



Office of the Victorian
Information Commissioner

Public consultation – Outsourcing in the Victorian public sector resource

Summary of feedback received

Between November and December 2024, the Office of the Victorian Information Commissioner (OVIC) sought feedback from stakeholders on a draft of the updated resource on *Outsourcing in the Victorian public sector*.

The table below contains a thematic summary of the feedback received and OVIC’s response to the feedback.

Thank you to all who provided feedback on the resource.

THEME	FEEDBACK	OVIC RESPONSE
Structure, accessibility and plain language	Ensure language in the resource is in plain English so it is clear and easy to understand. Avoid or minimise legalistic language where possible. Provide an overview of the information privacy and information security considerations.	Accept.
Examples of outsourcing arrangements	Include additional examples of types of outsourcing arrangements.	Accept.
Section 17 of the PDP Act	Provide clarity on how to ensure a third party is effectively bound to the Information Privacy Principles.	Accept.

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Complying with information privacy and information security obligations	Provide guidance on measures organisations can take to ensure a third party complies with information privacy and information security obligations.	Accept. To ensure we did not duplicate content in existing OVIC resources, we included links to other resources that provide more detailed information on privacy and security obligations, such as the Guidelines to the Information Privacy Principles and the Victorian Protective Data Security Standards Implementation Guidance V2.3 .
End of contract obligations	Provide clarity on OVIC's expectations for how information should be handled when an outsourcing arrangement ends.	Accept.

Next steps

OVIC is updating the resource, taking into consideration the feedback received. The new resource will be published on the OVIC website in early 2025.