Australian Government

Office of the Australian Information Commissioner

Office of the Australian Information Commissioner

Annual report 2024–25

Volume 1

OAIC

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Volume 1

ISSN 1839-5155

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Office of the Australian Information Commissioner Annual report 2024–25

Australian Government

Office of the Australian Information Commissioner

The Honourable Michelle Rowland MP
Attorney-General
Parliament House
Canberra ACT 2600

Dear Attorney-General

I am pleased to provide the Office of the Australian Information Commissioner's (OAIC's) annual report for 2024–25. This year's report is presented in two volumes. Volume 1 outlines the OAIC's performance and operations for the year, and Volume 2 focuses on the FOI activities of the agencies we regulate under the *Freedom of Information Act 1982* (FOI Act).

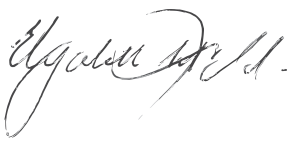
This report has been prepared for the purposes of s 46 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), which requires that I provide an annual report to you for presentation to Parliament. In accordance with ss 39(1)(b) and 43(4) of the PGPA Act, this report includes the agency's annual performance statements and audited financial statements.

Section 30 of the *Australian Information Commissioner Act 2010* (AIC Act) also requires the Information Commissioner to prepare an annual report on the OAIC's operations, including a report on freedom of information matters (defined in s 31 of the AIC Act), privacy matters (defined in s 32 of the AIC Act), and consumer data right matters (as defined by s 32A of the AIC Act). The freedom of information matters include a summary of the data collected from Australian Government ministers and agencies in relation to activities under the FOI Act.

I certify that the OAIC has prepared a fraud and corruption risk assessment and a fraud and corruption control plan as required by s 10 of the Public Governance, Performance and Accountability Rule 2014 (PGPA Rule). We also have a number of appropriate fraud and corruption prevention, detection, investigation and reporting mechanisms in place. The OAIC has taken all reasonable measures to minimise the incidence of fraud and corruption related to the agency.

I am pleased to present the performance statements and report in full. I certify this report has been prepared in line with the PGPA Rules.

Yours sincerely



Elizabeth Tydd
Australian Information Commissioner
10 October 2025

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Acknowledgement of Country

The Office of the Australian Information Commissioner acknowledges Traditional Custodians of Country across Australia and recognises their continuing connection to lands, waters and communities. We pay our respect to Aboriginal and Torres Strait Islander cultures, and to Elders past and present.

Pictured: An aerial view of Palm Beach in New South Wales, traditionally owned by the Garigal people who are part of the Eora Nation.

Part 1
Overview

About the OAIC

The Office of the Australian Information Commissioner (OAIC) is an independent statutory agency in the Attorney-General's portfolio, established under the *Australian Information Commissioner Act 2010* (AIC Act).

We are responsible for promoting and upholding information access rights under the *Freedom of Information Act 1982* (FOI Act) and upholding the privacy rights of Australians under the *Privacy Act 1988* (Privacy Act). The agency also administers the Notifiable Data Breaches (NDB) regime. In total, the OAIC has regulatory responsibilities under 39 Commonwealth statutes relating to My Health Record Act and digital health, the Consumer Data Right (CDR), Digital ID, social media minimum age, telecommunications and credit reporting. The effective administration of these regimes is essential to support public trust in government and the safety of Australians.

Our purpose is to promote and uphold privacy and information access rights. We do this by:

- making sure Australian Government agencies and organisations with an annual turnover of more than $3 million, and some other organisations, follow the Privacy Act and other laws when handling personal information
- protecting the public's right of access to documents under the FOI Act, and
- carrying out strategic information management functions within the Australian Government under the AIC Act.

Our regulatory activities include:

- conducting investigations
- handling complaints
- reviewing decisions made under the FOI Act
- monitoring agency administration in relation to protection of personal information and access to information, and
- providing advice to the public, organisations and Australian Government agencies.

Our vision is to increase public trust and confidence in the protection of personal information and access to government-held information.

Our guiding principles across 2024–25 were:

- **Proactive** – We adopt a risk-based, education and enforcement-focused posture.
- **Purpose driven** – We focus on harms and outcomes and are driven by evidence and data.
- **Proportionate** – We prioritise our regulatory effort based on risk of harm to the community.
- **People focused** – We preserve expertise and talent. We make the best use of our resources and maximise opportunities for our people.

Outcome and program structure

Our Portfolio Budget Statement (PBS) describes the OAIC's outcome and program framework.

Outcome 1	Provision of public access to Commonwealth Government information, protection of individuals' personal information, and performance of information commissioner, freedom of information and privacy functions.
Program 1.1	Complaint handling, compliance and monitoring, and education and promotion.

Our annual performance statements detail our activities and key deliverables, and measures our performance against our PBS targets and the key activities set out in our Corporate plan 2024–25.

Our key activities are to:

- influence and uphold privacy and information access rights frameworks
- advance online privacy protections for Australians
- encourage and support proactive release of government information, and
- take a contemporary, harms-based approach to regulation.

Regulatory focus

In 2024–25, the major areas of focus for the OAIC were:

- ensuring emerging technologies, including artificial intelligence (AI), align with community expectations and regulatory requirements and targeting current and emerging harms effectively and proportionately while continuing to proactively guide compliance in a dynamic digital environment
- supporting the development of a privacy-protecting digital economy through regulating compliance and supporting entities under the NDB scheme, Digital ID system and co-regulation of the CDR
- leading the promotion of open government and cultivating the FOI capabilities of Australian Government agencies and ministers to secure timely access to and proactive release of government-held information – we sought to make compliance easier and increase OAIC regulatory effectiveness
- strengthening and enforcing protections for personal information and contributing to privacy law reform, and
- building internal capability and culture to advance the OAIC's reputation as an innovative, harms-focused regulator delivering demonstrably efficient and effective regulatory action.

Regulatory approach

The OAIC's regulatory approach used both encouragement and deterrence to promote and protect privacy and information access rights. We applied a proactive and harms-focused approach to prioritise our efforts. We took regulatory action to encourage and support compliance by regulated entities and addressed high-risk matters with the greatest potential for harm.

We sought to take regulatory action in response to issues:

- that created a risk of substantial harm to individuals and the community, especially to vulnerable people and groups
- that concerned systemic harms or contraventions
- where our action was likely to change sectoral or market practices, or have an educative or deterrent effect
- that were subject to significant public interest or concern, and
- where our action helped clarify aspects of policy or law, especially newer provisions of the Acts we administer.

We aimed to take regulatory action in a consistent, transparent and proportionate manner. When deciding on which regulatory tools to use, and how to use them, we:

- identified the risks of harm we were responding to, and the likelihood and possible consequences of those risks
- responded in ways that were proportionate, consistent with the expectations of the community and the Australian Government, and managed risks to adequately protect the public
- took timely and necessary action, and
- sought to minimise regulatory burden and cost.

Overview from the Australian Information Commissioner

As the national regulator for privacy and freedom of information we are charged with a significant duty to the Australian community. The rights we promote and protect contribute directly to a healthy democratic system of government that serves us all. Our regulatory priorities advance the rights we uphold and inject certainty into markets and contribute to a vibrant economy. My task and honour, as Australian Information Commissioner and agency head, is to ensure that we are well placed to credibly execute those duties and ensure that the human rights of freedom of information and privacy are both explicit and secured in a dynamic digital environment.

This environment requires a contemporary approach to regulation. That approach is tethered to regulatory transparency and proportionality. Informed by regulatory intelligence, my fellow Commissioners Toni Pirani, Freedom of Information Commissioner, and Carly Kind, Privacy Commissioner, established and promoted our 2024–25 priorities. It has been a professional highlight to work with Commissioner Pirani, who will step down from the role in 2025. Her contribution the community and the OAIC has been outstanding.

Priorities

Making compliance easier is one of our shared whole-of-OAIC commitments to achieve the objective of understanding and responding to the challenges faced by regulated entities and delivering better outcomes to the Australian community. We recognise that a clear articulation of our regulatory approach will inject certainty and clarity for regulated entities. Our Statement of Regulatory Approach confirms that we apply a proactive and harm-focused approach to prioritise our efforts. We take regulatory action to encourage and support compliance by regulated entities and to address high-risk matters with the greatest potential for harm.

Our publication of priorities and approach provide a clear view of what we, as the national regulator will do to secure the Australian community's rights, and how we will do it.

Regulatory impact

Consultation, to inform proportionate responses to harm and to guide or regulatory advice, is essential to our new way of working. This approach is embedded in our regulatory strategy with the establishment of a new data and insights unit to deliver a data-driven approach to regulation. Through a proactive data-informed approach we can identify and prevent harm.

We recognise that we hold highly valuable regulatory insights and the purposeful application of these insights, fortified by collaboration with other regulators, will enable us to address systemic harms.

The impact of our new ways of working is measurable, even at this early stage.

In 2024–25 we received a 21% increase in FOI reviews. Notwithstanding that significant increase, we finalised 41% more reviews this year than the preceding year.

As a further measure of the effectiveness of our educative and advisory functions, 82% of agencies reported the FOI Guidelines were the most used resource to assist them in performing their FOI Act functions. Over half of agencies used OAIC resources at least weekly (32%), fortnightly (13%) or monthly (13%). We have deployed guidance and tools to make compliance easier. The privacy foundations self-assessment tool, the FOI self-assessment tool and a new Freedom of Information (FOI) statistics dashboard all position regulated entities to achieve compliance by clearly articulating better practice and reporting against outcomes.

In privacy we have undertaken pioneering work to secure trust in the digital economy and delivery of government services. We published our Digital ID Regulatory Strategy, which describes how we will use our regulatory powers to build trust and confidence in Australia's Digital ID System, and make identity verification in Australia more secure and privacy protective. We registered a new Privacy

Credit Reporting Code which enhanced protections for Australians' credit information. Significantly we commenced work on the Children's Online Privacy Code, which will enhance protections in the online realm for children and see Australia recognised as an international leader in online privacy protection.

In responsibly and effectively applying our enforcement functions we maximised the deterrent benefits of our statutory powers and brought to an end some significant privacy breaches including a $50 million payment program as part of an enforceable undertaking received from Meta Platforms, Inc. (Meta) and an enforceable undertaking offered by Oxfam Australia after the not-for-profit experienced a data breach in January 2021.

We have seized the opportunity presented by the three Commissioner model to deliver a groundbreaking report on Australian Government agencies' use of messaging apps. We made recommendations to help agencies better meet their recordkeeping, FOI and privacy obligations when using those apps.

The results of our stakeholder survey demonstrate some remarkable results notwithstanding the significant program of change that we embarked upon. The key findings include:

- advancing online privacy protections increased from 60% to 66%
- encouraging and supporting proactive disclosure of government information increased from 56% to 65%
- OAIC's regulatory activities demonstrate a commitment to continuous improvement and building trust increased from 63% to 66%
- OAIC's regulatory activities demonstrate collaboration and engagement increased from 58% to 64%
- OAIC's regulatory activities are based on risk and data rose from 56% to 59%.

By amplifying our approach to data-informed regulatory action we have matured in our regulatory policy advice function. We work collaboratively with the Attorney-General's Department (AGD) and co-regulators to provide our regulatory insight and expertise. In doing so, broader policy and regulatory action is underpinned by data and is, as a result, more credible and robust.

Our commitment

Our impact will be augmented by the benefits we are deriving from a major program of organisational change. In December 2024 we implemented a revised organisational structure that harnesses OAIC systems, resources and our individual capabilities to deliver collective and more credible outcomes. We are committed to meaningful engagement with regulated entities and the community, and our new structure ensures that we engage, identify and mitigate emerging harm.

A new leadership team has injected purpose and direction together with capabilities and a service orientated culture. Our new Information Rights Division, led by Ms Ashleigh McDonald has spearheaded our proactive and proportionate approach to case management and facilitated the exchange of expertise between the statutory domains of privacy and freedom of information.

Our Regulatory Action Division led by Ms Rowena Park, has accelerated enforcement action to maximise the deterrent impact of high contested litigation against national and international entities.

With this new structure and leadership team we are poised to advance information rights more holistically. Through a joined-up approach to regulating information rights we can apply our intelligence and capabilities to provide comprehensive advice and guidance to regulated entities and the community.

Significantly, this change will also position us to deliver better regulatory outcomes to the Australian community. We are well positioned to secure rights and therefore community trust in government's increasing deployment of technology.

Our stakeholder results evidence the positive impact of our change program. With many of the benefits of change still to be realised, these early results demonstrate that our direction is sound.

Applying the expertise available under our three Commissioner model we have defined a clear pathway to increase our regulatory impact against a backdrop of global challenges to information rights. That pathway is grounded in a recognition that it is our collective insights, collaboration, engagement and expertise that will assure our mission.

Elizabeth Tydd
Australian Information Commissioner
10 October 2025

Overview from the FOI Commissioner

The 2024–25 year has again been productive for the OAIC's freedom of information functions. Although we continue to deal with a significant backlog of IC Reviews, this year saw a reduction in the number on hand for the first time since 2014–15. In 2024–25 we reduced the number of IC reviews on hand by 16%, finalising 41% more than in the previous year while receiving an increase in new matters of 21%. The age of our oldest matter reduced from 65 months to 56 months.

A total of 248 IC reviews were finalised by way of a published decision under s 55K of the FOI Act – this is a significant increase compared to the previous year where 207 reviews were finalised in this way.

This significant achievement is due to the ongoing commitment and dedication of OAIC staff as well as constructive engagement from agency FOI practitioners and FOI applicants. The commencement of new procedure directions in July 2024 has delivered closer engagement between parties at the start of the IC review process facilitating earlier resolution of some matters. It has also provided more transparency to parties in the review process by requiring direct exchange of submissions.

In 2024–25, in anticipation of the 2025 Federal election, the OAIC prioritised IC reviews involving decisions made on behalf of Ministers. This provided the opportunity to apply the principles set out by the Federal Court in its decision in *Attorney-General (Cth) v Patrick* [2024] FCAFC 126 (24 September 2024), providing clarity to decision-makers through both IC review decisions and changes to the FOI Guidelines.

Although the OAIC did not complete any complaint investigations in 2024–25 we were able to finalise 92% of complaints within 12 months with the average time to finalise an FOI complaint being 2.8 months. This is a significant improvement from 2023–24 when, while clearing a significant backlog of complaints, we finalised 65% of complaints within 12 months. We commenced investigations into compliance with statutory timeframes by the Department of Defence, the Department of Veterans' Affairs and the Australian Federal Police, which are ongoing at the end of the reporting period and expected to be completed early in 2025–26.

This year the OAIC launched a new FOI statistics dashboard to improve public access to data about the operation of Australia's FOI system. This tool is updated quarterly and enables users to see what is happening not just for the system but also at an agency level. It is accompanied by quarterly statistics on the OAIC's regulation of the FOI system.

This year we have also prepared a separate volume of this annual report to improve accessibility of agency performance data and provide more detailed regulatory information.

We continue to strive to uplift agency capability in the exercise of FOI functions and to make FOI compliance easier. Our efforts to do so are demonstrated by an FOI Practitioner Survey we conducted in 2024–25 to better understand the needs of this group, the launch of an FOI self-assessment tool for agencies and our ongoing program of webinars for FOI practitioners.

As I leave office, I wish to express my gratitude to the professionals in the OAIC and in agencies who work to advance the important rights enshrined in the FOI Act for the benefit of all Australians. It has been my pleasure and my privilege to work with you.

Toni L Pirani

Toni Pirani
FOI Commissioner
26 September 2025

Overview from the Privacy Commissioner

This has been my first full year in the role of Privacy Commissioner, and has been characterised by ever-increasing risks to the protection of Australian's privacy. With data breaches continuing to mount, AI and other emerging technologies becoming part of our day-to-day reality, and novel scams and online harms creating community concern, the work of the OAIC has never been more important, or more challenging.

The period of 1 July to 31 December 2024 saw the OAIC notified of 595 data breaches, an increase of 15% compared to the previous 6 months. Across the 2024 calendar year, data breach notifications were up 25% year on year. Individual and representative complaints to the OAIC, arising out of data breaches as well as other privacy interferences, also increased this financial year, totalling 3,295. Health service providers, the financial sector and Australian government agencies were the sectors most likely to notify of a data breach, and most likely to be the subject of a complaint.

In response to these building trends, the OAIC has focused on a dual-track regulatory response which prioritises both education and enforcement. Acknowledging the uplift required across the public and private sectors to ensure robust Privacy Act compliance, the OAIC has invested in and developed resources to support businesses and agencies to enhance their privacy governance. For example, in embodying the Privacy Awareness Week 2025 theme of 'Privacy – It's Everyone's Business' we released the Privacy Foundations self-assessment tool, a simple resource designed to help businesses who want to embed a culture of privacy and improve practices procedures and systems. Throughout the year, we issued new guidance clarifying the application of the Australian Privacy Principles (APPs) to a range of emerging technologies, including tracking pixels, facial recognition and AI, and we updated our charities and non-profits guidance. We launched a blog which we used to share information in a more accessible manner, and to explain the impact of some of the 10 determinations we issued in 2024–25. And together with our Digital Platform Regulators Forum partners, we released a working paper on multimodal foundation models.

In parallel, and in acknowledgment of the expectations of the Australian community, the OAIC has been focused on stepping up enforcement action to address the most egregious, persistent and systemic privacy harms. In December 2024, we reached a landmark settlement with Meta in which the digital platform agreed to establish a payment program worth $50 million for individuals affected by the Cambridge Analytica incident. The OAIC entered into an enforceable undertaking with Oxfam, in relation to a data breach experienced by the charity in 2021, and issued important determinations in relation to the use of facial recognition technology by Bunnings Group and predatory web scraping activities pursued by the Grubisa companies, Property Lovers and Master Wealth Control. Investigations have been commenced in relation to connected cars, 'rent tech' apps, the use of tracking pixels, and the development and training of AI models, as well as into major data breaches of significant concern.

Alongside this proactive and strategic work, the OAIC continues to play a vital role providing policy input and regulatory oversight to government digital initiatives, and in administering a range of other responsibilities under more than 30 legislative domains. Three key areas warrant particular mention: the OAIC registered a new Privacy Credit Reporting Code in October 2024, on application of the code developer Arca, which enhanced protections for Australians' credit information. The OAIC also took up a formal role as the privacy regulator of the government's Digital ID scheme, which came into effect in December 2024. And after the passage of the *Privacy and Other Legislation Amendment Act 2024* in November 2024, the OAIC commenced work on the Children's Online Privacy Code, which will enhance protections in the online realm for children under the age of 18 when it is registered in late 2026.

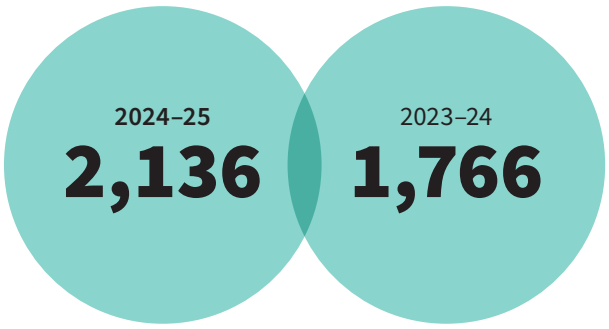
With each month that passes in the role of Privacy Commissioner, I gain a greater appreciation of the complexity of privacy issues and the genuine needs of the regulated community in Australia. As we move into the new financial year, I am committed to working alongside my OAIC colleagues to continue to seek to address those issues and meet those needs through our dual approach to education and enforcement. I am convinced there is much we can do as the nation's privacy regulator to give individuals back some of the control and agency over their personal information that they so need, and at the same time support regulated entities to secure and retain their social licence to be trustworthy stewards of Australian's data.

Carly Kind
Privacy Commissioner
25 September 2025

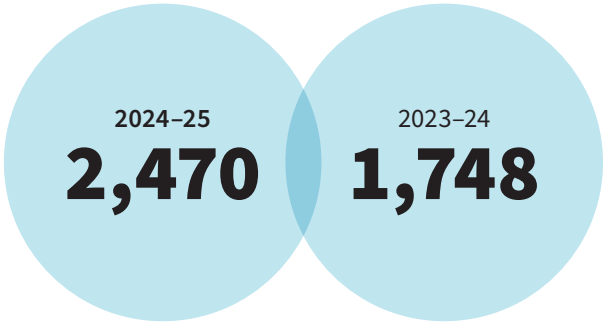
Our year at a glance

Information Commissioner (IC) reviews

We received **21% more** applications for IC review of FOI decisions



We finalised **41% more** IC reviews



67%
of applications for IC reviews were finalised within 12 months against a **target of 80%**

The **average time** taken to finalise an IC review was
13.5 months

Top 5 agencies involved in IC reviews received in 2024–25

Statistics in this report are current as of 17 August 2025. On occasion, data is recorded or re-categorised on activities undertaken for the previous reporting period after the conclusion of that reporting period. Where relevant, adjustments to figures from last year's annual report are noted in this year's report (see Appendix H).

Freedom of information (FOI) enquiries

We received
1,790
FOI enquiries

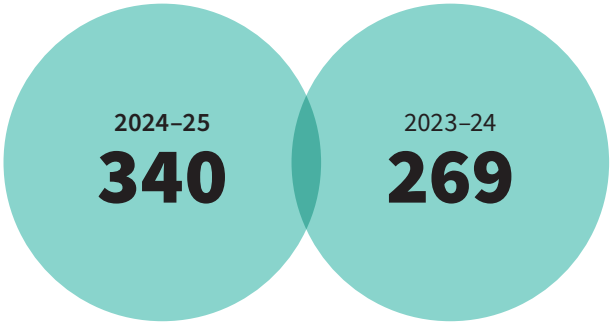
↑**11%**
increase from
2023–24

1,221
phone

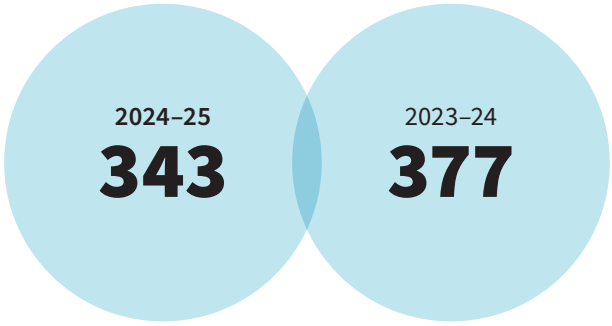
569
written

FOI complaints

We received **26% more**
FOI complaints



We finalised **9% less**
FOI complaints



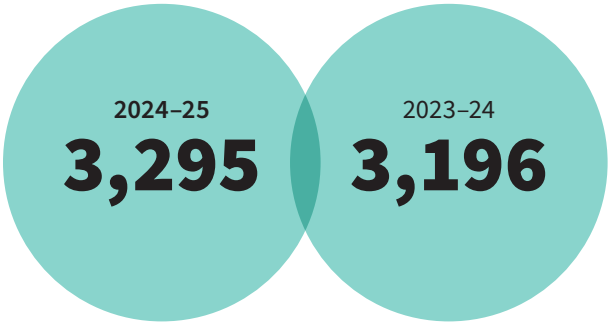
92%
of FOI complaints were finalised within 12 months against a **target of 80%**

2.8 months
was the **average time** taken to finalise an FOI complaint

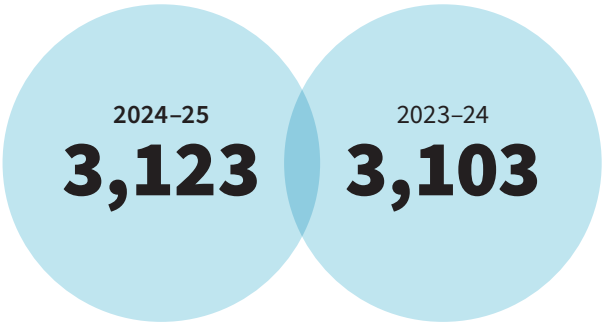
Our year at a glance

Privacy complaints

We received **3% more** privacy complaints



We finalised **1% more** privacy complaints



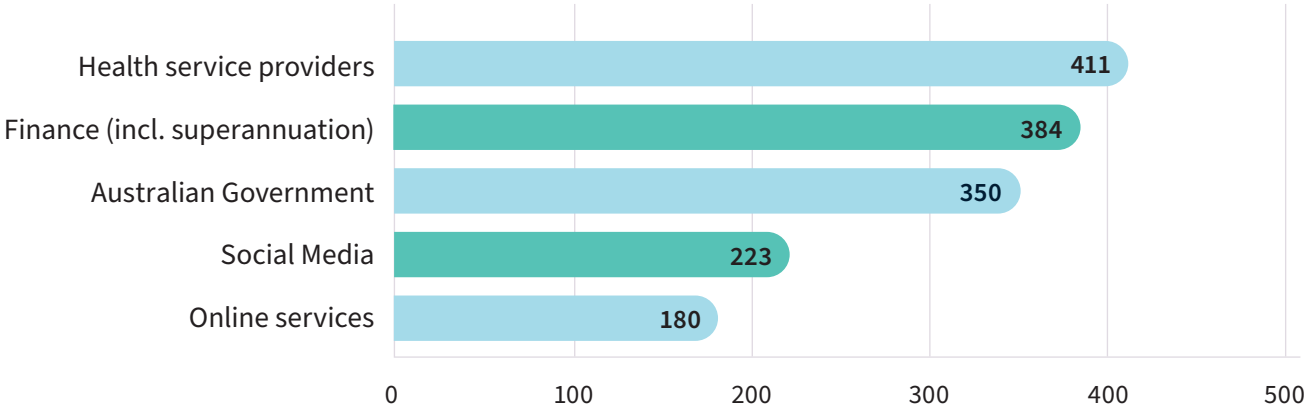
76%

of privacy complaints were finalised within 12 months against a **target of 80%**

7.6 months

was the **average time** taken to finalise a privacy complaint

Top 5 sectors by privacy complaints received in 2024–25



Privacy enquiries

We received

9,873
privacy enquiries

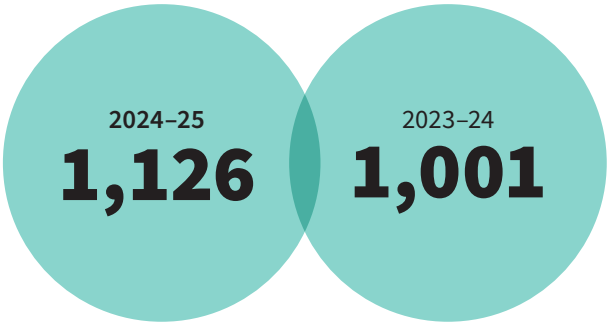
↓6%
reduction from 2023–24

7,190
phone

2,683
written

Notifiable Data Breaches scheme

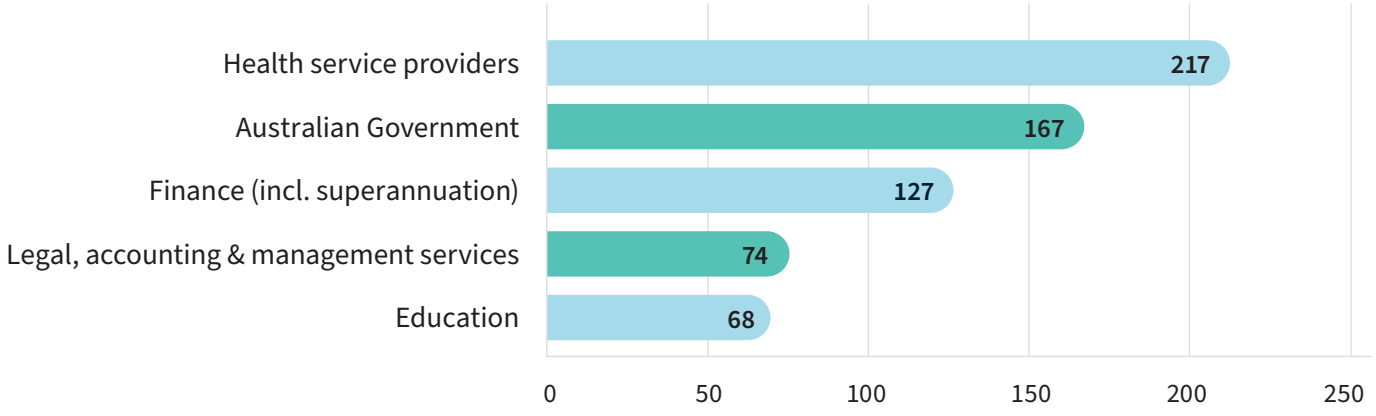
We received **12% more** notifications under the Notifiable Data Breaches scheme



86%
of notifications were finalised within 60 days against a **target of 80%**

32 days
was the **average time** taken to finalise a data breach notification

Top 5 sectors by data breach notifications received in 2024–25



Our structure

The OAIC is headed by the Australian Information Commissioner, who is a statutory officer appointed by the Governor-General.

The Information Commissioner has a range of powers and responsibilities outlined in the AIC Act, and also exercises powers under the FOI Act, the Privacy Act and 39 other pieces of legislation.

The Information Commissioner is the OAIC's accountable authority, with responsibility for strategic oversight, corporate governance and the OAIC's privacy, freedom of information and government information management functions.

The OAIC leadership team comprises two Executive General Managers, General Managers and Principal Directors.

Australian Information Commissioner

This role was held by Ms Angelene Falk for part of 2024–25, with her term concluding on 15 August 2024. Ms Elizabeth Tydd took up the position of Information Commissioner on 16 August 2024 for a 5-year term.

Commissioner Tydd is an experienced agency head and has occupied a number of statutory decision-making roles, including Information Commissioner and CEO of the NSW Information and Privacy Commission, Australian Freedom of Information Commissioner, Deputy President of the Workers Compensation Commission and Deputy Chairperson of the former Consumer, Trader and Tenancy Tribunal.

She has extensive regulatory and governance experience at an executive and board level in a range of jurisdictions and industries, including commercial, not-for-profit and public sector oversight.

Commissioner Tydd holds a Bachelor of Laws, Graduate Diploma of Legal Practice and Master of Laws from the University of Technology Sydney, as well as postgraduate certificates in executive management and governance, together with postgraduate qualifications in leadership and policy from Harvard University. She possesses expertise in digital government and has written extensively on this subject.

Privacy Commissioner

Ms Carly Kind commenced as Australia's Privacy Commissioner in February 2024 for a 5-year term.

She was previously the inaugural director of the UK-based Ada Lovelace Institute, a research institute focused on the ethical and societal impacts of data and AI.

She has worked with the European Commission, the Council of Europe, numerous UN bodies and a range of civil society organisations.

Commissioner Kind has a Masters of Science, International Relations (Hons) from the London School of Economics, a Graduate Diploma in Legal Practice, and a Bachelor of Arts (International Relations) (Hons) and Bachelor of Laws from the University of Queensland.

Freedom of Information Commissioner

Ms Elizabeth Tydd held the office of FOI Commissioner from 1 July 2024 until 15 August 2024. Ms Toni Pirani took up the position as Australia's FOI Commissioner from 16 August 2024, leaving office on 26 September 2025.

Ms Pirani has 35 years' experience in the Australian Public Service (APS) and has been responsible for establishing, leading and managing complex operations including 2 Royal Commissions and the office of the Interim National Commissioner for Defence and Veteran Suicide Prevention. She previously acted as the FOI Commissioner in 2013 and in 2023–24.

Commissioner Pirani holds a Bachelor of Laws and a Graduate Diploma in Legal Practice. She was admitted as a Legal Practitioner in the High Court of Australia, Supreme Court of NSW and Supreme Court of the ACT in 1992.

Designing the future OAIC

In 2024–25, the OAIC engaged Nous Group (Nous) to assist in developing a new organisational structure which would transition the OAIC into a more effective, harms-focused regulator. The new structure was implemented in December 2024, with the purpose of supporting the OAIC to achieve its regulatory objectives. This new 'One OAIC' approach seeks to combine elements of privacy and FOI where practicable while retaining and highlighting regulated area expertise.

A new leadership structure was implemented, which reflects the level of risk and workload associated with different areas. The structure designates the level of leadership for each branch and, in the case of the Information Rights Division, grouping of branches. It includes two SES Band 2 Executive General Managers, who undertake complementary management and leadership roles, focusing respectively on information rights and regulatory action. Branches continue to be led by General Managers, and the new structure also implements a number of principal directors to lead groups of teams (as well as some larger or more complex functions within branches) where appropriate.

Regulatory Action Division

The Regulatory Action Division is led by an Executive General Manager and has three specialist teams overseeing the management of compliance, investigation and enforcement to promote adherence to the FOI Act and Privacy Act. This includes:

- the management of Commissioner-initiated and some high-risk complaint investigations
- complex NDB matters
- general and funded assessments (including those for CDR and Digital ID), and
- the enforcement of privacy and FOI legislation through regulatory action.

The division is responsible for:

- advising Commissioners on regulatory pathways and initiatives, and
- delivering meaningful regulatory outcomes and influencing entities' conduct towards compliance within the regulated community.

Information Rights Division

The Information Rights Division manages and resolves all externally generated FOI and privacy cases, from pre-intake enquiries to resolution. It is also responsible for the OAIC's interactions with members of the community, for example the OAIC's public enquiries function.

The division is led by an Executive General Manager and has three branches which are overseen by either an SES 1 General Manager or a Principal Director (EL2) depending on the nature and scale of work, and the level of associated risk.

FOI Case Management Branch

Responsible for undertaking regulatory functions under the FOI Act, including:

- consideration of IC reviews
- FOI complaints
- vexatious applicant declarations, and
- extension of time applications.

Privacy Case Management Branch

Responsible for managing privacy complaints through:

- early resolution
- consideration for conciliation, and
- investigation to resolution, including making determinations dismissing or substantiating a complaint.

Intake and Eligibility Branch

Responsible for managing:

- a triage function for all incoming regulatory case management matters
- privacy complaints
- FOI reviews and complaints
- data breach notifications
- enquiries, and
- complainant services functions.

Enabling Services Branch

The Enabling Services Branch provides a suite of corporate services and operational support to OAIC staff and our key stakeholders. It underpins the OAIC's capabilities, managing essential functions that allow for effective governance, risk and operations across the OAIC, including:

- corporate services
- finance
- people and culture, and
- governance and risk.

Legal Services Branch

The Legal Services team provides:

- internal advising
- case managing litigation
- supporting the Information Commissioner in tribunal appearances, and
- supporting external legal representation for complex, high-risk cases.

Their primary areas of practice are:

- corporate legal matters, including industrial relations
- contract management
- procurement, and
- administrative law.

This ensures the OAIC's operations are compliant with relevant legislation and regulations.

Office of the Commissioners

The Office undertakes strategic engagement with internal and external stakeholders to support delivery of the Commissioners' statutory functions. For the first half of the reporting period, the Office included a Reform Taskforce, which was responsible for implementing our restructure activities. Delivery of whole-of-OAIC projects is monitored and reported upon through this Office. The Office of the Commissioners also provides Commissioners with comprehensive executive support.

Regulatory Intelligence and Strategy Branch

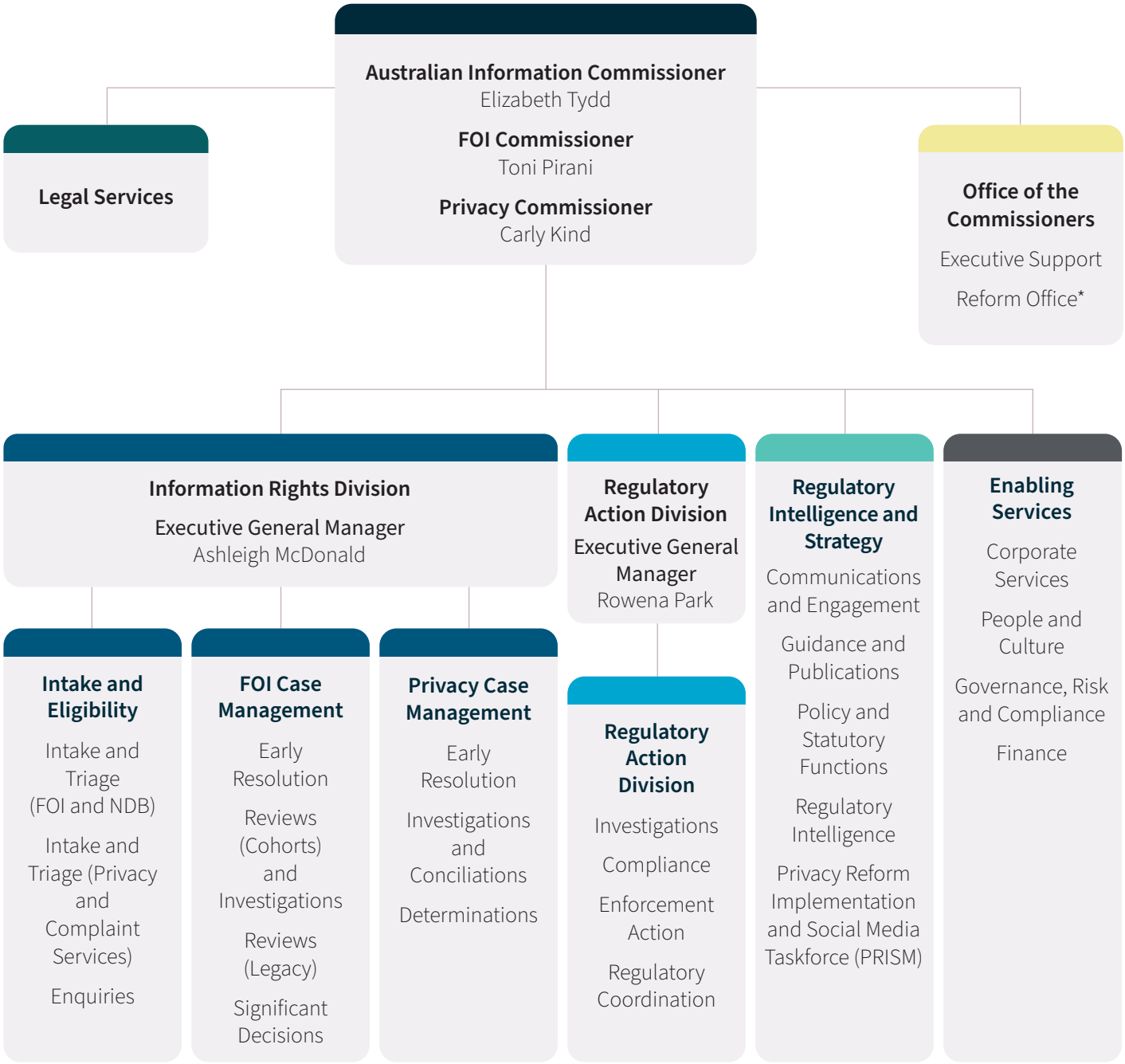
The Regulatory Intelligence and Strategy Branch is the centre of data, policy research and guidance that informs the OAIC's regulatory decision-making and strategy, influences policy and legislative processes, and educates the regulated community to support their privacy and FOI obligations.

The branch:

- provides intelligence and data to inform regulatory decision-making by the OAIC's Commissioners
- develops guidance and publications to educate businesses, agencies and the community on information rights
- communicates the OAIC's work and its impact on people and their lives, including by working with the media, business and government stakeholders
- engages with legislative and policy processes to ensure an information rights and regulatory perspective is considered, and
- delivers various specialist regulatory roles conferred on the OAIC (including Digital ID, CDR, My Health Record and credit reporting regulation).

Figure 1: OAIC corporate structure

At 30 June 2025



*For the first half of the reporting period, the Office of the Commissioners included a Reform Office, which was responsible for implementing our restructure activities.

Part 2
Performance

Our annual performance statements

The OAIC worked effectively across 2024–25 to deliver on our purpose to promote and uphold privacy and information access rights.

Statement of preparation

I, Elizabeth Tydd, as the accountable authority of the Office of the Australian Information Commissioner (OAIC), present the 2024–25 annual performance statements of the OAIC, as required under section 39(1)(a) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act). In my opinion, this annual performance statements are based on properly maintained records, accurately reflects the performance of the OAIC and complies with subsection 39(2) of the PGPA Act.

Elizabeth Tydd
Australian Information Commissioner
10 October 2025

Overall performance

During 2024–25, the OAIC delivered on our purpose to promote and uphold privacy and information access rights. We measure our success against the performance indicators outlined in our Corporate Plan 2024–25, which features 17 performance measures grouped under 4 key activities.

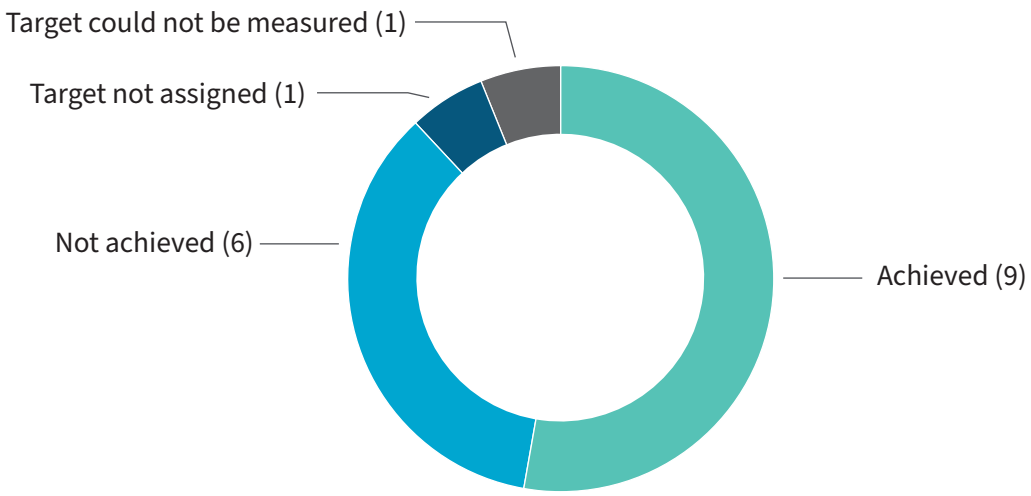
Our performance results have been measured from a combination of data drawn from the OAIC information management system and from an independent annual stakeholder survey.

In this reporting period, we achieved 9 of our 17 performance measures, and 6 were not achieved. Of the remaining 2 performance measures, 1 target was not assigned, and 1 target could not be measured:

- a specific target was not considered appropriate for measure 4.4 ('number of stakeholder engagement activities'), due to fluctuations in the nature and complexity of the policy environment in any given year, and
- measure 3.1 ('Percentage of OAIC recommendations accepted by agencies following FOI complaint investigations') could not be measured because no investigations were finalised in the reporting period.

In 2024–25 an additional measure regarding the effectiveness of our contribution to the regulation of the Digital ID system was included (measure 1.2). A baseline was established for this measure, against which we will compare future performance. For more information, see Table 1: Breakdown of performance measures by status, in the Results section further below.

Figure 2: OAIC performance measures by status



Highlights

- We finalised 2,470 Information Commissioner (IC) reviews in 2024–25, a 41% increase compared to 2023–24 (1,748), and issued 248 IC review decisions, compared to 207 in 2023–24.
- We established the Privacy Reform Implementation taskforce to deliver the Children's Online Privacy Code and other programs of work in response to recent reforms to the Privacy Act.
- We issued 10 determinations following investigations of privacy complaints and continued to reduce the number of older complaints on hand.
- We handled 9,873 privacy enquiries, which is an overall 6% reduction from the previous year. We also finalised 3,123 privacy complaints compared to 3,103 in 2023–24 (a 1% increase), resolving 76% within 12 months.
- We released a report on Australian Government agencies' use of messaging apps, and made recommendations to help agencies better meet their recordkeeping, FOI and privacy obligations when using those apps.
- We accepted an enforceable undertaking offered by Oxfam Australia after the not-for-profit experienced a data breach in January 2021.
- We launched a new FOI statistics dashboard that improves public access to data about the operation of Australia's FOI system.
- We agreed to a $50 million payment program as part of an enforceable undertaking received from Meta to settle civil penalty proceedings.
- Alongside 16 of our international data protection and privacy counterparts, we released a joint statement with further expectations about how social media companies can better protect personal information.
- We finalised 1,155 notifications under the NDB scheme, with 86% of notifications finalised within 60 days, exceeding our target of 80%.
- We registered a new Privacy (Credit Reporting) Code 2024 (Version 3.0) (Credit Reporting Code) to strengthen privacy protections for Australians' credit information and to provide greater clarity for industry on their obligations.
- We closed our Commissioner-initiated investigation into the inadvertent reactivation of facial recognition technology (FRT) by 7-Eleven Stores Pty Ltd (7-Eleven).
- We launched our Privacy Foundations self-assessment tool for businesses that want to establish or improve their privacy practices, procedures and systems.
- We led the Australia-wide campaign for Privacy Awareness Week 2025 and enlisted around 900 government and private sector supporters.
- We hosted multiple roundtables with key stakeholders, including representatives of civil society and industry, to ensure we remain responsive to the community's expectations in promoting and upholding privacy and information access rights.
- Our annual stakeholder survey results demonstrated impressive improvements in stakeholder perceptions of our regulatory effectiveness, with improved index scores in six of the seven performance measures stakeholders were asked to rate.

The work we have completed in 2024–25, including our significant effort to reposition the agency with a carefully redesigned structure, leaves the OAIC well placed to meet its future challenges.

Results

Our PBS outcome and program framework is:

- Outcome 1 – Provision of public access to Commonwealth Government information, protection of individuals' personal information, and performance of information commissioner, freedom of information and privacy functions.
- Program 1.1 – Complaint handling, compliance and monitoring, and education and promotion.

Our purpose is to promote and uphold privacy and information access rights.

Our performance is measured against the 17 performance measures in our Corporate plan 2024–25.[1]

Table 1: Breakdown of performance measures by status

No.	Performance measure	Target	Methodology	Type	Result	Status
1. Influence and uphold privacy and information access rights frameworks						
Intended result 1.1: The OAIC's activities support the effective regulation of the Consumer Data Right (CDR)						
1.1	Effectiveness of the OAIC's contribution to the regulation of the Consumer Data Right as measured by stakeholder feedback.	2023–24 result (71) exceeded	Annual stakeholder survey conducted by an independent professional provider	Effectiveness	62*	Not achieved
Intended result 1.2: The OAIC's activities support the effective regulation of the Digital ID system						
1.2	Effectiveness of the OAIC's contribution to the regulation of the Digital ID system as measured by stakeholder feedback.	Baseline result established	Annual stakeholder survey conducted by an independent professional provider	Effectiveness	76*	Achieved
Intended result 1.3: The OAIC's regulatory outputs are timely						
1.3.1	Time taken to finalise privacy complaints	80% of privacy complaints are finalised within 12 months	OAIC information management system	Output	76%	Not achieved
1.3.2	Time taken to finalise privacy and Freedom of Information (FOI) Commissioner–initiated investigations (CIIs)	80% of CIIs are finalised within 12 months	OAIC information management system	Output	50%	Not achieved

[1] Statistics in this report are current as of **20 August 2025**. On occasion, data is recorded or re-categorised on activities undertaken for the previous reporting period after the conclusion of that reporting period. Where relevant, adjustments are noted in the report. See Appendix H for adjustments for last year's Annual Report.

No.	Performance measure	Target	Methodology	Type	Result	Status
1.3.3	Time taken to finalise notifiable data breaches (NDBs)	80% of NDBs are finalised within 60 days	OAIC information management system	Output	86%	Achieved
1.3.4	Time taken to finalise My Health Record notifications	80% of My Health Record notifications are finalised within 60 days	OAIC information management system	Output	94%	Achieved
1.3.5	Time taken to finalise Information Commissioner reviews of FOI decisions made by agencies and Ministers	80% of IC reviews are finalised within 12 months	OAIC information management system	Output	67%	Not achieved
1.3.6	Time taken to finalise FOI complaints	80% of FOI complaints are finalised within 12 months	OAIC information management system	Output	92%	Achieved
1.3.7	Time taken to finalise written privacy and information access enquiries from the public	90% of written enquiries are finalised within 10 working days	OAIC information management system	Output	48%	Not achieved
2. Advance online privacy protections for Australians						
Intended result 2: The OAIC's activities support innovation and capacity for Australian businesses to benefit from using data, while minimising privacy risks for the community						
2.1	Effectiveness of the OAIC's contribution to the advancement of online privacy protections and policy advice as measured by stakeholder feedback	2023–24 result (60) exceeded	Annual stakeholder survey conducted by an independent professional provider	Effectiveness	66*	Achieved
3. Encourage and support proactive release of government information						
Intended result 3: The OAIC's activities support Australian Government agencies to provide quick access to information requested and at the lowest reasonable cost, and proactively publish information of interest to the community						
3.1	Percentage of OAIC recommendations accepted by agencies following FOI complaint investigations	90%	OAIC information management system	Output	Not assessed as no recommendations issued	Not assessed

No.	Performance measure	Target	Methodology	Type	Result	Status
3.2	Effectiveness of OAIC's advice and guidance on FOI obligations and the Information Publication Scheme (IPS) in supporting government agencies to provide public access to government-held information, as measured by stakeholder feedback.	2023–24 result (56) exceeded	Annual stakeholder survey conducted by an independent professional provider	Effectiveness	65*	Achieved
4. Take a contemporary harms-based approach to regulation						
Intended result 4: The OAIC's approach to our regulatory role is consistent with better practice principles						
4.1	Stakeholder assessment of the extent to which the OAIC's regulatory activities demonstrate a commitment to continuous improvement and building trust	2023–24 result (63) exceeded	Annual stakeholder survey conducted by an independent professional provider	Effectiveness	66*	Achieved
4.2	Stakeholder assessment of the extent to which the OAIC's regulatory activities demonstrate collaboration and engagement	2023–24 result (58) exceeded	Annual stakeholder survey conducted by an independent professional provider	Effectiveness	64*	Achieved
4.3	Stakeholder assessment of the extent to which the OAIC's regulatory activities are based on risk and data	2023–24 result (56) exceeded	Annual stakeholder survey conducted by an independent professional provider	Effectiveness	59*	Achieved
4.4	Number of stakeholder engagement activities	Targets not appropriate due to fluctuations in nature and complexity of policy environment in any given year	Data snapshot demonstrating key formal engagements supplemented by case studies to demonstrate breadth, variety and effectiveness of engagement activities and modes of delivery	Effectiveness	Performance against this measure is described in Part 2 of this report (under 4.4)	Not assessed
4.5	Average call duration of telephone enquiries to the OAIC public enquiry line	Lower than 2023–24 result (6.33 minutes)	OAIC information management system	Efficiency	6.43 minutes	Not achieved

* Result is the score out of 100 achieved in the annual stakeholder survey. The survey results and methodology are explained in Appendix F.

Key activity 1

Influence and uphold privacy and information access rights frameworks

The OAIC is responsible for a wide range of regulatory functions and powers under the FOI Act and the Privacy Act. We also regulate the privacy aspects of the CDR and Digital ID, and undertake activities under 39 other pieces of legislation conferring functions on the Information Commissioner.

Intended result 1.1 – The OAIC's activities support the effective regulation of the Consumer Data Right

Measure

1.1 Effectiveness of the OAIC's contribution to the regulation of the CDR as measured by stakeholder feedback.

Target

Prior year's result (71) exceeded 2024–25 score: 62
Not achieved

The OAIC regulates the privacy aspects of the CDR and enforces the privacy safeguards (and related CDR Rules) in the *Competition and Consumer Act 2010*. We undertake strategic enforcement activities, investigate individual and small business consumer complaints about CDR data handling, and conduct assessments and audits.

We co-regulate the CDR with the Australian Competition and Consumer Commission (ACCC), and work with the Department of the Treasury and the Data Standards Body to support a privacy-by-design approach to the CDR to ensure consumers are afforded effective privacy protections. Collaboration with the ACCC and other CDR agencies is key to the OAIC's continued effective regulation of the CDR.

We achieved an index score of 62 out of 100 for this measure in 2024–25 in our independent annual stakeholder survey (where 100 is the highest possible score). This was lower than our score of 71 in the previous year, but was closer to our score in 2022–23 (67/100). It is notable that the high score of 71 in 2023–24 was based on a very small sample size (n=8, compared to n=33 this year), meaning that result was indicative only and must be treated with caution.

Nevertheless, we will consider initiatives to address the feedback provided in the survey. For more information about the survey results and methodology, see Appendix F.

Regulatory activities

In 2024–25, we received 244 contacts via the CDR website. These matters were triaged and actioned according to the appropriate regulatory response. Of these, 110 were referred to the ACCC and 134 came to the OAIC. Of those assigned to the OAIC, we actively managed 50 enquiries and 19 complaints during the year.

As part of our CDR regulatory role, we provide advice to the Minister and CDR agencies on designating potential new sectors, the privacy implications of making rules, and issues that arise regarding the CDR's operation. During 2024–25, we provided advice on the privacy and confidentiality impacts of:

- expanding the CDR to the non-bank lending sector
- new and amended data standards, and
- amendments to the Competition and Consumer (Consumer Data Right) Rules 2020 (CDR Rules).

We completed 3 CDR assessments in 2024–25 that examined CDR policies, outsourcing arrangements and data quality obligations. The assessment reports are available on our website to assist all CDR participants in better understanding and fulfilling their obligations. We also raised awareness of particular assessments and determinations with articles in our Information Matters newsletter, and the ACCC's Compliance Update and Regulatory Bulletin (The CURB).

We published our first CDR determination in May 2025, in relation to Regional Australia Bank (RAB), which found that RAB had failed to meet its obligations under Privacy Safeguards 1 and 11 to take reasonable steps to secure personal information. The Privacy Commissioner clarified that, where CDR functions are outsourced, businesses should review and consider opportunities to strengthen the terms of contractual agreements, especially audit and monitoring activities. The Privacy Commissioner strongly encouraged businesses to document processes to ensure they proactively review and monitor compliance with obligations, noting that when businesses outsource obligations under the CDR framework, they have oversight responsibilities for those contractors and need to make sure they are doing the right thing and that individuals' privacy is protected.

Our guidance work aims to develop participant and consumer understanding, and to influence compliance with the privacy safeguards and other relevant CDR obligations through clear information, privacy tips and examples. We continue to review our information and resources to ensure they provide clear guidance for participants and other relevant entities.

Assessments, submissions and determinations updates

Assessments

The OAIC completed the following CDR assessments in 2024–25:

- CDR Assessment 6: Openness and transparency – Energy retailers' management of Consumer Data Right data. This assessment examined the CDR policies of 3 energy retailers.
- CDR Assessment 7: Outsourcing arrangements. This assessed the outsourced service provider (OSP) arrangements of 2 accredited data recipients in their role as OSP principals.
- CDR Assessment 8: Data quality obligations for a data holder. This assessment considered Westpac's obligation as a data holder in the CDR to maintain the quality of data disclosed in the CDR.

Submissions

In 2024–25 we prepared submissions on the following consultations led by Treasury and DSB:

- Treasury's Consumer Data Right Consent Review and Operational Enhancements Rules Consultation 2024 (submitted September 2024), and
- Consumer Data Right Rules – non-bank lending and banking data scope (submitted December 2024).

Determination updates

On 14 May 2025, the OAIC published its first CDR determination, in respect of Regional Australia Bank.

Intended result 1.2 – The OAIC's activities support the effective regulation of the Digital ID system

Measure

1.2 Effectiveness of the OAIC's contribution to the regulation of the Digital ID system as measured by stakeholder feedback.

Target

Baseline result established
2024–25 score: 76
Achieved

The Digital ID system is regulated by the ACCC. The OAIC regulates the privacy aspects of the *Digital ID Act 2024*. We provide oversight of the additional privacy safeguards by handling complaints, undertaking investigations and enforcement action, performing relevant NDB functions, and carrying out assessments of compliance with the Digital ID system.

The OAIC also works with the Office of the System Administrator as the administrator for the Australian Government Digital ID System, the Department of Finance as the policy agency and the Data Standards Body in their role relating to the Digital ID data standards. Collaboration with other Digital ID agencies is key to the OAIC's effective regulation of the privacy aspects of Digital ID.

We achieved an index score of 76 out of 100 for this measure in 2024–25 from the independent annual stakeholder survey, based on the average performance rating of survey questions. Future performance will be measured against this baseline, and we will consider initiatives to address the feedback provided in the survey. For more information about the survey results and methodology, see Appendix F.

In 2024–25, we did not receive any NDB notifications involving Digital ID information.

On multiple occasions we provided advice to the Minister for Finance and Digital ID agencies on the privacy and confidentiality impacts of the Digital ID legislative framework.

We published our Digital ID Regulatory Strategy on 26 February 2025, which describes how we propose to use our regulatory powers to build trust and confidence in Australia's Digital ID System, and make identity verification in Australia more secure and privacy protective. We also published guidance to reflect the commencement of the Digital ID legislative framework.

We completed 2 Digital ID Assessments in 2024–25 that examined the Australian Tax Office (ATO) in its role as the operator of the myGovID (now myID) mobile application, and its compliance with the APPs. The assessment reports are available on our website to assist all Digital ID participants to better understand and fulfil their obligations.

Assessments and guidance updates

Assessments

The OAIC completed the following Digital ID assessments in 2024–25:

- Digital ID assessment 2: myGovID destruction of biometric information. This assessment examined the ATO in its role as operator of the myGovID mobile application and its compliance with requirements under APPs 1.2 and 11.2.
- Digital ID assessment 3: myID notification of collection, use or disclosure of personal information. This assessment examined the ATO's compliance with requirements under APPs 1.3, 1.4, 5 and 6 as the operator of the myGovID mobile application.

Guidance updates

In 2024–25, we published the following guidance to reflect the commencement of the Digital ID legislative framework:

- Handling personal information
- Biometric information
- Law enforcement access
- Express consent
- Interaction between the Digital ID Act and the Privacy Act
- Privacy obligations for relying parties
- Privacy and Notifiable Data Breach obligations

Intended result 1.3 – The OAIC's regulatory outputs are timely

Measure

1.3.1 Time taken to finalise privacy complaints

Target

80% of privacy complaints are finalised within 12 months
2024–25 score: 76%
Not achieved

Under s 36 of the Privacy Act, an individual may complain to the Commissioner about an act or practice that may be an interference with their privacy. An interference with privacy may relate to the APPs or to the credit reporting provisions of the Privacy Act. In 2024–25, the OAIC:

- received 3,295 privacy complaints, an increase of 3% from the previous period
- finalised 3,123 privacy complaints, an increase of 1% from the previous period
- finalised 76% of privacy complaints within 12 months of receipt (a decrease from 78% in the previous period), with the average time taken to close a privacy complaint being 7.6 months
- issued 10 determinations following an investigation of a privacy complaint or as a result of a Commissioner-initiated investigation.

The number of privacy complaints received annually continues to steadily rise, with a 3% increase in 2024–25 compared to the previous period. This appears to be attributable, in part, to continued heightened public concern about data protections following a number of significant and highly publicised data breaches. The Privacy Commissioner has also sought to increase awareness of privacy rights and the role of the OAIC through public engagement. This in turn has contributed to greater engagement by members of the public with our complaints handling process.

Building on the progress of 2023–24, we continued to reduce the number of aged complaints on hand. This was achieved through a redirection of resourcing together with continued review and streamlining of our complaint handling processes. The continued focus on resolving older matters has impacted performance against our 80% target. While our focus was on resolving old matters, staff also sought to resolve new complaints at the earliest opportunity, with significant intake and triage processes implemented to support this.

Resolving privacy complaints

We seek to resolve complaints at the earliest opportunity. This may include referring matters to External Dispute Resolution (EDR) schemes, recognised under the Privacy Act, where the complaint may be more appropriately dealt with by them.

In many cases, we exercise the Commissioner's discretion under s 41 of the Privacy Act to decline to investigate a complaint because, for example, the complaint does not involve an interference with the complainant's privacy, the respondent has dealt with the complaint adequately, or an investigation is not warranted in the circumstances. During the reporting period, 69% of privacy complaints were finalised by exercising the Commissioner's discretion under s 41 of the Privacy Act.

If a complaint cannot be resolved during intake and eligibility or by early resolution, and the Commissioner's discretion under s 41 is not exercised, the complaint will be further considered for conciliation or for investigation under s 40 of the Privacy Act.

Following an investigation, the Commissioner may make a determination under s 52 of the Privacy Act dismissing the complaint, or finding the complaint is substantiated and making declarations to address any interference with the complainant's privacy.

During the reporting period, the Commissioner made 6 determinations following the investigation of a privacy complaint. In some cases, those declarations included the provision of compensation to the complainant.

Privacy complaints by issue

Most privacy complaints received were about the handling of personal information under the APPs, which could include the management, collection, use

or disclosure, quality, security, access and correction of personal information held by an Australian Government agency or an organisation covered by the Privacy Act.

Similar to the previous year, the most common issues raised were:

- APP 6 – use or disclosure of personal information (30%)
- APP 11 – security of personal information (25%), and
- APP 12 – access to personal information (19%).

Privacy complaints by sector

In 2024–25, the privacy complaints received primarily concerned the health services, finance and government sectors. There was a significant increase in the number of complaints received in relation to social media sectors, and a significant decrease in relation to telecommunications providers when compared with the previous reporting period.

Table 1.3.1: Number of privacy complaints by sector

Issue	No of complaints received	%	% change from 2023–24
Health service providers	411	12%	18%
Finance (incl. superannuation)	384	12%	–17%
Australian Government	350	11%	–6%
Social media	223	7%	41%
Online services	180	5%	3%
Retail	177	5%	1%
Telecommunications	136	4%	–36%
Real estate agents	122	4%	5%
Insurance	103	3%	–6%
Personal services (incl employment, childcare, vets)	101	3%	6%

Privacy case study 1: Early resolution

The complainant attended an entertainment venue (the respondent) and his ID document was scanned by the respondent using digital scanning technology.

The respondent initiated a temporary venue ban on the complainant which was recorded on a centralised database run by a third-party provider. This resulted in the complainant also being banned from other venues who shared the ID scanning technology.

The complainant claimed the respondent had not provided sufficient notice that his personal information would be disclosed for the purpose of initiating a ban.

In response to the OAIC's inquiries, the respondent confirmed the temporary ban had been lifted and the complainant's details were removed from the database. The respondent subsequently placed a collection notice (via a QR code) which it displayed at the point where patrons are required scan their ID. This action in response to regulatory intervention has better assured privacy rights for the community.

Privacy case study 2: Investigation

Australian privacy law allows an organisation or agency to use or disclose your personal information for the reason they collected it (the primary purpose), and cannot use or disclose it for another reason (a secondary purpose) unless an exception applies, which includes you providing your consent to do so.

'Sensitive information' is a subset of personal information and includes information or an opinion about someone's racial or ethnic origin, or their sexual orientation or practices. Generally, sensitive information has a higher level of privacy protection than other personal information.

The OAIC received complaints from three family members alleging the respondent (an agency) had unnecessarily collected and improperly disclosed too much of their sensitive personal information.

The respondent submitted that the disclosure was for a primary purpose and the complainants had given their consent. The OAIC investigated the matter and found the respondent's position was not substantiated and did not align with statutory interpretation.

The respondent accepted the OAIC's view and advised it would seek to settle the matter directly with the complainants. Following engagement between the parties, the respondent apologised to each of the complainants and agreed to an amount in compensation for the harm caused by the disclosure.

The complainants were satisfied with the outcome and withdrew their complaints with the OAIC.

Privacy case study 3: Determination

The Commissioner conducted an investigation into Bunnings Group Limited's (Bunnings) use of FRT in at least 62 stores across Victoria and New South Wales between November 2018 and November 2021.

Bunnings' FRT system captured via CCTV the facial images of all individuals who entered those stores, such that when processed by the FRT system, this constituted biometric information and biometric templates – collected without the individuals' knowledge or consent. In her determination, the Privacy Commissioner found that Bunnings:

- collected the sensitive information of individuals without consent, where exceptions under the Privacy Act did not apply
- failed to take reasonable steps to notify individuals about its collection of their personal information
- failed to take reasonable steps to implement practices, procedures and systems to ensure compliance with the APPs, and
- failed to include required information in its privacy policy.

Consequently, the Privacy Commissioner found Bunnings breached APPs 3.3, 5.1, 1.2 and 1.3.

The Privacy Commissioner made various declarations in her determination, including that Bunnings must not repeat or continue the acts and practices that led to the interference with individuals' privacy. The full determination is available on Austlii: Commissioner Initiated Investigation into Bunnings Group Ltd (Privacy) [2024] AICmr 230 (29 October 2024).

This matter is currently under review by the Administrative Review Tribunal.

External dispute resolution schemes

The Privacy Act gives the Information Commissioner discretion to recognise EDR schemes to handle privacy-related complaints, enabling complainants to benefit from the expertise and experience of existing industry EDR schemes, where appropriate to the circumstances of the complaint.

When we receive a privacy complaint that can be better dealt with by an EDR scheme (operated by a relevant ombudsman or other authority), we can transfer or decline it and refer the applicant to the alternative scheme, if appropriate.

We work in partnership with recognised EDR schemes with a view to achieving consistent and efficient regulatory outcomes for consumers, and we commence regulatory action on repeated, serious or systemic privacy matters raised by EDR schemes in their quarterly or ad hoc reports to the OAIC.

In 2024–25, 4 complaints were transferred, and 306 complaints were declined and referred to an EDR scheme for consideration. Declining, rather than transferring, allows for a timelier consideration of the complaint by the EDR.

We held a training session on APP 11 in August 2024, and hosted two meetings with the EDR schemes in September 2024 and May 2025.

Measure

1.3.2 Time taken to finalise privacy and FOI Commissioner-initiated investigations (CIIs).

Target

80% of CIIs are finalised within 12 months
2024–25 score: 50%
Not achieved

Subsection 40(2) of the Privacy Act empowers the Commissioner to investigate, on the Commissioner's own initiative, an act or practice that may be an interference with the privacy of an individual. Similarly, subsection 69(2) of the FOI Act empowers the Commissioner to commence an investigation on the Commissioner's own initiative into an agency's performance of functions, or the exercise of powers, under the FOI Act. The Commissioner also conducts preliminary inquiries for the purpose of determining whether to conduct a CII.

During 2024–25, the OAIC commenced 10 privacy CIIs and finalised 4 privacy CIIs. Of those investigations, 50% were finalised within 12 months. The OAIC did not conduct any FOI CIIs during the reporting period. At the conclusion of the reporting period, 13 CIIs remained open.

The case studies below provide more detail about a selection of matters finalised in 2024–25.

Table 1.3.2: Privacy CIIs commenced and finalised

	2021–22	2022–23	2023–24	2024–25
Number of CIIs commenced	7	28	7	10
Number of CIIs finalised	4	28	6	4

CII case study 1: Meta

On 17 December 2024, the Australian Information Commissioner settled proceedings against Meta with a $50 million payment program. The program formed part of an enforceable undertaking to resolve allegations that Meta breached the Privacy Act in its handling of personal information.

The Commissioner alleged the personal information of some Australian Facebook users was disclosed to the This is Your Digital Life app in breach of the Privacy Act. The information was exposed to the risk of disclosure to Cambridge Analytica and other third parties and risked being used for political profiling purposes.

The agreement followed a CII against Meta from April 2018 and a court-ordered mediation, which had been ongoing since February 2024, as part of Federal Court civil penalty proceedings the Commissioner initiated in March 2020.

The enforceable undertaking requires Meta to set up a payment scheme, which will be run by an independent third-party administrator. The scheme will be open to individuals who:

- held a Facebook Account between 2 November 2013 and 17 December 2015
- were present in Australia for more than 30 days during that period, and
- either installed the This is Your Digital Life app or were Facebook friends with an individual who installed the app.

The settlement represents the largest ever payment dedicated to addressing concerns about the privacy of individuals in Australia and represents a substantive resolution of privacy concerns raised by the Cambridge Analytica matter.

This outcome demonstrates that all entities operating in Australia must be transparent and accountable in the way they handle personal information, in accordance with their obligations under Australian privacy law, and give users reasonable choice and control about how their personal information is used. Australians need assurance that whenever they provide their personal information to an organisation, they are protected by the Privacy Act wherever that information goes.

CII case study 2: Master Wealth Control Property Lovers

On 26 November 2024, the Privacy Commissioner found that scraping data to target vulnerable people by Master Wealth Control Pty Ltd (DG Institute) and Property Lovers Pty Ltd, companies linked to Ms Dominique Grubisa, was unlawful and interfered with the privacy of individuals.

The CII considered the companies' practice of collecting personal information from court lists and databases for inclusion in their weekly leads lists, and whose personal information they subsequently disclosed to participants through those leads lists.

The Commissioner found the companies failed to collect the personal information by fair means, failed to take reasonable steps to notify individuals whose information was collected, and failed to ensure the information they collected was accurate and up to date.

Specifically, the respondent collected individuals' personal information contrary to the terms and conditions of the third parties' websites and databases, and in circumstances where those individuals had no knowledge or awareness of the collection. Further, those individuals were in or perceived to be in vulnerable positions and could not have reasonably expected the respondent to collect their personal information.

The Commissioner declared that the companies immediately cease unfairly collecting personal information of individuals from third parties, destroy their lead lists within 30 days, provide the OAIC with evidence of the action they had taken to address the issues raised, and update their privacy policies. Property Lovers was also required to publish a written apology, which it has now published on its website.

CII case Study 3: Regional Australia Bank – Consumer Data Right

The Privacy Commissioner found that Regional Australia Bank (RAB), in its capacity as a data holder in CDR, breached Privacy Safeguards 1 and 11 by virtue of the conduct of its third-party service provider, Biza.

The relevant incident involved the CDR data of up to 197 consumers being co-mingled. This created a real risk that RAB would provide inaccurate information to other participants in the CDR ecosystem about an affected consumer. This in turn had the potential to impact information and decisions about the affected consumers, such as whether they were approved for credit or a financial product.

The issue came about through a fault in Biza's software that was provided as a service to multiple CDR clients. Biza had implemented a software patch for clients to remediate the issue, but failed to identify that RAB, who were in the process of transitioning to the software platform, would become affected. The issue was identified only when an accredited data recipient raised an incident where a consumer had transactions in their banking history that did not belong to them. Biza quickly addressed the issue when they became aware of it. However, the OAIC considered it important to investigate the incident to identify the cause and make sure it was not repeated, and to support trust in the privacy safeguards in the CDR system.

The Privacy Commissioner's view was that the nature of the agreements between RAB and Biza, and the obligations contained in them, made Biza's activities conduct engaged in on behalf of RAB. Section 84(2) of the *Competition and Consumer Act 2010* stipulates that when a company acts as an agent of another, for the purposes of the consumer data rules, that conduct is deemed to have been engaged in by the other entity. As such, RAB was liable for any failings by Biza, even if it had no knowledge or awareness of them and was not in a position to take steps to prevent or address them.

Measure

1.3.3 Time taken to finalise notifiable data breaches (NDBs)

Target

80% of NDBs are finalised within 60 days
2024–25 score: 86%
Achieved

A data breach involves the improper access, disclosure or loss of personal information. Entities covered by the Privacy Act are required to notify the OAIC where a data breach is likely to result in serious harm to an individual.

In 2024–25, the OAIC received 1,126 notifications under the NDB scheme, which is an increase of 12% from the previous reporting period and reflects a similar increase from the previous year. This significant increase in notifications can be attributed in part to the complex landscape faced by entities. We finalised 1,155 notifications and had 98 notifications on hand at the end of the reporting period. This is a significantly improved result from the previous reporting period, especially in light of the OAIC's restructure and reduced number of staff handling these matters.

We finalised 86% of notifications within 60 days, exceeding our target of 80%.

We publish reports on the operation of the NDB scheme to highlight emerging issues and help entities and the public better understand privacy risks. The insights detailed in these reports aim to assist entities to improve their systems and processes to reduce the risk and potential impact of data breaches.

NDB scheme notifications

Table 1.3.3a: Source of data breaches

Source	Notifications received	%
Malicious or criminal attack	718	64
Human error	364	32
System fault	29	3
Other	15	1
Total	**1,126**	**100**

Table 1.3.3b: Number of data breaches by number of individuals affected

Number of individuals affected	2023–24	2024–25
1	263	295
2–10	169	185
11–100	208	250
101–1,000	187	222
1,001–5,000	81	81
5,001–10,000	28	24
10,001–25,000	11	14
25,001–50,000	18	10
50,001–100,000	11	6
100,001–250,000	8	5
250,001–500,000	3	7
500,001–1,000,000	3	2
1,000,001–10,000,000	4	2
10,000,001 or more	1	0
Unknown	6	23
Total	**1,001**	**1,126**

While the NDBs received in the reporting period overall have increased, the number of individuals affected has reduced. Those breaches affecting under 1,000 individuals comprise the vast majority of notifications (84%), and the number of notifications affecting more than 1,000 individuals reflect a definite reduction. The number of notifications affecting 1 million or more individuals reduced from 5 to 2.

NDB case study 1: Staff records on a portable memory stick

An agency's human resources staff member copied staff records onto a portable memory stick to do work at home. This action was in breach of both the agency's policies and APP 11. The memory stick was misplaced by the employee, and they reported this to management.

The agency followed its data breach response plan, which commenced with unsuccessful attempts to locate the memory stick. The agency concluded that unauthorised access was likely to occur as there were no security provisions on the memory stick. The information contained personal and sensitive information of current staff.

Due to the sensitive nature of the information, the agency's risk assessment found a likely risk of serious harm to at least one of the individuals and therefore considered it was an eligible data breach. The agency met its Privacy Act obligations by lodging a notification to the OAIC.

The affected individual was notified of the data breach, the agency provided an apology, and a copy of the statement prepared for the OAIC was also provided to the affected individual. The agency provided an explanation of steps taken to prevent a breach of that nature being repeated and included this action in the information it provided to the affected individual.

NDB case study 2: Malicious email

An organisation entered into a contract with an overseas service provider for an automated email marketing platform to communicate with its customers. The service provider detected that the bulk mailing distribution lists for the organisation had been downloaded by an external IP address. The information included personal information of the organisation's customers. The service provider notified the organisation, which immediately commenced and investigation into the incident.

The investigation identified that an employee of the organisation had unintentionally opened an email which included an attachment from a malicious third-party attacker. The organisation undertook further assessments and identified it was more probable than not that the third-party attacker would use the information for the purposes of fraud or identity theft, which could result in serious harm to the individuals affected.

Given this, the organisation contacted affected individuals in relation to the breach and also lodged the appropriate notification to the OAIC. The notifications to the affected individuals included information about scam emails that may result from the breach and how to identify them, and provided referrals to services that could assist the affected individuals to mitigate the risk of identity theft.

Measure

1.3.4 Time taken to finalise My Health Record (MHR) notifications

Target

80% of MHR notifications are finalised within 60 days
2024–25 score: 94%
Achieved

An MHR is an electronic summary of a patient's health information, including their treatment, medications, diagnoses and allergies.

The MHR scheme is established by, and operates under, the *My Health Records Act 2012*, and the OAIC is responsible for regulating the privacy aspects of the scheme. This includes assessing and, where necessary, investigating alleged data breaches.

In 2024–25, we received 18 notifications concerning data breaches under the MHR scheme, compared to 39 notifications in the previous reporting period, a decrease of 54%. We closed 18 notifications during the period. These were reviewed and finalised in an average time of 32 days, and 94% were finalised within 60 days, exceeding the target for this measure (80%).

Further information about our compliance activities in relation to the MHR scheme is available in the Annual report of the Australian Information Commissioner's activities in relation to digital health 2024–25.

Measure

1.3.5 Time taken to finalise Information Commissioner (IC) reviews of FOI decisions made by agencies and Ministers

Target

80% of IC reviews are finalised within 12 months
2024–25 score: 67%
Achieved

The OAIC finalised 2,470 IC reviews in 2024–25, a 41% increase compared to 2023–24 when we finalised 1,748. We finalised 67% of IC reviews within 12 months (1,665), compared to 63% in 2023–24 (1,108). The average time taken to finalise an IC review decreased from 15.5 months in 2023–24 to 13.5 months in 2024–25. These improvements reflect a continued focus on finalising legacy matters more than 12 months old, with 805 IC reviews finalised pertaining to matters more than 12 months old. This includes finalisation of all matters lodged in 2020.

In 2024–25 the OAIC received 2,136 IC review applications, a 21% increase compared to the 1,766 IC review applications received in 2023–24. These changes were mainly due to an increase in the number of IC reviews of deemed access refusal decisions (from 1,064 in 2023–24, to 1,688 in 2024–25). The number of

IC reviews on hand decreased from 2,027 in 2023–24 to 1,693 in 2024–25.

Under s 55K of the FOI Act the Information Commissioner, after undertaking an IC review, must make a decision in writing to either affirm or vary the decision of the agency or minister, or to set it aside and make a fresh decision.

In 2024–25, individuals occupying the roles of Information Commissioner, FOI Commissioner, Assistant Commissioner and General Manager, FOI Case Management, issued 248 decisions under s 55K of the FOI Act, compared to 207 in 2023–24. Of these, 74 (30%) affirmed the decision under review (compared to 62 in 2023–24), 154 (62%) set aside the decision (compared to 125 in 2023–24) and 20 (8%) varied the decision (also 20 in 2023–24).

Of the 2,470 IC reviews finalised in 2024–25, 232 (9%) were closed under s 54N as invalid (out of jurisdiction, misdirected, out of time, copy of decision not provided, or not an IC-reviewable decision). This compares to 231 (13%) closed under s 54N as invalid in 2023–24.

In total, 949 IC reviews (38%) were closed under s 54R as withdrawn. Of these, 515 (54%) were finalised following a revised decision to provide access being made under s 55G. This compares to 879 IC reviews finalised under s 54R in 2022–23, with 516 finalised following a revised decision under s 55G in 2022–23. Of the 515 IC reviews finalised under s 54R following a revised decision, 414 involved a review of a deemed access refusal decision.

In 2024–25, we continued to strengthen the approach to managing our IC review workload by enhancing previously implemented strategies and focusing on improved performance outcomes. The OAIC implemented an organisation-wide surge team in the reporting period that provided additional capacity across a range of FOI regulatory functions, including IC reviews.

Building on prior initiatives, we refined our identification and management of priority cohorts. This included matters in which the FOI applicant had not received a decision about access to documents, matters where the sole access refusal reason related to adequacy of searches, imposition of a charge, practical refusal (s 24), and IC review matters involving a decision to grant access to documents.

Part 2 of the FOI Guidelines was updated on 1 April 2025 to reflect the Full Federal Court decision in *Attorney-General (Cth) v Patrick* [2024] FCAFC 126 (24 September 2024), which held that the time for assessing whether a document is an 'official document of a Minister' is the time the FOI request is made ([65]), and that there is a duty not to frustrate the rights of the requesting party to have the FOI request determined, including on review or appeal ([93]). The updates to Part 2 also reflect a subsequent decision by the FOI Commissioner considering whether requested documents were official documents of a Minister: *Geoffrey Shafran v Minister for Veterans' Affairs and Defence Personnel (Freedom of information)* [2025] AICmr 46 (4 March 2025).

In updated Part 2, the Information Commissioner gave practical examples of how ministers could preserve an FOI applicant's right to have a determination on an FOI request they had made to an outgoing minister. This included clarification from *Shafran* that a document cannot be both a document of an agency and a document of a minister. If an applicant makes an FOI request to a minister for a document that is not in the minister's possession at the time of the request, but is in the possession of an agency at the time of the request, the document is not a document of the minister. This updated guidance was finalised ahead of the 2025 Federal election, to assist ministerial offices in understanding their FOI obligations during the election transition period.

The Direction as to certain procedures to be followed by agencies and ministers in Information Commissioner reviews and the Direction as to certain procedures to be followed by applicants in Information Commissioner reviews were reissued on 1 July 2024. As outlined in these Procedure Directions, notices we issue to respondents are now issued to both the respondent and the IC review applicant at the same time. Respondents and applicants are required to share their submissions with the other party at the same time they provide them to the OAIC. Agencies seeking an extension are required to advise us of the reason in advance of the due date, with the request only being granted in extenuating or exceptional circumstances (paragraphs 2.10 and 3.25).

FOI case study 1: Section 47C (deliberative processes) and documents in which there is considerable public interest

Rex Patrick and Department of Industry, Science and Resources (No. 3) (Freedom of information) [2024] AICmr 265 (10 December 2024)

This decision mainly discusses whether documents relating to the National Radioactive Waste Management Facility and legislative amendments to the *National Radioactive Waste Management Act 2012* are exempt under the FOI Act. It provides an example of how the FOI Act applies to documents prepared to brief ministers in which there is considerable public interest.

While the FOI Commissioner accepted certain material attracted legal professional privilege and was exempt under s 42, the FOI Commissioner set aside the Department's access refusal decision in relation to the material which the Department maintained was exempt under s 47C. In finding disclosure would not be contrary to the public interest, the FOI Commissioner gave significant weight to the fact that disclosure would inform debate on a matter of public importance and promote effective oversight of public expenditure in relation to the selection and implementation of a National Radioactive Waste Management Facility.

FOI case study 2: Death of an applicant during an IC review

Peter Timmins and Department of Foreign Affairs and Trade (Freedom of information) [2024] AICmr 258 (2 December 2024)

Peter Timmins and Department of Foreign Affairs and Trade (No. 2) (Freedom of information) [2024] AICmr 268 (16 December 2024)

During the IC reviews, the applicant Mr Peter Timmins passed away. In the decisions, the FOI Commissioner paid tribute to Mr Timmins' significant contributions to public life and to greater community understanding of the role of access to information in society. The decisions also note that, in contrast to other legislative schemes, the FOI Act does not include express provisions addressing what is to occur in the event of the death of an applicant, noting it is a matter of discretion as to whether an IC review is continued. These decisions set out the factors that informed the decision to proceed to a s 55K decision in these circumstances.

Measure

1.3.6 Time taken to finalise FOI complaints.

Target

80% of FOI complaints are finalised within 12 months
2024–25 score: 92%
Achieved

In 2024–25, the OAIC received 340 complaints about actions taken by agencies when handling FOI requests, an increase of 26% compared to 2023–24.

We finalised 343 complaints, compared to 377 in 2023–23, and we finalised 92% of FOI complaints within 12 months, with the average time to finalise a FOI complaint being 2.8 months.

The finalised FOI complaints included:

- 62 that were withdrawn
- 49 that were finalised under s 70 as not within the Information Commissioner's jurisdiction to investigate
- 120 that were finalised under s 73(b) as more appropriately considered under a merits review, and
- 9 that were transferred to the Commonwealth Ombudsman.

The FOI Guidelines outline the Information Commissioner's view that making an FOI complaint is not usually an appropriate mechanism where IC review is available, unless there is a special reason to undertake an investigation and the matter can be more appropriately and effectively dealt with in that manner.

Spotlight on FOI: Extensions of time

The FOI Act sets out timeframes within which agencies and ministers must process FOI requests. When an agency or minister is unable to process an FOI request within the statutory processing period, they may apply for an extension of time (EOT) from the FOI applicant or the Information Commissioner.

If the applicant agrees to an EOT in writing, the agency or minister must notify the Information Commissioner of the agreement to extend the statutory processing time as soon as practicable (s 15AA of the FOI Act).

An agency or minister can also apply to the Information Commissioner for an extension of the processing period:

- if they can demonstrate that processing the FOI request will take longer than the statutory timeframe because it is voluminous or complex in nature (s 15AB of the FOI Act), or
- where they have been unable to process the request within the statutory timeframe and are deemed to have made a decision refusing the FOI request (ss 15AC, 51DA and 54D of the FOI Act).

We received 36% more notifications this financial year compared to 2023–24.

We received 816 applications for extension of time during this financial year, compared to 986 in 2023–24.

The OAIC aims to respond to EOT applications within 10 calendar days. We finalised 90% of applications within 10 calendar days in 2024–25. This was up from 78% in 2023–24.

Agencies not meeting statutory timeframes in processing an FOI request was the most common complaint about the handling of FOI matters by agencies, consistent with previous reporting periods, and we commenced investigations relating to this issue that were ongoing at the end of the reporting period.

Other common complaints included:

- unsatisfactory reasons for decision
- poor customer service
- processing errors (including failure to acknowledge requests and failure to assist with applications), and
- incorrect application of the law

The top 5 most complained about agencies in 2024–25 were:

- Department of Home Affairs
- National Disability Insurance Agency
- Australian Federal Police
- Services Australia, and
- Department of Defence.

The OAIC received 188 complaints about the top 5 agencies in 2024–25, comprising 55% of all FOI complaints received.

Spotlight on FOI: Vexatious applicant declarations

The Information Commissioner has the power to declare a person to be a vexatious applicant if they are satisfied the grounds in s 89L of the FOI Act exist.

In 2024–25, the OAIC received 1 application from an agency under s 89K of the FOI Act seeking to have a person declared a vexatious applicant, and we finalised 0 applications. No declarations under s 89K of the FOI Act were made during the reporting period.

Declarations are available in the Australian Information Commissioner (AICmr) database on AustLII.

Measure

1.3.7 Time taken to finalise written privacy and information access enquiries from the public

Target

90% of written enquiries are finalised within 10 working days
2024–25 score: 48%
Not achieved

The OAIC responds to telephone and written enquiries from the public. We manage a large number of public enquiries and offer additional assistance to the public such as transcribing verbal privacy complaints for individuals who require this service.

This year the OAIC received 2,683 privacy written enquiries and 7,190 privacy telephone enquiries, which is an overall reduction of 6% from the previous year. In relation to FOI access enquiries, the OAIC received 1,790 enquiries by phone 1,221 (6% increase) and 569 written enquiries (23% increase).

Regarding the time taken to finalise written privacy and information access enquiries from the public, the OAIC answered 48% with the target timeframe of 10 days. The financial year started with a high number of enquiries on hand, peaking at 344 in August 2024. A focus on actioning aged matters saw the number on hand reduce throughout the financial year, however the volume did impact our ability to meet the service standard.

Key activity 2

Advance online privacy protections for Australians

The OAIC aims to advance online privacy protections for Australians and minimise the risks of technologies that have a high privacy impact. In doing so we aim to support Australians' trust in the Australian digital economy, influence the development of legislation, apply a contemporary approach to regulation and raise awareness of online privacy protections.

Intended result 2 – The OAIC's activities support innovation and capacity for Australian businesses to benefit from using data, while minimising privacy risks for the community

Measure

2.1 Effectiveness of the OAIC's contribution to the advancement of online privacy protections and policy advice as measured by stakeholder feedback

Target

Prior year's result (60) exceeded
2024–25 score: 66
Achieved

We appreciate the increased role of the online environment for the economy, education and our social connections, but acknowledge the privacy risks this entails. We remain committed to ensuring the APPs are understood by, and operate effectively for, entities working in enterprises that focus on innovation and technology. This has been demonstrated during the year by some key regulatory activities that have signalled to the market how privacy protective practices are essential to, and should be incorporated into, business's functions and activities. This will contribute to continuing privacy compliance in an environment of rapid technological change.

In December 2024, Meta gave the Information Commissioner an enforceable undertaking in relation to the Cambridge Analytica incident, in which Meta undertook to implement a payment program, open to eligible Australian users who had suffered loss or damage as a result of interferences with their privacy arising from the conduct the subject of the Commissioner's concerns.

We finalised a significant CII into Master Wealth, a corporation that offered services to property investors, including the distribution of a 'lead list' of personal information compiled from third party websites and databases. The Privacy Commissioner found breaches of APPs 3.5, 5.1, 10.2 and 1.4. We also finalised a related CII into Property Lovers Pty Ltd, finding that entity interfered with the privacy of the individuals whose personal information it collected from third party websites and databases for inclusion in its lead lists and disclosed to paying participants of its Elite Mentoring Program.

Following passage of the *Privacy and Other Legislation Amendment Act 2024*, which introduced a mandate for the OAIC to develop the Children's Online Privacy Code (the Code), we commenced work on this key project to put children at the centre of privacy protections in Australia. The Code will specify how online services accessed by children must comply with the APPs, and may impose additional requirements provided they are not inconsistent with the existing principles.

During the reporting period we undertook research, evidence-gathering and extensive consultations. As code developer, our ultimate objective is not to prevent children from engaging in the digital world, but rather to protect them within it through strengthened privacy protections for the handling of their personal information.

The OAIC has also been preparing for our role protecting privacy in the Social Media Minimum Age Scheme established by the *Online Safety Amendment (Social Media Minimum Age) Act 2024* (SMMA Act). During the reporting period we commenced work on guidance and other supports for age-restricted social media platforms, and implementing a program of proactive monitoring and enforcement.

Across 2024–25, we delivered guidance and advice to key Australian Government agencies and other stakeholders on privacy in the online environment. For example, in October 2024 we published guides for businesses to articulate how Australian privacy law applies to AI and to set out our regulator expectations. The first guide was aimed at assisting businesses to comply with their privacy obligations when using commercially available AI products and helping them to select an appropriate product. The second guide provided information to developers using personal information to train generative AI models.

In November 2024 we released guidance for private sector organisations to ensure they meet their obligations under the Privacy Act when using third-party tracking pixels on their website. The guidance made clear it is the responsibility of the organisation seeking to deploy a third-party tracking pixel on their website to ensure it is configured and used in a way that is compliant with the Privacy Act.

During the year we also sought to influence the design of legislation and other policy initiatives to address privacy risks and promote a best-practice approach to privacy matters, including making 14 submissions that address these issues. We provided advice on areas including strengthening the myGov ecosystem, mandatory guardrails for AI in high-risk settings, automated decision-making and online safety.

International engagement

In our complex world, past practices and assumptions are being challenged at speed and with intensity by changes in technology and ways of working. We have continued to engage in these issues while ensuring our regulation does not hinder the adoption of technology which can build the capability of the Australian people and expand the productive capacity of the broader economy.

We have continued to engage internationally on these issues, including through membership of working groups and networks of the Global Privacy Assembly (GPA) such as the Digital Citizen and Consumer Working Group (DCCWG), the International Enforcement Cooperation Working Group (IWEG) and the Global Privacy Enforcement Network (GPEN).

Commissioner Kind presented at the Artificial Intelligence Action Summit. This engagement provided the OAIC with an opportunity to enhance leadership in the field of AI regulation. Commissioner Kind was invited to speak at an event on Trustworthy and Accountable Data Governance, and also attended RightsCon, where she spoke about Strengthening the human rights framework in AI governance. Commissioner Kind was also part of the Roundtable on Policy Leadership in the Digital Era.

Key activity 3

Encourage and support proactive release of government information

The OAIC will continue to promote a proactive approach to the publication of government-held information. We will focus on efficient access to information and facilitate innovation and engagement while ensuring privacy is protected.

Intended result 3 – The OAIC's activities support Australian Government agencies to provide quick access to information requested and at the lowest reasonable cost, and proactively publish information of interest to the community

Measure

3.1 Percentage of OAIC recommendations accepted by agencies following FOI complaint investigations

Target

90%

Following the completion of an FOI complaint investigation, the Information Commissioner can make recommendations to an agency, under s 88 of the FOI Act, of steps the agency ought to take to improve their compliance with obligations under the FOI Act. The recommendations are addressed to an agency head or senior official within the agency.

In 2024–25, the OAIC focused on thematic investigations of FOI complaints, commencing investigations into 3 agencies in response to complaints received about those agencies' compliance with statutory timeframes. Findings are yet to be issued in these matters as at 30 June 2025. No other investigations were undertaken or finalised in the 2024–25 year.

Given that no complaint investigations were finalised, no recommendations have been provided to agencies to accept or not in the relevant time period. As such, this performance measure cannot be assessed for the 2024–25 financial year.

Measure

3.2 Effectiveness of the OAIC's advice and guidance on FOI obligations and the Information Publication Scheme (IPS) in supporting government agencies to provide public access to government- held information, as measured by stakeholder feedback.

Target

Prior year's result (56) exceeded
2024–25 score: 65
Achieved

We continue to provide advice and guidance on FOI obligations and the IPS. For example, the OAIC engages with FOI practitioners through its Information Contact Officer Network (ICON), which is a forum for Australian Government FOI practitioners. At the end of the reporting period, there were over 500 ICON members. The OAIC continued a series of FOI workshops for ICON members in 2024–25, with

seminars including topics such as IC review practice update, extension of time applications and FOI complaints. We issued 14 'ICON alerts' in 2024–25 to share FOI-related news with this network, up from 8 in 2023–24.

The 2024 OAIC FOI practitioners' survey was conducted as an online survey of primary FOI contact officers of Australian Government agencies. The aim of the survey was to strengthen the OAIC's understanding of agencies' needs in relation to their FOI practices, and to inform our exercise of the FOI functions. 147 Australian Government agencies (71% of those invited to take part) completed the survey. Interesting findings from the survey included that 82% of agencies reported the FOI Guidelines were the most used resource to assist them in performing their FOI Act functions. Over half of agencies used OAIC resources at least weekly (32%), fortnightly (13%) or monthly (13%). Another notable finding was that agencies with integrated records management systems and comprehensive records management policies rated their ability to manage FOI requests more positively than other agencies.

In 2024, we developed an FOI self-assessment tool to help agencies understand the effectiveness of their information access systems, and the extent to which they comply with the FOI Act. The self-assessment tool is complemented by a table providing short strategies to remediate any gaps identified in completing the self-assessment tool.

We also created the FOI statistics dashboard, to help government, agencies, the media and the public better understand the volume and type of FOI requests received and how well agencies are meeting their obligations under the FOI Act. The dashboard presents key FOI data reported to the OAIC by agencies and ministers, and is updated quarterly.

In light of key decisions in the reporting period, the Information Commissioner issued an updated version of Part 2 of the FOI Guidelines in April 2025. The updated Guidelines explain that ministers have a duty to preserve an FOI applicant's right to have their FOI request determined, including on review or appeal. The Guidelines explain that a requested document should be assessed as an 'official document of a minister' at the time when the request is made, and only that time. This approach is expected to change how agencies and ministers process FOI requests seeking minister's documents, subject to proposed law reforms currently before the Parliament.[1]

In addition to proactively developing and publishing guidance, we also provide individual or tailored guidance or advice in response to specific enquiries. In 2024–25, we received 1,790 enquiries about the FOI system, compared to 1,618 in the previous reporting period. We responded to 84 requests for guidance, some from the year prior. These included enquiries that required a more complex or specific response, as well as support for agencies completing FOI statistical returns, and guidance around interpreting the FOI Act.

The OAIC's overall performance in relation to this measure is gauged through an independent annual stakeholder survey. The overall index score for 2024–25 was 65 out of 100, a 9-point increase from the score achieved in the previous year (56 out of 100). The highest average ratings achieved for both FOI and IPS related to advice and guidance being easy to find, easy to understand and useful. In terms of IPS, the lowest rated sub-measure related to how well the advice OAIC provides on the IPS is easy to understand. In terms of FOI, the lowest rated sub-measure related to advice and guidance provided being consistent; while this rating increased from last year, it continued to score the least (3.48/5 in 2024–25, compared to 2.98/5 in 2023–24).

Satisfied or very satisfied stakeholders mentioned the guidelines are useful, comprehensive and easy to understand and access, and provide guidance on stakeholders' questions. Stakeholders who rated the OAIC negatively said it was because they found guides to be inconsistent with legislation and found processing FOI reviews and responsiveness to be slow.

We will consider initiatives to address the feedback provided in the survey. For more information about the survey results and methodology, see Appendix F.

[1] On 3 September 2025, the Freedom of Information Amendment Bill 2025 was introduced into the Parliament. Schedule 8 of that Bill proposes to amend the definition of 'official document of a minister'.

International Access to Information Day 2024

On 28 September 2024, we joined members of the United Nations and Australian states and territories to mark International Access to Information Day (IAID) 2024.

The UNESCO theme for IAID 2024 – the importance of mainstreaming access to information and participation in the public sector – underscored the importance of community access to government-held information.

To recognise the special day, Information Commissioner Tydd and FOI Commissioner Pirani were joined by National Data Commissioner Gayle Milnes, CEO of the Digital Transformation Agency Chris Fechner, and Chief Executive Officer of Digital Health, Amanda Cattermole PSM.

The panel emphasised the importance of ensuring transparency, inclusiveness and accessibility of government information to empower citizens, counter disinformation and help prevent corruption.

Commissioner Tydd also joined Information Commissioners from Victoria, New South Wales and Queensland in a panel event hosted by the Office of the Victorian Information Commissioner.

To help spread the word, we also published and distributed a range of resources to our network of stakeholders, including visual campaign materials and an IAID toolkit containing information that FOI practitioners could adapt for their agencies.

Key activity 4

Take a contemporary, harms-based approach to regulation

The OAIC continues to take a contemporary approach to our regulatory role in promoting and upholding Australia's privacy and FOI laws. This means engaging with and responding to the community's expectations of Australia's regulatory bodies.

Intended result 4 – The OAIC's approach to our regulatory role is consistent with better practice principles

Measure

4.1 Stakeholder assessment of the extent to which the OAIC's regulatory activities demonstrate a commitment to continuous improvement and building trust

Target

Prior year's result (63) exceeded
2024–25 score: 66
Achieved

The OAIC has a broad range of regulatory functions under 39 different pieces of legislation. We continue to embed a strong regulatory posture, taking a contemporary and proactive approach, aligned with the principles of regulator best practice. Our focus on continuous improvement and building trust underpins this, ensuring that we meet and, wherever possible, exceed stakeholder expectations.

Our understanding of the industries we regulate is critical for building and maintaining the trust of the Australian community. To enhance this understanding, we engage actively with stakeholders affected by privacy and FOI regulation, as well as the industries we regulate, and we are clear and upfront about how we make decisions.

Our work includes investigating issues, reviewing decisions, and handling complaints. In addition, we provide extensive guidance and advice while conducting assessments to drive best-practice compliance across the sectors we regulate. To support this work, we are focused on building and maintaining a talented, engaged team that is ready to meet the expectations of both the government and the public.

Data from our independent annual stakeholder survey has been used to measure progress against this performance measure. Based on the average performance rating of relevant survey questions, an index score of 66 out of 100 was achieved, which is an improvement over last year's result (63). For more information about the survey results and methodology, see Appendix F.

Examples of some of our key regulatory activities in 2024–25, undertaken in addition to progressing specific privacy and FOI complaints, reviews and investigations, are outlined below.

We remade the National Health (Privacy) Rules in line with the objects set out in s 2A of the Privacy Act. In our review of the Rules, we actively sought to balance privacy considerations with the interests of government and researchers in conducting public health activities, and to promote the responsible handling of personal information by such entities. All feedback we received was carefully considered and assisted us in progressing the review.

We considered significant changes in context since the last substantive revision of the Rules in 2008, in particular, developments in government information handling and digital technologies. These have changed foundational aspects of how the Rules apply in practice. Government initiatives to remove obstacles

to information sharing and to foster data integration for research and public policy have direct relevance for the Rules. We therefore sought to update the Rules, so they continue to be fit for purpose, while ensuring the use and disclosure of claims information remains subject to strict controls in line with community expectations for sensitive Medicare Benefits Schedule and Pharmaceutical Benefits Scheme claims data.

We updated our Guide to Health Privacy to clarify conditions under which healthcare providers can disclose genetic information to family members with consent.

We continue to demonstrate our commitment to building trust by being transparent about our consultation approach, a key example of which is our work developing the Children's Online Privacy Code. We have communicated our approach through various mechanisms such as our website, public-facing webinars and via several keynote speaker engagements.

We have welcomed wide engagement with relevant stakeholders in the development phase of the Code. Notably, we have been open about the importance of direct consultation with children, parents and caregivers, experts in child welfare, privacy and online safety, and young people, to ensure the Code reflects the real experiences and needs of children and their families. This will assist us to create a regulatory environment built upon trust. We received over 330 consultation responses from children, young people and parents/carers to understand the community's key concerns regarding online privacy, which will help inform our drafting of the new Code.

Although industry consultations are not a statutory requirement, we have engaged widely with them, including seeking their comments on an issues paper we published in June 2025.

During 2024–25, the OAIC made 14 submissions to formal reviews or enquiries. In particular, we provided a submission to the Department of Industry, Science and Resources' (DISR) Proposals Paper for introducing mandatory guardrails for AI in high-risk settings, and AGD's consultation paper on the use of automated decision-making by government.

Guidance updates

New and updated guidance and tools

This year the OAIC strengthened our commitment to an education-focused approach by providing guidance and tools for organisations to uplift their understanding of their obligations and therefore build public trust and confidence within the community. We published the following in 2024–25:

Privacy

- Guidelines for recognising external dispute resolution schemes (September 2024)
- Guidance on privacy and the use of commercially available AI products and Guidance on privacy and developing and training generative AI models (October 2024)
- Update to the Privacy guidance for not-for-profits, including charities (October 2024)
- Tracking pixels and privacy obligations (November 2024)

Privacy self-assessment tools

- Privacy Foundations self-assessment tool (June 2025)

FOI and IC review guidance

- Direction as to certain procedures to be followed by agencies and ministers in Information Commissioner reviews (July 2024)
- Resources in support of the above direction for agencies and ministers: Information Commissioner reviews (published on or after July 2024)
  - Information Commissioner Reviews: Quick guide to use of directions and information gathering powers
  - Submissions checklist – Making submissions following notification of an IC review application (agency or minister)
  - Engagement checklist – Information Commissioner review compulsory conference
  - Information Commissioner reviews: Frequently asked questions for agencies and ministers (last updated November 2024)
- Considering the public interest test (July 2024)

- Agency Resource – The Deliberative Processes Exemption s 47C (July 2024)
- Freedom of information statistics for the OAIC (October 2024)
- Freedom of Information Practitioners' Survey 2024 published on our webpage Freedom of information guidance for government agencies (January 2025)
- Part 2: Scope of application of the Freedom of Information Act 1982 (April 2025)
- Consultation on Part 3 – Processing and deciding FOI requests (May 2025; consultation closed 17 June 2025)

FOI self-assessment tools

- Australian Government FOI statistics dashboard (published January 2025)
- Freedom of Information processing period calculator (published March 2025)
- FOI Self-assessment tool for agencies (December 2024; last updated February 2025)

Measure

4.2 Stakeholder assessment of the extent to which the OAIC's regulatory activities demonstrate collaboration and engagement.

Target

Prior year's result (58) exceeded
2024–25 score: 64
Achieved

Collaboration and engagement are critical to what we do and can be seen in both our international and domestic activities. In cooperating and collaborating with other data protection and information access authorities in Australia and overseas, we share useful insights, including on trends and new developments, to help ensure domestic frameworks are fit-for-purpose and aligned with best practice.

Data from our independent annual stakeholder survey has been used to measure progress against this performance measure. Based on the average performance rating of relevant survey questions, an index score of 64 out of 100 was achieved for this measure, which is an improvement over last year's result. For more information about the survey results and methodology, see Appendix F.

A key collaborative project progressed over the past year is our work developing the Children's Online Privacy Code. We have taken a 'best interest of the child' approach to stakeholder engagement in developing the Code, which has been commended by child rights experts and advocates. We received over 330 consultation responses from children, young people and parents/carers to understand the community's key concerns regarding online privacy, which will help inform our drafting of the new Code.

We continue working in partnership with organisations that represent the interests of children, and have collaborated with nonprofit organisations to reach children and young people from the breadth of the Australian community, including Reset Tech Australia, Project Rockit, The Y, the Australian Youth Affairs Coalition, the Australian Child Rights Taskforce and UNICEF Australia. These collaborations have included a survey with over 1,600 13–17-year-olds, workshops with over 40 young Australians (including dedicated sessions with children from migrant backgrounds or experience in out-of-home care), and a full-day workshop bringing together over 70 academics, experts and advocates.

We are committed to harmonisation with global data protection regimes when in Australians' interests. We have been learning from the development of the UK's Age-Appropriate Design Code through frequent discussions with the UK Information Commissioner's Office. Similarly, we met with Canada's Office of the Privacy Commissioner (OPC) to exchange information as the OPC conducts exploratory consultations to develop Canada's Children's Online Privacy Code.

The Office of the eSafety Commissioner and the OAIC are working together to ensure a cohesive and consistent approach to addressing online harms for all Australians. Priority areas for collaboration are implementing the privacy-related provisions of the SMMA Act, the development of 'Phase 2' Online Safety Industry Codes, and the development of the Children's Online Privacy Code.

We continue to engage internationally on information access issues of global significance as a member of

both the ICIC Executive and Planning Committees, and domestically through the Association of Information Access Commissioners, as well as engaging with Australian FOI practitioners utilising our ICON network, leadership group, and roundtables.

We are also part of the Global Privacy Assembly's Digital Citizen and Consumer Working Group and the Cyber Security Regulator Network of domestic regulators. We remain an active member of the Digital Platform Regulators Forum (DP-REG) which shares information about and collaborates on cross-cutting issues and activities involving the regulation of digital platforms. This includes consideration of how competition, consumer protection, privacy, online safety and data issues intersect.

We work closely with a range of Australian Government agencies and other organisations and engage with integrity agencies such as the Inspector-General of Intelligence and Security, and the Commonwealth Ombudsman. We also engage closely with the National Data Commissioner on government information-sharing through the Information Commissioner's membership of the National Data Commissioner Advisory Council, and with the National Archives of Australia on information access matters. The OAIC is an active contributor to the next National Action Plan through its membership of the Open Government Partnership and associated working groups. These engagements bring together our expertise across access to information and privacy regulation.

We engage with key Australian Government agencies to provide regulatory policy advice, improve privacy protections and access to information for individuals, and develop guidance material for regulated entities and the community. We consult the general public and key stakeholders when making legislative instruments to increase transparency in our decision-making process.

In 2024–25 we held 2 roundtable sessions with consumer advocates to discuss credit reporting compliance. The sessions provided an invaluable source of intelligence to help shape the OAIC's regulatory guidance and action in the credit reporting space. The sessions provided suggestions for the OAIC to take to government as part of the wider review of Australia's credit reporting framework.

We continue to engage with our co-regulators in the CDR and Digital ID systems, which is outlined under performance measures 1.1 and 1.2 above.

International engagement

The OAIC engages with international networks and fora to stay ahead of rapidly emerging privacy and FOI developments, share knowledge and exchange information, and promote consistently high standards of data protection and information access rights around the globe. Engagement with the international community is essential to ensuring that domestic frameworks are fit-for-purpose and informing best privacy and FOI practice. The OAIC continues to be a leader in the global privacy environment.

Group photo of Information Commissioners from ICIC 2025 in Berlin, Germany.

Source: bundesfoto/bernd lammel

During the 2024–25 financial year, we participated with international jurisdictions offering thought leadership in various fora. Information Commissioner Tydd attended the International Conference of Information Commissioners (ICIC) 2025 in Berlin as a member of both the ICIC Executive and Planning Committees. Commissioner Tydd was part of a panel: 'Exchange of Experienced Information Commissioners on Challenges and Best Practices'. She was also invited to moderate a panel discussion titled 'Access to Environmental Open Data: Platforms, Tools and Best Practices for Digital Innovations'. The conference examined how digital technologies can enhance transparency, facilitate cross-border information sharing, and empower citizens – especially marginalised groups – to participate actively in environmental governance.

Commissioners at the ICIC collectively committed to securing the independent oversight of the right to access information. As guardians of this right, they remain united in their resolve to make openness the default, and transparency the norm. It was agreed that access to environmental information in the digital age is essential, not only for legal compliance but also for public empowerment, climate resilience and the preservation of our shared planet.

Ms Rocelle Ago, General Manager of Information Rights, attended the 2025 meeting of the Organisation for Economic Co-operation and Development Network on Innovative, Digital and Open Governments in Southeast Asia (INDIGO Network: SEA). This provided an opportunity for the OAIC to share knowledge on access to information efforts in Australia with stakeholders in southeast Asia. There was a particular focus on the use of AI in the public sector, with a specific session on the use of AI and emerging technology to enhance access to information and public communication.

OAIC is a member of the Cyber Security Regulator Network (CSRN). The CSRN supports Australian regulators to work collectively to understand and respond to realised or emerging cyber security risks. The CSRN is not a decision-making body and has no legal functions or powers separate from those of its individual members. The CSRN facilitates collaboration among regulators to reduce duplication or gaps in regulatory responses and improve the effectiveness and efficiency of regulatory activity.

Privacy Awareness Week 2025

Privacy Awareness Week (PAW) is an initiative of the Asia Pacific Privacy Authorities (APPA) forum, held every year to promote and raise awareness of privacy issues and the importance of protecting personal information. The OAIC led the Australia-wide campaign for PAW 2025, in partnership with state and territory privacy regulators.

This year PAW ran from 16–22 June 2025, with the theme of 'Privacy – it's everyone's business'. Approximately 900 supporters signed up in support of our PAW 2025 campaign, with over 500 listed on the website at paw.gov.au. The PAW website also linked to information on privacy rights, the APPs and privacy guidance for organisations and government agencies. Supporters we able to make use of the campaign resources we created, as well as creating their own, and held a range of privacy-focused events and activities. The OAIC's eye-catching posters celebrating PAW took out the People's Choice Award in a poster competition run by the National Regulators Community of Practice (NRCoP).

Privacy Commissioner Kind took the opportunity to highlight key privacy messages at several events, including a Sydney launch with the International Association of Privacy Professionals (IAPP) and a Commissioners' panel hosted by the Office of the Victorian Information Commissioner.

PAW also provided an opportunity to launch the OAIC's new Privacy Foundations self-assessment tool to assist businesses and other organisations to embed a culture of privacy, and improve privacy practices, procedures and systems. Since its launch on 16 June 2025, the tool has been accessed 1,427 times.

International Access to Information Day 2024

On 28 September 2024, we joined members of the United Nations and Australian states and territories to mark International Access to Information Day (IAID) 2024.

More information about the event is under performance measure 3.2.

Measure

4.3 Stakeholder assessment of the extent to which the OAIC's regulatory activities are based on risk and data

Target

Prior year's result (56) exceeded
2024–25 score: 59
Achieved

To support and continuously improve our data-informed approach to regulation, we stood up a new Regulatory Intelligence team as part of the agency restructure in December 2024. We use data to assess risk and use appropriate regulatory tools to address privacy and information access issues in a proportionate and evidence-based way. Our aim is to encourage compliance and maintain essential safeguards while minimising regulatory burden. We take a risk-based and data-driven approach to regulation, ensuring we focus our finite resources on the areas that pose the highest risk and harm to consumers and markets.

As an agency, we identify and manage risk in the context of our overall regulatory requirements and performance, aligned with our risk appetite, to embrace opportunities, deal with threats, foster innovation and build a strong risk culture across the OAIC.

For major investigations conducted under s 40 of the Privacy Act, various risks are identified when an investigation is commenced. Privacy impact assessments are conducted (where relevant) in respect of the collection of data; governance and reporting processes are in place to ensure oversight by senior executives; and process improvements are a high priority. Capability development is also a high priority and is reflected through the identification of resources and training opportunities for those undertaking regulatory activities.

High-quality data analysis is integral to the OAIC's decision-making on regulatory actions and is supported by our dedicated data team in the Regulatory Intelligence and Strategy Branch. The OAIC's strategic communications team also undertakes ongoing media scanning to identify emerging issues.

We closely monitor risk through a range of governance measures to inform our regulatory decision-making and prioritise resources. These measures included oversight by the Strategic Regulatory Committee (SRC) throughout 2024–25.

When developing a work program for our proactive regulatory activities we use data from various sources, including OAIC complaint and enquiries data, CII or NDB data, information from EDR schemes, significant media coverage, and information about new technologies, processes or legislation. We also undertake background research and risk assessments to inform this work.

EDR schemes recognised by the Information Commissioner to handle certain privacy-related complaints (s 35A of the Privacy Act) are required to provide quarterly and ad hoc reports to the OAIC in relation to serious or repeated interferences with privacy and systemic privacy issues. The OAIC's EDR schemes coordinator facilitates distribution of this information to functional line areas across the OAIC. The EDRs also provide an annual report on both privacy and CDR complaints to the OAIC.

Agencies subject to the FOI Act are required to provide the OAIC with a range of FOI statistics and information

about their staffing and FOI expenditure. We use this information to identify, inform and prioritise FOI regulatory action. Information about agencies' FOI activities in 2024–25 is set out in Volume 2 of this report.

To assess our performance on this measure, data was collected through the independent annual stakeholder survey. Based on the average performance rating of relevant survey questions, an index score of 59 was achieved for this measure. This is an increase of 3 points from the score achieve in 2023–24 (56 out of 100). The average scores increased for 5 of the 7 sub-measures related to this measure. Importantly, stakeholders' agreement that the OAIC can be trusted to fulfil its responsibilities continues to surpass the midpoint, with a score of 3.51/5, only slightly below the previous year's score of 3.59/5.

Measure

4.4 Number of stakeholder engagement activities

Target

Targets not appropriate due to fluctuations in nature and complexity of policy environment in any given year Performance against this measure is described below

We engage with stakeholders through a range of activities including international and domestic forums, roundtables, intergovernmental meetings, consultations, campaigns, speaking engagements, webinars, workshops and other events.

We also use a range of communication channels to share information and engage stakeholders across business, government, civil society and academia, the media and the broader community. These channels include our website, newsletters and reports, media commentary and social media.

Our two key annual campaigns, PAW and IAID, provide important avenues to share and amplify messaging, information and awareness about privacy and information access rights. Through both campaigns, we collaborate with other regulators and connect with a range of stakeholders, including as campaign supporters.

We invite insights from our stakeholders through avenues such as the independent annual stakeholder survey, which provides important feedback on our performance across our privacy, FOI, CDR and Digital ID system functions.

Stakeholder engagement with FOI agencies and practitioners continued to be a focus across 2024–25, including through FOI webinars, a series of FOI virtual information sessions for ICON members on topics such as EOT applications and FOI complaints, 14 ICON alerts to share FOI-related news, and meetings with the senior Commonwealth FOI leadership group (comprising SES representatives from agencies subject to the FOI Act). We also engaged with stakeholders on a range of policy and regulatory areas, including credit reporting compliance and AI.

As noted elsewhere, a key area for engagement and consultation is our work to develop a Children's Online Privacy Code, as provided for under 2024 amendments to the Privacy Act. Across 2024–25 this has included a wide range of engagement activities encompassing initial discussions with children, parents and relevant organisations focused on children's welfare, and engagement with civil society, academia and industry stakeholders.

Another notable area of engagement has been our work with the Office of the eSafety Commissioner and the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts on the work towards the introduction of a social media minimum age, following amendments to the *Online Safety Act 2021*.

In 2025, the OAIC participated on the planning committee for the International Conference of Information Commissioners (ICIC) XVI in Berlin, and we continued our involvement in the DP-REG forum. More information on our stakeholder engagement activities can be found across this report, including measures 2.1, 3.2, and 4.2.

Spotlight on communications

Information Matters and ICON alerts

We send our monthly Information Matters newsletter to almost 9,000 active subscribers. It updates our stakeholders on the latest OAIC news, guidance, resources and decisions. We separately send out ICON alerts every few months to Australian Government FOI practitioners, with around 500 active subscribers. Both publications are available on our website.

Social media

The social media channels for OAIC have continued to grow, with the purpose of promoting awareness of privacy and information access rights and responsibilities. LinkedIn remains the primary channel to drive impressions and referrals to the website.

Over the reporting period the number of:

- LinkedIn followers increased by 25% to 17,018
- X (formerly Twitter) followers decreased by 1% to 7,006 (as of August 2025)
- Facebook followers increased by 11% to 5,133
- Instagram followers increased by 239% to 546.

Media enquiries

Media engagement is effective for communicating the OAIC's regulatory priorities and expectations to a broad audience. In the reporting period, we received 322 media enquiries, a 9% increase compared to 2023–24 (295).

External events

Our speeches and engagements program assists us in achieving our strategic priorities. The OAIC had 94 speaking engagements in the reporting period, a 104% increase from the last period.

The external events we participated in included:

- International Conference of Information Commissioners
- the IAPP ANZ Privacy Summit
- UN Special Rapporteur privacy commissioner roundtable
- Aus Gov Data Summit
- Malaysian Government FOI Conference
- National Archives of Australia, GAIN Forum
- SXSW, Privacy versus Safety panel
- Biometrics Institute Asia-Pacific Conference
- Macquarie University, AI, Law and Society Conference, and
- Digital Childhoods Summit.

Measure

4.5 Average call duration of telephone enquiries to the OAIC public enquiry line.

Target

Lower than prior year's result (6.33 minutes)
2024–25 score: 6.43 minutes
Not achieved

The OAIC responds to telephone and written enquiries from the public. We manage a large number of public enquiries and offer additional assistance to the public such as transcribing verbal privacy complaints for individuals who require this service.

This year the OAIC received 7,190 privacy telephone enquiries which is an overall 6% reduction from the previous year. In relation to FOI access enquiries, the OAIC received 1,790 enquiries by phone 1,221 (6% increase).

In relation to the average call duration of telephone enquiries to the OAIC public enquiry line, the service standard is an average call duration of less than 6.33 minutes. This year the average call duration was 6.43 minutes.

Part 3
Management and accountability

Corporate governance

The OAIC's corporate governance framework guides how we manage our strategic direction, regulatory obligations, and operational responsibilities. It supports the effective delivery of our objectives through robust decision-making processes, sound risk management practices and clear accountability.

In 2024–25, to align with the organisational restructure conducted under the Redesigning the OAIC project, the governance framework was reviewed to ensure strong oversight, clear accountability and robust decision-making. The updated governance structure streamlines reporting, clarifies roles and responsibilities, and strengthens cross-functional collaboration between leadership, management and operational teams.

This new model enhances transparency, supports strategic priorities and ensures that decision-making processes are aligned with the OAIC's future direction. We have strengthened our governance settings by refining internal controls, updating key policies and reinforcing mechanisms to monitor performance and compliance.

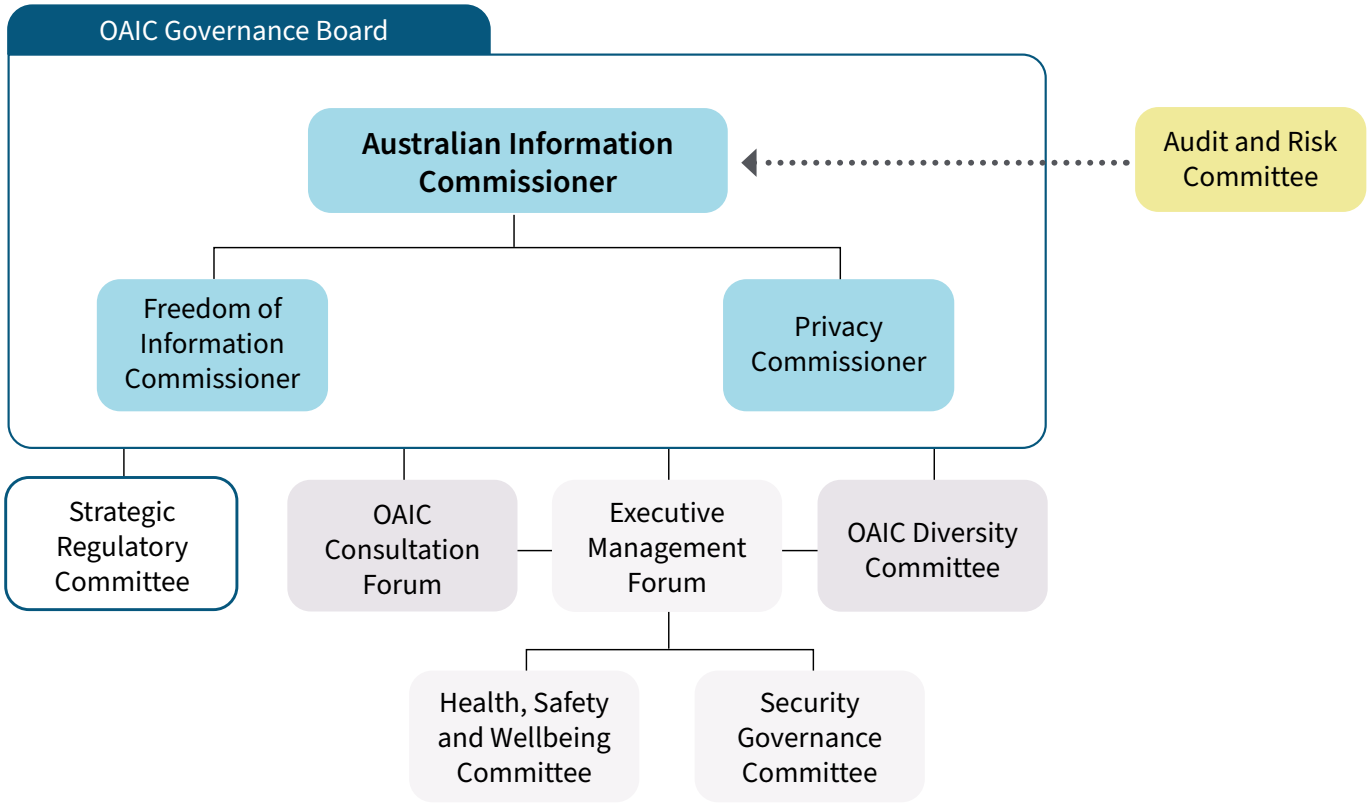
By embedding these changes, the OAIC is positioned to respond more effectively to emerging opportunities and challenges, while reinforcing our commitment to responsible and efficient governance, transparency, accountability and public trust.

Governance framework

At the OAIC, robust governance, risk, and integrity arrangements are fundamental to achieving our objectives and driving ongoing improvement, while maintaining trust in our decisions, actions and overall performance.

The OAIC's governance framework is detailed at Figure 3.

Figure 3: OAIC governance structure



Enabling legislation

The OAIC is an independent statutory agency established under AIC Act. The AIC Act confers statutory functions and powers on the Information Commissioner, Privacy Commissioner, and FOI Commissioner. These functions underpin the OAIC's role in promoting and upholding privacy rights, access to government-held information, and broader information management responsibilities.

As a non-corporate Commonwealth entity, the OAIC operates within the framework of the PGPA Act, which governs our financial management and accountability. Our annual reporting obligations are set out in s 46 of the PGPA Act, and ss 31 and 32 of the AIC Act. We also fulfil responsibilities under 39 other pieces of legislation, supporting transparency, integrity and sound administration in the exercise of our functions.

Portfolio structure and responsible minister

The OAIC is an independent statutory agency in the Attorney-General's portfolio. The minister responsible during the reporting period was the Attorney-General, the Honourable Mark Dreyfus KC MP (until May 2025) and the Honourable Michelle Rowland MP (from May 2025).

Executive

The OAIC maintains a structured governance framework that supports effective leadership, strategic oversight and informed decision-making. The Governance Board services as the central body for setting organisational direction, supported by the Strategic Regulatory Committee (SRC) and the Executive Management Forum (EMF).

Governance Board

The Governance Board is the OAIC's peak governance body, comprising the three Commissioners and the OAIC's two Executive General Managers who collectively provide strategic leadership and oversight to ensure the agency fulfils its regulatory purpose and functions.

The Governance Board is responsible for setting and monitoring the strategic objectives and priorities of the OAIC, endorsing key operational policies and procedures, and ensuring consistency in day-to-day operations. It plays a critical role in managing organisational risk and compliance, receiving reports on agency performance and operations, and providing input to inform the Information Commissioner's decision-making in her capacity as accountable authority.

The General Manager of Enabling Services, the General Manager of Regulatory Intelligence and Strategy and the Principal Director, Head of Corporate Legal Services are standing advisors to the Governance Board.

The Governance Board meets monthly to ensure a strong, transparent and accountable governance across all aspects of the OAIC's work.

Strategic Regulatory Committee

In 2024–25, the SRC was a key governance committee of the Governance Board, comprising the three Commissioners as independent statutory decision-makers and the OAIC's two Executive General Managers. The SRC provided strategic oversight and collective leadership to guide the OAIC's regulatory approach to privacy and FOI, ensuring clear lines of accountability in the exercise of these functions.

The SRC played a vital role in supporting evidence-based regulatory decision-making by reviewing analysis, intelligence and recommendations from across the agency to determine appropriate regulatory actions. It advised on strategic direction, the management of regulatory risk, and the alignment of resources and priorities to address emerging harms and ensure effective compliance and enforcement outcomes.

The SRC met fortnightly, with General Managers who managed the regulatory environment attending as advisors along with the Principal Director, Head of Corporate Legal Services. In July 2025 (after the relevant reporting period), the SRC was disbanded and replaced by a new Regulatory Board, whose activities will be reported in the OAIC's next annual report.

Executive Management Forum

The EMF serves as a key leadership forum that fosters collaboration and information sharing among the OAIC's Senior Executive Staff and Principal Directors. It is co-chaired by the Executive General Manager, Information Rights and the Executive General Manager, Regulatory Action.

The EMF provides executive strategic oversight and strategic alignment across the organisation, supporting the implementation and monitoring of the OAIC's Corporate Plan and Commissioner Priorities. It plays an important role in identifying cross-organisational matters that may warrant escalation to the Governance Board or the SRC for broader input or decision-making. The committee considers matters such as budget management and allocation, operational policies, people management, regulatory compliance and risk management.

The EMF meets monthly and contributes to cohesive executive leadership across all operational and regulatory areas of the OAIC.

Corporate Plan

The OAIC's planning and reporting obligations are set out in the PGPA Act and the AIC Act.

The Corporate Plan is the OAIC's primary strategic planning document, outlining the OAIC's objectives, key activities and performance measures for the year ahead. It sets out how the OAIC will deliver on its purpose and priorities, and how success will be monitored and assessed.

The OAIC's Corporate Plan 2024-25 was published on 29 August 2024 and provides a forward-looking roadmap for the OAIC's regulatory and corporate focus areas.

Risk management

Effective risk management is essential to the OAIC's ability to meet its legislative obligations, support sound governance, and drive improved performance. The OAIC's Risk Management Policy and Framework is aligned with the Commonwealth Risk Management Policy and outlines how the OAIC identifies, assesses and manages risk to support the achievement of its objectives.

The OAIC adopts an integrated and proactive approach to risk management, embedding it within planning, performance monitoring and governance processes.

The OAIC's Risk Appetite Statement guides our risk tolerance across different categories and informs decision-making across all levels of the OAIC.

During 2024–25, regular reporting on current and emerging risks, threats and opportunities was provided to the Accountable Authority, the Governance Board, the Audit and Risk Committee and relevant governance forums.

All staff complete risk management training as part of their induction, reinforcing a shared understanding of risk across the organisation.

Fraud and corruption

Fraud and corruption are unacceptable within the OAIC or in connection with the performance of its functions. The OAIC continues to take all reasonable and practical steps to prevent, detect and respond to suspected fraud and corruption in alignment with the Commonwealth Fraud Control Framework.

The OAIC's Fraud and Corruption Control Framework – which includes the Fraud and Corruption Control Policy and Guidelines, as well as the Fraud Control Plan and associated risk assessments – provides clear guidance and governance in managing fraud and corruption risks. These risks are regularly monitored through scheduled risk management and monitoring.

The Audit and Risk Committee (ARC) reviews the effectiveness of the OAIC's fraud and corruption control arrangements and provides assurance on their continued appropriateness.

All OAIC staff receive training on fraud, corruption and conflict of interest management as part of their induction, and annual fraud awareness refresher training is mandatory.

Commonwealth Child Safe Framework

The OAIC is committed to ensuring the safety and wellbeing of children in relation to the work that we undertake. Interactions undertaken by our staff are in line with the Commonwealth Child Safe Framework.

OAIC staff have minimal direct interaction with children, however, the following measures are in place to enhance the protection of children during any interactions with OAIC staff:

- all staff must obtain and maintain a minimum baseline security clearance
- all staff are required to adhere to the OAIC's policies, procedures and the APS Code of Conduct
- we require all staff to undertake a pre-employment suitability assessment and provide a satisfactory National Police Check prior to employment, and
- we consult with bodies representing the interests of children and young people where relevant, to inform policy proposals and the drafting of guidance material relating to the safety, wellbeing and rights of children.

The OAIC maintains a risk register to ensure risks related to child safety are documented and controls are applied to mitigate any identified risks. A child safety risk assessment was undertaken in accordance with the Framework as part of the Children's Online Privacy Code project. Staff were provided with access to targeted training and information, including e-learning modules provided by the Australian Human Rights Commission.

Internal audit

The OAIC's internal audit services were provided by KPMG during 2024–25.

The internal audit program provides independent assurance on the effectiveness of governance, risk management and internal controls. A risk-based audit plan, aligned with strategic priorities, considered key financial, operational and compliance areas.

Findings and recommendations are reported to the Australian Information Commissioner and the ARC with accompanying action plans to address recommendations and improve agency performance.

The audit program is continually reviewed to reflect the internal and external agency environment, changing demands, and areas of significant and emerging risks, to ensure continued growth of the OAIC's operational maturity and capability.

Audit and Risk Committee

The ARC is a key component of the OAIC's governance framework, providing independent advice to the Accountable Authority to support the discharge of her duties under the PGPA Act.

Consistent with the requirements of s 17 of the PGPA Rule 2014, the ARC reviews and provides independent advice to the Information Commissioner on the appropriateness of OAIC's financial and performance reporting, risk oversight and management systems and internal control frameworks.

Through its oversight role, the ARC supports sound governance, compliance with legislative and policy obligations, and the continuous improvement of the OAIC's operations and accountability mechanisms.

The ARC comprises one independent chair and two independent members. In 2024–25, committee advisors and observers included representatives from the Australian National Audit Office (ANAO) and external auditor, the internal auditor, OAIC subject-matter experts and management representatives.

The Audit and Risk Committee charter was updated in September 2024 and is available on the OAIC website.

The ARC met 5 times during the 2024–25 financial year. Details of the ARC's membership for the 2024–25 period, including remuneration, meeting attendance, and the experience and qualifications of members, are provided in Table 2.

Table 2: Audit and Risk Committee membership

Member name	Qualifications, knowledge, skills or experience	No of meetings attended	Total no of meetings held	Total annual remuneration (GST inc.)	Role on committee
Josephine Schumann	Ms Schumann is a former senior public servant with experience as the corporate executive general manager at the Australian Competition and Consumer Commission. She has extensive experience at the Senior Executive Service level within various Australian Government agencies and currently chairs audit committees for several agencies. Ms Schumann has strong public sector and regulatory experience, with her skillset including risk and organisational performance.	5	5	$12,635	Chair
Anita Kauffmann*	Ms Kauffman is a chartered accountant with qualifications in governance and mediation. She is an experienced audit committee member, including as chair of the Civil Aviation Safety Authority's Board Audit and Risk Committee. Formerly a chartered accountant in public practice and chief financial officer at the University of New England, Ms Kauffmann has held numerous board, committee and executive roles in the education, aviation, sports administration, primary production, health and public policy sectors.	1	5	$1,793	Member
Peter Woods	Mr Woods is a consultant in ICT and corporate management. He has worked in a range of senior executive roles in government agencies, including as chief information officer at the Australian Competition and Consumer Commission and chief information officer and head of the Corporate Services Division at the Department of the Environment. He has extensive experience in the executive management of major ICT business solutions and procurement projects and has served on multiples boards.	5	5	$9,265	Member
Mr Allan Gaukroger**	Mr Gaukroger is a Certified Practicing Accountant with over 20 years of audit and risk committee experience having served initially as an attendee when Chief Financial Officer at Centrelink, the Department of Agriculture, Fisheries and Forestry, the Australian Federal Police (AFP), CSIRO, Medicare Australia, the Department of Human Services, and later as Chief Audit Executive with the Department of Human Services. Mr Gaukroger has also held served on several audit and risk committees in the capacity of Chair, Deputy Chair and/or member for the National Water Commission, Digital Transformation Agency, Department of Parliamentary Services, Australian Research Council and more recently with the OAIC.	4	5	$6,792	Member

* Ms Kauffmann ceased to be a member of the ARC on 9 October 2024.
** Mr Gaukroger commenced as a member of the ARC on 28 November 2024.

External scrutiny and review

Judicial decisions

During the reporting period there have been several judicial decisions or decisions of administrative tribunals that have or may have significant impact on our operations, or provide new authority impacting our regulatory functions.

Bachelard v Australian Federal Police **[2025] FCAFC 5 (3 February 2025)**

This matter was an appeal from a decision of the Administrative Appeals Tribunal (Tribunal) under s 44 of *Administrative Appeals Tribunal Act 1975* (Cth), where the Tribunal found that all documents sought by the applicant were exempt or conditionally exempt under the FOI Act. The Tribunal determined to refuse access to any of the documents or to edited versions of any of the documents.

On appeal, the Full Court decided that the question of whether the documents (or edited versions of the documents) were exempt from disclosure under the FOI Act should be re-determined and remitted the matter back to the Tribunal for re-hearing on that basis.

The Full Court's decision considered the operation of s 22 of the FOI Act, which provides for access to edited copies of exempt documents, where the exempt material is deleted. The Full Court observed that where a decision to refuse access to an exempt document is made, s 22 requires consideration by the decision-maker of whether it would be reasonably practicable to provide an edited copy of the document with the exempt matter deleted. The Tribunal erred insofar as it gave no consideration to that question. Further, the Full Court found that in this case, even a heavily redacted version of a document might be of interest to the FOI applicant and as such, required consideration under s 22.

Attorney-General (Cth) v Patrick **[2024] FCAFC 126**

This decision considered, where a person requests access to 'an official document of a Minister' under the FOI Act, at what point in time that question is to be determined. In the initial Federal Court decision (*Patrick v Attorney-General (Cth)* [2024] FCA 268), the Court determined that whether a document is an official document of a Minister for the purposes of the FOI Act is to be assessed at the date an FOI request is lodged, not at some later date.

The Full Court upheld that decision and dismissed the appeal, finding that:

- the time for assessing whether a document is an 'official document of a Minister' is the time the request is made, and only that time
- there is an obligation not to frustrate the rights of the requesting party to have the FOI request determined, including on review or appeal.

In dismissing the appeal, the Full Court held that the following reasons of the primary judge went beyond the scope of the legislative provisions, namely:

- there was insufficient statutory basis for the proposition that the Minister responsible for dealing with a request must maintain possession of the document until the request is finally determined, and
- a new Minister may demand from a former Minister that they transfer custody of a document that is the subject of an unresolved request.

Other important decisions

During the past year, the Australian Information Commissioner was also involved in several important judicial decisions, including:

- ***Knowles v Australian Information Commissioner*** **[2025] FedCFamC2G 571 (24 April 2025)**

  The applicant sought judicial review of decisions made on behalf of the Information Commissioner concerning complaints by the applicant that the Department of Veteran Affairs had breached the APPs. The delegate exercised the discretion to not investigate the complaints pursuant to ss 41(1)(d) and 41(1)(da) of the Privacy Act. The Court considered the state of satisfaction required by s 41 in exercising the discretion not to investigate a complaint under those provisions. The Court found that a decision that an investigation is not warranted can be made before an investigation is conducted under s 40 and without the need for preliminary inquiries under s 42. The applications were ultimately dismissed on

the basis that the respondent's decision to decline was reasonably open on the material before it, and no jurisdictional error had been established.

- ***Australian Information Commissioner v Australian Clinical Labs Limited ACN 645 711 128,* NSD1287/2023**

  Australian Clinical Labs (ACL) filed an interlocutory application as part of the Information Commissioner's civil penalty proceedings against ACL. The application sought to strike out allegations in the Commissioner's Concise Statement, or alternatively, an order for summary judgment in ACL's favour. The Federal Court dismissed ACL's application. The matter principally related to the Commissioner's pleadings as to the number of appropriate contraventions in the civil penalty proceeding, and the proper construction of ss 13 and 13G of the Privacy Act.

- ***Patrick v Australian Information Commissioner* [2024] HCASL 291 (M73/2024)**

  On 7 November 2024, the High Court of Australia refused the applicant's request for special leave to appeal an earlier decision of the Full Court of the Federal Court in *Patrick v Australian Information Commissioner* [2024] FCAFC 93, on the basis that there was insufficient reason to doubt the correctness of the Full Court's decision. In that earlier decision, the Full Court acknowledged that the delays of the Information Commissioner reviews were very lengthy, but the court was not satisfied that the delay was unreasonable within the meaning of s 7(1) of the *Administrative Decisions (Judicial Review) Act 1977.*

External audit

There were no reports on our operations by the Auditor-General or the Commonwealth Ombudsman in 2024–25. The Auditor-General is the external auditor for the OAIC, as required by the PGPA Act.

The Auditor-General, through the firm Crowe on behalf of the ANAO, audited the OAIC's financial statements to ensure they were prepared in accordance with the Australian Accounting Standards and other requirements prescribed by the Public Governance, Performance and Accountability (Financial Reporting) Rule 2015. The OAIC's financial statements are presented in Part 4 of this report. The Auditor-General issued an unmodified audit opinion for the OAIC's 2024–25 financial statements.

Under its Charter, the ARC is empowered to act as a forum for communication between OAIC management and the ANAO, and to review both the financial accounts and the processes in place that support the integrity of financial information published in the annual report.

The ANAO did not conduct any performance audits on OAIC operations in 2024–25.

Parliamentary committees

During the 2024–25 reporting period, the OAIC appeared before the Legal and Constitutional Affairs Legislation Committee for Senate and Budget Estimates in November 2024 and February 2025.

On 19 September 2024, the Senate referred the Privacy and Other Legislation Amendment Bill 2024 [Provisions] to the Legal and Constitutional Affairs Legislation Committee. The OAIC provided a submission to the inquiry on 11 October 2024 and appeared before the Committee on 22 October 2024. The committee tabled a report on 14 November 2024 and made 9 recommendations for amendments to the bill and its explanatory memorandum. The committee recommended that, subject to the preceding recommendations, the bill be passed.

On 10 October 2024, the Senate referred the provisions of the Treasury Laws Amendment (Mergers and Acquisitions Reform) Bill 2024 to the Senate Economics Legislation Committee. The OAIC provided a submission to the inquiry on 21 October 2024. The committee tabled a majority report on 15 November 2024 recommending that the bill be passed.

On 21 November 2024, the Senate referred the provisions of the Online Safety Amendment (Social Media Minimum Age) Bill 2024 to the Environment and Communications Legislation Committee. The OAIC provided a submission to the inquiry on 22 November 2024 and appeared before the Committee on 25 November 2024. The committee tabled a majority report on 26 November 2024 and made 8 recommendations, including amendments to the bill and implementation of the legislation. The committee recommended that, subject to the preceding recommendations, the bill be passed.

Our people

The OAIC is committed to supporting our people to deliver what is needed for the Australian community in a diverse and dynamic environment. We remain committed to attracting, developing and retaining talent as we grow, and maintaining a highly engaged, skilled and professional workforce.

We use a hybrid work model to help us engage the best talent from across Australia, building up and maintaining a multidisciplinary workforce with the skills needed to achieve our purpose – to promote and uphold privacy and information access rights.

The hybrid model has strengthened our employee value proposition, offering flexibility, a geographically diverse workforce and the ability to operate as a small and agile agency that offers an employee-focused hybrid way of working.

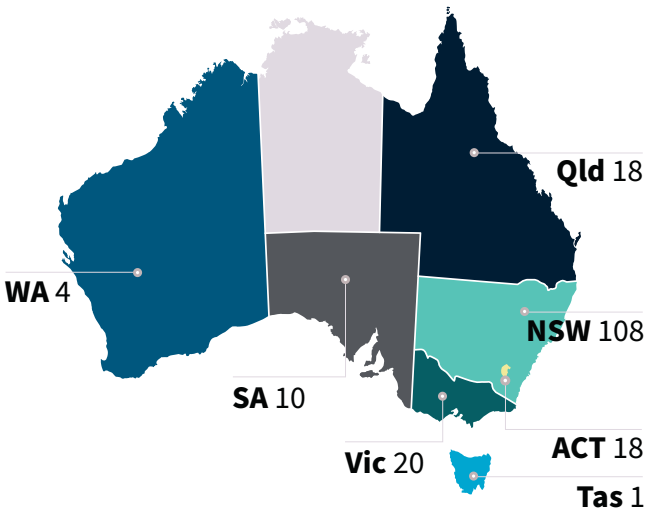
Of our workforce, 40% (excluding casuals) are based outside of NSW. When casuals are included, 39% of our workforce is based outside NSW.

Workforce statistics

During 2024–25 we had an average staffing level of 164.5 (or 165.7 including casual staff). In December 2024, the OAIC implemented a new structure following a strategic review of the OAIC. The review was designed to ensure the office is best positioned to deliver our functions and respond to future challenges. The review made 9 recommendations to the OAIC, including around our regulatory posture, governance, structure, culture and values, and process change, all of which were accepted. Fiscal drivers, including terminating funding measures also informed the organisational redesign process and process changes including reduction in supplier expenses and more streamlined, targeted regulatory practices and processes. This realignment combined elements of privacy and FOI where practicable while retaining and supporting regulated area expertise. More information about our new structure is earlier in this report under the heading 'Designing the future OAIC'.

In the context of this restructure, our staff turnover was 43% for ongoing staff, compared to 19% in 2023–24. This involved 83 ongoing staff resigning, retiring or transferring to other Australian Government agencies.

Figure 4: Employees at 30 June 2025 by location

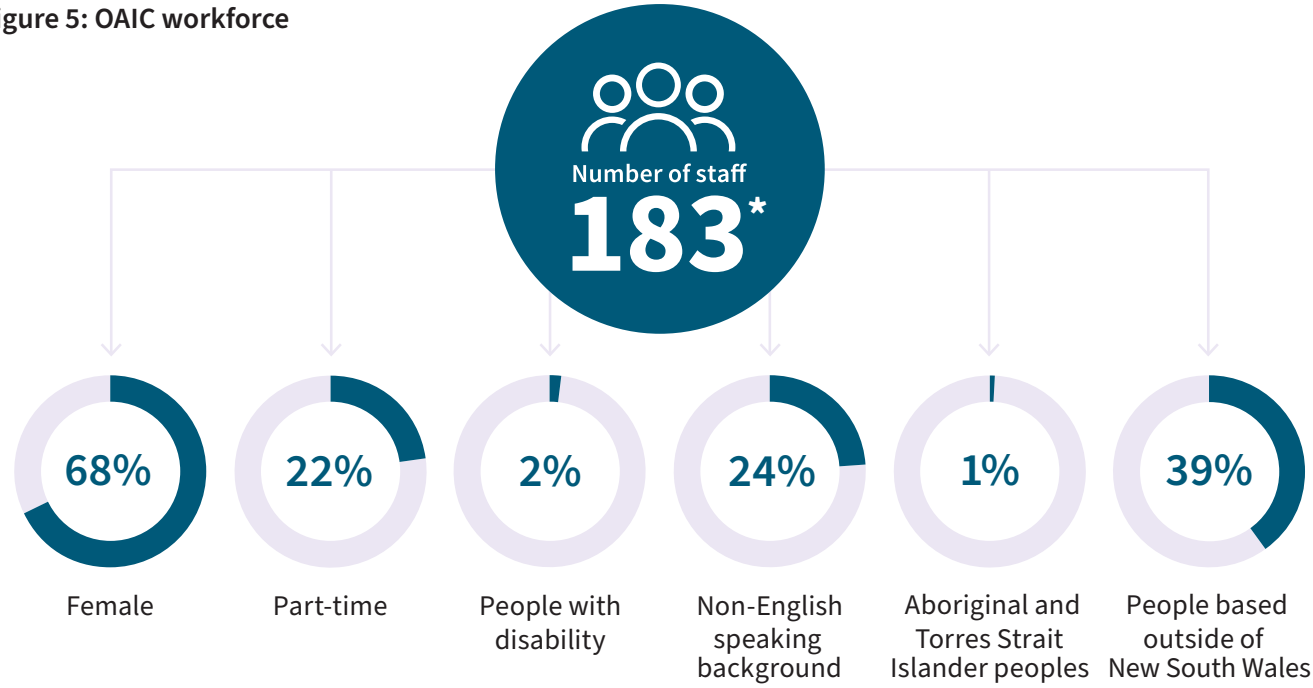


Headcount (excl casuals)	**Total**
New South Wales	108
Victoria	20
Queensland	18
Australian Capital Territory	18
South Australia	10
Western Australia	4
Tasmania	1
Total	**179**

We conducted 26 external recruitment processes and had 37 people join us in ongoing roles. At 30 June 2025, we had 162.1 full time equivalent (FTE) staff, including in ongoing, non-ongoing and casual roles.

For detailed workforce statistics, see Appendix C: Workforce statistics.

Figure 5: OAIC workforce



*These numbers include casuals.

Learning and development

We operate in partnership with the Australian Public Service Commission (APSC), professional bodies and education providers to offer learning and development opportunities and targeted skills training to our people. Throughout 2024–25, the OAIC focused on delivering targeted learning and development initiatives that supported the agency to deliver on our regulatory priorities.

The OAIC provided a wide range of opportunities including internally and externally hosted sessions, mandatory annual e-learning refresher training, new starter induction e-learning, the delivery of Certificate IV in Government Investigations, and supported individual learning journeys through study assistance. The OAIC also held targeted regulatory focus sessions, administrative decision-making and managing difficult client behaviour training.

As part of our commitment to continuous improvement, we convened an agency-wide summit in March 2025 to consider and refine the opportunities arising from our new organisational structure that commenced in December 2024. The summit provided an opportunity for all staff to explore better ways to harness the synergies between information access and privacy rights to enhance the delivery of our functions. Through this connected approach, staff are supported to apply their collective regulatory insights to maximise our regulatory impact.

During 2024–25 we introduced internal Communities of Practice (CoPs) as an initiative to strengthen cross-functional collaboration and continuous learning, and to support operational excellence across the organisation. The CoPs are purposeful platforms to connect people with shared skills, professional experience and challenges, enabling us to learn from one another, innovate and elevate our collective impact. Our first CoP speaker event was held in June 2025 and focused on the new privacy tort. The event was highly rated by attendees as a valuable experience.

We also offer opportunities for staff to take up internal and external secondment opportunities, helping our people further grow and develop new skills and experience. The APS Jobs Mobility Portal, led by the APSC for existing Commonwealth employees, continues to be a key channel for this activity. Staff engagement is another focus, supported by consultation forums, staff meetings, status surveys and exit interviews.

A significant Commissioner priority during the year was to develop a considered Learning and Development Strategy to cover the 2025–27 period. The Learning and Development Strategy will articulate the initiatives we will undertake to support and build the right capabilities, capacity and continuous learning culture, through three key areas of focus:

- regulatory capability
- core capability, and
- APS Craft.

The strategy will be the foundational blueprint that aligns employee skill and training requirements with the business requirements of the OAIC.

Work health and safety

The OAIC strives to provide a safe and healthy working environment for all. We take a proactive approach to identifying and managing health and safety hazards and risks to provide and maintain a safe and healthy workplace.

To help ensure we meet our obligations under the *Workplace Health and Safety Act 2011* (WHS Act) to provide a safe workplace for all staff, we carry out regular workplace inspections to identify, manage and minimise health and safety risks. The OAIC uses Work Health and Safety policies and procedures to support the key foundations of a safe workplace, and have a range of other tools, such as a Psychosocial Hazard Prevention Plan and Protective Security Policy Framework.

Our Health, Safety and Wellbeing Committee, in partnership with the People and Culture team, supports the OAIC's activities in this area. In 2024–25, this included training for all staff on work health and safety, training for health and safety representatives, mental health first aid training, and training for new first aid officers and fire wardens.

Throughout 2024–25 the OAIC engaged our Employee Assistance Provider (EAP), Converge International, to deliver information and support sessions on a range of health and wellbeing topics.

We recorded 1 notifiable incident under s 35 of the WHS Act in 2024–25. No enforcement measures were taken, no improvement notices issued, and no enforceable undertakings applied.

Census Roadmap 2024

The OAIC's 2024 Census results reflected improvements across 3 key indexes compared to 2023 results, placing us above the APS overall result in most indexes.

Our Census results in 2024 reflected disruptions caused by the significant changes occurring within the agency and provided a baseline for future results and to measure the success of the changes the organisational restructure is making.

Each Census also gives us the opportunity to reflect on the way we work and make changes. In the 2024 Census Action Plan this included focusing on improving:

- employee engagement
- team leadership
- communication and change, and
- access to tools and resources.

We will continue to use Census roadmaps to identify and respond to Census findings, so we can continue to improve the work that we do, and act on the feedback and insights from our people.

Workplace relations

In 2024–25, the OAIC moved to a new organisational structure and implemented guiding principles that will support us to regulate in a risk-based and strategic manner. As noted above, the OAIC's Census results in 2024 reflect some disruptions caused by the significant changes that occurred within the agency and provide a baseline for future results and to measure the success of the changes made.

In the first year working in our new structure, we focused on enhancing communications and change, leadership, and improving access to tools and resources. We also focused on bringing the Office together for in-person events, and building a positive agency culture to improve employee engagement.

The OAIC had 52 Individual Flexibility Arrangements (IFAs) in place in 2024–25, 40 of which were to support the increase to remuneration to support the pay rises as a result of the 2024–27 Enterprise Agreement (EA).

Benefits

The OAIC offers our people a range of non-salary benefits including:

- flexible working arrangements, including home-based work where appropriate
- an employee assistance program
- extended purchased leave, and access to paid leave at half pay
- parental leave, maternity and adoption leave
- leave for compelling personal reasons and exceptional circumstances
- flextime (APS staff) and time off in lieu (EL staff)
- study assistance, and support for professional and personal development
- contribution to the attainment and maintenance of professional memberships and certifications
- healthy lifestyle reimbursement
- screen-based eyesight testing and prescription glasses reimbursements, and
- influenza vaccinations.

Statutory office holder and SES remuneration

The Remuneration Tribunal determined the terms and conditions of our statutory office holders. The statutory office holders are the Australian Information Commissioner, the FOI Commissioner and the Privacy Commissioner.

Remuneration for Senior Executive Service (SES) officers is governed by determinations made by the Australian Information Commissioner under s 24(1) of the *Public Service Act 1999*.

Determinations set out the salary of SES officers on commencement and provide for increments in salary, based on performance. Over the course of 2024–25, the OAIC had 12 SES determinations in place.

For more information, see Appendix B.

OAIC committees

We have a range of committees that provide avenues for our people to get involved in the diverse activities and decisions of the OAIC.

OAIC Consultation Forum

The OAIC Consultation Forum (OCF) is a platform for consultation between the OAIC and staff. The OCF meets twice a year and out of session when required. It considers issues relating to the implementation of the EA, policies and guidelines relating to working arrangements and other matters that affect staff working arrangements.

OAIC Diversity Committee

The OAIC is committed to creating a working environment that values and uses the contribution of staff with diverse backgrounds and experiences. We celebrate the diversity of our people as one of our greatest assets in meeting our organisational objectives.

The OAIC Diversity Committee (ODC) plays an important role in championing diversity and multicultural activities across the agency. The ODC is responsible for executing the OAIC's Workplace Diversity Strategy and Multicultural Access and Equity Plan, as well as partnering with other APS agencies to promote, engage and celebrate a diverse and inclusive workforce. Key areas of work in 2024–25 included NAIDOC week, International Women's Day and Reconciliation week.

OAIC Health, Safety and Wellbeing Committee

The OAIC is committed to ensuring we provide a safe and healthy workplace. The Health, Safety and Wellbeing Committee facilitates cooperation between the OAIC and our people when instigating, developing and carrying out measures designed to ensure workers' health and safety at work. The committee helps ensure the OAIC complies with work health and safety legislative standards and requirements, and make sure workplace inspections are carried out. In 2024–25 the committee's activities included training for health and safety representatives and new first aid officers, harassment contact officers and fire wardens.

Social Committee

We are committed to ensuring there are appropriate outlets to get involved and connect socially, especially in our hybrid working environment. Our Social Committee supports a One OAIC culture by facilitating social events (both in-person and online) and encouraging our people to come together in a more relaxed setting. In 2024–25, this included a Coffee Roulette social coffee program, a book club, a running club and other optional social activities.

Procurement

During this reporting period, other than noted below, we complied with the Commonwealth Procurement Rules (CPRs), the OAIC's Accountable Authority Instructions (AAIs), the PGPA Act and the PGPA Rule, which provides the framework for decisions concerning the purchase of goods and services.

We continued to encourage competition, sought to achieved value-for-money outcomes and applied transparency and accountability in our decision-making. Our procurements are conducted to ensure the efficient, effective, economical and ethical use of Australian Government resources.

Two incidents were reported related to non-compliance with CPRs. The two incidents were assessed as not significant and closed. The non-compliance was rectified.

Consultants

Consultancy and non-consultancy contract expenditure reporting

Annual reports contain information about actual expenditure on reportable consultancy and non-consultancy contracts. Information on the value of reportable consultancy and non-consultancy contracts is available on the AusTender website.

Decisions to engage consultants during 2024–25 were made in accordance with the PGPA Act and related regulations, including the CPRs and relevant internal policies. In most instances the OAIC selected consultants through coordinated panel arrangements. We engaged consultants where we lacked specialist expertise or when independent research, review or assessment was required. Typically, we engaged consultants to:

- carry out defined reviews or evaluations
- provide research, independent advice, information or solutions to assist with our decision making.

During 2024–25, 3 new reportable consultancy contracts were entered into involving total actual expenditure of $42,000. In addition, 2 ongoing reportable consultancy contracts were active during the period, involving total actual expenditure of $289,000.

The details of actual expenditure on reportable consultancy and non-consultancy contracts can be found in below Tables 3, 4, 5 and 6.

Table 3: Expenditure on reportable consultancy contracts

Reportable consultancy contracts 2024–25	Number	Expenditure $'000 (GST inc.)
New contracts entered into during the reporting period	3	42
Ongoing contracts entered into during a previous reporting period	2	289
Total	**5**	331

Table 4: Expenditure on reportable non-consultancy contracts

Reportable non-consultancy contracts 2024–25	Number	Expenditure $'000 (GST inc.)
New contracts entered into during the reporting period	49	2,370
Ongoing contracts entered into during a previous reporting period	82	5,928
Total	**131**	**8,298**

Table 5: Organisations receiving 5 largest shares of reportable consultancy contract expenditure

Name of organisation	Organisation ABN	Expenditure $'000 (GST inc.)
Nous	66 086 210 344	228
CyberCX	90 629 363 328	62
Aucyber Solutions Pty Ltd	77 610 787 534	18
Elevenm Consulting Pty Ltd	77 610 787 534	14
Humanify HR Consulting Pty Ltd	80 651 424 869	10

Table 6: Organisations receiving 5 largest shares of reportable non-consultancy contract expenditure

Name of organisation	Organisation ABN	Expenditure $'000 (GST inc.)
DLA Piper Australia	83 508 451 308	1,636
Dexus CPA Pty Ltd	90 160 685 156	1,394
Australian Government Solicitor	69 405 937 639	1,331
Department of Employment and Workplace Relations	96 584 957 427	1,054
Department of Finance	61 970 632 495	680

ANAO access clauses

The OAIC did not enter any contracts of $100,000 or more (inclusive of GST) that did not include provisions allowing the Auditor-General to have access to contractor premises.

Exempt contracts

During 2024–25, no OAIC contracts or standing offers were exempt from publication on AusTender on the basis that publication would disclose exempt matters under the FOI Act.

Small business

The OAIC supports small business participation in the Commonwealth Government procurement market. Small and Medium Enterprise (SME) and Small Enterprise participation statistics are available on the Department of Finance's website.

We do this by providing opportunities wherever possible and engaging with small businesses where appropriate during our work. SME and small enterprise participation statistics are available on the Department of Finance's website.

The OAIC recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury's website.

Other requirements

Advertising and market research

The OAIC did not conduct advertising campaigns or market research in the reporting period.

Disability reporting

Australia's Disability Strategy 2021–2031 is the overarching framework for inclusive policies, programs and infrastructure that will support people with disability to participate in all areas of Australian life.

The strategy sets out where practical changes will be made to improve the lives of people with disability. It is intended to ensure the principles underpinning the United Nations Convention on the Rights of Persons with Disabilities are incorporated into Australian policies and programs that affect people with disability, their families and carers.

All levels of government have committed to deliver more comprehensive and visible reporting under the strategy. A range of reports on progress of the strategy's actions and outcome areas will be published and available at the Australian Disability Strategy Hub.

Disability reporting is included in the APSC's State of the Service reports and the APS Statistical Bulletin. These reports are available on the APSC website.

The OAIC is committed to diversity and inclusion, and reducing barriers for current and future staff with disability. At 30 June 2025, 2% of the OAIC's workforce identified as living with disability.

Grants

The OAIC did not award any grants in 2024–25.

Information Publication Scheme

As required by the FOI Act, we have an Information Publication Scheme section on our website that provides information on our structure, functions, appointments, annual reports, consultation arrangements and FOI officer. It also includes information we routinely release through FOI requests and provide to the Australian Parliament.

Memorandums of understanding

We received funding for specific services under a range of memorandums of understanding (MOUs), and also held MOUs for select services. For more information, see Appendix D: Memorandums of understanding.

We also have several non-financial MOUs that are generally for information sharing. Details are available on our website.

Ecologically sustainable development and environment performance

Section 516A of the *Environment Protection and Biodiversity Conservation Act 1999* requires us to report on how our activities accord with the principles of ecologically sustainable development.

Our role and activities do not directly link with the principles of ecologically sustainable development or impact on the environment, other than through our business operations regarding the consumption of resources required to sustain our operations. We use energy saving methods in the OAIC's operation, and endeavour to make the best use of resources.

Australian Public Service Net Zero 2030

APS Net Zero 2030 is the Government's policy for the APS to reduce its greenhouse gas emissions to net zero by 2030, and to transparently report on emissions. As part of the Net Zero in Government Operations Strategy, the OAIC is required to report on its operational greenhouse gas emissions.

The Greenhouse Gas Emissions Inventory and Electricity Greenhouse Gas Emissions tables present greenhouse gas emissions over the 2024–25 financial year. The greenhouse gas emissions reported are calculated on the basis of Carbon Dioxide Equivalent (CO_2-e) and in line with the Emissions Reporting Framework. This is consistent with a whole-of-Australian Government approach, outlined in the Net Zero in Government Operations Strategy, and Commonwealth Climate Disclosure requirements.

Additionally, some electricity data was unable to be sourced and has not been included. For example, the Service Delivery Office, via the Departments of Finance and Employment and Workplace Relations (DEWR) provide the OAIC with payroll, finance and ICT services under a shared services arrangement. A portion of electricity data from these arrangements was unable to be separated from Finance and DEWR's data and has been included in their respective annual reports. Further, a portion of electricity data was unable to be separated from landlord data and has not been included.

The transition of property service providers under the whole-of-Australian Government arrangements during the reporting period may result in incomplete property data. Any such incomplete data and resulting changes will be addressed within the Amendments Process, which is due to take place in the first half of 2026.

Table 7: 2024–25 greenhouse gas emissions inventory (location-based approach)

Emission source	Scope 1 t CO_2-e	Scope 2 t CO_2-e	Scope 3 t CO_2-e	Total t CO_2-e
Electricity (location-based approach)	n/a	26.80	1.62	28.43
Natural gas	–	n/a	–	–
Solid waste	–	n/a	–	–
Refrigerants	–	n/a	n/a	–
Fleet and other vehicles	–	n/a	–	–
Domestic commercial flights	n/a	n/a	34.26	34.26
Domestic hire car	n/a	n/a	–	–
Domestic travel accommodation	n/a	n/a	11.65	11.65
Other energy	–	n/a	–	–
Total t CO_2-e	**–**	**26.80**	**47.53**	**74.33**

Note: the table above presents emissions related to electricity usage using the location-based accounting method.
CO_2-e = Carbon Dioxide Equivalent.

Table 8: 2024–25 electricity greenhouse gas emissions

Emission source	Scope 2 t CO_2-e	Scope 3 t CO_2-e	Total t CO_2-e	Electricity kWh
Electricity (location-based approach)	26.80	1.62	28.43	40,610.54
Market-based electricity emissions	26.91	3.65	30.56	33,221.46
Total renewable electricity consumed	n/a	n/a	n/a	7,389.09
Renewable power percentage[1]	n/a	n/a	n/a	7,389.09
Jurisdictional renewable power	n/a	n/a	n/a	–
GreenPower[2]	n/a	n/a	n/a	–
Large-scale generation certificates[2]	n/a	n/a	n/a	–
Behind the meter solar[4]	n/a	n/a	n/a	–
Total renewable electricity produced	n/a	n/a	n/a	–
Large-scale generation certificates[2]	n/a	n/a	n/a	–
Behind the meter solar[4]	n/a	n/a	n/a	–

Note: The table above presents emissions related to electricity usage using both the location-based and the market-based accounting methods. CO_2-e = Carbon Dioxide Equivalent. Electricity usage is measured in kilowatt hours (kWh).

[1] Listed as Mandatory renewables in 2023–24 Annual Reports. The renewable power percentage (RPP) accounts for the portion of electricity used, from the grid, that falls within the Renewable Energy Target (RET).

[2] Listed as Voluntary renewables in 2023–24 Annual Reports.

[3] The Australian Capital Territory is currently the only state with a jurisdictional renewable power percentage (JRPP).

[4] Reporting behind the meter solar consumption and/or production is optional. The quality of data is expected to improve over time as emissions reporting matures.

Part 4
Financial statements

Australian National Audit Office

INDEPENDENT AUDITOR'S REPORT

To the Attorney-General

Opinion

In my opinion, the financial statements of the Office of the Australian Information Commissioner (the Entity) for the year ended 30 June 2025:

(a) comply with Australian Accounting Standards – Simplified Disclosures and the Public Governance, Performance and Accountability (Financial Reporting) Rule 2015; and

(b) present fairly the financial position of the Entity as at 30 June 2025 and its financial performance and cash flows for the year then ended.

The financial statements of the Entity, which I have audited, comprise the following as at 30 June 2025 and for the year then ended:

- Statement by the Accountable Authority and Chief Financial Officer;
- Statement of Comprehensive Income;
- Statement of Financial Position;
- Statement of Changes in Equity;
- Cash Flow Statement; and
- Notes to the financial statements, comprising a summary of significant accounting policies and other explanatory information.

Basis for opinion

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the Entity in accordance with the relevant ethical requirements for financial statement audits conducted by the Auditor-General and his delegates. These include the relevant independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) to the extent that they are not in conflict with the *Auditor-General Act 1997*. I have also fulfilled my other responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Accountable Authority's responsibility for the financial statements

As the Accountable Authority of the Entity, the Australian Information Commissioner is responsible under the *Public Governance, Performance and Accountability Act 2013* (the Act) for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards – Simplified Disclosures and the rules made under the Act. The Accountable Authority is also responsible for such internal control as the Accountable Authority determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Accountable Authority is responsible for assessing the ability of the Entity to continue as a going concern, taking into account whether the Entity's operations will cease as a result of an administrative restructure or for any other reason. The Accountable Authority is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless the assessment indicates that it is not appropriate.

GPO Box 707, Canberra ACT 2601
38 Sydney Avenue, Forrest ACT 2603
Phone (02) 6203 7300

Auditor's responsibilities for the audit of the financial statements

My objective is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian National Audit Office Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with the Australian National Audit Office Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Accountable Authority;
- conclude on the appropriateness of the Accountable Authority's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern; and
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Accountable Authority regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Australian National Audit Office

Saminda Maddumahewa

Audit Principal

Delegate of the Auditor-General

Canberra

3 October 2025

Statement by the accountable authority and chief financial officer

In our opinion, the attached financial statements for the year ended 30 June 2025 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and are based on properly maintained financial records as per subsection 41(2) of the PGPA Act.

In our opinion, at the date of this statement, there are reasonable grounds to believe that the Office of the Information Commissioner will be able to pay its debts as and when they fall due.

Elizabeth Tydd
Australian Information Commissioner

2 October 2025

Simon Crone
Chief Financial Officer

2 October 2025

Statement of comprehensive income

for the period ended 30 June 2025

	Notes	2025 $'000	2024 $'000	Original budget $'000
NET COST OF SERVICES				
Expenses				
Employee benefits	1.1A	**25,849**	27,398	21,019
Suppliers	1.1B	**7,655**	14,602	14,814
Depreciation and amortisation	2.2A	**1,846**	1,621	1,370
Finance costs	1.1C	**6**	11	6
Write-down and impairment of other assets	1.1D	**316**	–	–
Other expenses	1.1E	**11**	133	–
Total expenses		**35,683**	43,765	37,209
Own-source income				
Own-source revenue				
Revenue from contracts with customers	1.2A	**101**	158	–
Other revenue	1.2B	**1,452**	205	–
Total own-source revenue		**1,553**	363	–
Gains				
Gains from sale of assets	1.2C	**1**	–	–
Other		**–**	–	33
Total gains		**1**	–	33
Total own-source income		**1,554**	363	33
Net (cost of)/contribution by services		**(34,129)**	(43,402)	(37,176)
Revenue from Government	1.2D	**38,291**	47,907	36,792
Surplus/(Deficit) before income tax on continuing operations		**4,162**	4,505	(384)
Surplus/(Deficit) after income tax on continuing operations		**4,162**	4,505	(384)
OTHER COMPREHENSIVE INCOME				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation reserve		**66**	–	–
Total comprehensive income/(loss)		**4,228**	4,505	(384)

The above statement should be read in conjunction with the accompanying notes.

Budget variances commentary

The OAIC recorded a surplus from operations for the financial year ended 30 June 2025 of $4.2 million compared to an original budgeted deficit of $0.4 million.

The variance is reflected in both employee benefits and suppliers. The individual variances for these line items arose in part due to the timing of the original budget included in the portfolio budget statements occurring prior to the finalisation of the internal operating budget.

The overall variance reflects three main factors:

1. unbudgeted own-source revenue received from the awarding of costs to the OAIC in a legal matter,
2. unused contingent litigation funding for major data breach investigations due to the commencement of the litigation phase later than anticipated. This created a misalignment between recognition of appropriation revenue and related expenditure (the unspent funding is carried over to be used in FY2025-26), and
3. a higher than budgeted staff attrition rate.

Statement of financial position

as at 30 June 2025

	Notes	2025 $'000	2024 $'000	Original budget $'000
ASSETS				
Financial assets				
Cash and cash equivalents	2.1A	**5,289**	5,480	3,049
Trade and other receivables	2.1B	**9,858**	6,835	2,271
Total financial assets		**15,147**	12,315	5,320
Non-financial assets				
Right of Use	2.2A	**701**	1,635	700
Infrastructure, plant and equipment	2.2A	**694**	1,314	1,474
Computer Software	2.2A	**460**	776	501
Other non-financial assets	2.2B	**184**	200	106
Total non-financial assets		**2,039**	3,925	2,781
Total assets		**17,186**	16,240	8,101
LIABILITIES				
Payables				
Suppliers	2.3A	**1,826**	2,271	2,315
Other payables	2.3B	**820**	799	611
Total payables		**2,646**	3,070	2,926
Interest bearing liabilities				
Leases	2.4A	**729**	1,732	756
Total interest bearing liabilities		**729**	1,732	756
Provisions				
Employee provisions	4.1A	**4,938**	6,793	5,171
Total provisions		**4,938**	6,793	5,171
Total liabilities		**8,313**	11,595	8,853
Net assets		**8,873**	4,645	(752)
EQUITY				
Contributed equity		**7,053**	7,053	7,053
Reserves		**672**	606	606
Retained surplus / (Accumulated deficit)		**1,148**	(3,014)	(8,411)
Total equity		**8,873**	4,645	(752)

The above statement should be read in conjunction with the accompanying notes.

Budget variances commentary

While variances in assets and liabilities are to a degree driven by timing, for the year ended 30 June 2025, they were also impacted by the unused appropriation for contingent litigation funding for major data breach investigations that occurred due to the commencement of the litigation phase later than anticipated. A decrease in employee provisions resulting from the reduction in staff arising from the year-on-year reduction in appropriation funding and the restructuring of the OAIC also contributed to the variance. The movement in equity reflects the operating surplus of $4.2 million.

Statement of changes in equity

for the year ended 30 June 2025

	Notes	2025 $'000	2024 $'000	Original budget $'000
CONTRIBUTED EQUITY				
Opening balance as at 1 July				
Balance carried forward from previous period		**7,053**	6,053	7,053
Adjusted opening balance		**7,053**	6,053	7,053
Transactions with owners				
Contributions by owners				
Equity injection – Appropriations		**–**	1,000	–
Total transactions with owners		**–**	1,000	–
Closing balance as at 30 June		**7,053**	7,053	7,053
RETAINED EARNINGS				
Opening balance				
Balance carried forward from previous period		**(3,014)**	(7,519)	(8,027)
Adjusted opening balance		**(3,014)**	(7,519)	(8,027)
Comprehensive income				
Surplus / (Deficit) for the period		**4,162**	4,505	(384)
Total comprehensive income		**4,162**	4,505	(384)
Closing balance as at 30 June		**1,148**	(3,014)	(8,411)
ASSET REVALUATION RESERVE				
Opening balance				
Balance carried forward from previous period		**606**	606	606
Adjusted opening balance		**606**	606	606
Comprehensive income				
Other comprehensive income		**66**	–	–
Total comprehensive income		**66**	–	–
Closing balance as at 30 June		**672**	606	606

	Notes	2025 $'000	2024 $'000	Original budget $'000
TOTAL EQUITY				
Opening balance				
Balance carried forward from previous period		**4,645**	(860)	(368)
Adjusted opening balance		**4,645**	(860)	(368)
Comprehensive income				
Surplus / (Deficit) for the period		**4,162**	4,505	(384)
Other comprehensive income		**66**	–	–
Total comprehensive income		**4,228**	4,505	(384)
Transactions with owners				
Contributions by owners				
Equity injection – Appropriations		**–**	1,000	–
Total transactions with owners		**–**	1,000	–
Closing balance as at 30 June		**8,873**	4,645	(752)

The above statement should be read in conjunction with the accompanying notes.

Accounting policy

Equity Injections

Amounts appropriated which are designated as 'equity injections' for a year (less any formal reductions) and Departmental Capital Budgets (DCBs) are recognised directly in contributed equity in that year.

Budget variances commentary

The movement in equity reflects the operating surplus of $4.2 million.

Cash flow statement

for the year ended 30 June 2025

	Notes	2025 $'000	2024 $'000	Original budget $'000
OPERATING ACTIVITIES				
Cash received				
Appropriations		**37,964**	46,612	36,792
Sale of goods and rendering of services		**162**	178	–
Net GST received		**639**	1,039	294
Other		**2,529**	1,203	–
Total cash received		**41,294**	49,032	37,086
Cash used				
Employees		**(26,790)**	(28,186)	(21,019)
Suppliers		**(9,389)**	(13,594)	(14,781)
Interest payments on lease liabilities		**(6)**	(11)	(6)
Net GST paid		**(639)**	(1,039)	(294)
Section 74 receipts transferred to OPA		**(3,660)**	(2,563)	–
Total cash used		**(40,484)**	(45,393)	(36,100)
Net cash from operating activities		**810**	3,639	986
INVESTING ACTIVITIES				
Cash received				
Proceeds from sale of property, plant and equipment		**2**	–	–
Total cash received		**2**	–	–
Cash used				
Purchase of property, plant and equipment		**–**	(582)	(19)
Purchase of intangibles		**(226)**	(304)	–
Total cash used		**(226)**	**(886)**	**(19)**
Net cash used by investing activities		**(224)**	**(886)**	**(19)**

	Notes	2025 $'000	2024 $'000	Original budget $'000
FINANCING ACTIVITIES				
Cash received				
Contributed equity		**226**	594	–
Total cash received		**226**	594	–
Cash used				
Principle payments of lease liabilities		**(1,003)**	(954)	(986)
Total cash used		**(1,003)**	(954)	(986)
Net cash used by financing activities		**(777)**	(360)	(986)
Net (decrease) / increase in cash held		**(191)**	2,393	(19)
Cash and cash equivalents at the beginning of the reporting period		**5,480**	3,087	3,068
Cash and cash equivalents at the end of the reporting period	2.1A	**5,289**	5,480	3,049

The above statement should be read in conjunction with the accompanying notes.

Budget variances commentary

The variance versus budgeted cash position is primarily due to the higher than budgeted opening cash position arising from the unbudgeted prior year surplus.

Overview

Objectives of the Office of the Australian Information Commissioner

The Office of the Australian Information Commissioner (OAIC) is an Australian Government controlled entity established under the *Australian Information Commissioner Act 2010*.

The continued existence of the OAIC in its present form and with its present programs is dependent on Government policy and on continuing funding by Parliament for the OAIC's administration and programs.

The OAIC is structured to meet the following outcome:

> Provision of public access to Commonwealth Government information, protection of individuals' personal information, and performance of Information Commissioner, freedom of information and privacy functions.

The OAIC activities contributing toward this outcome are classified as departmental. Departmental activities involve the use of assets, liabilities, income and expenses controlled or incurred by the OAIC in its own right.

The OAIC originally budgeted for a breakeven result (after adjustment for depreciation/amortisation funded through revenue appropriations of $0.4 million, depreciation/amortisation of right-of-use assets of $0.9 million and principal repayments on leased assets of $1.0 million) for the year ended 30 June 2025.

The actual Cash Operating Surplus was $5.3 million (after adjustment for depreciation/amortisation funded through revenue appropriations of $0.9 million, depreciation/amortisation of right-of-use assets of $0.9 million, write-down and impairment of other assets $0.3 million and principal repayments on leased assets of $1.0 million).

The overall variance reflects three main factors:

1. unbudgeted own-source revenue received from the awarding of costs to the OAIC in a legal matter,
2. unused contingent litigation funding for major data breach investigations due to the commencement of the litigation phase later than anticipated. This created misalignment between recognition of appropriation revenue and related expenditure (the unspent funding is carried over to be used in FY2025–26), and
3. a higher than budgeted staff attrition rate.

The Basis of Preparation

The financial statements are required by section 42 of the *Public Governance, Performance and Accountability Act 2013*.

The financial statements have been prepared in accordance with:

a) *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015* (FRR); and

b) Australian Accounting Standards and Interpretations – including simplified disclosures for Tier 2 Entities under AASB 1060 issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period.

The financial statements have been prepared on an accrual basis and in accordance with the historical cost convention, except for certain assets and liabilities at fair value. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position. The financial statements are presented in Australian dollars.

Taxation

The entity is exempt from all forms of taxation except Fringe Benefits Tax (FBT) and the Goods and Services Tax (GST).

Events after the reporting period

There are no known events after the reporting period that could have a material impact on the financial statements.

Financial performance

This section analyses the financial performance of the OAIC for the year ended 30 June 2025.

1.1 Expenses

	2025 $'000	2024 $'000
1.1A: Employee benefits		
Wages and salaries	**19,461**	21,404
Superannuation		
Defined contribution plans	**2,764**	2,856
Defined benefit plans	**552**	723
Leave and other entitlements	**2,033**	2,326
Separation and redundancies	**916**	–
Other employee expenses	**123**	89
Total employee benefits	**25,849**	27,398

Accounting Policy

Accounting policies for employee related expenses is contained in the People and relationships section.

	2025 $'000	2024 $'000
1.1B: Suppliers		
Goods and services supplied or rendered		
Audit fees (paid)	**71**	88
Consultants	**300**	925
Contractors	**147**	576
Travel	**357**	594
ICT services	**684**	475
Communication	**98**	223
Legal	**3,110**	8,122
Shared services	**1,653**	1,877
Property	**319**	318
Office services	**126**	176
Learning & Development	**155**	256
Other	**561**	869
Total goods and services supplied or rendered	**7,581**	14,499
Goods supplied	**18**	58
Services rendered	**7,563**	14,525
Total goods and services supplied or rendered	**7,581**	14,583
Other suppliers		
Workers compensation expenses	**63**	45
Short-term leases	**11**	58
Total other suppliers	**74**	103
Total suppliers	**7,655**	14,602

The OAIC has no short-term lease commitments as at 30 June 2025.

Accounting Policy

Short-term leases and leases of low-value assets

The OAIC has elected not to recognise right-of-use assets and lease liabilities for short-term leases of assets that have a lease term of 12 months or less and leases of low-value assets (less than $10,000 per asset). The OAIC recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

	2025 $'000	2024 $'000
1.1C: Finance costs		
Interest on lease liabilities	**6**	11
Total finance costs	**6**	11

The above lease disclosures should be read in conjunction with the accompanying notes 2.2 and 2.4A.

Accounting Policy

Accounting Policy All borrowing costs are expensed as incurred.

	2025 $'000	2024 $'000
1.1D: Write-down and impairment of other assets		
Write-down of property, plant and equipment	**1**	–
Impairment of software costs	**315**	–
Total write-down and impairment of other assets	**316**	–

	2025 $'000	2024 $'000
1.1E: Other expenses		
Settlement of litigation	**1**	127
Other – FBT expenses	**10**	6
Total other expenses	**11**	133

1.2 Own-Source Revenue and Gains

	2025 $'000	2024 $'000
Own source revenue		
1.2A: Revenue from contracts with customers		
Rendering of services	**101**	158
Total revenue from contracts with customers	**101**	158
Disaggregation of revenue from contracts with customers		
Major product / service line:		
Privacy services	**101**	158
	101	158
Type of customer:		
Australian Government entities (related parties)	**81**	–
State and Territory Governments	**20**	158
	101	158
Timing of transfer of goods and services:		
Over time	**101**	158
	101	158

Accounting Policy

Revenue from rendering of services is recognised by reference to the stage of completion of contracts at the reporting date. The stage of completion of contracts at the reporting date is determined by reference to the proportion that costs incurred to date bear to the estimated total costs of the transaction.

Receivables for goods and services, which have 30 day terms, are recognised at the nominal amounts due less any impairment allowance account. Collectability of debts is reviewed at end of the reporting period. Allowances are made when collectability of the debt is no longer probable.

	2025 $'000	2024 $'000
1.2B: Other revenue		
Resources received free of charge – Remuneration of auditors	**38**	36
Legal Settlements	**1,413**	162
Other revenue	**1**	7
Total other revenue	**1,452**	205

Accounting Policy

Resources Received Free of Charge

Resources received free of charge are recognised as revenue when, and only when, a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense. Resources received free of charge are recorded as either revenue or gains depending on their nature.

Legal Settlements Revenue

Legal settlements are recognised on receipts in accordance with AASB1058.

Gains

	2025 $'000	2024 $'000
1.2C: Other gains		
Gains arising from sale of assets	**1**	–
Total other gains	**1**	–

Accounting Policy

Sale of Assets

Gains from disposal of assets are recognised when control of the asset has passed to the buyer.

	2025 $'000	2024 $'000
1.2D: Revenue from Government		
Appropriations		
Departmental appropriations	**38,291**	47,907
Total revenue from Government	**38,291**	47,907

Accounting Policy

Revenue from Government

Amounts appropriated for departmental appropriations for the year (adjusted for any formal additions and reductions) are recognised as Revenue from Government when the entity gains control of the appropriation, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned. Appropriations receivable are recognised at their nominal amounts.

Funding received or receivable from non-corporate Commonwealth entities (appropriated to the non-corporate Commonwealth entity as a corporate Commonwealth entity payment item for payment to this entity) is recognised as Revenue from Government by the corporate Commonwealth entity unless the funding is in the nature of an equity injection or a loan.

Financial position

This section analyses the OAIC's assets used to conduct its operations and the operating liabilities incurred as a result.

Employee related information is disclosed in the People and Relationships section.

2.1 Financial assets

	2025 $'000	2024 $'000
2.1A: Cash and cash equivalents		
Cash on hand or on deposit	**5,289**	5,480
Total cash and cash equivalents	**5,289**	5,480

Accounting Policy

Cash is recognised at its nominal amount. Cash and cash equivalents includes:

a) cash on hand; and

b) demand deposits in bank accounts with an original maturity of 3 months or less that are readily convertible to known amounts of cash and subject to insignificant risk of changes in value.

	2025 $'000	2024 $'000
2.1B: Trade and other receivables		
Appropriation receivables		
Appropriation receivable	**9,737**	5,977
Total appropriation receivables	**9,737**	5,977
Other receivables		
GST receivables	**33**	97
Other receivables	**88**	761
Total other receivables	**121**	858
Total trade and other receivables (gross)	**9,858**	6,835
Total trade and other receivables (net)	**9,858**	6,835

Credit terms for goods and services were within 30 days (2024: 30 days).

Accounting Policy

Financial assets

Trade receivables, loans and other receivables that are held for the purpose of collecting the contractual cash flows where the cash flows are solely payments of principal and interest, that are not provided at below-market interest rates, are subsequently measured at amortised cost using the effective interest method adjusted for any loss allowance.

2.2 Non-Financial Assets

2.2A: Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment and Intangibles

Reconciliation of the opening and closing balances of property, plant and equipment for 2025

	Right of use $'000	Lease improvements $'000	Computer, plant and equipment $'000	Computer Software $'000	Total $'000
As at 1 July 2024					
Gross book value	4,673	1,340	1,346	3,142	10,501
Accumulated depreciation, amortisation and impairment	(3,038)	(959)	(413)	(2,366)	(6,776)
Total as at 1 July 2024	1,635	381	933	776	3,725
Recognition of service concession assets on initial application of AASB 1059	–	–	–	–	–
Adjusted total as at 1 July 2024	1,635	381	933	776	3,725
Additions					
Purchase or internally developed	–	–	–	226	226
Revaluations					
Gross book value	–	(900)	(608)	–	(1,508)
Accumulated depreciation	–	952	622	–	1,574
Depreciation and amortisation					
	–	(469)	(216)	(227)	(912)
Depreciation on right-of-use assets					
	(934)	–	–	–	(934)
Other movement	–	439	(439)		–
Write-down/impairment	–	–	(1)	(315)	(316)
Total as at 30 June 2025	701	403	291	460	1,855
Total as at 30 June 2025 represented by					
Gross book value	4,673	879	298	2,997	8,847
Accumulated depreciation, amortisation and impairment	(3,972)	(476)	(7)	(2,537)	(6,992)
Total as at 30 June 2025	701	403	291	460	1,855
Carrying amount of right-of-use assets	701	–	–	–	701

Revaluations of non-financial assets and intangible assets

All revaluations were conducted in accordance with the revaluation policy stated at Note 2.2. On 30 June 2025, an independent valuer conducted the revaluations.

Contractual commitments for the acquisition of property, plant, equipment and intangible assets

As at 30 June 2025, the OAIC has no commitments for the acquisition of property, plant, equipment and intangible assets

Reconciliation of the opening and closing balances of property, plant and equipment for 2024

	Right of use $'000	Lease improvements $'000	Computer, plant and equipment $'000	Computer Software $'000	Total $'000
As at 1 July 2023					
Gross book value	4,673	1,340	764	2,838	9,615
Accumulated depreciation, amortisation and impairment	(2,103)	(693)	(200)	(2,159)	(5,155)
Total as at 1 July 2023	2,570	647	564	679	4,460
Additions					
Purchase or internally developed	–	–	582	304	886
Depreciation and amortisation	(935)	(266)	(213)	(207)	(1,621)
Total as at 30 June 2024	1,635	381	933	776	3,725
Total as at 30 June 2024 represented by					
Gross book value	4,673	1,340	1,346	3,142	10,501
Accumulated depreciation, amortisation and impairment	(3,038)	(959)	(413)	(2,366)	(6,776)
Total as at 30 June 2024	1,635	381	933	776	3,725

Accounting Policy

Assets are recorded at cost on acquisition except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken. Financial assets are initially measured at their fair value plus transaction costs where appropriate.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and income at their fair value at the date of acquisition, unless acquired as a consequence of restructuring of administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amounts at which they were recognised in the transferor's accounts immediately prior to the restructuring.

Asset Recognition Threshold

Purchases of property, plant and equipment are recognised initially at cost in the statement of financial position, except for purchases costing less than $5,000 which are expensed in the year of acquisition (other than where they form part of a group of similar items which are significant in total).

The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located. This is particularly relevant to 'make good' provisions in property leases taken up by the entity where there exists an obligation to restoration. These costs are included in the value of the OAIC's leasehold improvement with a corresponding provision for the 'make good' recognised.

Lease Right of Use (ROU) Assets

Leased ROU assets are capitalised at the commencement date of the lease and comprise of the initial lease liability amount, initial direct costs incurred when entering into the lease less any lease incentives received. These assets are accounted for by Commonwealth lessees as separate asset classes to corresponding assets owned outright, but included in the same column as where the corresponding underlying assets would be presented if they were owned.

On initial adoption of AASB 16 the OAIC has adjusted the ROU assets at the date of initial application by the amount of any provision for onerous leases recognised immediately before the date of initial application. Following initial application, an impairment review is undertaken for any right of use lease asset that shows indicators of impairment and an impairment loss is recognised against any right of use lease asset that is impaired. Lease ROU assets continue to be measured at cost after initial recognition in Commonwealth agency, GGS and Whole of Government financial statements.

Revaluations

Following initial recognition at cost, property, plant and equipment (excluding ROU assets) are carried at fair value (or an amount not materially different from fair value) less subsequent accumulated depreciation and accumulated impairment losses. Valuations are conducted with sufficient frequency to ensure that the carrying amounts of assets did not differ materially from the assets' fair values as at the reporting date. The regularity of independent valuations depended upon the volatility of movements in market values for the relevant assets. A revaluation was conducted on 30 June 2025.

Revaluation adjustments are made on a class basis. Any revaluation increment is credited to equity under the heading of asset revaluation reserve except to the extent that it reversed a previous revaluation decrement of the same asset class that was previously recognised in the surplus/deficit. Revaluation decrements for a class of assets are recognised directly in the surplus/deficit except to the extent that they reverse a previous revaluation increment for that class.

Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amount of the asset and the asset restated to the revalued amount.

Depreciation

Depreciable property, plant and equipment assets are written-off to their estimated residual values over their estimated useful lives to the entity using, in all cases, the straight-line method of depreciation.

Depreciation rates (useful lives), residual values and methods are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future reporting periods, as appropriate.

Depreciation rates applying to each class of depreciable asset are based on the following useful lives:

	2025	2024
Leasehold improvements	Lease terms	Lease terms
Plant and equipment	4 to 10 years	4 to 10 years

The depreciation rates for ROU assets are based on the commencement date to the earlier of the end of the useful life of the ROU asset or the end of the lease term.

Impairment

All assets were assessed for impairment at 30 June 2025. Where indications of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment made if the asset's recoverable amount is less than it's carrying amount.

The recoverable amount of an asset is the higher of its fair value less costs of disposal and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if the entity were deprived of the asset, its value in use is taken to be its depreciated replacement cost.

Derecognition

An item of property, plant and equipment is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.

Intangibles

The entity's intangibles comprise internally developed software for internal use. These assets are carried at cost less accumulated amortisation and accumulated impairment losses.

Software is amortised on a straight-line basis over its anticipated useful life. The useful lives of the entity's software are 2 to 5 years (2024: 2 to 5 years).

All software assets were assessed for indications of impairment as at 30 June 2025.

	2025 $'000	2024 $'000
2.2B: Other non-financial assets		
Prepayments	**184**	200
Total other non-financial assets	**184**	200

No indicators of impairment were found for other non-financial assets.

2.3 Payables

	2025 $'000	2024 $'000
2.3A: Suppliers		
Trade creditors and accruals	**1,826**	2,271
Total suppliers	**1,826**	2,271

Settlement terms for suppliers are within 20 days of the date of an official, correctly rendered supplier invoice.

	2025 $'000	2024 $'000
2.3B: Other payables		
Salaries and wages	**629**	683
Superannuation	**98**	107
Other employee payables	**12**	8
Prepayments received/unearned income	**81**	–
Statutory payable	**–**	1
Total other payables	**820**	799

2.4 Interest Bearing Liabilities

	2025 $'000	2024 $'000
2.4A: Leases		
Lease liabilities	**729**	1,732
Total leases	**729**	1,732
Maturity analysis – contractual undiscounted cash flows		
Within 1 year	**729**	993
Between 1 to 5 years	**–**	767
Total leases	**729**	1,760

Total cash outflow for leases for the year ended 30 June 2025 was $1.003M (2024: $0.965M).

The above lease disclosures should be read in conjunction with the accompanying notes 1.1C and 2.2.

Accounting Policy

For all new contracts entered into, the OAIC considers whether the contract is, or contains a lease. A lease is defined as 'a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration'.

Once it has been determined that a contract is, or contains a lease, the lease liability is initially measured at the present value of the lease payments unpaid at the commencement date, discounted using the interest rate implicit in the lease, if that rate is readily determinable, or the department's incremental borrowing rate.

Subsequent to initial measurement, the liability will be reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification to the lease. When the lease liability is remeasured, the corresponding adjustment is reflected in the right-of-use asset or profit and loss depending on the nature of the reassessment or modification.

Funding

This section identifies the OAIC funding structure.

3.1 Appropriations

3.1A: Annual appropriations ('recoverable GST exclusive')

Annual Appropriations for 2025

	Annual Appropriation[1] $'000	Adjustments to appropriation[2] $'000	Total appropriation $'000	Appropriation applied in 2025 (current and prior years) $'000	Variance $'000
Departmental					
Ordinary annual services	**38,291**	**3,021**	**41,312**	**(37,516)**	3,796
Other services					
Equity Injections	–	–	–	**(226)**	(226)
Total departmental	**38,291**	**3,021**	**41,312**	**(37,742)**	**3,570**

1. Adjustments to appropriations includes adjustments to current year annual appropriations including PGPA Act section 74 receipts.

2. Variance represents the application of current and previous years appropriation and own-source revenue.

Annual Appropriations for 2024

	Annual Appropriation[1] $'000	Adjustments to appropriation[2] $'000	Total appropriation $'000	Appropriation applied in 2025 (current and prior years) $'000	Variance $'000
Departmental					
Ordinary annual services	47,907	1,524	49,431	(42,001)	7,430
Other services					
Equity Injections	1,000	–	1,000	(1,774)	(774)
Total departmental	**48,907**	**1,524**	**50,431**	**(43,775)**	**6,656**

1. Adjustments to appropriations includes PGPA Act section 74 receipts.

2. Variance represents the application of current and previous years appropriation and own-source revenue.

3.1B: Unspent annual appropriations ('recoverable GST exclusive')

	2025 $'000	2024 $'000
Departmental		
Cash or cash equivalent	**5,289**	5,480
Appropriation Act (No. 1) 2024–25[1]	**5,276**	–
Appropriation Act (No. 3) 2024–25	**1,499**	–
Appropriation Act (No. 1) 2023–24	**2,782**	4,133
Appropriation Act (No. 3) 2023–24	**–**	1,437
Appropriation Act (No. 2) 2023–24	**180**	406
Total departmental	**15,026**	11,456

1. Includes $1.506M subject to administrative quarantine by Finance under section 51 of the PGPA Act

3.2 Net Cash Appropriation Arrangements

	2025 $'000	2024 $'000
Total comprehensive income/(loss) – as per the Statement of Comprehensive Income	**4,228**	4,505
Plus: Depreciation/amortisation of assets funded through appropriations (departmental capital budget funding and/or equity injections)[1]	**912**	686
Plus: Depreciation of right-of-use assets[2]	**934**	935
Plus: Write-down and impairment of other assets	**316**	–
Less: Changes in asset revaluation reserve	**(66)**	–
Less: Lease principal repayments[2]	**(1,003)**	(954)
Net Cash Operating Surplus	**5,321**	5,172

1. From 2010-11, the Government introduced net cash appropriation arrangements where revenue appropriations for depreciation/amortisation expenses of non-corporate Commonwealth entities and selected corporate Commonwealth entities were replaced with a separate capital budget provided through equity appropriations. Capital budgets are to be appropriated in the period when cash payment for capital expenditure is required.

2. The inclusion of depreciation/amortisation expenses related to ROU leased assets and the lease liability principal repayment amount reflects the impact of AASB 16 Leases, which does not directly reflect a change in appropriation arrangements.

People and relationships

This section describes a range of employment and post-employment benefits provided to our people and our relationships with other key people.

4.1 Employee Provisions

	2025 $'000	2024 $'000
4.1A: Employee provisions		
Leave	**4,938**	6,793
Total employee provisions	**4,938**	6,793

Accounting Policy

Liabilities for short-term employee benefits and termination benefits expected within twelve months of the end of reporting period are measured at their nominal amounts.

Other long-term employee benefits are measured as net total of the present value of the defined benefit obligation at the end of the reporting period minus the fair value at the end of the reporting period of plan assets (if any) out of which the obligations are to be settled directly.

Leave

The liability for employee benefits includes provision for annual leave and long service leave.

The leave liabilities are calculated on the basis of employees' remuneration at the estimated salary rates that will be applied at the time the leave is taken, including the entity's employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination. The liability for long service leave has been determined by reference to the work of an actuary as at 30 June 2025. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Superannuation

The entity's staff are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS), or the PSS accumulation plan (PSSap), or other superannuation funds held outside the Australian Government.

The CSS and PSS are defined benefit schemes for the Australian Government. The PSSap is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course. This liability is reported in the Department of Finance's administered schedules and notes.

The entity makes employer contributions to the employees' defined benefit superannuation scheme at rates determined by an actuary to be sufficient to meet the current cost to the Government. The entity accounts for the contributions as if they were contributions to defined contribution plans.

The liability for superannuation recognised as at 30 June represents outstanding contributions.

Accounting Judgements and Estimates

The long service leave has been estimated in accordance with the FRR taking into account expected salary growth, attrition and future discounting using the government bond rate.

4.2 Key Management Personnel Remuneration

Key management personnel are those persons having authority and responsibility for planning, directing and controlling the activities of the OAIC.

The OAIC has determined the key management personnel to be the standing committee members of the OAIC Governance Board including the Australian Information Commissioner, Privacy Commissioner, Freedom of Information Commissioner and two Executive General Managers; or individuals acting in those positions for a period that is more than a month.

	2025 $'000	2024 $'000
Short term employee benefits	**1,637**	1,195
Post employment benefits	**162**	147
Other long-term employee benefits	**154**	56
Termination benefits	**243**	–
Total key management personnel remuneration expenses[1]	**2,196**	**1,398**

The total number of key management personnel that are included in the above table are 7 (2024: 5).

1. The above key management personnel remuneration excludes the remuneration and other benefits of the Portfolio Minister. The Portfolio Minister's remuneration and other benefits are set by the Remuneration Tribunal and are not paid by the entity.

4.3 Related Party Disclosures

Related party relationships

The parent entity to OAIC is Australian Government. The entity is an Australian Government controlled entity. Related parties to this entity are Key Management Personnel including the Portfolio Minister and Executive, and other Australian Government entities.

Transactions with related parties

Given the breadth of Government activities, related parties may transact with the government sector in the same capacity as ordinary citizens. Such transactions include the payment or refund of taxes, receipt of a Medicare rebate or higher education loans. These transactions have not been separately disclosed in this note.

Significant transactions with related parties can include:

- the payments of grants or loans;
- purchases of goods and services;
- asset purchases, sales transfers or leases;
- debts forgiven; and
- guarantees.

Giving consideration to relationships with related entities, and transactions entered into during the reporting period by the entity, it has been determined that there are no related party transactions to be separately disclosed.

Managing uncertainties

This section analyses how the OAIC manages financial risks within its operating environment.

5.1A: Contingent assets and liabilities

	Claims for damages or costs		Total	
	2025 $'000	2024 $'000	2025 $'000	2024 $'000
Contingent assets				
Balance from previous period	**–**	–	**–**	–
New contingent assets recognised	**400**	–	**400**	–
Total contingent assets	**400**	–	**400**	–
Contingent liabilities				
Balance from previous period	**–**	–	**–**	–
New contingent assets recognised	**2**	–	**2**	–
Total contingent liabilities	**2**	–	**2**	–
Net contingent assets/(liabilities)			**398**	–

Quantifiable Contingencies

The above table contains $2K of contingent liabilities disclosed in respect to court costs being paid by the OAIC (2024: $0).

The table also contains $400k of contingent assets in respect to court cost being received by the OAIC (2024: $0).

Unquantifiable Contingencies

As at 30 June 2025, the OAIC had 28 unquantifiable contingent assets relating to matters before the court that are considered more likely than not to lead to costs in favour of the OAIC. It was not possible to estimate the amounts of any eventual payments that may be received in relation to these claims. These are not included in above table.

As at 30 June 2025, the OAIC had 1 unquantifiable contingent liabilities relating to matters before the court that are considered more likely than not to lead to costs against the OAIC. It was not possible to estimate the amounts of any eventual payments that may be made in relation to these claims. These are not included in above table.

Accounting Policy

Contingent liabilities and contingent assets are not recognised in the statement of financial position but are reported in the notes. They may arise from uncertainty as to the existence of a liability or asset or represent an asset or liability in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable but not virtually certain and contingent liabilities are disclosed when settlement is greater than remote.

5.2 Financial Instruments

	2025 $'000	2024 $'000
5.2A: Categories of financial instruments		
Financial assets at amortised cost		
Cash on hand or on deposit	**5,289**	5,480
Total financial assets at amortised cost	**5,289**	5,480
Total financial assets	**5,289**	5,480
Financial Liabilities		
Financial liabilities measured at amortised cost		
Trade creditors and accruals	**1,826**	2,271
Total financial liabilities measured at amortised cost	**1,826**	2,271
Total financial liabilities	**1,826**	2,271

Accounting Policy

Financial assets

In accordance with AASB 9 Financial Instruments, the entity classifies its financial assets in the following categories:

a) financial assets at fair value through profit or loss;

b) financial assets at fair value through other comprehensive income; and

c) financial assets measured at amortised cost.

The classification depends on both the entity's business model for managing the financial assets and contractual cash flow characteristics at the time of initial recognition. Financial assets are recognised when the entity becomes a party to the contract and, as a consequence, has a legal right to receive or a legal obligation to pay cash and derecognised when the contractual rights to the cash flows from the financial asset expire or are transferred upon trade date.

Comparatives have not been restated on initial application.

Financial Assets at Amortised Cost

Financial assets included in this category need to meet two criteria:

1. the financial asset is held in order to collect the contractual cash flows; and
2. the cash flows are solely payments of principal and interest (SPPI) on the principal outstanding amount.

Amortised cost is determined using the effective interest method.

Effective Interest Method

Income is recognised on an effective interest rate basis for financial assets that are recognised at amortised cost.

Financial Assets at Fair Value Through Other Comprehensive Income (FVOCI)

Financial assets measured at fair value through other comprehensive income are held with the objective of both collecting contractual cash flows and selling the financial assets and the cash flows meet the SPPI test.

Any gains or losses as a result of fair value measurement or the recognition of an impairment loss allowance is recognised in other comprehensive income.

Financial Assets at Fair Value Through Profit or Loss (FVTPL)

Financial assets are classified as financial assets at fair value through profit or loss where the financial assets either doesn't meet the criteria of financial assets held at amortised cost or at FVOCI (i.e. mandatorily held at FVTPL) or may be designated.

Financial assets at FVTPL are stated at fair value, with any resultant gain or loss recognised in profit or loss. The net gain or loss recognised in profit or loss incorporates any interest earned on the financial asset.

Impairment of Financial Assets

Financial assets are assessed for impairment at the end of each reporting period based on Expected Credit Losses, using the general approach which measures the loss allowance based on an amount equal to lifetime expected credit losses where risk has significantly increased, or an amount equal to 12-month expected credit losses if risk has not increased.

The simplified approach for trade, contract and lease receivables is used. This approach always measures the loss allowance as the amount equal to the lifetime expected credit losses.

A write-off constitutes a derecognition event where the write-off directly reduces the gross carrying amount of the financial asset.

Financial liabilities

Financial liabilities are classified as either financial liabilities 'at fair value through profit or loss' or other financial liabilities. Financial liabilities are recognised and derecognised upon 'trade date'.

Financial Liabilities at Fair Value Through Profit or Loss

Financial liabilities at fair value through profit or loss are initially measured at fair value. Subsequent fair value adjustments are recognised in profit or loss. The net gain or loss recognised in profit or loss incorporates any interest paid on the financial liability.

Financial Liabilities at Amortised Cost

Financial liabilities, including borrowings, are initially measured at fair value, net of transaction costs. These liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective interest basis.

Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

5.3 Fair Value Measurement

5.3A: Fair value measurement

	Fair value measurements at the end of the reporting period	
	2025 $'000	**2024 $'000**
Non-financial assets		
Infrastructure, plant and equipment	**694**	1,314

Accounting Policy

The OAIC considers the fair value hierarchy levels at the end of the reporting period. There were no transfers in or out of any levels during the reporting period.

Other information

6.1 Current/non-current distinction for assets and liabilities

6.1A: Current/non-current distinction for assets and liabilities

	2025 $'000	2024 $'000
Assets expected to be recovered in:		
No more than 12 months		
Cash and cash equivalents	**5,289**	5,480
Trade and other receivables	**9,858**	6,835
Other non-financial assets	**184**	200
Right of Use	**701**	935
Infrastructure, plant and equipment	**547**	663
Computer software	**118**	154
Total no more than 12 months	**16,697**	14,267
More than 12 months		
Right of Use	**–**	700
Infrastructure, plant and equipment	**147**	651
Computer software	**342**	622
Total more than 12 months	**489**	1,973
Total assets	**17,186**	16,240
Liabilities expected to be settled in:		
No more than 12 months		
Suppliers	**1,826**	2,271
Employee provisions	**2,145**	2,935
Leases	**729**	987
Other payables	**820**	799
Total no more than 12 months	**5,520**	6,992
More than 12 months		
Leases	**–**	745
Employee provisions	**2,793**	3,858
Total more than 12 months	**2,793**	4,603
Total liabilities	**8,313**	11,595

Part 5
Appendices

Appendix A: Agency resource statement and resources for outcomes

Table A.1: OAIC resource statement 2024–25

	Current available appropriation $'000	Payments made $'000	Balance remaining $'000
	(a)	(b)	(a) – (b)
Departmental			
Annual appropriations – ordinary annual services			
Prior year appropriations available - ordinary annual services (a)	11,050	6,639	4,411
Departmental appropriation (b)	38,291	31,516	6,775
s 74 External Revenue (c)	1,515	0	1,515
Annual appropriations – other services – non-operating			
Prior year appropriations available - other services – non-operating (d)	406	226	180
Equity Injection	0	0	0
Total departmental annual appropriations	51,262	38,381	12,881
Total available annual appropriations and payments	51,262	38,381	12,881
Total resourcing and payments	51,262	38,381	12,881
Total net resourcing and payments for the OAIC	51,262	38,381	12,881

All figures are Goods and Services Tax (GST) exclusive.

(a) *Appropriation Act (No. 1) 2023–24*, *Appropriation Act (No. 3) 2023–24* and unspent cash or cash equivalents.

(b) *Appropriation Act (No. 1) 2024–25* and *Appropriation Act (No. 3) 2024–25* includes $1.506m subject to administrative quarantine by Finance under s 51 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act)

(c) External revenue receipts under section 74 of the PGPA Act

(d) *Appropriation Act (No. 2) 2023–24*

Table A.2: OAIC resources for outcomes 2024–25

	Budget 2024–25 $'000	Actual expenses 2024–25 $'000	Variation 2024–25 $'000
	(a)	(b)	(a) – (b)
Outcome 1 Provision of public access to Commonwealth Government information, protection of individuals' personal information, and performance of Information Commissioner, freedom of information and privacy functions			
Program 1.1 Complaint handling, compliance and monitoring, and education and promotion			
Departmental appropriation*	38,291	32,972	5,319
s 74 External Revenue	0	1,515	(1,515)
Expenses not requiring appropriation in the Budget year	417	881	(464)
Total for program 1.1	**38,708**	**35,368**	**3,340**
Total expenses for outcome 1	**38,708**	**35,368**	**3,340**
	2024–25	**2024–25**	
Average staffing level (number)	**179**	**166**	**13**

* Departmental appropriation combines ordinary annual services (Appropriation Act No. 1 2024–25 and Appropriation Act No. 3 2024–25)

Appendix B: Executive remuneration

Key management personnel

The OAIC has determined the key management personnel for the 2024–24 financial year to be the standing committee members of the OAIC Governance Board, including the Australian Information Commissioner, Privacy Commissioner, Freedom of Information Commissioner and two Executive General Managers, or individuals acting in those positions for a period that is more than a month.

- Angelene Falk held the position of Australian Information Commissioner from 1 July 2024 to 15 August 2024.
- Elizabeth Tydd held the position of FOI Commissioner from 1 July 2024 to 15 August 2024, and the position of Australian Information Commissioner from 16 August 2024 to 30 June 2025.
- Toni Pirani held the position of FOI Commissioner from 16 August 2024 to 30 June 2025.
- Carly Kind held the position of Privacy Commissioner for the entire duration of the reporting period.
- Ashleigh McDonald held the position of Executive General Manager, Information Rights from 4 February 2025 to 30 June 2025.
- Rowena Park held the position of Executive General Manager, Regulatory Action from 24 February 2025 to 30 June 2025.
- Melanie Drayton held the position of Deputy Commissioner from 1 July 2024 to 8 October 2024.

Details of KMP remuneration are in Note 4.2 of the financial statements. Disaggregated information is shown in Table B.1 and is prepared in accordance with the Public Governance, Performance and Accountability Rule 2014 (PGPA Rule) and Commonwealth entities executive remuneration reporting guide for annual reports (RMG 138).

Senior Executive Service

As at 30 June 2025, the OAIC had 5 Senior Executive Service (SES) positions who are not key management personnel:

- General Manager – Enabling Services
- General Manager – Regulatory Intelligence and Strategy
- General Manager – FOI Case Management
- General Manager – Privacy Case Management, and
- General Manager – Regulatory Action.

Remuneration policies and practices

In accordance with s 17 of the AIC Act, the Australian Information Commissioner's, FOI Commissioner's and Privacy's Commissioner's remunerations are set by the Remuneration Tribunal. The Remuneration Tribunal also determines increases to remuneration or allowances.

The OAIC's SES remuneration is determined by the Australian Information Commissioner under s 24(1) of the *Public Service Act 1999*. When determining SES remuneration, the Australian Information Commissioner has regard to the APSC's remuneration reports and remuneration practices in comparable agencies.

SES determinations set out the salary on commencement and provide for increments in salary. To be eligible for an increase in salary, an SES officer must obtain an annual performance rating of effective or above, which aligns with the OAIC's performance management framework, Talking about performance (TAP).

The Australian Information Commissioner sets and reviews the performance agreement for the Executive General Manager, Information Rights. The Privacy Commissioner sets and reviews the performance agreement for the Executive General Manager, Regulatory Action. The Executive General Managers set and review performance agreements for the General Managers.

Table B.1: Information about remuneration for key management personnel

		Short Term Benefits			Post-employment Benefits	Other Long-term Benefits		Termination Benefits	Total Remuneration
Name	Position	Base Salary $	Bonuses $	Other Benefits & Allowances $	Superannuation Contributions $	Long Service Leave $	Other long-term benefits $	$	$
Elizabeth Tydd	Information Commissioner	499,538	–	–	30,000	42,064	–	–	571,603
Carly Kind	Privacy Commissioner	395,784	–	–	30,000	8,632	–	–	434,417
Toni Pirani	Freedom of Information Commissioner	384,790	–	–	56,546	8,279	–	–	449,615
Ashleigh McDonald	Executive General Manager	122,701	–	–	17,452	8,337	–	–	148,490
Rowena Park	Executive General Manager	118,967	–	–	14,860	84,523	–	–	218,350
Angelene Falk	Information Commissioner	21,102	–	–	–	–	–	–	21,102
Melanie Drayton	Deputy Commissioner	93,878	–	–	12,885	1,834	–	242,507	351,105
Total		**1,636,760**	**–**	**–**	**161,743**	**153,670**	**–**	**242,507**	**2,194,680**

Table B.2: Information about remuneration for senior executives

		Short Term Benefits			Post-employment Benefits	Other Long-term Benefits		Termination Benefits	Total Remuneration
Remuneration band	Number of Senior Executives	Average Base Salary $	Average Bonuses $	Average Other Benefits & Allowances $	Average Superannuation Contributions $	Average Long Service Leave $	Average Other long-term benefits $	Average Termination Benefits $	Average Total Remuneration $
$0–$220,000	7	93,924	–	54	15,779	–40,103	–	17,968	87,621
$220,001–$245,000	1	212,640	–	–	31,933	–12,400	–	–	232,172
$245,001–$270,000	3	211,071	–	3,475	34,163	5,816	–	–	254,524
$270,001–$295,000	1	245,618	–	–	37,424	4,427	–	–	287,470
$295,001–$320,000	–	–	–	–	–	–	–	–	–
$320,001–$345,000	–	–	–	–	–	–	–	–	–
$345,001–$370,000	–	–	–	–	–	–	–	–	–
$370,001–$395,000	–	–	–	–	–	–	–	–	–

Table B.3: Details of accountable authority during the reporting period

Period as the accountable authority or member within the reporting period			
Name	Position title/position held	Start of relevant period	End of relevant period
Angelene Falk	Australian Information Commissioner	1 July 2024	15 August 2024
Elizabeth Tydd	Australian Information Commissioner	16 August 2024	30 June 2025

Appendix C: Workforce statistics

This appendix includes the OAIC's workforce statistics on staffing numbers, employment type, classifications, gender, location and diversity.[1]

Table C.1: All ongoing employees (30 June 2025)

	Man / Male			Woman / Female			Non-binary			Prefers not to answer			Uses a different term			*Total*
	Full time	**Part time**	***Total***	**Full time**	**Part time**	***Total***	**Full time**	**Part time**	***Total***	**Full time**	**Part time**	***Total***	**Full time**	**Part time**	***Total***	
NSW	31	3	34	39	17	56	–	–	–	–	–	–	–	–	–	90
Qld	3	–	3	9	4	13	–	–	–	–	–	–	–	–	–	16
SA	1	1	2	7	1	8	–	–	–	–	–	–	–	–	–	10
Tas	–	–	–	–	1	1	–	–	–	–	–	–	–	–	–	1
Vic	4	–	4	8	4	12	–	–	–	–	–	–	–	–	–	16
WA	1	–	1	2	–	2	–	–	–	–	–	–	–	–	–	3
ACT	4	1	5	9	1	10	–	–	–	–	–	–	–	–	–	15
NT	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
External territories	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Overseas	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Total	***44***	***5***	***49***	***74***	***28***	***102***	**–**	**–**	**–**	**–**	**–**	**–**	**–**	**–**	**–**	***151***

[1] Totals of 'employees' and 'APS employees' differ, as the 'employee' tables include statutory appointments.

Table C.2: All ongoing employees (30 June 2024)

data	Man / Male			Woman / Female			Non-binary			Prefers not to answer			Uses a different term			*Total*
	Full time	Part time	*Total*	Full time	Part time	*Total*	Full time	Part time	*Total*	Full time	Part time	*Total*	Full time	Part time	*Total*	
NSW	34	2	*36*	58	18	*76*	–	–	–	–	–	–	–	–	–	*112*
Qld	4	–	*4*	9	5	*14*	–	–	–	–	–	–	–	–	–	*18*
SA	2	1	*3*	15	1	*16*	–	–	–	–	–	–	–	–	–	*19*
Tas	–	–	–	1	1	*2*	–	–	–	–	–	–	–	–	–	*2*
Vic	3	–	*3*	18	2	*20*	–	–	–	–	–	–	–	–	–	*23*
WA	–	–	–	4	–	*4*	–	–	–	–	–	–	–	–	–	*4*
ACT	3	1	*4*	12	1	*13*	–	–	–	–	–	–	–	–	–	*17*
NT	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
External territories	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Overseas	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Total	***46***	***4***	***50***	***117***	***28***	***145***	**–**	**–**	**–**	**–**	**–**	**–**	**–**	**–**	**–**	***195***

Table C.3: All non-ongoing employees (30 June 2025)[2]

	Man / Male			Woman / Female			Non-binary			Prefers not to answer			Uses a different term			*Total*
	Full time	Part time	*Total*	Full time	Part time	*Total*	Full time	Part time	*Total*	Full time	Part time	*Total*	Full time	Part time	*Total*	
NSW	4	3	7	6	5	11	–	–	–	–	–	–	–	–	–	18
Qld	–	–	–	2	0	2	–	–	–	–	–	–	–	–	–	2
SA	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Tas	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Vic	2	–	2	2	–	2	–	–	–	–	–	–	–	–	–	4
WA	–	–	–	1	–	1	–	–	–	–	–	–	–	–	–	1
ACT	–	–	–	3	0	3	–	–	–	–	–	–	–	–	–	3
NT	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
External territories	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Overseas	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Total	***6***	***3***	***9***	***14***	***5***	***19***	***–***	***–***	***–***	***–***	***–***	***–***	***–***	***–***	***–***	***28***

[2] Non-ongoing tables exclude casuals.

Table C.4: All non-ongoing employees (30 June 2024)

	Man / Male			Woman / Female			Non-binary			Prefers not to answer			Uses a different term			*Total*
	Full time	Part time	*Total*	Full time	Part time	*Total*	Full time	Part time	*Total*	Full time	Part time	*Total*	Full time	Part time	*Total*	
NSW	2	2	*4*	8	5	*13*	–	–	–	–	–	–	–	–	–	17
Qld	–	–	–	–	2	*2*	–	–	–	–	–	–	–	–	–	2
SA	–	–	–	1	1	*2*	–	–	–	–	–	–	–	–	–	2
Tas	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Vic	1	–	*1*	–	–	–	–	–	–	–	–	–	–	–	–	1
WA	–	–	–	1	–	*1*	–	–	–	–	–	–	–	–	–	1
ACT	–	1	*1*	–	–	–	–	–	–	–	–	–	–	–	–	1
NT	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
External territories	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Overseas	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Total	***3***	***3***	***6***	***10***	***8***	***18***	**–**	**–**	**–**	**–**	**–**	**–**	**–**	**–**	**–**	***24***

Table C.5: Australian Public Service Act ongoing employees (30 June 2025)

	Man / Male			Woman / Female			Non-binary			Prefers not to answer			Uses a different term			*Total*
	Full time	Part time	*Total*	Full time	Part time	*Total*	Full time	Part time	*Total*	Full time	Part time	*Total*	Full time	Part time	*Total*	
SES 3	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
SES 2	–	–	–	2	–	2	–	–	–	–	–	–	–	–	–	2
SES 1	2	–	2	1	1	2	–	–	–	–	–	–	–	–	–	4
EL 2	11	1	12	11	5	16	–	–	–	–	–	–	–	–	–	28
EL 1	11	–	11	28	6	34	–	–	–	–	–	–	–	–	–	45
APS 6	11	3	14	20	12	32	–	–	–	–	–	–	–	–	–	46
APS 5	8	–	8	8	3	11	–	–	–	–	–	–	–	–	–	19
APS 4	1	1	2	3	1	4	–	–	–	–	–	–	–	–	–	6
APS 3	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
APS 2	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
APS 1	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Other	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Total	***44***	***5***	***49***	***73***	***28***	***101***	***–***	***–***	***–***	***–***	***–***	***–***	***–***	***–***	***–***	***150***

Table C.6: Australian Public Service Act ongoing employees (30 June 2024)

	Man / Male			Woman / Female			Non-binary			Prefers not to answer			Uses a different term			*Total*
	Full time	Part time	*Total*	Full time	Part time	*Total*	Full time	Part time	*Total*	Full time	Part time	*Total*	Full time	Part time	*Total*	
SES 3	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
SES 2	–	–	–	2	–	*2*	–	–	–	–	–	–	–	–	–	*2*
SES 1	2	–	*2*	3	1	*4*	–	–	–	–	–	–	–	–	–	*6*
EL 2	12	–	*12*	19	5	*24*	–	–	–	–	–	–	–	–	–	*36*
EL 1	15	2	*17*	36	9	*45*	–	–	–	–	–	–	–	–	–	*62*
APS 6	10	1	*11*	38	12	*50*	–	–	–	–	–	–	–	–	–	*61*
APS 5	5	–	*5*	14	1	*15*	–	–	–	–	–	–	–	–	–	*20*
APS 4	2	1	*3*	5	–	*5*	–	–	–	–	–	–	–	–	–	*8*
APS 3	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
APS 2	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
APS 1	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Other	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Total	***46***	***4***	***50***	***117***	***28***	***145***	**–**	**–**	**–**	**–**	**–**	**–**	**–**	**–**	**–**	***195***

Table C.7: Australian Public Service Act non-ongoing employees (30 June 2025)

	Man / Male			Woman / Female			Non-binary			Prefers not to answer			Uses a different term			*Total*
	Full time	Part time	*Total*	Full time	Part time	*Total*	Full time	Part time	*Total*	Full time	Part time	*Total*	Full time	Part time	*Total*	
SES 3	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
SES 2	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
SES 1	1	–	1	–	–	–	–	–	–	–	–	–	–	–	–	1
EL 2	–	–	–	2	–	2	–	–	–	–	–	–	–	–	–	2
EL 1	–	–	–	2	–	2	–	–	–	–	–	–	–	–	–	2
APS 6	1	–	1	2	–	2	–	–	–	–	–	–	–	–	–	3
APS 5	1	–	1	4	–	4	–	–	–	–	–	–	–	–	–	5
APS 4	1	–	1	2	–	2	–	–	–	–	–	–	–	–	–	3
APS 3	1	–	1	–	2	2	–	–	–	–	–	–	–	–	–	3
APS 2	1	3	4	–	3	3	–	–	–	–	–	–	–	–	–	7
APS 1	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Other	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Total	***6***	***3***	***9***	***12***	***5***	***17***	**–**	**–**	**–**	**–**	**–**	**–**	**–**	**–**	**–**	***26***

Table C.8: Australian Public Service Act non-ongoing employees (30 June 2024)

	Man / Male			Woman / Female			Non-binary			Prefers not to answer			Uses a different term			*Total*
	Full time	Part time	*Total*	Full time	Part time	*Total*	Full time	Part time	*Total*	Full time	Part time	*Total*	Full time	Part time	*Total*	
SES 3	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
SES 2	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
SES 1	1	–	*1*	–	–	–	–	–	–	–	–	–	–	–	–	*1*
EL 2	–	1	*1*	–	–	–	–	–	–	–	–	–	–	–	–	*1*
EL 1	–	–	–	1	–	*1*	–	–	–	–	–	–	–	–	–	*1*
APS 6	–	–	–	2	2	*4*	–	–	–	–	–	–	–	–	–	*4*
APS 5	1	–	*1*	3	1	*4*	–	–	–	–	–	–	–	–	–	*5*
APS 4	1	–	*1*	1	–	*1*	–	–	–	–	–	–	–	–	–	*2*
APS 3	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
APS 2	–	2	*2*	–	5	*5*	–	–	–	–	–	–	–	–	–	*7*
APS 1	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Other	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Total	***3***	***3***	***6***	***7***	***8***	***15***	**–**	**–**	**–**	**–**	**–**	**–**	**–**	**–**	**–**	***21***

Table C.9: Australian Public Service Act employees by full-time and part-time status (30 June 2025)

	Ongoing			Non-ongoing			Total
	Full time	Part time	*Total ongoing*	Full time	Part time	*Total non-ongoing*	
SES 3	–	–	–	–	–	–	–
SES 2	2	–	*2*	–	–	–	*2*
SES 1	3	1	*4*	1	–	*1*	*5*
EL 2	22	6	*28*	2	–	*2*	*30*
EL 1	39	6	*45*	2	–	*2*	*47*
APS 6	31	15	*46*	3	–	*3*	*49*
APS 5	16	3	*19*	5	–	*5*	*24*
APS 4	4	2	*6*	3	–	*3*	*9*
APS 3	–	–	–	1	2	*3*	*3*
APS 2	–	–	–	1	6	*7*	*7*
APS 1	–	–	–	–	–	–	–
Other	–	–	–	–	–	–	–
Total	***117***	***33***	***150***	***18***	***8***	***26***	***176***

Table C.10: Australian Public Service Act employees by full-time and part-time status (30 June 2024)

	Ongoing			Non-ongoing			Total
	Full time	Part time	*Total ongoing*	Full time	Part time	*Total non-ongoing*	
SES 3	–	–	–	–	–	–	–
SES 2	2	–	*2*	–	–	–	*2*
SES 1	5	1	*6*	1	–	*1*	*7*
EL 2	31	5	*36*	–	1	*1*	*37*
EL 1	51	11	*62*	1	–	*1*	*63*
APS 6	48	13	*61*	2	2	*4*	*65*
APS 5	19	1	*20*	4	1	*5*	*25*
APS 4	7	1	*8*	2	–	*2*	*10*
APS 3	–	–	–	–	–	–	–
APS 2	–	–	–	–	7	*7*	*7*
APS 1	–	–	–	–	–	–	–
Other	–	–	–	–	–	–	–
Total	***163***	***32***	***195***	***10***	***11***	***21***	***216***

Table C.11: Australian Public Service Act employment type by location (30 June 2025)

	Ongoing	Non-ongoing	*Total*
NSW	89	16	*105*
Qld	16	2	*18*
SA	10	–	*10*
Tas	1	–	*1*
Vic	16	4	*20*
WA	3	1	*4*
ACT	15	3	*18*
NT	–	–	–
External territories	–	–	–
Overseas	–	–	–
Total	***150***	***26***	***176***

Table C.12: Australian Public Service Act employment type by location (30 June 2024)

	Ongoing	Non-ongoing	*Total*
NSW	112	14	*126*
Qld	18	2	*20*
SA	19	2	*21*
Tas	2	–	*2*
Vic	23	1	*24*
WA	4	1	*5*
ACT	17	1	*18*
NT	–	–	–
External territories	–	–	–
Overseas	–	–	–
Total	***195***	***21***	***216***

Table C.13: Australian Public Service Act Indigenous employment (30 June 2025 and 30 June 2024)

	30 June 2025	30 June 2024
Ongoing	2	2
Non-ongoing	–	–
Total	***2***	***2***

Table C.14: Australian Public Service Act employment arrangements: current report period (2024–25)

	SES	Non-SES	*Total*
OAIC Enterprise Agreement 2024–2027	–	144	*144*
SES Determinations made under Public Service Act 1999 s 24(1)	6*	–	*6**
Total	***6****	***144***	***150***

* SES Determinations as at 30 June 2025. A total of 12 SES employees had a determination in the 2024-25 reporting period (including non-ongoing staff).

Table C.15: Australian Public Service Act employment salary ranges by classification level (minimum/maximum) (2024–25)

update	Minimum salary ($)	Maximum salary ($)
SES 3	–	–
SES 2	$271,103	$304,983
SES 1	$213,372	$242,466
EL 2	$141,876	$161,916
EL 1	$122,146	$130,659
APS 6	$96,920	$106,728
APS 5	$87,895	$92,922
APS 4	$78,840	$83,771
APS 3	$68,558	$73,995
APS 2	$61,846	$66,748
APS 1	$54,516	$60,304
Other	–	–

Appendix D: Memorandums of understanding

Department of Home Affairs

In September 2024, the OAIC and Department of Home Affairs signed the letter of exchange under which we will provide a passenger name record (PNR) data-related assessment to 30 June 2026.

The agreement between Australia and the European Union (EU) on the processing and transfer of PNR data states: 'The Australian Customs and Border Protection Service has arrangements in place under the Privacy Act for the OAIC to undertake regular formal audits of all aspects of Australian Customs and Border Protection Service's EU-sourced PNR data use, handling and access policies and procedures.'

During the reporting period, the OAIC received $81,000 (GST exclusive) for these assessment services.

Department of Finance Service Delivery Office

The OAIC transitioned our payroll and finance services to the Service Delivery Office (SDO) in May 2022. Under this MOU, the SDO provides the OAIC with transactional finance and human resources shared services. The OAIC paid $707,402 (GST not applicable) for the consumed service charges 2024–25.

Department of Employment and Workplace Relations (formerly Department of Education, Skills and Employment)

The OAIC transitioned our ICT services to the Department of Education, Skills and Employment (DESE) in May 2022. Effective 1 July 2022 the services were transferred to a new entity the Department of Employment and Workplace Relations (DEWR). The OAIC paid DEWR a service fee of $945,923 (GST not applicable) for the period of 2024–25. This fee was in addition to purchased hardware and other installation fees during the year.

Appendix E: Agency freedom of information statistics

The information that was contained in Appendix E of the OAIC's annual report in previous years, which is a reporting requirement under s 30(a) and s 31 of the *Australian Information Commissioner Act 2010*, is now located in Volume 2 of this annual report.

Appendix F: Survey results and methodology

Performance summary

The OAIC has conducted its third annual stakeholder survey, following the benchmark survey in 2023 and subsequent survey in 2024. The stakeholder survey measures the OAIC's performance in accordance with the key activities outlined in the Corporate plan 2024–25.

A new measure regarding the effectiveness of the OAIC's contribution to the regulation of the Digital ID system was introduced this year. The OAIC regulates the privacy aspect of the *Digital ID Act 2024*, which commenced on 1 December 2024.

An index score has been calculated for each of the 7 performance measures, based on the average performance rating of the relevant sub-measures. Index scores have been reproportioned so that scores range from 0 to 100, with 100 representing the highest possible score. Scores for each performance measure are summarised in Table F.1.

Table F.1: OAIC performance measure index results 2023 and 2024

Key activity	Performance measure	2023 baseline	2024	2025
Influence and uphold privacy and information access rights frameworks	Effectiveness of the OAIC's contribution to the regulation of the Consumer Data Right (CDR).	67	71	62
	Effectiveness of the OAIC's contribution to the regulation of the Digital ID system.	N/A	N/A	76
Advance online privacy protections for Australians	Effectiveness of the OAIC's contribution to the advancement of online privacy protections and policy advice.	61	60	66
Encourage and support proactive disclosure of government information	Effectiveness of OAIC's advice and guidance on the FOI obligations and the Information Publication Scheme in supporting government agencies to provide public access to government-held information.	60	56	65
Take a contemporary, harms-based approach to regulation	The extent to which the OAIC's regulatory activities demonstrate a commitment to continuous improvement and building trust.	60	63	66
	The extent to which the OAIC's regulatory activities demonstrate collaboration and engagement.	58	58	64
	The extent to which the OAIC's regulatory activities are based on risk and data.	51	56	59

The OAIC has further strengthened its index scores for 5 of the performance measures. The highest increase on last year was seen with the index score for the effectiveness of the OAIC's advice and guidance on the operation of the FOI obligations and the Information Publication Scheme in supporting government agencies to provide public access to government held information (+9 index points).

The performance measure related to the effectiveness of the OAIC's contribution to the regulation of the Digital ID system was introduced this year and a benchmark index score of 76 was recorded, representing a relative strength of the OAIC this year.

The only performance measure which declined is the effectiveness of the OAIC's contribution to the regulation of the Consumer Data Right (CDR) in 2025, with an index score of 62 representing a decrease of 9 index points since the previous year.

Performance measures results

The OAIC's performance can be further analysed by evaluating stakeholder ratings for the sub-measures that constitute the index scores achieved for each of the performance measures.

The following sections provide a more detailed breakdown of the index scores, including a summary of the results achieved for the sub measures that underpin each performance area.

1 – Influence and uphold privacy and information access rights frameworks

Performance measure	2023 baseline	2024 score	2025 score
Effectiveness of the OAIC's contribution to the regulation of the Consumer Data Right	**67** / 100	**71** / 100	**62** / 100

The overall index score for the OAIC's contribution to the regulation of the Consumer Data Right (CDR) is 62 out of 100, down 9 points from the previous year's score of 71. As noted in last year's report, due to the small sample size (n=8) caution should be taken when interpreting the results and they should be viewed as indicative only.

Effectiveness of the OAIC's contribution to the regulation of the CDR is measured through an external stakeholder survey. The index measure has been constructed based on the average performance rating for the 7 sub measures that underpin this performance area (see Figure 1). Each of these sub measures use a 5-point scale, ranging from (5) strongly agree to (1) strongly disagree.

Reported results are based on the ratings provided by stakeholders whose professional role involves engagement with the OAIC's CDR function.

In 2025, the highest average scores achieved by the OAIC in terms of this performance measure relate to:

- OAIC collaborating well with other Consumer Data Right agencies (3.67 out of 5)
- OAIC effectively handling notifications of eligible data breaches related to Consumer Data Right data (3.56 out of 5)
- Information and resources in relation to CDR provide clear guidance for participants and other relevant entities (3.46 out of 5).

Qualitative analysis of verbatim responses collected in relation to the effectiveness of the OAIC's contribution to the regulation of the CDR reveals that stakeholders who provided positive ratings (satisfied or very satisfied) most frequently mention the OAIC as being active, collaborative and engaging effectively. Other positive sentiments provided include good quality information, valuable expertise and timeliness.

Performance measure	2025 baseline
Effectiveness of the OAIC's contribution to the regulation of the Digital ID system	**76** / 100

In 2025, the new performance measure for the OAIC's contribution to the regulation of the Digital ID system was added to the stakeholder survey. These results establish a baseline for evaluating future performance.

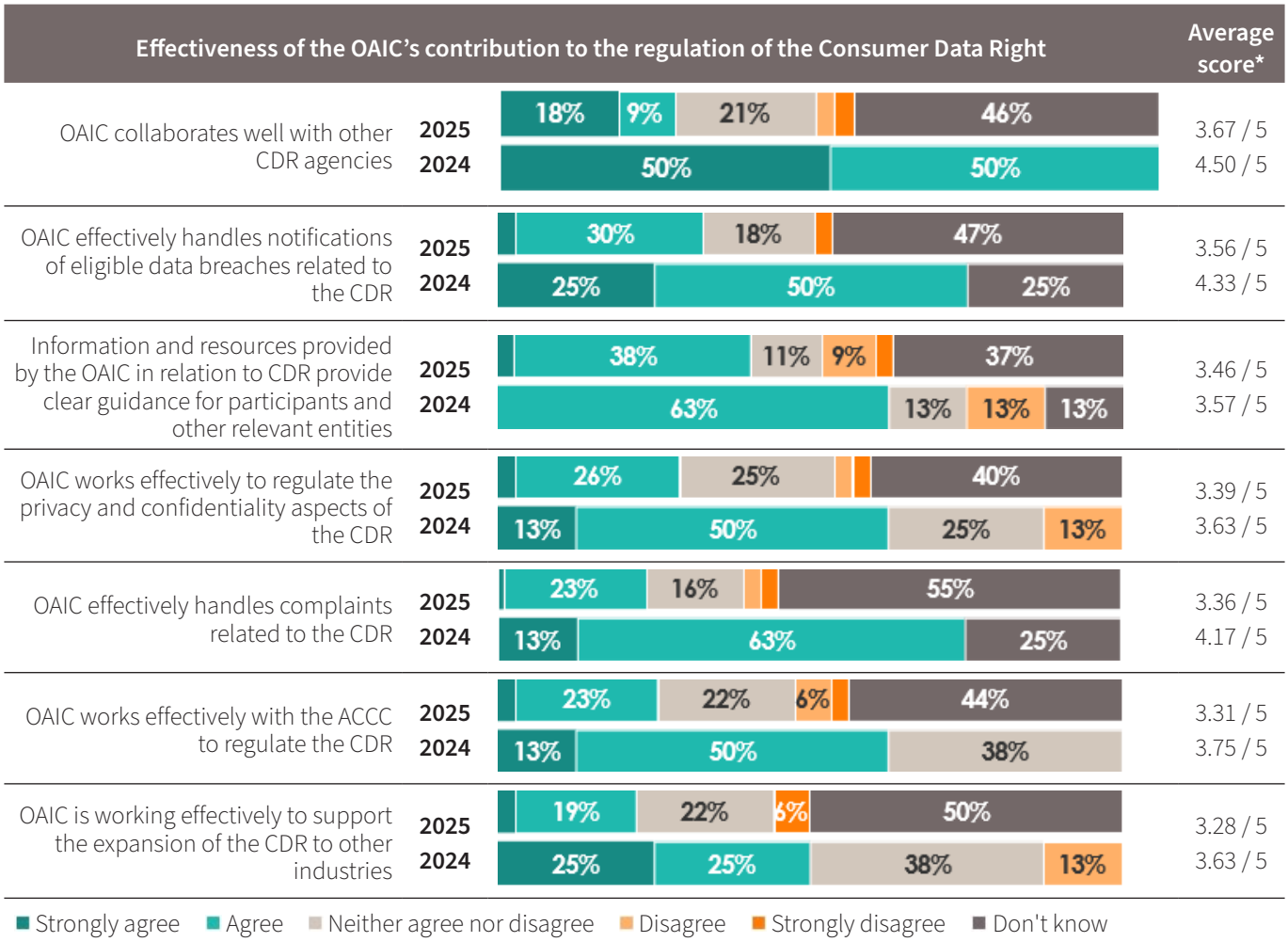
Effectiveness of the OAIC's contribution to the regulation of the Digital ID system has been constructed based on the average performance rating for five sub measures that underpin this performance area (see Figure 2). Each of these sub measures use a 5-point scale, ranging from (5) strongly agree to (1) strongly disagree.

Reported results are based on the ratings provided by stakeholders whose professional role involves engagement with the OAIC's Digital ID system function.

All sub measures regarding the effectiveness of the OAIC's contribution to the regulation of the Digital ID system have exceeded the mid-point of 3. The highest average scores achieved by the OAIC in terms of this performance measure relate to:

- OAIC collaborating well with the Digital ID system stakeholders (4.29 out of 5)
- OAIC working effectively to regulate the privacy aspects of the Digital ID system (4.15 out of 5)
- Information and resources provided in relation to the Digital ID system provide clear guidance for participants and other relevant entities (4.12 out of 5)

Figure F.1: Sub-measure ratings for the effectiveness of the OAIC's contribution to the regulation of the Consumer Data Right



Base: Stakeholders familiar with OAIC's regulation of the CDR: 2025 n=33; 2024 n=8 (caution: low base).

Source: D1. To what extent to do agree or disagree with the following statements?

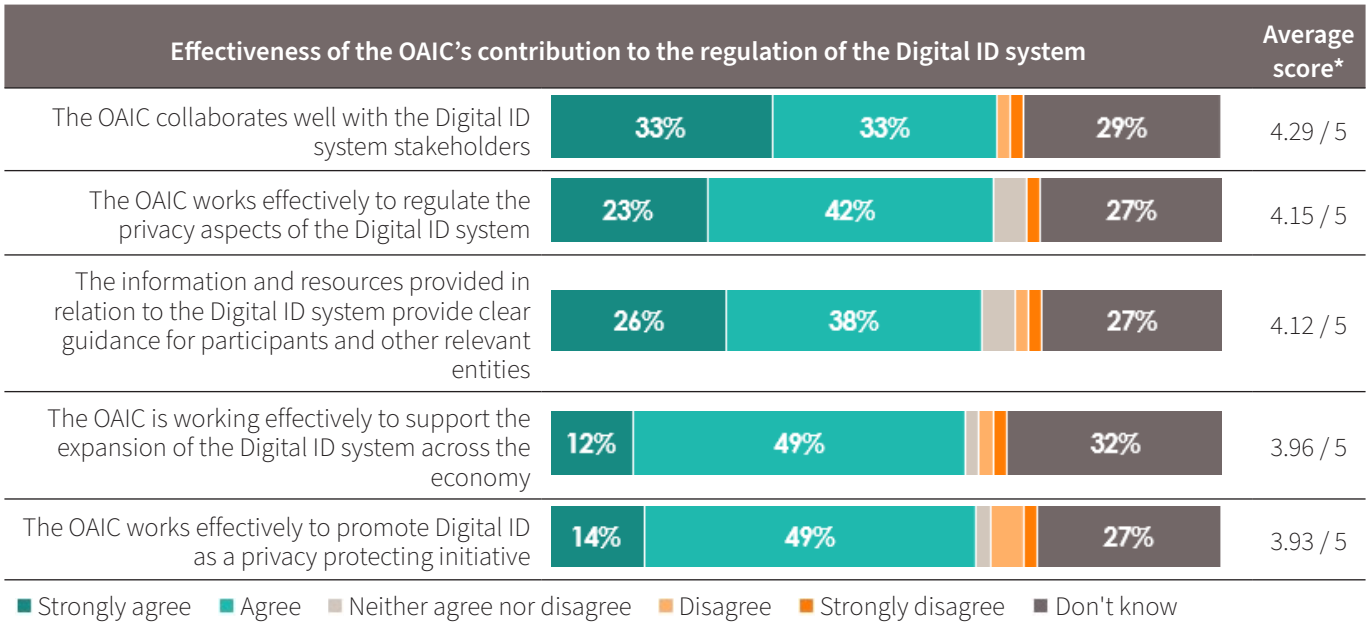
Labels for data points <5% not shown for ease of legibility | *Average excludes 'don't know' responses.

Qualitative analysis of verbatim responses collected in relation to the effectiveness of the OAIC's contribution to the regulation of the Digital ID system reveals that stakeholders who provided positive ratings (satisfied or very satisfied) mention the OAIC's collaboration and engagement and proactivity in this area.

2 – Advance online privacy protections for Australians

Performance measure	2023 baseline	2024 score	2025 score
Effectiveness of the OAIC's contribution to the advancement of online privacy protections and policy advice	**61** / 100	**60** / 100	**66** / 100

Figure F.2: Sub measure ratings for the effectiveness of the OAIC's contribution to the regulation of the Digital ID system



Base: Stakeholders familiar with OAIC's regulation of the Digital ID system: 2025 n=27.

Source: J1. To what extent do you agree or disagree with the following statements?

Labels for data points <5% not shown for ease of legibility. | *Average excludes 'don't know' responses.

The overall index score for the OAIC's contribution to the advancement of online privacy protections and policy advice was 66 out of 100 in 2025, a 6-point increase in the score achieved in the previous year of 2024 (60 out of 100).

Effectiveness of the OAIC's contribution to the advancement of online privacy protections and policy advice is measured through an external stakeholder survey. The index measure has been constructed based on the average performance rating for the 8 sub measures that underpin this performance area (see Figure 3). Each of these sub measures use a 5-point scale, ranging from (5) strongly agree to (1) strongly disagree.

Reported results are based on the ratings provided by stakeholders whose professional role involves engagement with the OAIC's privacy function.

For the first time all sub measures regarding the effectiveness of the OAIC's contribution to the advancement of online privacy protections and policy advice have exceeded the mid-point of 3, with improvements recorded in the average scores of 7 of the 8 sub measures.

The highest average scores achieved by the OAIC in terms of this performance measure in 2025 relate to:

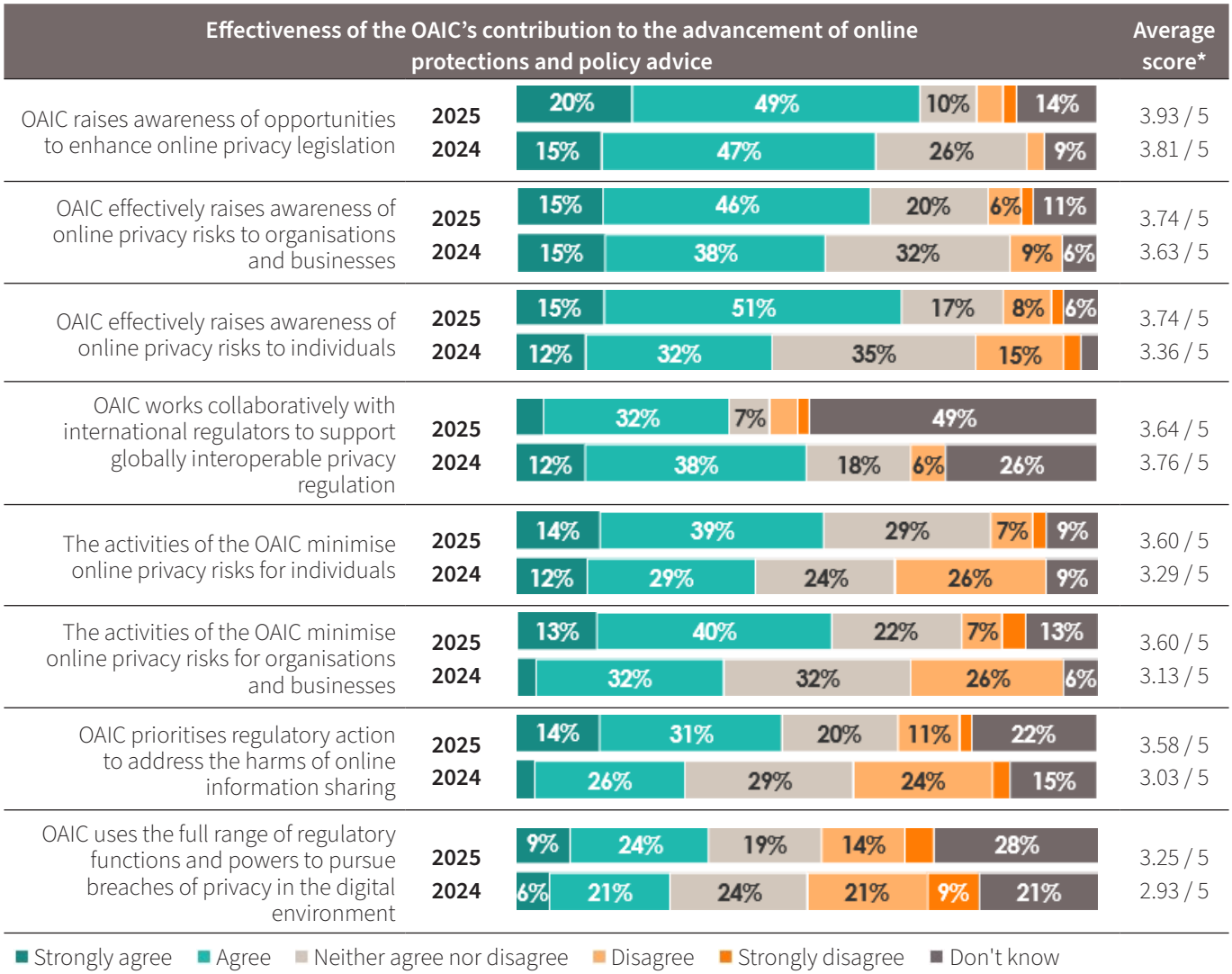
- OAIC raises awareness of opportunities to enhance online privacy legislation (3.93 out of 5)
- OAIC effectively raises awareness of the online privacy risks to organisations and businesses (3.74 out of 5)
- OAIC effectively raises awareness of online privacy risks to individuals (3.74 out of 5)

The average score for only one sub measure declined in 2025, and this was in relation to the OAIC working collaboratively with international regulators to support globally interoperable privacy regulation (3.64 out of 5 compared to 3.76 in 2024). This is largely because the depth of agreement with this statement has reduced, with fewer strongly agree and agree responses provided in 2025.

Qualitative analysis of verbatim responses in relation to the effectiveness of the OAIC's contribution to the advancement of online privacy protections and policy advice suggests that stakeholders who rated the OAIC positively (satisfied or very satisfied) attribute this to the OAIC being knowledgeable, professional, proactive and committed to privacy protections. They also describe guidance from the OAIC as accessible and mention that public engagement has strengthened with the current leadership.

Stakeholders who gave negative ratings (dissatisfied or very dissatisfied) mention issues around the OAIC not being agile enough to respond to online privacy risks. In addition, these stakeholders also mention a lack of practical or tailored advice.

Figure F.3: Sub-measure ratings for the effectiveness of the OAIC's to the advancement of online privacy protections and policy advice



Base: Stakeholders familiar with OAIC's contribution to the advancement of online privacy protections and policy advice: 2025 n=73; 2024 n=34.

Source: E1. To what extent to do agree or disagree with the following statements?

Labels for data points <5% not shown for ease of legibility. | *Average excludes 'don't know' responses.

3 – Encourage and support proactive disclosure of government information

Performance measure	2023 baseline	2024 score	2025 score
Effectiveness of OAIC's advice and guidance on the operation of the FOI Act and the Information Publication Scheme in supporting government agencies to provide public access to government held information.	**60** / 100	**56** / 100	**65** / 100

The overall index score for the OAIC's advice and guidance on the operation of the Freedom of Information (FOI) Act and the Information Publication Scheme (IPS) in supporting government agencies to provide public access to government held information is 65 out of 100, a nine-point increase from the score achieved in the previous year 2024 (56 out of 100).

Performance in this area is measured through an external stakeholder survey. The index measure has been constructed based on the average performance rating for 10 sub measures that underpin this performance area (see Figure 4) – 5 of these sub measures relate to the FOI Act, and the other 5 relate to the IPS. Each of these sub measures use a 5-point scale, ranging from (5) strongly agree to (1) strongly disagree.

Reported results are based on the ratings provided by stakeholders whose professional role involves engagement with the OAIC's FOI or IPS function.

The highest average scores achieved by the OAIC in relation to the operation of the IPS are:

- Advice and guidance is easy to find (3.67 out of 5)
- Advice and guidance is consistent (3.55 out of 5)
- Advice and guidance is useful (3.41 out of 5)

The average scores relating to the IPS have increased for all sub measures except for advice and guidance the OAIC provides is easy to understand (3.33 out of 5).

Average scores for all sub measures in relation to the FOI Act have increased since the previous year. The highest average scores include:

- Advice and guidance is easy to find (3.80 out of 5)
- Advice and guidance is useful (3.69 out of 5)
- Advice and guidance is easy to understand (3.63 out of 5)

Qualitative analysis of verbatim responses made by stakeholders satisfied with the OAIC's advice and guidance on the operation of the IPS included resources being comprehensive and useful, and advice being clear and easily accessible. However, those who were dissatisfied mentioned that advice was not consistent and guidance was unclear.

Stakeholders who were satisfied with the OAIC in relation to the operation of the FOI Act mention comprehensive resources, clear guidance and accessible information. However, stakeholders who were dissatisfied with the OAIC in relation to the FOI Act mention slow and lengthy processes and inconsistent advice and guidance.

4 – Take a contemporary harms-based approach to regulation

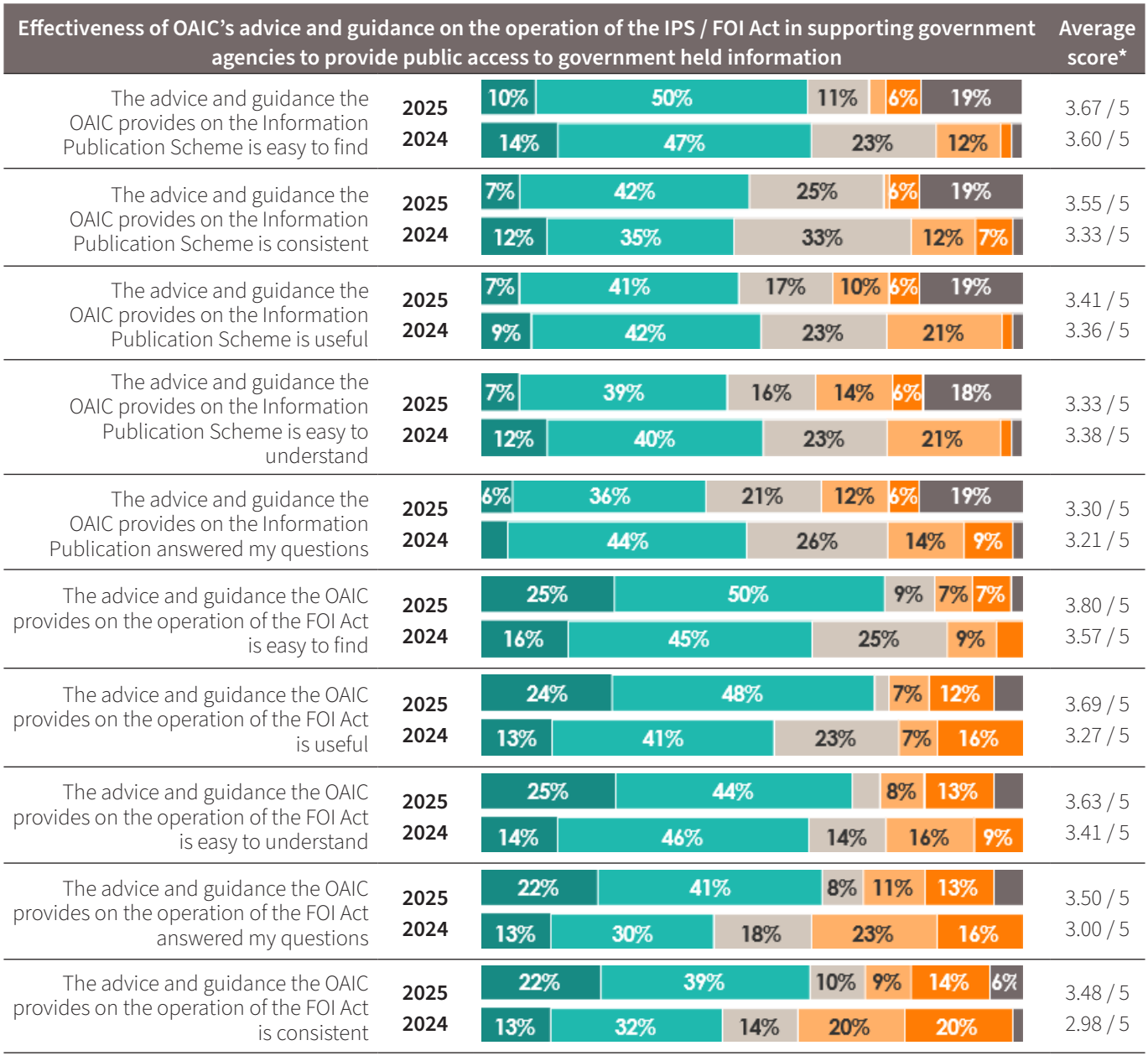
There are 3 performance measures which have been used to assess the OAIC's effectiveness in conducting its business on the key activity: 'take a contemporary harms-based approach to regulation'. The 3 performance measures are:

- The extent to which the OAIC's regulatory activities demonstrate a commitment to continuous **improvement and building trust**.
- The extent to which the OAIC's regulatory activities demonstrate **collaboration and engagement**.
- The extent to which the OAIC's regulatory activities are **based on risk and data**.

Performance measure	2023 baseline	2024 score	2025 score
The extent to which the OAIC's regulatory activities demonstrate a commitment to continuous improvement and building trust	**60** / 100	**63** / 100	**66** / 100

The overall index score for the extent to which the OAIC's regulatory activities demonstrate a

Figure F.4: Sub-measure ratings for the effectiveness of the OAIC's advice and guidance on the operation of the FOI Act and the IPS in supporting government agencies to provide public access to government held information



Base: Stakeholders familiar with OAIC's provision of advice and guidance on IPS or FOI: 2025 n=83; 2024 n=74.

Source: F1. To what extent do you agree or disagree with the following statements about the advice and guidance the OAIC provides on the FOI Act? F2. To what extent do you agree or disagree with the following statements about the advice and guidance the OAIC provides on the Information Publication Scheme?

Labels for data points <5% not shown for ease of legibility. | *Average excludes 'don't know' responses.

commitment to continuous improvement and building trust is 66 out of 100. This is an increase of 3 points from the score achieve in the previous year 2024 (63 out of 100).

Performance in this area is measured through an external stakeholder survey. The index measure has been constructed based on the average performance rating for the ten sub measures that underpin this performance area (see Figure 5) – 5 of these sub measures relate to the FOI act, and the other 5 relate to the IPS. Each of these sub measures use a 5-point scale, ranging from (5) strongly agree to (1) strongly disagree.

Reported results are based on the ratings provided by stakeholders whose professional role involves engagement with the OAIC's regulatory activities.

The highest average scores achieved by the OAIC in terms of this performance measure relate to:

- The OAIC provides relevant and clear guidance (3.85 out of 5)
- The OAIC is committed to making improvements (3.82 out of 5)
- The OAIC staff understand the environment they are regulating (3.67 out of 5)
- The OAIC is transparent in their decision making (3.55 out of 5).

The average scores have increased for all sub measures except for the OAIC can be trusted to fulfil their responsibilities (3.51 out of 5) and the OAIC makes consistent and unbiased decisions (3.45 out of 5). These, along with perceptions of being easy to deal with (3.43 out of 5), are the lowest performing sub measures.

Qualitative analysis of verbatim comments about the OAIC's regulatory activities demonstrating commitment to continuous improvement and building trust reveals that stakeholders who provided positive ratings (satisfied or very satisfied) mention that the OAIC staff and leadership show a genuine commitment to improvement despite the challenges of underfunding and under resourcing. Some stakeholders acknowledge that this will have impacts on the effectiveness of the OAIC.

Stakeholders who provided ratings of dissatisfaction (dissatisfied or very dissatisfied) with OAIC's regulatory activities demonstrating commitment to continuous improvement and building trust state that the OAIC seems to have a lack of understanding of the technological environment and limited engagement, inadvertently placing burdens on agencies. Additionally, dissatisfied stakeholders have noticed long delays, poor communication and inconsistent feedback.

Performance measure	2023 baseline	2024 score	2025 score
The extent to which the OAIC's regulatory activities demonstrate collaboration and engagement.	**58** / 100	**58** / 100	**64** / 100

The overall index score for the extent to which the OAIC's regulatory activities demonstrate collaboration and engagement is 64 out of 100. This is an increase of 6 points from the score achieve in the previous year 2024 (58 out of 100).

Performance in this area has been measured through an external stakeholder survey. The index measure has been constructed based on the average performance rating for the sub measures that underpin this performance area (see figure 6). Each of these sub measures use a 5-point scale, ranging from (5) strongly agree to (1) strongly disagree.

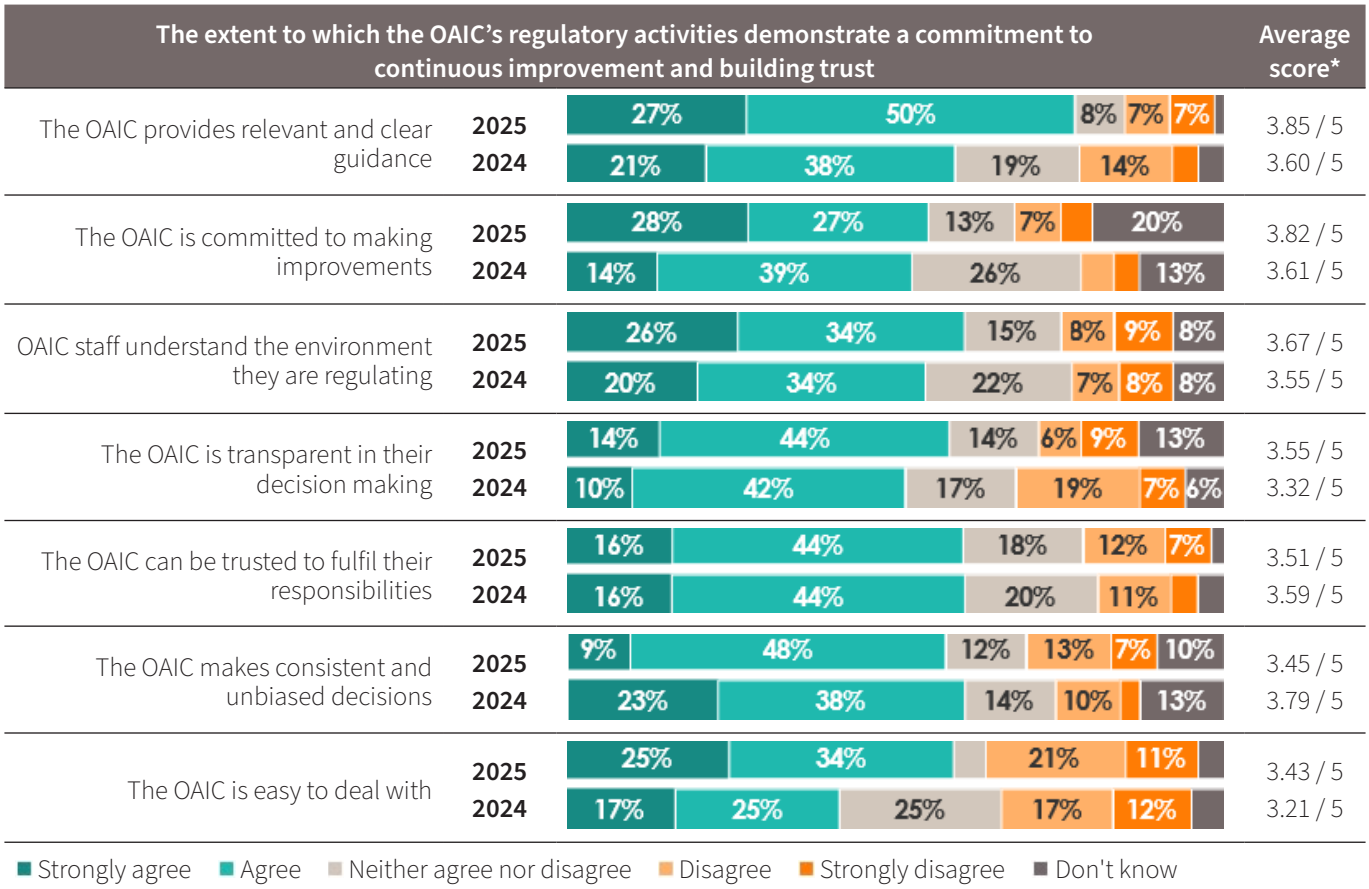
Reported results are based on the ratings provided by stakeholders whose professional role involves engagement with the OAIC's regulatory activities.

The average scores have increased for all sub measures in 2025, with the highest average scores achieved by the OAIC in terms of this performance measure relating to:

- The OAIC actively promoting and encouraging engagement (3.68 out of 5)
- The OAIC consulting with the stakeholder organisations when appropriate (3.68 out of 5)
- The OAIC is transparent in their decision making (3.63 out of 5)
- Information sharing between my organisation and the OAIC is effective (3.63 out of 5)

The average scores for perceptions of the OAIC offering a range of consultation mechanisms (3.48 out of 5)

Figure F.5: Sub-measure ratings for the extent to which the OAIC's regulatory activities demonstrate a commitment to continuous improvement and building trust.



Base size: All stakeholders: 2025 n=125; 2024 n=114.

Source: G1a. To what extent do you agree or disagree with the following statements?

Labels for data points <5% not shown for ease of legibility. | *Average excludes 'don't know' responses.

and understanding stakeholder issues (3.41 out of 5) continue to be the lowest rated sub measures, however, these areas show evidence of improvement compared to the previous year 2024.

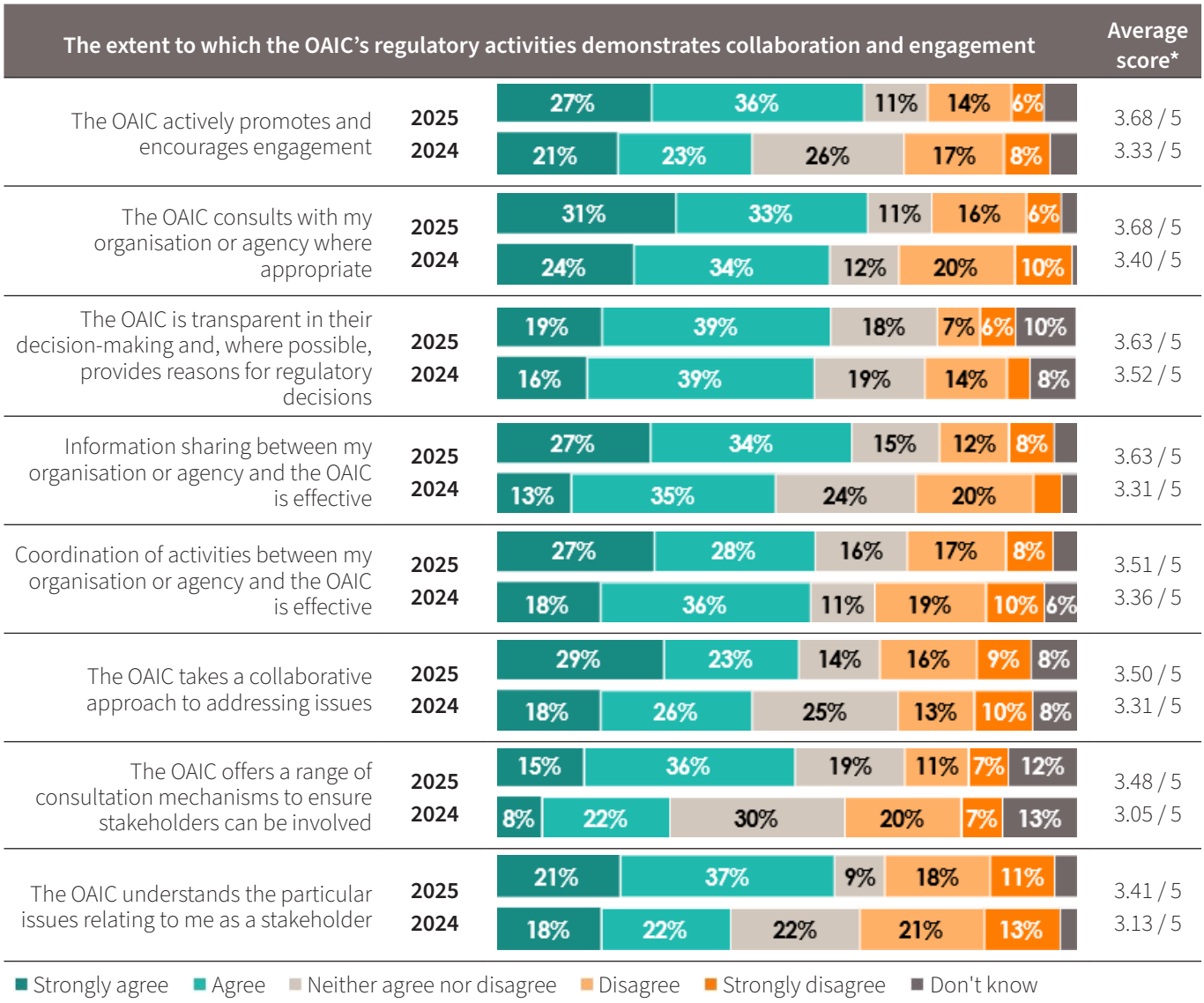
Qualitative analysis of verbatim responses in relation to the extent which the OAIC's regulatory activities demonstrate collaboration and engagement reveals that stakeholders who provided positive ratings (satisfied or very satisfied) mention it is because of the OAIC's commitment and openness in their collaboration and engagement with stakeholders. They also mention the OAIC as being professional and responsive. However, stakeholders who were dissatisfied mentioned long wait times, difficulties with contacting the OAIC, and a lack of effective engagement with government agencies and stakeholders.

Performance measure	2023 baseline	2024 score	2025 score
The extent to which the OAIC's regulatory activities are based on risk and data.	**51** / 100	**56** / 100	**59** / 100

The overall index score for the extent to which the OAIC's regulatory activities are based on risk and data is 59 out of 100. This is an increase of 3 points from the score achieved in the previous year 2024 (56 out of 100).

Performance in this area has been measured through an external stakeholder survey. The index measure has been constructed based on the average performance

Figure F.6: Sub-measure ratings for the extent to which the OAIC's regulatory activities demonstrate collaboration and engagement.



Base: All stakeholders: 2025 n=125; 2024: n=114.

Source: G1b. To what extent do you agree or disagree with the following statements?

Labels for data points <5% not shown for ease of legibility. | *Average excludes 'don't know' responses.

rating for the sub measures that underpin this performance area (see figure 7). Each of these sub measures use a 5-point scale, ranging from (5) strongly agree to (1) strongly disagree.

Reported results are based on the ratings provided by stakeholders whose professional role involves engagement with the OAIC's regulatory activities.

The average scores for 4 of the 6 sub measures increased in 2025, with the highest scores received for:

- The OAIC prioritising resources to the areas of highest risk (3.57 out of 5)
- The OAIC understand emerging issues and changes impacting regulated sectors (3.50 out of 5)

There are however 2 sub measures where the average scores have declined since last year, and this includes the OAIC working with stakeholders to encourage voluntary compliance (3.47 out of 5) and assessing the risk of non-compliance and responding proportionately to the harm being managed (3.20 out of 5).

Qualitative analysis of stakeholder comments collected in response to the extent to which the OAIC's regulatory activities are based on risk and data reveals that stakeholders who provided positive ratings (satisfied or very satisfied) noted that the agency focuses on high-risk issues, such as large- scale data breaches and emerging technologies, and sees evidence of data use to guide its actions.

Positive feedback also highlighted trust in the OAIC's expertise, responsiveness to regulatory changes, and the availability of supporting documentation.

Stakeholders who rated dissatisfaction (dissatisfied or very dissatisfied) with the OAIC on this aspect say they have not seen evidence of data-driven decisions or risk-based assessments of activities from the OAIC.

Methodology

Since 2023 the OAIC has used an annual quantitative stakeholder survey to measure performance against targets for key activity areas. Each year the OAIC has engaged an independent research organisation, Verian, to design and administer the survey. The approach and methodology used to deploy the survey is consistent each year.

Consistent with the approach taken in previous years, the OAIC's stakeholders were sampled according to a census approach, meaning that every relevant stakeholder was provided an opportunity to participate in the survey. On 26 May approximately 600 stakeholders were sent an email by the OAIC inviting them to take part in the 2025 survey. Two reminder emails were sent during fieldwork to prompt those who had not yet completed the survey to do so. The fieldwork period for the survey ran from Thursday 29 May until Thursday 19 June 2025.

Of the approximately 600 stakeholders who were invited to participate, 125 successfully completed the survey – representing a response rate of 21%. This is an improvement on response rates achieved in 2023 (17%) and 2024 (19%). The total sample comprised 4 stakeholder groups based on which functions each stakeholder engaged with the OAIC on, noting stakeholders could engage with the OAIC in more than one function this year:

- Consumer Data Right (n=105)
- Freedom of Information (n=111)
- Privacy (n=105)
- Digital ID System (n=27)

As all stakeholders on the list qualify for the survey, no screeners were implemented.

Due to the small sample size (n=8), caution should continue to be taken when interpreting results based solely on Consumer Data Right stakeholders in 2024 and when comparing results to Consumer Data Right Stakeholders in 2025 (n=105). Results for a sample size of n=8 should be viewed as indicative only. Sample sizes for Freedom of Information and Privacy stakeholders are considerably larger, meaning results for these groups are more reliable. When adjusted for population size, the maximum margin of error for Freedom of Information stakeholders is +/-8.40%; while the maximum margin of error for Privacy stakeholders is +/-8.69.

Data has been weighted to be representative of the resources that have been dedicated to each of the stakeholder groups. The specific weighting targets are in Table F.2.

Table F.2: Weighting targets

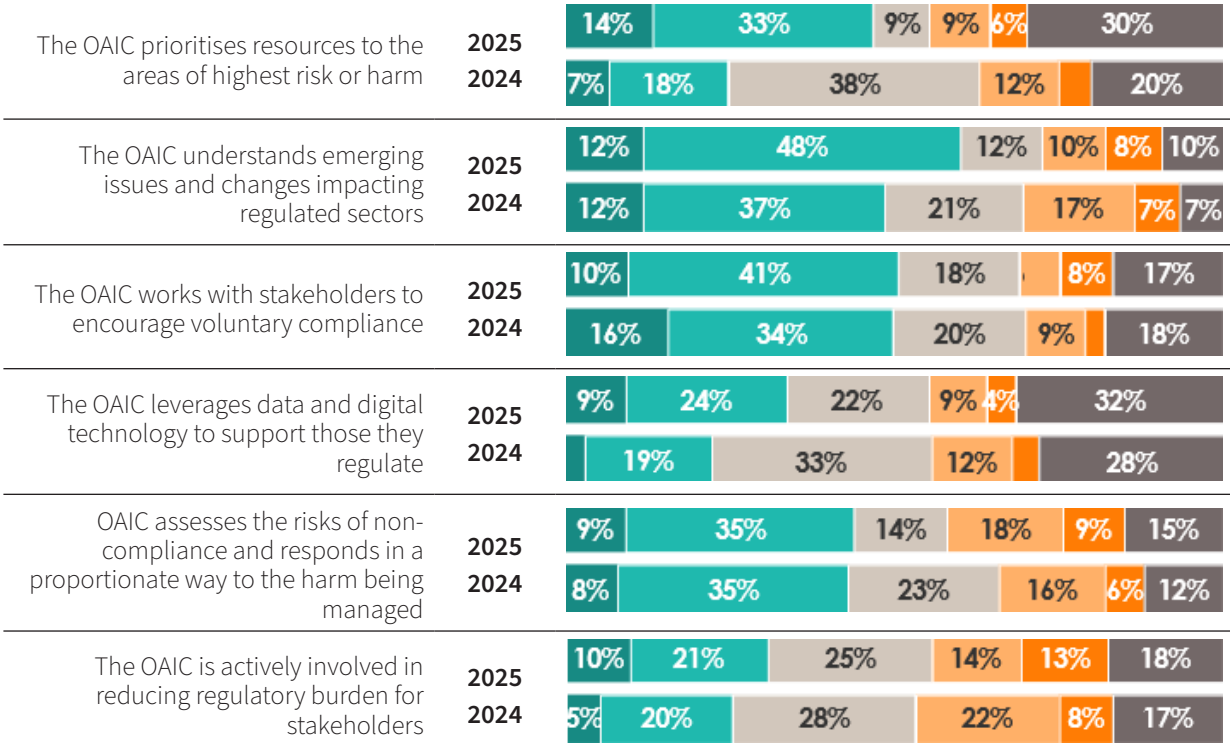
Function	2023	2024	2025
Consumer Data Right	32%	21%	24%
Freedom of Information	21%	17%	13%
Privacy	47%	62%	40%
Digital ID System	N/A	N/A	23%

It should be noted that weights only have an impact on results where 2 or more stakeholder groups are combined. This means they only apply to the 3 performance measures under the key activity: 'contemporary approach to regulation'.

This report has been prepared in accordance with ISO 20252 standards.

Figure F.7: Sub measure ratings for the extent to which the OAIC's regulatory activities are based on risk and data.

The extent to which the OAIC's regulatory activities are based on risk and data		Average score*
The OAIC prioritises resources to the areas of highest risk or harm	2025	3.57 / 5
	2024	3.13 / 5
The OAIC understands emerging issues and changes impacting regulated sectors	2025	3.50 / 5
	2024	3.31 / 5
The OAIC works with stakeholders to encourage voluntary compliance	2025	3.47 / 5
	2024	3.61 / 5
The OAIC leverages data and digital technology to support those they regulate	2025	3.37 / 5
	2024	3.07 / 5
OAIC assesses the risks of non-compliance and responds in a proportionate way to the harm being managed	2025	3.20 / 5
	2024	3.27 / 5
The OAIC is actively involved in reducing regulatory burden for stakeholders	2025	3.00 / 5
	2024	2.90 / 5



Base: All stakeholders: 2025 n=125; 2024 n=114.

Source: G1c. To what extent do you agree or disagree with the following statements?

Labels for data points <5% not shown for ease of legibility. | *Average excludes 'don't know' responses.

Measuring performance

In the third year of the survey the objective was to compare the 2025 results back to the 2024 results, with an ongoing target of incremental improvement in each area over time. Specifically, the performance target outlined in the OAIC's Corporate Plan for each key activity area was to exceed levels achieved in the previous years' survey (2024).

The survey content was largely unchanged and used to continue to evaluate stakeholders' experience of the OAIC across six areas of the OAIC's Performance Measurement Framework.

This year the survey was expanded to include questions designed to measure the OAIC's contribution to the regulation of the Digital ID system. Results from these questions will serve as an indicator informing the key activity area to influence and uphold privacy and information access rights frameworks. The results from 2025 will be the first year feedback was collected from stakeholders in relation to the Digital ID system and will serve as the benchmark or baseline level of performance in subsequent years of the survey.

Each section includes a set of sub measures presented as a list of statements for stakeholders to

rate their agreement with using a five-point scale, ranging from (1) strongly disagree to (5) strongly agree. A 'don't know' answer option was included in case stakeholders did not feel qualified to provide a meaningful rating for any of the sub measures presented. Stakeholders were asked to complete sections in relation to the functions of the OAIC they are familiar with. Sections relating to the general function of the OAIC were asked of all stakeholders.

Table F.3 outlines each of the seven performance measures covered in the Stakeholder Survey and the sub measures comprising each aligned according to Key Activities outlined in the Corporate Plan 2024–25.

Index measures were constructed for each performance target. Index scores are calculated based on average stakeholder ratings for relevant sub measures. They have then been converted to scores out of 100, with 100 representing the highest possible score and 0 representing the lowest.

Table F.3: Survey sub-measures comprising each performance measure in accordance with key activities outlined in the Corporate Plan

Key activity and performance measure	Influence and uphold privacy and information access rights frameworks		Advance online privacy protections for Australians	Encourage and support proactive disclosure of government information	Take a contemporary, harms-based approach to regulation		
	Effectiveness of the OAIC's contribution to the regulation of the Consumer Data Right (CDR)	Effectiveness of the OAIC's contribution to the regulation of the Digital ID system.	Effectiveness of the OAIC's contribution to the advancement of online privacy protections and policy advice.	Effectiveness of OAIC's advice and guidance on the FOI obligations and the Information Publication Scheme in supporting government agencies to provide public access to government-held information.	Stakeholder assessment of the extent to which the OAIC's regulatory activities demonstrate a commitment to continuous improvement and building trust.	Stakeholder assessment of the extent to which the OAIC's regulatory activities demonstrate collaboration and engagement	Stakeholder assessment to the extent to which the OAIC's regulatory activities are based on risk and data
Survey metrics	The OAIC works effectively with the ACCC to regulate the Consumer Data Right The OAIC works effectively to regulate the privacy and confidentiality aspects of the Consumer Data Right The OAIC collaborates well with other Consumer Data Right agencies The information and resources provided by the OAIC in relation to Consumer Data Right provide clear guidance for participants and other relevant entities The OAIC is working effectively to support the expansion of the Consumer Data Right to other industries The OAIC effectively handles notifications of eligible data breaches related to the Consumer Data Right data The OAIC effectively handles complaints related to the Consumer Data Right	The OAIC collaborates well with the Digital ID system stakeholders The OAIC works effectively to regulate the privacy aspects of the Digital ID system The information and resources provided in relation to the Digital ID system provide clear guidance for participants and other relevant entities The OAIC is working effectively to support the expansion of the Digital ID system across the economy The OAIC works effectively to promote Digital ID as a privacy protecting initiative	The OAIC raises awareness of opportunities to enhance online privacy legislation The OAIC works collaboratively with international regulators to support globally interoperable privacy regulation The OAIC prioritises regulatory action to address the harms of online information sharing The OAIC uses the full range of regulatory functions and powers to pursue breaches of privacy in the digital environment. The OAIC effectively raises awareness of online privacy risks to individuals The OAIC effectively raises awareness of online privacy risks to organisations and businesses The activities of the OAIC minimise online privacy risks for individuals The activities of the OAIC minimise online privacy risks for organisations and businesses	The advice and guidance is easy to find The advice and guidance is easy to understand The advice and guidance answered my questions The advice and guidance is useful The advice and guidance is consistent	The OAIC provides relevant and clear guidance OAIC staff understand the environment they are regulating The OAIC is easy to deal with The OAIC makes consistent and unbiased decisions The OAIC is transparent in their decision making The OAIC is committed to making improvements The OAIC can be trusted to fulfil their responsibilities	The OAIC actively promotes and encourages engagement The OAIC takes a collaborative approach to addressing issues Coordination of activities between my organisation or agency and the OAIC is effective Information sharing between my organisation or agency and the OAIC is effective The OAIC consults with my organisation or agency where appropriate The OAIC offers a range of consultation mechanisms to ensure stakeholders can be involved The OAIC is transparent in their decision-making and, where possible, provides reasons for regulatory decisions The OAIC understands the particular issues relating to me as a stakeholder	The OAIC works with stakeholders to encourage voluntary compliance The OAIC accesses the risks of non-compliance and responds in a proportionate way to the harm being managed The OAIC prioritises resources to the areas of highest risk or harm The OAIC understands emerging issues and changes impacting regulated sectors The OAIC is actively involved in reducing regulatory burden for stakeholders The OAIC leverages data and digital technology to support those they regulate

Appendix G: Shortened forms

Shortened form	Expanded term
AAIs	Accountable Authority Instructions
AASB	Australian Accounting Standards Board
ABN	Australian business number
ACCC	Australian Competition and Consumer Commission
ACL	Australian Clinical Labs Limited
ACN	Australian Company Number
AFP	Australian Federal Police
AGD	Attorney-General's Department
AI	Artificial Intelligence
AIC Act	*Australian Information Commissioner Act 2010*
ANAO	Australian National Audit Office
APP	Australian Privacy Principle
APPA	Asia Pacific Privacy Authorities
APS	Australian Public Service
APSC	Australian Public Service Commission
ARC	Audit and Risk Committee
ATO	Australian Taxation Office
CDR	Consumer Data Right
CDR Rules	Competition and Consumer (Consumer Data Right) Rules 2020
CII	Commissioner-initiated investigation
CPRs	Commonwealth Procurement Rules
CR Code	Privacy (Credit Reporting) Code 2014
CSIRO	Commonwealth Scientific and Industrial Research Organisation
CSRN	Cyber Security Regulator Network
CSS	Commonwealth Superannuation Scheme
DCB	Departmental Capital Budgets
DCCWG	Digital Citizen and Consumer Working Group

Shortened form	Expanded term
Defence	Department of Defence
DESE	Department of Education, Skills and Employment
DEWR	Department of Employment and Workplace Relations
DISR	Department of Industry, Science and Resources
DITRDCSA	Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts
DP-REG	Digital Platform Regulators Forum
EDR scheme	External dispute resolution scheme
EMF	Executive Management Forum
EOT	extension of time
EU	European Union
FBT	Fringe Benefits Tax
Finance	Department of Finance
FOI	freedom of information
FOI Act	*Freedom of Information Act 1982*
FOI Commissioner	Freedom of Information Commissioner
FRR	Public Governance, Performance and Accountability (Financial Reporting) Rule 2015
FRT	Facial Recognition Technology
FTE	full-time equivalent
FVOCI	Fair Value through other Comprehensive Income
FVTPL	Fair Value Through Profit or Loss
FY	Financial Year
GAIN	Government Agencies Information Network
GPA	Global Privacy Assembly
GPEN	Global Privacy Enforcement Network
GST	Goods and services tax
Home Affairs	Department of Home Affairs
IAID	International Access to Information Day

Shortened form	Expanded term
IAPP	International Association of Privacy Professionals
IC	Information Commissioner
ICIC	International Conference of Information Commissioners
ICON	Information Contact Officers Network
ICT	information and communications technology
IFA	Individual Flexibility Arrangement
IPS	Information Publication Scheme
ISO	International Standards Organization
IWEG	International Enforcement Cooperation Working Group
JRPP	Jurisdictional Renewable Power Percentage
KMP	key management personnel
MHR	My Health Record
MOU	memorandum of understanding
NAIDOC	National Aboriginal and Islanders Day Observance Committee
NDB	notifiable data breach
OAIC	Office of the Australian Information Commissioner
OCF	OAIC Consultation Forum
ODC	OAIC Diversity Committee
OPC	Canada's Office of the Privacy Commissioner
OSP	Outsourced Service Provider
PAW	Privacy Awareness Week
PGPA Act	*Public Governance, Performance and Accountability Act 2013*
PGPA Rule	Public Governance, Performance and Accountability Rule 2014
PNR	passenger name record
Privacy Act	*Privacy Act 1988*
PSS	Public Sector Superannuation Scheme
PSSap	Public Sector Superannuation Scheme accumulation plan
RAB	Regional Australia Bank
RET	Renewable Energy Target

Shortened form	Expanded term
RMG	Resource Management Guide
ROU	Right of use
RPP	Renewable Power Percentage
SDO	Service Delivery Office
SES	Senior Executive Service
SME	Small and medium enterprises
SMMA	Social Media Minimum Age
SPPI	solely payments of principal and interest
SRC	Strategic Regulatory Committee
SXSW Sydney	South by Southwest
WHS	Work Health and Safety
WHS Act	*Work Health and Safety Act 2011*

Appendix H: Corrections and clarifications

Corrections and clarifications for the Office of the Australian Information Commissioner Annual report 2023–24 are listed below.

1. On pages 8, 18 and 25, privacy complaints received (3,215) is replaced by 3,196.
2. On pages 9 and 18, privacy enquiries (10,476) is replaced by 10,485.
3. On pages 9, 28 and 29, Notifiable Data Breaches received (1,012) is replaced by 1,001.
4. On page 30, IC review applications received – deemed decisions (1,051) is replaced by 1,065.
5. On page 29, NDBs on hand at period close (133) is replaced by 127.
6. On page 29, Source of data breaches (1,012 total) is replaced by 1,001. Malicious or criminal attack (678) is replaced by 668 and human error (298) is replaced by 297.
7. On page 29, Number of individuals affected by data breaches reported under the NDB scheme, table row 2–10 (171) is replaced by 169, 11–100 (209) is replaced by 208, 101–1,000 (189) is replaced by 187, 1,001–5,000 (82) is replaced by 81, 5,001–10,000 (31) is replaced by 28, 10,001–25,000 (12) is replaced by 11, 25,001–50,000 (17) is replaced by 18, 50,001–100,000 (10) is replaced by 11, 250,001–500,000 (4) is replaced by 3 and Unknown (8) is replaced by 6.
8. On page 130, the fee the OAIC paid to the Service Delivery Office (SDO) for payroll and finance services was written as $7014,281 (GST not applicable). This was a typographical error. The correct figure should have been $704,281.
9. As noted on page 11 of last year's annual report, statistics in the 'At a glance' section on pages 8–11, some of which also appeared elsewhere in the report, were current as of 16 August 2024. Some 2023–24 figures listed in this year's 'At a glance' section differ slightly (by 1 or 2) to those published last year due to subsequent recording or re-categorisation.

Appendix I: List of PGPA requirements

Table I.1: PGPA Rule requirements

PGPA Rule reference	Description	Requirement	Part of report (volume and page number)
17AD(g)	**Letter of transmittal**		TBC
17AI	A copy of the letter of transmittal signed and dated by accountable authority on date final text approved, with statement that the report has been prepared in accordance with section 46 of the Act and any enabling legislation that specifies additional requirements in relation to the annual report.	Mandatory	Vol 1, p iii
17AD(h)	**Aids to access**		
17AJ(a)	Table of contents (print only).	Mandatory	Vol 1, p v
17AJ(b)	Alphabetical index (print only).	Mandatory	Vol 1, p 153
17AJ(c)	Glossary of abbreviations and acronyms.	Mandatory	Vol 1, p 140
17AJ(d)	List of requirements.	Mandatory	Vol 1, p 145
17AJ(e)	Details of contact officer.	Mandatory	Vol 1, p ii
17AJ(f)	Entity's website address.	Mandatory	Vol 1, p ii
17AJ(g)	Electronic address of report.	Mandatory	Vol 1, p ii
17AD(a)	**Review by accountable authority**		
17AD(a)	A review by the accountable authority of the entity.	Mandatory	Vol 1, p 4
17AD(b)	**Overview of the entity**		
17AE(1)(a)(i)	A description of the role and functions of the entity.	Mandatory	Vol 1, p 2
17AE(1)(a)(ii)	A description of the organisational structure of the entity.	Mandatory	Vol 1, p 13–15
17AE(1)(a)(iii)	A description of the outcomes and programmes administered by the entity.	Mandatory	Vol 1, p 2
17AE(1)(a)(iv)	A description of the purposes of the entity as included in corporate plan.	Mandatory	Vol 1, p 2
17AE(1)(aa)(i)	Name of the accountable authority or each member of the accountable authority.	Mandatory	Vol 1, pp 18, 112
17AE(1)(aa)(ii)	Position title of the accountable authority or each member of the accountable authority.	Mandatory	Vol 1, pp 18, 112
17AE(1)(aa)(iii)	Period as the accountable authority or member of the accountable authority within the reporting period.	Mandatory	Vol 1, p 112

PGPA Rule reference	Description	Requirement	Part of report (volume and page number)
17AE(1)(b)	An outline of the structure of the portfolio of the entity.	Portfolio departments – mandatory	Vol 1, p 2
17AE(2)	Where the outcomes and programs administered by the entity differ from any Portfolio Budget Statement, Portfolio Additional Estimates Statement or other portfolio estimates statement that was prepared for the entity for the period, include details of variation and reasons for change.	If applicable, Mandatory	Not applicable
17AD(c)	**Report on the Performance of the entity**		
	Annual performance statements		
17AD(c)(i); 16F	Annual performance statement in accordance with paragraph 39(1)(b) of the Act and section 16F of the Rule.	Mandatory	Vol 1, p 18
17AD(c)(ii)	***Report on financial performance***		
17AF(1)(a)	A discussion and analysis of the entity's financial performance.	Mandatory	Vol 1, pp 71–105
17AF(1)(b)	A table summarising the total resources and total payments of the entity.	Mandatory	Vol 1, p 108
17AF(2)	If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including: the cause of any operating loss of the entity; how the entity has responded to the loss and the actions that have been taken in relation to the loss; and any matter or circumstances that it can reasonably be anticipated will have a significant impact on the entity's future operation or financial results.	If applicable, Mandatory	Not applicable
17AD(d)	**Management and accountability**		
	Corporate governance		
17AG(2)(a)	Information on compliance with section 10 (fraud systems).	Mandatory	Vol 1, p 54
17AG(2)(b)(i)	A certification by accountable authority that fraud and corruption risk assessments and fraud and corruption control plans have been prepared.	Mandatory	Vol 1, p iii
17AG(2)(b)(ii)	A certification by accountable authority that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud and corruption that meet the specific needs of the entity are in place.	Mandatory	Vol 1, p iii

PGPA Rule reference		Description	Requirement	Part of report (volume and page number)
17AG(2)(b)(iii)		A certification by accountable authority that all reasonable measures have been taken to deal appropriately with fraud and corruption relating to the entity.	Mandatory	Vol 1, p iii
17AG(2)(c)		An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.	Mandatory	Vol 1, p 52–55
17AG(2)(d) – (e)		A statement of significant issues reported to Minister under paragraph 19(1)(e) of the Act that relates to non-compliance with Finance law and action taken to remedy non-compliance.	If applicable, Mandatory	Not applicable
	Audit Committee			
17AG(2A)(a)		A direct electronic address of the charter determining the functions of the entity's audit committee.	Mandatory	Vol 1, p 55
17AG(2A)(b)		The name of each member of the entity's audit committee.	Mandatory	Vol 1, p 56
17AG(2A)(c)		The qualifications, knowledge, skills or experience of each member of the entity's audit committee.	Mandatory	Vol 1, p 56
17AG(2A)(d)		Information about the attendance of each member of the entity's audit committee at committee meetings.	Mandatory	Vol 1, p 56
17AG(2A)(e)		The remuneration of each member of the entity's audit committee.	Mandatory	Vol 1, p 56
	External scrutiny			
17AG(3)		Information on the most significant developments in external scrutiny and the entity's response to the scrutiny.	Mandatory	Vol 1, p 58
17AG(3)(a)		Information on judicial decisions and decisions of administrative tribunals and by the Australian Information Commissioner that may have a significant effect on the operations of the entity.	If applicable, Mandatory	Vol 1, p 57–58
17AG(3)(b)		Information on any reports on operations of the entity by the Auditor-General (other than report under section 43 of the Act), a Parliamentary Committee, or the Commonwealth Ombudsman.	If applicable, Mandatory	Not applicable
17AG(3)(c)		Information on any capability reviews on the entity that were released during the period.	If applicable, Mandatory	Not applicable
	Management of human resources			
17AG(4)(a)		An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives.	Mandatory	Vol 1, p 59

PGPA Rule reference		Description	Requirement	Part of report (volume and page number)
17AG(4)(aa)		Statistics on the entity's employees on an ongoing and non-ongoing basis, including the following: (a) statistics on full-time employees; (b) statistics on part-time employees; (c) statistics on gender; (d) statistics on staff location.	Mandatory	Vol 1, p 113–124
17AG(4)(b)		Statistics on the entity's APS employees on an ongoing and non-ongoing basis; including the following: • Statistics on staffing classification level; • Statistics on fulltime employees; • Statistics on parttime employees; • Statistics on gender; • Statistics on staff location; • Statistics on employees who identify as Indigenous.	Mandatory	Vol 1, p 113–124
17AG(4)(c)		Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the *Public Service Act 1999*.	Mandatory	Vol 1, pp 62, 124
17AG(4)(c)(i)		Information on the number of SES and non-SES employees covered by agreements etc identified in paragraph 17AG(4)(c).	Mandatory	Vol 1, p 124
17AG(4)(c)(ii)		The salary ranges available for APS employees by classification level.	Mandatory	Vol 1, p 124
17AG(4)(c)(iii)		A description of non-salary benefits provided to employees.	Mandatory	Vol 1, p 62
17AG(4)(d)(i)		Information on the number of employees at each classification level who received performance pay.	If applicable, Mandatory	Not applicable
17AG(4)(d)(ii)		Information on aggregate amounts of performance pay at each classification level.	If applicable, Mandatory	Not applicable
17AG(4)(d)(iii)		Information on the average amount of performance payment, and range of such payments, at each classification level.	If applicable, Mandatory	Not applicable
17AG(4)(d)(iv)		Information on aggregate amount of performance payments.	If applicable, Mandatory	Not applicable
	Assets management			
17AG(5)		An assessment of effectiveness of assets management where asset management is a significant part of the entity's activities.	If applicable, Mandatory	Not applicable
	Purchasing			
17AG(6)		An assessment of entity performance against the *Commonwealth Procurement Rules*.	Mandatory	Vol 1, p 64

PGPA Rule reference	Description	Requirement	Part of report (volume and page number)
	Reportable consultancy contracts		
17AG(7)(a)	A summary statement detailing the number of new reportable consultancy contracts entered into during the period; the total actual expenditure on all such contracts (inclusive of GST); the number of ongoing reportable consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory	Vol 1, p 64
17AG(7)(b)	A statement that *"During [reporting period], [specified number] new reportable consultancy contracts were entered into involving total actual expenditure of $[specified million]. In addition, [specified number] ongoing reportable consultancy contracts were active during the period, involving total actual expenditure of $[specified million]".*	Mandatory	Vol 1, p 64
17AG(7)(c)	A summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were selected and engaged.	Mandatory	Vol 1, p 64
17AG(7)(d)	A statement that *"Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website."*	Mandatory	Vol 1, p 64
	Reportable non-consultancy contracts		
17AG(7A)(a)	A summary statement detailing the number of new reportable non-consultancy contracts entered into during the period; the total actual expenditure on such contracts (inclusive of GST); the number of ongoing reportable non-consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory	Vol 1, p 64
17AG(7A)(b)	A statement that "*Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website."*	Mandatory	Vol 1, p 64
17AD(daa)	***Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts***		
17AGA	Additional information, in accordance with section 17AGA, about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts.	Mandatory	Vol 1, p 65

PGPA Rule reference	Description	Requirement	Part of report (volume and page number)
	Australian National Audit Office access clauses		
17AG(8)	If an entity entered into a contract with a value of more than $100 000 (inclusive of GST) and the contract did not provide the Auditor-General with access to the contractor's premises, the report must include the name of the contractor, purpose and value of the contract, and the reason why a clause allowing access was not included in the contract.	If applicable, Mandatory	Not applicable
	Exempt contracts		
17AG(9)	If an entity entered into a contract or there is a standing offer with a value greater than $10 000 (inclusive of GST) which has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters.	If applicable, Mandatory	Not applicable
	Small business		
17AG(10)(a)	A statement that *"[Name of entity] supports small business participation in the Commonwealth Government procurement market. Small and Medium Enterprises (SME) and Small Enterprise participation statistics are available on the Department of Finance's website."*	Mandatory	Vol 1, p 65
17AG(10)(b)	An outline of the ways in which the procurement practices of the entity support small and medium enterprises.	Mandatory	Vol 1, p 65
17AG(10)(c)	If the entity is considered by the Department administered by the Finance Minister as material in nature—a statement that *"[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury's website."*	If applicable, Mandatory	Vol 1, p 65
	Financial statements		
17AD(e)	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.	Mandatory	Vol 1, p 71–105
	Executive remuneration		
17AD(da)	Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 2-3 of the Rule.	Mandatory	Vol 1, p 110–112

PGPA Rule reference		Description	Requirement	Part of report (volume and page number)
17AD(f)	**Other mandatory information**			
17AH(1)(a)(i)		If the entity conducted advertising campaigns, a statement that *"During [reporting period], the [name of entity] conducted the following advertising campaigns: [name of advertising campaigns undertaken]. Further information on those advertising campaigns is available at [address of entity's website] and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance's website."*	If applicable, Mandatory	Not applicable
17AH(1)(a)(ii)		If the entity did not conduct advertising campaigns, a statement to that effect.	If applicable, Mandatory	Vol 1, p 66
17AH(1)(b)		A statement that *"Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity's website]."*	If applicable, Mandatory	Not applicable
17AH(1)(c)		Outline of mechanisms of disability reporting, including reference to website for further information.	Mandatory	Vol 1, p 66
17AH(1)(d)		Website reference to where the entity's Information Publication Scheme statement pursuant to Part II of FOI Act can be found.	Mandatory	Vol 1, p 66
17AH(1)(e)		Correction of material errors in previous annual report.	If applicable, Mandatory	Vol 1, p 144
17AH(2)		Information required by other legislation.	Mandatory	See Appendix J

Appendix J: Other statutory reporting requirements

Table J.1: Information required by other legislation

Provision	Description	Requirement	Part of report (volume and page number)
Australian Information Commissioner Act 2010			
s 30(a) and s 31	Freedom of information matters	Mandatory	Volume 2
s 30(b) and s 32	Privacy matters	Mandatory	Vol 1, pp 26–27
s 30(c) and s 32A,	Consumer data right matters	Mandatory	Vol 1, pp 23–24
Digital ID Act 2024			
s 155	Information about the performance of the Information Commissioner's functions, and the exercise of the Information Commissioner's powers, under or in relation to Part 2 of Chapter 3 of the Digital ID Act 2024	Mandatory	Vol 1, p 25

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