

From: s22
To: s22
Cc: s22
Subject: New Webform - FOI Request Quote [SEC=OFFICIAL]
Date: Wednesday, 8 April 2026 10:33:11 PM

Hi s22 and s22

Below is the fixed quote for developing the FOI Request web form as detailed in the spec in the board.

1. Development, Testing, UAT and Production Deployment of FOI Request web form
2. Development Timeframe: Approx 3-5 weeks from Development to UAT.
3. Production Deployment Timeframe: 1 week

Fixed Cost: 17,000 ex GST

Payment Schedule

Commencement: 25% (\$4250 ex GST)

Ready for UAT: 50% (\$8500 ex GST)

Go Live: 25% (\$4250 ex GST)

Cheers

s22

s22

s22

From: s22
To: s22
Cc: s22, s22
Subject: Request for Approval - FOI Request web form work order
Date: Monday, 13 April 2026 1:03:00 PM
Attachments: [image001.jpg](#)
[image002.jpg](#)
[image003.jpg](#)

Good afternoon s22

I write to request your approval of the below quote for the development and implementation of a new Resolve webform for FOI Requests to the OAIC.

This is a new work order from s22, s22

The total cost, as outlined below, is expected to be \$17,000 ex GST.

I note that the proposed development of an FOI web form has been previously presented to both the OAIC Resolve Steering Committee and the Governance Board and has been endorsed in principle by both.

Background

Currently, the OAIC relies on manual processes for receiving and processing FOI requests from members of the public making applications under the FOI Act. This involves applicants completing a PDF form that is then submitted to the OAIC via email.

- Staff in the GRC team then manually process these forms, including in relation creating a Resolve FOI Request case and manually entering the request information into the case.

These processes are labour intensive and time consuming and also create a risk of error in data entry in the relevant FOI request Resolve case.

As the OAIC is the FOI Regulator as well as an agency subject to FOI statutory reporting and processing requirements, the OAIC must manage FOI requests efficiently and accurately, within the strict 30-day statutory timeframe.

- With reduced staffing and increasing workloads, our current manual registration process is no longer sustainable.

Over the last few months, the IMS Team has been working with GRC and our Resolve consultant to develop a new FOI request form and to transition the form to a Resolve Web Form that enables automated registration of FOI requests into the Resolve database and into the FOIREQ Queue.

The design and detail of this form has been finalised and the IMS Team has received a quote from s22, s22 for the proposed work order.

Proposed Solution

The proposed solution involves upgrading the current PDF FOI webform to a Resolve Web Form, using existing Resolve Enterprise architecture that:

- Enables applicants to complete and submit an FOI request via a web-based form
- Automatically registers FOI requests into Resolve
- Uploads submitted documents and correspondence to the new case file

- Includes a logical sequence of steps and background information to better guide and support applicants

Business Case / Justification for Expenditure

The proposed transition to FOI webforms will create a number of significant business benefits for the OAIC in terms of operational efficiency, cost effectiveness, quality and compliance with our statutory obligations under the *Freedom of Information Act 1982*.

Operational Efficiency

- Saves time and reduces administrative burden
- Enables faster processing and compliance with statutory timeframes
- Reduces the error rate for manual registration of cases
- Streamlines workflows and reduces reliance on mailbox monitoring
- An automated form assists in reducing the number of misdirected requests to the OAIC from applicants which assume the OAIC is the repository of all documents across the States and the Commonwealth

Risk Reduction

- Minimises data entry errors
- Reduces risk of missed or delayed registrations
- Improves tracking and reporting

Cost Effectiveness

- Reduces manual labour demands
- Scalable for future increases in FOI volumes

Improved Applicant Experience

- Provides clearer guidance to FOI applicants
- Enables faster acknowledgement and processing

Strategic Alignment

This upgrade supports our obligations under the *Freedom of Information Act 1982*, ensuring:

- Timely and accurate processing of FOI requests
- Efficient use of public resources
- High standards of service delivery and regulatory leadership

s22

Please let me know if you have any questions or require any further information.

Kind regards

s22



s22

Director, Information Management & Systems
Office of the Australian Information Commissioner

P s22

E s22 oaic.gov.au

The OAIC acknowledges Traditional Custodians of Country across Australia and their continuing connection to land, waters and communities. We pay our respect to First Nations people, cultures and Elders past and present.

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From: s22
To: s22
Cc: s22; s22; [OAIC - Finance](#)
Subject: RE: Request for Approval - FOI Request web form work order [SEC=OFFICIAL]
Date: Monday, 13 April 2026 1:40:02 PM
Attachments: [image001.jpg](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.jpg](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)

Good afternoon s22

Many thanks for your prompt response.

I can confirm that I will now complete a CRM/PO for this, in anticipation of the first invoice from s22

Kind regards

s22



s22

Director, Information Management & Systems
Office of the Australian Information Commissioner

P s22

E s22; [oaic.gov.au](mailto:s22@oaic.gov.au)

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From: s22

Sent: Monday, 13 April 2026 2:01 PM

To: s22

Cc: s22; s22; OAIC - Finance

Subject: RE: Request for Approval - FOI Request web form work order [SEC=OFFICIAL]

Good afternoon s22

I approve the quote from s22 of \$18,700 (incl GST) (what I would estimate the value of the purchase order will be as the amount will be a taxable supply from a registered GST entity).

I assume you will use this to put together the next steps being a CRM/PO Request doc.

Regards

s22



s22

A/g General Manager, Enabling Services Branch
Office of the Australian Information Commissioner
Sydney | [oaic.gov.au](mailto:s22@oaic.gov.au)

s22; mb: s22; s22; [@oaic.gov.au](mailto:s22@oaic.gov.au)



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From: s22 <s22@oaic.gov.au>

Sent: Monday, 13 April 2026 1:34 PM

To: s22 <s22@oaic.gov.au>

Cc: s22; s22; [@oaic.gov.au](mailto:s22@oaic.gov.au); s22 <s22@oaic.gov.au>

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Office of the Australian Information Commissioner

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Subject: RE: New Webform - FOI Request Quote [SEC=OFFICIAL]
Date: Monday, 13 April 2026 2:13:15 PM
Attachments: [image001.jpg](#)
[image002.jpg](#)
[image003.jpg](#)

Hi s22

Many thanks for providing the quote for the development of an FOI Request web form.

I am pleased to confirm that this quote has been approved by the relevant delegate – so you are good to proceed.

Please don't hesitate to let us know if you require anything further from us to commence this program of work.

Kind regards

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