

# Freedom of Information Act 1992

## Application – OIC Case Management Policies and Statistics

Dear Information Commissioner,

Pursuant to the Freedom of Information Act 1992 (WA), I seek access to the following categories of documents held by your Office.

This application is based on publicly available information, including the OIC's Annual Reports, which indicate a significant and growing caseload of external review applications. It is a matter of reasonable administrative expectation that a professional public entity managing such a workload would hold formal documents governing its processes and performance.

Documents Requested:

### 1. Case Prioritisation and Assignment Policy

Any and all current policy documents, procedural manuals, guidelines, or internal memoranda that describe the process, criteria, and factors considered for the triage, prioritisation, and assignment of external review complaints to case officers.

If no such documents exist, please provide a clear written statement to that effect.

### 2. Performance and Timeliness Metrics

Any and all documents outlining Key Performance Indicators (KPIs), service level targets, or other formal metrics related to the timeliness of processing and finalising external review complaints, for the financial years 2022/23 to present.

If no such documents exist, please provide a clear written statement to that effect.

### 3. Caseload Management Reporting

Any internal statistical reports or management briefings, produced since 1 January 2024, concerning the OIC's external review caseload, backlog, processing times, and age of unassigned cases. (Note: This seeks internal management reports, not a recreation of raw data).

If no such documents exist, please provide a clear written statement to that effect.

**Scope Limitation:** This application does not seek drafts, duplicates, or purely logistical emails (e.g., meeting room bookings, calendar invites). It is confined to finalised policy/procedural documents and management reports.

**Fee Arrangements:** This application is accompanied by the \$30 application fee, paid via a Money Order dispatched to your office's postal address. A copy of the receipt and postal tracking is attached to this email. In accordance with section 19 of the Act, if the estimated charges are likely to be substantial, I request that the OIC first provide a written estimate and consult with me to amend or narrow the scope if necessary.

**Public Interest:** These documents concern the governance of statutory rights and accountability mechanisms. They are not deliberative policy options under consideration, and there is a strong public interest in their disclosure.

For future applications, I also respectfully request that the OIC advise whether *electronic payment facilities* (e.g., EFT) are available to avoid unnecessary costs for applicants.

My Australian address for correspondence is 



Yours sincerely,  
Hanyu Liu

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