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Media release

23 April 2026

Tabling of the 2024–25 Report on the Operation of the Government Information (Public Access) Act 2009 (NSW)

The NSW Information Commissioner has tabled the [2024–25 Report on the Operation of the Government Information \(Public Access\) Act 2009](#) (NSW) (GIPA Act) in the Parliament of New South Wales.

The Information Commissioner is required to report annually to the NSW Parliament on the operation of the GIPA Act. The Report examines the performance of over 270 public sector agencies, providing important guidance to policymakers and agency heads, and promoting greater transparency for the NSW community. As well as setting out detailed performance statistics, the Report covers the activities of the Information and Privacy Commission (IPC) in providing oversight of and assistance to agencies.

The 2024–25 reporting period marked the 15th anniversary of the GIPA Act, highlighting its continued relevance as a ‘second generation’ freedom of information law and reflecting significant changes in how government operates.

In the Report, agencies reported they received 29,280 valid applications during 2024–25, an increase of 7% compared to the 27,485 in 2023–24.

Information Commissioner, Emeritus Professor Rosalind Croucher AM FAAL FRSN, said, ‘Year-on-year, the IPC continues to see sustained increases in the total number of access applications made to NSW agencies. This demonstrates an increasing awareness of individuals of their right to access information and in exercising their rights under the GIPA Act.

‘As agencies are receiving more applications than ever before, I commend them on their continued efforts to provide access to information in NSW and their support of individuals’ rights.’

In observing the type of information applied for, outcomes for applications that sought partly personal and partly other information continued to increase significantly to 8,688 in 2024–25, compared to 6,897 in 2023–24. This reflects a 141% increase from 2020–21 to 2024–25.

In 2024–25, invalid applications remained high at 12% of all formal applications received. Notably, the Council sector had a moderate decrease in invalid applications at 8% in 2024–25, compared to 21% in 2023–24.

While the IPC has continued to support agencies in strengthening their proactive release programs, the 2024–25 reporting year showed stable results, with the proportion of agencies reviewing their programs for the release of government information remaining consistent at 81% in 2023–24 and 79% in 2024–25.

The Report also notes that Compliance with Open Access requirements has moderately improved at 84% compliance based on the IPC’s desktop audit compared to 77% compliance in 2023–24. Compliance with additional Open Access requirements by government departments is improving but still low, particularly for the first three requirements in relation to major assets and acquisitions, the total number and value of



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properties disposed of during the previous financial year, and the department's guarantee of service.

Commissioner Croucher said, 'Open Access is an important accountability and transparency mechanism which is required by all agencies. I strongly encourage agencies to review their current published information to ensure compliance.

'I also encourage agencies to develop and implement agency-specific policies and procedures that support informal release, and continue to capture and report data on information release applications via the GIPA Tool.'

The Report can be accessed via the [IPC website](#). A [dashboard with individual agency performance data](#) is also available.

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For further information, please contact:

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About the Information and Privacy Commission:

The Information and Privacy Commission NSW (IPC) is an independent integrity agency that supports the NSW Information Commissioner and the NSW Privacy Commissioner. Its vision is that privacy and access to government information are valued and protected in NSW. The Information Commissioner is the chief executive of the Commission.

About the NSW Information Commissioner

Emeritus Professor Rosalind Croucher AM was appointed as the Information Commissioner in June 2025. The NSW Information Commissioner's statutory role includes promoting public awareness and understanding of the *Government Information (Public Access) Act 2009* (GIPA Act); providing information, advice, assistance and training to agencies and the public; dealing with complaints about agencies; investigating agencies' systems, policies and practices; and reporting on compliance with the GIPA Act.

The *Government Information (Information Commissioner) Act 2009* (GIIC Act) establishes the procedures for appointing the Information Commissioner and sets out the Commissioner's powers and functions. It outlines the method for people to complain about the conduct of agencies when undertaking their duties under the GIPA Act, and the way in which the Information Commissioner may deal with the complaint. The GIIC Act also enables the Information Commissioner to investigate and report on how agencies carry out their functions under the GIPA Act.

For further information about the IPC visit our website at www.ipc.nsw.gov.au