



The Australian community's engagement with the OAIC

The OAIC's direct community contact through its case management activities includes applications, complaints and enquiries regarding access to information and privacy.

Key messages

1

Technology has made the privacy and information rights landscape increasingly complex. As a result, more Australians are submitting enquiries, applications and complaints to the OAIC.

2

Increases of this scale reflect growing community awareness of privacy and information rights. 96% of Australians consider the right to access government-held information important or very important, and 87% of Australians are more concerned about privacy than 5 years ago.

3

Over the past 2 years the OAIC implemented a targeted program of case management improvements to respond to this increase and ensure confidence that the regulatory system can deliver resolution and remedy.

4

These strategies have produced positive results for the community.

5

Demand for the OAIC's services continue to grow at a level that requires action beyond case management alone.



98%

of Australians say that organisations should be responsible for protecting personal information that they collect, use and share.

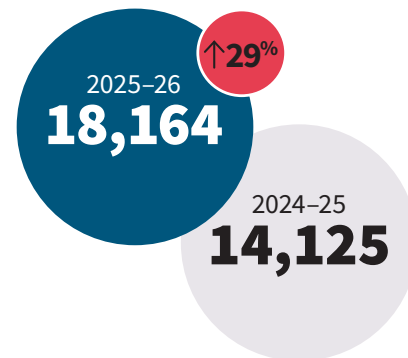


96%

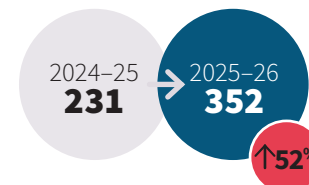
of Australians consider the right to access government-held information important or very important.

Incoming matters

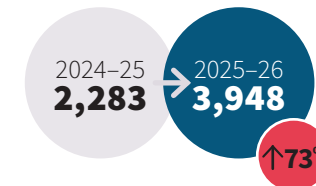
The OAIC has seen significant increases in incoming matters across case types from 1 July 2025 to 31 March 2026.



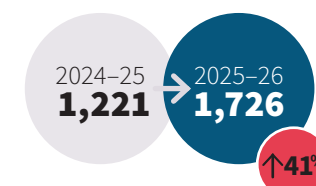
FOI complaints received



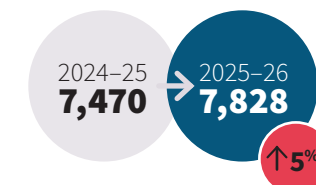
Privacy complaints received



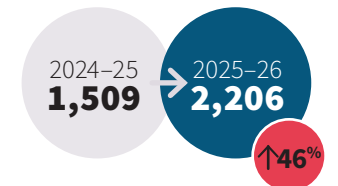
FOI enquiries received



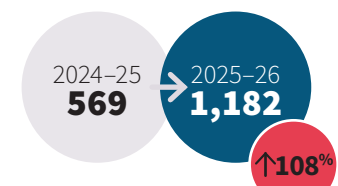
Privacy and other enquiries received



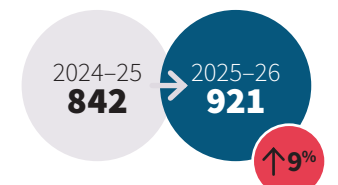
Information Commissioner (IC) reviews received



FOI extension of time requests received



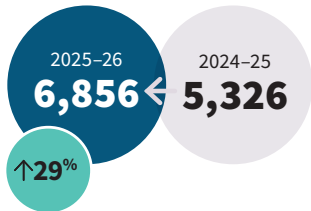
Notifiable Data Breaches (NDBs) received



Finalisation rates

The OAIC finalised 6,856 matters from 1 July 2025 to 31 March 2026, compared to 5,326 finalised in the same period in FY2024/25.

Matters resolved

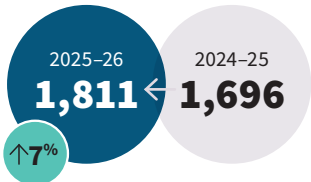


IC reviews

The average time to finalise an IC review fell from 13.5 months in 2024-25 to 7.2 months in 2025-26, a reduction of more than 6 months.



IC reviews finalised

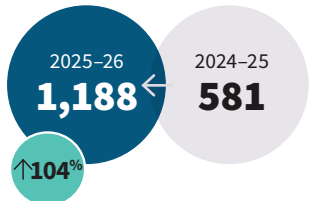


Privacy complaints

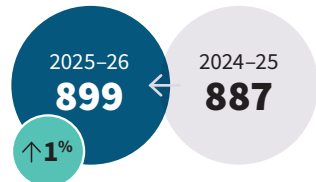
The average time to close a privacy complaint also fell from 7.6 months in 2024-25 to 5.5 months in 2025-26, a reduction of more than 2 months.



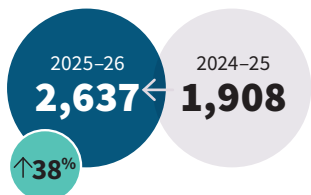
FOI extension of time requests finalised



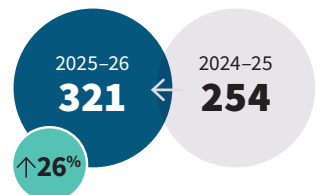
NDBs finalised



Privacy complaints finalised



FOI complaints finalised



Our strategies



Building understanding

Building understanding of rights and processes across the community and setting clearer expectations for regulated entities.



Redesigning case management

Redesigning case management to sharpen efficiency and deliver impactful outcomes.



Investing in skills

Investing in the skills and processes underpinning good and timely decision-making.

Next steps



Entities handling personal information responsibly and resolving complaints

Measure improved APP compliance and complaint handling, reducing escalations to the OAIC.



Equipping the community

Measure improved community access and awareness, enabling easier navigation and fewer complex reviews.



Agencies managing FOI requests effectively

Measure increased proactive FOI releases and early resolution, reducing OAIC escalations.