Integrity NT

Information Access and Privacy

Annual Report

2025-26

This report covers the period from 1 July 2025 to 30 June 2026. The Office of the Information Commissioner **(OIC)** became part of the broader Office of the Integrity and Ethics Commissioner **(OIEC)** on 1 June 2026. This report therefore focusses on the work of the OIC leading up to that change but also refers to relevant aspects of the OIEC's work after that date. For ease of reference, the report will primarily refer to the Information Commissioner and the OIC.

Acknowledgement of Country

Our Office acknowledges the traditional owners of the Northern Territory and recognises their continuing cultural and spiritual connections to their lands, waters and communities. We pay our respects to all Aboriginal and Torres Strait Islander people and their cultures, their elders past and present, and to future generations.

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Message from the Commissioner

This is my first report as the Integrity and Ethics Commissioner, a new role I commenced on 1 June 2026, which incorporates, among other roles, the functions previously undertaken by the NT Information Commissioner.

I have previously been the Information Commissioner from March 2003 until 2007, and then again from August 2018 until November 2024.

The creation of the Office of the Integrity and Ethics Commissioner (the **OIEC**) represents a significant reform of the NT integrity framework. The establishment of a single independent office responsible for multiple integrity functions provides a unique opportunity to strengthen oversight, improve service delivery and enhance public confidence in government institutions.

The establishment of the OIEC is not simply an administrative exercise. It is the beginning of a new integrity model designed to provide stronger coordination, greater organisational capability and more efficient use of public resources, while preserving the independence of each statutory function.

The role and functions of the Information Commissioner nevertheless continue as delineated in the *Information Act 2002* (the **Act**) and will remain an integral part of my role.[1]

Freedom of Information

The number of Freedom of Information (**FOI**) applications made across all NT public sector organisations (**Organisations**) continues to push towards the 2,000 mark. The take up of FOI by Territorians has been substantial but not beyond the rate at which it is utilised in other Australian jurisdictions.

FOI officers in Organisations and in the centralised FOI Unit within the Department of Corporate and Digital Development (**DCDD**) continue to deal with applications as they are made but the pressure of a high and ongoing workload is evident from the number of matters extending beyond the 30-day statutory limit for decision making.

There are a number of reasons why a process may take more than 30 days and there are allowances for an Organisation to extend time. However, the great bulk of matters should be, and have generally been, able to be finalised within 90 days.

However, in the three of the past four years, the number of applications not finalised within 90 days has grown to over one hundred, with the figure for the latest year being 288. The majority of these delayed decisions arise in two Organisations but there is a growing trend in other Organisations.

In order to maintain integrity and public trust, it is vital for government to maintain the effectiveness of FOI mechanisms by ensuring they are given the support, priority and resources they require. Delays at this level frustrate the transparency and accountability objects of the Act.

We will engage with relevant Organisations to explore the reasons for growing delays and possible solutions.

Privacy protection

I welcome recent initiatives by DCDD aimed at promoting privacy protection in the NT public sector, including:

- providing a range of online resources on privacy guidance and practical advice, self-service tools and templates, training and learning resources and information about handling personal information correctly; and
- committing to conducting monthly *Privacy Unpacked* sessions, providing an opportunity to learn more about privacy responsibilities, ask questions and explore practical ways to manage personal information at work.

I have previously raised the need for legislative controls around data breach management. Data breaches happen – it is all about minimising risk and protecting individuals and the Territory from harm. This report comments on the growing number of reported data breaches. Information security within the public sector is a topic that demands ongoing scrutiny and discussion. Consideration of a legislative approach to data breach reporting, as part of a broader scheme of work to protect data security, would be welcome.

[1] *See Metric 2 of the National Dashboard-Utilisation of Information Access Rights, https://www.ipc.nsw.gov.au/information-access/open-government-open-data/dashboard.*

In the current climate it is almost inevitable that a report such as this will refer to the challenges and potential benefits of Artificial Intelligence (**AI**). It is vital that Organisations and the NT Government as a whole, factor in privacy considerations when engaging with new AI tools. Privacy by Design must include consideration of AI implications for privacy protection at all stages of government initiatives.

This report also discusses challenges being faced by the Office, along with other integrity and complaints bodies, courts and tribunals when dealing with complaints, reports, submissions and even evidence generated by or with the assistance of AI. While in some cases, this may clarify or simplify the concerns of members of the public seeking our assistance, it is increasingly clear that it can generate false flags and multiple issues of limited interest to complainants, which take time and effort on the part of our officers to narrow down before we can get to the issues of real concern.

In closing, the Office continued to function effectively in 2025-26, with its small staffing contingent ably overseen by Acting Commissioners Bronwyn Haack and Candice Maclean. I thank all staff for their continuing commitment to promoting accountability and transparency in the public sector along with enhancing privacy protection.

Peter Shoyer
Integrity and Ethics Commissioner (as Information Commissioner)

30 September 2026

Acronyms in this report

Acronyms you may see throughout this Report.

A full list of Organisation acronyms can be found in Appendix 2:

Acronym	Full Form
Act	*Information Act 2002* (NT)
Commissioner	Information Commissioner
FOI	Freedom of information
IPP	Information Privacy Principle
MOG	Machinery of Government
NTG	Northern Territory Government
OIC	Office of the Information Commissioner
Organisation	Public Sector Organisation
Regulations	*Information Regulations 2003*

Introduction

The *Information Act 2002* (NT) *(the Act)* is the legislation governing freedom of information (**FOI**), privacy protection, and public sector records management in the Northern Territory.

This report covers the period from 1 July 2025 to 30 June 2026. The Office of the Information Commissioner (**OIC**) became part of the broader Office of the Integrity and Ethics Commissioner (**OIEC**) on 1 June 2026. This report therefore focusses on the work of the OIC leading up to that change but also refers to relevant aspects of the OIEC's work after that date. For ease of reference, the report will primarily refer to the Commissioner and the OIC or the Office. The functions of the Commissioner under the Act remain essentially unchanged.

The Act provides for public access to government information that is reasonable, and governs the collection, correction and handling of personal information. It seeks to balance the public interest in openness and transparency with the legitimate need to protect certain government information, including individuals' personal information. It provides mechanisms for promotion and protection of individual privacy.

The Act gives the Commissioner the power to oversee these information access and privacy protection provisions. The Commissioner's functions include:

- dealing with complaints concerning FOI decisions and privacy matters through investigation and mediation processes;
- referring, at the request of a party, finalised complaints to the Northern Territory Civil and Administrative Tribunal (**NTCAT**);
- making submissions or commenting on the privacy implications of new legislation and government policies;
- conducting privacy audits of records held by public sector organisations (**Organisations**);
- approving grants of authorisation for Organisations to collect, use or disclose personal information in a manner that would otherwise contravene the Information Privacy Principles (**IPPs**);
- considering applications for extension of time periods relating to certain FOI exemptions;
- educating public sector organisations, public officers, and the general public about FOI and privacy protection.

Our values

We are committed to the following core values:

- **Integrity** – Act ethically, openly, honestly, fairly and with accountability.
- **Courage** – Provide robust reporting and advice and comment without fear or favour.
- **Professional Excellence** – Work together to positively represent the Office.
- **Commitment** – Strive to achieve the outcomes required by the Information Act.
- **Respect** – Treat each other and all those who come into contact with this Office with respect.

Our staffing

Staff assisting the Commissioner are employed under the *Public Sector Employment and Management Act 1993* (NT) and are delegated appropriate functions and powers to support the Commissioner in carrying out their responsibilities.

Functions of the Office

The main functions of the Office include receiving complaints made by members of the public in relation to FOI applications or breaches of privacy and investigating and determining those complaints, as well as receiving notifications from agencies regarding breaches of privacy and providing advice.

The Office also provides general advice to both the public and Organisations and facilitates training to improve the capacity of NT Organisations in dealing with FOI and privacy matters.

Freedom of Information requests

The Act provides members of the public with a right to access information held by public sector organisations, subject to specified exceptions and exemptions. It also provides individuals with a mechanism to seek correction of their personal information in certain circumstances.

The Office has the following functions:

- Receiving and investigating complaints relating to applications to access or correct information.
- Receiving and determining applications for extensions of statutory timeframes under the Act.
- Providing guidance and advice to individuals making, or objecting to, FOI applications.

Privacy

The Act establishes 10 Information Privacy Principles, which govern how public sector organisations can collect, use, disclose and otherwise handle personal information.

The Office undertakes the following actions to maintain the privacy protections under the Act:

- Receiving and investigating complaints about privacy breaches.
- Conducting audits on Organisations to assess compliance with the IPPs.
- Considering applications for grants of authorisation made by Organisations to collect, use or disclose personal information in a manner that would otherwise contravene the IPPs;
- Providing advice to Organisations on privacy issues and issues arising from data sharing projects and proposals.

Records management

The Commissioner provides advice regarding records and archives services to support compliance with the objects of the Act prior to Ministerial approval.

Policy advice and guidance

The Commissioner provides advice and recommendations on the privacy implications of proposed legislation and government initiatives.

Promote the objects of the Act

The Commissioner promotes awareness, understanding and compliance with the information access and privacy provisions of the Act, including through education and targeted training for public sector organisations.

Freedom of Information

Information requests to organisations

Members of the public have a right to seek access to information held by public sector organisations and should be aware of how to exercise that right. Transparency and government accountability remain fundamental to the FOI process.

While an applicant is not required to provide reasons for seeking to access information, an application must satisfy certain legislative requirements to be valid. An application must satisfy the requirements of section 18 of the Act. The application must be made in writing, specify the applicant's name and contact address, and provide sufficient detail to enable the information sought to be identified. It must also be accompanied by the prescribed application fee, unless that fee is waived by the Organisation. Before accepting an application, an Organisation must also be satisfied as to the identity of the applicant. A valid application may subsequently be withdrawn by the applicant or transferred to another Organisation in accordance with the Act.

Organisations should make reasonable efforts to assist applicants to make, or where appropriate, vary an application so that it meets those requirements. Nevertheless, some applications are unable to proceed due to a failure to satisfy legislative requirements, or because the information sought does not exist, cannot be located, or falls outside the scope of the Act.

Most applications do not encounter these issues. In the majority of cases, Organisations determine whether to provide access to the information sought in full, or to refuse access to some or all of that information on the basis of one or more of the exemptions contained in the Act.

Personal information

An FOI request made under the Act is a legislative process and is separate to an administrative request for information (**ROI**) that may be submitted directly to an organisation. The ROI process is particularly important for applicants that are seeking to access to their own personal information, such as medical or tenancy records, and the Commissioner encourages Organisations to provide this information through administrative release processes wherever proper and possible.

An ROI is generally managed in accordance with internal processes, usually referred to as an 'administrative access scheme'. Organisations are encouraged to have well-structured administrative ROI processes in place to deal with more straight forward or commonly received requests.

The Act does not prevent Organisations from proactively or administratively releasing information. However, the formal information access process established by the Act is often relied upon where a request is complex or extensive, or where the information sought raises particular sensitivities.

Correction

If an organisation receives an application under the Act for access or correction to information they should deal with the request promptly and efficiently, as fairly and openly as possible and in a manner that is consistent with the relevant law.

Reporting on applications to Organisations

The Act requires the Commissioner to make a report on the operations of the Office each financial year, and this report must include information in respect of each Organisation. In order to report appropriately, the Commissioner requests Organisations to provide data for the purpose of meeting this requirement and the following sections of the report focus on this data and related statistics. A comprehensive breakdown of the data for each Organisation is detailed in Appendix 3.

Freedom of Information Applications to Organisations

1,852 new FOI applications received by all public sector organisations for the financial year 2025/26. A slight drop compared with the 1,915 received in 2024/25.

1,745 FOI applications finalised by public sector organisations for the financial year 2025/26. A slight decrease compared to the 1,771 finalised in 2024/25.

72% of new applications were for personal information about the applicant only, this is broadly consistent with the 75% reported in the previous period.

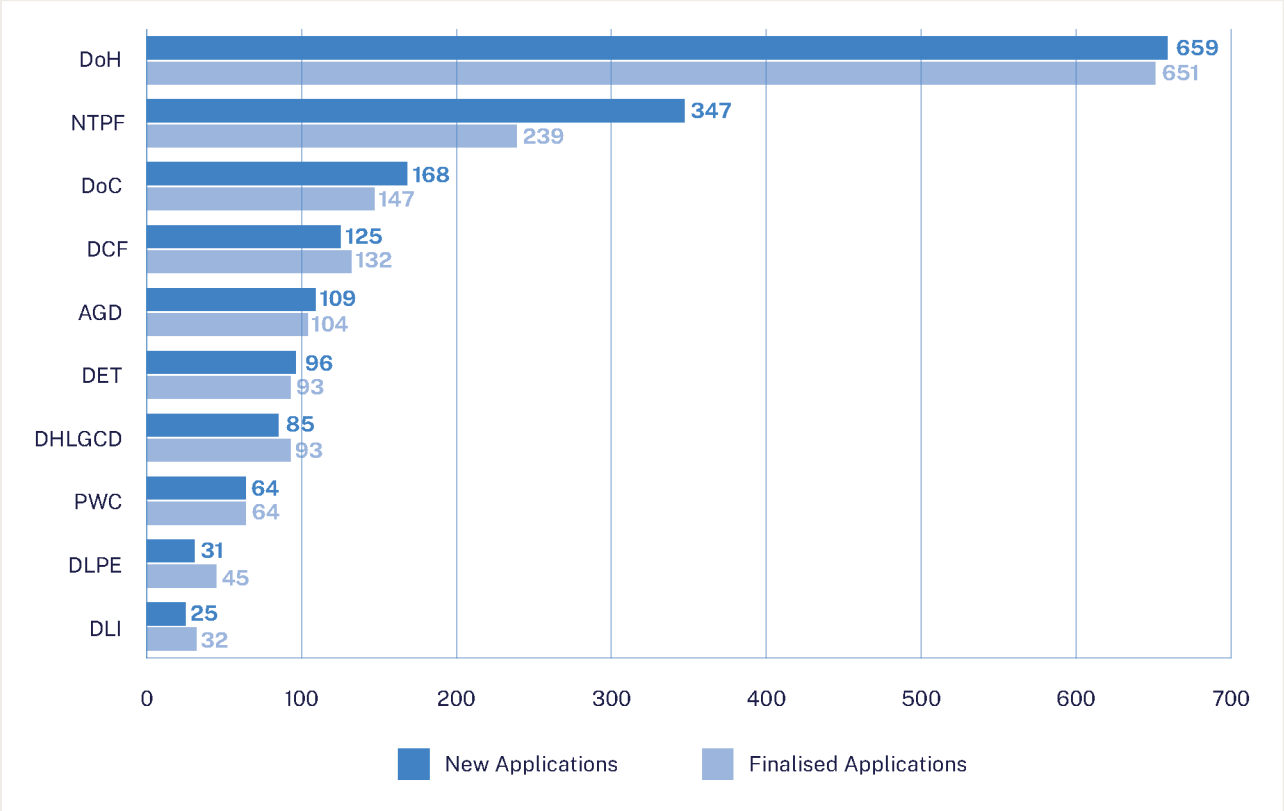
20% of new applications were for non-personal information only.

8% of new applications were from political, media, activist or lobby groups.

Application outcomes

Within 30 days of receiving a valid application, Organisations are required by the Act to determine the application. The Act sets out what decisions an Organisation can make in relation to an application, including deferring access to the information or seeking more time to determine an application.

FOI APPLICATIONS RECEIVED AND FINALISED IN 2025-2026 - TOP 10 ORGANISATIONS



Note: See Appendix 2 for the full names of abbreviated Organisations referred to in the graph.

The Department of Health (**DoH**) continues to receive the highest number of applications, well above any other Organisation, with volumes increasing by more than 30% compared with the prior reporting period. We will explore with DoH, the reasons for the increase and any potential actions to address it.

The NT Police Force (**NTPF**) remains the second-highest recipient of applications, despite a 15% decrease compared with 2024/25.

On the other hand, Department of Children and Families **(DCF**) and Department of Lands Planning and Environment (**DLPE**) applications received fell by 48% and 38% respectively compared with the previous year.

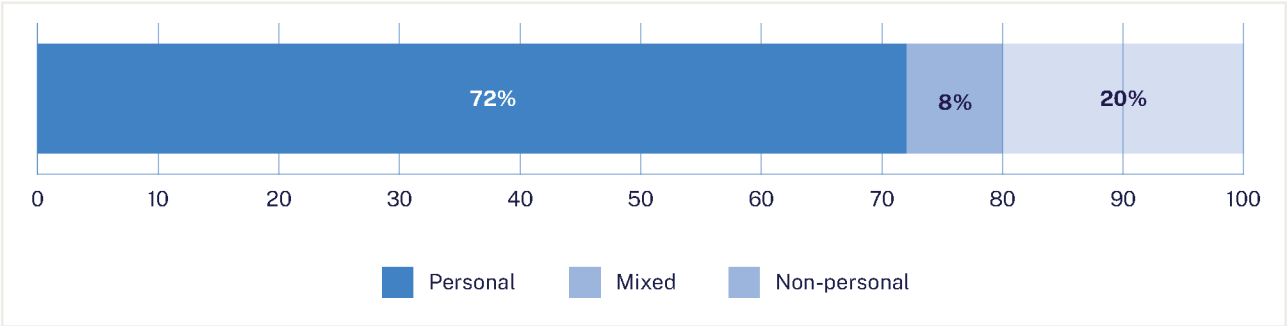
Types of information requested

Most FOI applications submitted to Organisations in 2025/26 were for personal information, namely applicants seeking information about themselves. Examples of personal information sought could be an individual's health record held with DoH or information held about them on a DCF file.

Other information requested is considered to be non-personal information, being other government information held by an Organisation.

The below chart shows the split of applications between personal, non-personal and mixed.

TYPE OF INFORMATION REQUESTED



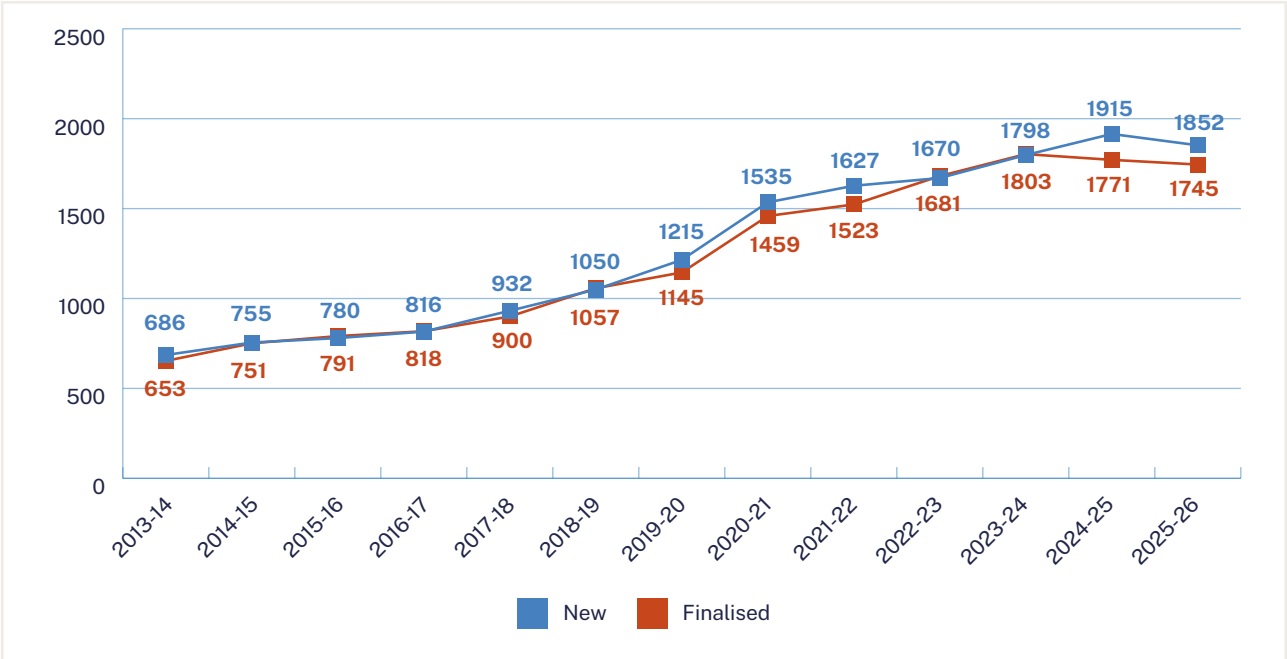
Of all applications made, 8% were from individuals with a political, media, activist, or lobby-group background. These form part of the non-personal category.

Yearly trends

FOI applications received by Organisations declined slightly (3%) in 2025/26. Despite the modest decrease compared to 2024/25, it is worth noting there has still been an overall increase of 21% in the 5 years since 2020-21, and 137% over the 10 years since 2015/16.

Despite the rising demand for access to government information, Organisations appear to have seen little change in resource allocation to respond to the increased numbers.

FOI APPLICATIONS BY FINANCIAL YEAR



The FOI process and case outcomes

A primary object of the Act is to provide a general right to access government-held information. Most applications for access to information result in a decision to either grant full or partial access to the information sought. Access may be refused to some or all of the information sought on the basis of one or more of the 'exemption' provisions contained in the Act.

However, a substantial number of applications are finalised without progressing to consideration of exemption provisions, for example, if the application does not comply with legislative requirements.

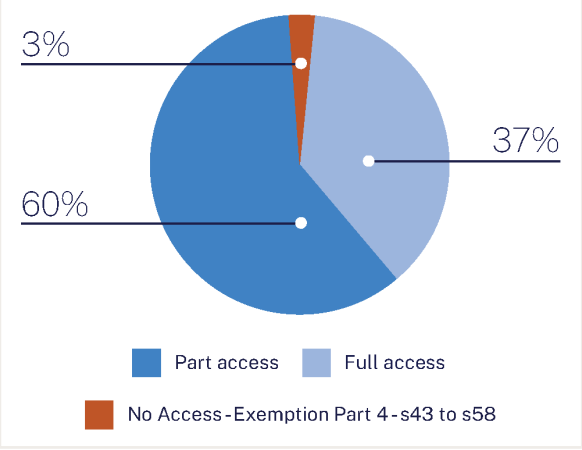
We will first discuss cases where access is granted in full or refused (in part or in full) on the basis of exemption provisions (**access decisions**). We will then discuss applications that are finalised on some other basis.

Access granted in full and exemption provisions

In 2025/26, 37% of access decisions made resulted in the requested information being released to the applicant in full, which is a slight increase from the 36% reported in 2024/25.

An additional 60% of access decisions resulted in a disclosure in part. Only 3% or a total of 27 access decisions resulted in no access being granted. For comparison this was 45 or 4% in 2024/25.

2025/26 ACCESS DECISIONS



During the period, the most widely used exemptions relied on to refuse access were those aimed at protecting:

- the privacy of individuals (section 56) – relied upon by 19 Organisations;
- confidentiality obligations (section 55) – relied upon by 13 Organisations;
- preservation of the system of justice (section 49) – relied upon by 10 Organisations;
- deliberative process (section 52) – relied upon by 10 Organisations; and
- commercial and business information (section 57) – relied upon by 8 Organisations.

Applications finalised on another basis

An Organisation may determine not to progress an application for various reasons, including where:

- the requirements for a valid application have not been met;
- the information is already publicly available;
- a required deposit or processing fee has not been paid by the applicant;
- the information sought cannot be identified or found or does not exist;
- the information is excluded from, or does not come within, the Act; or
- providing access would unreasonably interfere with its operations.

There is a clear expectation that Organisations will engage with applicants in a genuine effort to resolve any issues or deficiencies with an application and, where possible, enable it to progress. This may involve ongoing communication with the applicant to clarify or refine the scope of the information sought in the application.

Even so, many applications continue to be finalised on these other grounds, with the most prevalent reason in 2025/26 remaining that approaches that did not meet the requirements for a valid application under section 18 (225 applications), followed by cases where the information sought could not be identified or found or did not exist (180 applications).

A breakdown of other outcomes by Organisation is set out at Appendix 3, Table 1A.

Review processes

If an applicant is dissatisfied with an Organisation's initial decision, they may seek an internal review by another officer, providing the Organisation with an opportunity to reconsider its original decision. If the applicant remains dissatisfied following internal review, they may make a complaint to the Information Commissioner. The Act also provides for an Organisation to refer an application for internal review directly to the Information Commissioner as a complaint under section 39A.

The percentage of initial applications that progressed to internal review remained consistent, at 5% in both 2024/25 and in 2025/26. Of those applications where review was requested, 28% were to NTPF (23, down from 30 in 2024/25). DLPE and DoH both reported 10 requests for review and AGD and DoC both reported 8.

Of the internal reviews where a decision was made by the Organisation during 2025/26, 51% confirmed the initial decision and 49% revoked or varied the initial decision.

The volume of FOI applications tends to increase year on year, and correspondingly, both the volume of internal review, and subsequent complaints made to the Information Commissioner also increase. There was a small spike in 2024/25 where numbers were slightly higher than the 2025/26 reporting period, however overall, there is still an increasing trend on historical figures.

FOI INTERNAL REVIEW YEARLY TRENDS

	2022-23	2023-24	2024-25	2025-26
Total FOI applications received by Organisations	1,670	1,798	1,915	1,852
Total decisions made by Organisations	1,681	1,803	1,771	1,745
Internal review applications	40	82	91	90
Referred to OIC without internal review	0	9	1	0
Complaints to OIC after internal review	15	20	26	31

FOI timeliness measures

There is a 30-day time limit on providing a decision on access. However, the Act provides for an Organisation to decide to extend that time where an application is related to a large amount of information or requires extensive searches, where consultation with third parties is required or where compliance with the 30-day period would otherwise unreasonably interfere with the operations of the Organisation.

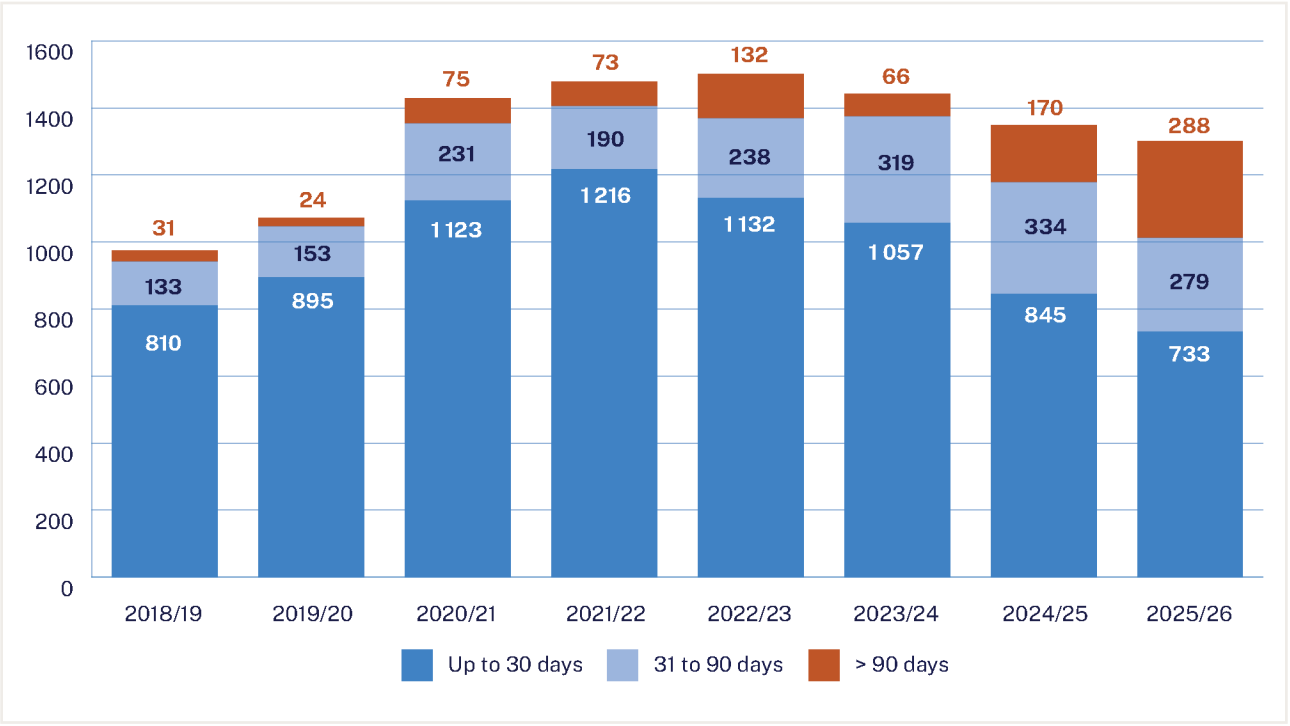
Anecdotally, the Office continues to receive information that Organisations are experiencing challenges in managing the increasing volume of applications being received, with timeliness of decision making primarily affected by insufficient resourcing and some Organisations having only limited administrative access schemes in place as alternatives to the formal FOI process.

Each year, we seek reports from each Organisation on timeliness of decision making.[2] In 2025/26, Organisations reported 58% of all FOI applications, whether for access, correction or internal review, were finalised within the first 30 days of receipt. A further 21% were finalised between 31 and 90 days, with the remaining 21% of applications taking more than 90 days to finalise.

A breakdown of timeliness reporting for initial and internal review applications over the past 8 years is provided over the page.

[2] *Organisations advise that reporting is not available for all instances of application finalisations. For example, matters not being valid, being transferred or withdrawn will generally cause timeliness information not to be available. There may be a small number of instances that would not normally generate timeliness information where it continues to be available due to changes in classification or assessment. The following statistics are based in timeliness information provided, and does not match total applications.*

TIMELINESS OF FINALISING FOI ACCESS APPLICATIONS

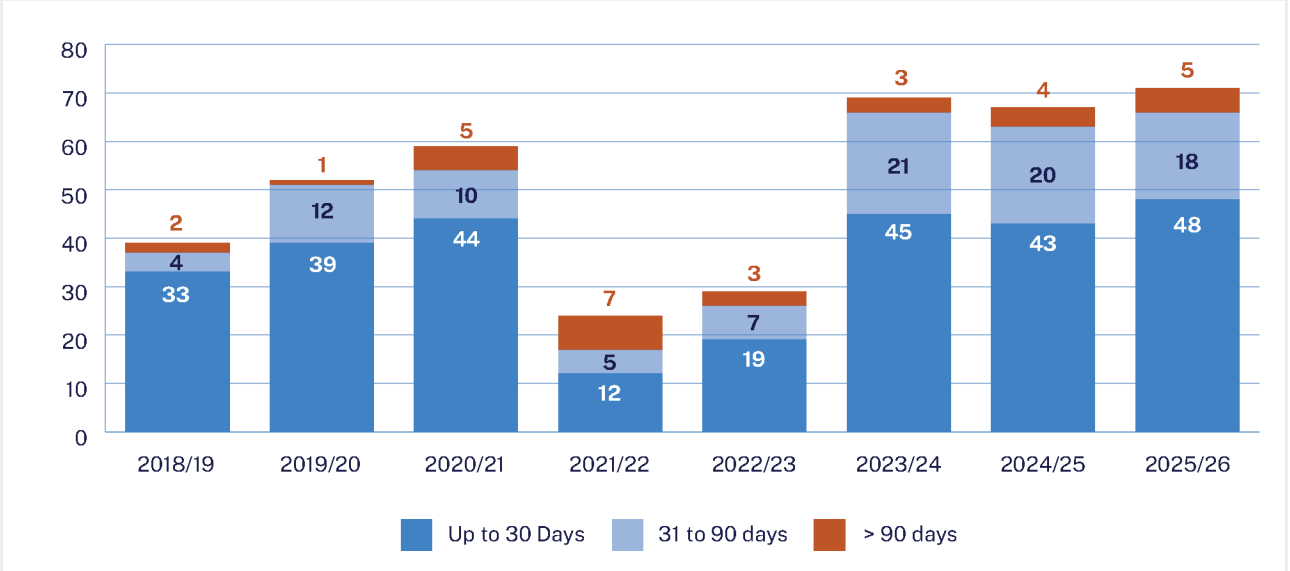


In 2025/26 there was a notable increase in the number of access applications taking over 90 days to complete: 288 compared to the 170 reported in the previous period. Both years compare very unfavourably with numbers well below 100 in five of the past eight years.

FOI applications to NT Police experienced the most significant delays, with 124 matters taking more than 90 days to finalise. We have noted previously the substantial complications that can arise when large amounts of body worn video footage, often capturing numerous people, need to be checked and potentially redacted, prior to disclosure. One other Organisation reported delays of over 90 days in respect of 58 initial applications and a further five reported such delays in respect of between 10 and 20 matters each.

This degree of delay, beyond three times the initial statutory time limit, is clear evidence that the system is under pressure and is not working effectively, at least for those matters involving such delay. We will liaise with these Organisations to better understand the reasons behind such delay and identify possible solutions.

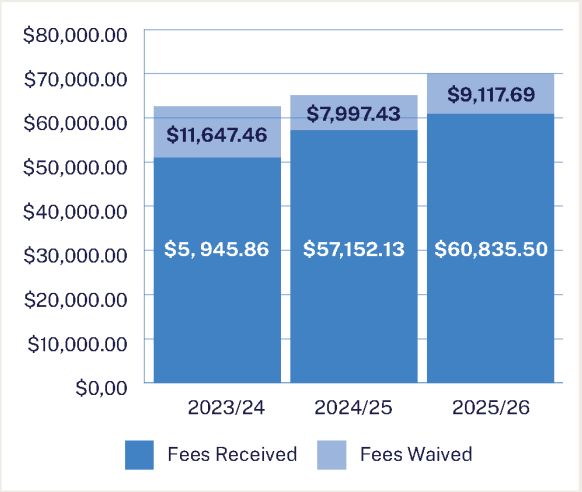
TIMELINESS OF FINALISING FOI INTERNAL REVIEW APPLICATIONS



Application and processing fees

The Act provides for charging of application fees and in some circumstances, further processing fees. The fees are intended to act as a reasonable check on multiple and unnecessarily widely scoped applications as they require an applicant to demonstrate their commitment to obtaining the information by assisting with associated costs.

FEES - RECEIVED AND WAIVED



The Act provides for a waiver or reduction of fees in circumstances where either the Organisation or the Information Commissioner considers appropriate, usually with regard to the financial circumstances of an applicant (referred to as impecuniosity or indigence by the Act) and the objects of the Act.

In 2025/26 the proportion of fees waived was 13%. This was relatively consistent with the 2024/25 figure of 12% of eligible fees being waived or reduced. These trends will continue to be monitored. Organisations are reminded of the waiver provision of section 156 of the Act and their obligation to charge fees that are reasonable and accord with the Act and Regulations.

A full breakdown of application and processing fees received and waived by Organisations is set out at Appendix 3, Tables 6 and 7.

Applications to correct information

Part 3, Division 3 of the Act provides a scheme by which individuals may apply to an Organisation to correct their personal information. An Organisation need only correct a record where the information is identified as inaccurate, incomplete or out of date. Personal information is not required to be corrected where it is identified as historical only.

Where an Organisation determines that a correction is required, it may make the correction specified by the applicant or elect to make a different correction. Where a different correction is made, the applicant may request that a statement be associated with the record, and the Organisation must take all reasonable steps to comply with that request.

The correction scheme is seldom utilised. Anecdotally, the correction provisions of the Act appear to be less well known among members of the public and within Organisations than the access provisions. Where a correction request is made directly to an Organisation, it is also likely to be managed in a manner that is not formally reported.

Those matters that do proceed to a formal request under the Act are, in most circumstances, complex, sensitive or otherwise difficult for Organisations to manage.

In 2025/26, only 5 applications to correct personal information were received by Organisations, with one carried over from the prior period. Of the 6 applications handled in total, none of the applications received the requested correction, one received a correction in some form, 2 had no corrections made, and one applicant withdrew their application before a decision was made. None of the correction applications finalised progressed to an internal review. Two matters have been carried forward into the next period.

Vexatious applicants

An Organisation may apply to the Information Commissioner to have a person declared a vexatious applicant under section 42 of the Act, thereby setting conditions on how the person may make an application for access or review to an Organisation.

In making a declaration that a person is a vexatious applicant, the Commissioner must be satisfied that the person has repeatedly applied to an Organisation for access to information and the applications are unnecessary, or are made to harass, obstruct or otherwise interfere with the operations of the Organisation, or that the person is improperly using the right of access and review provided by the Act.

No declarations were made under section 42 of the Act during the 2025/26 reporting period.

Exemption certificates

The Chief Minister may issue an exemption certificate certifying that government information, as identified in the certificate, is exempt from disclosure for specific reasons as set out by section 60 of the Act.

There were no exemption certificates issued by the Chief Minister during the 2025/26 reporting period.

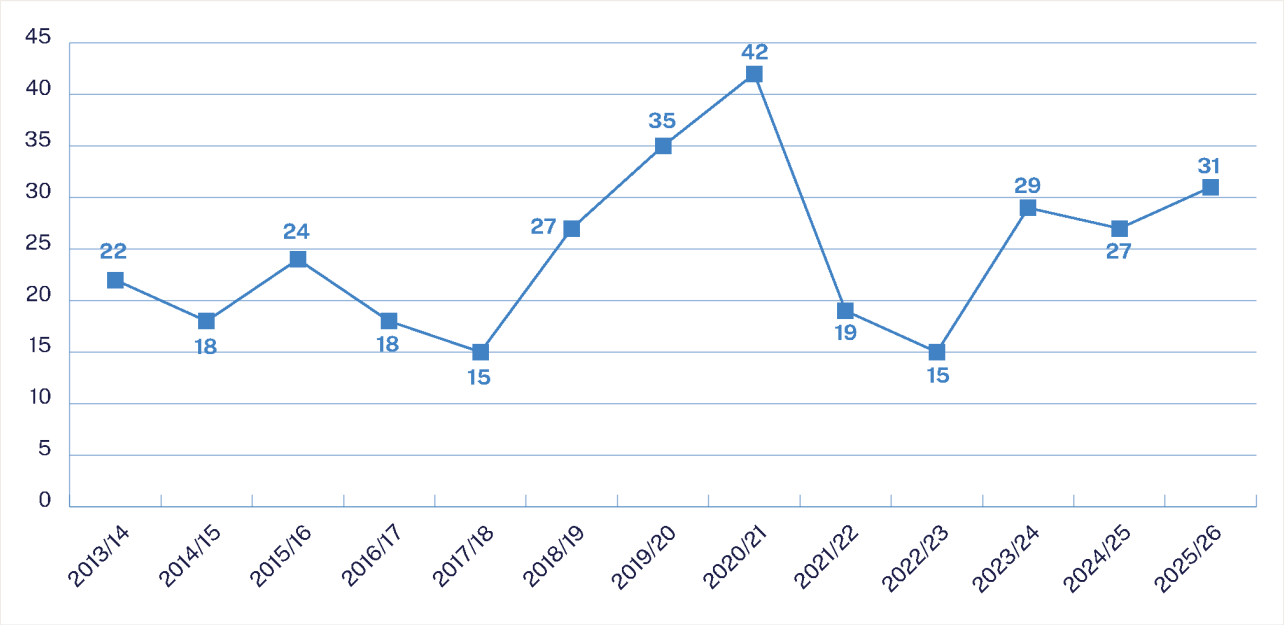
FOI complaints made to the Commissioner

The number of FOI complaints received by the Information Commissioner in 2025/26 was 31.

The number of complaints received represents a significant workload for the Office. Complaints range from matters that can be investigated and resolved relatively quickly to complex matters requiring mediation and, ultimately in some cases referral to NTCAT.

The resources required to investigate and manage more complex complaints can be significant, particularly given the small team responsible for carrying out the functions of the Information Commissioner.

FOI COMPLAINTS RECEIVED BY FINANCIAL YEAR TRENDS



In 2025/26 the Office finalised 26 complaints, compared to 2024/25 which saw 18 complaints finalised. A breakdown of complaints received by Organisation in 2025/26 is set out at Appendix 3, Table 5.

In appropriate circumstances, the Commissioner may refer a complaint back to the Organisation that made the decision and require it to conduct a further review of the decision. Of the complaints finalised by the OIC in 2025/26, 6 were referred back to the Organisation to re-review after investigation and consultation by the Commissioner. This was generally undertaken on the basis of a preliminary view identifying deficiencies in the original decision, or other reasons why further review by the Organisation was considered the preferred course. Historically, most matters referred back to an Organisation appear to have been resolved between the parties without requiring further consideration by the Commissioner.

During 2025/26, one complaint was referred to the Northern Territory Civil and Administrative Tribunal (NTCAT). Referrals to NTCAT can take a very significant amount of administrative time for the Office, as the referral must contain a report and specific documentation. It may also entail the Office becoming a party or otherwise assisting in the course of NTCAT proceedings.

Timeliness

During 2025/26, a total of 26 FOI complaints were finalised, with 25 finalised within 6 months of being received by the Office. The other complaint took over 3 years to finalise. Generally, such older matters are particularly complex and involve lengthy investigation or a significant volume of material to traverse. This can present substantial challenges to the small team within the OIC.

FOI complaint case trends

Intertwined information in personnel records

The Office has observed an increase in the use of the formal FOI access scheme to process requests for information that might normally be expected to be dealt with through other administrative processes. This includes applications seeking access to personnel or employment records.

We have noted that, in some cases, applications involving personnel records can be particularly complex where an individual's personal information is intertwined with information concerning other employees, internal communications, workplace processes or broader operational matters.

Although an applicant may understandably regard the material as forming part of their own employment history, a request for access may require an Organisation to identify and assess numerous individual records, consider the interests of third parties and determine whether exemptions apply to particular information within those records.

This trend highlights the continuing need for education and guidance, both within the community and across the public sector, about the purpose and operation of the formal access scheme and the circumstances in which administrative access may provide a more efficient avenue for obtaining information. It also highlights the importance of Organisations maintaining clear and accessible personnel records, as well as processes for responding to routine requests for personal and employment-related information.

The processing of broad or complex applications can require substantial organisational resources, particularly where large volumes of records must be identified, reviewed and assessed individually. Effective communication between Organisations and applicants, including early discussion about the information actually sought, and opportunities to clarify or refine the scope of an application, can therefore play an important role in facilitating meaningful access while reducing unnecessary administrative burden. This is particularly so where an applicant may readily agree to other names or records not specifically relating to their personnel file being redacted in full. It is this type of early consultation and understanding that can assist both the applicant and the Organisation.

Technological trends

The increasing digitalisation of government operations, together with developments in technology and information management systems, continues to have consequential effects on the operation of the information access scheme. While these technologies provide significant operational benefits, they also result in substantially greater volumes and different forms of recorded information being created and retained.

For example, a single operational attendance by a police officer may generate several hours of body-worn video footage. Where that footage is subsequently the subject of an application, it may require extensive review and redaction to protect the privacy of third parties or other information that is not appropriate for disclosure. The resources required to undertake that work can be significant, particularly given that audiovisual material generally requires review and redaction in real time or on a frame-by-frame basis. This type of example is not uncommon, and the volume of information generated can readily become significant where multiple police officers attend an incident over an extended period.

Similar issues arise from the increasing use of digital communication and collaboration platforms. Meetings conducted through platforms such as Microsoft Teams may be recorded or transcribed, creating detailed records of discussions that may previously have been ephemeral or captured only through formal minutes or file notes. The routine creation and retention of these records can significantly increase the volume of information potentially responsive to an access application.

These developments demonstrate the need for Organisations to consider information access and privacy obligations as part of broader information governance and technology practices. As the volume and complexity of government-held digital information continues to increase, the resources required to identify, review and appropriately redact that information are also likely to increase.

Privacy and data protection

All Organisations are required to comply with the Information Privacy Principles (IPPs) contained in Schedule 2 of the Act. The IPPs establish the framework governing how Organisations collect, use, disclose, secure and manage the personal and sensitive information they hold.

The Information Commissioner has an important oversight role in protecting privacy within the NT public sector and promoting compliance with the privacy requirements of the Act.

Under the Act, an Organisation interferes with a person's privacy if it contravenes an IPP, an approved code of practice, or an authorisation made by the Information Commissioner. Where an individual considers that an Organisation has interfered with their privacy, they must first provide the Organisation with an opportunity to resolve or rectify the matter. If the matter is not resolved within a reasonable period, the individual may make a complaint to the Information Commissioner.

The Office investigates and mediates privacy complaints where the Organisation has been unable to resolve or rectify the matter. Wherever possible, the Office seeks to facilitate resolution at an early stage, including through mediation.

Mediation provides parties with an opportunity to have open and frank discussions about an alleged interference with privacy and to exchange information in a protected setting. This process can assist the parties to better understand what occurred, the circumstances surrounding the complaint and each other's position. While some settlements are confidential, outcomes achieved through mediation may include compensation, an apology or an agreement by an Organisation to take particular action to address the circumstances giving rise to the complaint.

Where a complaint cannot be resolved through the OIC's processes, the complainant may seek referral of the matter to NTCAT, which may determine whether an interference with privacy has occurred and, where appropriate, make orders to prevent an ongoing interference, rectify its consequences or compensate the complainant.

The OIC also dedicates significant resources to providing training and guidance to Organisations about privacy protection, both in their day-to-day operations and when they are developing or implementing new initiatives. The Office also provides education and guidance to members of the public about their privacy rights and the avenues available to raise concerns under the Act.

Community understanding and expectations concerning privacy and the protection of personal information continue to evolve, particularly as government services and information holdings become increasingly digital. Organisations must respond to those changing expectations by ensuring that privacy considerations are embedded in the way personal and sensitive information is collected, stored, used, disclosed and protected.

A continuing focus of the OIC is therefore to support Organisations to maintain the integrity and security of the personal and sensitive information entrusted to them, while ensuring that members of the public understand their privacy rights and are able to raise concerns effectively, whether directly with an Organisation or through the OIC.

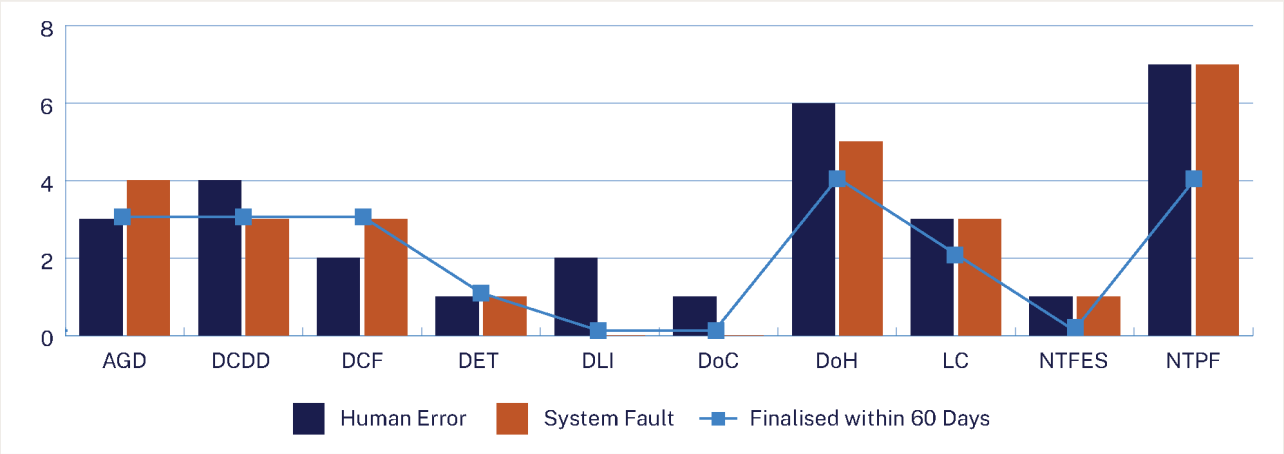
Privacy complaints to Organisations

The introduction of annual reporting to obtain an insight into the number and nature of privacy complaints managed by Organisations has allowed our Office better understanding of privacy issues across government, including successful resolution of matters by Organisations without our involvement.

In 2025/26, Organisations reported having received 30 complaints relating to privacy, with 3 remaining open from the prior period. This is a marked decrease compared to 2024/25, in which Organisations reported a total of 54 new privacy complaints being received.

A total of 27 complaints were finalised by Organisations in 2025/26. Of these, 20 were reported as finalised within 60 days of receipt. In the previous reporting period Organisations finalised 56 complaints, with 30 of these finalised within 60 days of receipt.

PRIVACY COMPLAINTS TO ORGANISATIONS 2025/26



Details of privacy complaints to Organisations are set out at Appendix 3, Table 4.

Remedies

The focus when resolving a privacy complaint within an Organisation should extend beyond addressing the immediate circumstances of the complaint. Organisations should also consider whether the incident may be indicative of a broader systemic or cultural issue, together with what reasonable outcome the complainant is seeking.

During 2025/26, the most commonly reported remedies agreed between parties in resolving privacy complaints included Organisations:

- refraining from repeating or continuing an act; and
- providing an apology for the circumstances giving rise to the complaint.

In addition to these remedies, some Organisations introduced or strengthened policies and procedures relating to the identification and management of privacy breaches, as well as implementing internal privacy training and awareness initiatives. These broader measures are particularly important where a complaint identifies an opportunity to improve organisational practices beyond the circumstances of an individual matter.

Privacy complaints to Information Commissioner

Where a privacy complaint cannot be resolved by an Organisation, the complainant may escalate the matter by making a complaint to the Information Commissioner.

During 2025/26, the Office received 10 new privacy complaints, compared with 4 in 2024/25.

Organisation complained about	New complaints	Carried over	Finalised	Open at EOY
AGD	2	1	3	0
DCDD	2	0	1	1
DLI	1	0	0	1
DoE	1	0	0	1
DoH	1	1	2	0
LSC	1	0	1	0
NTFES	1	0	1	0
NTPF	1	0	0	1
TOTAL	**10**	**2**	**8**	**4**

Note: See Appendix 2 for the full names of abbreviated Organisations referred to in the table.

Data breaches

There is currently no legislative requirement for Organisations or public officers in the Northern Territory to notify affected individuals or the Information Commissioner when a data or privacy breach occurs.

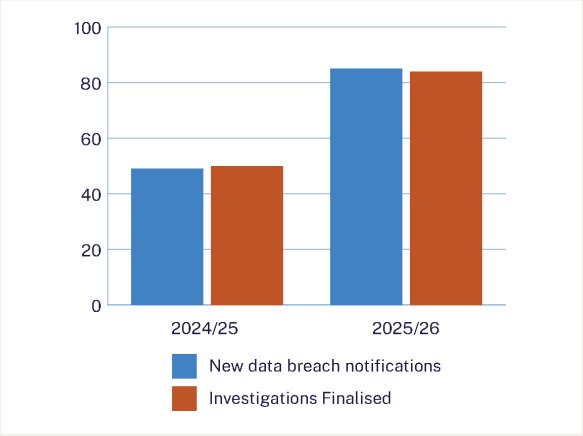
Mandatory notification frameworks provide greater consistency and transparency in the management of data breaches. They establish a clear standard for reporting, promote organisational and public understanding of when notification is required, and enable oversight bodies to identify and publicly report on broader trends and risks arising from serious data breaches.

In 2024, the Northern Territory Government (NTG) introduced the "NTG Data Breach Policy (Personal Information)" (the Policy), together with a supporting response plan and template. The Policy establishes responsibilities and expectations for NTG agencies in relation to the management and notification of data breaches, while the associated plan and template provide practical guidance for responding to such incidents.

Importantly, the Policy requires all NTG agencies to implement a data breach response plan and to act expeditiously in managing breaches. The introduction of the Policy represents a positive step towards a consistent whole-of-government approach to privacy protection.

However, the Policy continues to operate as an administrative policy framework rather than a statutory notification scheme. There remains no legislative requirement under the Act for Organisations or public officers to notify affected individuals or the Information Commissioner when a data or privacy breach occurs. Accordingly, the NT does not presently have a mandatory data breach notification scheme equivalent to those operating in a number of other Australian jurisdictions.

DATA BREACH NOTIFICATIONS AND INVESTIGATIONS



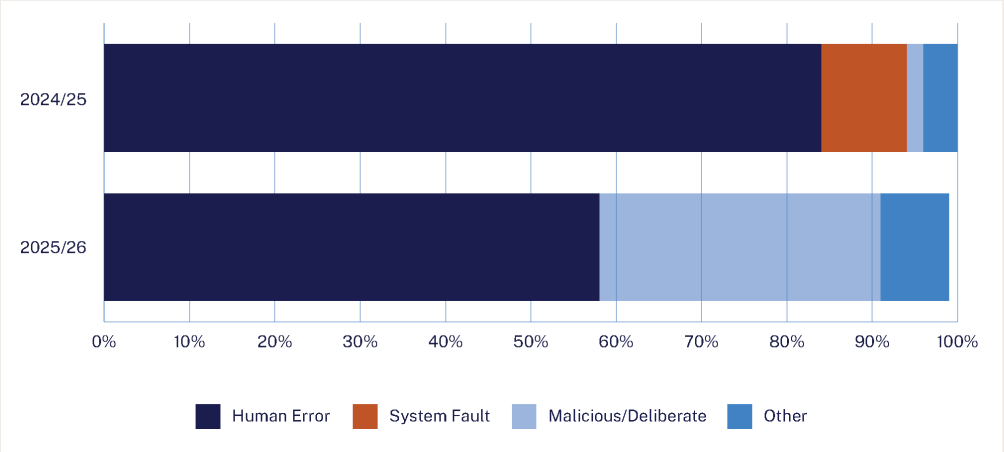
We consider that the introduction of a robust legislative data breach notification framework in the NT, consistent with developments in other jurisdictions, would represent a significant step towards strengthening accountability and protecting the privacy of Territorians.

In 2025/26, Organisations identified 85 new incidences of data breaches with an additional 15 matters having been carried over from the previous reporting period, making a total of 100 data breach incidents handled in the period. Of those, 84 data breach investigations were finalised during 2025/26, leaving 16 remaining open.

This is a significant increase in comparison with the 2024/25 reporting period, in which Organisations identified 49 new incidences of data breaches, with 50 data breach investigations finalised.

Sources of data breaches

As reported by Organisations, human error continued to be the most common source of data breaches during 2025/26, accounting for 58% of reported incidents.



The increase in reported data breaches may, in some measure, be the result of better reporting. To that extent, it is welcome. However, there is no doubt that the potential for breaches through human error or deliberate acts of internal or external actors is growing and that it is important for Organisations and individual public sector officers to maintain vigilance in protecting the security and privacy of information held by government.

Outcomes of data breaches

An Organisation's initial focus in responding to a data breach should be to contain the breach, protect affected personal information and minimise any actual or potential harm to individuals. Moving on from there, the emphasis is likely to shift to continuing support of affected individuals and mitigation of risks for the future. As data breaches vary considerably in their nature, scale and associated risks, the appropriate response will depend on the circumstances of each incident.

In 2025/26, Organisations reported taking a range of actions in response to data breaches, including the following:

- proactive notification to the Information Commissioner;
- notification to affected individuals and/or relevant stakeholders;
- additional training and education for staff; and
- review and amendment of internal policies and procedures.

Training and advice provided by the Office continues to be targeted at addressing these issues.

Other Information Commissioner functions

General enquiries

The Office receives enquiries from public sector organisations, non-government organisations, and members of the public about the FOI scheme and privacy rights and obligations. Most enquiries are received via telephone or email.

Common questions and queries raised by members of the public relate to:

- guidance in submitting an application or complaint to an Organisation;
- explanation about the jurisdiction of the Act and referral to other oversight bodies where applicable;
- information about how to submit a complaint or seek access to information held by, a non-government organisation or private company;
- questions about existing FOI applications being completed by Organisations, including explanation of decisions being provided to applicants.

Enquiries from Organisations are typically more complex and may involve such matters as:

- seeking the Commissioner's comments on interpretation of a specific provision or wording in the Act;
- explanation of legislative provisions of the Act, including refusals of information and extensions of time to respond;
- seeking guidance and advice on how to manage a privacy / data breach;
- seeking the views of the Commissioner on proposed policy and procedure surrounding information sharing and privacy.

During 2025/26, the Office recorded 277 general enquiries, in addition to formal complaints and applications, with:

- 222 enquiries relating to FOI matters;
- 41 enquiries relating to privacy matters; and
- 14 enquiries relating to other matters such as policy advice.

Advice and comment on policy and legislative changes

One of the key roles of the Office is to provide expert advice on information access, privacy and information management matters at an early stage, assisting Organisations to develop and implement initiatives in a manner that promotes transparency, accountability and appropriate information sharing, while ensuring that personal information is handled with appropriate care and in accordance with legislative requirements.

While the Office does not provide legal advice, staff regularly provide professional guidance and support to Organisations in the development and review of practices, policies, programs and legislation. Much of this assistance is provided on an 'on-request' basis and can range from discrete advice on particular information-sharing or privacy issues to more substantial involvement in the development of new initiatives.

The value of this advisory function is not always readily reflected in the Office's statistics. Unlike complaints, applications and formal reviews, many advisory interactions do not result in a discrete or readily measurable outcome. Nevertheless, this work is an important part of the Office's broader educative and preventative role and provides valuable assistance to both Organisations and the community. For example, the Office recently provided peripheral advice in relation to information-sharing considerations associated with the Australian Bureau of Statistics 2026 Census. Engagement of this kind provides an opportunity to identify and address privacy and information-management issues at an early stage and contributes to important external processes.

Awareness, education and training

During 2025/26, the Office continued to facilitate and undertake delivery of engagement activities to Organisations and the public as resources allowed.

As part of the Office's education and training functions, a particular focus continues to be placed on encouraging Organisations to consider the information they collect and retain, and how that information is managed and protected. This includes considering whether personal information is necessary to an Organisation's functions before it is collected, how and for how long it is stored, and whether appropriate safeguards are in place, including basic IT protections and processes designed to reduce the risk of human error.

Training has also emphasised that information and data security is a shared responsibility across an Organisation. It is not solely a matter for policy or IT areas; managers and staff at all levels must remain aware of, and comply with, relevant policies, procedures and systems. Managers have a particularly important role in reinforcing these requirements and providing an additional safeguard against privacy and data breaches. Indeed, the prevalence of human error as the most common source of reported data breaches demonstrates the importance of ensuring that privacy and information security are understood as responsibilities shared across all levels of an Organisation.

In November 2025 and May 2026, the OIC facilitated FOI Training conducted by an external FOI expert. Two levels of FOI training were available during the reporting period. The first provided practical training on the FOI process, including an overview of the Act, information and records management requirements, access application processes, exemption provisions and charges.

A separate, higher-level course was available for FOI managers and senior decision-makers. This training focused on the exercise of decision-making responsibilities under the Act, including the interpretation and application of exemption provisions and the preparation of sound and defensible access decisions.

The Acting Commissioner delivered targeted training to the centralised DCDD FOI Unit in May 2026. The FOI Unit provides administrative support to government agencies in the management of FOI applications. The training focused on the interpretation and practical application of key provisions of the Act, with particular emphasis on issues arising in the Unit's day-to-day management of FOI matters.

The OIC also delivered education and training to Organisations throughout the reporting period, focusing on the importance of privacy, responsible information sharing and the practical application of privacy protections within a government setting.

There continues to be strong demand from Organisations for training and education, particularly in the areas of information access and privacy protection. The OIC will continue to facilitate FOI training and provide tailored privacy education to Organisations where resources permit.

Privacy Awareness Week

Privacy Awareness Week (PAW) is held annually in May and provides an opportunity to promote the importance of protecting personal information and strengthening privacy practices across government and the broader community.

The 2026 national campaign, led by the Office of the Australian Information Commissioner (OAIC), adopted the theme "Trust is built here. In every privacy complaint. In every resolution." The theme focused on the important role that effective complaint handling plays in building and maintaining public trust and encouraged Organisations to view privacy complaints as an opportunity to listen, respond and improve privacy practices.

The OIC promoted PAW and its national theme throughout the reporting period, highlighting the importance of effective privacy complaint management and the role that appropriate and timely resolution can play in strengthening public confidence in the way Organisations manage personal information.

National and international cooperation

Association of Information Access Commissioners (AIAC)

The Information Commissioner is a member of the AIAC, together with information commissioners and ombudsmen from across Australia and New Zealand who exercise complaint and review functions under their respective information access legislation.

The AIAC meets twice each year to consider issues of common interest, share developments across jurisdictions and promote collaboration through the exchange of knowledge, experience and resources.

Privacy Authorities of Australia (PAA)

The Information Commissioner is a member of a group comprised of commissioners and ombudsmen with jurisdiction over privacy laws in Australia. Meetings are held twice a year.

Asia Pacific Privacy Authorities (APPA)

The OIC is a member of APPA, a forum for privacy authorities in the Asia Pacific region. It gives privacy authorities in the region an opportunity to form partnerships, discuss best practices and share information on emerging technology, trends and changes to privacy regulation. An APPA forum is held annually as an opportunity for delegates to meet and discuss current and emerging issues in privacy and data protection.

Emerging AI - Artificial Intelligence

The increasing use of artificial intelligence (AI) within the general community is also beginning to influence the way individuals engage with complaint and review processes. During the reporting period, the Office observed an increase in the apparent use of generative AI tools to assist individuals in preparing complaints and other submissions to the Office.

The use of AI for this purpose has clear potential benefits. It may assist individuals to organise their concerns, articulate issues in writing and prepare a complaint in a form that enables them to engage more readily with formal complaint processes. In this respect, AI may improve accessibility for some members of the community and reduce barriers to making a complaint.

However, the Office has also observed some unintended consequences. Complaints prepared with the assistance of generative AI can be substantially longer and more complex than the actual underlying concerns of the complainant. In some instances, a relatively confined concern has been expanded into numerous grounds of complaint, accompanied by extensive legal or procedural assertions that require consideration by the Office.

This can create particular difficulties where the content generated does not accurately reflect the complainant's own understanding or concerns. The Office has encountered matters where, during consultation, it has become apparent that a complainant was not fully aware of, or did not intend to pursue, all of the grounds or assertions contained in the complaint submitted on their behalf or with the assistance of AI. Some grounds may consequently require clarification or subsequently be withdrawn.

These developments have resource implications for complaint-handling bodies. Each ground or allegation raised in a complaint may require initial consideration, clarification and, where appropriate, investigation or a response from the relevant Organisation. Where AI has generated unnecessary or peripheral grounds, this can increase the resources required to identify and address the complainant's substantive concerns and may contribute to delays in progressing the matters of greatest importance to them.

The use of AI may also, in some circumstances, obscure information that would ordinarily assist OIC staff to understand how best to engage with and support a complainant. Highly structured or generic AI-generated language may not readily reveal that a person would benefit from additional assistance, has difficulty communicating in written English, or is particularly concerned about a discrete aspect of their complaint. Direct engagement can provide a complainant with an opportunity to be heard, to explain what has occurred in their own words and to receive appropriate guidance and support. In some matters, that engagement may be as important to the complainant as the formal resolution of the complaint itself.

As the use and capability of generative AI continues to develop, these issues are likely to become increasingly relevant to complaint-handling and review bodies. The challenge will be to recognise and preserve the accessibility benefits offered by AI, while ensuring that complaint processes remain focused on the genuine concerns and intended grounds of the individual complainant.

Appendices

Appendix 1 – OIC Financials

Detailed financial information regarding OIC operations now appears in the Office of the Integrity and Ethics Commissioner Annual Report (in particular see the 'Comprehensive operating statement by output group' at note 3 to the Financial Statements). A summary is set out below.

Figures have been rounded to the nearest thousand dollars, with amounts of $500 or less being rounded down to zero. Figures may not equate due to rounding.

OFFICE OF THE INFORMATION COMMISSIONER EXPENSES

For the year ended 30 June 2026

	2025-26
	($000)
EXPENSES	
Employee expenses	**397**
Administrative expenses	**35**
Purchases of goods and services	**32**
Accommodation	-
Communications	3
Fees and other regulatory charges	1
Information technology charges	23
Insurance premiums	3
Legal expenses	-
Marketing and promotion	-
Memberships and subscriptions	1
Motor vehicle expenses	(1)
Official duty fares	-
Training and study expenses	1
Travelling allowance	1
Property management	**3**
TOTAL EXPENSES	432

NOTE: Some categories of expenses are incurred by the Corporate Services Unit on behalf of the Office. These include records storage, consumables, general expenses and stationery. As such they do not appear above.

Appendix 2 – Acronyms for Organisations

AAPA	Aboriginal Areas Protection Authority
AGD	Attorney-General's Department
ASTC	Alice Springs Town Council
BCGC	Belyuen Community Government Council
BIITE	Batchelor Institute of Indigenous Tertiary Education
BRC	Barkly Regional Council
CCGC	Coomalie Community Government Council
CDRC	Central Desert Regional Council
CDU	Charles Darwin University
CoD	City of Darwin
CoP	City of Palmerston
DAF	Dept. of Agriculture and Fisheries
DCDD	Dept. of Corporate and Digital Development
DCF	Dept. of Children and Families
DCMC	Dept. of the Chief Minister and Cabinet
DHLGCD	Dept. of Housing, Local Government and Community Development
DLI	Dept. of Logistics and Infrastructure
DLPE	Dept. of Lands, Planning and Environment
DME	Dept. of Mining and Energy
DoC	Dept. of Corrections
DET	Dept. of Education and Training
DoH	Dept. of Health
DPSC	Dept. of People, Sport and Culture
DTBAR	Dept. of Trade, Business and Asian Relations
DTF	Dept. of Treasury and Finance
DTH	Dept. of Tourism and Hospitality
EARC	East Arnhem Regional Council
GARC	Groote Archipelago Regional Council
OIEC	Office of the Integrity and Ethics Commissioner
JE	Jacana Energy
KTC	Katherine Town Council
LA	Dept. of the Legislative Assembly
LANT	Legal Aid NT
LDC	Land Development Corporation
LC	Litchfield Council
LS	Law Society
MRC	MacDonnell Regional Council
MSHR	Menzies School of Health Research
NTAGO	Northern Territory Auditor-General's Office
NTEC	NT Electoral Commission
NTFES	NT Fire and Emergency Service
NTPF	NT Police
OCPE	Office of the Commissioner for Public Employment
OCM	Office of the Chief Minister
OO	Ombudsman's Office
PWC	Power and Water Corporation
RGRC	Roper Gulf Regional Council
TG	Territory Generation
TIO	Territory Insurance Office
TRBNT	Teacher Registration Board Northern Territory
TIRC	Tiwi Island Regional Council
VDRC	Victoria Daly Regional Council
WARC	West Arnhem Regional Council
WC	Waterfront Corporation
WDRC	West Daly Regional Council
WSC	Wagait Shire Council

Appendix 3 – Collection of Organisation statistics

TABLE 1 – ACCESS APPLICATIONS AND OUTCOMES 2025/26

	Total Lodged	Full Release	Part Release	All exempt	Finalised other basis#	Total Finalised*
AGD	109	5	37	6	56	104
ASTC	1	0	1	0	0	1
CDU	12	3	1	0	6	10
CoD	13	10	1	0	1	12
CoP	7	2	1	0	4	7
DAF	6	3	3	0	3	9
DCDD	17	6	4	1	5	16
DCF	125	4	77	3	48	132
DCMC	12	2	5	0	8	15
DET	96	20	27	1	45	93
DHLGCD	85	15	57	0	21	93
DLI	25	9	8	4	11	32
DLPE	31	5	18	1	21	45
DME	7	1	2	0	4	7
DoC	168	9	83	0	55	147
DoH	659	262	169	1	219	651
DPSC	4	0	1	0	4	5
DTBAR	6	0	2	0	2	4
DTF	0	0	0	1	1	2
DTH	16	1	7	0	10	18
KTC	1	0	0	0	1	1
LANT	1	0	0	0	1	1
LC	2	0	1	0	1	2
NTFES	11	2	6	3	2	13
NTPF	347	14	111	5	109	239
OCM	11	1	0	0	6	7
OCPE	1	0	0	0	0	0
OIEC	1	0	0	1	0	1
OO	3	4	0	0	0	4
PWC	64	13	9	0	42	64
TIO	7	4	3	0	0	7
TRBNT	1	0	0	0	1	1
VDRC	1	0	0	0	1	1
WDRC	2	1	0	0	0	1
TOTAL	**1852**	**396**	**634**	**27**	**688**	**1745**

For more detail on applications with other outcomes, see Table 1A.

*Outcomes may include matters carried over from the previous reporting period.

TABLE 1A – ACCESS APPLICATIONS FINALISED ON ANOTHER BASIS 2025/26

	Withdr	Transf	s18	s27	Fees	Excl	s25	Other	Total
AGD	16	0	13	20	1	2	3	1	56
CDU	1	0	1	1	3	0	0	0	6
CoD	1	0	0	0	0	0	0	0	1
CoP	2	0	0	0	0	2	0	0	4
DAF	1	1	0	1	0	0	0	0	3
DCDD	3	0	1	0	0	0	1	0	5
DCF	9	0	8	28	0	0	3	0	48
DCMC	4	1	0	2	0	1	0	0	8
DET	8	0	12	23	1	0	1	0	45
DHLGCD	8	0	3	9	1	0	0	0	21
DLI	4	1	4	0	1	0	0	1	11
DLPE	3	1	1	8	4	1	3	0	21
DME	3	0	0	1	0	0	0	0	4
DoC	8	1	22	21	1	0	1	1	55
DoH	79	0	119	15	5	0	0	1	219
DPSC	2	0	0	1	1	0	0	0	4
DTBAR	1	0	0	0	1	0	0	0	2
DTF	0	0	1	0	0	0	0	0	1
DTH	4	0	0	1	3	1	1	0	10
KTC	0	0	1	0	0	0	0	0	1
LANT	0	0	1	0	0	0	0	0	1
LC	1	0	0	0	0	0	0	0	1
NTFES	0	0	0	2	0	0	0	0	2
NTPF	55	0	37	6	3	3	2	3	109
OCM	3	2	1	0	0	0	0	0	6
PWC	1	0	0	41	0	0	0	0	42
TRBNT	0	0	0	0	0	0	0	1	1
VDRC	1	0	0	0	0	0	0	0	1
TOTAL	**218**	**7**	**225**	**180**	**25**	**10**	**15**	**8**	**688**

Withdr	Withdrawn
Transf	Transferred
Fees	Non-payment of fee or deposit
Excl	Excluded from application of the Act or not covered by Act

s18	Invalid application
s25	Unreasonable interference with operations
s27	Information does not exist, could not be identified or located
Other	Any other reason

TABLE 2 – INFORMATION CORRECTION APPLICATIONS AND OUTCOMES 2025/26

	Lodged	As Requested	Other Form	No Change	Withdr	Finalised
DHLGCD	1	0	0	0	1	1
DoH	4	0	1	2	0	3
TOTAL	**5**	**0**	**1**	**2**	**1**	**4**

Note: In addition, one application was carried over from 2024/25.

TABLE 3 – INTERNAL REVIEW APPLICATIONS AND OUTCOMES 2025/26

	Lodged	Confirmed	Varied/ Revoked	Withdr	s39A	Finalised
AGD	8	2	4	2	0	8
CoD	1	0	1	0	0	1
DAF	0	1	1	0	0	2
DCDD	4	2	2	1	0	5
DCF	4	0	2	1	0	3
DCMC	3	2	0	0	0	2
DET	6	3	3	0	0	6
DHLGCD	1	0	1	0	0	1
DLI	1	0	1	0	0	1
DLPE	10	5	4	1	0	10
DME	2	2	0	0	0	2
DoC	8	2	3	2	0	7
DoH	10	3	2	3	0	8
DPSC	1	0	1	0	0	1
DTF	1	1	0	0	0	1
DTH	3	1	3	0	0	4
LANT	1	1	0	0	0	1
NTFES	3	3	0	0	0	3
NTPF	23	8	7	2	0	17
TOTAL	**90**	**36**	**35**	**12**	**0**	**83**

s39A	Sent to the Commissioner instead of internal review.

TABLE 4 – PRIVACY COMPLAINTS MADE TO ORGANISATIONS 2025/26

	Received	Carried forward from 2024/25	Finalised within 60 days of receipt	Finalised after 60 days of receipt
AGD	3	1	3	1
DCDD	4	0	3	0
DCF	2	1	3	0
DET	1	0	1	0
DLI	2	1	0	0
DoC	1	0	0	0
DoH	6	0	4	1
LC	3	0	2	1
NTFES	1	0	0	1
NTPF	7	0	4	3
TOTAL	**30**	**3**	**20**	**7**

TABLE 5 – TOTAL FOI COMPLAINTS HANDLED BY THE OIC 2025/26

	New Complaints	Carried Over from previous	Finalised in current year	Open at EOFY
AGD	1	0	0	1
CDU	0	2	2	0
CoD	1	1	1	1
DAF	1	2	1	2
DCDD	1	0	1	0
DCMC	3	2	1	4
DET	2	0	2	0
DLPE	5	5	3	7
DME	1	0	0	1
DoC	0	2	2	0
DoH	3	1	2	2
DTH	5	0	0	5
LC	0	1	1	0
LANT	1	0	0	1
NTFES	2	1	1	2
NTPF	4	3	6	1
OO	0	1	1	0
TIO	1	1	2	0
TOTAL	**31**	**22**	**26**	**27**

Note: Where complaints are affected by machinery of government changes, with functions transferring from originating agencies to new agencies during a complaint process, complaints are recorded against the receiving (new) agency for this report.

TABLE 6 – APPLICATION FEES 2025/26

	Fees Received		Reduced/ Waived	Reduction
AGD	$	1,170.00	7	$ 210.00
ASTC	$	30.00	0	$ -
CDU	$	90.00	0	$ -
CoD	$	210.00	0	$ -
CoP	$	150.00	1	$ 30.00
DAF	$	150.00	1	$ 30.00
DCDD	$	30.00	3	$ 90.00
DCF	$	270.00	2	$ 60.00
DCMC	$	300.00	0	$ -
DET	$	510.00	3	$ 90.00
DHLGCD	$	270.00	2	$ 60.00
DLI	$	630.00	2	$ 60.00
DLPE	$	750.00	1	$ 30.00
DME	$	210.00	0	$ -
DoC	$	540.00	2	$ 60.00
DoH	$	1,320.00	5	$ 150.00
DPSC	$	30.00	0	$ -
DTBAR	$	150.00	0	$ -
DTH	$	330.00	1	$ 30.00
NTFES	$	180.00	0	$ -
NTPF	$	4,860.00	5	$ 150.00
OCM	$	150.00	1	$ 30.00
OCPE	$	30.00	0	$ -
OIEC	$	30.00	0	$ -
OO	$	-	3	$ 90.00
TIO	$	-	7	$ 210.00
WDRC	$	60.00	0	$ -
TOTAL	**$**	**12,450.00**	**46**	**$ 1,380.00**

TABLE 7 – PROCESSING FEES 2025/26

	Fees Received		Reduced/ Waived	Reduction
AGD	$	4,864.16	5	$ 2,125.00
CoP	$	-	0	$ 30.00
DAF	$	1,926.67	0	$ -
DCF	$	250.00	0	$ -
DCMC	$	-	2	$ 1,604.58
DET	$	1,172.54	1	$ 45.83
DHLGCD	$	1,414.58	1	$ 71.25
DLI	$	6,604.81	2	$ 137.71
DLPE	$	8,639.51	4	$ 1,267.91
DME	$	2,352.29	0	$ -
DoC	$	2,204.71	2	$ 200.00
DoH	$	4,140.38	5	$ 649.00
DPSC	$	890.17	1	$ 198.91
DTBAR	$	399.75	0	$ -
DTF	$	651.87	0	$ -
DTH	$	3,101.70	1	$ 666.67
NTFES	$	1,536.17	1	$ 112.50
NTPF	$	8,236.19	5	$ 628.33
TOTAL	**$**	**48,385.50**	**30**	**$ 7,737.69**

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