



Australian Government

Office of the Australian Information Commissioner

# Office of the Australian Information Commissioner

## Information Publication Scheme and Public Sector Information Survey of Australian Government Agencies

May 2012

Final



Australian Government

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## Introduction

### *Background to the Information Publication Scheme (IPS) and Public Sector Information Survey*

The *Australian Information Commissioner Act 2010* and the *Freedom of Information Amendment (Reform) Act 2010* were enacted in May 2010.

Those Acts implemented substantial reforms to the *Freedom of Information Act 1982* (FOI Act). The reforms have been guided by the principle that information held by the Government (public sector information) *'is to be managed for public purposes, and is a national resource'* (FOI Act s 3(3)).

In July 2010, the Government made the Declaration of Open Government, signalling its commitment to *'open government based on a culture of engagement, built on better access to and use of government held information, and sustained by the innovative use of technology'*.

A core element of managing Government information as a national resource, and of open government, is making public sector information open and accessible. In May 2011, the OAIC released the Principles on Open Public Sector Information. The Principles set out the central values of open public sector information: information should be accessible without charge, based on open standards, easily discoverable, understandable, machine-readable, and freely reusable and transformable. Australian Government agencies are urged to embed the Principles in their policies and practices to become confident and proactive publishers of information.

### *The Information Public Scheme (IPS)*

The reforms to the FOI Act included the implementation of the Information Publication Scheme (IPS), established by s8 of the FOI Act. Under the IPS, from 1 May 2011, Australian Government agencies subject to the FOI Act are required to proactively publish specific categories of public sector information on their websites. In particular:

- Section 8(1) of the FOI Act requires agencies to prepare an Agency IPS plan
- Section 8(2) requires agencies to proactively publish specified categories of information, including the Agency IPS Plan (Specified categories of information), and
- Section 8(4) provides that agencies may publish other information that they hold, in addition to the information required to be published under s 8(2) (Additional Government information). Section 8(4) could cover the rest of an agency's public sector information that is not specifically required to be published under s 8(2). However, in practice, it is likely not practicable (or appropriate) for an agency to attempt to publish all of its holdings of public sector information. Each agency therefore has the discretion to identify which Additional Government information it considers can be published.

This specific public sector information is known as an Agency's IPS Entry. An Agency's IPS Entry is made up of three components:

1. Agency IPS plan (ss 8(1) and 8(2)(a)).
2. Information required to be published under the IPS (s8(2)).
3. Other Information to be published under the IPS (s 8(4)).



### ***What is this survey about?***

This survey gathers information about two important areas of recent activity for all Australian Government agencies subject to the FOI Act – compliance with IPS obligations and a more general consideration of the range of public sector information held by agencies.

The survey is accordingly divided into two parts. Part A assesses compliance with the five key IPS assessment criteria set out in the FOI Guidelines (see Para 13.134 and [www.oaic.gov.au/publications/agency\\_resources/ips\\_compliance\\_program.html](http://www.oaic.gov.au/publications/agency_resources/ips_compliance_program.html)).

Part B contains questions that will help to build a picture of the types of public sector information that are held and published across all Australian Government agencies subject to the FOI Act.

### ***Why is the OAIC doing this survey?***

Compliance with the IPS is an ongoing statutory obligation for agencies. The survey will look at a number of key activities that would have occurred during the agency implementation of the IPS, such as the development of an Agency Plan, IPS governance arrangements and the IPS Entry itself. Part A of the survey is one of the key OAIC IPS compliance activities, and all agencies will be assessed against the five key IPS assessment criteria (see link above for more information).

Under the IPS, a range of ‘Other Information’ may also be published under s8(4) of the FOI Act. This ‘Other information’ will be a specific identified subset of the entire public sector information held by an Agency, which is examined in the Part B of this survey.

### ***What do I need to do as the primary survey contact officer?***

The primary contact identified by the agency to the OAIC for the survey is expected to coordinate a response across relevant areas of the agency to ensure the survey is completed and submitted on time.

### ***When does the survey start and finish?***

The fieldwork for the survey will begin on Monday 30th April 2012. Responses need to be completed by Friday 11th May 2012.

### ***How will the information be used?***

The information collected in response to Part A will be used by the OAIC to develop a national level report on IPS Compliance across all Australian Government agencies subject to the FOI Act.

The information collected by Part B will be used to prepare a report on the public sector information landscape in Australia.



## Instructions

### *How should the survey be completed?*

1. Read each question carefully.
2. Where options have been provided, select the response that represents the answer you want to give. For example, if your agency has prepared and published an IPS Plan, mark option 1 as shown below:

	Yes	No
5. Has your agency prepared and published an IPS Plan?	<div style="border: 1px solid red; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">1</div> <span style="color: green;">[Go to q4]</span>	2

3. Where multiple answers apply, select each applicable answer.
25. How is this specific training on IPS obligations provided? [Multiple response]
  - 1

 Specific formal training
  - 2

 Self-paced online
  - 3

 On the job
  - 4

 Other (please specify) \_\_\_\_\_

## Further Information

All queries regarding completing the survey should be directed to Monica O’Neill of ORIMA Research.

telephone: (02) 6175 1000

email: [monica.o'neill@orima.com](mailto:monica.o'neill@orima.com)

**Definitions** [to be hyperlinked throughout the survey when defined words are used]  
 [Do not include on the introductory page. Please skip straight from the 'Further Information' section to the first question of the survey.]

Access	: Where public sector information is made available, whether for free or for a charge, under licensing conditions or in formats which do not facilitate reuse. See also 'open access'.
AGLS	: A metadata standard based on Dublin Core, formerly known as Australian Government Locator Service: <a href="http://www.agls.gov.au">www.agls.gov.au</a>
ANZLIC	: A metadata standard developed by the Spatial Information Council for Australia and New Zealand (formerly known as Australia New Zealand Land Information Council): <a href="http://www.anzlic.org.au/Publications/Metadata+Project/default.aspx">www.anzlic.org.au/Publications/Metadata+Project/default.aspx</a>
Content:	: Public content often has characteristics of being: static (i.e., it is an established record), held by the public sector rather than being directly generated by it (e.g., cultural archives, artistic works where third-party rights may be important), not directly associated with the functioning of government, and not necessarily associated with commercial uses but having other public good purposes (e.g., culture, education).
Creative Commons BY standard	: A licence which lets others distribute, remix, tweak, and build upon an author's work, even commercially, as long as they credit the author for the original creation. It is the most accommodating of the <a href="#">Creative Commons licences</a> .
Data:	: The representation of facts, concepts or instructions in a formalised (consistent and agreed) manner suitable for communication, interpretation or processing by human or automatic means. Typically comprised of numbers, words or images. The format and presentation of data may vary with the context in which it is used. Data is not 'information' until it is utilised in a particular context for a particular purpose.
Disclosure Log:	: Information published by an agency or a minister that has been released in response to each FOI access request, subject to certain exceptions (s 11C of the FOI Act). Please refer to <a href="#">Part 14 of the FOI Guidelines</a> .
Information asset:	: Information in the form of a core strategic asset required to meet organisational outcomes and relevant legislative and administrative requirements.
Information asset management framework	: An asset management framework brings together key corporate planning activities and asset management. Asset management involves developing a process to manage, demand and guide the acquisition, use and disposal of assets. This process is intended to maximise service delivery potential and manage risks and costs over an asset's lifecycle. Please refer to <a href="#">Part 13 of the FOI Guidelines</a>
Information asset register	: In accordance with Principle 5 of the <i>Principles of Open Public Sector Information</i> , an information asset register is a central, publically-available list of an agency's information assets intended to increase the discoverability and reusability of agency information assets by both internal and external users.



Information	: Any collection of data that is processed, analysed, interpreted, classified or communicated in order to serve a useful purpose, present fact or represent knowledge in any medium or form. This includes presentation in electronic (digital), print, audio, video, image, graphical, cartographic, physical sample, textual or numerical form.
Information Publication Scheme (IPS)	: Part 2 of the FOI Act establishes the Information Publication Scheme (IPS) for Australian Government agencies subject to the FOI Act. The IPS commenced on 1 May 2011 and requires agencies to proactively publish specific categories (set out in s 8(2)) of public sector information on their websites. Please refer to <a href="#">Part 13 of the FOI Guidelines</a> .
IPS	: Information Publication Scheme (see above).
IPS information register	: An IPS information register could include the following information [with respect to information published under the IPS]: <ul style="list-style-type: none"> <li>• which agency business area owns a particular document</li> <li>• when the document was last updated</li> <li>• the formats in which the document is available and the file size</li> <li>• if the document is not published online, who may be contacted within the agency to arrange public access and the number of requests that have been received</li> <li>• categories of information that were considered for publication under the IPS but were not published under s 8C (because the document contains exempt matter or publication is prohibited or restricted by an enactment).</li> </ul> Please refer to <a href="#">Part 13 of the FOI Guidelines</a> .
Linked data	: A model of publishing data online where relationships between the datasets are specified at a technical level using open standards (as opposed to publishing a collection of separate, unconnected datasets). This increases the ability of humans and machines to discover and understand the data.
Machine readable	: Machine readable data can be understood by machines through interpretation of the accompanying metadata. Releasing data in a machine readable format increases its discoverability and usability. Formats such as Microsoft Word and PDF, while understandable by humans, are not likely to be highly machine-readable.
Metadata	: Data that defines and describes other data, allowing users to find, manage, control and understand that data. For more information about metadata as it applies to public sector information, refer to the advice on Publishing Public Sector Information contained in the <a href="#">Australian Government Web Guide</a> .
Open access	: Where public sector information is available at zero price under licensing terms and in formats that allow users to copy, use, transmit and reuse the public sector information from its original form.
Open and standards-based formats	: Electronic formats defined by open standards.



Open standard	: A form of technology that has been documented and is available for reuse on different platforms without proprietary restrictions. Proprietary formats could include DOC or DOCX, XLS or XLSX, PDF, ESRI or RTF. Open formats could include HMTL, XML, CSV, RDF, KML/KMZ, SHP, TAB or MID/MIF.
Public sector information:	: Data, information or content that is generated, created, collected, processed, preserved, maintained, disseminated, or funded by (or for) the Government or public institutions.
Reuse/Re-User	: 'Reuse' refers to the process of taking public sector information and modifying it to create something new. Someone undertaking reuse is known as a 'reuser'. Examples include converting public sector information into an alternate form, or using it as the basis of a new application. Although reuse of public sector information occurs within Government, the questions in this survey are concerned with reuse of public sector information by the community. The OAIC will address public sector information reuse within Government separately.
Structured data	: Any data kept in an electronic record, where each piece of information has an assigned format and meaning, so that the data is in a form that can be easily used and manipulated. Relational databases and spreadsheets are examples of structured data. In contrast, a document containing free-form text that discusses the data contained in a spreadsheet would be 'unstructured data'.
WCAG 2.0	: <a href="#">Web Content Accessibility Guidelines version 2.0</a> , published by the Worldwide Web Consortium and endorsed for all Australian Government websites.
Web 2.0	: A term referring to technologies that encourage online discussion, sharing and collaboration. In a public sector information context, this could include online ratings/feedback mechanisms associated with an agency's public sector information (such as the mechanisms available through data.gov.au), or the use of social media to engage with users about what public sector information to publish and agency publication practices.

<b>The Principles on Open Public Sector Information</b>	
Principle 1	Information held by Australian Government agencies is a valuable national resource. If there is no legal need to protect the information it should be open to public access. Information publication enhances public access. Agencies should use information technology to disseminate public sector information, applying a presumption of openness and adopting a proactive publication stance.
Principle 2	Australian Government policy requires agencies to engage the community online in policy design and service delivery. This should apply to agency information publication practices. Agencies should: <ul style="list-style-type: none"> <li>consult the community in deciding what information to publish and about agency publication practices</li> </ul>



	<ul style="list-style-type: none"> <li>• welcome community feedback about the quality, completeness, usefulness and accuracy of published information</li> <li>• respond promptly to comments received from the community and to requests for information</li> <li>• employ Web 2.0 tools to support community consultation.</li> </ul>
Principle 3	<p>Australian Government agencies should manage information as a core strategic asset. A senior executive ‘information champion’ or knowledge officer in the agency should be responsible for information management and governance, including:</p> <ul style="list-style-type: none"> <li>• providing leadership on agency compliance with the Information Publication Scheme and Disclosure Log</li> <li>• ensuring agency compliance with legislative and policy requirements on information management and publication</li> <li>• managing agency information to ensure its integrity, security and accessibility</li> <li>• instigating strategic planning on information resource management</li> <li>• ensuring community consultation on agency information policy and publication practices.</li> </ul> <p>The senior officer should be supported by an information governance body that may include people from outside the agency.</p>
Principle 4	<p>Effective information management requires agencies to:</p> <ul style="list-style-type: none"> <li>• maintain an asset inventory or register of the agency’s information</li> <li>• identify the custodian of each information holding and the responsibilities of that officer</li> <li>• train staff in information management</li> <li>• establish clear procedures and lines of authority for decisions on information publication and release</li> <li>• decide if information should be prepared for publication at the time it is created and the form of publication</li> <li>• document known limitations on data quality</li> <li>• identify data that must be managed in accordance with legislative and legal requirements, including requirements relating to data security and protection of personal information, intellectual property, business confidentiality and legal professional privilege</li> <li>• protect information against inappropriate or unauthorised use, access or disclosure</li> <li>• preserve information for an appropriate period of time based on sound archival practices.</li> </ul>



Principle 5	<p>The economic and social value of public sector information can be enhanced by publication and information sharing. This requires that information can easily be discovered and used by the community and other stakeholders. To support this objective agencies should:</p> <ul style="list-style-type: none"> <li>• publish an up-to-date information asset register</li> <li>• ensure that information published online is in an open and standards-based format and is machine-readable</li> <li>• attach high quality metadata to information so that it can be easily located and linked to similar information using web search applications</li> <li>• publish information in accordance with the <i>Web Content Accessibility Guidelines</i> version 2 (WCAG 2.0) endorsed by the Australian Government in November 2009.</li> </ul>
Principle 6	<p>The economic and social value of public sector information is enhanced when it is made available for reuse on open licensing terms. The <i>Guidelines on Licensing Public Sector Information for Australian Government Agencies</i> require agencies to decide licensing conditions when publishing information online. The default condition should be the Creative Commons BY standard, as recommended in the <i>Intellectual Property Principles for Australian Government Agencies</i>, that apply to agencies subject to the <i>Financial and Management Accountability Act 1997</i>. Additional guidance on selecting an appropriate licence is given in the Australian Government Open Access and Licensing Framework (AUSGOAL).</p>
Principle 7	<p>The FOI Act requires agencies to facilitate public access to information at the lowest reasonable cost. This principle applies when information is provided upon request or is published by an agency. Other Acts also authorise charges for specific documents or information access. Agencies can reduce the cost of public access by publishing information online, especially information that is routinely sought by the public. Charges that may be imposed by an agency for providing access should be clearly explained in an agency policy that is published and regularly reviewed.</p>
Principle 8	<p>Agency decision making about information publication should be transparent. This can be supported, within the agency's information governance framework, by an enquiry and complaints procedure for the public to raise issues about agency publication and access decisions. The procedure should be published, explain how enquiries and complaints will be handled, set timeframes for responding, identify possible remedies and complaint outcomes, and require that written reasons be provided in complaint resolution.</p>

Thank you for taking the time to complete the survey.



# Agency Details

## A. Demographic Details

[This question is for hardcopy questionnaires only and will not be included in the online survey]

What is the name of your agency?

.....  
.....

[This question is for hardcopy questionnaires only and will not be included in the online survey]

What is your agency's portfolio?

.....  
.....

1. How many staff were employed by your agency as at 30 June 2011?

Note: Please calculate this as a head count of staff, not full-time equivalent.

.....

2. How many FOI requests were received by your agency during the 2010-11 financial year?

(Use your Agency's input to the FOI Annual Report 2010-2011 as a reference)

[Please answer all fields]

1 Personal (please specify) n= \_\_\_\_\_

2 Other (please specify) n= \_\_\_\_\_

3 Total (please specify) n= \_\_\_\_\_

3. What was your agency's total FOI expenditure for the 2010-11 financial year? (Use your Agency's input to the FOI Annual Report 2010-2011 as a reference)

[Single response]

1 \$.....

2 Don't know

4. Please provide the following information:

Note: This will only be used if we need to contact you to clarify any of your survey responses.

[Please answer all fields]

a. Contact officer's name	
b. Contact phone number	
c. Contact email address	

## B. Agency IPS Plan (Criterion One)

The FOI Act requires all agencies to publish an IPS plan on their website (s 8).

The FOI Guidelines, paragraph 13.11 ('Agency Plan') specifies what should be included in the Agency Plan.

### i. Agency IPS Plan Prepared and Published

	Yes	No
5. Has your agency prepared and published an Agency IPS Plan?	1 [Go to q8]	2

	Yes	No
6. If your agency has not prepared an Agency IPS Plan for publication, is your agency currently preparing one?	1 [Go to q8]	2

7. Why is your agency not preparing an Agency IPS Plan for publication?  
 .....  
 .....  
 .....

[If No to q6 then go to q13]

### ii. Agency Plan follows OAIC structure and content recommendations

The FOI Guidelines, paragraph 13.14 ('Structure and contents of the agency plan') recommends that agencies use the following 5 standardised headings in their agency plans:

- establishing and administering the agency's IPS entry
- IPS information architecture
- Information required to be published under the IPS
- Other information to be published under the IPS
- IPS compliance review

8. Does your Agency IPS Plan use the five standard recommended headings as specified in Part 13 of the FOI Guidelines? [Single response]

- 1 Yes – All [Go to q10]
- 2 Yes – Some
- 3 No – we do not use any of the five standard headings

9. Why does your agency not use (all of) these headings?  
 .....  
 .....  
 .....

### iii. Update and maintenance of agency plan

The FOI Guidelines, paragraph 13.15 ('Establishing and administering an agency's IPS entry') recommends that the agency plan address the following 7 matters:

10. Does your Agency IPS Plan specify/address the:	Yes	No	Not applicable
a. ...senior executive officer responsible for leading the agency's work on IPS compliance?	1	2	
b. ...resources allocated to establishing and administering the agency's IPS entry?	1	2	
c. ...process/ timetable for identifying operational information required under s 8(2), additional information under s 8(4), and for revising IPS entry?	1	2	
d. ...measures being taken to ensure that the agency's IPS entry is accurate, up-to-date and complete?	1	2	
e. ...measures (if any) being taken to improve the agency's information asset management framework to support its IPS compliance?	1	2	3
f. ...whether the agency has developed an internal IPS information register (see paragraph 13.19)?	1	2	
g. ...details of access charges (if any) imposed for accessing information published under the IPS as well as how charges will be calculated (see paragraph 13.126)?	1	2	

- |   | Yes | No                               |
|---|-----|----------------------------------|
| 11. Do you have a timetable for formally reviewing your Agency IPS Plan? (see paragraph 13.12)                          | 1   | 2<br><a href="#">[Go to q13]</a> |
| 12. If you have a timetable, how often is a review of the Agency IPS Plan undertaken? <a href="#">[Single response]</a> |     |                                  |
| 1 At least every 6 months   |     |                                  |
| 2 At least every 12 months  |     |                                  |
| 3 Only where significant IPS changes occur  |     |                                  |
| 4 Don't know/ Can't say   |     |                                  |

### C. IPS Governance and Administration (Criterion Two)

This section checks whether your agency has established an appropriate governance and administration framework to support the implementation and maintenance of the IPS. The framework should include:

- appropriate IPS policies, business processes and procedures to guide the IPS within the agency;
- clear allocation of responsibility for the implementation, ongoing maintenance and compliance review and reporting associated with the IPS;
- the appointment of a senior executive within the agency responsible for leading the agency's work on IPS compliance;
- establishing appropriate information management processes to facilitate identification and publication of IPS documents; and
- measures to ensure that agency staff are aware of and understand IPS requirements.

**NOTE: Any reference to procedures in this survey is a reference to written procedures.**

#### i. Governance/ structural arrangements have been made

	Yes	No
13. Has your agency appointed a senior executive officer with responsibility for leading the agency’s work on IPS compliance?	1	2 [go to q15]

14. What are the senior executive officer’s details?  
*Note: Please record their name, position or role details.*

.....

.....

.....

[If q13 = Yes, go to q16]

15. Why has your agency not appointed a senior executive officer with responsibility for leading the agency’s work on IPS compliance?

.....

.....

.....

	Yes	No
16. Does your agency have a formal IPS governance structure? (e.g. IPS Steering Committee)	1	2 [go to q18]

17. What type(s) of formal IPS governance structure(s) does your agency have? [Multiple response]
- 1 Steering Committee
  - 2 Working Group
  - 3 Other (please specify) \_\_\_\_\_

[If q16 = Yes, go to q19]

18. Why does your agency not have a formal IPS governance structure?
- .....
- .....
- .....

**ii. IPS policies and procedures have been established**

19. Are policies and/or procedures in place to:		Yes	No
a.	identify and prepare documents for IPS publication?	1	2
b.	publish IPS documents?	1	2

**iii. Resources allocated to IPS functions**

20. What is the number of staff performing IPS functions and duties in your agency?  
 Note: Please calculate this as a head count of staff, **not** full-time equivalent.  
 n= \_\_\_\_\_

**iv. Staff training undertaken/ staff awareness developed**

		Yes	No
21.	Has responsibility for staff training and awareness of IPS obligations within the agency been assigned?	1	2 [go to q23]

22. What is the name of the area within your agency that has been assigned this responsibility?
- .....
- .....

		Yes	No
23.	Does your induction training for new staff include information on the IPS?	1	2

	Yes	No
24. Does your agency provide staff with other specific training on IPS obligations?	1	2 [go to q27]
25. How is this specific training on IPS obligations provided? [Multiple response]		
1 Specific formal training		
2 Self-paced online		
3 On the job		
4 Other (please specify) _____		

[If only one option is selection in q25 go to q27]

26. What is the <b>main way</b> that staff are trained in their IPS obligations? [Single response]	
1 Specific formal training	
2 Self-paced online	
3 On the job	
4 Other (please specify) _____	



## D. IPS Entry (Criterion Three)

Reforms to the FOI Act require Australian Government agencies from 1 May 2011 to publish the categories of information specified below.

### i. Information required to be published

27. Has your agency published on its website details of:		Yes	No
a.	Its organisational structure?	1	2
b.	The agency's functions and decision making powers?	1	2
c.	Appointments of agency officers made under Acts (other than APS employees within the meaning of the Public Service Act 1999)?	1	2
d.	Annual reports prepared by the agency for Parliament?	1	2
e.	Consultation arrangements for members of the public to comment on specific policy proposals for which the agency is responsible?	1	2
f.	Information in documents to which the agency routinely gives access in response to requests under Part III of the FOI Act (with exceptions)?	1	2
g.	Information held by the agency that it routinely provides to the Parliament in response to requests and orders from the Parliament?	1	2
h.	Contact details for FOI information or documents?	1	2
i.	Operational information (as defined in s 8A of the FOI Act)?	1	2

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

The FOI Act (s 8(4)) provides that agencies may publish other information as part of the IPS. The FOI Guidelines paragraph 13.106 ('Other Information to be published under the IPS') advises that agencies are generally best placed to identify other information that should be published under s 8(4).

In doing so, agencies should strive to implement the objects of the FOI Act, which declare that information held by government is a national resource that should be managed for public purposes.

		Yes	No
28.	Does your agency have a mechanism for identifying other information that could be published under the IPS?	1	2





### iii. Exceptions – personal and business information

The FOI Act (s 8(2)(g)(i), (ii)) provides that an agency is not required to publish personal or business information as part of its IPS entry if it would be unreasonable to publish that information ((see the FOI Guidelines (paragraph 13.69)). Agencies will generally not publish information given to an individual or business applicant in response to an FOI request that is personal to that applicant. Where information is not published because an exception applies, the Information Commissioner encourages agencies to record this in an IPS information register, including the title of the document to which an exception applies and the reason it was not published under the IPS. Capturing this information may help an agency when it reviews its IPS compliance, or responds to any complaints to the Information Commissioner about its IPS compliance.

	Yes	No	Not applicable
29. 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 s 8(2)(g)(i) or (ii)?	1	2 [Go to q31]	3 [Go to q31]
30. Was the particular decision not to publish information recorded in your agency’s IPS information register?	1	2	

### iv. Fees and charges

Subject to a limited exception, information published under the IPS must be available free of charge to the community. An agency can charge for information under the IPS only where the information cannot be downloaded from a website, and the agency has incurred specific reproduction or incidental costs in giving a person access to that information under the IPS (s 8D(4)). The details of the charge must be published under the IPS before any charge is imposed (s 8D(5)).

'Non-web based' documents or information refers to materials that cannot be accessed or downloaded directly from a website. For example, a voice recording held by an agency may not be easily or readily converted into an electronic format that the Agency can make available for publication/ downloading from a website.

- 31. Does your agency charge for information required (s 8(2)) or permitted (s 8(4)) to be published under the IPS? [Single response]
  - 1 Yes - Required only
  - 2 Yes - Permitted only
  - 3 Yes - both
  - 4 No [go to q36]

	Yes	No
32. Does your agency use the FOI Charges Regulations for calculating and imposing a charge for access under the IPS?	1	2

	Yes	No
33. Is the charge for providing access to information that cannot be downloaded from a website?	1	2
	Yes	No
34. Is the charge for reimbursing the agency for specific reproduction (or other incidental) costs associated with giving access?	1	2
	Yes	No
35. Are details of these charges published on your agency's website?	1	2

## E. IPS Information Architecture (Criterion Four)

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

The FOI Act specifies the information an agency must publish under the IPS, but not the format of publication. The FOI Act does not require that agencies use the headings or language specified in s 8(2). The Information Commissioner has advised however that it will be easier for the public to locate information published by each agency under the IPS if there is a consistent presentation of information on agency websites. To this end, the FOI Guidelines (para 13.121)( 'Structure of agency IPS entry') recommends the use of 10 headings for the Agency Publication Framework.

36. Does your agency publish IPS information under the following standard headings?	Yes	No
a. Agency Plan - s 8(2)(a)	1	2
b. Who we are - ss 8(2)(b) and 8(2)(d)	1	2
c. What we do - ss 8(2)(c) and 8(2)(j)	1	2
d. Our reports and responses to Parliament - ss 8(2)(e) and 8(2)(h)	1	2
e. Routinely requested information and disclosure log - ss 8(2)(g) and 11C	1	2
f. Consultation arrangements - s 8(2)(f)	1	2
g. Our priorities - s 8(4)	1	2
h. Our finances - s 8(4)	1	2
i. Our lists - s 8(4)	1	2
j. Contact Us - s 8(2)(i)	1	2
k. Other (please specify all) _____	1	2



## ii. Documents are easily discoverable and understandable

37. Does your agency website have:		Yes	No
a.	The OAIC IPS Icon visible on the homepage?	1	2
b.	A search function that can access information published within an agency's IPS entry?	1	2
c.	A mechanism in place to gather feedback from the community regarding whether IPS entries are easily discoverable and understandable?	1	2
d.	An alert service that can notify subscribers of new publications under the IPS or other developments in relation to the IPS?	1	2

## iii. Documents are easily accessible and machine readable

The FOI Guidelines (paragraph 13.124) ('Accessibility') states that accessibility of published information by all members of the community is an important principle underlying the IPS. This principle is reinforced by three requirements:

- the Disability Discrimination Act 1992
- Government agencies are required to conform to Web Content Accessibility Guidelines (WCAG) 2.0.
- The Australian Human Rights Commission has also published World Wide Web Access: Disability Discrimination Act Advisory Notes (Version 4.0) which echo the obligation on agencies to conform to WCAG 2.0.

WCAG 2.0 covers a wide range of recommendations for making Web content more accessible. Following the WCAG 2.0 guidelines will make content accessible to a wider range of people with disabilities and make Web content more usable to users in general.

38. 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? [\[Single response\]](#)
- 1 All documents
  - 2 Most documents
  - 3 Some documents
  - 4 No documents



## F. Agency Compliance Review (Criterion Five)

Section 9(1) of the FOI Act requires that each agency complete a review of its IPS compliance by 1 May 2016. The review must be undertaken in conjunction with the Information Commissioner (see FOI Guidelines paragraph 13.131 - 'Review of agency IPS compliance'). Two early steps an agency can take to prepare for the IPS review are to have complaint handling arrangements in place and to join the Information Contact Officer Network (ICON). See FOI Guidelines paragraph 13.135 (Investigations and Complaints).

	Yes	No
39. Does your FOI Complaint handling procedure explain that a person may make a complaint about the agency's IPS?	1	2
40. How many complaints specifically related to the IPS has your agency received since 1 May 2011? n= _____		

The Information Contact Officer Network (ICON) is a network for FOI, IPS and Privacy Contact Officers in Australian Government agencies, Norfolk Island authorities and (for privacy only) ACT government agencies. ICON meetings provide Contact Officers with the opportunity to receive updates on the work of the OAIC and developments in the FOI, IPS and Privacy areas. If you are an FOI, IPS or Privacy Contact Officer and would like to join the network or update your contact details, email [icon@oaic.gov.au](mailto:icon@oaic.gov.au) or ring our Enquiries Line on 1300 363 992.

	Yes	No
41. Does your agency have a representative who attends the ICON (Information Contact Officer Network) forum run quarterly by the OAIC?	1	2
42. Do you have any further comments on your agency's experiences with the IPS? ..... ..... .....		

[This completes Part A of the survey in relation to the Information Publication Scheme.]

## Part B – Management and publication of public sector information

### *Background*

The Government 2.0 Taskforce report [Engage: Getting on with Government 2.0](#) envisaged a role for the OAIC in making public sector information open, accessible and reusable.

The OAIC has prepared two issues papers on open government matters: [Issues Paper 1: Towards an Australian Government Information Policy \(May 2010\)](#), and [Issues Paper 2: Understanding the Value of Public Sector Information in Australia \(November 2011\)](#).

The major proposal of Issues Paper 2 was that the OAIC conduct a survey of Australian Government agencies to gather consistent information across government and public sector information management practices.

### *About this part of the survey*

Part B of this survey seeks general information about the management of public sector information by agencies, and the publication of other public sector information under s 8(4) of the FOI Act.

Your agency's responses to this part will help to build a picture of the types of public sector information that are held and published in a way that facilitates reuse by the community. The questions in this part of the survey will also identify areas in which agencies could benefit from assistance or further guidance.

### *Further consultation*

The findings from this survey are expected to inform the development of a list of relevant issues by the OAIC that will be further explored in greater depth through a series of focus groups with publisher agencies to be run in mid-2012. This will allow discussion of the more complex or 'nuanced' issues that cannot be fully captured through a quantitative survey methodology.



## G. Your agency's public sector information

This question will assist the OAIC to establish which agencies hold particular types of public sector information. This question concerns public sector information held by your agency regarding its functions, not information relating to the management of the agency (such as personnel, financial or corporate information).

43. Which of the following categories of information best describes the **main** type of public sector information held by your agency? [Single response]

Note: These domains are sourced from the OECD report *Digital Broadband Content: Public Sector Information and Content*. The different domains and the continuum of examples are provided for a convenient and consistent method of categorising public sector information, and are not intended to limit the scope of data, information and/or content agencies may hold.

- |  |  |
|--|--|
| <p><b>1 Geographic</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• Cartographic information</li> <li>• Land use information (cadastral data)</li> <li>• Spatial data / Geographical coordinates</li> <li>• Administrative and political boundaries</li> <li>• Topographical Information</li> <li>• Elevation data</li> </ul> | <p><b>8 Natural Resources</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• Biologic and ecologic information</li> <li>• Energy resource/consumption information</li> <li>• Geological and geophysical information</li> </ul>  |
| <p><b>2 Meteorological and Environmental</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• Oceanographic data</li> <li>• Hydrographical data</li> <li>• Environmental (quality) data</li> <li>• Atmospheric data</li> <li>• Meteorological (weather) data</li> </ul>   | <p><b>9 Legal System</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• Crime/conviction data</li> <li>• Laws</li> <li>• Information on rights and duties</li> <li>• Information on legislation</li> <li>• Information on judicial decisions</li> <li>• Patent and trademark information</li> </ul> |
| <p><b>3 Economic and Business</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• Financial information</li> <li>• Company or agency information</li> <li>• Economic and statistics</li> <li>• Industry and trade information</li> </ul>   | <p><b>10 Scientific and Research</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• University research</li> <li>• Publicly-funded research institutes</li> <li>• Governmental research</li> </ul>  |
| <p><b>4 Social</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• Demographic information</li> <li>• Attitude surveys</li> <li>• Data on health/illness</li> <li>• Education and labour statistics</li> </ul>   | <p><b>11 Educational Content</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• Academic papers and studies</li> <li>• Lecture material</li> </ul>  |
| <p><b>5 Traffic and Transport</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• Transport network information</li> <li>• Traffic information</li> <li>• Transport statistics</li> <li>• Car registration data</li> </ul>   | <p><b>12 Political</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• Governmental press releases</li> <li>• Local and national proceedings of governments</li> <li>• White papers</li> </ul>   |
| <p><b>6 Tourist and Leisure</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• Hotel information</li> <li>• Tourism statistics</li> <li>• Entertainment (local and national)</li> </ul>   | <p><b>13 Cultural</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• Museum content</li> <li>• Gallery content</li> <li>• Archaeological sites</li> <li>• Library resources</li> <li>• Public service broadcast archives</li> <li>• Other public archives</li> </ul>                                |



**7 Agricultural, Farming, Forestry and Fisheries**

*For example:*

- *Cropping/land use data*
- *Farm incomes/use of resources*
- *Fish farming/harvest information*
- *Live-stock data*



44. What other types of public sector information does your agency also hold? [Multiple response]

- |  |  |
|--|--|
| <p><b>1 Geographic</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• Cartographic information</li> <li>• Land use information (cadastral data)</li> <li>• Spatial data / Geographical coordinates</li> <li>• Administrative and political boundaries</li> <li>• Topographical Information</li> <li>• Elevation data</li> </ul> | <p><b>8 Natural Resources</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• Biologic and ecologic information</li> <li>• Energy resource/consumption information</li> <li>• Geological and geophysical information</li> </ul>  |
| <p><b>2 Meteorological and Environmental</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• Oceanographic data</li> <li>• Hydrographical data</li> <li>• Environmental (quality) data</li> <li>• Atmospheric data</li> <li>• Meteorological (weather) data</li> </ul>   | <p><b>9 Legal System</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• Crime/conviction data</li> <li>• Laws</li> <li>• Information on rights and duties</li> <li>• Information on legislation</li> <li>• Information on judicial decisions</li> <li>• Patent and trademark information</li> </ul> |
| <p><b>3 Economic and Business</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• Financial information</li> <li>• Company or agency information</li> <li>• Economic and statistics</li> <li>• Industry and trade information</li> </ul>   | <p><b>10 Scientific and Research</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• University research</li> <li>• Publicly-funded research institutes</li> <li>• Governmental research</li> </ul>  |
| <p><b>4 Social</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• Demographic information</li> <li>• Attitude surveys</li> <li>• Data on health/illness</li> <li>• Education and labour statistics</li> </ul>   | <p><b>11 Educational Content</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• Academic papers and studies</li> <li>• Lecture material</li> </ul>  |
| <p><b>5 Traffic and Transport</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• Transport network information</li> <li>• Traffic information</li> <li>• Transport statistics</li> <li>• Car registration data</li> </ul>   | <p><b>12 Political</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• Governmental press releases</li> <li>• Local and national proceedings of governments</li> <li>• White papers</li> </ul>   |
| <p><b>6 Tourist and Leisure</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• Hotel information</li> <li>• Tourism statistics</li> <li>• Entertainment (local and national)</li> </ul>   | <p><b>13 Cultural</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• Museum content</li> <li>• Gallery content</li> <li>• Archaeological sites</li> <li>• Library resources</li> <li>• Public service broadcast archives</li> <li>• Other public archives</li> </ul>                                |
| <p><b>7 Agricultural, Farming, Forestry and Fisheries</b><br/>For example:</p> <ul style="list-style-type: none"> <li>• Cropping/land use data</li> <li>• Farm incomes/use of resources</li> <li>• Fish farming/harvest information</li> <li>• Live-stock data</li> </ul>  |  |



## H. Open access to information

Principle 1 of the OAIC [Principles on Open Public Sector Information](#) recommends that agencies adopt a default position of providing open access to public sector information and adopt a proactive publication stance.

It may be that your agency has documented strategies for increasing open access to its public sector information as part of a comprehensive information asset management framework, as part of its IPS activities, or as a separate document.

45. 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? [\[Single response\]](#)
- 1 Yes
  - 2 Under development
  - 3 No

Principle 1 also recommends that agencies should use information technology to disseminate public sector information.

46. Where on the internet does your agency publish public sector information? [\[Multiple response\]](#)
- 1 Agency website(s)
  - 2 Collection or catalogue
  - 3 Social media sites
  - 4 Other (Please specify) \_\_\_\_\_

[\[If option 2 'Collection or Catalogue' is NOT selected in q46, go to skip instruction above q48\]](#)

47. Which of the following collections or catalogues does your agency use to publish public sector information? [\[Multiple response\]](#)
- 1 Data.gov.au
  - 2 Australian National Data Service
  - 3 Australian Spatial Data Directory
  - 4 Australian Institute of Health and Welfare
  - 5 Australian Social Science Data Archive
  - 6 Environmental Resources Information Network
  - 7 Other (Please specify) \_\_\_\_\_



[If option 3 'Social Media Sites' is NOT selected in q46, go to q49]

48. Which of the following social media sites does your agency use to publish public sector information? [Multiple response]

- 1 Facebook
- 2 Google +
- 2 Twitter
- 3 Flickr
- 4 YouTube
- 5 Wikipedia
- 6 Other (Please specify) \_\_\_\_\_



## I. Engaging the community

Principle 2 of the OAIC *Principles on Open Public Sector Information* notes that Australian Government policy requires agencies to engage the community online in policy design and service delivery, and recommends that agencies consult the community in deciding what information to publish.

The following question relates to the public sector information that is other than the information required to be published in the IPS and Disclosure Log.

49. Does your agency have a **mechanism** for identifying other information that could be published? [\[Single response\]](#)
- 1 Yes
  - 2 Under development
  - 3 No [\[go to q51\]](#)

50. Does your agency have a mechanism for identifying additional information that is:		Yes	No
a.	Of interest to clients and industry stakeholders?	1	2
b.	Of interest to the general community?	1	2
c.	In public demand and held by your agency?	1	2

## J. Discoverability

Principle 5 of the OAIC [Principles on Open Public Sector Information](#) provides that public sector information should be discoverable, and recommends that agencies maintain an ‘information asset register’ to assist agencies in managing information assets, and the community to locate and use them.

[Part 13 of the FOI Guidelines](#) similarly recommends that agencies maintain an ‘IPS information register’. The register may be:

- a single register that encompasses information required to be published in the IPS, as well as additional public sector information held by the agency, or
- separate registers for information that is required to be published in the IPS, and other public sector information.

	Yes	No
51. Does your agency maintain an information asset register?	1	2 <a href="#">[go to q54]</a>

52. What kind of information assets does your information asset register cover? [Single response]
- 1 Information required to be published in the IPS
  - 2 Other public sector information
  - 3 Both
53. Does your agency make this register available on your website? [Single response]
- 1 Yes (Please provide web address of the register: \_\_\_\_\_)
  - 2 No

[If q51 = Yes, go to q55]

	Yes	No
54. Does your agency intend to develop an information asset register in the next 12 months?	1	2

Principle 5 of the OAIC [Principles on Open Public Sector Information](#) recommends that agencies publish information in open and standards-based formats.

55. 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? [Single response]
- 1 All of the information
  - 2 Most of the information
  - 3 Some of the information
  - 4 None of the information
  - 5 Not sure / not applicable

Principle 5 also recommends that agencies attach high quality metadata to information so that it can be easily located and linked to similar information using standard web search applications.

	Yes	No	Not applicable
56. Does your agency <b>routinely</b> apply metadata to the public sector information it publishes on the internet?	1	2 [go to q58]	3 [go to q58]
57. If your agency routinely applies metadata, please indicate which of the following metadata standards your agency uses: [Multiple response]			
1	AGLS		
2	ANZLIC		
3	Other (Please specify) _____		



## K. Reuse rights

Principle 6 of the OAIC *Principles on Open Public Sector Information* states that the economic and social value of public sector information is enhanced when it is made available for reuse on open licensing terms, and recommends that agencies adopt a default position of releasing public sector information under the Creative Commons BY standard.

Principle 6 is consistent with the Australian Government Intellectual Property Manual published by the Attorney-General’s Department, which advises that public sector information should be licensed by agencies under the Creative Commons BY standard as the default.

	Yes	No
58. Does your agency have a <b>default position</b> of releasing public sector information under the Creative Commons BY standard?	<a href="#">1</a> <a href="#">[go to q61]</a>	2
	Yes	No
59. Does your agency have a default position of making public sector information available for re-use on open licensing terms?	<a href="#">1</a> <a href="#">[go to q61]</a>	2
	Yes	No
60. Does your agency intend to adopt a default position of releasing public sector information under the Creative Commons BY standard or other open licensing terms that facilitate re-use in the next 12 months?	1	2
61. In the last 12 months, approximately how much of the public sector information that your agency has published been under open licensing terms (including under the Creative Commons BY standard) that facilitate reuse? <a href="#">[Single response]</a>		
1 All of the information		
2 Most of the information		
3 Some of the information		
4 None of the information		
5 Not sure / not applicable		

## L. Challenges publishing public sector information

The OAIC *Principles on Open Public Sector Information* list 8 principles to guide Australian Government agencies in building a culture of proactive information disclosure and community engagement. The following questions identify areas in which agencies may face challenges in publishing public sector information and could benefit from assistance or further guidance.

62. Which Principle does your agency find the **most** challenging to implement? [Single response]  
 [The following subsections (1.1, 1.2 etc) will expand and collapse based on the relevant Principle being selected by the respondent]
- 1 Principle 1 – Open access to information – a default position
    - 1.1 Obtaining sufficient budgetary resources to enable open access to public sector information
    - 1.2 Identifying information, in addition to the information required to be published in the IPS and Disclosure Log that can be published
    - 1.3 Transitioning to a culture of open access and proactive publication
    - 1.4 Producing a plan or strategies for increasing open access to public sector information
    - 1.5 Ensuring compliance with privacy and secrecy requirements when publishing public sector information
    - 1.6 Other (Please specify) \_\_\_\_\_
  - 2 Principle 2 – Engaging the community
    - 2.1 Identifying re-users
    - 2.2 Collaborating with re-users
    - 2.3 Employing Web 2.0 tools to support community consultation
    - 2.4 Establishing effective processes to consult the community regarding what information to publish
    - 2.5 Establishing channels for re-users to provide feedback about the quality, completeness, usefulness and accuracy of published information
    - 2.6 Establishing processes to respond in a timely manner to requests and feedback received from the community
    - 2.7 Other (Please specify) \_\_\_\_\_
  - 3 Principle 3 – Effective information governance
    - 3.1 Establishing an appropriate focal point, officer, or centralised department that is responsible for furthering open access to public sector information
    - 3.2 Instigating strategic planning on information resource management
    - 3.3 Other (Please specify) \_\_\_\_\_
  - 4 Principle 4 – Robust information asset management
    - 4.1 Establishment and maintenance of an information asset register
    - 4.2 Providing up-to-date staff training in information management
    - 4.3 Establishing clear procedures and lines of authority for decisions on information release and publication
    - 4.4 Other (Please specify) \_\_\_\_\_
  - 5 Principle 5 – Discoverable and useable information
    - 5.1 Providing information in an open and standards based format
    - 5.2 Attaching high-quality metadata to information for discoverability
    - 5.3 Ensuring compliance with the WCAG 2.0
    - 5.4 Indexing or cataloguing information for discoverability
    - 5.5 Publishing information in machine readable format
    - 5.6 Maintaining structured data for publishing



- 5.7 Maintaining linked data for publishing
- 5.8 Agency costs (including staff time) associated with ensuring compliance with the WCAG 2.0
- 5.9 Other (Please specify) \_\_\_\_\_
- 6 Principle 6 – Clear reuse rights
  - 6.1 Transitioning towards Creative Commons ‘BY’ standard as a default position
  - 6.2 Determining appropriate open licences that will enable the re-use of information
  - 6.3 Determining whether public sector information is able to be released under open licensing conditions
  - 6.4 Agency costs (including staff time) associated with administering licences
  - 6.5 Other (Please specify) \_\_\_\_\_
- 7 Principle 7 – Appropriate charging for access
  - 7.1 Establishing an appropriate and transparent charging regime(s) for your agency
  - 7.2 Agency costs (including staff time) of administering charging regime
  - 7.3 Other (Please specify) \_\_\_\_\_
- 8 Principle 8 – Transparent enquiry and complaints processes
  - 8.1 Establishing appropriate and transparent enquires and complaint processes
  - 8.2 Responding to enquiries and complaints
  - 8.3 Other (Please specify) \_\_\_\_\_

63. Why does your agency find this Principle and its component the **most** challenging to implement?

.....

.....

.....

[Please disable the subsection selected as an answer in q62 as an option in q64]

64. Using the list below, what are the **other** challenging issues your agency faces when publishing public sector information in addition to the information required to be published in the IPS and Disclosure Log? [Select up to 4]

**Open Access to information**

- 1 Obtaining sufficient budgetary resources to enable open access to public sector information
- 2 Identifying information, in addition to the information required to be published in the IPS and Disclosure Log that can be published
- 3 Transitioning to a culture of open access and proactive publication
- 4 Producing a plan or strategies for increasing open access to public sector information
- 5 Ensuring compliance with privacy and secrecy requirements when publishing public sector information

**Engaging the community**

- 6 Identifying re-users
- 7 Collaborating with re-users
- 8 Employing Web 2.0 tools to support community consultation

**Discoverable and useable information**

- 18 Providing information in an open and standards based format
- 19 Attaching high-quality metadata to information for discoverability
- 20 Ensuring compliance with the WCAG 2.0
- 21 Indexing or cataloguing information for discoverability
- 22 Publishing information in machine readable format
- 23 Maintaining structured data for publishing
- 24 Maintaining linked data for publishing
- 25 Agency costs (including staff time) associated with ensuring compliance with the WCAG 2.0

**Clear reuse rights**

- 9 Establishing effective processes to consult the community regarding what information to publish
- 10 Establishing channels for re-users to provide feedback about the quality, completeness, usefulness and accuracy of published information
- 11 Establishing processes to respond in a timely manner to requests and feedback received from the community
- Effective information governance**
- 12 Establishing an appropriate focal point, officer, or centralised department that is responsible for furthering open access to public sector information
- 13 Instigating strategic planning on information resource management
- Robust information asset management**
- 14 Establishment and maintenance of an information asset register
- 15 Providing up-to-date staff training in information management
- 16 Establishing clear procedures and lines of authority for decisions on information release and publication
- 17 Protecting information against inappropriate or unauthorised use, access or disclosure
- 26 Transitioning towards Creative Commons ‘BY’ standard as a default position
- 27 Determining appropriate open licences that will enable the re-use of information
- 28 Determining whether public sector information is able to be released under open licensing conditions
- 29 Agency costs (including staff time) associated with administering licences
- Appropriate charging for access**
- 30 Establishing an appropriate and transparent charging regime(s) for your agency
- 31 Agency costs (including staff time) of administering charging regime
- Transparent enquiry and complaints processes**
- 32 Establishing appropriate and transparent enquires and complaint processes
- 33 Responding to enquiries and complaints

65. Do you have any other comments regarding challenges or impediments to publication of public sector information?

.....  
.....  
.....