



**Office of the Victorian
Information Commissioner**

Victorian Protective Data Security Framework Business Impact Levels


Organisations should refer to the Commonwealth Protective Security Policy Framework (PSPF) if they assess information as having the potential to impact the national interest.

National Interest definition

Information that has the potential to impact the National Interest refers to a matter which has or could have impact on Australia, including:

- + National security
- + International relations
- + Law and governance, including:
 - State / Territory relations
 - Law enforcement operations where compromise could hamper or prevent national crime prevention strategies or investigations or endanger personal safety
- + Economic wellbeing
- + Heritage, or
- + Culture

If the information is not in the National Interest refer to the VPDSF BILs on the following pages.

| Impact Levels | | | | | | |
|--|--|---|---|---|--|---------------|
| N/A | 0 | Minor 1 | Limited 2 | Major 3 | Serious 4 | Exceptional 5 |
| No business impact | Compromise of the information would be expected to cause minor harm/damage to government operations, organisations or individuals, resulting in one or more of the following: | Compromise of the information would be expected to cause limited harm/damage to government operations, organisations or individuals resulting in one or more of the following: | Compromise of the information would be expected to cause major harm/damage to government operations, organisations or individuals, resulting in one or more of the following: | Compromise of the information would be expected to cause serious harm/damage to government operations, organisations or individuals in one or more of the following: | Compromise of the information would be expected to cause exceptionally grave damage to the national interest | |
| Sample information types  <p>Unofficial information refers to content that is not related to official work duties or functions.</p> <p>Examples can include an invitation to a coffee catch-up with a friend, or discussions relating to out of work activities or schedules.</p> | <p>Information at this level refers to the majority of government information created, used or handled by the Victorian public sector.</p> <p>This may include content relating to routine business operations and services.</p> <p>If authorised for unlimited public release, information at this level may be published publicly.</p> | <p>Information at this level commonly includes 'sensitive' material created, used or handled by the Victorian public sector.</p> <p>This may include content that has limitations restricting its use, disclosure or dissemination.</p> | <p>Only a small number of Victorian government organisations within Victoria should create, use or handle information at this level.</p> <p>This may include content that would have major implications if breached, based on the particularly sensitive nature of the information.</p> <p>Information at this level will most likely have specific access and dissemination restrictions due to heightened risks associated with it.</p> | <p>Extremely limited number of Victorian government organisations within Victoria should create, use or handle information at this level.</p> <p>Given the rare nature of this content, only information deemed to have serious implications if breached would be considered in this category. This would be due to the extremely sensitive nature of the information.</p> <p>Information at this level will have strict access and dissemination restrictions due to serious risks associated with it.</p> | <p>Victorian government organisations who will create, use or handle information at this level will be extremely rare.</p> <p>Refer to the PSPF for further information for material assessed to be at this level.</p> | |

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| Economy And Finance | | | | | | |
| Organisation's operating budget (impact on public finances) | N/A | + Loss of < 1% of a government organisation's annual operating budget | + Loss of > 1% – 10% of a government organisation's annual operating budget | + Loss of > 10% – 20% of a government organisation's annual operating budget + Short-term material impact on State finances or economy | + Loss of ≥ 20% of a government organisation's annual operating budget + Long-term damage to State finances or economy | Refer to Commonwealth Protective Security Policy Framework (PSPF) |
| Impact on Australian based non-government organisations / private businesses | N/A | None | Australian-based or owned non-government organisation / private business by: + undermining its financial viability, by disadvantaging them to the extent that their operations or services are compromised | Australian-based or owned non-government organisations / private businesses by: + undermining their short-term financial viability, by disadvantaging them to the extent that their operations or services are compromised | Australian-based or owned non-government organisations / private businesses by: + undermining their long-term financial viability by disadvantaging them to an extent that their operations or services are compromised + undermining the financial stability of an Australian industry sector (i.e. multiple major organisations in the same industry) | Refer to Commonwealth Protective Security Policy Framework (PSPF) |

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| Legal and Regulatory | | | | | | |
| Legal/compliance (including applicable legislation and agreements or contracts) E.g. Non-compliance with legislation, commercial confidentiality and legal privilege | N/A | No compliance issue or breach | + Non-compliance with contracts or agreements + Failure of statutory duty + Issues of legal privilege for communications between legal practitioners and their clients + Violation of confidentiality or secrecy provisions in legislation, resulting in less than two years imprisonment + Misconduct investigation managed internally | + Non-compliance with contracts or agreements + Failure of statutory duty + Issues of legal privilege for communications between legal practitioners and their clients + Violation of confidentiality or secrecy provisions in legislation, resulting in less than two years imprisonment + Misconduct investigation managed either internally or externally | + Non-compliance with contracts or agreements + Failure of statutory duty + Issues of legal privilege for communications between legal practitioners and their clients + Violation of confidentiality or secrecy provisions in legislation, resulting in more than two years imprisonment | Refer to Commonwealth Protective Security Policy Framework (PSPF) |

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| Personal | | | | | | | | | | | | |
| Injury (impact on individual's personal safety, dignity, finances, liberty or identity) | | N/A | None | + Breach of personal information (including sensitive information as defined in Schedule 1 of the PDP Act 2014) + Humiliation, distress or embarrassment + Non-life-threatening injury + Financial hardship | | + Breach of personal information (including sensitive information as defined in Schedule 1 of the PDP Act 2014) + Humiliation, distress or embarrassment + Irreversible or life-threatening injury + Direct threat to life + Loss of life/fatality + Financial hardship (e.g. bankruptcy or dissolution of assets) | | + Breach of personal information (including sensitive information as defined in Schedule 1 of the PDP Act 2014) + Loss of life/fatality of those engaged in critical activities affecting the operation of Victoria + Widespread fatalities + Widespread financial hardship (e.g. bankruptcy or dissolution of assets of multiple people) | | Refer to Commonwealth Protective Security Policy Framework (PSPF) | | |

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| Public Services | | | | | | |
| Reputation, confidence and utilisation of services (impact on an organisations standing or reputation, including confidence in government) | N/A | <ul style="list-style-type: none"> + No public concern or dissatisfaction + Attention from a stakeholder with no broader exposure + Routine internal reporting | <ul style="list-style-type: none"> + Public concern or dissatisfaction + Reputational damage or embarrassment for the organisation + Loss of confidence in a particular business unit/group + Localized media interest / negative exposure + Specific internal reporting within the organisation + Staff / executive suspensions + New internal oversight measures for the organisation + Temporary loss of confidence in government | <ul style="list-style-type: none"> + Broad public concern or dissatisfaction + Reputational damage or embarrassment for the organisation + Loss of confidence and trust in the organisation + External inquiry – e.g. inquest, parliamentary inquiry, or royal commission + Mainstream media reports/negative exposure + Intervention of the CEO / Secretary | <ul style="list-style-type: none"> + Widespread public concern or dissatisfaction + Reputational damage or embarrassment for the organisation and /or the government of the day + Loss of confidence and trust in the government of the day + External inquiry – e.g. inquest, parliamentary inquiry, or royal commission + Mainstream media reports / negative exposure | Refer to Commonwealth Protective Security Policy Framework (PSPF) |

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| Public Services Continued | | | | | | |
| Reputation, confidence and utilisation of services (impact on an organisations standing or reputation, including confidence in government) | N/A | | | <ul style="list-style-type: none"> + Persistent parliamentary scrutiny (i.e. questions in parliament, motions moved or comments in reports tabled by Parliamentary Committees, or other tabled documents) + Staff / executive terminations + New oversight measures for the organisation + Short term loss of confidence in government + Political resignations | <ul style="list-style-type: none"> + Intervention of the CEO/ Secretary + Persistent parliamentary scrutiny (i.e. questions in parliament, motions moved or comments in reports tabled by Parliamentary Committees, or other tabled documents) + Staff / executive terminations + Political resignations + Directly threatening the internal stability of Victoria + New external oversight measures for the organisation | Refer to Commonwealth Protective Security Policy Framework (PSPF) |

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| Public Services Continued | | | | | | |
| Impact on an organisation's or material assets (beyond financial impact – i.e. infrastructure, cultural and environmental assets) | N/A | Compromise of an organisation's non-critical (non-essential) physical or material assets | Compromise of an organisation's physical or material assets | Compromise of an organisation's critical (essential or important) physical or material assets | Compromise of an organisation's critical (essential or important) physical or material assets | Refer to Commonwealth Protective Security Policy Framework (PSPF) |
| Service delivery (impact on capacity to operate, deliver services or programs, cause inconvenience or inability to consume public service) | N/A | No threat to, or disruption of business operations, systems or service delivery | Degradation or cessation of non-critical (non-essential) business operations, systems or services, to an extent that while the organisation can perform its primary functions, the efficiency and effectiveness of the functions is noticeably reduced or impeded | Degradation or cessation of critical (essential or important) business operations, systems or services, to an extent that the organisation cannot perform one or more of its primary functions, impeding operations | Degradation or cessation of critical (essential or important) business operations, systems or services, to an extent that the organisation cannot any of its functions, impeding operations | Refer to Commonwealth Protective Security Policy Framework (PSPF) |

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| Public Services Continued | | | | | | |
| Relationships with other governments (including States or Territories, Commonwealth and/or international) | N/A | No damage to relations between Victorian Government and other governments | Damage or disruption to relations between Victorian Government and other governments | <ul style="list-style-type: none"> + Damage or disruption to relations between Victorian Government and other governments + Disadvantaging Victoria in national negotiations or strategies | <ul style="list-style-type: none"> + Damage or disruption to relations between Victorian Government and other governments + Disadvantaging Victoria in national negotiations or strategies + Directly threatening internal stability of other jurisdictions, leading to widespread instability across Australia + Raising national tensions or severely disrupting diplomatic relations resulting in formal protests or sanctions | Refer to Commonwealth Protective Security Policy Framework (PSPF) |

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| Public Order, Public Safety and Law Enforcement | | | | | | | | | | | | |
| Provision of emergency services | N/A | | None | | Disruption to emergency service activities requiring re-prioritisation at the local levels to meet expected levels of service | | Disruption to emergency service activities requiring re-prioritisation at the State levels to meet expected levels of service | | Disruption to emergency service activities requiring re-prioritisation at the State or national levels to meet expected levels of service | | Refer to Commonwealth Protective Security Policy Framework (PSPF) | |
| Crime fighting | N/A | | No damage to crime fighting | | Damage to crime fighting including: + hindering the detection of, + impeding the investigation of, or + facilitating the commission of a summary offence | | Damage to crime fighting including: + hindering the detection of, + impeding the investigation of, or + facilitating the commission of an indictable offence | | Damage to crime fighting including: + hindering the detection of, + impeding the investigation of, or + facilitating the commission of a serious indictable offence | | Refer to Commonwealth Protective Security Policy Framework (PSPF) | |

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| Public Order, Public Safety and Law Enforcement Continued | | | | | | |
| Judicial proceedings | N/A | None | Damage to judicial proceedings including: impairment to judicial operations overseeing summary offences + collapse of a summary prosecution + a conviction for a summary offence declared 'unsafe' or referred for appeal | Damage to judicial proceedings including: + damage to the State judicial system overseeing indictable offences + collapse of an indictable prosecution + a conviction for an indictable offence declared 'unsafe' or referred for appeal | Damage to judicial proceedings including: + damage to the State judicial system overseeing serious indictable offences + collapse of a serious indictable prosecution + a conviction for a serious indictable offence declared 'unsafe' | Refer to Commonwealth Protective Security Policy Framework (PSPF) |
| Public unrest/order | N/A | None | + Damage to public order + Disruption to the community | + Damage to public order (e.g. protests) + Disruption to the community | + Damage to public order (e.g. riots) + Disruption to the community | Refer to Commonwealth Protective Security Policy Framework (PSPF) |

