

Open Data Strategy 2023-26

Department of Housing

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What is open data?

Open data is:

- a global movement encouraging organisations to share data freely and openly for the good of all
- data that is published in as 'raw' and as 'open' a format as possible to allow for maximum accessibility
- data that is licensed openly to allow for as broad a scope of usage as possible.

“Open data and content can be freely used, modified, and shared by anyone for any purpose”

The open definition¹

The Department of Housing shares the Queensland Government’s commitment to “build a trusted data ecosystem that makes important data open for anyone to access, use and share.”²

Publishing high-quality and valuable open data can lead to many positive outcomes for both the department and the Queensland public³, which include:

- Increased transparency and access to the democratic process.
- Self-empowerment for consumers.
- Improved or new private products and services built and using better access to data.
- Improved efficiency and effectiveness of government services.
- Stimulate innovation.
- Enable better, data-driven public policy outcomes.
- Increased efficiency and diversity of real-time data analysis.

Principles of open data

The Queensland Government holds strong commitments to openness and transparency through the release of open data, as enshrined in the Queensland Government Open Data Policy Statement. This policy adopts the six principles from the international open data charter.⁴ These principles are:

1. Open by default
2. Timely and comprehensive
3. Accessible and usable
4. Comparable and interoperable
5. For improved governance and citizen engagement
6. For inclusive development and innovation.

¹ The open definition - <http://opendefinition.org/>

² Queensland Government open data policy - <http://statements.qld.gov.au/Statement/2017/9/8/qld-governments-first-open-data-policy-statement-released>

³ From the Open Data Handbook - <http://opendatahandbook.org/guide/en/why-open-data/>

⁴ International open data charter principles - <https://opendatacharter.net/>

The department recognises that it is important to continually improve our open data offerings and that our efforts are driven by demand from the community. By aligning our open data practices with these principles, we aim to provide the following benefits by publishing high-quality open data:

Open Data KPIs measured by the Department of Housing

Increased transparency and accountability	The release of government data creates an environment of transparency around public sector spending, operations, and performance. This leads to greater public sector accountability and a greater potential for trust by the community.
Improved public sector services	Data about government service offerings can be analysed, reported upon and used to identify inefficiencies that may lead to the optimisation of existing services or the creation of new ones. Additionally, open data published by other organisations will be used to benchmark and improve the delivery of the department's services.
Release of social and economic value	Data is a valuable resource that can be used in numerous ways by individuals, researchers, business, and entrepreneurs to develop products and services that create social and/or economic value.
Increased participation in governance	An informed community is better able to understand and participate in the business of government and can make better, more-informed decisions.
Improved data quality	Greater scrutiny and usage of data can lead to an increase in overall quality as errors are discovered and data is enriched based on feedback.
Easier data sharing	Open Data provides a simple mechanism for government agencies to share data that has been classified as publicly accessible without any red tape or additional cost.
Easier data translation	Data that is in a machine-readable format such as comma-separated value (.csv) can be easier to translate into other languages, making the data more accessible to more people.

Open data in the Department of Housing

The department publishes open data and uses open data from others as part of our day-to-day operations and service delivery. As we build maturity in publishing high-value open datasets, we are actively committed to becoming a more active consumer of open data published by other organisations, including datasets published in other jurisdictions.

Publishing high-quality and valuable open data supports the Queensland public service organisational values:



Customers first

- Know your customer
- Deliver what matters
- Make decisions with empathy

Customers First - know your customers, deliver what matters, make decisions with empathy. Putting customers first by freely and openly providing data in a format they can easily use and understand.



Ideas into action

- Challenge the norm and suggest solutions
- Encourage and embrace new ideas
- Work across boundaries

Ideas into action - challenge the norms and suggest solutions, encourage and embrace new ideas, work across boundaries.

Launching ideas into action by providing individuals, researchers, businesses and other third parties with quality raw data to fuel innovation.



Unleash potential

- Expect greatness
- Lead and set clear expectations
- Seek, provide and act on feedback

Unleash potential – expect greatness, lead and set clear expectations, seek, provide and act on feedback. Unleashing potential for greater use and re-use of our data by providing users with more than just the data.



Be courageous

- Own your actions, successes and mistakes
- Take calculated risks
- Act with transparency

Be courageous – own your actions, successes and mistakes, take calculated risks, act with transparency. Being courageous by publishing more open data, more often.



Empower people

- Lead, empower and trust
- Play to everyone's strengths
- Develop yourself and those around you

Empower people – lead, empower and trust, play to everyone's strengths, develop yourself and those around you. Empowering people to make informed decisions by providing quality data they can rely on.

Our obligations and responsibilities in publishing open data

The department must always meet these specific legislative and policy obligations when considering whether to publish data as open data:

Document	Summary of Relevance to Open Data	Source
Queensland Government Open Data Policy Statement (2017)	The cabinet endorsed Queensland Government commitment to open data, including various specific obligations for all agencies	Queensland Government, Open Data Policy Statement, available at https://www.qld.gov.au/data/qld-data-policy-statement.pdf
Information access and use policy (IS33)	The Policy mandates Departments to “provide government information to the public to the maximum extent possible”, free of charge and with consistent licensing	Queensland Government, Information access and use policy (IS33), available at https://www.qgcio.qld.gov.au/documents/information-access-and-use-policy-is33
Right to Information Act 2009	Queensland Government’s obligation to give access to information in the government’s possession or control unless it is in the public interest not to.	Queensland Government, Right to Information Act 2009, available at https://www.legislation.qld.gov.au/view/pdf/2015-06-11/act-2009-009
Information Privacy Act 2009	Various responsibilities to protect personal information, including not disclosing personal or identifying information as open data.	Queensland Government, Information Privacy Act 2009, available at https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2009-014
Queensland Procurement Policy 2017	Requirements for the disclosure of procurement contracts over \$10,000	Department of Energy and Public Works, Queensland Procurement Policy, available at https://www.forgov.qld.gov.au/search-procurement-resources/queensland-procurement-policy-2019
Annual Reporting Requirements	Various open data requirements to support annual reporting activities	Queensland Government, Annual Reporting Requirements, available at https://www.forgov.qld.gov.au/sites/default/files/annual-report-requirements.pdf
Queensland Government On-Time Payment Policy	Transparent reporting of payments made to small business customers within 20 days of receiving the invoice.	Queensland Government, On-Time Payment Policy, available at https://www.business.qld.gov.au/starting-business/advice-support/support/small-business/on-time-payment-policy/on-time-policy

We also meet the following responsibilities with regards to our open data publication practices:

- Publish new open data
- Update/refresh our open data as specified for each dataset
- Monitor our open data email inbox
- Respond to data.qld.gov.au data requests and general enquiries
- Support and train new open data publishers
- Participate in Government open data forums, including the Senior Officers Working Group

- Contribute to and adopt Queensland Government Enterprise Architecture policies and other documentation
- Engage with industry and the open data community
- Review our open data strategy annually
- Conduct open data maturity assessment annually.

Our metrics in publishing open data

The success of the department's open data program will be managed through strong governance, performance metrics and a process of annual review based on the Open Data Institute (ODI) open data maturity assessment.

The operational health of the data program will be monitored internally using the following metrics:

Open Data Publishing Metrics

New datasets	Count of new datasets published in line with our publishing procedure
Dataset refreshes/updates	Percentage of datasets refreshed according to schedule
Usage analytics	Volume of downloads and page views, and trends over time
Enquiries	Volume of enquiries across different channels, and percentage of enquiries resolved within target timeframes

We will conduct an annual review process that assesses our open data maturity and from this, develop action plans that align with the priorities from our strategy. This maturity assessment process was developed by the ODI and is a mandatory requirement for government agencies as per the Queensland Government Open Data Policy.

Our data refresh schedule

An open dataset representing the current refresh schedule for all published open datasets can be found here:

<https://www.data.qld.gov.au/dataset/department-of-housing-open-data-publishing-schedule>

This dataset will continue to be updated as new datasets are added to the Queensland Government Open Data Portal.

Have Your Say

We recognise that the success of the Queensland Government open data initiative is dependent on an active community of people using open data. To view datasets currently published by the department, please visit the Queensland Government Open Data Portal:

<https://www.data.qld.gov.au/organization/housing>

We welcome any feedback on this open data strategy and the open data that our department has already published. Please email your feedback to:

CHDEOpenData@chde.qld.gov.au