



STRATEGIC GOALS 2016-19

Provide a fair, independent and timely external review service by:

- ✓ Using appropriate and effective early resolution processes
- ✓ Using effective formal external review practices
- ✓ Promoting consistency of formal decisions

Foster improvements in agency practice by:

- ✓ Providing clear, accurate, relevant and timely advice to key agency staff to enhance their understanding of their responsibilities under the FOI Act
- ✓ Continuing to improve training services to agencies by developing and maintaining up to date materials with flexible delivery options
- ✓ Providing resources and tools to agencies to assist them in improving their practices
- ✓ Identifying and seeking to implement changes to legislation that facilitate improved agency practice

Enhance public awareness of rights to government information by:

- ✓ Providing an accessible and user-friendly information and education service to the public
- ✓ Evaluating the extent of public awareness of FOI and developing improvement strategies to increase awareness
- ✓ Being responsive to opportunities presented by changes in technology and public expectations of accessibility

Build the capacity of our people by:

- ✓ Being a workplace where people want to work
- ✓ Having a clear structure that supports productivity, innovation and creativity
- ✓ Looking after our people