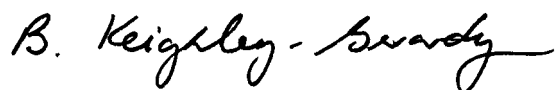




**KEY PERFORMANCE  
INDICATORS**

**OFFICE OF THE INFORMATION COMMISSIONER**  
**CERTIFICATION OF PERFORMANCE INDICATORS**

The performance indicators which follow have been prepared based on proper records and fairly represent the performance of the Office of the Information Commissioner for the year ended 30 June 2001.



B. KEIGHLEY-GERARDY  
INFORMATION COMMISSIONER  
14 August 2001

## KEY PERFORMANCE INDICATORS 2000/2001

■ **DESIRED OUTCOME:** Access to documents and observance of processes in accordance with the *Freedom of Information Act 1992* (the Act).

■ **DESCRIPTION:** The Office of the Information Commissioner provides a freedom of information (FOI) complaint mechanism and advisory service which is independent, objective and fair; and which balances the competing needs of applicants, agencies and Parliament, subject to the requirements and processes prescribed in the Act. The Information Commissioner has a statutory duty to undertake these functions and the office accordingly has two outputs – Output 1: Resolution of Complaints and Output 2: Freedom of Information Advice and Awareness.

When dealing with disputes, the objective is to avoid being unduly legalistic or formal in the way proceedings are conducted, which is the intent of the legislation. The preferred outcome is to achieve resolution by way of conciliation between the

parties. When conciliation cannot be achieved, the Information Commissioner is required to make a determination by publishing a written decision with reasons.

Advice and Awareness activities also emphasise the spirit of the legislation and, wherever possible, agencies are either encouraged to release information outside the FOI process or, where necessary, follow the correct processes for dealing with an application under the Act. Policy development within agencies is encouraged so that the obligations placed on agencies under the Act have minimal effect on their day-to-day operations. Many potential disputes are also resolved informally with assistance from the office.

Therefore, the performance indicators of the office reflect the satisfaction of parties who utilise the services of the office, show the extent to which conciliation is achieved and measure efficiency by relating workload to costs.

### EFFECTIVENESS

		1997	1998	1999	2000	2001
Satisfaction of parties with the external review process	<b>Target</b>	–	–	90%	88%	87%
	<b>Outcome</b>	85%	88%	88%	86%	92%

A survey of all 240 participants in the external review process was administered and 60% (143) responded by returning a completed questionnaire. The survey is administered immediately following finalisation of each review. The indicator shows the level of satisfaction with the review process, including the professionalism of our staff; the extent to which feedback was provided as matters proceeded; and the extent to which parties were given the opportunity to have input. The survey seeks the participant's views on whether there was an independent, objective and fair hearing with an emphasis on user-friendly processes which met their needs. Relative Standard Error for 2001 data is  $\pm 5.21\%$  at 95% level of satisfaction.

		1997	1998	1999	2000	2001
Satisfaction of agencies with advice and guidance provided	<b>Target</b>	–	–	100%	98%	98%
	<b>Outcome</b>	100%	97%	98%	98%	(a)

(a) Survey will now be conducted every 2 years.

There is a range of advisory services encompassing publications, advice on request, Internet based services, briefings and workshops and formal presentations to agencies. Since the commencement of the FOI Act, surveys have been administered annually to all state and local government agencies. The trend has indicated a consistently high level of satisfaction with the advisory services provided by the office, so in order to reduce the burden on agencies, the survey will now be conducted biennially.

		1997	1998	1999	2000	2001
The extent to which applications for external review were resolved by conciliation		72%	75%	80%	70%	61%

## KEY PERFORMANCE INDICATORS continued

Conciliation is the Information Commissioner's preferred method of dispute resolution where possible, provided undue delay does not occur. This indicator shows the extent to which a conciliated outcome is achieved. The measure shows the percentage of cases where a complainant and other involved parties are satisfied with the conciliated result, and thus do not require a formal determination to be issued by the Information Commissioner. A conciliated outcome has the benefit of avoiding an unduly legalistic approach and minimises the number of formal decisions which are required to be prepared and published by the Information Commissioner, thus minimising costs. The variation in the conciliation rate reflects the increase in complexity of complaints being made to the Information Commissioner and the extent to which parties seek a formal ruling.

### EFFICIENCY

#### *Output 1: Resolution of Complaints*

		1997	1998	1999	2000	2001
Average cost of external reviews finalised	<b>Budget</b>	–	–	\$4605	\$5044	\$3552
	<b>Actual</b>	\$3321	\$4800	\$4992	\$3380	\$5321

This reflects the costs incurred in resolving complaints, which is reported in more detail in the annual report and in the WA Government annual budget statements for the Consolidated Fund. The variation in the actual and budget average cost is due to a decline in the number of applications for external review received this year.

#### *Output 2: Advice and Awareness Services*

		1997	1998	1999	2000	2001
Average cost of advice and awareness per application lodged	<b>Budget</b>	–	–	\$75	\$86	\$75
	<b>Actual</b>	\$86	\$81	\$68	\$71	\$68

This indicator shows the average cost of advice and awareness services, for each application lodged with agencies across the public sector. Further detail about this output is also provided in the annual report and the published budget statements for the Consolidated Fund. The variation between the budgeted and actual figures can be attributed to both an increase in the number of applications received by agencies and the success of the *Advice and Awareness* sub-program in promoting FOI within the wider community.



## AUDITOR GENERAL

**To the Parliament of Western Australia**

**OFFICE OF THE INFORMATION COMMISSIONER  
PERFORMANCE INDICATORS FOR THE YEAR ENDED JUNE 30, 2001**

### **Scope**

I have audited the key effectiveness and efficiency performance indicators of the Office of the Information Commissioner for the year ended June 30, 2001 under the provisions of the Financial Administration and Audit Act 1985.

The Information Commissioner is responsible for developing and maintaining proper records and systems for preparing and presenting performance indicators. I have conducted an audit of the key performance indicators in order to express an opinion on them to the Parliament as required by the Act. No opinion is expressed on the output measures of quantity, quality, timeliness and cost.

My audit was performed in accordance with section 79 of the Act to form an opinion based on a reasonable level of assurance. The audit procedures included examining, on a test basis, evidence supporting the amounts and other disclosures in the performance indicators, and assessing the relevance and appropriateness of the performance indicators in assisting users to assess the Office's performance. These procedures have been undertaken to form an opinion as to whether, in all material respects, the performance indicators are relevant and appropriate having regard to their purpose and fairly represent the indicated performance.

The audit opinion expressed below has been formed on the above basis.

### **Audit Opinion**

In my opinion, the key effectiveness and efficiency performance indicators of the Office of the Information Commissioner are relevant and appropriate for assisting users to assess the Office's performance and fairly represent the indicated performance for the year ended June 30, 2001.

A handwritten signature in black ink, appearing to read 'K O O'Neil'.

K O O'NEIL  
ACTING AUDITOR GENERAL  
October 12, 2001

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