Independent RTI Review Response Action Plan – Ombudsman Tasmania

The *Getting Back on Track* report, an Independent Review of Tasmania's Right to Information Framework undertaken by Professor Tim McCormack, Adjunct Associate Professor Rick Snell and Ms Taya Keletaar-Jones, was released in September 2025. This report resulted in several recommendations impacting my office. These recommendations are aimed at improving the Right to Information framework in Tasmania.

In March 2026, I issued a formal response to the Independent Review, expressing my support for a number of those recommendations relevant to Ombudsman Tasmania.

I have developed the following Action Plan regarding the implementation of relevant recommendations. Due to my independent function, this is issued separately to the Tasmanian Government's Action Plan regarding implementation of the Independent Review recommendations. However, it has been coordinated and aligns with the government response in its format to enable easier tracking of progress regarding the implementation of relevant recommendations by interested stakeholders.

Please see below my office's progress in implementing the recommendations which are supported and are solely actionable by Ombudsman Tasmania.



Dr Grant Davies
Ombudsman
16 November 2026

Completed

Action	Outcome	What has been delivered?	Recommendation(s)
A *RTI Quarterly Overview* section has been established on the Ombudsman Tasmania website, providing case statistics each quarter.	External review case statistics were previously only available annually in the Ombudsman Tasmania annual report or on request. This new webpage provides more frequent and contemporaneous data regarding external reviews being conducted by the Ombudsman.	Quarterly data will be published on an ongoing basis regarding: • The number of enquiries and external reviews that have been received and closed during the quarter. • The total number of external reviews open at the end of the quarter. • The average number of days for which actionable external reviews have been open at the end of the quarter.	40

Ongoing

Action	Outcome	Deliverable(s)	Timeframe	Recommendation(s)
Update of the Ombudsman's Manual for Right to Information practitioners	The Ombudsman is required under s49(3) of the *Right to Information Act 2009* to publish and maintain a practice manual relating to the operation of that act. A manual has always been available but has not been updated. Delivering this	• Updated practice manual	Delivery by June 2028	24, 34, 29

Action	Outcome	Deliverable(s)	Timeframe	Recommendation(s)
	updated manual will make it a contemporary, useful document which will aid better practice across the sector. This update will include content to clarify how to interpret and apply the RTI Act when it intersects with other legislative frameworks, provide details of relevant external review decisions and reference the Ombudsman's guidelines.			
Update existing guidelines issued under s49 of the *Right to Information Act 2009* and issue additional guidance on disclosure logs, refusal of assessed applications	Refreshing and expanding Ombudsman guidelines will assist Right to Information practitioners in achieving better practice.	Updated or new guidelines on: • the refusal of applications for assessed disclosure under s20 of the RTI Act; • charges for information; • searching and locating information; • the process of disclosing information under each type of information disclosure;	Delivery by June 2027	1, 30, 35

Action	Outcome	Deliverable(s)	Timeframe	Recommendation(s)
		• how to mitigate against undue influence when making decisions on assessed disclosure applications; and • best practice regarding the maintenance of disclosure logs.		
Increased training offerings regarding the correct operation of the *Right to Information Act 2009* and the intersection of the RTI Act and the *Personal Information Protection Act 2004*	The Ombudsman has previously provided a limited program of training sessions to RTI delegates and public sector employees. Advice under s49(2) has been promptly provided on an ad hoc basis on request. Providing a more regular training program will improve the standard of Right to Information practice in Tasmania.	A more regular training program of in-person or self-paced online/recorded learning relating to the Right to Information sector. The continued timely provision of advice on the correct operation of the RTI Act on an ad-hoc basis on request.	Delivery by December 2027	16, 18, 25.1