

Prior to 1 January 2028	Days
IC Reviews - maximum days to close	1415
IC Reviews - median days to close	182
IC Reviews - minimum days to close	0

2018 & 2019	Days
IC Reviews - maximum days to close	1100
IC Reviews - median days to close	185
IC Reviews - minimum days to close	0

1 January 2020 to 19 September 2023	Days
IC Reviews - maximum days to close	1981
IC Reviews - median days to close	77
IC Reviews - minimum days to close	0

MOFFAT,Laura

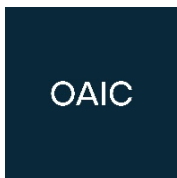
From: AGO,Rocelle
Sent: Tuesday, 1 August 2023 2:43 PM
To: FALK,Angelene
Cc: OAIC - Executive Assistant; PIRANI,Toni; DOMENICI,Romina
Subject: RE: Meeting : IC, FOIC and AC FOI 27 July 2023 [SEC=OFFICIAL]
Attachments: RE: FOI Statistics and Branch Update [SEC=OFFICIAL]

Hi Angelene

The latest version of the OAIC workload statistics report is at [D2023/005977](https://www.oaic.gov.au/foi/2023/005977) following our meeting of 23 March and my email noting the action items (attached) and extracted below for your reference:

Topic	Issue	Response										
Revised draft statistics to be published on the OAIC website: D2023/005977	Rocelle to identify statistics published by UK ICO	The statistics are published at ico-performance-scorecard-2022-23-q3.pdf .										
	Angelene to consider format, with reporting to cover Q3 of 2023.	Pending										
Proactive publication of quarterly agency statistics	Rocelle to consider timing and format of quarterly agency statistics, including an explanation about potential variances to data compared with annual returns.	Quarterly statistics could be published on data.gov.au 3 weeks after the date they are due.										
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For quarter 3 (1 January to 31 March): By 21 April	3 May 2024											
For quarter 4 (1 April to 30 June): By 21 July	9 August 2024											

Kind regards
Rocelle



Rocelle Ago (she/her)
Assistant Commissioner, Freedom of information
Office of the Australian Information Commissioner
P +612 9942 4205 M [S 47E\(d\)](tel:0847474747) E rocelle.ago@oaic.gov.au

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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: FALK,Angelene <Angelene.Falk@oaic.gov.au>
Sent: Tuesday, August 1, 2023 2:18 PM
To: AGO,Rocelle <Rocelle.Ago@oaic.gov.au>
Cc: OAIC - Executive Assistant <executiveassistant@oaic.gov.au>; PIRANI,Toni <Toni.Pirani@oaic.gov.au>; DOMENICI,Romina <Romina.Domenici@oaic.gov.au>
Subject: RE: Meeting : IC, FOIC and AC FOI 27 July 2023 [SEC=OFFICIAL]

Thank you Rocelle

Can you please send me the latest version of the statistics report you mocked up for the website? I have the one attached, but recalled you were going to make some amendments unless I misunderstood?

Regards
Angelene

From: AGO,Rocelle <Rocelle.Ago@oaic.gov.au>

Sent: Thursday, July 27, 2023 12:45 PM

To: FALK,Angelene <Angelene.Falk@oaic.gov.au>; PIRANI,Toni <Toni.Pirani@oaic.gov.au>; DOMENICI,Romina <Romina.Domenici@oaic.gov.au>

Cc: GIBSON,Isla <Isla.Gibson@oaic.gov.au>

Subject: RE: Meeting : IC, FOIC and AC FOI 27 July 2023 [SEC=OFFICIAL]

Dear Angelene and Toni

To assist with our next meeting, please see my record of the action items below.

Item	Action	Notes
s 22		
2. IC reviews - Timeframes for IC review process (Rocelle)	2 August 2023	@DOMENICI,Romina for discussion D2023/014511 : IC review process D2023/014512 : IC review process flowchart
3. IC review – Procedure Direction – Executive Brief regarding next steps and timing of changes (Rocelle)	Ongoing – anticipate mid-to late August noting Monitoring, Guidance and Engagement team priorities in August around FOI statistics and IPS Review	@DOMENICI,Romina for discussion with MGE.
4. IC review – National Cabinet matters – Timeframe for resolution (Rocelle)	By next meeting	@DOMENICI,Romina please liaise with Heather and Anna regarding the timeframe for each of the matters.

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Kind regards
Rocelle



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-----Original Appointment-----

From: FALK,Angelene <Angelene.Falk@oaic.gov.au>

Sent: Thursday, July 6, 2023 5:26 PM

To: FALK,Angelene; PIRANI,Toni; AGO,Rocelle

Subject: Meeting : IC, FOIC and AC FOI

When: Thursday, 27 July 2023 10:30 AM-12:00 PM (UTC+10:00) Canberra, Melbourne, Sydney.

Where: Microsoft Teams Meeting

Agenda

1. June Statistics
2. Staffing
3. Follow up action items from previous meeting - 14 July 2023

Microsoft Teams meeting

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MOFFAT,Laura

From: OAIC - ACFOI
Sent: Thursday, 27 April 2023 2:38 PM
To: OAIC - Executive Assistant; FALK,Angelene
Cc: HARDIMAN,Leo; OAIC - FOI Commissioner; DOMENICI,Romina
Subject: RE: FOI Statistics and Branch Update [SEC=OFFICIAL]

Dear Angelene

Further to our meeting on 23 March:

Topic	Issue	Response										
Revised draft statistics to be published on the OAIC website: D2023/005977	Rocelle to identify statistics published by UK ICO	The statistics are published at ico-performance-scorecard-2022-23-q3.pdf .										
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Kind regards
Rocelle



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From: AGO,Rocelle
Sent: Wednesday, 22 March 2023 12:28 PM
To: OAIC - Executive Assistant <executiveassistant@oaic.gov.au>; FALK,Angelene <Angelene.Falk@oaic.gov.au>
Cc: HARDIMAN,Leo <Leo.Hardiman@oaic.gov.au>
Subject: RE: RE: FOI Statistics and Branch Update [SEC=OFFICIAL]

Good morning Angelene

As requested, please find below the links to:



- Revised draft statistics to be published on the OAIC website: [D2023/005977](#)

Kind regards



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-----Original Appointment-----

From: OAIC - Executive Assistant <executiveassistant@oaic.gov.au>

Sent: Thursday, 16 March 2023 5:28 PM

To: OAIC - Executive Assistant; FALK,Angelene; HARDIMAN,Leo; AGO,Rocelle

Subject: RE: FOI Statistics and Branch Update [SEC=OFFICIAL]

When: Thursday, 23 March 2023 12:00 PM-12:30 PM (UTC+10:00) Canberra, Melbourne, Sydney.

Where: Microsoft Teams Meeting

17/03/2023 3:16 PM Dear all, at Rocelle's request meeting today has been cancelled and rescheduled on **Thursday 23rd March @ 12noon**. Let me know if any issues. Thanks Linda.

16/03/2023 5:24 PM Good evening, 30 min mtg scheduled tomorrow **Friday 17th March @ 3.30pm**. Regards, Linda.

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Thank you Rocelle I will review and make a time to discuss.

Regards

Angelene

From: AGO,Rocelle <Rocelle.Ago@oaic.gov.au>

Sent: Tuesday, 14 March 2023 6:53 PM

To: FALK,Angelene <Angelene.Falk@oaic.gov.au>; OAIC - Commissioner <commissioner@oaic.gov.au>

Cc: HARDIMAN,Leo <Leo.Hardiman@oaic.gov.au>; OAIC - FOI Commissioner <FOICommissioner@oaic.gov.au>

Subject: FOI Statistics and Branch Update [SEC=OFFICIAL]

Dear Angelene

Thank you for your time this morning.

A large, bold, red graphic consisting of the letter 'S' followed by the number '22'. The text is set against a solid black rectangular background that covers the lower half of the page.

S 22

Proactive publication of IC review statistics

Please find attached a draft Statistics page for website publication for your review. Please see the AAT's statistics page as an example of how it can appear on the page: [Statistics | Administrative Appeals Tribunal \(aat.gov.au\)](https://www.aat.gov.au/statistics).

Once published, we will be including a reference to the statistics page in our responses to case update requests from IC review applicants.

Kind regards
Rocelle



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GPO Box 5218 Sydney NSW 2001 | oaic.gov.au
+612 9942 4205 | rocelle.ago@oaic.gov.au

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FOIREQ23/00175 015

OAIC IC reviews Caseload Report
For the period 1 October 2022 – 31 December 2022 (Q2)

For the 2022-2023 financial year, the OAIC is currently focusing on:

- IC reviews applications involving deemed access refusals (where an agency has not provided a decision within the statutory processing timeframe)
- IC review applications received in 2018 and 2019
- IC reviews where the sole access refusal reason relates to:
 - adequacy of searches (s 24A)
 - imposition of a charge (s 29)
 - practical refusal (s 24)
- IC reviews impacted by the change in government in 2022.

Year lodged	Total on hand	Initial case management and Early Resolution	Awaiting review	Under review	Proceeding to decision
2018					
2019					
2020					
2021					
2022					
2023					
Total					

**OAIC FOI complaints Caseload Report
For the period 1 October 2022 – 31 December 2022 (Q2)**

FOIREQ23/00175 018

For the 2022-2023 financial year, the OAIC is currently focusing on:

- FOI complaints received in 2019, 2020 and 2021

Year lodged	Total on hand	Initial case management and Early Resolution	Awaiting investigation	Under active investigation	Proceeding to notice on completion
2019					
2020					
2021					
2022					
2023					
Total					

From: [AGO,Rocelle](#)
To: [PIRANI,Toni](#); [FALK,Angelene](#); [OAIC - Executive Assistant](#)
Subject: RE: **s 22** [SEC=OFFICIAL]
Date: Thursday, 17 August 2023 5:00:00 PM
Attachments: [RE Meeting IC FOIC and AC FOI 27 July 2023 SECOFFICIAL.msg](#)
[image001.jpg](#)
[image002.jpg](#)

Hi Angelene and Toni

[@FALK,Angelene](#) One of the issues that we also canvassed is the publication of the IC review caseload/statistics to assist with case updates/enquiries – the last communication we had about this is attached. If you wanted to proceed, we would need to update the statistics to include this financial year and the focus cohorts.

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Kind regards
Rocelle

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FOI Steering Group Minutes

Date: Thursday 14 September 2023

Location: Microsoft Teams

Start: 2.00pm

Finish: 3:03pm

Attendees:

Toni Pirani	FOI Commissioner
Elizabeth Hampton	Deputy Commissioner
Melanie Drayton	Senior Assistant Commissioner
Rob Ghali	Assistant Commissioner Major Investigations
Pennie Snowden	Assistant Commissioner Dispute Resolution
Rocelle Ago	Assistant Commissioner Freedom of Information
Sarah Ghali	Assistant Commissioner Regulation and Strategy
Sarah Croxall	A/g Assistant Commissioner Corporate
Andre Castaldi	Assistant Commissioner Regulation and Strategy, CDR

Observers:

Romina Domenici	Executive Officer (Minutes)
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Apologies:

Caren Whip	General Counsel
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4. Initial discussion of possible strategies

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c. Reporting – FOI Branch engagement with BARD

Commissioner Pirani noted the excellent service that BARD provides to the FOI Branch and updated the group about specific data that is generated from Resolve on a monthly basis. She highlighted the inefficiencies of the case management system, given the need for staff to manually input data to provide for better reporting on monthly outcomes. Going forward the FOI Branch will report its deliverables quarterly instead of monthly, have live reports (power BI) relating to particular data sets requested by the Information Commissioner and draw upon Agency FOI Statistics.

d. Stakeholder Engagement and Communication

i. Client access including enquiries

ii. Information availability through proactive publication (website)

Commissioner Pirani and Rocelle Ago informed the group that there is an ongoing conversation with the Information Commissioner about proactively publishing statistics and FAQs on the OAIC website. Rocelle also noted the importance of the FOI Branch being able to manage the expectations of applicants and respondents and direct them potential to an area on the website to aid in clarifying their questions. The group considered and discussed:

- the usefulness in providing details about timeframes
- what data sets would be published
- whether there is a broader benefit for the agency
- the possibility of the Strategic Communication team to develop a FOI webpage to capture relevant statistics and information
- A self-service option which could be through Resolve