



OPEN BY DESIGN: BUILDING TRUST

FOI in WA Conference, 21 Nov 2019

AGENDA

INTRODUCTIONS

BUILDING A CULTURE OF OPENNESS

OPEN BY DESIGN: MAKING IT REAL

QUESTIONS



WHAT DOES 'OPEN' MEAN?

- Accountability
- Transparency
- Engagement

“

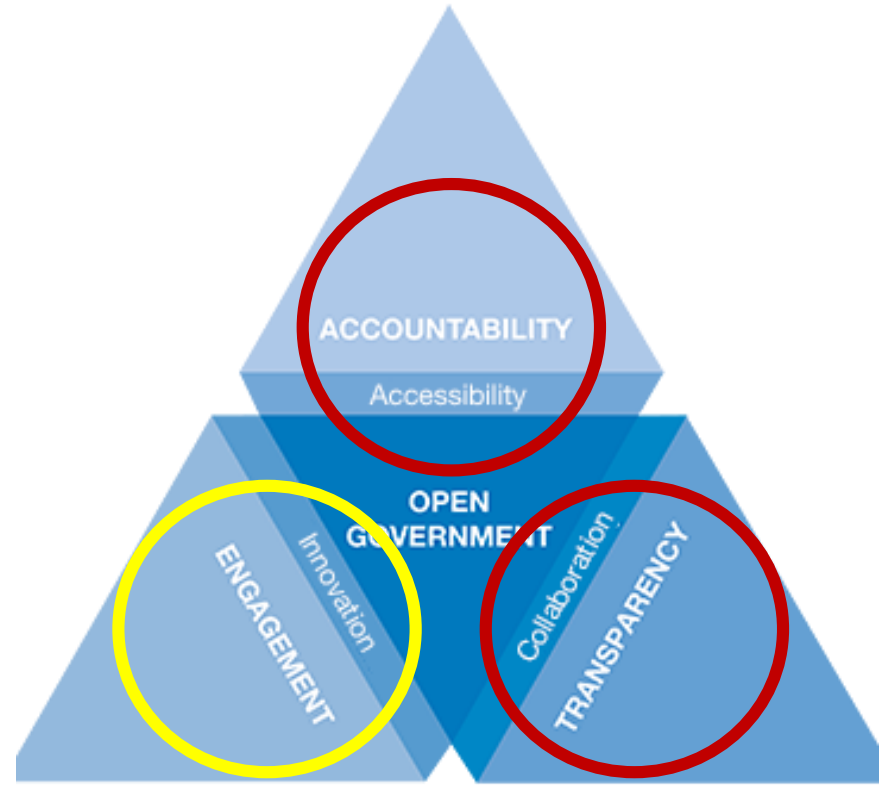
Open government is the **simple but powerful idea** that governments and institutions work better for citizens when they are **transparent, engaging** and **accountable**.

Open Government Partnership

”

WHAT DOES 'OPEN' MEAN?

- Accountability
- Transparency
- Engagement



THE IMPACT OF DIGITAL



- Information key to live, work, play
- On any topic, online, on demand
- Awareness of info value, risks
- Digital business relies on trust

ISSUES AND CHALLENGES

Power
& Politics

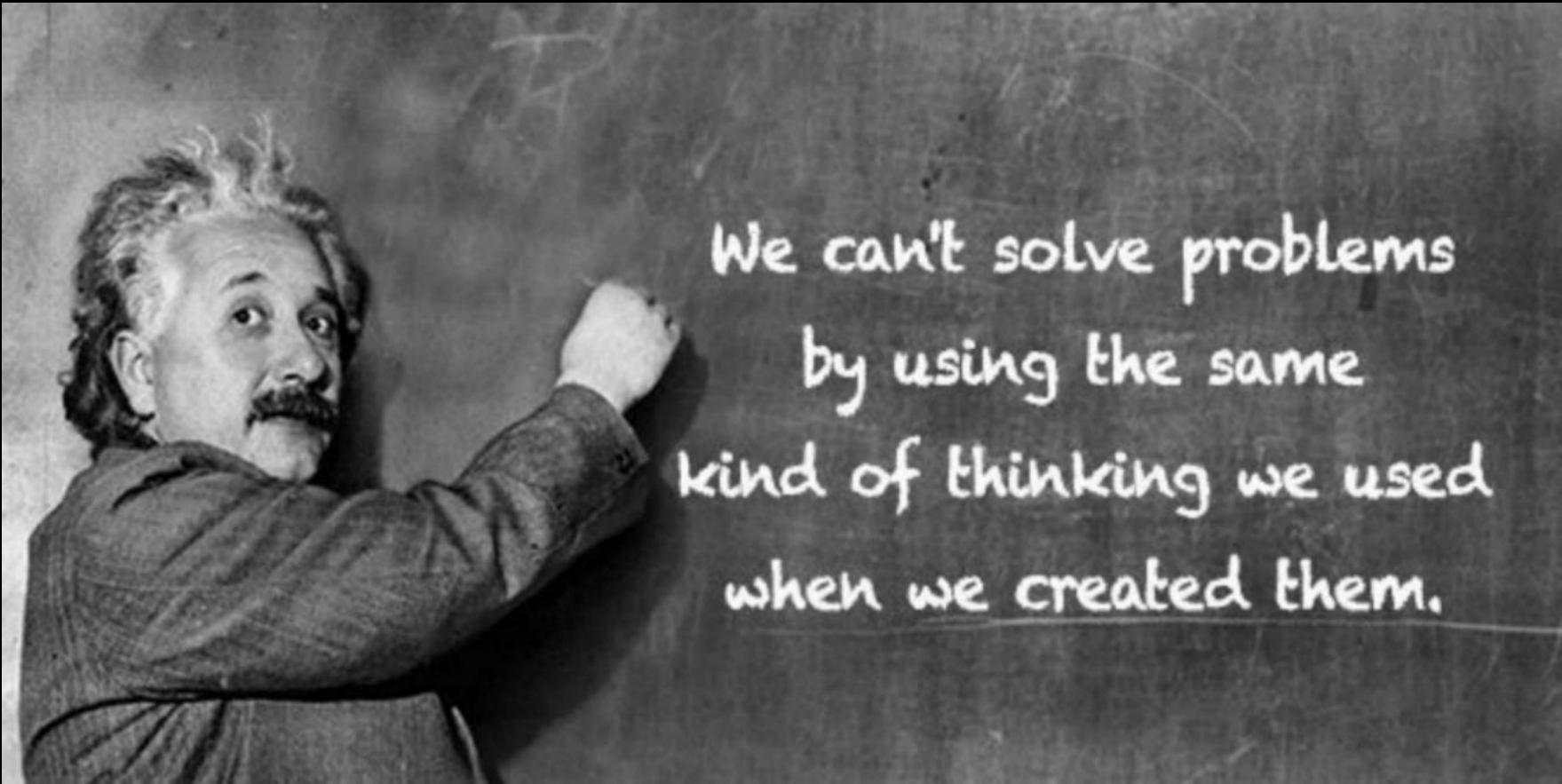
Laws &
Policies

Resourcing

Information
Management

Technology

Skills &
Knowledge

A black and white photograph of Albert Einstein standing in front of a chalkboard. He is wearing a dark, long-sleeved jacket and has his characteristic wild, white hair and mustache. He is looking towards the camera with a slight smile, while his right hand is raised, holding a piece of chalk and writing on the board. The chalkboard is dark and has some faint, illegible markings from previous use. The text on the board is written in a white, handwritten style.

We can't solve problems
by using the same
kind of thinking we used
when we created them.

OPEN BY DESIGN: RESEARCH PROGRAM



- How do people think and feel about openness?
- Where do the views of different stakeholders diverge?
- What could make people think/feel differently about openness?

OPEN BY DESIGN: RESEARCH PROGRAM



- Desktop research (AU, NZ, UK)
- Civil Society representatives
- Regulators, data analysis
- Senior executives
- Agency process analysis

OPEN BY DESIGN: RESEARCH PROGRAM



- Insight Paper
- Webcast
- Survey

<https://public.objective.com/kse/event/4128>

INTERIM FINDINGS

250,000

Information access requests

INTERIM FINDINGS



< 35%
of users feel confident
that their **information**
is secure

BCG Citizen Survey



34%
of data breaches
are due to human error.

OAIC Report 2019

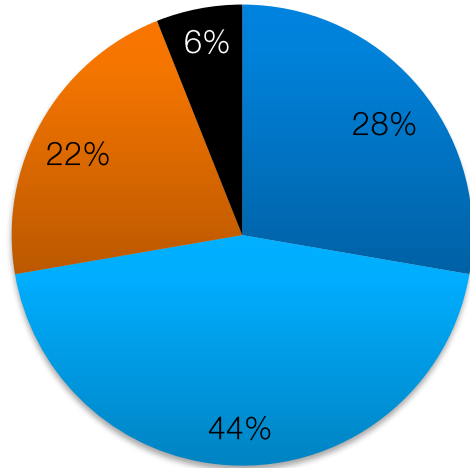


500+
Secrecy provisions
regulating data use
and release.

Australian Productivity Commission Report

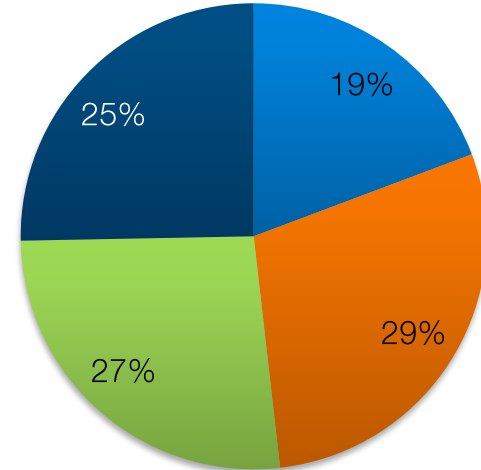
SURVEY RESPONSES

By Sector



- Federal/Central Gov
- State Government
- Local Government
- Non-Government

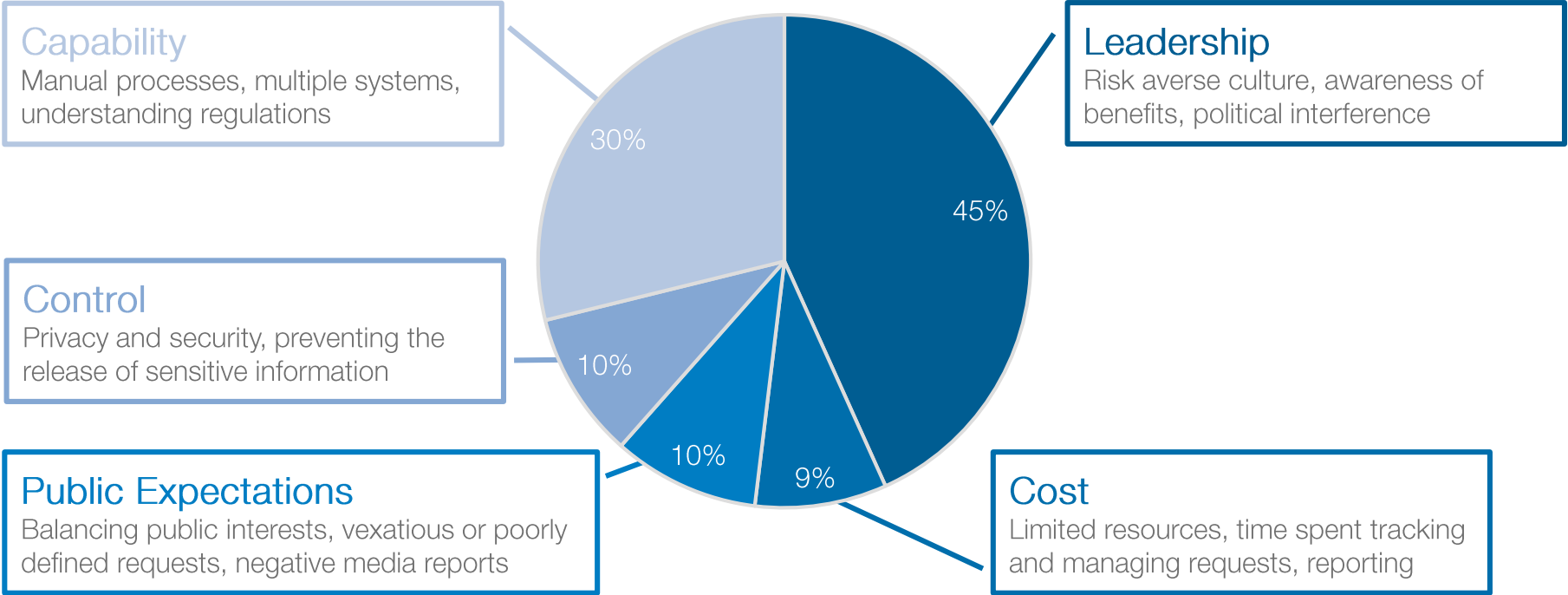
By Role



- Business Staff (manager/executive)
- Business Staff (non-management)
- Practitioner (manager/executive)
- Practitioner (non-management)

COMMON CHALLENGES

What is the biggest challenge to making information and processes more open?



INTERIM FINDINGS

Citizen,
Applicant



Info/Records
Management



FOI Team,
Privacy Team



Business Units



Chief Executive



INTERIM FINDINGS

Effort Invested

Value Realised



INTERIM FINDINGS



There is a big disproportion between the work that goes into releasing information and the value it creates for the community.

~ Executive



Releasing information strengthens trust and builds social licence to use citizen information.

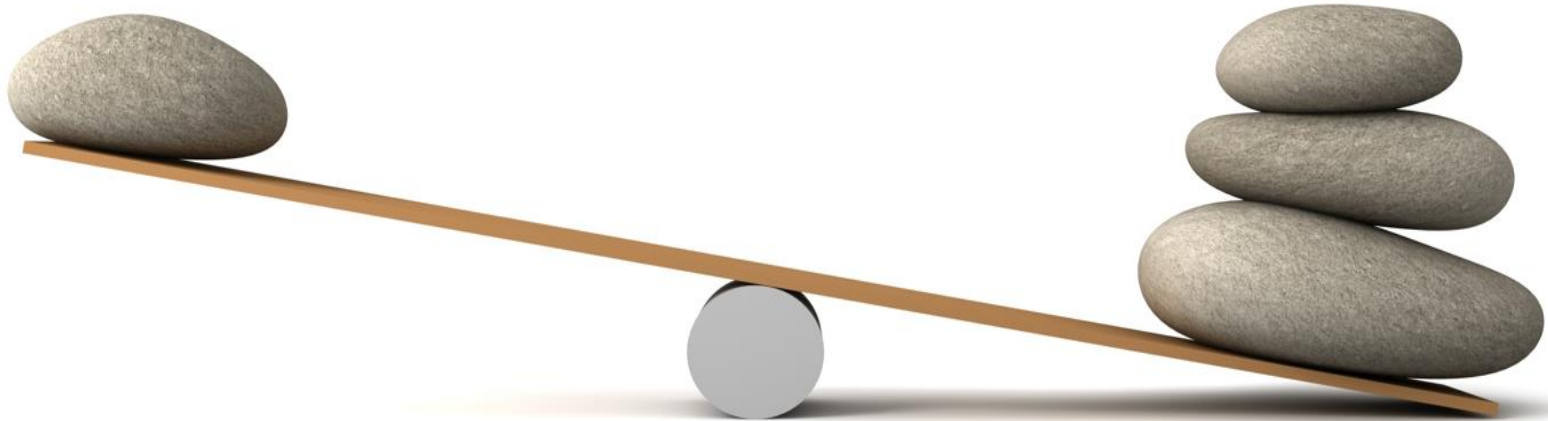
~ Commissioner



INTERIM FINDINGS

Effort Invested

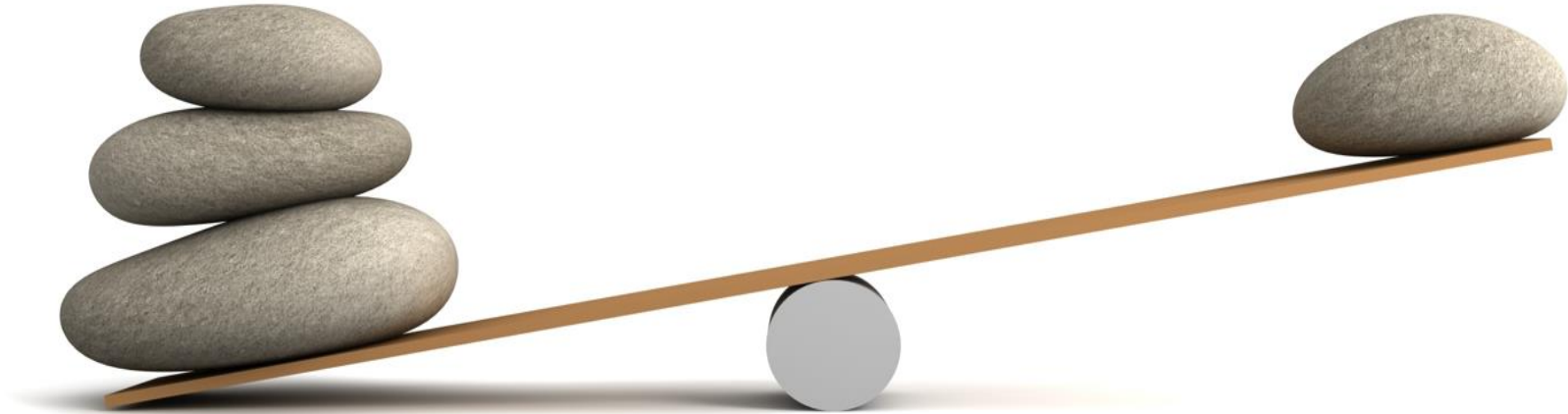
Value Realised



INTERIM FINDINGS

Effort Invested

Value Realised



INTERIM FINDINGS



34%

increased costs
over the last 3 years
for FOI requests



\$1,500 avg

to process a FOI
request



15%

of requests are
overdue

INTERIM FINDINGS



Often it is the administrative processes, systems and understanding of regulations that limit our ability to respond, rather than any deliberate intention.



INTERIM FINDINGS



30%
believe **manual
processes** are the
biggest challenge



20%
of time spent
managing FOI



31%
of requests require
redaction



20%
of time spend gathering
data and reporting

INTERIM FINDINGS



- Penalties
- Name and Shame

INTERIM FINDINGS



- ~~• Penalties~~
- ~~• Name and Shame~~
- Social incentives (eg benchmarking)
- Progress monitoring
- Immediate rewards

SUMMARY

- Openness by design (not by default)
- Not just a game for 2 players
- Disconnect between effort and value
- Managing risk and building confidence
- Better information infrastructure



OPEN BY DESIGN: CULTURE AND CAPABILITY SURVEY

<https://public.objective.com/kse/event/4128>

Survey will close on 22nd November 2019



FOLLOW UP



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