

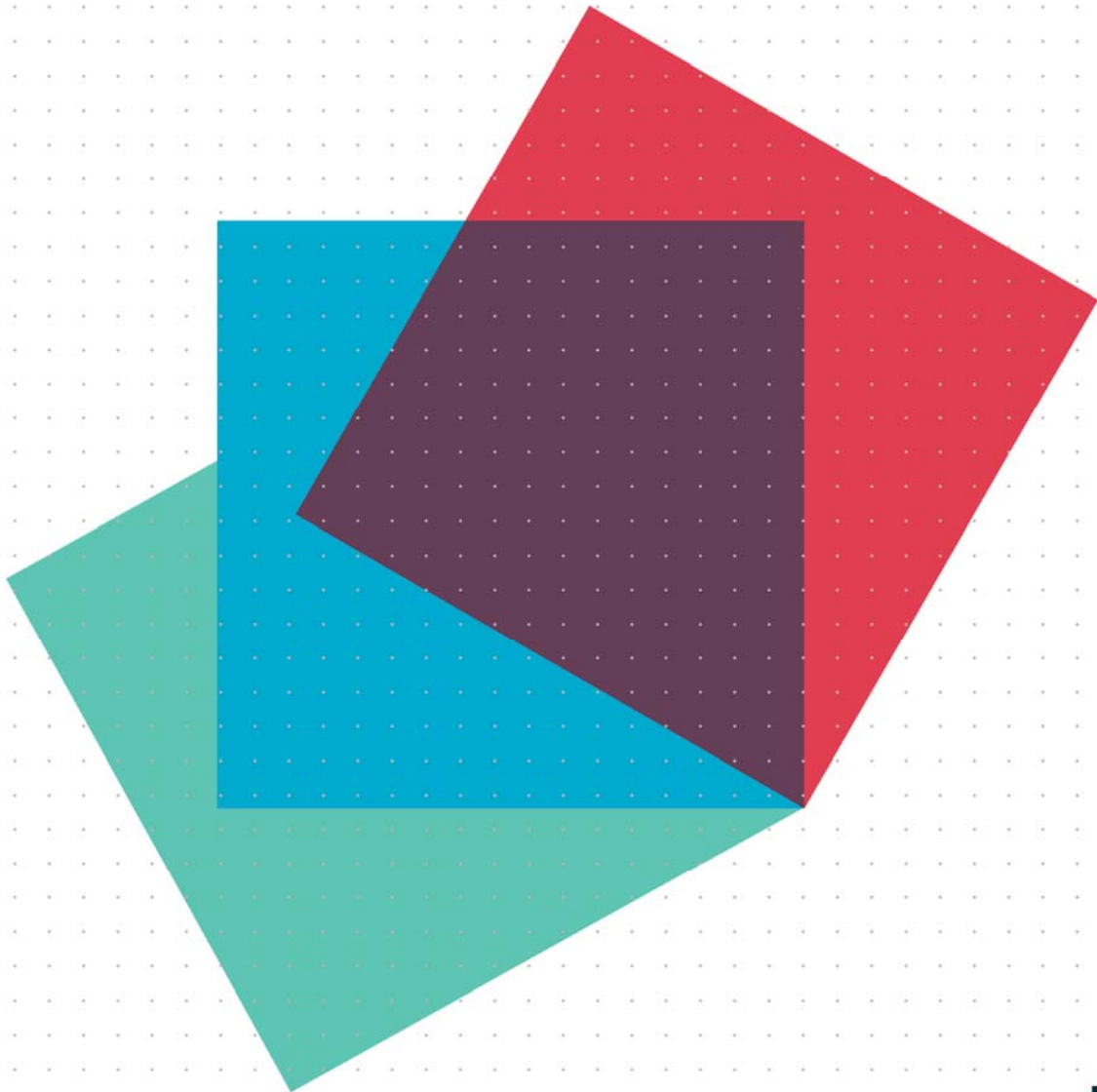


Australian Government
**Office of the Australian
Information Commissioner**

Information Publication Scheme

Survey of Australian Government Agencies: Appendix A – Questionnaire

oaic.gov.au



OAIC



Australian Government

Office of the Australian Information Commissioner

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Information Publication Scheme Survey of Australian Government Agencies

May 2018

FINAL

Introduction

Background to the Information Publication Scheme (IPS)

The *Australian Information Commissioner Act 2010* and the *Freedom of Information Amendment (Reform) Act 2010* were enacted in May 2010.

Those Acts implemented substantial reforms to the *Freedom of Information Act 1982* (FOI Act). The reforms have been guided by the principle that information held by the Government *'is to be managed for public purposes, and is a national resource'* (FOI Act s3 (3)).

The reforms to the FOI Act included the implementation of the Information Publication Scheme (IPS), established by s 8 of the FOI Act. Under the IPS, from 1 May 2011, Australian Government agencies subject to the FOI Act have been required to proactively publish specific categories of information on their websites. In particular:

- section 8(1) of the FOI Act requires agencies to prepare an Agency IPS plan
- section 8(2) requires agencies to publish their IPS plans and specified categories of information, and
- section 8(4) confirms that agencies may publish other information that they hold, in addition to the information required to be published under s 8(2).

This information is known as an agency's IPS Entry. An agency's IPS Entry is made up of three components:

1. Agency IPS plan (ss 8(1) and 8(2)(a)).
2. Information required to be published under the IPS (s 8(2)).
3. Other information that is published by the agency (s 8(4)).

Section 8F of the FOI Act confers three specific functions on the Information Commissioner for reviewing the operation of the IPS:

- reviewing the operation of the IPS in each agency, in conjunction with the agency
- investigating an agency's compliance with IPS requirements, either upon receipt of a complaint or at the Information Commissioner's initiative
- otherwise monitoring, investigating and reporting on the operation of the IPS.

Section 9 requires agencies to complete a review of the operation of the IPS within their agency, as appropriate from time to time and within five years of the commencement of the IPS, in conjunction with the Information Commissioner.

The 2012 IPS Survey

This IPS Survey will provide agencies the opportunity to comply with the requirement of s 9 of the FOI Act. The first IPS survey of Australian Government agencies was undertaken by the OAIC in 2012. The 2012 survey gathered information about Australian Government agencies' compliance with IPS obligations. ORIMA Research prepared a report of the survey results for the OAIC.

The first survey results were pleasing. Seventy-eight per cent of agencies that were contacted (191 of 245 agencies) completed the survey questionnaire (many that did not are small boards or committees that are supported by larger agencies). The results confirmed a serious commitment across government to complying with IPS requirements and principles. Nearly all agencies had published an IPS Plan; over 85 per cent published the required categories of information on their websites; 94 per cent published operational information that provided guidance on how decisions are made that affect members of the public; and 93 per cent had assigned responsibility for IPS compliance to a senior agency officer. The report also identified areas where improvement was required.

What is this survey about?

The purpose of the second IPS survey conducted by the OAIC, is to review the operation of the IPS in each agency, and in conjunction with each agency, as required by s 9 of the FOI Act.

The survey is designed to gather information about the operation of the IPS within each Australian Government agency and to conduct a comparative analysis of the IPS survey conducted by the OAIC in 2012.

This IPS Survey will also provide agencies the opportunity to comply with the requirement of s 9 of the FOI Act.

The survey is accordingly divided into the following parts:

- Part A: Demographic details of your agency;
- Parts B to F: Assesses compliance with the five key IPS assessment criteria set out in the FOI Guidelines (see Para 13.134 and <https://www.oaic.gov.au/freedom-of-information/foi-guidelines/part-13-information-publication-scheme>).
- Parts G to I: Assesses other topics related to the IPS and public sector information principles including: open access to information; discoverability; challenges publishing public sector information; and other comments about the IPS.

What do I need to do as the primary survey contact officer?

The primary contact identified by the agency to the OAIC for the survey is expected to coordinate a response across relevant areas of the agency to ensure the survey is completed and submitted on time.

When does the survey start and finish?

The fieldwork for the survey will begin on Tuesday 29 May 2018. Responses need to be completed by Tuesday 12 June 2018.

How will the information be used?

The information collected in the IPS Survey will be used by the OAIC to develop a national level report on the operation of the IPS across all Australian Government agencies and provide a comparative analysis with the results of the 2012 IPS Survey. The 2012 IPS Survey gathered information about Australian Government agencies' compliance with IPS obligations. A [report](#) of the 2012 IPS Survey results is published on the OAIC website.



The information collected may also be used to assist the OAIC understand agencies' approaches to the publication of information and identify ways the OAIC can provide advice, assistance and training to agencies on the operation of the IPS in the future.

Instructions

How should the survey be completed?

1. Read each question carefully.
2. Where options have been provided, select the response that represents the answer you want to give. For example, if your agency has prepared and published an IPS Plan, mark option 1 as shown below:

- | | Yes | No |
|--|-----------------|----|
| 5. Has your agency prepared and published an IPS Plan? | 1
[Go to q4] | 2 |
3. Where multiple answers apply, select each applicable answer.
 25. How is this specific training on IPS obligations provided? [Multiple response]
 - 1 Specific formal training
 - 2 Self-paced online
 - 3 On the job
 - 4 Other (please specify) _____

Further Information

All queries regarding completing the survey should be directed to Mabel Dela Cruz ORIMA Research.

telephone: 1800 806 950

email: surveys@orima.com

Agency Details

A. Demographic Details

1. What is the name of your agency?

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2. What is your agency’s portfolio?

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3. How many staff were employed by your agency as at:

- i. 30 June 2017?
- ii. 1 May 2018?

Note: Please calculate this as a head count of staff, not full-time equivalent.

4. How many FOI requests were received by your agency during the 2016-17 financial year?
(Use your Agency’s input to the FOI Annual Report 2016-2017)

[Please answer all fields] [Online survey to pre-populate data where available for the agency based on FOI Annual Report at data.gov.au]

- 1 Personal (please specify) n=_____ [Validation – online survey to only allow positive whole numbers with a maximum of three digits]
- 2 Other (please specify) n=_____ [Validation – online survey to only allow positive whole numbers with a maximum of three digits]
- 3 Total (please specify) n=_____ [Validation – online survey to only allow positive whole numbers with a maximum of three digits]

5. What was your agency’s total FOI expenditure for the 2016-17 financial year? (Use your Agency’s input to the FOI Annual Report 2016-2017)

[Single response] [Online survey to pre-populate data where available for the agency based on FOI Annual Report at data.gov.au]

- 1 \$......
- 2 Don’t know

6. Have there been any changes to your agency’s structure after 30 June 2017 that have impacted on your agency’s processing of FOI requests or total FOI expenditure?

- 1 Yes: Please elaborate:.....
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.....
.....

2 No

7. Please provide the following information:

Note: This will only be used if we need to contact you to clarify any of your survey responses.

[Please answer all fields]

a. Contact officer's name	
b. Contact phone number	
c. Contact email address	

B. Agency Operation Review

i. IPS operation review

Section 9(1) of the FOI Act requires that each agency complete a review of the operation of the IPS in the agency by 1 May 2016. The review must be undertaken in conjunction with the Information Commissioner (see s 9 of the FOI Act and Part 13 of the FOI Guidelines paragraph 13.131 - 'Review of agency IPS compliance').

	Yes	No
8. Has your agency completed a review of the operation of the IPS in your agency in conjunction with the Information Commissioner?	1	2

If 'no' to question 8 display the following text:

Please note that the Information Commissioner will consider the completion and submission of this survey by 12 June 2018 to have satisfied your agency's requirement to complete a review of the operation of the IPS in your agency. [\[Go to question 12\]](#)

9. When was the review completed?

1.

[Validation: Online survey to only allow valid dates in a DD-MM-YYYY format]

10. Did the review cover the following five key elements of IPS compliance set out in Part 13 of the FOI Guidelines?

	Yes	No
a. Agency plan (This includes whether the agency published a comprehensive plan for its IPS compliance)	1	2
b. Governance and administration (This includes whether the agency has appropriate governance mechanisms in place to meet its IPS obligations, including an information management framework)	1	2
c. IPS document holdings (This includes whether the agency reviewed its document holdings to decide what information must be published under s 8(2) and information that can be published under s 8(4). Whether the agency IPS entry is accurate, up-to-date and complete)	1	2



10. Did the review cover the following five key elements of IPS compliance set out in Part 13 of the FOI Guidelines?	Yes	No
d. IPS information architecture (This includes whether the agency has a publication framework in place and has taken the necessary steps to ensure that information in its IPS entry is easily discoverable and accessible to the Australian community)	1	2
e. Agency compliance review (This includes whether the agency has appropriate processes, systems and resources in place to monitor and review its IPS compliance and to make necessary improvement in the agency’s IPS implementation)	1	2

11. Please briefly describe the outcomes of this review (including key findings and any recommendations) and, if available, upload relevant documents relating to the review.

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[\[Upload documents\]](#)

ii. Complaint handling

	Yes	No
12. Does your agency’s website provide information about how to make a complaint about your agency's IPS?	1	2 [Go to question 13]

12a. Please provide a link to this information on your website or include the text provided on your website in the box below.

URL:

OR

Text on your website:

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- 13. How many complaints specifically related to the IPS has your agency received since 1 July 2017?
 - 1. n=_____ [Validation – online survey to only allow positive whole numbers with a maximum of three digits]
 - 2. No IPS complaints were received over this period
 - 3. Information on the number of IPS complaints received is not available / recorded

iii. Information Contact Officer Network

The Information Contact Officer Network (ICON) is a network for representatives from Australian Government Departments and Agencies who work in FOI or have an interest in this area.

For further information on ICON, including on how to join the network, please click [here](#).

[Go to page with the following text: The OAIC publishes a monthly ICON Newsletter that provides updates on a range of OAIC initiatives, publications and recent IC review decisions. Regular ICON meetings provide Contact Officers with the opportunity to receive updates on the work of the OAIC and developments in FOI. If you would like to join the network you can subscribe via this link <https://www.oaic.gov.au/media-and-speeches/enews>, email icon@oaic.gov.au or ring our Enquiries Line on 1300 363 992.]

	Yes	No
14. Does your agency have an Information Contact Officer who participates in ICON?	1	2 [Go to question 16]
15. Which of the following best describes the area of your agency that the ICON officer is located?		
An area with the following function:		
1	FOI	
2	Privacy	
3	Legal or Litigation	
Other area (not listed above)		
4	Other area within Information Management Branch (or equivalent)	
5	Other area within Corporate Branch / Division	
6	Other [Please specify]: _____	

- 16. Do you have any further comments about your agency’s review of the operation of the IPS?

C. Agency IPS Plan

The FOI Act requires all agencies to publish an IPS plan on their website (s 8). Part 13 of the FOI Guidelines, paragraph 13.14 provides guidance on the structure and contents of the Agency Plan.

i. Agency IPS Plan Published

	Yes	No
17. Has your agency published an Agency IPS Plan?	1 [Go to q19]	2
18. Why has your agency not published an Agency IPS Plan?		

[If No to q17 go to Part D]

ii. Agency IPS Plan follows OAIC structure and content recommendations

Part 13 of the FOI Guidelines, [13.14] ('Structure and contents of the agency plan') recommends that agencies use the following five standardised headings in their Agency IPS Plans:

- establishing and administering the agency's IPS entry
- IPS information architecture
- Information required to be published under the IPS
- Other information to be published under the IPS
- IPS compliance review

19. Does your Agency IPS Plan use the five standard recommended headings as specified in the FOI Guidelines? [Single response]

- 1 Yes – All [Go to q21]
- 2 Yes – Some
- 3 No – we do not use any of the five standard headings

20. Why does your agency not use (all of) these headings?

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iii. Update and maintenance of Agency IPS Plan

Part 13 of the FOI Guidelines, [13.16] ('Establishing and administering an agency's IPS entry') recommends that the Agency IPS Plan address the following nine matters:

21. Does your Agency IPS Plan specify/address:	Yes	No	Not applicable
a. the senior executive officer <i>currently</i> responsible for leading the agency's work on IPS compliance? <i>Hover text on the word 'currently': To answer 'yes' to this question the IPS Plan should specify the name and/or position of the senior executive that is responsible for IPS compliance at the time of completing the survey. This could include situations where the plan includes a link to a web page that specifies the person currently occupying this position.</i>	1	2	
b. the resources allocated to establishing and administering the agency's IPS entry?	1	2	
c. the process for identifying operational information required under s 8(2)?	1	2	
d. the process for identifying additional information under s 8(4)?	1	2	
e. the process for revising the IPS entry?	1	2	
f. the measures being taken to ensure that the agency's IPS entry is accurate, up-to-date and complete?	1	2	
g. the measures (if any) being taken to improve the agency's information asset management framework to support its IPS compliance?	1	2	3
h. whether the agency has developed an internal IPS information register (see [13.20])?	1	2	
i. details of access charges (if any) imposed for accessing information published under the IPS as well as how charges will be calculated (see [13.126])?	1	2	

22. When was your Agency IPS Plan last updated?

1.

2. We have not updated our Agency IPS Plan since it was first published. Please specify the date your Agency IPS Plan was first published:

[Validation: Online survey to only allow valid dates in a DD-MM-YYYY format]

	Yes	No
23. Do you have a timetable for formally reviewing your Agency IPS Plan?	1	2 [Go to q25]

- 24. If you have a timetable, how often is a formal review of the Agency IPS Plan scheduled to be undertaken? [Single response]
 - 1 At least every 6 months
 - 2 At least every 12 months
 - 3 Only where significant IPS changes occur
 - 4 Don't know/ Can't say

25. Do you have any further comments about the legislative requirement to publish and prepare an Agency IPS Plan or feedback about guidance provided in Part 13 of the FOI Guidelines about the structure and contents of the Agency IPS Plan?

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D. IPS Governance and Administration

This section checks whether your agency has established an appropriate governance and administration framework to support the maintenance of information published under the IPS, including that published information is accurate, up-to-date and complete. The framework should include:

- appropriate IPS policies, business processes and procedures to guide the IPS within the agency;
- clear allocation of responsibility for the implementation, ongoing maintenance and compliance review and reporting associated with the IPS;
- the appointment of a senior executive within the agency responsible for leading the agency's work on IPS compliance;
- establishing appropriate information management processes to facilitate identification and publication of IPS documents; and
- measures to ensure that agency staff are aware of and understand IPS requirements.

NOTE: Any reference to procedures in this survey is a reference to written procedures.

i. Governance/ structural arrangements have been made

	Yes	No
26. Has your agency appointed a senior executive officer with responsibility for leading the agency’s work on IPS compliance?	1	2 [go to q28]
27. What are the senior executive officer’s details? Name:..... Position/Role:..... Work area:.....		

[If q26 = Yes, go to q29]

28. Why has your agency not appointed a senior executive officer with responsibility for leading the agency’s work on IPS compliance?

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	Yes	No
29. Does your agency have a formal IPS governance structure? (e.g. Steering Committee, Working Group or other body with direct oversight of the IPS)	1	2 [Go to q31]

30. What type(s) of formal IPS governance structure(s) does your agency have? [Multiple response]
- 1 Steering Committee
 - 2 Working Group
 - 3 Other (please specify) _____

[If q29 = Yes, Go to q32]

31. Why does your agency not have a formal IPS governance structure?

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ii. IPS policies and procedures have been established

	Yes	No
32. Are policies and/or procedures in place to:		
a. identify and prepare documents for IPS publication?	1	2
b. publish IPS documents?	1	2

iii. Resources allocated to IPS functions

33. What is the number of staff performing IPS functions and duties in your agency as at 30 June 2017? Use your Agency’s input to the FOI Annual Statistics return for 2016-2017. This is the number of staff whose duties include IPS functions as part of their normal functions.

Note: Please record a head count of staff, not full-time equivalent.

n= _____ [Validation – online survey to only allow positive whole numbers with a maximum of three digits]

iv. Staff training undertaken/ staff awareness developed

	Yes	No
34. Has responsibility for the management or coordination of staff training and awareness of IPS obligations within the agency been assigned?	1	2 [Go to q36]

35. What is the name of the area within your agency that has been assigned this responsibility?

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36. Does your induction training for new staff include information on the IPS?

- 1 Yes [Please briefly describe the information on the IPS that is included in your induction training]
- 2 No

37. Does your agency provide staff with other specific training on IPS obligations?

Yes	No
1	2 [Go to q40]

38. How is this specific training on IPS obligations provided? [Multiple response]

- 1 Specific formal training
- 2 Self-paced online
- 3 On the job
- 4 Other (please specify) _____

[If only one option is selected in q38 go to q40]

39. What is the **main way** that staff are trained in the agency’s IPS obligations? [Single response]

- 1 Specific formal training
- 2 Self-paced online
- 3 On the job
- 4 Other (please specify) _____

40. Do you have any further comments about the governance and administration of the IPS in your agency?

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E. IPS Entry

Section 8 of the FOI Act requires Australian Government agencies to publish the categories of information specified below.

i. Information required to be published

41. Does your agency publish on its website details of:	Yes	No
a. Its organisational structure?	1	2
b. The agency's functions and decision making powers?	1	2
c. Appointments of agency officers made under Acts (other than APS employees within the meaning of the <i>Public Service Act 1999</i>)?	1	2
d. Annual reports prepared by the agency for Parliament?	1	2
e. Consultation arrangements for members of the public to comment on specific policy proposals for which the agency is responsible?	1	2
f. Information in documents to which the agency routinely gives access in response to requests under Part III of the FOI Act – s 8(2)(g)?	1	2
g. Information released in response to FOI access requests via an Agency Disclosure Log – s 11C	1	2
h. Information held by the agency that it routinely provides to the Parliament in response to requests and orders from the Parliament?	1	2
i. Contact details for FOI information or documents?	1	2
j. Operational information - the rules, policies, principles and procedures that agencies apply in making decisions or recommendations that affect members of the public (as defined in s 8A of the FOI Act)? Please note that this excludes information provided to members of the public via a fee based subscription service.	1	2

ii. Other information to be published under the IPS

The FOI Act (s 8(4)) identifies that other information – aside from that mentioned in s 8(2) – may be published by agencies. Part 13 of the FOI Guidelines, [13.107] ('Other Information to be published under the IPS') advises that agencies are generally best placed to identify what public sector information they publish.

In doing so, agencies should strive to implement the objects of the FOI Act, which declare that information held by government is a national resource that should be managed for public purposes.

	Yes	No
42. Does your agency have a mechanism for identifying other information that can be published under the IPS?	1	2
43. Does your agency publish other information under the IPS?	1	2

[If yes is selected in q43, display q44]

44. What types of other information is published? For example, information released under administrative access arrangements.

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iii. Exceptions – personal and business information

The FOI Act (s 8(2)(g)(i) and (ii) provides that an agency is not required to publish personal or business information as part of its IPS entry if it would be unreasonable to publish that information (see the FOI Guidelines [13.70]). Agencies will generally not publish information given to an individual or business applicant in response to an FOI request that is personal to that applicant.

Where information is not published because an exception applies, the Information Commissioner encourages agencies to record this in an IPS information register, including the title of the document to which an exception applies and the reason it was not published under the IPS. Capturing this information may help an agency when it reviews the operation of the IPS, or responds to any complaints to the Information Commissioner about the IPS.

	Yes	No	Not applicable
45. Has your agency, in one or more particular instances, made a decision not to publish information under the IPS due to the personal or business information exception under ss 8(2)(g)(i) or (ii)?	1	2 [Go to q48]	3 [Go to q48]

[Part 13 of the FOI Guidelines](#) recommends that agencies maintain an ‘IPS information register’. The register may be:

- a single register that encompasses information required to be published in the IPS (please refer to Section 8 of the FOI Act), as well as additional public sector information held by the agency, or
- separate registers for information that is required to be published in the IPS (please refer to Section 8 of the FOI Act), and other public sector information.

	Yes	No
46. Does your agency maintain an IPS information register(s)?	1	2 [go to q48]

	Yes	No
47. Does your agency record decisions not to publish information recorded in your agency’s IPS information register?	1	2

iv. Fees and charges

Subject to a limited exception, information published under the IPS must be available free of charge to the community. An agency can charge for information under the IPS only where the information cannot be downloaded from a website, and the agency has incurred specific reproduction or incidental costs in giving a person access to that information under the IPS (s 8D(4)). The details of the charge must be published under the IPS before any charge is imposed (s 8D(5)).

Please note that the OAIC does not consider the provision of information to members of the public via a fee based subscription service as providing access under the IPS.

'Non-web based' documents or information refers to materials that cannot be accessed or downloaded directly from a website. For example, a voice recording held by an agency may not be easily or readily converted into an electronic format that the Agency can make available for publication/ downloading from a website.

	Yes	No
48. Does your agency have a policy that specifies or covers its approach to charging for access to information under the IPS?	1	2

49. Does your agency charge for information required (s 8(2)) or permitted (s 8(4)) to be published under the IPS? [\[Single response\]](#)

- 1 Yes - Required only
- 2 Yes - Permitted only
- 3 Yes - both
- 4 No [\[Go to q54\]](#)

	Yes	No
50. Does your agency use the FOI Charges Regulations for calculating and imposing a charge for access under the IPS?	1	2

	Yes	No
51. Is the charge for providing access to information that cannot be downloaded from a website?	1	2

	Yes	No
52. Is the charge for reimbursing the agency for specific reproduction (or other incidental) costs associated with giving access?	1	2

	Yes	No
53. Are details of these charges published on your agency's website?	1	2

54. Do you have any further comments about IPS Entry in your agency?

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F. IPS Information Architecture

i. Use of recommended standardised headings and structure

The FOI Act specifies the information an agency must publish under the IPS, but not the format of publication. The FOI Act does not require that agencies use the headings or language specified in s 8(2). The Information Commissioner has advised however that it will be easier for the public to locate information published by each agency under the IPS if there is a consistent presentation of information on agency websites. To this end, Part 13 of the FOI Guidelines [13.120]('Structure of agency IPS entry') recommends the use of 10 headings for the Agency Publication Framework.

55. Does your agency publish IPS information under the following standard headings?	Yes	No
a. Agency Plan - s 8(2)(a)	1	2
b. Who we are - ss 8(2)(b) and 8(2)(d)	1	2
c. What we do - ss 8(2)(c) and 8(2)(j)	1	2
d. Our reports and responses to Parliament - ss 8(2)(e) and 8(2)(h)	1	2
e. Routinely requested information and disclosure log - s 8(2)(g)	1	2
f. Consultation arrangements - s 8(2)(f)	1	2
g. Our priorities - s 8(4)	1	2
h. Our finances - s 8(4)	1	2
i. Our lists - s 8(4)	1	2
j. Contact Us - s 8(2)(i)	1	2
k. Other (please specify all) _____	1	2

56. Do you have any comments about the use of the recommended standardised headings and structure for the publication of information under the IPS?

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ii. Documents are easily discoverable and understandable

57. Does your agency website have:	Yes	No
a. A search function that can access information published within an agency's IPS entry?	1	2
b. A mechanism in place to gather feedback from the community regarding whether IPS entries are easily discoverable and understandable?	1	2
c. An alert service that can notify subscribers of new publications under the IPS or other developments in relation to the IPS?	1	2
d. The OAIC IPS Icon visible on the homepage of your agency's website?	1	2

57. Does your agency website have:	Yes	No
<p>(i) If yes, which icon is displayed (single response):</p> <ol style="list-style-type: none"> 1.  Information Publication Scheme 2.  Information Publication Scheme 3.  Information Publication Scheme <p>(ii) If yes, where does this icon link to when clicked?</p> <ol style="list-style-type: none"> 1. Agency IPS or FOI information page 2. OAIC IPS information page 3. Other [Please specify]: _____ 4. The icon is not linked to another web page. 		

iii. Documents are easily accessible and machine readable

Part 13 of the FOI Guidelines,[13.124] ('Accessibility') states that accessibility of published information by all members of the community is an important principle underlying the IPS. This principle is reinforced by three requirements:

- the *Disability Discrimination Act 1992*
- Government agencies are required to conform to Web Content Accessibility Guidelines (WCAG) 2.0.
- The Australian Human Rights Commission has also published World Wide Web Access: Disability Discrimination Act Advisory Notes (Version 4.0) which echo the obligation on agencies to conform to WCAG 2.0.

WCAG 2.0 covers a wide range of recommendations for making Web content more accessible. Following the WCAG 2.0 guidelines will make content accessible to a wider range of people with disabilities and make Web content more usable to users in general.

58. Are some, most or all of the documents published by your agency under the IPS in a format (or multiple formats) that conform with WCAG 2.0 requirements? [Single response]
- 1 All documents
 - 2 Most documents
 - 3 Some documents
 - 4 No documents

59. Do you have any comments about IPS Information Architecture in your agency?

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G. Open access to information

60. Has your agency adopted a strategy for increasing open access to public sector information held by your agency, in addition to the information required to be published in the IPS and Disclosure Log? [Single response]

- 1 Yes
- 2 Under development
- 3 No

61. Which of the following social media sites does your agency use to publish or promote access to public sector information (includes linking to information published on your agency’s website)? [Multiple response]

- 1 Facebook
- 2 Twitter
- 3 LinkedIn
- 4 YouTube
- 5 Other (Please specify) _____
- 6 Our agency does not use social media to publish public sector information

H. Discoverability

[If question 46 is answered, pre-populate question 62 with this answer; hide question 62 and the associated lead in text. If the answer to question 46 is ‘yes’ add the following lead in to question 63 ‘You answered yes to question 46, ‘Does your agency maintain an IPS information register(s)?’’. If the answer to question 46 is ‘no’, go to question 64; and add the following lead in to question 64 ‘You answered no to question 46, ‘Does your agency maintain an IPS information register(s)?’]

[Part 13 of the FOI Guidelines](#) recommends that agencies maintain an ‘IPS information register’. The register may be:

- a single register that encompasses information required to be published in the IPS (please refer to Section 8 of the FOI Act), as well as additional public sector information held by the agency, or
- separate registers for information that is required to be published in the IPS (please refer to Section 8 of the FOI Act), and other public sector information.

	Yes	No
62. Does your agency maintain an IPS information register(s)?	1	2 [go to q64]
63. How often is your agency's IPS information register reviewed?		
1 At least every 6 months		
2 At least every 12 months		
3 Only where significant IPS changes occur		
4 Don't know/ Can't say		

[If q62 = Yes OR q46 = Yes, go to q65]

	Yes	No
64. Does your agency intend to develop an IPS information register in the next 12 months?	1	2
65. Over the last 12 months, how much of the public sector information that your agency has published has been in an open and standards-based format? [Single response]		
1 All of the information		
2 Most of the information		
3 Some of the information		
4 None of the information		
5 Not sure / not applicable		

	Yes	No	Not applicable
66. Does your agency routinely apply metadata to the public sector information it publishes on the internet?	1	2 [Go to q68]	3 [Go to q68]
67. If your agency routinely applies metadata, please indicate which of the following metadata standards your agency uses: [Multiple response]			
1 AGLS			
2 ANZLIC			
3 Other (Please specify) _____			

I. Challenges publishing public sector information

The OAIC [Principles on Open Public Sector Information](#) list 8 principles to guide Australian Government agencies in building a culture of proactive information disclosure and community engagement. The following question identifies areas in which agencies may face challenges in publishing public sector information and could benefit from assistance or further guidance.

68. What are the most significant challenges your agency faces when publishing public sector information in addition to the information required to be published in the IPS and Disclosure Log? [\[Select up to 4\]](#)

Open Access to information

- 1 Obtaining sufficient budgetary resources to enable open access to public sector information
- 2 Identifying information, in addition to the information required to be published in the IPS and Disclosure Log that can be published
- 3 Transitioning to a culture of open access and proactive publication
- 4 Producing a plan or strategies for increasing open access to public sector information
- 5 Ensuring compliance with privacy and secrecy requirements when publishing public sector information

Engaging the community

- 6 Identifying re-users
- 7 Collaborating with re-users
- 8 Employing Web 2.0 tools to support community consultation
- 9 Establishing effective processes to consult the community regarding what information to publish
- 10 Establishing channels for re-users to provide feedback about the quality, completeness, usefulness and accuracy of published information
- 11 Establishing processes to respond in a timely manner to requests and feedback received from the community

Effective information governance

- 12 Establishing an appropriate focal point, officer, or centralised department that is responsible for furthering open access to public sector information
- 13 Instigating strategic planning on information resource management

Robust information asset management

- 14 Establishment and maintenance of an information asset register
- 15 Providing up-to-date staff training in information management
- 16 Establishing clear procedures and lines of authority for decisions on information release and publication
- 17 Protecting information against inappropriate or unauthorised use, access or disclosure

Discoverable and useable information

- 18 Providing information in an open and standards based format
- 19 Attaching high-quality metadata to information for discoverability
- 20 Ensuring compliance with the WCAG 2.0
- 21 Indexing or cataloguing information for discoverability
- 22 Publishing information in machine readable format
- 23 Maintaining structured data for publishing
- 24 Maintaining linked data for publishing
- 25 Agency costs (including staff time) associated with ensuring compliance with the WCAG 2.0

Clear reuse rights

- 26 Transitioning towards Creative Commons 'BY' standard as a default position
- 27 Determining appropriate open licences that will enable the re-use of information
- 28 Determining whether public sector information is able to be released under open licensing conditions
- 29 Agency costs (including staff time) associated with administering licences

Appropriate charging for access

- 30 Establishing an appropriate and transparent charging regime(s) for your agency
- 31 Agency costs (including staff time) of administering charging regime

Transparent enquiry and complaints processes

- 32 Establishing appropriate and transparent enquires and complaint processes
- 33 Responding to enquiries and complaints



J. Other comments about the IPS

69. Do you have any further comments on your agency’s experiences with the IPS?

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70. Do you have any further comments about the guidance provided by the OAIC about the operation of the IPS? Is there any additional guidance or agency resources you would find useful?

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Thank you for completing this survey
Please [submit](#) your survey to complete the process

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Our Privacy Policy is available at www.orima.com and contains further details regarding how you can access or correct information we hold about you, how you can make a privacy related complaint and how that complaint will be dealt with. Should you have any questions about our privacy policy or how we will treat your information, you may contact our Privacy Officer, Liesel van Straaten on (03) 9526 9000.

Until we destroy our research records, you have the right to access the information that we hold about you as a result of this survey. Your agency may request at any time to have this information de-identified or destroyed.

If you have any queries about this survey, or would like any further information, you can call us on 1800 806 950.

Attachment A: Definitions [To be displayed throughout the online survey as hover text when defined words are used]

Access	: Where public sector information is made available, whether for free or for a charge, under licensing conditions or in formats which do not facilitate reuse. See also 'open access'.
AGLS	: A metadata standard based on Dublin Core, formerly known as Australian Government Locator Service: www.agls.gov.au
ANZLIC	: A metadata standard developed by the Spatial Information Council for Australia and New Zealand (formerly known as Australia New Zealand Land Information Council): http://www.anzlic.gov.au/resources/anzlic-metadata-profile
Content:	: Public content often has characteristics of being: static (i.e., it is an established record), held by the public sector rather than being directly generated by it (e.g., cultural archives, artistic works where third-party rights may be important), not directly associated with the functioning of government, and not necessarily associated with commercial uses but having other public good purposes (e.g., culture, education).
Creative Commons BY standard	: Pre-set licence terms that includes an open content license which lets others distribute, remix, tweak, and build upon an author's work, even commercially, as long as they credit the author for the original creation. It is the most accommodating of the Creative Commons licences .
Data:	: The representation of facts, concepts or instructions in a formalised (consistent and agreed) manner suitable for communication, interpretation or processing by human or automatic means. Typically comprised of numbers, words or images. The format and presentation of data may vary with the context in which it is used. Data is not 'information' until it is used in a particular context for a particular purpose.
Disclosure Log:	: Information published by an agency or a minister that has been released in response to each FOI access request, subject to certain exceptions (s 11C of the FOI Act). Please refer to Part 14 of the FOI Guidelines .
Information asset:	: Information in the form of a core strategic asset required to meet organisational outcomes and relevant legislative and administrative requirements.
Information asset management framework	: An asset management framework brings together key corporate planning activities and asset management. Asset management involves developing a process to manage, demand and guide the acquisition, use and disposal of assets. This process is intended to maximise service delivery potential and manage risks and costs over an asset's lifecycle. Please refer to Part 13 of the FOI Guidelines
Information asset register	: In accordance with Principle 5 of the <i>Principles of Open Public Sector Information</i> , an information asset register is a central, publically-available list of an agency's information assets intended to increase the discoverability and reusability of agency information assets by both internal and external users.

Information	: Any collection of data that is processed, analysed, interpreted, classified or communicated in order to serve a useful purpose, present fact or represent knowledge in any medium or form. This includes presentation in electronic (digital), print, audio, video, image, graphical, cartographic, physical sample, textual or numerical form.
Information Publication Scheme (IPS)	: Part II of the FOI Act establishes the IPS for Australian Government agencies subject to the FOI Act. The IPS commenced on 1 May 2011 and requires agencies to publish specific categories (set out in s 8(2)) of public sector information on their websites. Please refer to Part 13 of the FOI Guidelines .
IPS	: Information Publication Scheme (see above).
IPS information register	: An IPS information register could include the following information [with respect to information published under the IPS]: <ul style="list-style-type: none"> • which agency business area owns a particular document • when the document was last updated • the formats in which the document is available and the file size • if the document is not published online, who may be contacted within the agency to arrange public access and the number of requests that have been received • categories of information that were considered for publication under the IPS but were not published under s 8C (because the document contains exempt matter or publication is prohibited or restricted by an enactment). Please refer to Part 13 of the FOI Guidelines .
Linked data	: A model of publishing data online where relationships between the datasets are specified at a technical level using open standards (as opposed to publishing a collection of separate, unconnected datasets). This increases the ability of humans and machines to discover and understand the data.
Machine readable	: Machine readable data can be understood by machines through interpretation of the accompanying metadata. Releasing data in a machine readable format increases its discoverability and usability. Formats such as Microsoft Word and PDF, while understandable by humans, are not likely to be highly machine-readable.
Metadata	: Data that defines and describes other data, allowing users to find, manage, control and understand that data. For more information about metadata as it applies to public sector information, refer to the advice on Publishing Public Sector Information contained in the Australian Government Web Guide .
Open access	: Where public sector information is available at zero price under licensing terms and in formats that allow users to copy, use, transmit and reuse the public sector information from its original form.
Open and standards-based formats	: Electronic formats defined by open standards.

Open standard	: A form of technology that has been documented and is available for reuse on different platforms without proprietary restrictions. Proprietary formats could include DOC or DOCX, XLS or XLSX, PDF, ESRI or RTF. Open formats could include HTML, XML, CSV, RDF, KML/KMZ, SHP, TAB or MID/MIF.
Principles on Open Public Sector Information:	Principles, developed by the Office of the Australian Information Commissioner, form part of a core vision for government information management in Australia. The Principles are applied by the OAIC in its role of monitoring compliance by Australian Government agencies with the publication objectives of the FOI Act. The Principles are available on the OAIC website: https://www.oaic.gov.au/information-policy/information-policy-resources/principles-on-open-public-sector-information .
Public sector information:	: Data, information or content that is generated, created, collected, processed, preserved, maintained, disseminated, or funded by (or for) the Government or public institutions.
Reuse/Re-User	: 'Reuse' refers to the process of taking public sector information and modifying it to create something new. Someone undertaking reuse is known as a 'reuser'. Examples include converting public sector information into an alternate form, or using it as the basis of a new application. Although reuse of public sector information occurs within Government, the questions in this survey are concerned with reuse of public sector information by the community. The OAIC will address public sector information reuse within Government separately.
Structured data	: Any data kept in an electronic record, where each piece of information has an assigned format and meaning, so that the data is in a form that can be easily used and manipulated. Relational databases and spreadsheets are examples of structured data. In contrast, a document containing free-form text that discusses the data contained in a spreadsheet would be 'unstructured data'.
WCAG 2.0	: Web Content Accessibility Guidelines version 2.0 , published by the Worldwide Web Consortium and endorsed for all Australian Government websites.
Web 2.0	: A term referring to technologies that encourage online discussion, sharing and collaboration. In a public sector information context, this could include online ratings/feedback mechanisms associated with an agency's public sector information (such as the mechanisms available through data.gov.au), or the use of social media to engage with users about what public sector information to publish and agency publication practices.