



Strategic Goals 2020-2023

Provide a fair, independent and timely external review service

- ✓ Provide an efficient and effective early resolution process
- ✓ Provide a fair, timely and effective formal external review process
- ✓ Provide clear decisions, with reasons, to best inform the public

Enhance the information access culture in Western Australian government agencies

- ✓ Provide clear, accurate, relevant and timely advice to agency staff to enhance their understanding of their responsibilities under the WA FOI Act
- ✓ Ensure our resources, tools and training services support information access competency within agencies
- ✓ Identify and recommend changes to legislation and administrative practice that will facilitate improved information access practice across the State
- ✓ Explore opportunities for collaboration to champion the principles of open government

Enhance public awareness and understanding of freedom of information in Western Australia

- ✓ Ensure we provide the community with accessible, inclusive and user-friendly information
- ✓ Increase community awareness of freedom of information rights
- ✓ Promote community understanding about the role of the Information Commissioner

Foster a supportive and collaborative workplace that advances staff capabilities and encourages innovation and creativity

- ✓ Ensure that our organisational structure promotes open lines of communication
- ✓ Value and acknowledge achievements
- ✓ Explore flexibilities that enhance working arrangements and professional development
- ✓ Cultivate a positive organisational culture that supports personal wellness

Invest in sound information systems that support our operational needs

- ✓ Use technology to improve efficiency and accessibility to our services
- ✓ Implement a case management system that meets our reporting needs
- ✓ Transition to an electronic records management system to better manage our record-keeping obligations
- ✓ Refine, review and improve our knowledge management system

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