



SENATE FINANCE AND PUBLIC ADMINISTRATION COMMITTEE
Budget Estimates May 2008

Questions on Notice for the

Office of the Privacy Commissioner

Output Group 1.1 – Complaint handling, compliance monitoring and education and promotion

PM116a (Stott Despoja) – OPC

2008-09 targets for the Office include the meeting of Client Service Charter Standards. What are the Client Service Charter standards that apply to the Office of the Privacy Commissioner?

The Office published a Client Service Charter in March 2008. The standards that apply to the Office are set out on page 2 of that document and relate to accessibility, quality, courteous and helpful service, openness and privacy and confidentiality. These standards also include that the Office will:

- Develop significant policy advice, guidelines or research papers, and will generally consult widely, give reasonable timeframes for feedback, and explain our processes.
- Advise complainants of our procedures for handling their complaint, keep them informed of the progress of their complaint and deal with individuals' requests as quickly as possible.
- Assist individuals with their enquiries directly or will refer their call to a senior officer if necessary.
- Ensure its publications are available on the Office's website in accessible formats at no charge.

The full document is available in hardcopy from the Office or can be downloaded from the Office's website at: <http://www.privacy.gov.au/about/clientservice/index.html>.

PM116b (Stott Despoja) – OPC

How many audits does the Office expect to undertake or commission in 2008-09 in relation to Commonwealth agencies compliance with the IPPs

The Office expects to undertake 7 audits in 2008-09 in relation to Commonwealth agencies' compliance with the IPPs.

PM116c (Stott Despoja) – OPC (MH)

How many audits does the Office expect to undertake or commission in 2008-09 in relation to ACT government agencies compliance with the IPPs;

The Office expects to undertake 2 audits in 2008-09 in relation to ACT government agencies' compliance with the IPPs.



PM116d (Stott Despoja) – OPC (MH)

How many audits does the Office expect to undertake or commission in 2008-09 in relation to Private sector organisations in relation to the NPPs

Under section 27(3) of the *Privacy Act 1988* the Commissioner may undertake audits of organisations in regard to their compliance with the NPPs at the request of an organisation. Consequently, as such an activity would need to be initiated by an organisation the Office is unable to say whether it will receive any such requests during 2008-09.

PM116e (Stott Despoja) – OPC (MH)

How many audits does the Office expect to undertake or commission in 2008-09 in relation to compliance with Part III A and the Credit Reporting Code of Conduct

The Office is considering up to 3 audits in 2008-09 in relation to credit reporting, subject to the availability of resources.

PM116f (Stott Despoja) – OPC (MH)

How many audits does the Office expect to undertake or commission in 2008-09 in relation to Compliance with the TFN Guidelines?

The Office is not currently considering any audits in 2008-09 in relation to compliance with the TFN Guidelines.

PM116g (Stott Despoja) – OPC (MH)

How do these targets compare with the current and previous audit activities?

Audit	2008-09 target/proposed	2007-08 achieved
Commonwealth agencies IPPs	7	5
ACT government agencies IPPs	2	2
Credit reporting	3	0
TFN Guidelines	0	0

PM116h (Stott Despoja) – OPC (MH)

2008-09 targets for the office include 80% of complaints being finalised within 12 months of receipt and 90% of written enquiries being answered within 10 days. What targets applied to complaint and enquiry response times in 2007-08 and how well are they likely to be met?

Activity	2008-09 target	2007-08 target	2007-08 achieved
Written enquiries answered within 10 days	90%	90%	94%

Complaints finalised within 12 months	80%	80%	82%
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