was prepared in accordance with reporting obligations under the *Financial Accountability Act 2009* and the annual report requirements for Queensland Government agencies.⁸

The Annual Report provides information about the OIC's financial and non-financial performance, as measured against its 2019-2023 Strategic Plan,⁹ including:

- an account of revenue and how it has used public funds
- a description of the challenges and opportunities that influenced its actions, as well as priorities for the year ahead
- an assessment of achievement in meeting corporate and operational plans as measured against a range of performance indicators.¹⁰

The Annual Report advises on the OIC's performance in relation to the following service areas:

- external review
- privacy advice and complaint mediation
- assistance and monitoring.¹¹

Performance against each of these areas is summarised below.

2.1 External review service

Under section 130 of the RTI Act, one of the Information Commissioner's functions is to investigate and review decisions of agencies and Ministers made under the RTI Act, including whether agencies and Ministers have taken reasonable steps to identify and locate documents applied for by applicants.¹²

With respect to the OIC's objective to provide independent, timely and fair review of decisions made under the RTI Act and IP Act, the Annual Report advised:

- the OIC received 787 external review applications, a record high.¹³ This was 100 more matters than the record high in the previous year,¹⁴ equating to an increase of 26% in two years.
- the OIC finalised a record high 692 review applications (88%) (failing to meet the target of 100% and down from 96% in the previous year when a record high of 659 review applications were finalised).
- 67% of applicants who provided feedback were satisfied with the conduct of reviews (failing to meet the target of 70%, and up from 56% in the previous year)¹⁵

⁸ Office of the Information Commissioner (OIC), *Annual Report 2019-20* (Annual Report), p i.

⁹ Annual Report, p i.

¹⁰ Annual Report, p ii.

¹¹ Annual Report, pp 3-4.

¹² RTI Act, s 130.

¹³ Annual Report, p 1.

¹⁴ In 2018-19, the OIC received 687 external review applications and 624 in 2017-18: Annual Report, p 11.

¹⁵ Annual Report, p 10. Fourteen of the 46 surveys returned in total for 2019-20, from the 692 matters closed, expressed dissatisfaction.

- 95% of agencies that provided feedback were satisfied with the conduct of reviews (exceeding the target of 75% and down from 98% in the previous year)¹⁶
- a median of 126 days was taken to finalise a review (failing to meet the target of 90 days and an increase of 7 days from the previous year)¹⁷
- 0.3% of reviews older than 12 months remained open at the end of the reporting period (not meeting the target of 0% which was not met in the previous year)¹⁸
- 87% of review applications were resolved informally without a written decision, compared to the total number of finalised reviews (exceeding the target of 75% and down from 92% in the previous year)¹⁹
- 88% of review applications finalised to received (not meeting the target of 100% and down from 96% in the previous year).²⁰

The Annual Report also advised:

- Ninety-two formal written decisions were made, an increase of 67% on the previous year.²¹
- Ten appeals were lodged compared with 12 in the previous year.²²
- One application for a statutory review was made to the Supreme Court during 2019-20, withdrawn by the applicant, and dismissed by consent.²³
- The Information Commissioner granted 5 (out of 8) applications for financial hardship status to non-profit organisations, meaning that the processing or access charge was waived.²⁴
- Three applications to declare an applicant vexatious under the RTI Act or IP Act were made – one was granted, one refused and the third remains under consideration.²⁵

2.2 Privacy advice and complaint mediation service

Relating to the OIC's objectives to assist agencies to achieve compliance with the privacy principles and to provide an independent, timely and fair privacy complaint mediation service, the Annual Report advised:

- 100% of agencies were satisfied with the privacy complaint mediation service provided (exceeding the target of 75% and equalling the previous year)²⁶
- It took a mean average of 185 days to finalise an accepted privacy complaint (exceeding the target of 140 days) and up from 157 days the previous year.²⁷
- The OIC provided 25 consultations and submissions (down from 33 in the previous year).²⁸

¹⁶ Annual Report, p 10.

¹⁷ Annual Report, p 10.

¹⁸ Annual Report, 10. At 30 June 2020, this represented one external review out of 358 matters on hand.

¹⁹ Annual Report, p 10.

²⁰ Annual Report, p 10.

²¹ Annual Report, p 12.

²² Annual Report, p 12.

²³ Annual Report, p 12.

²⁴ Annual Report, p 13.

²⁵ Annual Report, p 13.

²⁶ Annual Report, p 14.

²⁷ Annual Report, p 14.

²⁸ Annual Report, p 14.

- The OIC provided 412 advices and meetings (up from 326 in the previous year).²⁹
- The OIC received 96 privacy complaints (down slightly from a record 98 privacy complaints in the previous year) and finalised 95 privacy complaints (increasing from 92 in the previous year).³⁰
- The OIC closed 9 accepted privacy complaints, with four being resolved through mediation.³¹ In the previous year, the OIC accepted 13 privacy complaints and successfully mediated 9 privacy complaints.³²
- The OIC referred 5 complaints to the Queensland Civil and Administrative Tribunal (QCAT) (up from 3 in the previous year).³³
- The OIC received 41 voluntary notifications from agencies of privacy breaches (up from 34 notified breaches in the previous year).³⁴

2.3 Assistance and monitoring service

Relating to the OIC's objectives to promote greater awareness of right to information and information privacy in the community and within government and improve agencies' practices in right to information and information privacy, the Annual Report advised:

- 100% of agencies were satisfied with the information and assistance provided (exceeding the target of 80% and up on the 99% satisfaction rate in the previous year)³⁵
- 99% of agencies were satisfied with the quality of information provided (exceeding the target of 80% and equalling the previous year)³⁶
- 12,997 people were trained (exceeding the target of 4,000 and up from 11,892 in the previous year)³⁷
- 98% of course participants were satisfied with sessions (exceeding the target of 75% and up from 97% in the previous year)³⁸
- 353 awareness activities were conducted (exceeding the target of 250 and down from 430 in the previous year)³⁹
- 5,684 enquiry (written and oral) responses were provided to agencies and the community (exceeding the target of 4,500 and up from 5,280 in the previous year)⁴⁰
- 283,715 website visits (exceeding the target of 150,000 and up from 235,226 the previous year).⁴¹

²⁹ Annual Report, p 14. The figure of 326 was reported in the OIC *Annual Report 2018-19* as 296.

³⁰ Annual Report, p 16.

³¹ Annual Report, p 16; OIC, *Annual Report 2018-19*, p 27

³² OIC, *Annual Report 2018-19*, p 27.

³³ Annual Report, p 18; OIC, *Annual Report 2018-19*, p 29.

³⁴ Annual Report, p 18. The figure of 34 notifications of privacy breaches was reported in the OIC *Annual Report 2018-19* as 24.

³⁵ Annual Report, p 19.

³⁶ Annual Report, p 19.

³⁷ Annual Report, p 19.

³⁸ Annual Report, p 19.

³⁹ Annual Report, p 19.

⁴⁰ Annual Report, p 19.

⁴¹ Annual Report, p 19.

The Annual Report also advised:

- the Enquiries Service responded to a record 5,684 enquiries:
 - 3965 telephone calls (up from 3,852 in the previous year)
 - 1572 emails/letters (up from 1,313 in the previous year)
 - 147 web inquiries (up from 115 in the previous year)⁴²
- 25 new resources were published (up from 8 the previous year) and existing information resources were reviewed to meet stakeholders' needs.⁴³
- 12,997 participants completed the OIC's online training courses (up from 11,892 participants the previous year), with 98% of training participants satisfied with sessions provided.⁴⁴
- the OIC promoted awareness through:
 - activities: Right to Information Day, the Solomon Lecture, and Privacy Awareness Week
 - its website
 - engagement with rural and regional agencies.⁴⁵
- the OIC tabled 3 reports to Parliament:
 - Compliance audit of Bundaberg Regional Council, focussing on access to information strategies and risk areas the council identified in the 2018 self-assessment
 - Follow up audit of Townsville City Council's implementation of recommendations
 - Follow up audit of Ipswich City Council's implementation of recommendations.⁴⁶

2.4 Financial management

The budget for the OIC for 2019-20 was \$7.234 million.⁴⁷ Actual expenses came in \$423,000 over budget (\$7.657 million), and represented a 15% increase in expenditure on the previous year (\$6.608 million).⁴⁸ This budget variance was attributed to:

- a \$535,000 underspend in expenses in 2018-19
- an approved deficit in 2019-20 for ICT transition project expenditure to access cash reserves
- additional employee expenses including an extra pay fortnight, and backpay, following the ratification of a new Certified Agreement
- one-off pro-rata payments (up to \$1,250 per employee) as per the State Wage Case decision announced in September 2019
- expected additional supplies and services costs relating to transitioning ICT systems and services in December 2019.⁴⁹

The OIC ended the 2019-20 year with a deficit of \$366,000.⁵⁰

⁴² Annual Report, p 19; OIC, *Annual Report 2018-19*, p 33.

⁴³ Annual Report, pp 20, 24; OIC, *Annual Report 2018-19*, p 34.

⁴⁴ Annual Report, p 19; OIC, *Annual Report 2018-19*, p 32.

⁴⁵ Annual Report, pp 22-23.

⁴⁶ Annual Report, p 23.

⁴⁷ Annual Report, p 40.

⁴⁸ Annual Report, p 36.

⁴⁹ Annual Report, p 36.

⁵⁰ Annual Report, p 40.

3 Oversight public hearing

In her opening statement, Ms Rangihaeata, the Information Commissioner, highlighted the following in relation to the work of the OIC during 2019-20:

- There has been a ‘clear increase’ in demand for the services of the OIC over the past 5 years, including in external review applications, inquiries and privacy complaints.⁵¹
- The OIC is examining the key drivers of the increase in demand and how it can address this.⁵²
- There was a ‘significant’ increase in external review applications where the agency had not made a decision on the initial application within the statutory time frame. This increased the OIC’s workload for these matters and contributed to applicants’ frustration at the extended delay, as well as diminished trust in the process. The Information Commissioner stated that ‘Dealing with such applications at external review is not an efficient use of resources for OIC, the agency or the applicant who has, as I said, experienced significant delay’.⁵³
- The Queensland Police Service (QPS) comprised 24% of all review applications in 2019-20. The Information Commissioner advised the committee:

We engaged with the QPS executive in October 2020 to escalate concerns about delay resulting in and during external reviews. The QPS has worked openly and constructively with us to achieve greater adoption of proactive and administrative release and improve its capacity to deal with formal applications effectively. This process will take time to embed and we will continue to support this work.⁵⁴

- RTI audits have reinforced the importance of the open-by-design approach, with the Information Commissioner advising that the focus is on improving the user experience ‘to ensure better access, including timely and easy access for the community’ with proactive release ‘not effective if people cannot find it or the delay is so great people resort to formal access applications in the meantime’.⁵⁵
- The OIC reported on the implementation of recommendations from local government compliance audits in 2019-20 and tabled an audit in July 2020 about managing the risk of re-identification and public datasets. The Information Commissioner stated that ‘this was a critical audit for our stakeholders in revealing the existing risks in their published datasets and has attracted international interest’.⁵⁶
- In regard to the OIC’s privacy work, there has been substantial growth in voluntary data breach notifications over the past 2 years with the OIC focusing on ‘the cultural change to minimise harm to the community’.⁵⁷
- Also in relation to privacy, the OIC continued to implement the recommendations of the Crime and Corruption Commission (CCC) arising from the CCC’s Operation Impala, including amending the OIC’s online training package to address specific requirements raised in Operation Impala. The Information Commissioner stated:

There are a number of Operation Impala recommendations that require legislation, such as a mandatory data breach notification scheme—similar to those now being adopted in other

⁵¹ Public hearing transcript, Brisbane, 30 August 2021, p 1.

⁵² Public hearing transcript, Brisbane, 30 August 2021, p 2.

⁵³ Public hearing transcript, Brisbane, 30 August 2021, p 2.

⁵⁴ Public hearing transcript, Brisbane, 30 August 2021, p 2.

⁵⁵ Public hearing transcript, Brisbane, 30 August 2021, p 2.

⁵⁶ Public hearing transcript, Brisbane, 30 August 2021, p 2.

⁵⁷ Public hearing transcript, Brisbane, 30 August 2021, p 2.

jurisdictions. We are taking steps to better manage our voluntary data breach notifications that will assist in a transition to a mandatory scheme, including providing new tools for reporting to OIC.⁵⁸

- Human error continues to be a significant contributor to privacy breaches.⁵⁹
- Results for the OIC's 2020 Working for Queensland survey showed the impact of the increase in work on its staff. The Information Commissioner advised that the OIC 'reinforced reasonable expectations with our team and stakeholders and we implemented fair and appropriate strategies to manage behaviour and deliver timely external review, privacy complaint and inquiry services'.⁶⁰
- In regards to staffing, the Information Commissioner 'welcomed' the temporary full-time equivalent (FTE) increase for the OIC for 2 years from July 2021, which will provide an additional 2.6 FTE staff for external review services and the temporary filling of 2.2 FTE outstanding positions, with the OIC's cash reserves funding these positions until 30 June 2023.⁶¹

In his opening statement, Mr Green, the Privacy Commissioner, discussed in more detail the OIC's submission to the CCC's Operation Impala and the OIC's advocacy for a contemporary legislative framework in relation to privacy:

That inquiry was initiated from data and reporting to the CCC by Queensland government agencies specifically about unauthorised access and use of information in agencies. The figures there are fairly high. Those figures do not translate to privacy complaints that we see a lot of the time. As Rachael has explained, we have had an increase over the past few years but those are still under 100 complaints per year. The CCC was getting in the high thousands for some agencies. It is a significant issue and we put a lot of work into that.

We also based some of our submission on an earlier submission about legislative reforms and a contemporary legislative framework for privacy from 2017. We have continually advocated for a contemporary legislative framework since then. It is a fast evolving landscape internationally and nationally. The national government already has a review of the Commonwealth Privacy Act. They have amended it several times and introduced the notifiable data breach regime at the federal level a couple of years ago, so there have been continuing reforms internationally and we think that is critically important.⁶²

The Privacy Commissioner advised that the OIC was implementing the recommendations from the inquiry, including launching the privacy champions network during Privacy Awareness Week in 2021. He stated that the OIC is also 'continuing to expand that and hoping to expand it to the HHSs [Hospital and Health Services] and to local government because we see those agencies as needing further help'.⁶³

In relation to privacy breaches, the Privacy Commissioner advised that the implementation of the OIC's voluntary notification scheme has increased the number of notifications being received as people become more aware. The Privacy Commissioner further stated:

The survey work done by our counterparts at the national level, the OAIC [Office of the Australian Information Commissioner], has shown that the public expect to be told if their data is compromised to minimise harm and to allow them, say, if they had identity theft, to take steps to protect themselves. It is fundamental, commonsense stuff in terms of a reaction. Agencies are doing that on a voluntary basis, and we are seeing an increase in that as they become more mature. I think it is a critically important thing into the future. It gives us the intelligence to actually understand where the complaints are happening and what is causing them particularly.⁶⁴

⁵⁸ Public hearing transcript, Brisbane, 30 August 2021, p 2.

⁵⁹ Public hearing transcript, Brisbane, 30 August 2021, pp 2, 3.

⁶⁰ Public hearing transcript, Brisbane, 30 August 2021, p 2.

⁶¹ Public hearing transcript, Brisbane, 30 August 2021, pp 2, 3.

⁶² Public hearing transcript, Brisbane, 30 August 2021, p 3.

⁶³ Public hearing transcript, Brisbane, 30 August 2021, p 3.

⁶⁴ Public hearing transcript, Brisbane, 30 August 2021, p 3.

In relation to work on the COVIDSafe app that was undertaken by the OIC in conjunction with the OAIC and the federal commissioner, the Privacy Commissioner stated that he believed the app ‘helped pave the way for some of the check in apps that have been developed by other states and territories and public acceptance and trust in them’.⁶⁵ The Privacy Commissioner continued:

One of the things they did with the federal app was release the privacy impact assessment. They also undertook to release the actual coding behind the app to assure people that no untoward data collection was occurring. They also introduced federal legislation which gave the federal commission unprecedented power of audit into even the state and territory health systems about the use of the data. There were really good privacy practices and data security practices around the development of that app. We are using that to inform development and further development of the check-in app as it evolves and is extended. I think that will also be useful work going forward into the vaccine passport arena as we are looking at how we can technologically have a verifiable system for introduction of that.⁶⁶

The Privacy Commissioner also suggested improvements in relation to the OIC’s complaints and performance work, including legislative reform and better reporting on breaches. The Privacy Commissioner explained:

Out of that volume that came through the CCC reporting in their dashboard, which is an online dashboard, 100 complaints a year is not too bad. I think there are possibly some unknown breaches that have occurred that maybe are not reflected in that. As part of our legislative reforms, we suggested that we get better reporting on that. Also the notifiable data breach would give us better intelligence on the number of breaches and the volume and the health of the overall system of privacy and security.⁶⁷

Questions from the committee during the public hearing focused on:

- reasons why agencies are missing the statutory time frame for external reviews, including resourcing matters and other systemic issues
- consideration of a temporary extension of statutory time frame for agencies during COVID
- reasons why the QPS are responsible for 29% of the external review applications, including the complexity of their work and resourcing, and what is being done to address this
- managing complaints about the QPS privacy breaches
- the CCC’s electronic dashboard and its positive impact on a cultural shift in the QPS
- public interest test for requests for information
- managing risk around human errors as the cause for privacy breaches, including training and increasing awareness
- resourcing of the OIC to deal with increased workloads and the impact on the OIC staff
- changes to the OIC’s information and communication technology systems and the positive impact in relation to sudden work from home circumstances in 2020 due to COVID
- what the next strategic review of the OIC will incorporate, including complaints about the process itself and the work of the commissioner
- what government agencies and companies are doing in relation to ransomware attacks
- privacy security in relation to the Queensland check-in app and monitoring of security breaches.⁶⁸

⁶⁵ Public hearing transcript, Brisbane, 30 August 2021, pp 3-4.

⁶⁶ Public hearing transcript, Brisbane, 30 August 2021, p 4.

⁶⁷ Public hearing transcript, Brisbane, 30 August 2021, p 4.

⁶⁸ Public hearing transcript, Brisbane, 30 August 2021, pp 4–10.

4 Committee comment

The committee congratulates the OIC on its performance in 2019-20, especially in light of record delivery and demand for its key services.

The committee notes the tabling of its reports on the implementation of recommendations from local government compliance audits in 2019-20 and an audit in July 2020 about managing the risk of re-identification and public datasets.

The committee also notes the OIC's work towards implementing the recommendations of the CCC's Operation Impala, including amending the OIC's online training package.

In relation to privacy, the committee acknowledges the growth in voluntary data breach notifications that the OIC has received over the past 2 years and supports the view that this reflects a positive step toward cultural change to minimise harm to the community.

The committee commends the OIC on its acknowledgement of the impact of an increased workload on its staff and its implementation of strategies to manage behaviour and deliver timely services. The committee was pleased to note that the OIC will have a temporary FTE increase for 2 years from July 2021 until 30 June 2023 and anticipates that this will assist the OIC with its workload challenges.

The committee appreciates the assistance provided by the Information Commissioner and the OIC staff as the committee performed its oversight role. The committee also thanks Mr Green for his years of service in the role of Privacy Commissioner. We take this opportunity to express our continued support of the OIC in promoting accountability, openness and transparency.

Recommendation

The committee recommends that the House notes the contents of this report.