

Press Release

FOR IMMEDIATE RELEASE

Government Resolves to Restore Trust and Integrity

MELBOURNE – 29 September 2010

The newly established Office of the Australian Information Commissioner (OAIC) has selected Melbourne-based software developer Resolve to implement a business-critical case management system.

Used to manage enquiries, merit reviews and complaints for Freedom of Information (FOI) and privacy matters, as well as identify systemic issues, Resolve's purpose-designed and built case management solution will automate work processes based on standardised business procedures to efficiently and effectively deliver the services of the OAIC.

The formation of the OAIC, as a new statutory agency within the Prime Minister and Cabinet portfolio, is a key element in implementing the Government's FOI reforms and is part of the election policy, *Government information: restoring trust and integrity*. The proposed functions of the OAIC include providing oversight, advice and reporting for FOI and privacy matters, reporting to the Minister on a consistent, workable Government information policy, and developing a more open Government by moving from "pull" to "push" culture by encouraging a pro-disclosure attitude in Government agencies and providing guidance on information handling policy.

Resolve will draw on many years' experience and expertise for its partnership with the OAIC. Resolve has been successful in the Government and Ombudsman marketplace, with 9 State and Commonwealth Ombudsman offices currently utilising Resolve as their primary business management solution, along with 12 industry Ombudsman offices and 26 State and Federal Government Departments.

ABOUT RESOLVE: Established in 1994, Resolve is a Melbourne-based global provider of workflow management solutions – be that case management, feedback, complaints, membership, and other similar applications. Resolve is a flexible and powerful application that has captured the attention of a wide user base including utilities, FMCG, automotive, health and transport industries, and is used as core business system by numerous Government Departments and Ombudsman Offices across Australia and abroad. Resolve has a single purpose to deliver flexible software that meet its customers wishes.

(www.resolvesoftware.com.au)

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