

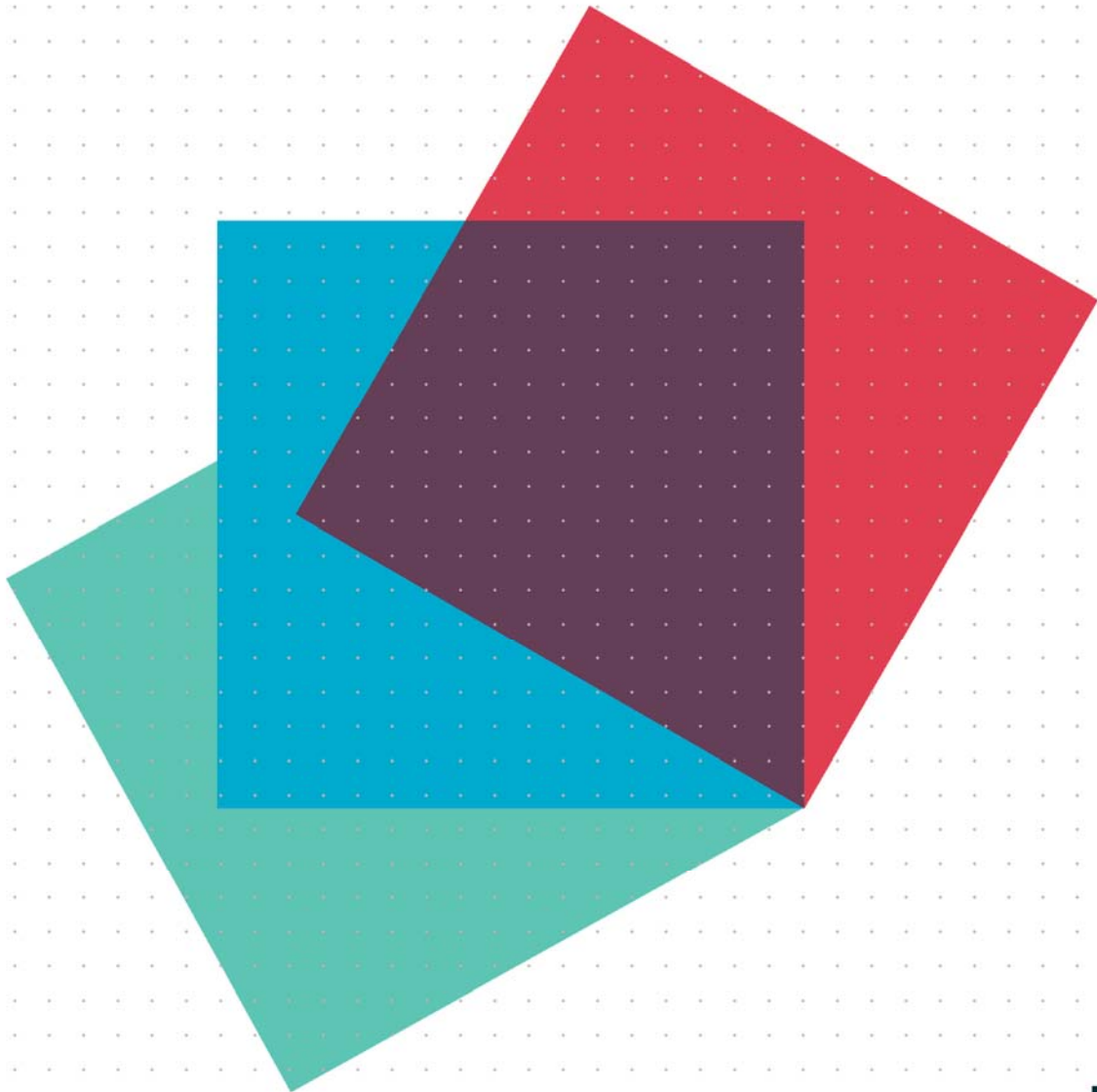


**Australian Government**  
**Office of the Australian  
Information Commissioner**

# Information Publication Scheme

## Survey of Australian Government Agencies: Appendix B – Summary Survey Results Table

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# Office of the Australian Information Commissioner

## Information Publication Scheme Agency Survey (2018)

	Overall Results (2018)			2012	Agency Size						Number of FOI requests				
	% Yes	% No	% Not applicable or Not sure		Micro agency	Extra small agency	Small agency	Medium agency	Large agency	Extra large agency	None	Low	Medium	High	Very high
<b>Total number of agencies that responded:</b>	190			191	28	44	30	37	31	5	45	52	49	20	9
<b>Total number of in-scope agencies:</b>	232			245	-	-	-	-	-	-	-	-	-	-	-

Risk Mitigation Index Scores															
i1. Agency IPS Operation Review	35	-	-	-	26	35	43	42	38	40	33	37	42	38	28
i2. IPS Agency Plan	60	-	-	78	46	57	57	64	65	72	49	55	70	53	78
i3. Criterion Two: IPS Governance and Administration	48	-	-	60	40	54	48	49	47	66	46	48	53	41	60
i4. IPS Entry	77	-	-	88	63	79	77	78	84	88	67	77	83	82	82
i5. IPS Information Architecture	59	-	-	70	45	62	57	63	62	82	52	58	64	62	70
iiPS. IPS Risk Mitigation Index	55	-	-	76	44	57	57	58	59	67	49	55	61	55	60

### B. Agency Operation Review

<i>i. IPS operation review</i>															
q8. Has your agency completed a review of the operation of the IPS in your agency in conjunction with the Information Commissioner?	14%	86%	-	-	11%	16%	17%	11%	16%	20%	16%	13%	12%	15%	22%
% of (in scope) agencies that submitted their 2018 IPS Survey	82%	-	-	-	-	-	-	-	-	-	-	-	-	-	-

<i>q9@. When was the review completed?</i>															
Within the last 12 months	44%	-	-	-	67%	43%	20%	25%	60%	0%	57%	29%	50%	33%	0%
1-2 years ago	15%	-	-	-	0%	14%	0%	25%	20%	100%	0%	14%	0%	33%	100%
More than two years ago	41%	-	-	-	33%	43%	80%	50%	20%	0%	43%	57%	50%	33%	0%

<i>q10. Did the review cover the following five key elements of IPS compliance set out in Part 13 of the FOI Guidelines?</i>															
c. IPS document holdings	96%	4%	-	-	67%	100%	100%	100%	100%	100%	86%	100%	100%	100%	100%
a. Agency plan	96%	4%	-	-	100%	100%	100%	100%	80%	100%	100%	100%	100%	67%	100%
d. IPS information architecture	96%	4%	-	-	100%	86%	100%	100%	100%	100%	86%	100%	100%	100%	100%
e. Agency compliance review	93%	7%	-	-	100%	86%	80%	100%	100%	100%	86%	86%	100%	100%	100%
b. Governance and administration	93%	7%	-	-	100%	86%	100%	100%	80%	100%	86%	100%	100%	67%	100%

<i>ii. Complaint handling</i>															
q12. Does your agency's website provide information about how to make a complaint about your agency's IPS?	54%	46%	-	-	39%	55%	60%	70%	58%	60%	49%	56%	69%	60%	33%

q13_number. How many complaints specifically related to the IPS has your agency received since 1 July 2017? (average)	2	-	-	0	1.00	-	3.00	-	-	-	1.00	-	3.00	-	-
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q14. Does your agency have an Information Contact Officer who participates in ICON?	53%	47%	-	71%	25%	39%	47%	78%	65%	60%	36%	38%	71%	75%	44%
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<i>q15. Which of the following best describes the area of your agency that the ICON officer is located?</i>															
FOI	39%	-	-	-	0%	18%	36%	38%	45%	100%	6%	15%	46%	60%	50%
Legal or Litigation	35%	-	-	-	29%	18%	50%	34%	50%	0%	31%	45%	34%	33%	25%
Privacy	2%	-	-	-	0%	6%	0%	3%	0%	0%	6%	5%	0%	0%	0%
Other area within Corporate Branch/Division	12%	-	-	-	14%	35%	7%	14%	0%	0%	25%	25%	9%	0%	0%
Other area within Information Management Branch (or equivalent)	0%	-	-	-	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	13%	-	-	-	57%	24%	7%	10%	5%	0%	31%	10%	11%	7%	25%

### C. Agency IPS plan

<i>i. Agency IPS plan published</i>															
q17. Has your agency published an Agency IPS Plan?	88%	12%	-	94%	68%	89%	87%	92%	97%	80%	71%	87%	96%	95%	100%

<i>ii. Agency IPS plan follows OAIC structure and content recommendation</i>															
q19. Does your Agency IPS Plan use the five standard recommended headings as specified in the FOI Guidelines?															
Yes - All	62%	-	-	81%	53%	64%	65%	62%	57%	100%	63%	60%	68%	53%	56%
Yes - Some	26%	-	-	15%	21%	28%	19%	29%	37%	0%	22%	27%	23%	42%	33%
No - we do not use any of the five standard headings	11%	-	-	3%	26%	8%	15%	9%	7%	0%	16%	13%	9%	5%	11%

<i>iii. Update and maintenance of Agency IPS plan</i>															
q21. Does your Agency IPS Plan specify/address:															
f. The measures being taken to ensure that the agency's IPS entry is accurate, up-to-date and complete?	80%	20%	-	96%	74%	74%	85%	82%	80%	100%	75%	80%	81%	74%	100%
a. The senior executive officer currently responsible for leading the agency's work on IPS compliance?	72%	28%	-	88%	84%	69%	65%	85%	57%	100%	84%	73%	70%	47%	89%
c. The process for identifying operational information required under s 8(2)?	72%	28%	-	-	74%	59%	73%	79%	73%	75%	72%	67%	77%	58%	89%
d. The process for identifying additional information under s 8(4)?	70%	30%	-	-	74%	59%	69%	76%	70%	75%	72%	64%	72%	58%	89%
i. Details of access charges (if any) imposed for accessing information published under the IPS as well as how charges will be calculated?	69%	31%	-	65%	74%	54%	65%	71%	80%	100%	75%	56%	77%	58%	89%
e. The process for revising the IPS entry?	69%	31%	-	-	68%	67%	58%	74%	63%	100%	66%	62%	74%	74%	44%
b. The resources allocated to establishing and administering the agency's IPS entry?	66%	34%	-	84%	53%	59%	65%	68%	70%	100%	59%	60%	72%	53%	89%
h. Whether the agency has developed an internal IPS information register?	37%	63%	-	54%	58%	28%	38%	26%	37%	75%	41%	38%	36%	16%	56%
g. The measures (if any) being taken to improve the agency's information asset management framework to support its IPS compliance?	22%	51%	28%	57%	26%	18%	8%	26%	27%	25%	25%	16%	30%	11%	11%

# Office of the Australian Information Commissioner

Information Publication Scheme Agency Survey (2018)

	Overall Results (2018)			2012	Agency Size						Number of FOI requests				
	% Yes	% No	% Not applicable or Not sure		Micro agency	Extra small agency	Small agency	Medium agency	Large agency	Extra large agency	None	Low	Medium	High	Very high
<p>Cohort result is better (green) or worse (red) than overall result: 20% (green), 10% (yellow), 20% (red)</p> <p>Cohort results for index scores (measured in index points (ip)) is better (green) or worse (red) than overall result: 20ip (green), 10ip (yellow), 10ip (red)</p> <p>Cohort result is higher (yellow) or lower (orange) than overall result: 10% (yellow), 10% (orange), High negative result overall: 20% (red)</p> <p>Total number of agencies that responded: 190</p> <p>Total number of in-scope agencies: 232</p>															
<b>q22@. When was your Agency IPS Plan last updated?</b>															
Less than 1 year ago	32%	-	-	-	26%	41%	27%	35%	27%	50%	41%	31%	34%	26%	22%
1-2 years ago	5%	-	-	-	0%	10%	12%	3%	3%	0%	3%	9%	6%	5%	0%
More than 2 years ago	29%	-	-	-	11%	23%	23%	32%	43%	25%	16%	18%	40%	37%	33%
We have not updated our Agency IPS Plan since it was first published	34%	-	-	-	63%	26%	38%	29%	27%	25%	41%	42%	19%	32%	44%
<b>q22.2@. Time since Agency IPS Plan first published if it was not updated since first publishing</b>															
Within the last 12 months	5%	-	-	-	17%	10%	0%	0%	0%	0%	15%	5%	0%	0%	0%
1-3 years ago	9%	-	-	-	25%	10%	10%	0%	0%	0%	15%	5%	11%	0%	25%
More than 3, but less than 5 years ago	16%	-	-	-	25%	20%	10%	20%	0%	100%	23%	11%	22%	33%	0%
5 or more years ago	68%	-	-	-	25%	60%	80%	80%	100%	0%	38%	79%	67%	67%	75%
Not answered	2%	-	-	-	8%	0%	0%	0%	0%	0%	8%	0%	0%	0%	0%
<b>q23. Do you have a timetable for formally reviewing your Agency IPS Plan?</b>															
	62%	38%	-	90%	63%	72%	65%	62%	60%	75%	66%	69%	70%	26%	100%
<b>q24. If you have a timetable, how often is a formal review of the Agency IPS Plan scheduled to be undertaken?</b>															
At least every 6 months	5%	-	-	12%	0%	4%	12%	10%	0%	0%	0%	3%	9%	20%	0%
At least every 12 months	59%	-	-	73%	50%	64%	47%	52%	67%	67%	57%	65%	52%	40%	67%
Only where significant IPS changes occur	33%	-	-	14%	50%	29%	29%	33%	33%	33%	43%	26%	33%	40%	33%
Don't know/Can't say	4%	-	-	0%	0%	4%	12%	5%	0%	0%	0%	6%	6%	0%	0%
<b>D. IPS governance and administration</b>															
<b>i. Governance/structural arrangements have been made</b>															
<b>q26. Has your agency appointed a senior executive officer with responsibility for leading the agency's work on IPS compliance?</b>															
	76%	24%	-	93%	57%	80%	77%	86%	71%	100%	71%	77%	76%	75%	100%
<b>q29. Does your agency have a formal IPS governance structure?</b>															
	27%	73%	-	47%	18%	32%	33%	30%	26%	40%	31%	25%	39%	5%	33%
<b>q30mr. What type(s) of formal IPS governance structure(s) does your agency have? (Multiple Response)</b>															
Working Group	37%	-	-	42%	20%	29%	30%	55%	50%	50%	7%	38%	53%	100%	67%
Steering Committee	14%	-	-	37%	0%	21%	20%	9%	13%	0%	21%	8%	16%	0%	0%
Other	55%	-	-	36%	80%	50%	60%	45%	50%	50%	71%	62%	42%	0%	33%
<b>ii. IPS policies and procedures have been established</b>															
<b>q32. Are policies and/or procedures in place to:</b>															
b. Publish IPS documents?	74%	26%	-	81%	61%	73%	67%	78%	74%	100%	60%	73%	80%	80%	67%
a. Identify and prepare documents for IPS publication?	67%	33%	-	78%	64%	68%	60%	70%	65%	80%	58%	71%	76%	55%	56%
<b>iii. Resources allocated to IPS functions</b>															
<b>q33_number. What is the number of staff performing IPS functions and duties in your agency as at 30 June 2017? (average)</b>															
	3	-	-	5	1	4	3	3	5	22	1	4	3	2	21
<b>iv. Staff training undertaken/staff awareness developed</b>															
<b>q34. Has responsibility for the management or coordination of staff training and awareness of IPS obligations within the agency been assigned?</b>															
	54%	46%	-	73%	43%	68%	47%	51%	61%	80%	58%	46%	61%	45%	100%
<b>q36. Does your induction training for new staff include information on the IPS?</b>															
	16%	84%	-	23%	21%	18%	23%	11%	16%	0%	18%	19%	20%	5%	11%
<b>q37. Does your agency provide staff with other specific training on IPS obligations?</b>															
	25%	75%	-	49%	18%	41%	27%	16%	19%	60%	24%	27%	22%	25%	56%
<b>q39@. What is the main way that staff are trained in the agency's IPS obligations? [All agencies]</b>															
On the job	45%	-	-	65%	40%	56%	25%	33%	33%	67%	55%	43%	45%	20%	40%
Self-paced online	15%	-	-	0%	20%	17%	0%	17%	33%	0%	18%	14%	9%	40%	0%
Specific formal training	13%	-	-	9%	0%	6%	38%	17%	0%	33%	9%	7%	9%	20%	40%
Other	28%	-	-	26%	40%	22%	38%	33%	33%	0%	18%	36%	36%	20%	20%
<b>E. IPS Entry</b>															
<b>i. Information required to be published</b>															
<b>q41. Does your agency publish on its website details of:</b>															
d. Annual reports prepared by the agency for Parliament?	96%	4%	-	98%	79%	98%	100%	100%	100%	100%	89%	98%	98%	100%	100%
a. Its organisational structure?	96%	4%	-	97%	79%	95%	100%	100%	100%	100%	89%	98%	96%	100%	100%
b. The agency's functions and decision making powers?	95%	5%	-	99%	79%	95%	97%	100%	100%	100%	84%	96%	100%	100%	100%
i. Contact details for FOI information or documents?	95%	5%	-	99%	71%	100%	97%	97%	100%	100%	80%	98%	100%	100%	100%
g. Information released in response to FOI access requests via an Agency Disclosure Log - s 11C?	91%	9%	-	-	64%	93%	90%	97%	100%	100%	71%	92%	100%	100%	100%
c. Appointments of agency officers made under Acts (other than APS employees within the meaning of the Public Service Act 1999)?	85%	15%	-	91%	64%	93%	80%	86%	94%	100%	76%	85%	90%	95%	89%
j. Operational information - the rules, policies, principles, and procedures that agencies apply in making decisions or recommendations that affect members of the public?	84%	16%	-	94%	64%	89%	87%	89%	97%	100%	76%	85%	92%	95%	100%
h. Information held by the agency that it routinely provides to the Parliament in response to requests and orders from the Parliament?	82%	18%	-	86%	54%	86%	80%	89%	84%	100%	64%	85%	88%	95%	67%
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)?	79%	21%	-	86%	68%	68%	83%	76%	90%	100%	67%	69%	92%	85%	78%
e. Consultation arrangements for members of the public to comment on specific policy proposals for which the agency is responsible?	72%	28%	-	86%	61%	77%	80%	57%	77%	80%	62%	75%	73%	85%	44%

# Office of the Australian Information Commissioner

## Information Publication Scheme Agency Survey (2018)

Overall Results (2018)				2012	Agency Size						Number of FOI requests				
% Yes	% No	% Not applicable or Not sure		% Yes	Micro agency	Extra small agency	Small agency	Medium agency	Large agency	Extra large agency	None	Low	Medium	High	Very high
190	232			191	28	44	30	37	31	5	45	52	49	20	9
				245	-	-	-	-	-	-	-	-	-	-	-

**ii. Other information to be published under the IPS**

q42. Does your agency have a mechanism for identifying other information that can be published under the IPS?	59%	41%	-	71%	54%	64%	53%	57%	65%	80%	53%	62%	63%	45%	89%
q43. Does your agency publish other information under the IPS?	52%	48%	-	-	29%	52%	57%	57%	68%	100%	33%	56%	63%	60%	89%

**iii. Exceptions - personal and business information**

q45. 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)?	42%	35%	23%	36%	21%	23%	37%	43%	68%	100%	22%	31%	47%	60%	89%
q46. Does your agency maintain an IPS information register(s)? [Agencies that have made a decision not to publish information under the IPS due to personal or business information exception only]	40%	60%	-	-	83%	40%	27%	35%	33%	80%	40%	50%	48%	15%	50%
q47. Does your agency record decisions not to publish information recorded in your agency's IPS information register?	56%	44%	-	44%	60%	0%	67%	50%	71%	50%	50%	38%	55%	100%	50%

**iv. Fees and charges**

q48. Does your agency have a policy that specifies or covers its approach to charging for access to information under the IPS?	59%	41%	-	-	54%	55%	53%	59%	71%	100%	53%	50%	67%	65%	89%
q49@. Does your agency charge for information required (s 8(2)) or permitted (s 8(4)) to be published under the IPS?	27%	73%	-	12%	11%	16%	40%	30%	32%	60%	13%	33%	22%	30%	67%
q50. Does your agency use the FOI Charges Regulations for calculating and imposing a charge for access under the IPS?	94%	6%	-	93%	100%	100%	100%	91%	90%	67%	83%	100%	100%	83%	83%
q51. Is the charge for providing access to information that cannot be downloaded from a website?	81%	19%	-	68%	67%	100%	92%	73%	100%	33%	67%	94%	91%	67%	83%
q52. Is the charge for reimbursing the agency for specific reproduction (or other incidental) costs associated with giving access?	81%	19%	-	92%	33%	57%	92%	82%	100%	100%	67%	71%	91%	100%	100%
q53. Are details of these charges published on your agency's website?	79%	21%	-	82%	100%	86%	67%	73%	100%	100%	83%	88%	64%	83%	100%

q49. Does your agency charge for information required (s 8(2)) or permitted (s 8(4)) to be published under the IPS?

Yes - Permitted only	11%	-	-	4%	7%	2%	10%	14%	3%	60%	7%	10%	4%	15%	22%
Yes - Required only	4%	-	-	12%	0%	11%	0%	0%	6%	0%	2%	8%	0%	10%	0%
Yes - both	13%	-	-	16%	4%	2%	30%	16%	23%	0%	4%	15%	18%	5%	44%
No	73%	-	-	68%	89%	84%	60%	70%	68%	40%	87%	67%	78%	70%	33%

### F. IPS Information architecture

**i. Use of recommended standardised headings and structure**

q55. Does your agency publish IPS information under the following standard headings?

j. Contact Us - s 8(2)(i)	85%	15%	-	91%	68%	89%	80%	95%	87%	80%	78%	87%	86%	90%	89%
c. What we do - ss 8(2)(c) and 8(2)(j)	79%	21%	-	84%	61%	80%	77%	86%	81%	100%	73%	71%	86%	80%	100%
b. Who we are - ss 8(2)(b) and 8(2)(d)	78%	22%	-	85%	61%	77%	73%	89%	77%	100%	73%	67%	88%	75%	100%
e. Routinely requested information and disclosure log - s 8(2)(g)	77%	23%	-	82%	54%	82%	80%	84%	87%	100%	60%	83%	86%	85%	100%
a. Agency Plan - s 8(2)(a)	74%	26%	-	89%	61%	84%	70%	81%	81%	80%	71%	77%	78%	80%	89%
d. Our reports and responses to Parliament - ss 8(2)(e) and 8(2)(h)	73%	27%	-	79%	50%	75%	70%	84%	71%	100%	58%	71%	84%	75%	78%
f. Consultation arrangements - s 8(2)(f)	63%	37%	-	79%	46%	68%	57%	65%	74%	80%	53%	60%	69%	75%	78%
g. Our priorities - s 8(4)	49%	51%	-	55%	43%	57%	43%	46%	52%	100%	49%	46%	55%	45%	67%
h. Our finances - s 8(4)	46%	54%	-	51%	39%	55%	37%	43%	52%	100%	51%	38%	51%	45%	67%
i. Our lists - s 8(4)	39%	61%	-	49%	32%	43%	30%	46%	39%	80%	38%	37%	47%	25%	67%
k. Other	35%	65%	-	40%	7%	34%	30%	51%	42%	60%	18%	33%	43%	40%	78%

**ii. Documents are easily discoverable and understandable**

q57. Does your agency website have:

a. A search function that can access information published within an agency's IPS entry?	63%	37%	-	81%	43%	66%	73%	59%	61%	100%	56%	65%	61%	70%	67%
b. A mechanism in place to gather feedback from the community regarding whether IPS entries are easily discoverable and understandable?	58%	42%	-	66%	39%	57%	67%	57%	77%	100%	44%	62%	65%	65%	100%
d. The OAIC IPS icon visible on the homepage of your agency's website?	25%	75%	-	59%	14%	27%	20%	27%	32%	20%	16%	31%	20%	45%	11%
c. An alert service that can notify subscribers of new publications under the IPS or other developments in relation to the IPS?	23%	77%	-	26%	18%	20%	30%	19%	16%	20%	20%	21%	24%	15%	11%

q57di. If yes, which icon is displayed?

	85%	-	-	-	100%	83%	83%	70%	90%	100%	86%	88%	80%	78%	100%
	15%	-	-	-	0%	17%	17%	30%	10%	0%	14%	13%	20%	22%	0%
	0%	-	-	-	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

q57diimr. If yes, where does this icon link to when clicked? (Multiple Response)

Agency IPS or FOI information page	81%	-	-	-	100%	75%	50%	80%	90%	100%	100%	63%	80%	89%	100%
OAIC IPS information page	8%	-	-	-	0%	17%	0%	20%	0%	0%	0%	6%	30%	0%	0%
Other	0%	-	-	-	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
The icon is not linked to another web page	15%	-	-	-	0%	17%	50%	10%	10%	0%	0%	31%	10%	11%	0%

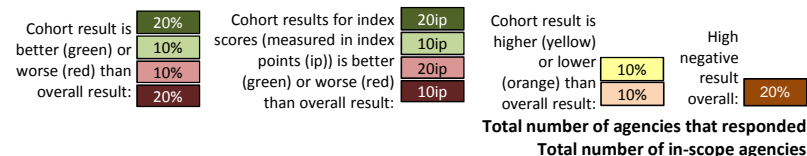
# Office of the Australian Information Commissioner

## Information Publication Scheme Agency Survey (2018)

	Overall Results (2018)			2012	Agency Size						Number of FOI requests				
	% Yes	% No	% Not applicable or Not sure		Micro agency	Extra small agency	Small agency	Medium agency	Large agency	Extra large agency	None	Low	Medium	High	Very high
<p>Cohort result is better (green) or worse (red) than overall result: <b>20%</b> (green), <b>10%</b> (yellow), <b>20%</b> (red)</p> <p>Cohort results for index scores (measured in index points (ip)) is better (green) or worse (red) than overall result: <b>20ip</b> (green), <b>10ip</b> (yellow), <b>10ip</b> (red)</p> <p>Cohort result is higher (yellow) or lower (orange) than overall result: <b>10%</b> (yellow), <b>10%</b> (orange), <b>20%</b> (red)</p> <p>High negative result overall: <b>20%</b> (red)</p> <p>Total number of agencies that responded: 190</p> <p>Total number of in-scope agencies: 232</p>															
<b>iii. Documents are easily accessible and machine readable</b>															
q58. 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?															
All documents	28%	-	-	20%	25%	32%	30%	35%	23%	40%	24%	37%	29%	35%	11%
Most documents	41%	-	-	30%	32%	41%	40%	43%	35%	40%	33%	37%	47%	35%	44%
Some documents	21%	-	-	44%	11%	20%	17%	22%	29%	20%	16%	19%	24%	30%	0%
No documents	11%	-	-	5%	32%	7%	13%	0%	13%	0%	27%	8%	0%	0%	44%
<b>G. Open access to information</b>															
q60. 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?															
Yes	35%	-	-	27%	36%	39%	27%	24%	52%	80%	27%	40%	39%	35%	56%
Under development	26%	-	-	48%	11%	18%	43%	32%	29%	20%	29%	19%	27%	40%	22%
No	39%	-	-	25%	54%	43%	30%	43%	19%	0%	44%	40%	35%	25%	22%
q61mr. 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)															
Twitter	62%	-	-	-	21%	66%	70%	68%	74%	60%	38%	65%	73%	60%	89%
YouTube	47%	-	-	-	18%	45%	57%	43%	71%	60%	29%	46%	59%	50%	78%
Facebook	46%	-	-	-	11%	41%	60%	49%	68%	60%	24%	48%	59%	50%	67%
LinkedIn	33%	-	-	-	14%	34%	47%	24%	45%	20%	22%	31%	39%	45%	33%
Instagram	12%	-	-	-	0%	7%	20%	11%	16%	20%	4%	17%	14%	0%	11%
Other	5%	-	-	-	4%	5%	3%	3%	13%	0%	4%	4%	6%	10%	0%
Our agency does not use social media to publish public sector information	33%	-	-	-	79%	25%	23%	30%	16%	40%	56%	31%	20%	30%	11%
<b>H. Discoverability</b>															
q62. Does your agency maintain an IPS information register(s)?															
	38%	62%	-	36%	39%	32%	37%	41%	39%	80%	31%	44%	43%	25%	44%
q63. How often is your agency's IPS information register(s) reviewed?															
At least every 6 months	14%	-	-	-	9%	7%	9%	20%	8%	50%	7%	4%	19%	40%	25%
At least every 12 months	22%	-	-	-	27%	36%	36%	13%	17%	0%	43%	22%	24%	0%	0%
Only where significant IPS changes occur	36%	-	-	-	45%	43%	45%	33%	33%	25%	43%	52%	29%	20%	25%
Don't know/Can't say	28%	-	-	-	18%	14%	9%	33%	42%	25%	7%	22%	29%	40%	50%
q64. Does your agency intend to develop an IPS information register in the next 12 months?															
	53%	47%	-	51%	47%	43%	63%	55%	42%	100%	42%	55%	50%	60%	40%
q65. 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?															
All of the information	24%	-	-	14%	32%	16%	23%	35%	19%	40%	16%	23%	31%	40%	22%
Most of the information	36%	-	-	23%	32%	34%	37%	30%	39%	40%	36%	33%	37%	35%	22%
Some of the information	8%	-	-	39%	0%	16%	10%	11%	6%	0%	4%	17%	8%	0%	11%
None of the information	3%	-	-	1%	0%	5%	7%	0%	3%	0%	2%	6%	2%	0%	0%
Not sure/Not applicable	29%	-	-	21%	36%	30%	23%	24%	32%	20%	42%	21%	22%	25%	44%
q66. Does your agency routinely apply metadata to the public sector information it publishes on the internet?															
	46%	34%	21%	49%	25%	34%	37%	59%	52%	60%	20%	46%	51%	65%	33%
q67@. If your agency routinely applies metadata, please indicate which of the following metadata standards your agency uses:															
AGLS only	57%	-	-	-	57%	40%	73%	68%	56%	67%	56%	50%	64%	69%	67%
Other standards only	28%	-	-	-	43%	40%	27%	14%	25%	33%	33%	33%	16%	31%	33%
ALGS and other standards only	6%	-	-	-	0%	13%	0%	5%	6%	0%	0%	8%	8%	0%	0%
AGLS and ANZLIC only	3%	-	-	-	0%	0%	0%	9%	6%	0%	0%	4%	8%	0%	0%
ANZLIC only	1%	-	-	-	0%	0%	0%	5%	0%	0%	0%	4%	0%	0%	0%
ANZLIC and other standards only	0%	-	-	-	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	5%	-	-	-	0%	7%	0%	0%	6%	0%	11%	0%	4%	0%	0%

# Office of the Australian Information Commissioner

Information Publication Scheme Agency Survey (2018)



Overall Results (2018)			2012	Agency Size						Number of FOI requests				
% Yes	% No	% Not applicable or Not sure	% Yes	Micro agency	Extra small agency	Small agency	Medium agency	Large agency	Extra large agency	None	Low	Medium	High	Very high
			191	28	44	30	37	31	5	45	52	49	20	9
			245	-	-	-	-	-	-	-	-	-	-	-

## I. Challenges publishing public sector information

Challenge	2018 % Yes	2018 % No	2018 % Not applicable or Not sure	2012 % Yes	Micro agency	Extra small agency	Small agency	Medium agency	Large agency	Extra large agency	None	Low	Medium	High	Very high
q68mr. 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? (Multiple Response)															
<b>Open access to information</b>	<b>77%</b>	-	-	-	<b>64%</b>	<b>73%</b>	<b>87%</b>	<b>73%</b>	<b>94%</b>	<b>80%</b>	<b>69%</b>	<b>67%</b>	<b>88%</b>	<b>95%</b>	<b>89%</b>
Obtaining sufficient budgetary resources to enable open access to public sector information	30%	-	-	-	21%	23%	43%	30%	39%	20%	24%	33%	31%	30%	44%
Identifying information, in addition to the information required to be published in the IPS and Disclosure Log that can be published	29%	-	-	-	18%	27%	30%	14%	48%	40%	22%	21%	29%	45%	44%
Ensuring compliance with privacy and secrecy requirements when publishing public sector information	25%	-	-	-	18%	18%	30%	32%	23%	60%	9%	23%	41%	30%	22%
Transitioning to a culture of open access and proactive publication	15%	-	-	-	11%	11%	17%	19%	19%	0%	13%	12%	14%	30%	11%
Producing a plan or strategies for increasing open access to public sector information	13%	-	-	-	4%	14%	17%	19%	6%	20%	11%	15%	4%	20%	33%
<b>Engaging the community</b>	<b>28%</b>	-	-	-	<b>25%</b>	<b>27%</b>	<b>33%</b>	<b>32%</b>	<b>26%</b>	<b>0%</b>	<b>36%</b>	<b>27%</b>	<b>22%</b>	<b>35%</b>	<b>11%</b>
Identifying re-users	9%	-	-	-	0%	14%	13%	8%	6%	0%	7%	13%	4%	15%	0%
Establishing effective processes to consult the community regarding what information to publish	6%	-	-	-	4%	9%	3%	8%	6%	0%	9%	6%	6%	5%	0%
Establishing channels for re-users to provide feedback about the quality, completeness, usefulness and accuracy of published information	5%	-	-	-	4%	2%	3%	8%	10%	0%	9%	0%	6%	5%	11%
Establishing processes to respond in a timely manner to requests and feedback received from the community	4%	-	-	-	11%	5%	7%	3%	0%	0%	11%	4%	2%	0%	0%
Collaborating with re-users	3%	-	-	-	7%	0%	7%	0%	3%	0%	2%	4%	2%	5%	0%
Employing Web 2.0 tools to support community consultation	2%	-	-	-	0%	0%	0%	5%	3%	0%	0%	0%	2%	10%	0%
<b>Effective information governance</b>	<b>35%</b>	-	-	-	<b>39%</b>	<b>48%</b>	<b>37%</b>	<b>30%</b>	<b>32%</b>	<b>40%</b>	<b>42%</b>	<b>37%</b>	<b>33%</b>	<b>30%</b>	<b>67%</b>
Instigating strategic planning on information resource management	20%	-	-	-	25%	32%	27%	16%	3%	40%	27%	19%	20%	20%	22%
Establishing an appropriate focal point, officer, or centralised department that is responsible for furthering open access to public sector information	16%	-	-	-	14%	16%	10%	19%	29%	0%	16%	21%	12%	10%	44%
<b>Robust information asset management</b>	<b>48%</b>	-	-	-	<b>46%</b>	<b>50%</b>	<b>33%</b>	<b>65%</b>	<b>42%</b>	<b>20%</b>	<b>58%</b>	<b>42%</b>	<b>55%</b>	<b>25%</b>	<b>33%</b>
Establishment and maintenance of an information asset register	18%	-	-	-	14%	20%	20%	24%	10%	0%	20%	19%	16%	15%	11%
Providing up-to-date staff training in information management	15%	-	-	-	18%	23%	10%	14%	13%	0%	22%	13%	20%	0%	0%
Establishing clear procedures and lines of authority for decisions on information release and publication	13%	-	-	-	14%	9%	3%	19%	6%	20%	13%	12%	8%	10%	11%
Protecting information against inappropriate or unauthorised use, access or disclosure	12%	-	-	-	7%	11%	7%	19%	16%	0%	7%	8%	24%	5%	11%
<b>Discoverable and useable information</b>	<b>33%</b>	-	-	-	<b>46%</b>	<b>32%</b>	<b>33%</b>	<b>32%</b>	<b>32%</b>	<b>20%</b>	<b>40%</b>	<b>29%</b>	<b>35%</b>	<b>25%</b>	<b>56%</b>
Ensuring compliance with the WCAG 2.0	15%	-	-	-	18%	18%	7%	16%	13%	20%	18%	13%	14%	15%	11%
Agency costs (including staff time) associated with ensuring compliance with the WCAG 2.0	12%	-	-	-	21%	5%	13%	11%	16%	0%	16%	8%	8%	10%	44%
Providing information in an open and standards based format	6%	-	-	-	7%	11%	3%	5%	0%	0%	4%	12%	4%	0%	0%
Attaching high-quality metadata to information for discoverability	5%	-	-	-	4%	11%	3%	3%	6%	0%	9%	6%	4%	5%	0%
Indexing or cataloguing information for discoverability	5%	-	-	-	7%	5%	7%	8%	0%	0%	11%	0%	6%	5%	0%
Publishing information in machine readable format	4%	-	-	-	11%	2%	10%	0%	3%	0%	11%	4%	0%	5%	0%
Maintaining linked data for publishing	3%	-	-	-	14%	0%	0%	3%	0%	20%	4%	4%	2%	0%	11%
Maintaining structured data for publishing	1%	-	-	-	0%	2%	0%	0%	3%	0%	2%	0%	2%	0%	0%
<b>Clear reuse rights</b>	<b>7%</b>	-	-	-	<b>4%</b>	<b>0%</b>	<b>13%</b>	<b>14%</b>	<b>10%</b>	<b>20%</b>	<b>7%</b>	<b>6%</b>	<b>10%</b>	<b>5%</b>	<b>22%</b>
Determining appropriate open licences that will enable the re-use of information	4%	-	-	-	0%	0%	7%	8%	6%	0%	2%	4%	6%	0%	11%
Transitioning towards Creative Commons 'BY' standard as a default position	3%	-	-	-	4%	0%	0%	5%	3%	20%	4%	0%	2%	5%	11%
Determining whether public sector information is able to be released under open licensing conditions	2%	-	-	-	0%	0%	3%	5%	0%	0%	0%	4%	2%	0%	0%
Agency costs (including staff time) associated with administering licences	1%	-	-	-	0%	0%	7%	0%	0%	0%	0%	2%	2%	0%	0%
<b>Appropriate charging for access</b>	<b>4%</b>	-	-	-	<b>4%</b>	<b>5%</b>	<b>3%</b>	<b>5%</b>	<b>3%</b>	<b>0%</b>	<b>4%</b>	<b>6%</b>	<b>4%</b>	<b>0%</b>	<b>0%</b>
Agency costs (including staff time) of administering charging regime	2%	-	-	-	4%	5%	0%	3%	0%	0%	4%	2%	2%	0%	0%
Establishing an appropriate and transparent charging regime(s) for your agency	2%	-	-	-	0%	0%	3%	3%	3%	0%	0%	4%	2%	0%	0%
<b>Transparent enquiry and complaints processes</b>	<b>5%</b>	-	-	-	<b>11%</b>	<b>7%</b>	<b>0%</b>	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>2%</b>	<b>6%</b>	<b>6%</b>	<b>0%</b>	<b>0%</b>
Responding to enquiries and complaints	3%	-	-	-	11%	5%	0%	0%	0%	0%	2%	4%	4%	0%	0%
Establishing appropriate and transparent enquires and complaint processes	2%	-	-	-	0%	2%	0%	0%	3%	0%	0%	2%	2%	0%	0%

# Office of the Australian Information Commissioner

Information Publication Scheme Agency Survey (2018)

Cohort result is better (green) or worse (red) than overall result: **20%** (green), **10%** (red), **20%** (red)  
 Cohort results for index scores (measured in index points (ip)) is better (green) or worse (red) than overall result: **20ip** (green), **10ip** (red), **20ip** (red)  
 Cohort result is higher (yellow) or lower (orange) than overall result: **10%** (yellow), **10%** (orange), **20%** (orange)  
 High negative result overall: **20%** (orange)

**Total number of agencies that responded:** 190  
**Total number of in-scope agencies:** 232

Overall Results (2018)			2012	Agency Size						Number of FOI requests				
% Yes	% No	% Not applicable or Not sure	% Yes	Micro agency	Extra small agency	Small agency	Medium agency	Large agency	Extra large agency	None	Low	Medium	High	Very high
				28	44	30	37	31	5	45	52	49	20	9
				-	-	-	-	-	-	-	-	-	-	-

## A. Demographic details

q3ii@. Agency size	Overall Results (2018)			2012	Agency Size						Number of FOI requests				
Micro agency	16%	-	-	11%	-	-	-	-	-	-	47%	12%	2%	0%	0%
Extra small agency	25%	-	-	16%	-	-	-	-	-	-	36%	37%	14%	5%	11%
Small agency	17%	-	-	13%	-	-	-	-	-	-	11%	31%	18%	0%	0%
Medium agency	21%	-	-	17%	-	-	-	-	-	-	4%	19%	37%	30%	11%
Large agency	18%	-	-	13%	-	-	-	-	-	-	2%	2%	29%	55%	44%
Extra large agency	3%	-	-	2%	-	-	-	-	-	-	0%	0%	0%	10%	33%

q4. How many FOI requests were received by your agency during the 2016-17 financial year? (average)	Overall Results (2018)			2012	Agency Size						Number of FOI requests				
Personal FOI	220	-	-	59	0	11	4	60	328	5,102	0	1	13	72	4,047
Other FOI	38	-	-	21	0	34	7	22	82	312	0	3	20	126	332
Total FOI requests	258	-	-	80	1	46	11	83	411	5,414	0	4	33	199	4,380

q4. How many FOI requests were received by your agency during the 2016-17 financial year? (total across all agencies)	Overall Results (2018)			2012	Agency Size						Number of FOI requests				
Personal FOI	38,556	-	-	10,405	12	504	122	2,234	10,174	25,510	0	42	643	1,445	36,426
Other FOI	6,644	-	-	3,793	8	1,517	199	802	2,556	1,562	0	157	974	2,521	2,992
Total FOI requests	45,220	-	-	14,198	20	2,021	321	3,056	12,730	27,072	0	199	1,617	3,986	39,418

q4_total@. Number of FOI requests	Overall Results (2018)			2012	Agency Size						Number of FOI requests				
None	26%	-	-	42%	75%	36%	17%	5%	3%	0%	-	-	-	-	-
Low	30%	-	-	20%	21%	43%	53%	27%	3%	0%	-	-	-	-	-
Medium	28%	-	-	23%	4%	16%	30%	49%	45%	0%	-	-	-	-	-
High	11%	-	-	6%	0%	2%	0%	16%	35%	40%	-	-	-	-	-
Very high	5%	-	-	2%	0%	2%	0%	3%	13%	60%	-	-	-	-	-

q5. What was your agency's total FOI expenditure for the 2016-17 financial year? (average)	Overall Results (2018)			2012	Agency Size						Number of FOI requests				
q5. What was your agency's total FOI expenditure for the 2016-17 financial year? (total across all agencies)	\$22,487	-	-	\$306,545	\$278	\$13,947	\$9,502	\$8,208	\$51,242	\$160,621	\$139	\$4,280	\$30,924	\$27,591	\$129,134
Expenditure per FOI request (calculation is based on the assumption that FOI expenditure is related to the FOI requests received)	\$58	-	-	\$2,094	\$250	\$228	\$562	\$54	\$93	\$24	-	\$581	\$612	\$90	\$29

q6. 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?	Overall Results (2018)			2012	Agency Size						Number of FOI requests				
	14%	86%	-	-	7%	11%	13%	3%	32%	40%	9%	4%	22%	30%	11%