

OFFICE OF THE INFORMATION COMMISSIONER — COMPLAINTS

402. Hon MICHAEL MISCHIN to the Leader of the House representing the Attorney General:

I refer to the Office of the Information Commissioner and its management of applications for external review—namely, complaints.

- (1) How many applications for external review were received by the OIC in the previous 12 months and how many of these applications were reviewed?
- (2) How many external review cases are presently under investigation by the OIC and how does this compare with the case load of the previous five years?
- (3) Is the Attorney General aware that the OIC is advising complainants and applicants that increased case volume and insufficient agency resourcing are contributing to delays in the resolution of cases?
- (4) What steps, if any, did the government take in the recent budget to improve agency resourcing and the timeliness of applications for external review?

Hon SUE ELLERY replied:

I thank the honourable member for some notice of the question.

- (1) In the 12-month period from 16 May 2017 to 15 May 2018, the OIC received 145 applications for external review. In the same period, 67 external review matters were finalised.
- (2) As at 30 April 2018, 72 review applications were on hand and subject to investigation. As at 30 June 2017, there were 54; as at 30 June 2016, there were 57; as at 30 June 2015, there were 69; as at 30 June 2014, there were 62; and as at 30 June 2013, there were 107.
- (3) I am advised that upon receipt of complaints, all complainants are advised that the OIC is currently dealing with a high number of complaints.
- (4) I refer to note 1 on page 114 of the 2018–19 budget, which acknowledges that a temporary reduction in FTE contributed to a delay in finalised external review cases. I table that extract from the budget.

[See paper 1385.]