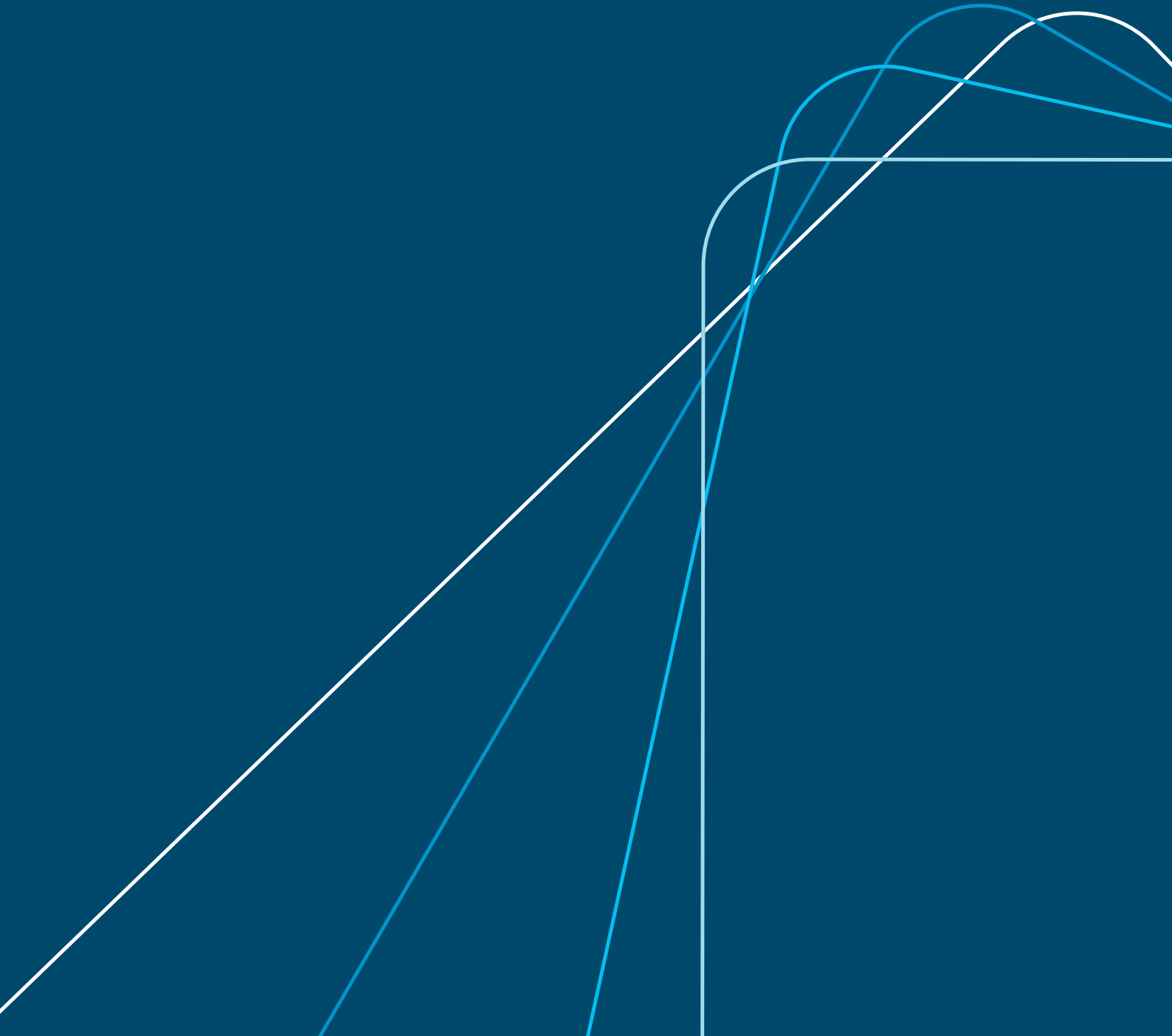




Information and Privacy
Commission NSW

Annual Report 2025–26



Acknowledgement of Country

The Information and Privacy Commission NSW acknowledges, respects and values Aboriginal peoples as the Traditional Custodians of the lands on which we live, walk and work. We pay our respects to Elders past, present and future. We recognise and remain committed to honouring Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships, and continuing connection to their lands, waters and seas. We acknowledge their history here on these lands and their rich contribution to our society.

We also acknowledge our Aboriginal colleagues within the public sector who are an integral part of our diverse workforce, and recognise the knowledge embedded forever in Aboriginal and Torres Strait Islander custodianship of Country and cultures.



Information and Privacy
Commission NSW

Contact Details

Our business hours are 9am to 5pm Monday to Friday (excluding public holidays). Public attendance at the IPC office is available via pre-arranged appointment.

The Information and Privacy Commission NSW is located at:

Street address:

Level 15, 2-24 Rawson Place
Haymarket NSW 2000

Postal address:

GPO Box 7011
Sydney NSW 2001

Free call: 1800 IPC NSW (1800 472 679)

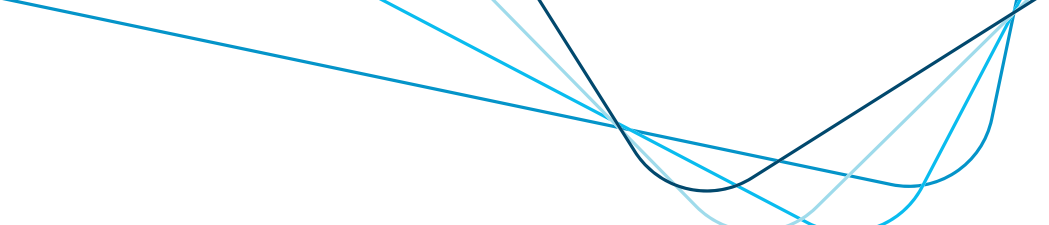
If you are deaf or have a hearing or speech impairment, you can call us through the National Relay Service (NRS) on 133 677.

If you would like the assistance of an interpreter, call us through the Translating and Interpreting Service (TIS) on 131 450.

ISSN 839-4523 (Print)

ISSN 1839-9541 (Online)

© 2026 Information and Privacy Commission NSW



Letters to the President and Speaker

The Hon Ben Franklin, MLC
President, Legislative Council
Parliament House
Macquarie Street
Sydney NSW 2000

The Hon Greg Piper, MP
Speaker, Legislative Assembly
Parliament House
Macquarie Street
Sydney NSW 2000

30 October 2026

Dear Mr President and Mr Speaker,

In accordance with the *Government Sector Finance Act 2018*, the *Government Information (Information Commissioner) Act 2009* (GIIC Act), and the *Privacy and Personal Information Protection Act 1998*, I am pleased to present the Annual Report of the Information and Privacy Commission NSW.

This report provides an account of the work of the Information and Privacy Commission NSW and, in accordance with section 36 of the GIIC Act, the Information Commissioner for the 12 months ended 30 June 2026.

A copy of the report will be provided to the Attorney General and the Minister for Customer Service and Digital Government, Minister for Emergency Services and Minister for Youth Justice as Ministers responsible for the GIIC Act.

Yours sincerely,

Emeritus Professor Rosalind Croucher AM FAAL FRSN
IPC CEO and Information Commissioner

Dear Mr President and Mr Speaker,

In accordance with section 61A of the *Privacy and Personal Information Protection Act 1998*, I am pleased to include my report on the work and activities of the Privacy Commissioner for the 12 months ended 30 June 2026 within this Annual Report of the Information and Privacy Commission.

In addition, under section 61B of the *Privacy and Personal Information Protection Act 1998*, this Annual Report includes a report on the operation of the PPIP Act across all public sector agencies for the 12 months ended 30 June 2026.

A copy of the report will be provided to the Attorney General and the Minister for Customer Service and Digital Government, Minister for Emergency Services and Minister for Youth Justice as Ministers responsible for the *Privacy and Personal Information Protection Act 1998*.

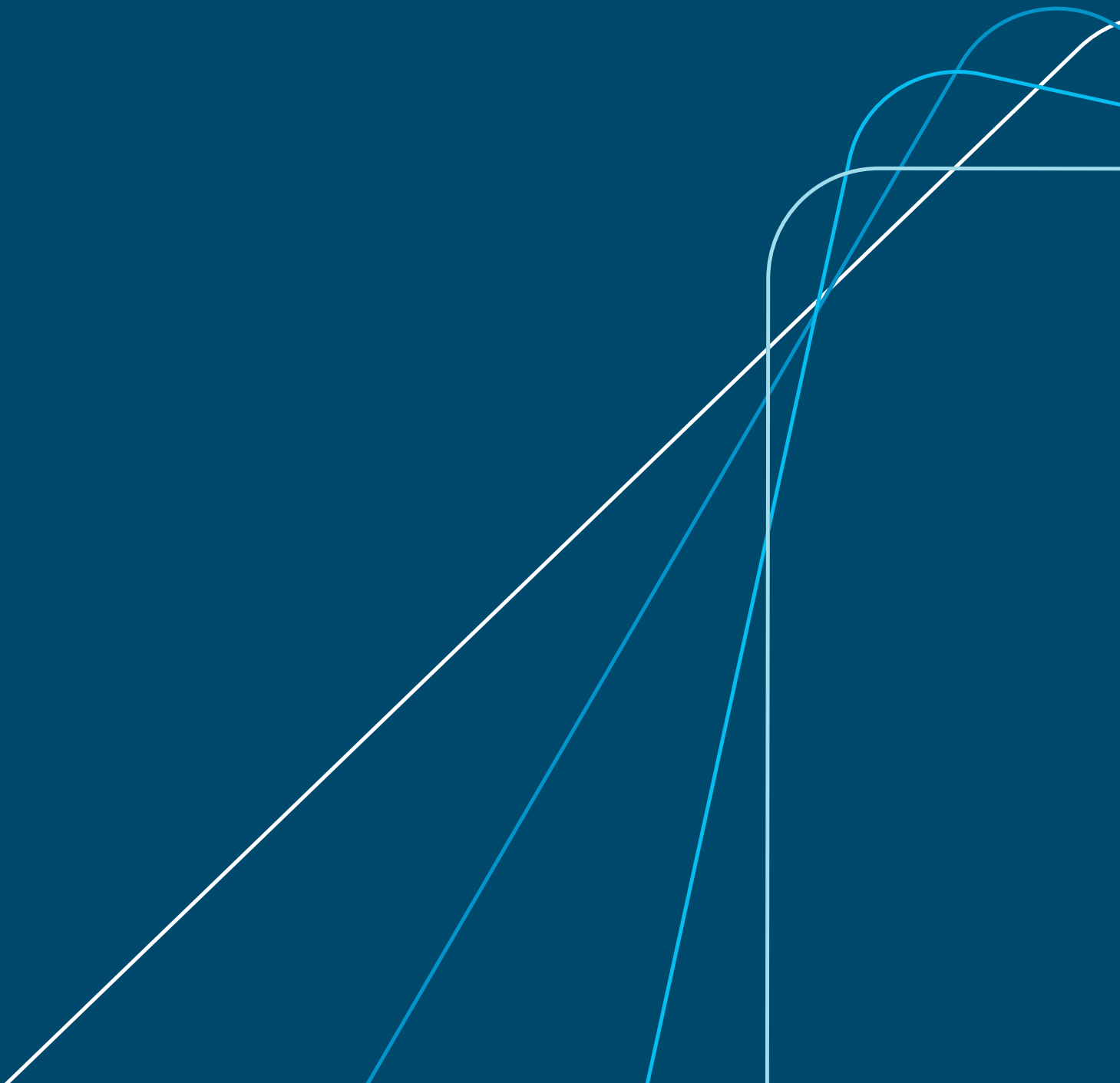
Yours sincerely,

Sonia Minutillo
Privacy Commissioner

Contents

Contents	4	Submissions or reports to Parliament	53
Overview	5	Codes of Practice and Public Interest Directions	53
Highlights for 2025–26	6	Corporate Governance	55
Performance report card for 2025–26	7	Our planning framework	56
Chief Executive Officer Overview.....	8	Governance	56
Privacy Commissioner Overview	11	Feedback surveys	57
Section 61B Report on the Operation of the Privacy and Personal Information Protection Act 1998	14	Management and accountability	60
Priorities for 2026–27	17	Our people	61
Our organisation	18	Risk management	62
About the IPC	19	Other information	65
Organisational structure	20	Sustainability	66
Our values framework	21	Sustainability	67
Accountability	22	Work health and safety (WHS)	67
Governance and legislative responsibilities	23	Workplace diversity	67
Strategy	25	Modern Slavery reporting	67
Reporting against our strategic objectives – Summary	26	Climate Related Financial Disclosures	68
IPC Strategic Plan 2024–28	27	Financial performance	69
IPC Strategic Plan 2024–28 Summary	28	Statement by the Information Commissioner ...	70
Reporting against our strategic and regulatory objectives	29	Independent Auditor’s Report	71
Operations and performance	35	Financial statements	73
Service delivery	36	Compliance Index	94
Information access	37	Appendices	96
Privacy	40	Appendix 1 – Publications and resources issued in 2025–26	97
Joint information access and privacy	44	Appendix 2 – Diversity and inclusion	98
Human Research Ethics Committees (HRECs) reporting	45	Appendix 3 – Access applications under Schedule 2 of the GIPA Regulation	99
Stakeholder engagement	46	Appendix 4 – Credit card certification	102
Speaking engagements and events	47	Appendix 5 – Payment of accounts	102
Co-regulatory engagements	47	Appendix 6 – Time for payment of accounts	103
Regulatory Compliance Committee	48	Index	104
Communication and consultation	48		
Social media	48		
Information and Privacy Advisory Committee ..	48		
Parliamentary engagement	49		
Informing the public of their rights	49		
Awareness surveys	50		
Community events	52		
Resources	52		

Overview



Highlights for 2025–26

Tabled in
*Parliament Report
on the Operation
of the Government
Information (Public
Access) Act 2009:
2024–25*

Right to Know Week
29 September – 5 October 2025

Launched a new
refreshed IPC
website with newly
designed landing
pages and improved
navigation

Released a
new Mandatory
Notification of Data
Breach (MNDB)
Scheme Maturity
Self-assessment Tool

Launched MNDB Spotlight Series, a limited series of monthly updates designed to support NSW privacy practitioners in understanding and applying the Mandatory Notification of Data Breach (MNDB) Scheme

Commenced review
of IPC brand

Launched the new IPC Stakeholder Forum

Privacy Awareness Week 4–10 May 2026

Published the
Desktop Review of
Data Breach Policy
(DBP) Compliance
Report

Released updated
e-learning
module on Privacy
Complaints
Handling

Published a new
desktop review of
documented AI or
ADM use within
Agency Information
Guides (AIGs) and
Privacy Management
Plans (PMPs)

Performance report card 2025–26

Service Delivery

- ✓ GIPA –1,142 enquiries finalised / 119 advices finalised / 262 reviews finalised / 98 complaints finalised / 2 proactive audits finalised.
- ✓ Privacy –1,539 enquiries finalised / 204 advices finalised / 376 reviews finalised / 114 complaints finalised / 2 proactive audits finalised.
- ✓ 139 mandatory breach notifications were made to the Privacy Commissioner.

Stakeholder engagement

- ✓ Commissioners provided submissions to 8 reviews and inquiries conducted by government, including 2 joint submissions by the Information Commissioner and the Privacy Commissioner.
- ✓ 135 posts on LinkedIn / 107 posts on Facebook / 73 e-alerts to stakeholders / 9 media releases / 5 public statements.
- ✓ 679,699 page views and a 3.9% increase in website visits to ipc.nsw.gov.au.
- ✓ 1,656 phone enquiries and 1,153 enquiries handled in writing or in person.
- ✓ 14 new information access, privacy and corporate publications were delivered.
- ✓ 8 publications updated by the Publications Review Working Group.
- ✓ Major campaigns conducted for Right to Know Week and Privacy Awareness Week.
- ✓ 735 new e-learning registrations by agencies and members of the public.

Corporate governance

- ✓ 100% of staff have a Performance and Development Plan (PDP) in place.
- ✓ Over 1,159 hours of staff training to improve service delivery and rebalance capabilities to be an effective, contemporary regulator.

Chief Executive Officer Overview



Emeritus Professor Rosalind Croucher AM FAAL FRSN NSW Information Commissioner and IPC CEO

Achievements and Report to NSW Parliament

Promoting and championing rights

I am delighted to present this report on the activities of the Information and Privacy Commission (IPC) during the reporting year 2025–26 and our efforts to promote and champion information access and privacy rights within NSW. I provide insights across the IPC as CEO, as well as some high-level observations in my capacity as Information Commissioner.

The IPC's role in the information landscape

The IPC as an agency was established as part of a package of legislative reforms to freedom of information and privacy in NSW in 2009.¹ The new statutory office of the Information Commissioner was brought together with the existing office of the independent Privacy Commissioner within a new administrative agency, the IPC, which commenced on 1 January 2011 to support both Commissioners. Each Commissioner has a distinct legislative base. In addition, the Information Commissioner acts as the agency head for employment and management purposes.²

Together, the Privacy Commissioner and I have jurisdiction over NSW government agencies and departments, local councils, NSW universities, NSW state-owned corporations and some private health service providers. As part of our regulatory work, we undertake reviews and consider complaints in relation to information access and privacy.

Our independence is reflected in the accountability mechanism to the parliament. Section 44 of the *Government Information (Information Commissioner) Act 2009* (GIIC Act) and section 44A of the *Privacy and*

Personal Information Protection Act 1998 (PIIP Act) provide for a comprehensive scheme of Parliamentary oversight over the exercise of functions of both the Information Commissioner and Privacy Commissioner.

On 1 July 2025, we marked the 15th anniversary of the commencement of the GIPA Act. The GIPA Act and its predecessor, the *Freedom of Information Act 1989* (NSW), are an expression of the idea of 'open government'. By knowing 'whether a government's deeds match its words', open government helps to provide checks and balances to discourage corruption and misconduct. As commented by the House of Lords in *R v Shayler*:

*Modern democratic government means government of the people by the people for the people. But there can be no government by the people if they are ignorant of the issues to be resolved ... Experience however shows, in this country and elsewhere, that publicity is a powerful disinfectant.*³

The idea of responsible representative democracy reflected obligations to those who were electors in that democracy – to citizens – through the right and responsibility of voting in elections and referendums once they reach the age of 18. International law added another dimension to this conceptualisation, in framing rights vested in individuals as humans, and not because of citizenship. Article 19(2) of the *International Covenant on Civil and Political Rights* (ICCPR)⁴ provides that:

Everyone shall have the right to freedom of expression; this right shall include freedom to seek, receive and impart information and ideas of all kinds, regardless of frontiers, either orally, in writing or in print, in the form of art, or through any other media of his choice.

This freedom to seek and receive information is the link to 'freedom of information' laws. Crucially, you

¹ [Who we are.](#)

² *Government Sector Employment Act 2013* (NSW) s 3, 'public service agency' and Sch 1 pt 3; *Government Sector Finance Act 2018* (NSW) s 2, 'government sector agencies' and 'agency heads'.

³ *R v Shayler* [2003] 1 AC 247, [21].

⁴ *International Covenant on Civil and Political Rights*, opened for signature 16 December 1966, 999 UNTS 171 (entered into force 23 March 1976). Ratified by Australia in 1979.

do not need to be a citizen to invoke rights to access government information. From its first iteration, the NSW legislation framed this as ‘a legally enforceable right’ in a person.⁵ This inclusive approach aligns with broader human rights principles, which affirm that access to information is a right not limited by nationality.

The IPC in the NSW public sector

The IPC is established as a separate public sector agency under the *Government Sector Employment Act 2013* (GSE Act) and supports two independent commissioners – the Information Commissioner and the Privacy Commissioner – in the exercise of our separate but complementary integrity, oversight and advisory functions. During the reporting year, the IPC’s staff and the two Commissioners continued to be guided by the vision of being an independent champion of information access and privacy rights. As well as being a report under section 36 of the *GLIC Act*, this annual report provides accountability to the Parliament of New South Wales (NSW), and the broader NSW community. This report also takes the opportunity to report against the priorities identified in the second year of the four-year strategic plan, 2024–28, as well as on how we have met our governance and financial management obligations in the reporting year.

Impact of digital technology on information access

For many years, IPC annual reports have acknowledged the impact of digital transformation on the NSW public sector and the communities it serves. Annual reports from recent years have called out the imperative to ensure rights to access information are maintained and, in some cases, strengthened. Across the sector during the reporting year, the anticipated benefits of artificial intelligence (AI) and automated decision-making (ADM) continued to have an impact on, and influence agencies within, the IPC’s oversight responsibilities.

These issues were also raised when the Commissioners appeared on 8 May 2026 as witnesses before the Joint Parliamentary Committee on the Ombudsman, Law Enforcement Conduct Commission and Crime Commission (JPC) as part of its review of the annual reports of the JPC’s oversighted bodies. The JPC was interested to explore issues in relation to AI, its growing complexity and sophistication and what safeguards are needed to ensure transparency and accountability.

Commissioners across Australia and New Zealand with statutory functions in relation to information access, share concerns about transparency when using new and emerging technologies. This was one of the issues discussed at the first of the 2026 bi-annual meetings of Commissioners in April, hosted by the

IPC. Commissioners spoke of how to utilise AI tools beneficially and in conjunction with a human interface to improve timeliness and manage public expectations. We are looking at ways to support and encourage transparency by the public sector when using ADM and AI to ensure accountability to members of the public.

There was also continued interest by the JPC in relation to the recommendation made in the report of the Legislative Council inquiry into AI in NSW, for the government to consider maintaining a publicly available register of ADM systems within government and its agencies. As Information Commissioner, I reiterated the IPC’s view last year that there is a place that the information could be captured, prior to the introduction of any such register, through the AIGs, a mandatory obligation of agencies under the *GIPA Act* and that there is an opportunity within those agency information guides to add questions or information about the use of ADM. To this end, and following the desktop review of agencies’ use of ADM and AI conducted by the Privacy Commissioner and myself and finalised in the reporting year, I have added guidance to this effect in the [Information Access Guideline concerning Agency Information Guides](#), which will be released with a package of updated information access resources in September 2026. This action sits within the IPC’s regulatory priority, ‘Responsible use of emerging technologies’, under Strategic Priority 1: ‘Safeguarding rights through informed oversight’.

In the reporting period, the IPC finalised a Joint Commissioner Regulatory Desktop Review of Agency Information Guides (AIGs) and Privacy Management Plans (PMPs) that assessed the extent to which agencies disclose their use of AI and ADM in publicly available AIGs and PMPs. The review focused on transparency, notification and accountability, and supports the Commissioners’ shared regulatory priority of safeguarding rights through informed oversight. We see this desktop review as an important first step in opening up further conversations and engagements with key stakeholders in reflecting the primary functions of our roles: protecting privacy and promoting access to information.

Delivering more case work and additional reporting

In its core external review and complaints work, the IPC has seen a sharp increase in the number of cases it has received over the past 12 months, with a 50% increase in the number of reviews and complaints received across information access and privacy. The increase in information access matters was particularly acute, with the number of requests for external review increasing by 76% and information access complaints increasing by 50%. This significant increase in volume of casework

⁵ *Freedom of Information Act 1989* s 16(1); *GIPA Act* s 9(1).

has affected our ability to meet our key performance indicators for casework and has created a backlog of casework that staff have been working through diligently and in order of receipt.

To address this significant increase in casework the IPC has implemented the following measures:

- recruited additional temporary staff as a surge workforce to assist with addressing the backlog
- implemented information technology enhancements to increase efficiency in managing casework documents
- communicated via our website of the delay in responding to casework due to the significant increase in volumes.

As CEO, I am committed to addressing the backlog issues the IPC continues to experience and in early 2026, implemented a 'surge' workforce. The increase in the overall caseload has added another dimension to these issues. The impacts will likely be seen over the next two years, and it is something we will be watching and analysing closely, particularly in terms of the core staff that will be necessary to maintain the IPC's capacity to manage this key statutory function.

Review of resources for the public

Education and awareness-raising activities are a critical part of any effective regulatory or oversight scheme. In March 2026, we began a comprehensive review and update of existing information access guidance materials. Feedback gathered through stakeholder surveys will be used to inform service improvements, particularly in relation to timeliness, accessibility and the overall user experience. The IPC will also continue to support agencies through targeted guidance and engagement activities to strengthen the protection of information access rights across NSW.

Considering legislative refinements

This reporting period marks 15 years since the introduction of the GIPA Act and the GLIC Act. I am particularly interested in examining both Acts to ensure that they remain 'fit for purpose' and will continue to work with the NSW Government and the NSW Parliament to this end. In the meantime, we continue to provide advice on legislative reforms that touch on issues under both Acts.

Planning for the future

The IPC's Strategic Plan 2024–28 is anchored in values framed as 'IPC behaviours'. The plan focuses on four key priorities for the IPC. Together, they emphasise the IPC's role as a NSW public sector integrity agency, the need for it to be an informed contributor and guide, the intention to raise awareness about information governance across all levels of oversight agencies, and a commitment to improved engagement with its staff and community stakeholders. The first three priorities are externally focused. The fourth focuses on the IPC as a place to work, which underpins the IPC's effectiveness in fulfilling its other priorities:

- Priority 1 – Safeguarding rights through informed oversight
- Priority 2 – Enhancing public sector integrity through good practice guidance
- Priority 3 – Empowering communities through knowledge about privacy and transparency
- Priority 4 – Being a place people want to work, through embracing diverse ideas and perspectives.

This Annual Report provides an opportunity to report against these priorities.

Informed by strategic priorities 1 and 2, as well as a risk assessment of legislated regulatory functions and key regulatory trends in information access and privacy, the Regulatory Priorities for 2025–28 and Regulatory Framework are set to enable the IPC to target its efforts and resources towards identified areas of heightened risk.

Acknowledgments

I acknowledge the efforts of people working hard across NSW agencies, especially information access and privacy practitioners, who have continued this year to contribute to promoting and championing transparency and privacy within their agencies and to their community stakeholders.

My particular gratitude also goes to my colleagues – to Privacy Commissioner Sonia Minutillo, the IPC's executive leaders and the dedicated and talented staff of the IPC – for their dedication to discharging our significant statutory mandates. Thank you.

Emeritus Professor Rosalind Croucher AM
IPC CEO & Information Commissioner

BA(Hons) LLB (USyd), PhD (UNSW), LLD(Hon causa) (UNSW), LLD(Hon causa) (Mq), AmusA (AMEB) FAAL, FACLM (Hon), FRSA, FRSN, TEP, MAICD

Privacy Commissioner Overview



Sonia Minutillo
NSW Privacy Commissioner

Achievements and Report to NSW Parliament

This year has again highlighted the importance of privacy in maintaining public trust. Reports of data breaches continue to occur with concerning regularity. Their size and scale leave no doubt about their impact. Advances in technology continue to create new risks, opportunities and challenges for the responsible handling of personal information. Against this backdrop, the need for robust privacy protections and strong and effective governance remains central to maintaining the community's trust and confidence.

Advances in technology continue to create new risks, opportunities and challenges for the responsible handling of personal information.

Across its privacy work, throughout the year, the IPC has continued to champion privacy rights and engage with regulated entities to ensure privacy is embedded in decision-making and service delivery, promoting privacy as more than simply a required compliance measure. The IPC has worked with regulated entities to meet their operating challenges by promoting privacy as an important enabler of innovation, good governance, and lasting public trust in the handling of personal information through its advice on a range of diverse issues and programs.

The ability to maintain public trust in an environment of rapid advances in technology, like artificial intelligence, requires both strong privacy protections and transparency. Technology does not exist in the absence of data – data and personal information often drive the technology we see increasingly being adopted, to innovate, to create efficiency and to improve service delivery and outcomes. Transparency about how technology is being used, what personal information is used, how decisions are made and what safeguards are in place to protect individual privacy rights should be evident.

Transparency about how technology is being used, what personal information is used, how decisions are made and what safeguards are in place to protect individual privacy rights should be evident.

To that end, in the reporting period the IPC finalised and published its baseline review on the extent to which AI and ADM technologies are included in PMPs. The focus of the report was not the intended use of the technology but rather how regulated entities were informing the public of its use where personal information is involved. Relevantly, our 2026 Community Attitudes to Privacy Survey found over 70% of respondents are concerned about the use of AI/ADM in making decisions that affect individuals. Transparency about the use of these technologies, through PMPs, is an important element of good governance and helps to strengthen public trust and confidence in government and its use of personal information. Updated PMP guidance to assist regulated entities in meeting these transparency obligations through their PMPs was released in June as part of Privacy Awareness Week 2026. The inclusion of such information into PMPs positively aligns with the legislated requirements under the *Privacy Act 1988* (Cth) that will commence on 10 December 2026.

In the previous reporting period, we saw a significant increase in our overall work and more specifically in complaints. While 2025–26 has again seen substantial growth, this year that growth was concentrated in reviews rather than complaints, where our review work grew by 48% compared to the previous reporting period. The increase in reviews was accompanied by a 17% increase in discrete privacy advice to regulated entities. These increases in volume were accompanied by an increase in the average number of days to finalisation

for complaints, attributed partly to resource constraints during the year arising from staff vacancies together with the overall increase in numbers received.

The increase in reviews reflects, in part, the growing exercise of rights by individuals affected by eligible data breaches, together with increased engagement with privacy issues and awareness of available avenues for redress. A key feature of the MNDB Scheme is the requirement to notify individuals affected by an eligible data breach of their privacy rights. Providing individuals with information about their rights, promotes transparency, enables individuals to understand, assess and respond to the impact of a data breach on their personal information including by exercising their review and complaint rights. The exercise of privacy rights by those individuals demonstrates that the scheme is operating as intended and supports meaningful engagement with privacy protections.

Providing individuals with information about their rights, promotes transparency, enables individuals to understand, assess and respond to the impact of a data breach on their personal information including by exercising their review and complaint rights.

The MNDB Scheme is now well established, and maturity continues to grow across regulated entities. There was a welcome improvement found in the follow up audit on Data Breach Policy (DBP) Compliance published in May 2026. The findings are an encouraging reflection on the maturity of regulated entities with the requirements of the scheme, although that maturity was not universal with some gaps remaining in compliance. Compliance with the requirements increased by 17% as compared with the previous report. Having a robust DBP is not only essential for meeting regulatory and compliance obligations, but also for ensuring an effective and timely response to data breaches. It is also crucial to maintaining community confidence in an environment where the number of notified data breaches continues to rise. The responsibility to prepare and publish a DBP is clear, is not optional, and should lead to visible action.

Protecting Privacy

Throughout 2025–26 reports of data breaches continued to be a steady and consistent feature of the privacy work. They are a reminder of why robust privacy safeguards and responsible information handling remain so important. Trust is built on the confidence that personal information will be protected.

The IPC continued to work with regulated entities by providing advice and guidance throughout the data breach process. Over the reporting period, the number of eligible data breaches notified increased by 20%. While human error remained the leading cause of reported breaches, regulated entities were not immune from cyber related incidents, including instances linked to the use of generative AI (GenAI) tools. These GenAI tools present a range of privacy risks when used to handle personal information, such as the unauthorised uploading of information through shadow IT, and served as a reminder of the need for robust governance, clear policies and effective oversight in their deployment. In response to these issues, and to assist regulated entities navigate these risks, guidance on the privacy risks and implications of Generative AI Tools was released. The guidance supports public sector agencies to understand and comply with their privacy obligations in their use and adoption of Generative AI tools.

It is sobering that during this reporting period the number of affected persons impacted by a data breach exceeded the 1 million mark. Sadly, some individuals were affected by more than one breach, reflecting the effects of cumulative risk emerging as a result of multiple breaches by the same entity. Each data breach serves as an important reminder that a data breach is more than a loss of information – it is also a loss of trust. Protecting data and privacy means protecting the people, relationships and the confidence and trust that depends on it.

A data breach is more than a loss of information – it is also a loss of trust. Protecting data and privacy means protecting the people, relationships and the confidence and trust that depends on it.

Elevating Awareness

This year, Privacy Awareness Week (PAW) 2026 was held from 4 to 10 May 2026. Held against a backdrop of growing availability and adoption of AI technologies into everyday life and work, the theme for PAW NSW 2026 was *Smarter Tech, Smarter Choices – Protecting Yourself in the Age of AI*.

The IPC hosted its annual PAW event with a focus on understanding smart technologies and how AI empowers people to feel confident, informed and in control of their personal information. Attended by a record number of attendees, the keynote address *AI and Privacy: what are the new capabilities and risks and what do those mean for privacy* was delivered by Bill Simpson-Young, Chief Executive Officer at the Gradient Institute.

During PAW, I also participated in several speaking events, including as a panel member with fellow Commissioners at an event hosted by the Office of the Victorian Information Commissioner. Among the many speaking engagements for PAW, was an opportunity for direct engagement with members of the community to raise awareness of privacy, privacy rights and some practical steps to protect one's privacy.

More information about PAW is available at page 50.

Looking forward

Our work in privacy continues to be guided by the IPC's Strategic and Regulatory Plans, while also being responsive to the changing privacy landscape, the continuing emergence of technologies, and addressing new and emerging risk and privacy harms. The increased volume and complexity of work have impacted our ability to complete all planned activities from the previous reporting period. As a result, our priorities for the year ahead include work carried forward from the previous year and a few new initiatives. These priorities include:

- advancing and completing previously programmed and announced audits in MNDB compliance on systems, policies and practices that includes assessment processes, incident registers and documented delegations
- building awareness and understanding of digital privacy
- safeguarding the protection of privacy rights arising from the use of and procurement of third-party contract arrangements through guidance and stakeholder engagement
- further resources and guidance on technologies and privacy
- expanded data breach reporting through a dashboard format
- enhancing understanding of privacy maturity across regulated entities
- understanding the impact of communications for affected individuals in data breaches.

By directing our resources to areas of greater privacy risk our strategic and regulatory efforts advance privacy practice and contribute to public confidence and trust in regulated entities.

By directing our resources to areas of greater privacy risk, our strategic and regulatory efforts advance privacy practice and contribute to public confidence and trust in regulated entities.

Acknowledgements

The protection of privacy is not achieved by the work of an individual alone. Strong privacy protection is achieved through the collective efforts of many individuals working to promote good privacy practices and culture. I would like to formally recognise all those individuals across NSW agencies, who have continued to champion privacy, build capability and promote good privacy practices within their agencies and the broader community throughout the reporting period.

Finally, the IPC's success is a testament to the dedication and expertise of our staff. I extend my sincere gratitude to the Directors, Managers and staff of the IPC, for their outstanding work and unwavering commitment. Together we take pride in the important work we do and the positive contribution it makes to safeguarding privacy rights and building public trust. I also extend my thanks to my colleague, Emeritus Professor Rosalind Croucher, CEO of the IPC and Information Commissioner, for her engagement throughout the year.

Sonia Minutillo
Privacy Commissioner

B Commerce, EMPA, GAICD, GCertPubSecMgmt, GIA(Cert), CertIV Government Investigations

Section 61B Report on the Operation of the Privacy and Personal Information Protection Act 1998

In NSW, the PPIP Act provides the legislative framework for protecting privacy by placing obligations on NSW government agencies to comply with the Information Protection Principles (IPPs) and conferring privacy rights on citizens in relation to breaches of the IPPs by NSW government agencies.

Section 61B of the PPIP Act provides for the Privacy Commissioner to prepare and publish a report on the operation of the PPIP Act (generally across all public sector agencies) each year.

Privacy casework insights

The IPC received a total of 615 privacy reviews and complaints in this reporting period, reflecting a 29% overall increase when compared to the previous year. This increase builds on the significant increase that was experienced in the previous reporting period. Similarly to last year, internal reviews made up 66% of the privacy cases handled by the IPC, up from the 57% in the preceding year.

In this reporting period, the IPC experienced a 48% increase in the number of reviews, while the number of complaints appears to have stabilised. Overall, the number of privacy reviews and complaints received and managed in 2025–26 exceeded all previous annual totals recorded over the past five financial years. In addition to the reviews and complaints, 139 eligible data breach notifications were made in the reporting period. Parallel to this case work, 33 instances of regulatory assistance were initiated during the period. Some were initiated in response to potential MNDB Scheme compliance but in the main they arose in response to the findings arising from the Data Breach Policy Compliance report. Although the follow-up audit demonstrated a notable improvement on previous audit findings, the regulatory engagement was both necessary and important to ensure that the outcomes from our audit work resulted in meaningful change.

Consistent with previous years, most complaints and reviews were concentrated in the government sector, which is to be expected given the size of the sector compared with all other sectors. Outside of the government sector, the largest concentration of complaints continues to relate to complaints made under the *Health Records and Information Privacy Act 2002* (HRIP Act).

A review or complaint may involve consideration of more than one IPP or Health Privacy Principle (HPP). In this reporting period the concerns raised generally fall into the following key areas:

- IPP 11 - disclosure of personal information
- IPP 5 - retention and security of personal/health information
- IPP 10 - limits on use of personal information
- HPP -11 - limits on disclosure of health information.

In this reporting period the number of instances in which those issues were of concern increased notably across the regulated sectors. Such an increase is to be expected in circumstances of an overall increase in reviews and complaints.

The increased concern regarding disclosure of personal information (IPP 11) and retention and security (IPP 5) for privacy reviews is unremarkable given the prevalence of data breaches. In this reporting period, there was a 43% (IPP 11) and 82% (IPP 5) increase in the instances in which IPP 11 and IPP 5 were engaged as the complaint issue as compared to the previous reporting period. In cases of a data breach it will in most cases involve a disclosure of personal information. In turn, this brings into focus the information handling practices of regulated entities, whether the information has been kept longer than necessary or the reasonableness of the security safeguards in place to protect the information. Regulated entities especially need to ensure that they are safeguarding privacy by ensuring the meticulous management of data throughout its lifecycle – from collection to disposal.

As observed in last year's report, disclosure, retention and security were among the top issues identified in privacy reviews five years ago. They have remained a consistent source of concern raised in reviews and complaints over time and will likely continue to be into the future. Relevantly, in the 2026 NSW Community Attitudes to Privacy Survey agreement with the question on care and concern over the right to have personal information protected by regulated entities was the highest ever at 99%. To meet the community's expectations, regulated entities need to be responsive – good privacy practice and strong governance frameworks should not be viewed as optional but as essential to reducing privacy harms and managing the risks associated with the collection, use and disclosure of personal information in a modern and digital ecosystem.

More information about privacy reviews and complaints is available on pages 41 and 43.

Regulated entities need to be responsive - good privacy practice and strong governance frameworks should not be viewed as optional but as essential to reducing privacy harms and managing the risks associated with the collection, use and disclosure of personal information in a modern and digital ecosystem.

Privacy Maturity

Mature privacy programs are characterised by governance arrangements that embed privacy into organisational culture, decision-making and risk management. Privacy maturity reflects the extent to which an agency can effectively identify and manage privacy risks, meet its legal obligations and continuously improve its handling of personal information. As regulated entities increasingly rely on digital systems and platforms, an agency with a mature privacy program is one that can demonstrate that it has embedded these key governance features into their operational processes and digital environments.

Central to this maturity is the implementation of robust policies and procedures that address regulatory requirements while remaining responsive to changing operational environments. These policies should be regularly reviewed and updated to ensure they remain fit for purpose. The PPIP Act requires agencies to maintain a PMP and a DBP, both of which form critical components of a mature privacy framework.

Agencies with higher levels of privacy maturity designed into their strategic goals are better positioned to build and maintain public trust, by demonstrating that their privacy policies and practices are not merely documents but are actively embedded in practice across operations and in decision-making.

During the reporting period, the IPC completed a follow up audit on agency compliance with the obligation to have a DBP in place in accordance with the requirements of section 59ZD of the PPIP Act. The audit, which examined whether there was an improvement in compliance as compared to the previous audit, is an indicator of the maturity of agency programs.

Overall, the report found that there had been a 17% increase in agency compliance with the requirement to have a DBP published on their website, compared with the previous audit. The improvements are a welcome indication of increasing agency maturity and demonstrate a positive shift in the capacity of regulated

entities to be prepared in the event of a data breach and in embedding their privacy obligations into their day-to-day governance.

More information on the operation of the [Desktop Review of Data Breach Policy \(DBP\) Compliance Report](#) is available on page 43.

The MNDB Scheme is now heading into its third full year of operation. Agencies should now be well versed in their obligations and responsibilities and have embedded effective processes for identifying and responding to a data breach. Through the notifications received during the reporting period, the identification of a data breach continues to occur through a range of mechanisms including incident monitoring, workforce management, external reporting or other investigative processes. The ability to detect and respond to incidents is an important indicator of organisational maturity. A mature privacy program is also one that is defined by how an agency identifies lessons learned, opportunities to improve and continuously strengthen its privacy and security practices informed by their data breach experiences.

A mature privacy program is also one that is defined by how an agency identifies lessons learned, opportunities to improve and continuously strengthen its privacy and security practices informed by their data breach experiences.

A measure of agency maturity is in their preparedness to respond to a data breach, through the establishment of incident registers, delegations and assessments procedures. Through its planned regulatory activities in the next reporting period, the IPC will provide further insights into the maturity of regulated entities across these processes. In advance of that, and to position regulated entities to review and self-assess their own maturity across the MNDB Scheme requirements, the IPC released a new MNDB Self-assessment Tool. The Tool is comprised of three components designed to assist agencies to self-reflect on their level of maturity under the Scheme across a range of measures providing a structured way to evaluate current practices, identify opportunities for improvement, and support continuous development.

Importantly, the tool encourages agencies to move beyond a compliance 'tick box' approach and instead build practices that reflect maturity where privacy management is proactive, embedded, and supported by a strong organisational culture.

More information on the operation of the MNDB Scheme is available on page 42.

Another important demonstration of privacy maturity can be evidenced through the extent to which a regulated entity is ensuring that its key governance documents are updated and have currency. Among the key governance documents that are legislatively required is a PMP. Regulated entities are required to provide a copy of their PMP to the Privacy Commissioner as soon as practicable after preparation, or whenever it is amended. This reporting period saw an 18% increase in the number of PMPs sent to the Privacy Commissioner for consideration. When considered against the total number of entities within the legislative remit, the number of PMPs submitted is relatively small despite the increase. Although the legislative scheme does not prescribe a legislative timeframe for review, after two earlier audits on this obligation, the level of appreciation of the value and importance of a PMP would reasonably be expected to reflect a greater level of review and privacy maturity.

Ongoing education and training contribute to privacy maturity and culture, creating an environment where privacy is understood and appreciated as a shared responsibility of everyone.

Education and training are also further key components that underpin privacy maturity, helping employees to understand their role and responsibilities in handling personal information. Ongoing education and training contribute to both privacy maturity and culture, creating an environment where privacy is understood and appreciated as a shared responsibility of everyone. Over the reporting period the IPC continued its support of agencies maturity growth with the delivery of training through its targeted e-learning modules. In the reporting period, this included the review and updating of the Privacy Complaints Handling Module. Regulated sectors continue to demonstrate their own recognition of the importance of education and training by extending the training that is made available by the IPC through its e-learning platforms. The completion rates this year continue to be stable and are complimentary to regulated entities own privacy programs.

Privacy Issues

Over the reporting period, the IPC continued to provide advice to regulated entities across a range of matters to support compliance with applicable privacy obligations and ensure privacy risks are appropriately identified, assessed and managed. The IPC has responded to some 204 discrete requests for privacy

advice and a further 39 requests for joint advice involving both information access and privacy issues. The majority of requests for advice are concentrated in the government sector, consistent with previous years.

The span of issues for which advice was requested is wide ranging and has included, but is not limited to, the application of privacy principles, the privacy impacts of new digital services and technology-related projects, linked data sets, public interest directions and codes of practice, and reviews of privacy impact assessments. IPC advice is requested for a broad range of reasons, reflecting the important role of expert guidance in helping regulated entities navigate increasingly complex privacy obligations in a digital operating context marked by evolving and sophisticated technology. Our advice supports both regulatory compliance and the development of a strong privacy culture across the public sector. Through the advice the IPC provides, regulated entities are assisted to proactively identify privacy risks, and to implement appropriate controls and safeguards.

Throughout the reporting period, some of the privacy issues that have also engaged the Privacy Commissioner have included matters before the NSW Civil and Administrative Tribunal (NCAT) where the Privacy Commissioner has the right to appear and be heard in proceedings to assist the Tribunal. Generally, this occurs in proceedings that involve novel, complex or significant issues of law, where the Tribunal would benefit from submissions by the Commissioner.

Among the matters in which the Privacy Commissioner has exercised her right to appear has included matters concerning the operation and interpretation of the research exemption under the HRIP Act and associated guidelines as well as matters involving the disclosure of information to digital technologies such as GenAI. Both matters will be significant for the operation of privacy laws: one for the way in which personal and health information is understood to operate in a research context and the other for grappling with the complexity of disclosure into GenAI platforms. Although each of these matters was either ongoing or decision reserved at the time of reporting, they both sit at the forefront of contemporary privacy law, testing how established privacy principles apply in changing technological and research environments.

Sonia Minutillo
Privacy Commissioner

B Commerce, EMPA, GAICD, GCertPubSecMgmt,
GIA(Cert), CertIV Government Investigations

Priorities for 2026–27

Deliver refreshed and targeted support and guidance for agencies to improve their protection of rights and for members of the public to enhance understanding of their rights.

Attract, develop and retain talented people – supporting growth and development.

Foster an ethical culture where everyone's contribution is valued, and leaders and staff work together to achieve good outcomes and maintain the IPC's values.

Understand how stakeholders view IPC activities, including timeliness, accessibility and outcomes, and consider improvements.

IPC proactively audits agencies, using data insights around key risk areas, to assess and report on compliance.

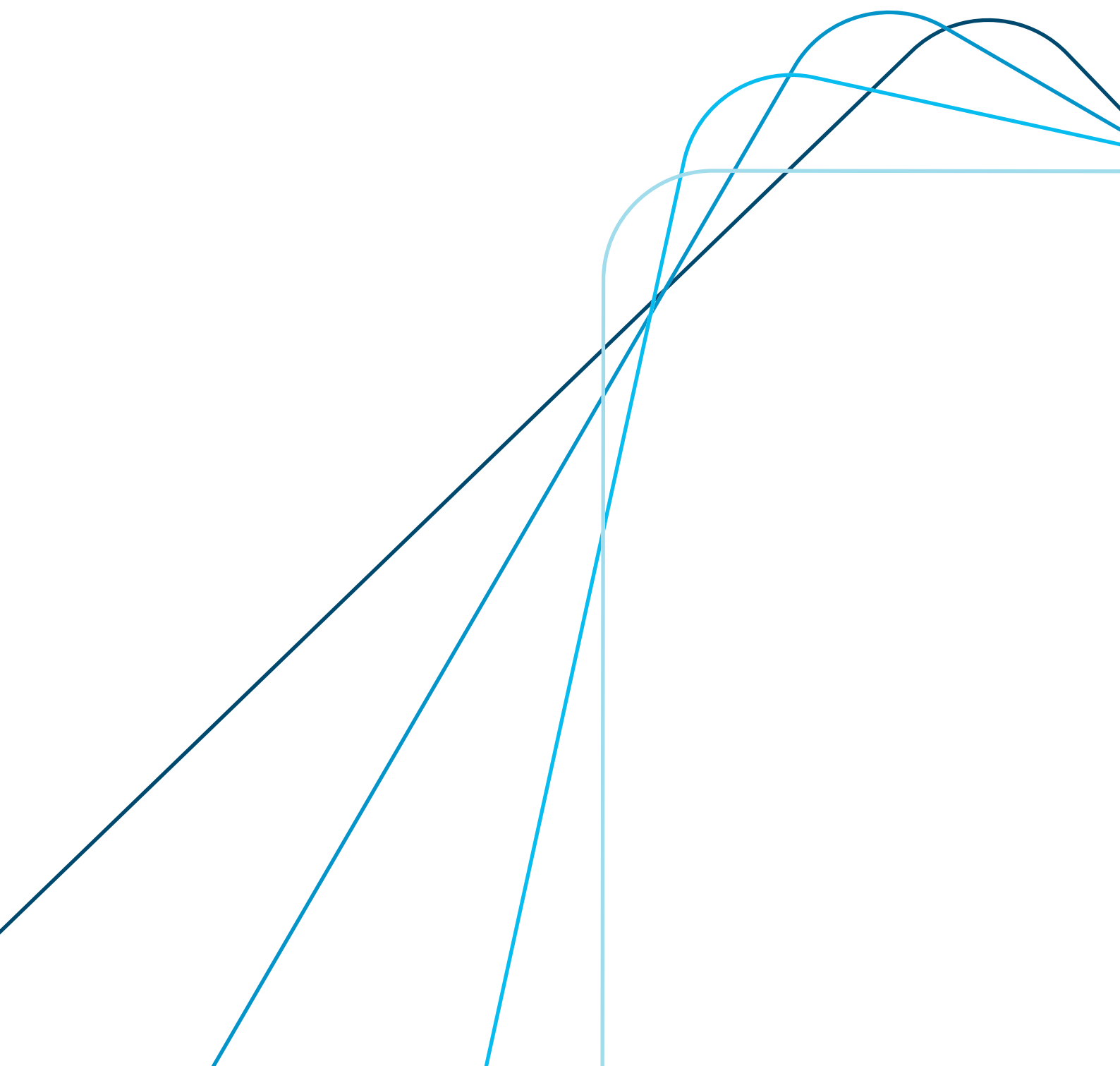
IPC provides effective privacy and information access resources for NSW agency practitioners and executives, which includes guidance about information management challenges, to lift overall sector capability.

IPC delivers targeted support and guidance for agencies to improve their protection of rights.

IPC's publications reflect how technology is changing the way government interacts with community.

IPC's outreach increases understanding about privacy and information access across diverse NSW communities.

Our organisation



About the IPC



**Emeritus Professor
Rosalind Croucher AM
FAAL FRSN**
NSW Information
Commissioner



Sonia Minutillo
NSW Privacy
Commissioner



Ian Naylor
Director, Corporate
Services and Business
Improvement



Rachel Jhinku
Assistant
Commissioner (Reviews
and Compliance)



Amy Gray
Acting Director,
Regulatory Advice
and General Counsel

Who we are

The IPC is the independent integrity agency that supports the NSW Information Commissioner and the NSW Privacy Commissioner. The IPC was established on 1 January 2011, combining the Office of the Information Commissioner and Privacy NSW, to provide a single point of service with respect to information access and privacy rights, ensuring that agencies and individuals can access consistent information, guidance and coordinated training about information access and privacy matters.

What we do

The IPC promotes and protects privacy and information access rights in NSW by providing information, advice, assistance and training for agencies and individuals on privacy and information access matters. The IPC reviews the performance and decisions of agencies and investigates and conciliates complaints relating to government agencies, health service providers (both public and private) and some large organisations that deal with health information. The IPC also provides feedback to government about the legislation and relevant developments in the law and technology.

Our service charter

We are committed to providing you with the best service we can and to ensuring that you are able to provide feedback by:

- delivering the best standard of service that reflects our values
- ensuring that you can provide us with feedback on the service you received, how we treated you and how we dealt with your information.

Our vision

Privacy and access to government information are valued and protected in NSW.

Our values

The IPC's Values Framework was developed in line with the Government Sector Core Values. The IPC's Values are: Accountable, Service Focused, Proactive, Independent, Integrity and Trust. See page 21 for more information.

Our purpose

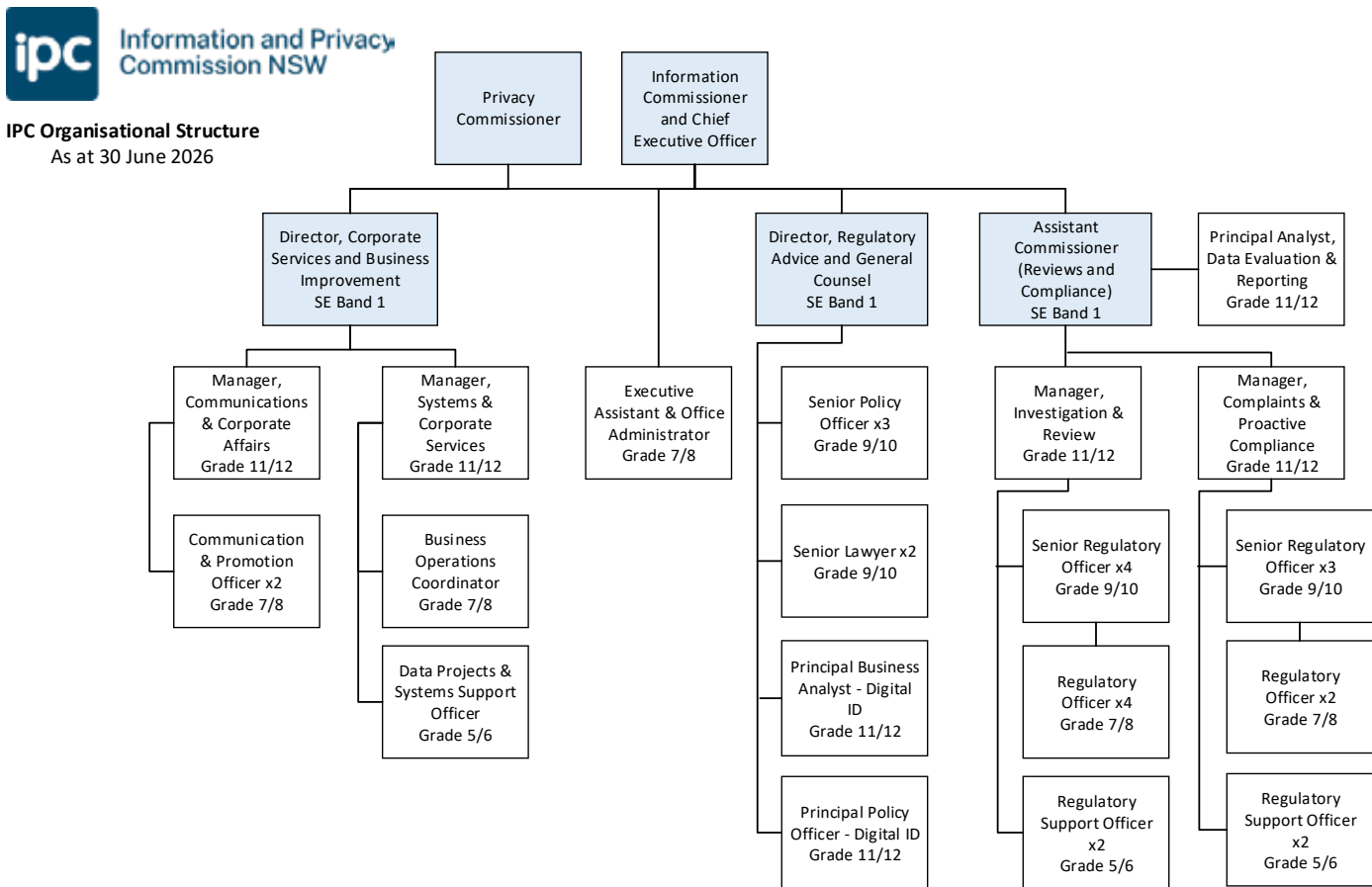
To champion information access and privacy rights in NSW and advance public sector integrity.

Our stakeholders

- NSW Parliament
- Members of the public
- NSW Government (Premier, Attorney General, and Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice)
- NSW Parliamentary Committee on the Ombudsman, the Law Enforcement Conduct Commission and the Crime Commission
- NSW public sector agencies—including state government bodies, councils, State Owned Corporations (SOCs) and universities
- Non-Government Organisations delivering contracted services to the public on behalf of NSW Government agencies
- Members of Parliament and their staff
- Other Information and Privacy Commissioners and Ombudsmen
- Information and Privacy Advisory Committee (IPAC)
- Other oversight accountability agencies
- Media
- Staff.

Organisational structure

as at 30 June 2026



Our Values Framework

Accountable

- Taking responsibility for our decisions and actions individually and as a group, using transparent process and making defensible decisions.
- When displayed, we feel confident, secure, respected and respectful. On an organisational level, we feel obligations are being fulfilled.
- We demonstrate it when we take ownership of actions and decisions to deliver our business objectives.

Service focused

- Recognising what clients/colleagues want and need, being transparent, communicative and articulate when delivering outcomes, and putting others first.
- When displayed, we feel able to provide direction and focus. Providing truthful and honest advice can be confronting. We feel a sense of accomplishment and satisfaction, that we have made a difference to a person's life.
- We demonstrate it when we are aware, and make ourselves aware of customer needs, setting and managing expectations and boundaries, and upholding our responsibilities to others.

Proactive

- Identifying opportunities and taking the initiative to plan constructively and implement practices, demonstrating leadership.
- When displayed, we feel personally and professionally prepared, confident and respected, leading to a sense of achievement and empowerment.
- We demonstrate it when we think about the big picture, initiate ideas and act on opportunities, flexibly and thoughtfully.

Independent

- Being impartial and objective.
- When displayed, we feel confident in our decisions, and that our actions can be relied on and trusted.
- We demonstrate it when we have open and transparent decision-making which involves listening to both sides, making a decision on available evidence, keeping accurate records, being open-minded in our approach.

Integrity

- Demonstrating our values through consistent and appropriate actions and holding ourselves to a recognised high standard.
- When displayed, we feel confident and reassured.
- We demonstrate it when we behave consistently in line with our commitments and values.

Trust

- A relationship built on honesty. It means being reliable and being able to rely on others.
- When displayed, we feel confident, secure and supported.
- We demonstrate it when we take responsibility for our actions, act with honesty and integrity, and show confidence in others and in our colleagues.

Developed by IPC staff, December 2014 using the Government Sector Core Values (Accountability, Service, Trust, Integrity) and the IPC Values Accountable, Service focussed, Proactive, Independent).

Our organisation

Accountability

Role of the Information Commissioner

The Information Commissioner is appointed by the Governor of NSW as an independent office holder under section 4 of the GIIIC Act. The Information Commissioner is also the CEO of the IPC by operation of the GSE Act.

The role of the Information Commissioner is to promote public awareness and understanding of the right to access government information in NSW, and to provide information, support, advice, assistance and training to agencies and the general public. The Information Commissioner has the power to conduct reviews of decisions made by other NSW government agencies and deal with complaints about information access. The Information Commissioner also monitors agencies' functions, reports to Parliament on the operation of the GIPA Act, and reports to the Attorney General, and the Minister for Customer and Digital Government, Minister for Emergency Service, and Minister for Youth Justice about proposals for legislative or administrative change.

When necessary, the Information Commissioner can issue guidelines to assist agencies and the public on:

- public interest considerations in favour of disclosure of government information
- public interest considerations against disclosure of government information
- agencies' functions
- the public's rights to access information
- an agency's information guide
- reductions in processing charges.

The Information Commissioner can investigate agencies and compel them to provide information in the conduct of inquiries and participates in some GIPA Act review matters before the NCAT.

Since September 2020, the Information Commissioner also provides advice on projects seeking funding through the Digital Restart Fund (DRF).

Participation in committees

During the reporting period, the Information Commissioner was a member of the following committees:

- Association of Information Access Commissioners (AIAC)
- IPAC (Chair)
- International Conference of Information Commissioners (ICIC)
- Public Interest Disclosures Steering Committee.

Role of the Privacy Commissioner

The Privacy Commissioner is appointed by the Governor as an independent office holder under section 34 of the PPIP Act.

The role of the Privacy Commissioner is to promote, protect and enhance the privacy rights of the NSW community, resolve complaints and ensure agencies uphold the privacy principles in the PPIP Act and the HRIP Act.

A key function is to educate the people of NSW about the meaning and value of privacy by:

- responding to enquiries and educating the community about privacy issues and possible remedies for breaches of their privacy
- advising government agencies, businesses and other organisations on how to ensure that the right to privacy is protected
- receiving, investigating and conciliating complaints about breaches of privacy
- appearing in NCAT and advising on privacy law in privacy cases
- overseeing NSW government agency reviews of reported privacy breaches
- researching developments in policy, law and technology that may impact on privacy, and making reports and recommendations to relevant authorities
- issuing guidelines on privacy principles.

Since September 2020, the Privacy Commissioner provides advice on projects seeking funding through the DRF. The Privacy Commissioner also oversees the MNDB Scheme which commenced on 28 November 2023.

Participation in committees

During the reporting period, the Privacy Commissioner was a member of the following committees:

- Asia Pacific Privacy Authorities (APPA)
- Privacy Authorities Australia (PAA)
- IPAC
- Public Interest Disclosures Steering Committee.

Our organisation

Governance and legislative responsibilities

Our governance

In 2010, the NSW Parliament passed the *Privacy and Government Information Legislation Amendment Bill 2010*. The Explanatory Note to the Bill provides:

The object of this Bill was to amend the *Privacy and Personal Information Protection Act 1998* (PPIPA), the *Government Information (Information Commissioner) Act 2009* (GIICA), the *Government Information (Public Access) Act 2009* (GIPAA) and other Acts to provide for the following:

- a) An Information and Privacy Commission (the Commission) will be established by merging the Office of the Information Commissioner and Privacy NSW (with the Information Commissioner to be head of the Commission and responsible for the management of the staff of the Commission)...

The IPC is recognised as a separate agency under Schedule 1 of the GSE Act. The Information Commissioner is agency head under the GSE Act and is the accountable authority under the *Government Sector Finance Act 2018* (GSF Act), with responsibility for ensuring that the IPC and its staff operate in accordance with all government sector requirements.

The IPC's activities are supported by the IPC Audit and Risk Committee (ARC).

The Information Commissioner reports to the NSW Parliament on the operation of the GIPA Act.

The Privacy Commissioner reports to the NSW Parliament on the operation of the PPIPA Act and the HRIP Act.

The Joint Parliamentary Committee on the Ombudsman, the Law Enforcement Conduct Commission and the Crime Commission also oversees the functions of the Information Commissioner and the Privacy Commissioner. However, the Committee may not:

- investigate a matter relating to particular conduct
- reconsider a decision to investigate, not to investigate or to discontinue investigation of a particular complaint or matter of conduct
- reconsider the findings, recommendations, determinations or other decisions the Information Commissioner or the Privacy Commissioner has made in relation to a particular investigation, matter or complaint.

Our legislation

The IPC administers the following legislation:

- *Government Information (Public Access) Act 2009* (NSW) (GIPA Act)
- *Government Information (Public Access) Regulation 2018* (NSW) (GIPA Regulation)
- *Government Information (Information Commissioner) Act 2009* (NSW) (GIIC Act)
- *Privacy and Personal Information Protection Act 1998* (NSW) (PPIPA Act)
- *Privacy and Personal Information Protection Regulation 2019* (NSW) (PPIPA Regulation)
- *Health Records and Information Privacy Act 2002* (NSW) (HRIPA Act)
- *Health Records and Information Privacy Regulation 2022* (NSW) (HRIPA Regulation).
- *Public Interest Disclosures Act 2022* (NSW) (PID Act).

Objectives of our legislation

The capacity of one IPC to support the distinct roles of the two commissioners is supported by legislation that provides a legal framework in which access to information and protection of privacy can be balanced.

GIPA & GIIC Acts

The GIPA Act establishes an open approach to gaining access to government information. NSW government agencies, including SOCs, NSW Government Ministers, local councils and universities are covered by the GIPA Act. The object of the GIPA Act is to maintain and advance a system of responsible and representative democratic government that is open, accountable, fair and effective, by:

- authorising and encouraging the proactive release of government information by agencies
- giving members of the public an enforceable right to access government information
- providing that access to government information is restricted only where there is an overriding public interest against disclosure.

The GIPA Act confirms that information sharing must commence from the position of granting access to information. However, this commitment to sharing information must also balance factors including the protection of personal information.

Under the GIPA Act, the Information Commissioner must complete her review of agency decisions within 40 days of receipt of all information. To ensure equity of service delivery, this timeframe is also applied, by convention, to the conduct of privacy reviews by the Privacy Commissioner.

Our organisation

The GIIIC Act establishes the role of the Information Commissioner and provides the legislative framework through which the Information Commissioner, and IPC staff as delegates, exercise functions in relation to the investigation of complaints and the conduct of enquiries.

PPIP & HRIP Acts

The PPIP Act governs how NSW public sector agencies handle personal information, while the HRIP Act applies to both public and private health service providers and businesses that collect health data. The objectives of these laws are to:

- ensure that individuals can access and correct their personal and health information
- provide pathways for complaints if privacy is breached
- establish legal obligations for agencies to collect, store, use, and disclose personal and health information in accordance with the IPPs and HPPs
- establish requirements on agencies for the reporting of eligible data breaches
- mandate agencies to maintain PMPs, comply with statutory guidelines, and respond to complaints and internal reviews in line with the Acts.

The PPIP Act contains provisions to confirm that the PPIP Act does not lessen the operation of the GIPA Act, which provides the vehicle for release of government held information of a personal and non-personal nature.

An abstract graphic featuring several thin, white and light blue lines on a dark blue background. The lines are mostly straight, with some curved segments, creating a sense of movement and depth. The composition is minimalist and modern.

Reporting against our strategic objectives – Summary

IPC Strategic Plan 2024–28

In early 2024, the IPC commenced planning and development of a new Strategic Plan for 2024–28, with the Plan coming into effect in July 2024. The new Plan focuses on four key priorities for the IPC, focusing on modern regulation and the IPC's role as a key integrity agency:

- Priority 1 – Safeguarding rights through informed oversight
- Priority 2 – Enhancing public sector integrity through good practice guidance
- Priority 3 – Empowering communities through knowledge about privacy and transparency
- Priority 4 – Being a place people want to work through embracing diverse ideas and perspectives.

This refreshed plan provides a clear roadmap for the organisation for the four year period, outlining the IPC's objectives and outcomes. This ensures that all IPC efforts, including as it develops its future regulatory and oversight priorities, are aligned towards the common objectives.

Following the commencement of the Plan, the IPC has considered how it will report on the progress towards achieving the outcomes listed under each priority. The IPC developed Key Performance Indicators (KPIs) to measure progress for each of the outcomes listed in the Strategic Plan.

During the reporting period, the IPC has collected data in line with its KPIs. Progress on the work to achieve the Plan's outcomes is reported annually in the annual report.

IPC Regulatory Priorities 2025–28

In May 2025, the IPC released its Regulatory Priorities for 2025–28 after a period of consultation with stakeholders including the community and NSW government agencies.

The IPC sets regulatory priorities to enable it to target its effort and resources towards identified areas of heightened risk. The priorities are published to communicate the key issues which the IPC is focusing on and to signal to our stakeholders where regulatory and compliance efforts will be focused.

These priorities are not the only areas where the IPC will take compliance action. The IPC monitors and responds to time-critical and emerging areas of risk through its ongoing core regulatory functions, campaigns, and targeted regulatory action.

The IPC supports transparency in the performance of its functions and provides agencies with information about planned activities as they are established. Regulatory activities include proactive audits, monitoring and investigations.

IPC Strategic Plan 2024–28



Information and Privacy
Commission NSW

IPC STRATEGIC PLAN 2024–28

Purpose: To champion information access and privacy rights in NSW and advance public sector integrity

Vision: Privacy and access to government information are valued and protected in NSW

PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
Safeguarding rights through informed oversight	Enhancing public sector integrity through good practice guidance	Empowering communities through knowledge about privacy and transparency	Being a place people want to work, through embracing diverse ideas and perspectives
Information access and privacy rights are protected by the IPC understanding how the landscape is evolving and changing the way public services are delivered	Public sector integrity improves by the IPC guiding agencies to embrace transparency and privacy by design in planning for and delivering services	NSW communities can shape their interactions with government through engaging with the IPC about privacy and information access	The IPC's performance as an integrity agency and its reputation as a rewarding workplace grows through valuing the diverse expertise, skills and wellbeing of our people

IPC Behaviours:
BE INCLUSIVE BE OPEN BE RESPECTFUL BE ACCOUNTABLE BE COLLABORATIVE
BE CLEAR BE PROACTIVE BE CONSTRUCTIVE BE SUPPORTIVE BE POSITIVE

IPC Strategic Plan 2024–28 Summary

IPC	Reviews & Complaints	2025–26	2024–25	2023–24
	Received	1430	951	744
	Closed	850	944	658
GIPA	Reviews & Complaints	2025–26	2024–25	2023–24
	Received	815	473	433
	Closed	360	483	365
Privacy	Reviews & Complaints	2025–26	2024–25	2023–24
	Received	615	478	311
	Closed	490	461	293
Enquiries received by type		2025–26	2024–25	2023–24
	Phone	1656	1988	2110
	In writing and in person ¹	1153	838	1013
Advices		2025–26	2024–25	2023–24
GIPA (closed)		119	206	268
Privacy (closed)		204	174	292
Joint		39	118	88
DRF Advices ³ (Information access and privacy)		2025–26	2024–25	2023–24
		2	21	9
Submissions		2025–26	2024–25	2023–24
GIPA		1	3	4
Privacy		5	9	8
Joint		2	N/A	N/A
Research (includes surveys)		2025–26	2024–25	2023–24
GIPA		1	2	1
Privacy		1	1	1
Committees		2025–26	2024–25	2023–24
GIPA		4	6	7
Privacy		4	4	3
Publications		2025–26	2024–25	2023–24
GIPA		1	7	8
Privacy		10	13	12

¹ Includes in person, emails, letters, faxes and website forms

² Advices containing both information access and privacy elements

³ Information access and privacy advices provided

Reporting against our strategic and regulatory objectives

Priority 1 – Safeguarding rights through informed oversight

Objectives

- IPC considers global and local trends in information access and privacy and uses these insights for safeguarding rights in NSW.
- IPC has expertise in how data-driven and automated decision-making and other technology is being implemented across all sectors and its impact on privacy and transparency.
- IPC understands how stakeholders view its activities, including timeliness, accessibility and outcomes, and considers improvements.
- IPC delivers targeted support and guidance for agencies to improve their protection of rights.

Outcomes:

- Resources are focused where there is most value through identifying trends and emerging challenges and opportunities.
- Increased IPC workforce capability around technology impacts on rights.
- Improvement in stakeholders' experiences interacting with the IPC.
- Better protection of rights through increased acceptance by agencies of IPC's review and complaints recommendations.

The objective of Priority 1 is to ensure that information access and privacy rights are protected by the IPC, while also understanding how the evolving landscape is changing the delivery of public services.

During the reporting period, the IPC surveyed practitioners to seek suggestions for new information access and privacy resources. A common theme in responses was the need for guidance on AI and emerging technologies. Additionally, in response to insights from the MNDB Scheme, the IPC developed and released new resources on the use of AI, including guidance on engaging with AI technologies for the public and managing the privacy risks associated with generative AI tools for agencies.

Work also commenced in March 2026 on a comprehensive review and update of existing information access guidance materials, including improvements to content, readability and layout. This work is expected to be completed during the next reporting year.

Internally, the IPC surveyed staff to assess their current capability and understanding of technologies such as AI and automated decision-making. The findings have informed planned training and support initiatives to help staff build their knowledge, skills and confidence in using and understanding emerging technologies.

During the reporting period, the IPC also surveyed stakeholders about their experiences interacting with the organisation. Overall, 65% of respondents reported that IPC staff were polite and helpful, while around 55% found resources such as fact sheets and guidelines easy to access and understand. Timeliness was identified as an area for improvement, with only 32% of respondents agreeing that they received a timely outcome.

During the reporting period, the IPC launched its refreshed website following redevelopment work that commenced in 2024–25. The project examined how users navigate the website to find information, opportunities to improve this experience, the organisation and accessibility of existing content, and ways to make the website more user-friendly.

Reporting against our strategic and regulatory objectives

The refreshed website is now organised around key audience groups, including individuals, government agencies and healthcare providers, with dedicated landing pages highlighting relevant functions, services and information. A new resources hub also brings together all information access and privacy materials in a single location, allowing users to search and filter content by audience, topic and resource type.

During the reporting period, the IPC made five privacy and 14 information access recommendations to agencies as a result of complaints received by the IPC. Of these, 100% of privacy and 50% of information access recommendations were adopted. There were 33 recommendations as a result of information access reviews, of which 67% of recommendations were adopted. These results contribute to the IPC's strategic outcome of ensuring better protection of rights through improved agency practices.

Looking ahead

The IPC will continue to monitor emerging trends and developments in information access, privacy and technology to ensure its guidance and regulatory activities remain responsive to the changing environment. This includes continuing to build expertise in areas such as artificial intelligence, automated decision-making and the use of data-driven technologies across the public sector.

In the next reporting period, the IPC will continue to review and update its existing information access and privacy resources, with a focus on improving accessibility, readability and relevance for stakeholders.

The IPC will also continue to support agencies through targeted guidance and engagement activities to strengthen the protection of information access and privacy rights across NSW.

Reporting against our strategic and regulatory objectives

Priority 2 – Enhancing public sector integrity through good practice guidance

Objectives

- IPC is engaged early by government agencies about how privacy and transparency should be considered in their policy, programs and system designs.
- IPC proactively audits agencies, using data insights around key risk areas, to assess and report on compliance with legal obligations and with alignment to good practice.
- IPC provides effective privacy and information access resources for NSW agency practitioners and executives, which includes guidance about information management challenges, to lift overall sector capability.
- IPC works with industry and academic experts to inform IPC guidance about technology and service design impacts on information access and privacy.

Outcomes:

- Agencies' programs, policies, and systems are improved through early engagement with IPC on privacy and transparency by design.
- IPC audits lead to agencies increasing their compliance efforts and mitigating identified risks through improved practices.
- Agency practitioners and senior executives value IPC's resources as fit for purpose in a changing landscape.
- Improved collaboration with industry and academic experts to leverage IPC's own data analysis and technical expertise.

In 2025–26, the IPC continued to strengthen public sector integrity by guiding agencies to embed privacy and transparency principles into the design and delivery of services. This priority reflects the IPC's strategic commitment to supporting agencies with timely, practical and expert guidance that promotes compliance and lifts sector capability.

In the reporting period, the IPC finalised a Joint Commissioner Regulatory Desktop Review of AIGs and PMPs that assessed the extent to which agencies disclose their use of AI and ADM in publicly available AIGs and PMPs. The review focused on transparency, notification and accountability, and supports the Commissioners' shared regulatory priority of safeguarding rights through informed oversight.

The Privacy Commissioner published an audit into DBPs, twelve months after the initial baseline Report. This audit assessed ongoing compliance by agencies with their statutory obligations under the MNDB Scheme and evaluated improvements in agency practices. When compared with the previous audit, the findings demonstrated an improvement in compliance and a positive result.

The Information Commissioner undertook a desktop audit into Joint Organisations, County Councils and Aboriginal Land Councils to assess the availability of open access information published to their websites. The Commissioner engaged and worked with agencies who had limited or no information available.

In the reporting period, the IPC continued to make information and resources available to support agencies and individuals. Feedback provided to the IPC via surveys indicated 58% of clients and 84% of agencies seeking advice found resources easy to find and understand. The IPC is undertaking work in the next reporting period to improve the content of its resources.

In the reporting period, the IPC continued to engage and collaborate with industry and academic experts on information access and privacy matters.

For Right to Know Week NSW 2025 in September 2025, the Information Commissioner held a panel discussion on 'Ensuring access to environmental information in the digital age'. The panel leveraged the knowledge of experts from local and state government and academia to explore this theme. Speakers included Dr Carley Bartlett from University of NSW; Monica Barone, CEO of

Reporting against our strategic and regulatory objectives

City of Sydney; Steve Hartley, Executive Director of the Department of Planning and Environment's Resilience and Sustainability Branch; and Emma Whale, Executive Leader of the Adaptation, Mitigation, and Data Insights function within the NSW Reconstruction Authority.

Similarly, for Privacy Awareness Week NSW 2026, the Privacy Commissioner invited Bill Simpson Young from the Gradient Institute to give a keynote presentation on 'Smart Tech, Smarter Choices – Protecting Yourself in the Age of AI'. Mr Simpson-Young's presentation explored existing and emerging uses of AI and its intersection with Privacy, looking at what the new capabilities are, the risks, and what those mean for privacy.

Looking ahead

In 2026–27, the IPC will undertake a broader privacy audit of agency systems, policies, and practices related to data breach preparedness. This review will examine incident registers, assessment processes, and documented delegations, recognising the increasing frequency and complexity of data breaches and the need for robust organisational responses. Due to time and resourcing constraints this was unable to be completed in the reporting period.

For Right to Know Week NSW 2026, the Information Commissioner will look to engage experts from NSW government and academia to discuss access to information and how information integrity and proactive release can combat misinformation and disinformation.

Through these initiatives, the IPC will continue to provide leadership and guidance that supports a more transparent, accountable, and privacy-conscious public sector.

Reporting against our strategic and regulatory objectives

Priority 3 – Empowering communities through knowledge about privacy and transparency

Objectives

- IPC's outreach increases understanding about privacy and information access across diverse NSW communities.
- IPC's publications reflect how technology is changing the way government interacts with community.
- IPC's recommendations for legislative and policy change to keep NSW frameworks fit for purpose are sought and acted upon.
- IPC's stakeholder engagement supports stronger public investment in protecting privacy and enhancing transparency.

Outcomes:

- Increased agency investment in measures that respond to technology impacts, including artificial intelligence and automated decision-making, on privacy and information access.
- Targeted education and awareness-building for culturally and linguistically diverse communities.
- Improvement in stakeholders' experience in interacting with public sector agencies.
- Information access and privacy legislation is updated to reflect the changing landscape, and the IPC is resourced to deliver new functions and meet new expectations.

In 2025–26, the IPC continued to support inclusive information to ensure individuals across the state are informed and empowered to understand and exercise their rights under NSW information access and privacy legislation.

Following the large volume of resources and guidance that was translated and made available in the previous reporting period, this year, the IPC continued to promote these across multiple communications channels.

In total, there were 1,038 views of guidance relating to information access and privacy rights, while 593 views of data breach support information.

Similarly, in the previous reporting period, the IPC released Easy English guides which support people with low literacy or English to understand and exercise their rights. The guidance was promoted throughout the year and was accessed 907 times.

Across both its Right to Know and Privacy Awareness Week campaigns, the IPC provided general information and links to its translated and Easy English guidance to stakeholders and organisations that work directly with diverse communities, such as Multicultural NSW and the Ethnic Communities Council of NSW. The IPC also provided this to other NSW government agencies dealing with community such as the Aging and Disability Commission and the Office of the Children's Guardian.

The IPC supports agencies in their development of resources or guidance in response to technology impacts. In the reporting period, the IPC was engaged by the Office of the Public Service Commissioner and provided input into the Commissioner's Spotlight on the Use of AI in Recruitment. The IPC provided feedback on how the handling of privacy issues could be improved and this was incorporated into the final released guidance.

In the reporting period, the IPC undertook independent research into community attitudes towards information access and privacy. Within this research, the IPC sought feedback on how the community interacts with public sector agencies on information access and privacy matters. Results from the survey into privacy found that overall, 22% of respondents had tried to access their personal information from NSW public sector organisations or health service providers, and 34% had considered accessing NSW government-held information. Additionally, 60% of respondents reported that they were satisfied with the support they had received following a data breach by a NSW public sector agency.

Looking ahead

In the next reporting period and following the finalisation of the new IPC branding, the IPC will look to further build on the work undertaken in past years to continue to develop translations of its guidance to further improve its support of Culturally and Linguistically Diverse Communities.

In the next reporting period, the IPC is expecting to continue to be consulted and provide input where required on any future legislation that may impact the IPC and its functions.

Reporting against our strategic and regulatory objectives

Priority 4 – Being a place people want to work, through embracing diverse ideas and perspectives

Objectives

- IPC attracts, develops and retains talented people.
- IPC fosters an ethical culture where everyone's contribution is valued, and leaders and staff work together to achieve good outcomes and maintain the IPC's values.
- The IPC has an organisation-wide commitment to sustainable continuous improvement of its systems, processes and policies.
- The IPC is recognised as a key member of the NSW and Australian integrity sectors.
- IPC has stronger connections to other integrity agencies providing opportunities for developing staff capability and career progression.

Outcomes:

- Our people seek to work together across the IPC because they know diverse inputs are valued.
- IPC's people, systems, processes and policies enable collaboration, efficiency, transparency, and service excellence.
- IPC is characterised consistently in legislation and government policy as an integrity agency.
- IPC works with other integrity agencies on joint projects and supports inter-integrity agency secondments to develop staff.

In 2025–26, the IPC continued to invest in its workforce, systems and culture to create an environment where people feel valued, supported, and motivated to contribute to the organisation's mission. The IPC's positioning as an integrity agency and its reputation as

a rewarding workplace is a key focus of the IPC, and is progressed through valuing the diverse expertise, skills and wellbeing of our people.

The IPC held a Pulse survey in April 2025 that sought feedback from staff on priority questions from the 2025 PMES survey. Overall, the results showed positive improvements and areas for improvement such as clarifying flexible work and addressing burnout. Following these results, the IPC developed an action plan for 2025–26 which focused on four key areas: mentoring, managing, messaging and morale. This included holding an IPC Reflection Day in March 2026 where staff were able to discuss the work of the IPC and its importance to the people of NSW. Following the results from the 2025 People Matter Employee Survey (PMES) in September 2025, the IPC undertook work to support its staff and incorporated the findings into the action plan.

With the IPC positioned as a key integrity agency within NSW, in the reporting period the IPC commenced a project to review its current branding and its application to ensure that the IPC remains recognisable as a brand and maintains its independence from NSW government. As the existing brand had not been reviewed since the IPC's inception in 2011, the review will look to modernise its brand application and provide a consistent approach across its communications, assets, and resources.

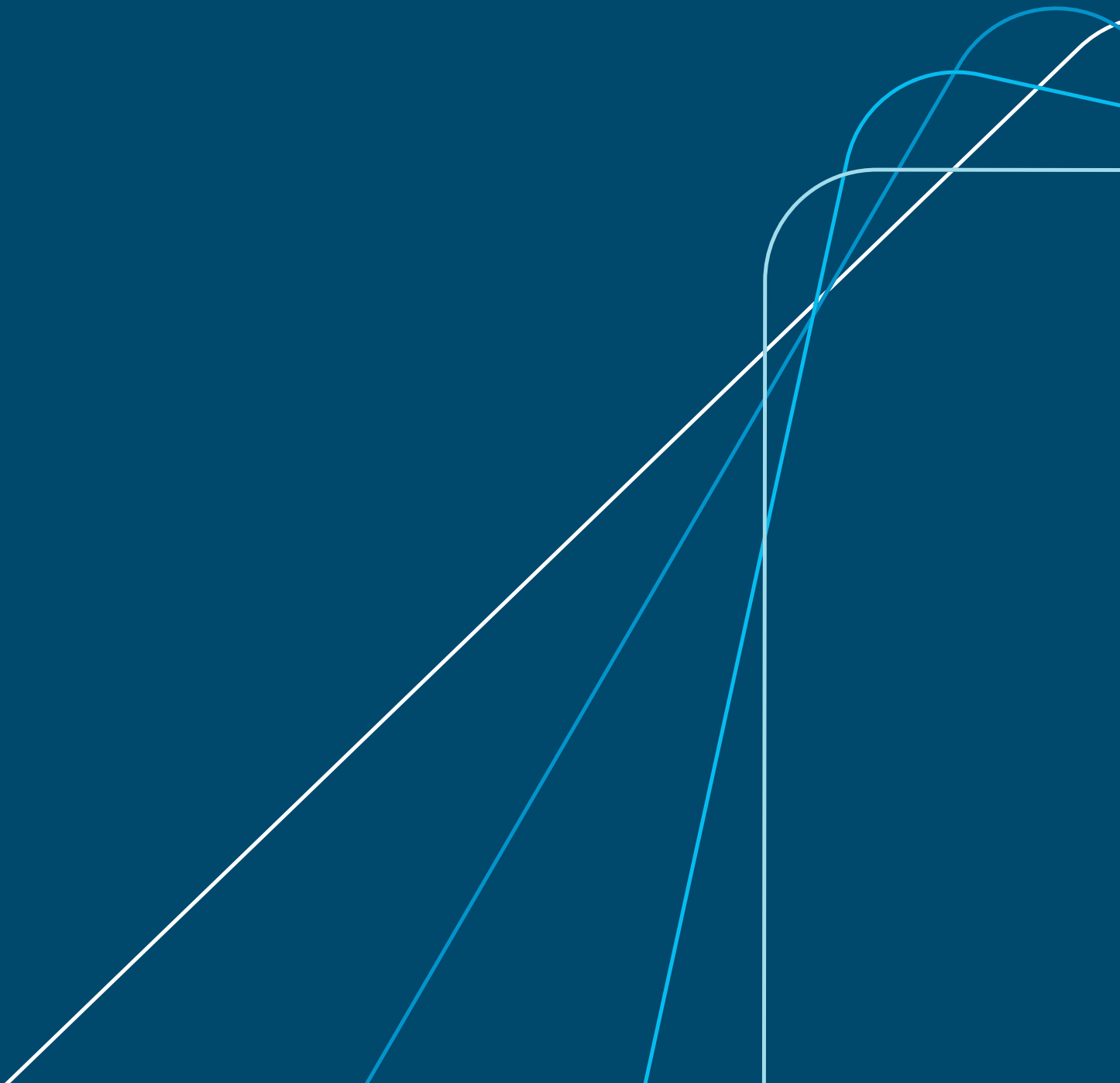
In the reporting period, the IPC engaged other integrity agencies on staffing requirements, secondments, information-sharing sessions or joint projects. In total, there were five engagements of this nature including three secondments. In addition, the IPC tracks engagements with other non-integrity agencies across the public sector. There was a total of 36 engagements where the IPC participated in information exchanges, joint projects or discussions.

Looking ahead

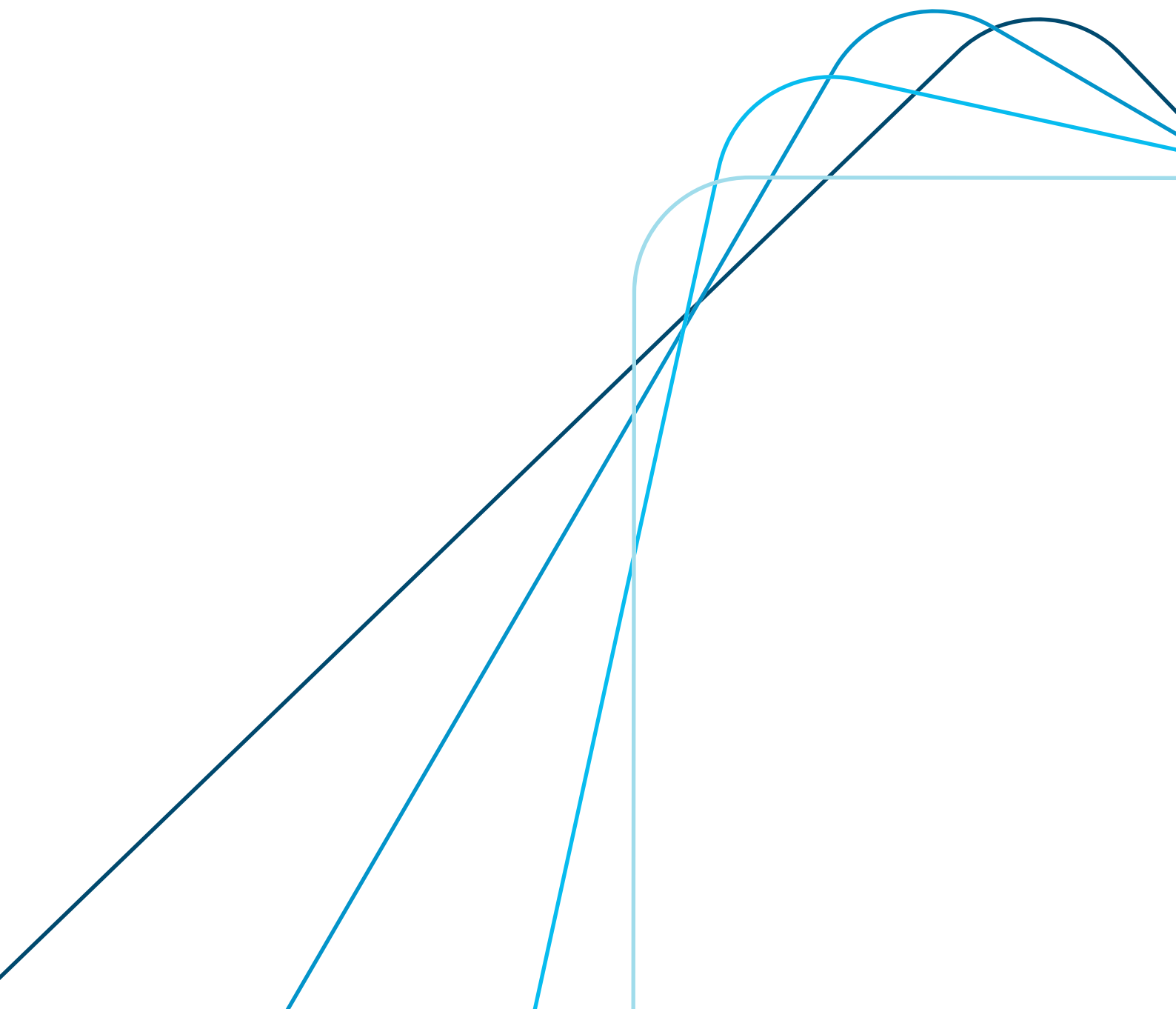
The IPC will finalise its brand review in the next reporting period, with updates rolling out across its website, publications and external communications.

The IPC will continue to explore opportunities to work with other integrity agencies to provide valuable professional development for its workforce and enable cross-agency collaboration.

Operations and performance



Service Delivery



Service Delivery

Information access

Advice to agencies

The IPC provides information to agencies to assist with compliance, their decision-making and to support public access to government information. There were 119 advices closed that dealt solely with information access issues during the reporting period. The joint advice matters have been reported separately.

Regulatory assistance

Proactive compliance engagements that are not audits are classified by the IPC as ‘regulatory assistance matters’. They tend to occur over a sustained period to uplift agency capacity and achieve compliance with the GIPA Act.

The provision of regulatory assistance may be initiated by the IPC in response to:

- risks identified by Commissioners, Directors or the Compliance Committee
- a referral from, or issues identified by, the NCAT or another entity (e.g., another regulator, an integrity agency or a Parliamentary Committee)
- as a pre-cursor to a decision to exercise another regulatory function at a future time – such as an investigation or an audit.

One case of regulatory assistance occurred in the reporting year, concerning compliance with open access information obligations under section 6(5) of the GIPA Act.

GIPA advices to agencies

During the year, agencies sought advice on many aspects of information access under the GIPA Act, including:

- handling formal applications
- proposed amendments to the GIPA Act and other legislation
- applying GIPA legislation to digital technology and related projects
- preparing AIGs
- managing disclosure requirements, such as contract registers
- reporting obligations.

Table 1: Closed GIPA advice by sector for 2025–26

Stream and sector	2025–26	2024–25	2023–24
Total GIPA	119	206	268
State Government	43	65	146
Local Council	48	90	85
University	5	5	7
Minister	1	0	1
State-Owned Corporation	3	3	5
Other*	19	43	24

* Note: Other advices include members of the public and private organisations.

Information access complaints

Under the GIIC Act, a complaint may be made to the Information Commissioner about the action or inaction of an agency in the exercise of its functions under the GIPA Act.

Matters that are the subject of a reviewable decision under section 80 of the GIPA Act cannot be the subject of a complaint under the GIIC Act. In dealing with the complaint under the GIIC Act, the Information Commissioner may choose to provide information to assist the complainant and respondent agency to understand how the GIPA Act is interpreted and how it was applied to the circumstances of the complaint; and to highlight and reinforce for the agency its obligations under the Act.

The IPC received 147 information access complaints in 2025–26, a 50% increase from the previous year and the highest ever number of information access complaints received.

Trends and systemic issues identified in complaints continue to inform the Information Commissioner’s risk-based proactive regulatory initiatives, such as compliance audits, which are then included in the Information Commissioner’s published program of regulatory activity.

During 2025–26, 50% of complaints were finalised within 90 days, compared to 54% in the previous reporting year. The average number of days to finalise a complaint increased from 102 days for 2024–25 to 109 days for 2025–26. This is attributed to the significant increase in complaints received, staff vacancies and movements across the reporting period and slower

Service Delivery

closure rates for new staff as they undertake training and acquire subject matter expertise. The IPC will continue to monitor, review and refine its complaints approach to ensure the timely resolution of complaints.

Of the 98 complaints finalised, the majority were focused on the Government and Council sectors, with 2 complaints received about the University sector and 2 complaints received about the Ministers sector. The Government sector represented 56% of finalised complaints under the GIIC Act in the year, while the Council sector represented 31% of finalised complaints.

Finalised complaints generally concerned the following issues:

- decision-making processes
- decision-making timeframes
- information not provided
- timeframe to provide access to information
- open access information not being made available or not provided.

The IPC monitors the outcomes from its complaint handling function for the Information Commissioner. Where a complaint has multiple issues, and only some of those issues are substantiated, then the complaint as a whole is considered to be ‘justified in part’. The outcomes represented in Table 2 demonstrate that the Information Commissioner declined to deal with 18% of the total complaints, with another 19% of complaints being withdrawn by the complainant, consistent with the percentages reported in the previous year. The reporting period also saw an increase in the number of out of jurisdiction matters with 36% of complaints assessed as out of jurisdiction compared to 18% in 2024–25. These numbers are largely due to allegations of conduct that could not be substantiated, and conduct concerned with reviewable decisions under the GIPA Act. For complaints which were dealt with, such as by providing information to the parties, only 16% of complaints were found either fully or partly justified.

Table 2: Closed information access complaint by outcome for 2025–26

Issue Outcome	Number
Justified in Part	9
Not Justified	6
Declined to deal	18
Justified	7
Withdrawn	19
Discontinued	6
Out of jurisdiction	36
Total	101

Reviews of agency information access decisions

Under the GIPA Act, an information access applicant may apply to the Information Commissioner to seek a review of decisions made as part of an information access request. The IPC conducts information access reviews and provides recommendations back to agencies. An IPC review outcome does not replace an agency GIPA decision and is not itself reviewable.

In accordance with section 92A of the GIPA Act, the Information Commissioner is required to complete the external review function within 40 working days from when the Information Commissioner has determined that all the information necessary to complete the review has been obtained.

In 2025–26, the Information Commissioner finalised 99.6% of all reviews received within the statutory timeframe, with one matter decided outside the statutory timeframe. The Information Commissioner received 668 applications for external review, representing a 76% increase compared to the previous reporting period. The increase in external reviews received is significant and represents the highest number ever received by the Commissioner in a single reporting period. The total number of external reviews closed decreased by 35% from the previous reporting period, with 262 reviews closed in 2025–26.

The top issues requested for review are listed in Table 4. The top issues all concerned information that was not provided to applicants due to:

- privacy-related public interest claims preventing information from being provided to applicants
- public interest claims involving effective agency function
- claims that the agency did not hold the requested information.

Table 3: Closed information access complaints and reviews by sector for 2025–26

Stream	Complaints	Reviews
State Government	55	179
Local Council	30	54
University	2	22
Minister	2	2
State-Owned Corporation	0	3
Other	9	2
Total	98	262

Service Delivery

Table 4: GIPA external reviews for 2025–26

Top Public Interest Considerations applied by agencies	Number
s 14T cl 3 (a) personal information	57
s 14T cl 1 (f) effective exercise agency function	56
Information not held/searches	50
s 14T cl 3 (b) IPP/HPP	44
s 14T cl 1 (d) supply of confidential information/agency function	34
s 14T cl 1 (e) deliberative process of government	31
s 14T cl 1(h) audit/test/investigation/review	19
s 14T cl 4 (d) business/professional interests	18
Sch 1 cl 5 legal professional privilege	16
s 14T cl 3 (f) serious harassment/intimidation	11
s 14T cl 3 (f) serious harassment/intimidation	11
Grand total for all issues	347

Information Commissioner audits

Audits are a key compliance tool for the IPC and are undertaken in accordance with its Compliance Audit Manual. In the reporting period, the Information Commissioner completed two reviews into agency compliance with the GIPA Act.

In April 2026 the Information Commissioner finalised a desktop review of agency compliance with mandatory proactive disclosure requirements under section 6 of the GIPA Act by Joint Organisations of Council, County Councils and Local Aboriginal Land Councils. The review focused on agency compliance with the requirement to make certain information, known as open access

information, available on the agency's website.

In November 2025, the Information Commissioner jointly published with the Privacy Commissioner a review report on the extent to which information on the use of ADM or AI by public sector agencies is included in publicly available AIGs and PMPs.

Across the three key areas of transparency, notification and accountability, the audit found:

- 4% of agencies included a direct or indirect reference to the use of AI or ADM in the agency's AIG
- 93% of agencies did not include a direct or indirect reference within their AIG or PMP to describe how the use of AI or ADM affects the public.

NCAT activities

If an individual is not satisfied with a decision regarding a formal access application, under the GIPA Act they may apply for a review by NCAT. Applications must be made within 40 working days from being notified of the decision by an agency, or within 20 working days from being notified of a review outcome of the Information Commissioner.

The Information Commissioner has the right to appear and be heard in NCAT proceedings. This right has generally been exercised for the purpose of assisting the Tribunal with interpretation of the relevant legislation and issues of law.

During the reporting period, the Information Commissioner appeared in three NCAT proceedings.

Table 5: GIPA NCAT activities for 2025–26

	Number of files opened 2025–26	Number of files closed 2025–26
GIPA	196	198

Table 6: GIPA case activities and performance for 2025–26

Case type	Number received	Number closed	Number open at 30 June 2026	Average days to finalise 2025–26	Average days to finalise 2024–25	% complete in less than target 2025–26
Advices	130	119	1	21	15	70%
Regulatory Assistance	1	1	0	59	191	100%
Audits (combined)	65	67	5	218	37	N/A
Audit-AIG	65	65	5	116	37	5%
Audit-other	0	2	0	319	0	N/A
Complaints	147	98	71	109	102	50%
Reviews	668	262	469	138	101	99.60%
Enquiries	1167	1142	21	8	10	51%
Own motion	0	0	0	N/A	N/A	N/A

Service Delivery

Privacy

Advice to agencies

The IPC provides information to agencies to assist with their compliance, decision-making, and to support them to adopt best practice when collecting, storing, using and disclosing personal information. There were 204 advices closed that dealt solely with privacy issues in the reporting period. The joint advice matters have been reported separately.

Regulatory assistance

As detailed on page 37 of this report, the IPC captures its proactive compliance engagement with agencies that are not audits as ‘regulatory assistance matters’. During the reporting period the Privacy Commissioner finalised 15 regulatory assistance cases. These cases concerned provision of advice regarding:

- compliance with the HPPs when handling health information provided in compliance with other legislative schemes
- the use of a contracted service provider to perform data analytics
- privacy impacts arising from the use of technology, and
- the impacts of the global Canvas data breach for educational institutions in NSW.

Additionally, the Privacy Commissioner initiated 33 instances of regulatory assistance, which were ongoing at the end of the reporting period. One matter related to the assessment of a potential data breach in accordance with Part 6A of the PPIP Act and the remainder arose from the findings of the Data Breach Policy Compliance Report published in May 2026 and concerned the provision of advice in relation to compliance with obligations under section 59ZD of the PPIP Act.

Privacy advices to agencies

During the reporting period, topics included:

- application of privacy principles, legislation and regulation of the introduction of new digital services and technology-related projects
- the development of projects involving data, linkage of datasets
- and unique identifiers
- the collection, use and disclosure of personal and health information
- proposed amendments to legislation and regulations
- the use of facial recognition technology and other biometric data
- privacy impact assessments
- public interest directions and privacy codes of practice.

Table 7: Closed privacy advice by sector for 2025–26

Stream and sector	2025–26	2024–25	2023–24
Total Privacy	204	174	292
State Government	146	95	185
Local Government	23	26	46
University	7	2	11
Minister	6	0	0
State-Owned Corporation	3	4	0
Other*	19	47	50

* Note: Other advices include members of the public, health providers and financial institutions.

Privacy complaints

In the reporting period, 209 complaints were received, consistent with the 204 complaints received in 2024–25 and sustaining the 82% increase recorded in that reporting period. During 2025–26, 49% of complaints were finalised within 90 days, compared to 82% in the previous reporting period. The average days for completion doubled from 61 to 119 over the reporting period. This is attributed to the significant increase in matters received across the IPC’s statutory functions, staff vacancies and movements across the reporting period and slower closure rates for new staff as they undertake training and acquire subject matter expertise. The IPC will continue to monitor, review and refine its complaints approach to improve the timely resolution of complaints.

The complaints finalised by the Privacy Commissioner overwhelmingly relate to:

- refusal of requests for health information or method/cost of access by private sector persons/health practitioners –examples include individuals seeking access to their personal health information or seeking to transfer their health information to another health provider
- disclosure of personal/health information and retention and security of personal/health information.

Complaints about private health service providers and individual health practitioners are also subject to a dual complaint jurisdiction with the Commonwealth regulator, the Office of the Australian Information Commissioner. The IPC ensures that all complainants are informed of their rights and the outcomes that can be delivered. Complaints about public sector agencies under the PPIP Act are generally dealt with by referring the

Service Delivery

complainant to the PPIP Act’s internal review function where they have access to strengthened decision review opportunities.

In the reporting period, 22% of privacy complaints were dealt with by making enquiries, providing information and seeking resolution (such as the provision of health records), while 18% of complaints were declined and 26% withdrawn.

The latter groups largely concerned matters that were referred for privacy internal review with the respondent agency or matters that were outside of the legislated timeframes to be dealt with.

Submissions on internal agency privacy reviews

The Privacy Commissioner has an oversight function in respect of the way public sector agencies handle the privacy complaints they receive.

Individuals have a right to make applications to an agency for an internal review of conduct, which they allege is in contravention with the privacy protection principles. An agency must respond to these applications with findings, recommendations, and rights of review. Prior to the finalisation of an internal review, the IPC receives a report from the agency that outlines:

- the issues
- the investigation of the complaint
- the findings and proposed recommendations.

The IPC undertakes an assessment of the report and the proposed findings, with reference to the legislation and case law. Under section 54(2) of the PPIP Act, the Privacy Commissioner is entitled to make submissions for consideration by the agency.

In the reporting period, the Privacy Commissioner received 406 privacy reviews, representing a 48% increase from the 274 privacy reviews received in the previous reporting period. This is a further rise from the 36% increase recorded in 2024–25 and is largely driven by individuals seeking an internal review after being notified of an eligible data breach. The increase in reviews received is significant and represents the highest number ever received by the Privacy Commissioner in a single reporting period. It also demonstrates that the objectives of the MNDB Scheme are being realised, with individuals now being notified when a data breach impacts their personal information and having the opportunity to seek an internal review from the relevant agency. The increase seen in this reporting period clearly indicates that members of the public are electing to exercise their rights under the PPIP Act.

The Privacy Commissioner finalised 376 privacy review matters in the reporting period – a 44% increase from the previous year. Despite this significant increase, the average age of a matter at closure remained stable at 55 days in 2025–26 compared with 53 days in 2024–25.

Although there is no statutory timeframe prescribed for completion of privacy reviews by the Privacy Commissioner, in the reporting period, the Privacy Commissioner continued to apply a timeframe for completion within 40 days. This is consistent with the requirements for information access, ensuring a consistent and single point of service delivery standard across both information access and privacy. During 2025–26, 99.7% of reviews were finalised within the target date of 40 working days, with one matter finalised outside the statutory timeframe.

The top issues/privacy principles raised in privacy reviews are listed in Table 9.

Table 8: Closed privacy complaints and reviews by sector for 2025–26

Sector	Complaints	Reviews
State Government	44	210
Local Council	6	40
University	1	124
Minister	0	0
State-Owned Corporation	0	2
Other*	63	0
Total	114	376

* Includes complaints about access to health information by private providers under section 26 of the HRIP Act

Service Delivery

Table 9: Privacy reviews for 2025–26

Top Issues/Privacy Principle	Number
IPP 11 Limits on disclosure of personal information	219
IPP 5 Retention and security of personal information	175
IPP 10 Limits on use of personal information	104
HPP 11 Limits on disclosure of health information	59
IPP 1 Collection of personal information for lawful purposes	44
IPP 3 Requirements when collecting personal information	44
IPP 4 Other requirements relating to collection of personal information	44
HPP 10 Limits on use of health information	42
HPP 5 Retention and Security	41
IPP 9 Agency must check accuracy of personal information before use	40
IPP 7 Access to personal information held by agencies	32
IPP 12 Special restrictions on disclosure of personal information	31
Grand total for all issues	875

Privacy Management Plans

Under Part 3 Division 2 of the PPIP Act, public sector agencies are required to prepare and implement a PMP and provide a copy to the Privacy Commissioner. The PMP is an integral part of public sector agencies' governance frameworks as it documents how privacy obligations are integrated into the functions and activities of the agency.

A PMP sets out the agency's policies and procedures for complying with privacy and the principles contained in NSW privacy legislation. PMPs are publicly available and assist staff in their day-to-day handling of personal and health information and are to be available to clients who wish to understand how their privacy is protected and managed by public sector organisations.

The number of PMPs received for review each year varies from year-to-year, depending on whether agencies have new or changed responsibilities that affect their obligations under privacy legislation, requiring an update to their PMPs.

In the reporting period, the Privacy Commissioner received a total of 20 PMPs for consideration – an 18% increase from the previous reporting period.

The PMPs are reviewed against a checklist and feedback is provided to agencies as required. At the end of the reporting period, 20 PMPs were reviewed with feedback provided to the relevant agency. The average number of days to review a plan in the reporting period was 107 – a 128% increase from the previous reporting period. This is attributed to the significant increase in matters received across the statutory functions of the IPC.

Mandatory Notification of Data Breach Scheme

The MNDB Scheme commenced on 28 November 2023. Under the Scheme, agencies must notify the Privacy Commissioner and provide notifications to affected individuals in the event of an eligible data breach of their personal or health information.

An eligible data breach occurs when:

- personal information held by an agency is accessed or disclosed without authorisation or is lost in circumstances that are likely to result in unauthorised access or disclosure
- a reasonable person would conclude that this would be likely to result in serious harm to an individual to whom the information relates.

The MNDB Scheme also requires agencies to satisfy other data management requirements, including a publicly available DBP and an internal data breach incident register.

During 2025–26, the Privacy Commissioner received 139 notifications under the MNDB Scheme, a 20% increase from the previous period. Most of the notifications received during the reporting period were made by the Government sector (68%), followed by the Local Government sector (21%) and University sector (11%). This is consistent with the results across sectors reported in the 2024–25.

In circumstances where an agency is unable to notify individuals, or it is impracticable to do so, the agency must issue a public notification. The public notification must be published on a register available on the agency's website and a copy provided to the Privacy Commissioner. During the reporting period, the Privacy Commissioner received five public notifications. These notifications were published on the IPC website in accordance with section 59P of the PPIP Act.

Service Delivery

When making a data breach notification, agencies are required to provide information on the cause of the breach. With many notifications being reported with multiple causes, the IPC has further distinguished between the cause of data breaches to show how many breaches were reported with multiple causes.

‘Human error’ remains the most common cause reported in data breach notifications received during the reporting period (60%). Examples of a human error breach may include misdirected emails, not properly redacting personal information or sending incorrect attachments.

Criminal or malicious attack breaches, such as ransomware, phishing attacks and rogue employees, accounted for 20% of notifications received.

Breaches involving both human error and malicious or criminal attack made up 15% of the breaches reported.

During the reporting period, approximately 1,007,522 individuals were affected by a data breach. The scheme requires that agencies notify affected individuals when an eligible data breach occurs. Notification empowers affected individuals with the information they need to protect their personal information after a data breach has occurred.

The notification should provide advice to the individual on steps they can take or services they can access following the breach. Further analysis of the activity under the MNDB Scheme is available in the annual Trends Reports and quarterly Dashboard published on the IPC website.

In November 2025, the Privacy Commissioner commenced publication of the monthly MNDB Spotlight series to support NSW privacy practitioners in understanding and applying the Scheme. The MNDB Spotlight provides short updates on matters relevant to the MNDB Scheme, highlights key trends and observations and provides important reminders and guidance to support and enable agencies to achieve and maintain compliance.

To further support agencies to uplift their data breach capability, in June 2026 the Privacy Commissioner released the MNDB Scheme Maturity Self-assessment Tool. The Tool is designed to assist agencies to self-reflect on their level of maturity under the Scheme across a range of measures. It provides a structured way to evaluate current practices, identify opportunities for improvement, and support continuous development.

Privacy Commissioner proactive regulatory initiatives

During the reporting period, the Privacy Commissioner published two proactive compliance audit reports.

In November 2025, the Privacy Commissioner jointly published with the Information Commissioner a report on the extent to which information on the use of ADM or AI by public sector agencies is included in publicly available PMPs and AIGs.

Across the three key areas of transparency, notification and accountability, the audit found:

- 13% of agencies included a direct or indirect reference to information about the use of AI or ADM as it relates to the privacy of individuals and the information protection principles in the agency’s PMP
- 93% of agencies did not include a direct or indirect reference within their PMP or AIG to describe how the use of AI or ADM affects the public.

In May 2025, the Privacy Commissioner published a follow up audit on agency compliance with the requirement under section 59ZD of the PPIP Act to have a DBP in place and publicly available.

The report examined whether there has been an improvement in agency compliance since the first Data Breach Policy Compliance Report was published in October 2024.

Overall, the report found that:

- there has been an increase in agency compliance, with 73% of agencies having a publicly available DBP published on their website. This is a 17% increase from the finding of the previous audit.
- accessibility of DBPs has improved since the baseline audit in 2024. For agencies that had a publicly available DBP, 93% were found to be easily accessible.
- investment is required to improve and maintain currency of DBPs, only 35% of DBPs reviewed included a publication or review date within the 12 months preceding this audit.

The report makes recommendations to improve agency compliance with their obligations under section 57ZD of the PPIP Act.

Service Delivery

NCAT activities

Under the PPIP Act, if an individual is not satisfied with the outcome of a privacy internal review, or if their application is not dealt with by the relevant agency within 60 days of the agency’s receipt of their application, they may apply to NCAT for a review of the conduct giving rise to the internal review application.

The Privacy Commissioner has the right to appear and be heard in NCAT proceedings to assist the Tribunal with interpretation of the relevant legislation and issues of law.

During the reporting period, the Privacy Commissioner was represented in NCAT (and NCAT Appeal Panel) proceedings, including in matters that progressed to hearing.

The Privacy Commissioner made eight written submissions during the reporting period, including in the matter:

- *FZP v Sydney Children’s Hospitals Network* [2026] NSWCATAP 55

The Privacy Commissioner also sought to intervene and make submissions in an appeal to the NSW Supreme Court, Court of Appeal in a matter that originated in NCAT, *Sydney Children’s Hospitals Network v FZP*, Case No. 2026/00124389.

Table 10: Privacy NCAT activities for 2025–26

	Number of files opened 2025–26	Number of files closed 2025–26
Privacy	108	100

Joint Information Access and Privacy

Joint advices

Some of the advice matters dealt with by the IPC related to both information access and privacy issues. In 2025–26 the IPC dealt with 39 joint advices, compared to 118 joint advices in 2024–25. Joint advices largely comprised advice in relation to cabinet submissions and proposals for legislative and regulatory reform.

Table 11: Privacy case activities and performance for 2025–26

Case type	Number received	Number closed	Number open at 30 June 2026	Average days to finalise 2025–26	Average days to finalise 2024–25	% complete in less than target 2025–26
Advices	205	204	0	40	24	54%
Regulatory Assistance	46	15	32	37	33	100%
Audits (PMP and other audits combined)	26	22	5	145	119	N/A
Audit-PMP	26	20	5	107	47	0%
Audit-other*	0	2	0	182	190	0%
Mandatory Data Breach Notifications	139	113	26	92	72	N/A
Complaints	209	114	112	119	61	49%
Reviews	406	376	46	55	53	100%
Enquiries	1,558	1,539	21	8	7	46%
Own motion	0	0	0	N/A	0	N/A

* Refers to an agency specific audit that is neither a PMP nor voluntary breach. These audits are not subject to a target time frame.

Service Delivery

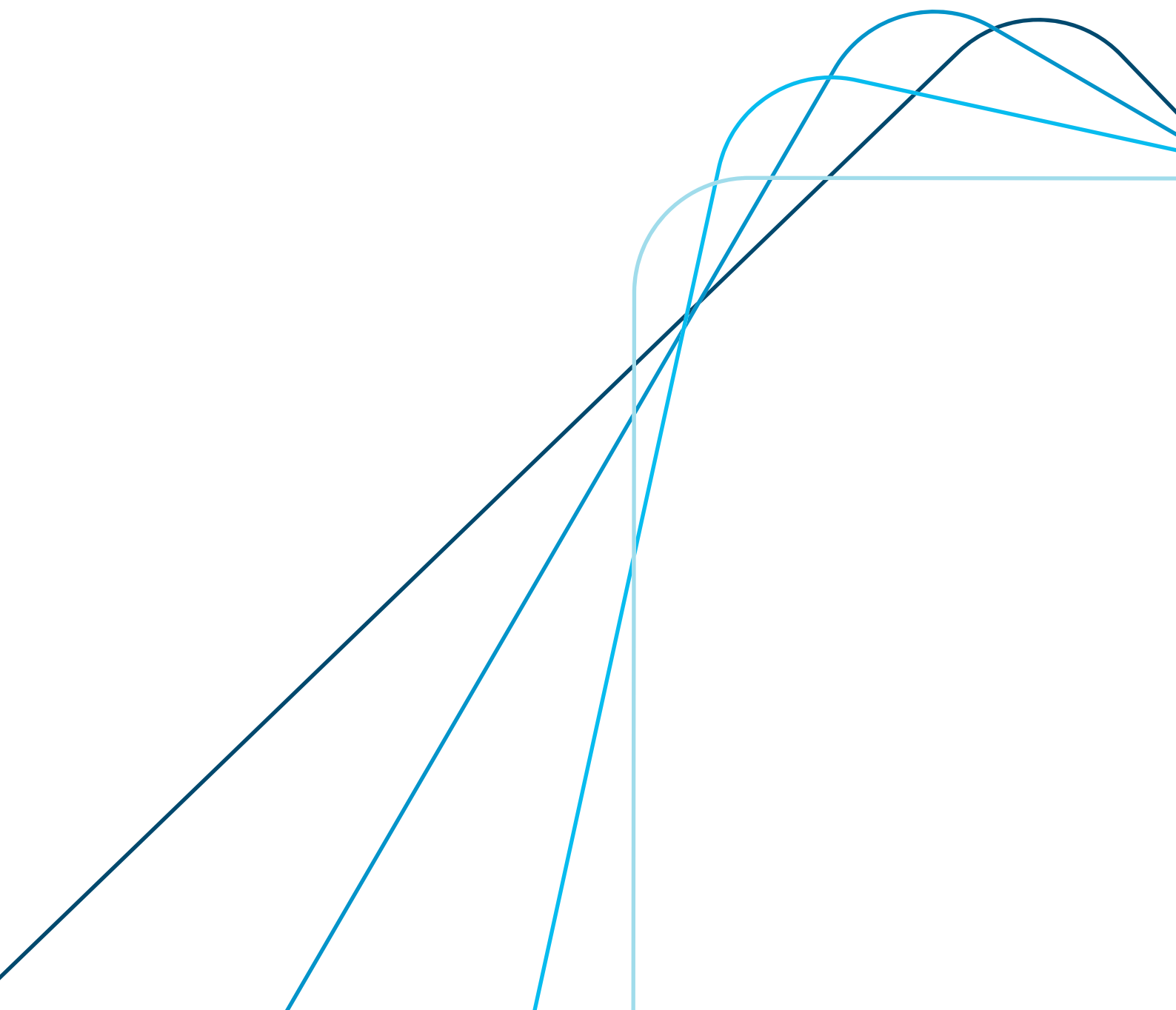
Human Research Ethics Committees (HRECs) reporting

The Privacy Commissioner has issued statutory guidelines under the HRIP Act, on the use or disclosure of health information for research purposes. The guidelines require that HRECs provide an annual compliance report to the Privacy Commissioner. Compliance reports must identify where HRECs have approved research proposals seeking to use or disclose personal or health information without the consent of the individuals concerned, on the basis that the public interest in the research substantially outweighs the public interest in maintaining the level of privacy protection provided by the HRIP Act.

Table 12: HRECs carried out between July 2025 and June 2026

No.	HRECs carried out between July 2025 and June 2026	Proposals	Without consent	Outweighed public interest
1	South Western Sydney Local Health District HREC	6	Yes	6
2	Hunter New England Local Health District HREC	0	N/A	0
3	The University of Newcastle HREC	1	No	0
4	NSW Population and Health Services Research Ethics Committee/ Cancer institute	25	Yes	23
5	Greater Western Area HREC	68	Yes	68
6	St Vincent's Hospital Sydney HREC	57	Yes	57
7	Aboriginal Health and Medical Research Council HREC	0	N/A	0
8	Nepean Blue Mountains Local Health District HREC	41	Yes	41
9	Sydney Children's Hospitals Network HREC	138	Yes	105
10	Justice Health and Forensic Mental Health Network HREC	2	Yes	2
11	University of Wollongong Social Sciences HREC	0	N/A	0
12	University of Wollongong Health and Medical HREC	0	N/A	0
13	South Eastern Sydney Local Health District HREC	17	Yes	17
14	Northern Sydney Local Health District HREC	57	Yes	57
15	Sydney Local Health District Ethics Review Committee (RPAH Zone)	96	Yes	96
16	Sydney Local Health District (CRGH) HREC	28	Yes	28
17	Western Sydney Local Health District HREC	4	Yes	2
18	North Coast HREC	3	Yes	1
19	Australian Catholic University	0	N/A	0
20	Charles Sturt University	0	N/A	0
21	Macquarie University [EC00448]	9	Yes	9
22	Macquarie University [EC00124]	0	N/A	0
23	Southern Cross University	0	N/A	0
24	The University of New South Wales A [EC00397]	1	Yes	0
25	The University of New South Wales B [EC00478]	8	Yes	8
26	The University of New South Wales C [EC00142]	6	Yes	6
27	University of Sydney [HREC 1]	0	N/A	0
28	University of Sydney [HREC 2]	2	Yes	2
29	University of Sydney [HREC 3]	1	Yes	1
30	University of New England	0	N/A	0
31	Western Sydney University HREC	0	N/A	0
32	University of Technology, Sydney [EC00146]	0	N/A	0
33	University of Technology, Sydney [EC00467]	0	N/A	0
34	South Western Sydney Local Health District HREC	6	Yes	6
TOTAL		570	N/A	529

Stakeholder engagement



Stakeholder engagement

Speaking engagements and events

During the 2025–26 reporting period, the Information Commissioner addressed stakeholders, participated in panels and briefed agencies at seven speaking engagements regarding the right to information.

The Privacy Commissioner addressed stakeholders on privacy, participated in panels and briefed agencies at 19 speaking engagements.

Of these, the Information Commissioner and the Privacy Commissioner jointly presented at four speaking engagements.



Association of Information Access Commissioners and the NSW Privacy Commissioner attended morning tea with Her Excellency the Hon Margaret Beazley AC KC, Governor of New South Wales and Mr Dennis Wilson Government House, Sydney on 29 April 2026.

Right to Know Week NSW event: Ensuring access to environmental information in the digital age

On 30 September 2025, as part of Right to Know Week (RTK) NSW 2025, the Information Commissioner hosted a live panel discussion on the theme of ‘Ensuring access to environmental information in the digital age’. The Panel was held at Parliament of NSW and was livestreamed. The Panel included perspectives from both academia and government, and examined how government, including local councils, and communities can proactively share and engage with environmental data and information. Panellists included Dr Carley Bartlett, Postdoctoral Research Associate, UNSW; Monica Barone, Chief Executive Officer, City of Sydney; Steve Hartley, Executive Director Green and Resilient Places, NSW Department of Planning, Industry and Environment; and Emma Whale, Executive Leader of the Adaptation, Mitigation, and Data Insights function, NSW Reconstruction Authority.

During the week, the Information Commissioner participated in an online panel featuring various Ombudsmen and Commissioners to discuss the 2025 RTK theme in practice. This was held during the AIAC bi-annual meeting held in Sydney. The Cabinet Office invited the Information Commissioner to participate in a video interview to discuss the Right to Know Week theme and information access. They released the video to the broader department in the lead-up to the week and made the video available to the IPC.

Privacy Awareness Week NSW event: Smart Tech, Smarter Choices - Protecting Yourself in the age of AI

On 5 May 2026, as part of Privacy Awareness Week (PAW) NSW, the Privacy Commissioner hosted the IPC Privacy Awareness Week NSW 2026 event ‘Smart Tech, Smarter Choices – Protecting Yourself in the Age of AI’ at the NSW Parliament House in Sydney for in-person attendees and hosted online for practitioners and public sector staff. Keynote speaker Bill Simpson-Young, Chief Executive at the Gradient Institute presented his insights about AI innovation and privacy.

During the week, the Privacy Commissioner was joined by Commissioners from around Australia for a panel discussion hosted by the Office of the Victorian Information Commissioner. The panel discussion focused on the overarching theme of Privacy Awareness Week while also touching on a range of matters relevant to privacy.

In addition, the Privacy Commissioner engaged in other events during the week including the Department of Communities and Justice, Department of Primary Industries and Regional Development, Department of Customer Service, Law Society, and Northern Beaches Council.

Co-regulatory engagements

During the year, both Commissioners enhanced relationships with other regulators, inter-jurisdictional groups and independent agencies to achieve legislative objectives including:

- PID Steering Committee
- APPA Forum
- AIAC
- Global Privacy Enforcement Network (GPEN)
- PAA
- State Records NSW
- Office of the Local Government (OLG)
- NSW Ombudsman
- Audit Office of NSW.

Stakeholder engagement

Regulatory Compliance Committee

The IPC Regulatory Compliance Committee continued to co-ordinate delivery of the IPC's commitment to effective risk-based regulation. The purpose of the Committee is to provide a forum through which to identify, prioritise and coordinate proactive compliance activities. The IPC is guided by a risk based and intelligence-informed approach to regulation. This ensures that the IPC is responsive to changes in its environment and well placed to take action that best supports its strategic objectives and policy outcomes.

The Committee operates in the context of the IPC Regulatory Framework. During 2025–26, the Committee met four times. The role of the Committee is to co-ordinate:

- reviews of intelligence and post-case analysis that can inform about emerging risks to the annual Regulatory Plan
- reviews of executive or staff proposals for new or changed proactive compliance activities to address the changed environment
- advice from executive or staff proposed amendments to the annual Regulatory Plan required as a result of a change in the risk environment or agency/sector performance
- strategic consideration and recommendations for regulatory action that may be suitable for consideration through future regulatory planning processes.

Communication and consultation

The IPC is committed to maintaining ongoing communication with all its stakeholders. Communication is managed via the IPC website, through social media and other channels. During the reporting period the IPC published:

- 135 posts on LinkedIn
- 107 posts on Facebook
- 73 e-alerts to stakeholders
- 9 media releases
- 5 public statements
- 26 publications.

Social media

Using social media channels, LinkedIn and Facebook, the IPC can communicate with stakeholders directly. The IPC social channels provide opportunities to raise awareness of NSW information access and privacy rights

across diverse communities as well as remind public sector agency staff of their obligations. The use of social media also helps publicise key IPC resources and drives stakeholders to the IPC website for more detailed news and resources.

LinkedIn

The [IPC LinkedIn page](#) had 2,865 followers at the end of the reporting period, an increase of 239 from the previous year. There was a total of 2,032 engagements on posts in 2025–26 with 59,013 impressions. The IPC boosted posts on LinkedIn to promote Right to Know Week NSW 2025, Privacy Awareness Week NSW 2026 and other key resources. For its boosted posts, there was a total of 109,653 impressions and 1,818 link clicks. In 2025–26, the IPC's LinkedIn engagement rate averaged 4.23%.

Facebook

The [IPC Facebook page](#) had 255 followers at the end of the reporting period, an increase of 98 from the previous year. There was a total reach of 3,157 for posts in 2025–26 and 319 engagements. The IPC boosted posts on Facebook to promote Right to Know Week NSW 2025, Privacy Awareness Week 2026 and other key resources. For its boosted posts, there was a total reach of 194,993 and 605 link clicks.

Information and Privacy Advisory Committee

The IPAC is constituted under the PPIP Act. It is chaired by the Information Commissioner and in addition to the Privacy Commissioner, there are six part-time members who are appointed by the Governor, following nominations by the Minister for Customer Service and Digital Government, and the Attorney General.

Its purpose is to provide advice to the Information Commissioner, the Privacy Commissioner and the Minister for Customer Service and Digital Government, and the Attorney General.

In 2025–26, the Governor appointed five part-time members to the IPAC nominated by the Minister for Customer Service and Digital Government and the Attorney General. The IPAC met three times during the reporting period and considered a number of contemporary information access and privacy issues relevant to the work of the IPC, including mandatory proactive release of government information and vendor procurement risks.

Stakeholder engagement

Table 13: IPAC Committee members, term of appointment and how many of the three formal meetings were attended by each member.

Members of the Committee	Position	Term of appointment	Committee meetings attended in 2025–26
Emeritus Professor Rosalind Croucher AM FAAL FRSN IPC CEO and Information Commissioner	Chair	Appointed on 2 June 2025	3
Ms Sonia Minutillo Privacy Commissioner	Member	Appointed on 24 March 2025	3
Ms Leigh Sanderson PSM Deputy Secretary, Department of Customer Service	Member	2 July 2025 – 1 July 2028	0
Mr Paul McKnight Deputy Secretary, Department of Communities and Justice	Member	2 July 2025 – 1 July 2028	3
Ms Chantal Tipene Lawyer and partner at Sparke Helmore Lawyers and member of the Law Council of Australia Privacy Law Committee	Member	2 July 2025 – 1 July 2028	3
Dr Danielle Moon Lecturer at Macquarie University	Member	2 July 2025 – 1 July 2028	3
A/Prof Katharine Kemp Associate Professor at the Faculty of Law & Justice at UNSW and Lead, UNSW Public Interest Law & Tech Initiative	Member	2 July 2025 – 1 July 2028	2

Parliamentary engagement

Parliamentary inquiries and reports

Both Commissioners have an important responsibility to keep the NSW Parliament informed of their activities and of broader trends in their respective jurisdictions.

Consistent with this responsibility, the Information Commissioner and the Privacy Commissioner both appeared before the Joint Parliamentary Committee (JPC) on the Office of the Ombudsman, Law Enforcement Conduct Commission and the Crime Commission in May 2026. The JPC was conducting its review of the 2024–25 annual and other reports of oversighted bodies.

The Information Commissioner tabled the 2024–25 [Report on the Operation of the Government Information \(Public Access\) Act 2009](#) in NSW Parliament on 23 April 2026. The report has been published on the IPC’s website.

Informing the public of their rights

IPC website

The IPC website (www.ipc.nsw.gov.au) is the central communication and service channel for IPC stakeholders. The website is also used to promote new publications and significant campaigns and events that champion the right to access government information and the protection of privacy in NSW. During the reporting period, page views increased by 9.4% from 2024–25, while website visits also increased by 3.9%.

During the reporting period, the IPC had 319,200 new visitors to its website and 85,792 returning visitors. There continues to be year-on-year increase in visits to the IPC website since 2013–14.

Table 14: Website metrics for 2025–26

	2025–26	2024–25	2023–24
Page views	679,699	621,249	654,942
Website visits	404,992	388,960	399,055
Average visit duration	32s	53s	1m 02s
New visitors	319,200	264,546	258,796

Stakeholder engagement

Public enquiries

The IPC continues to receive and respond to enquiries from members of the public, businesses and other organisations about information access and privacy rights in NSW.

In the reporting period, the IPC continued to receive enquiries about how to access government, personal and health information, and the exercise of review rights. The IPC aims to support 'self-service' more effectively, complementing the website with customer assistance by phone, email or mail.

During the reporting period, recorded enquiry numbers remained stable compared with the previous reporting period with a total of 2,809 recorded in 2025–26.

Right to Know Week

The IPC celebrated RTK NSW from 29 September – 5 October 2025. The theme for 2025 was 'Ensuring access to environmental information in the digital age'.

RTK NSW aims to raise awareness of a person's right to access government held information in NSW and public sector agencies' information access obligations under the GIPA Act.

During the week, the Information Commissioner:

- launched RTK on 29 September with a welcome video and media release
- hosted the RTK 2025 Panel Discussion on 'Ensuring access to environmental information in the digital age' at Parliament of NSW
- featured in an online panel featuring various Ombudsmen and Commissioners to discuss the 2025 RTK theme in practice
- published the results of the 2025 survey of NSW community attitudes towards information access and data sharing
- coordinated with other jurisdictions around Australia to publish the findings of the cross-jurisdictional Community Attitudes Study into information access.

There were 85 RTK Champion agencies in 2025, an increase from 78 Champions in 2025. The IPC also supplied a range of communications to promote the campaign including a Champion Communications Pack for use by Champion agencies. This contained digital images, blog posts, social media posts and internal and external messaging.

More information about the week and activities can be found on the [IPC website](#).

Privacy Awareness Week

The IPC celebrated PAW NSW 2026 from 4–10 May 2026 and the theme was 'Smart Tech, Smarter Choices – Protecting Yourself in the Age of AI'.

PAW is a global campaign that highlights the importance of privacy and raises awareness for public sector agencies about how to protect the personal information of our citizens.

During the week, the Privacy Commissioner:

- launched PAW on 4 May with a welcome video and media release
- hosted the PAW 2026 Event 'Smart Tech, Smarter Choices – Protecting Yourself in the Age of AI' on 5 May at Parliament of NSW
- released a guide to privacy risks associated with the use of generative AI tools
- published a new fact sheet for the public on engaging with AI
- participated in the Office of the Victorian Information Commissioner panel discussion to speak on the overarching theme of PAW while also touching on a range of matters relevant to privacy
- attended various external speaking engagements to promote PAW.

There were 111 PAW Champion agencies in 2026, a small decrease from 119 Champions in 2025. The IPC also supplied a range of communications to promote the campaign including a Champion Communications Pack for the use of Champion agencies. This contained digital images, blog posts, social media posts, and internal and external messaging.

More information about the week and activities can be found on the [IPC website](#).

Awareness surveys

Community Attitudes Survey 2025

In September 2025, as part of RTK 2025, Information Commissioners across Australia led by NSW, released the findings from the cross-jurisdictional study of community attitudes towards information access to investigate awareness of and experience with information access rights.

This biennial survey provides an insight and comparison into the community's views about accessing government information, and results for NSW include their experience seeking access to information across the five IPC-oversighted sectors, including through formal access applications. The IPC engaged research provider fiftyfive5 for the first time to deliver the survey and support insights into community awareness and perceptions.

Stakeholder engagement

Joint findings

The key findings from the joint survey include:

- Around 9 in 10 agree that access to government information improves transparency and accountability, including around 60% agreeing strongly
- ACT residents are significantly more confident than those in other jurisdictions that their government will allow them access to information about how decisions are made, with 1 in 4 being very confident
- Around 9 in 10 in each jurisdiction, agree that the government and its agencies should publicly report on the information they maintain
- Attempts to access information from a government organisation is highest in the ACT, while the lowest levels of requests were in QLD and NSW
- The majority (80% or more) received at least partial access across all jurisdictions, with the ACT government being the most likely to provide full access, followed by the federal government, significantly above all other jurisdictions
- Requests for *personal information* are the most common across all jurisdictions, although with significant differences.

Information Access for NSW

The results from the survey for NSW showed improvements across several areas. The key findings include:

- 56% of respondents were aware of their right to access information under NSW information access laws from NSW public sector agencies, a 1% increase from 2024
- 96% of respondents felt that their right to access government information was important, an increase from 91% in 2024.
- 84% of respondents who attempted to access information from NSW government agencies (including public hospitals) or local councils received either full or partial access, a significant increase from 63% in 2024
- 41% of respondents had heard of the GIPA Act, and half were unaware of their rights to access government information.

Experiences of Accessing Government-Held Information in NSW

Respondents answered ten questions in this survey regarding their experience with accessing government information.

It was found that:

- 35% of respondents had tried to access information from NSW government organisations in the past 3 years
- The most accessed types of information include personal information, reports, data, and administrative documents
- 54% anticipate requesting personal information in the next two years
- 85% of respondents agreed that agencies should publicly report on the information they maintain, an increase from 75% reported in 2022.
- 40% of respondents stated that email is the most preferred channel for access to information from the relevant NSW Government agency.

The full findings of the study are available on the [IPC website](#).

Community Attitudes Survey 2026

In February 2026, the IPC commissioned its biennial survey of NSW community attitudes towards information access and privacy.

In May 2026, the Privacy Commissioner released the results of the IPC Community Attitudes Survey 2026 on privacy.

The full findings of the study are available via the IPC website and key findings are outlined below.

Privacy

The key findings of the survey into privacy breaches include:

- **The community cares about and values their privacy rights** – 99% of respondents in 2026 felt that their right to have their personal information protected by the NSW Government is important, the highest result ever for the survey.
- **Awareness of the right to access personal information is high** – just under 75% of respondents were aware that they could access and amend their personal information, apply for a review, or make a complaint with a NSW Government agency.
- **Attempts to access personal information remain relatively low** – with public health providers recording the highest rate at 13%, dropping to 4% for universities.
- **The community is highly concerned about data breaches** – 84–91% of respondents indicated that they were concerned about deliberate hacking, inappropriate sharing, accidental release and unauthorised access of their personal information, an increase from 2024.

Stakeholder engagement

- **Individuals who experienced a breach were highly impacted** – 53% of respondents who were affected by a breach had contact information compromised and 44% had identification information compromised. Around 33% needed to spend time resolving the issue or updating their passwords.
- **The community cares about the use of AI and ADM** – 70% of respondents were concerned about the NSW government's use of AI and ADM technologies in making decisions that affect the public.

Information access

The Information Commissioner will publish the results of the NSW Community Attitudes Survey towards information access in September 2026 as a part of RTK 2026. The findings will be included in the next annual report.

Community events

The IPC supported and celebrated 23 community events including:

2025

- NAIDOC Week, 6–13 July
- International Day of the World's Indigenous Peoples, 9 August
- Public Interest Disclosure (PID) Awareness Week, 11–15 August
- Indigenous Literacy Day, 3 September
- R U OK? Day, 11 September
- International Day of Democracy, 15 September
- International Day for Universal Access to Information (United Nations), 28 September
- Right to Know Week NSW, 29 September–5 October
- Mental Health Month, 1–31 October
- United Nations Day, 24 October
- International Day of Persons with Disabilities, 3 December
- Human Rights Day, 10 December

2026

- Data Privacy Week, 26–30 January
- Safer Internet Day, 10 February
- Multicultural March, 1–31 March
- Privacy Awareness Week NSW, 4–10 May
- Open Data Week 7–13 March
- International Women's Day, 8 March
- Global Accessibility Awareness Day, 15 May
- Information Awareness Week, 16–20 March
- Open Government Week, 18–22 May
- National Law Week 18–24 May
- National Reconciliation Week, 27 May–3 June

Resources

Since July 2026, the IPC has produced 26 new publications in addition to updating eight publications to promote community and agency understanding of privacy and information access rights in NSW. New resources and publications have included:

- six privacy resources, including guidance, fact sheets, and self-assessment tools
- four regulatory reports, including a joint information access and privacy regulatory audit
- two statutory reports
- two corporate resources
- twelve newsletters.

See the full list at Appendix 1. All resources are published in accessible formats and are available for download on the IPC website.

Publications review

The IPC has a program for review of all publications and resources available on its website. During the reporting period, eight publications were updated by the IPC, a decrease from the 20 updated in the previous reporting period. The publications review is ongoing to ensure that the information provided on the IPC website is accurate, up-to-date and in line with legislative changes.

In the reporting period, the IPC commenced work to review its available guidance for readability and understandability. This work is expected to continue into 2026–27 and reported on in the next annual report.

Privacy resources

For PAW 2026, the Privacy Commissioner released a guide to privacy risks associated with the use of generative AI tools. This guide was developed for agencies to understand and comply with privacy obligations in the use and adoption of Generative AI. The commissioner also released a fact sheet on engaging with AI, designed to assist the public to understand how AI involves privacy and can impact the security of personal information.

In the reporting period, the IPC also released a new fact sheet on IP addresses and privacy and a new MNDB Scheme Maturity Self-assessment Tool for agencies to perform a self-assessment of their MNDB Scheme maturity and track their progress in improving MNDB practices. A full list of new resources is located at Appendix 1.

Stakeholder engagement

e-Learning

In the reporting period, the [IPC e-learning portal](#) had 735 new registrations to access the available e-learning modules compared with 879 in the previous reporting year. There are eight modules currently available as of 30 June 2026. New registrations came from government agencies (234), councils (329), the general public (40), universities (33), the private sector (76), Non-Government Organisations (NGO) sector (22), and the Ministers sector (1).

During the reporting period, there were 870 total completions of IPC e-learning modules.

In February 2026, the IPC also reviewed and updated its module on privacy complaints handling and transitioned the module onto the new IPC e-learning template.

The IPC provides its e-Learning modules in the form of Sharable Content Object Reference Model (SCORM) files to agencies who prefer to upload them onto their own learning management systems (LMS). Over the reporting period, 14 agencies contacted the IPC requesting SCORM files of e-Learning modules for upload. It was reported that there were an additional 104 individual completions from agencies who had requested SCORM files of the modules.

Submissions or reports to Parliament

Information access

Report on the operation of the GIPA Act

Under section 37 of the GIC Act, the Information Commissioner is required to provide Parliament with an annual report on the operation of the GIPA Act. The 2024–25 Report on the operation of the GIPA Act was tabled in Parliament in April 2026.

The Report noted that the number of access applications dealt with by agencies continues to rise, with a new record of 29,280 for the reporting period. The 2024–25 Report is available via the [IPC website](#).

Privacy

Under section 61B of the PPIP Act, the Privacy Commissioner reports to Parliament on the operation of the PPIP Act across all public sector agencies for the financial year. This report is contained within the IPC's annual report and in the reporting period, was included in the 2024–25 Annual Report tabled in Parliament on 30 October 2025.

Codes of Practice and Public Interest Directions

During the reporting period, the Privacy Commissioner consulted with several agencies in relation to whether a Code of Practice or Public Interest Direction may be appropriate to support a particular project or policy initiative.

Two Codes of Practice were made during the reporting period:

- [Privacy Code of Practice for Transport for NSW Road Safety Data Model Integration Project](#)
The Attorney General made this Code, which was published in the Gazette on 5 December 2025. The Code is intended to support the Road Safety Data Model Integration Project, which will facilitate the automatic extraction of information and data from various Transport for NSW databases to general statistics that support and monitor Transport for NSW road safety policy and programs to improve road safety for NSW road users.
- [Privacy Code of Practice for Service NSW – Fraud Management](#)
The Minister for Customer Service and Digital Government made this Code, which was published in the Gazette on 27 February 2026. The Code modifies certain Information Protection Principles in the PPIP Act to support fraud control by Service NSW.

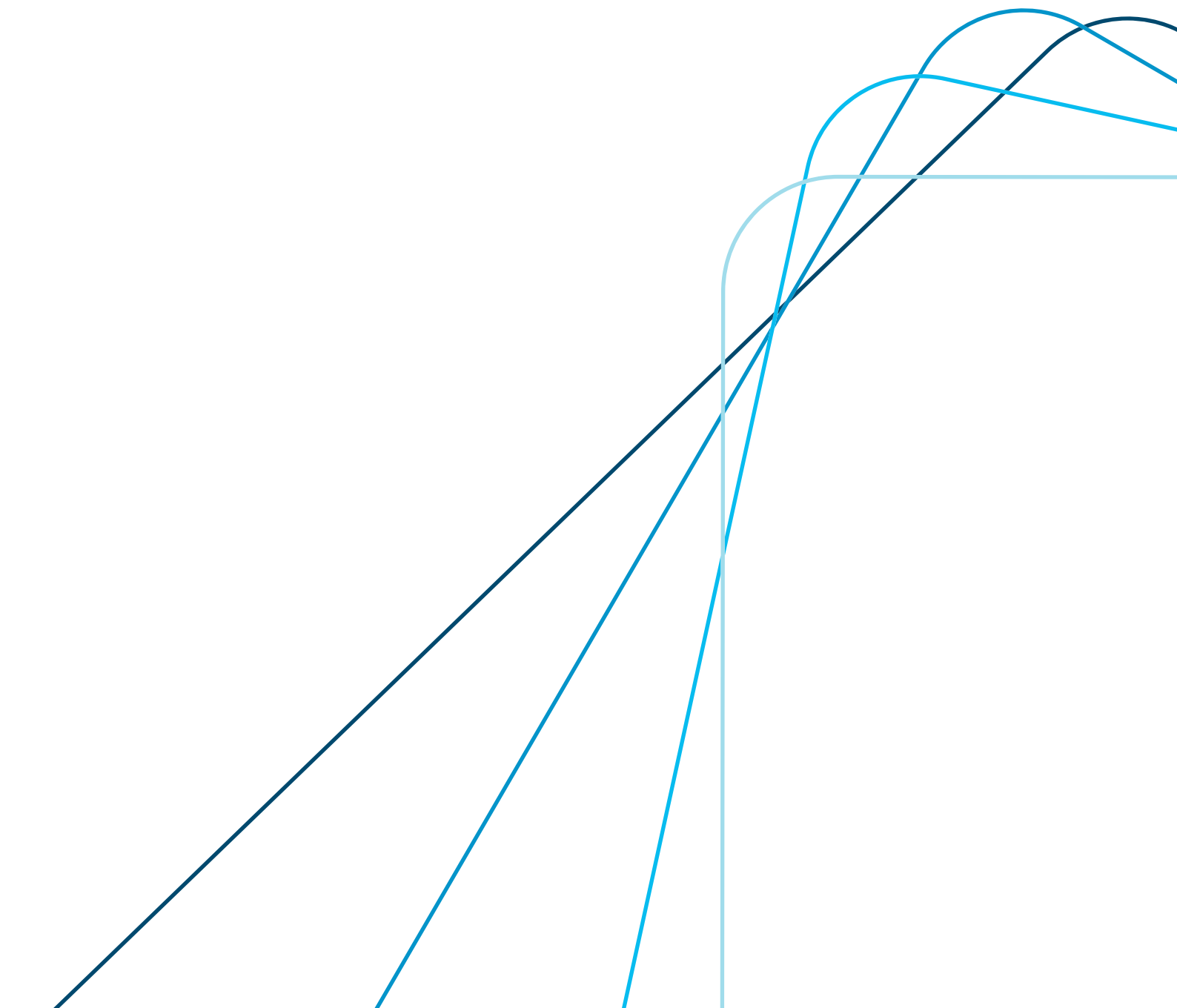
The Privacy Commissioner made three Public Interest Directions during the reporting period:

- [Direction relating to myWorkZone](#)
This direction was made on 21 January 2026 and will expire on 21 July 2027. The direction is intended to facilitate the myWorkZone centralised document management system, which is a whole-of-government initiative for enterprise resource planning and shared services to address the complexities and challenges of machinery of government changes and to allow for efficient service delivery across NSW government agencies
- [Direction relating to life status checks for the NSW Digital Identity Pilot](#)
This direction was made on 13 February 2026 and will expire on 13 February 2027. The direction is intended to support the development of the NSW Digital Identity, enabling the collection, use and disclosure of personal information for the purpose of the life status checks that will facilitate the establishment of digital identities during the NSW Digital Identity Pilot. The direction replaced the previous direction for the NSW Digital Identity Pilot that was due to expire on 13 February 2026.

Stakeholder engagement

- [Direction relating to the Human Services Dataset](#)
This direction was made on 18 December 2025 and will expire on 13 January 2027. The direction enables the collection, use and disclosure of personal information for the purpose of cross-agency data linkage for the creation of the Human Services Dataset, which is used to support ongoing investment modelling projects to improve outcomes for vulnerable children and families. The direction replaced the previous directions for the Human Services Dataset that were due to expire on 13 January 2025 and 13 January 2026, respectively.

Corporate Governance



Corporate governance

Our planning framework

IPC Strategic Plan 2024–28

The IPC's Strategic Plan for 2024–28 came into effect in July 2024. The Plan focuses on four key priorities for the IPC, focusing on modern regulation and the IPC's role as a key integrity agency:

- Priority 1 – Safeguarding rights through informed oversight
- Priority 2 – Enhancing public sector integrity through good practice guidance
- Priority 3 – Empowering communities through knowledge about privacy and transparency
- Priority 4 – Being a place people want to work through embracing diverse ideas and perspectives.

This refreshed plan provides a clear roadmap for the organisation until 2028, outlining the IPC's objectives and outcomes. This ensures that all IPC efforts, including as it develops its future regulatory and oversight priorities, are aligned towards the common objectives.

IPC Regulatory Priorities 2025–28

The IPC's Regulatory Priorities for 2025–28 were released in May 2025 after a period of consultation with stakeholders, including the community and NSW government agencies.

The IPC sets regulatory priorities to enable it to target its effort and resources towards identified areas of heightened risk and publishes its priorities to communicate the key issues which the IPC is focusing on and to signal to our stakeholders where we will focus our regulatory and compliance efforts.

These priorities are not the only areas where the IPC will take compliance action. The IPC monitors and responds to time critical and emerging areas of risk through its ongoing core regulatory functions, campaigns, and targeted regulatory action.

More information on the IPC's strategic approach and reporting can be found on page 17.

GSE Act 2013

Schedule 1 of the GSE Act creates the IPC as a separate agency with the Information Commissioner designated as the agency head. Under the GSE Act, staff of the IPC are responsible to the agency head and assist with the exercise of the statutory responsibilities of both the Information Commissioner and the Privacy Commissioner.

The GSE Act requires agency heads to be responsible for the general conduct and management of the functions and activities of the agency in accordance with government sector core values under Part 2 of that Act.

In 2025–26, the IPC continued to develop its staff through the following activities:

- Quarterly and Annual reviews of performance development
- continuing to support staff training and development in both legislative/technical areas and broader development, investing in over 1159 hours of training for staff
- supporting capability development through secondment arrangements
- leadership training and executive coaching
- staff presentations in all staff team meetings, workshops and seminars
- reinforcing commitment to ethical conduct, public sector and IPC values through dedicated all-staff training, including the Code of Conduct.

Governance

Legislative Compliance Register

The Legislative Compliance Register is a standing item on the agenda for the meetings of the IPC's ARC. The Register identifies responsible members of the IPC Executive and Management for compliance obligations and to include an annual attestation by responsible officers. It also outlines how the IPC addresses its obligations to ensure legislative compliance is achieved and maintained.

Litigation

In the 2025–26 reporting period, the IPC was the respondent to two applications for review to NCAT that were made under the GIPA Act. The IPC was also the respondent to two applications for review made under the PPIP Act. Those two applications were the first instance Tribunal proceedings and Appeal Panel proceedings in the same matter. This information refers only to litigation relating to the IPC as an agency. The Commissioners may participate in other proceedings as part of their statutory functions.

Information security management

The IPC has an Information Security Incident Management Procedure that details the process for dealing with an information security event or incident. The IPC has also developed a Cyber Security Framework

Corporate governance

that outlines the policies and procedures adopted to manage cyber security noting that Department of Customer Service (DCS) provides the IPC's network, hardware and software services, and chief information security officer services.

Corporate systems and IT enhancements

In 2025–26, the IPC undertook a program of work to further improve the efficiency, integrity and security of its information and communications technology (ICT) systems and infrastructure.

The IPC also implemented enhancements to its case management system in 2025–26. These included:

- improved functionality for the recording of tribunal matters in case management system
- improved user experience for staff in managing cases via changes to the caseload summary screen
- implementing an email management server for all case related emails
- optimising MNDB webforms and reporting to improve user experience for government agencies and report on trends in data breaches.

The IPC also undertook activities to improve the security of its ICT systems and infrastructure. These included:

- conducting annual security penetration testing of our case management system and salesforce platform and implementing recommendations
- conducting annual cyber security attestations and implementing recommendations for improvement
- liaising with the DCS Cyber Information Security Office for advice on improvements to security
- regularly reviewing access rights to our systems.

Land disposal

The IPC did not undertake any activities relating to land disposal during the reporting period.

New legislation and amendments

During the reporting period, there were two legislative changes that impacted the Commissioners' functions.

Feedback Surveys

Client Satisfaction Survey

In 2025–26, the IPC continued to gain valuable feedback from its Client Satisfaction Survey across the complaint and review case types. Data from the survey shows that there was a decrease in several areas compared with the previous reporting period.

In October 2025, the IPC reviewed its existing processes for undertaking and receiving feedback through its surveys. The IPC updated questions within all surveys to receive improved and actionable feedback and split its Agency Advice Satisfaction Survey into two separate surveys, reflective of the two audiences receiving the advice.

In 2025–26:

- 68% of respondents indicated that the IPC officers were polite and helpful, an increase of 1% from 2024–25
- 61% of respondents agreed that information such as fact sheets and guidelines were easy to find, an increase of 3% from 2024–25.
- 44% of respondents indicated that the outcome of their case was clearly communicated by the IPC, a significant decrease of 14% from 2024–25
- Asked for the first time this year, 33% of respondents felt that the IPC clearly explained the review or complaint process and how their matter would be dealt with.

When compared to the previous reporting period, there were significantly fewer responses in 2025–26, totalling 33. This is a 48% decrease on last year.

There continues to remain work for the IPC in improving results across all areas. The IPC will continue to identify opportunities to improve upon overall client satisfaction.

Agency Advice Satisfaction Surveys

In 2025–26, the IPC continued to seek feedback through its Agency Advice Satisfaction Surveys.

In October 2025, the IPC split its Agency Advice survey into two, with minor differences relating to the different provision of advices and the team which issued the survey.

Investigation and Review

Data from the survey shows that there was movement across all areas when compared with the previous reporting year, the highlights including:

- 89% of respondents felt that information such as fact sheets, guidance and guidelines they read were easy to understand, a 7% increase from 2024–25
- 78% of respondents agreed that it was easy to find information such as fact sheets, guidance and guidelines on the IPC website, a 11% increase from 2024–25
- 44% of respondents agreed that the IPC officer/s were polite and helpful, a 31% decrease from 2024–25.

Corporate governance

When compared to the previous reporting period, there were five fewer responses than in 2024–25, totalling 11 agency responses.

Legal Counsel and Regulatory Advice

During the reporting period, there was only one completion of the survey. As such, there is not enough information to accurately determine broader patterns and insights.

The IPC will consider actions to improve completion rates of this new survey in the next year.

Table 15: Website metrics for 2025–26

	% Agree		
	2025–26	2024–25	2023–24
It was easy to find information such as Fact Sheets and Guidelines on the IPC website	61%	58%	62%
Information such as Fact Sheets and Guidelines I read were easy to understand	55%	61%	63%
IPC officers had the knowledge to answer my questions	47%	55%	55%
I was kept up-to-date with progress	44%	50%	58%
I received a timely outcome from the IPC	34%	49%	57%
The outcome was communicated to me clearly	44%	58%	75%
IPC officer/s were polite and helpful	68%	67%	67%
Overall, I was satisfied with the service provided by the IPC	33%	N/A	N/A

Table 16: Agency Advice Satisfaction Survey results for 2025–26 (Investigation and Review)

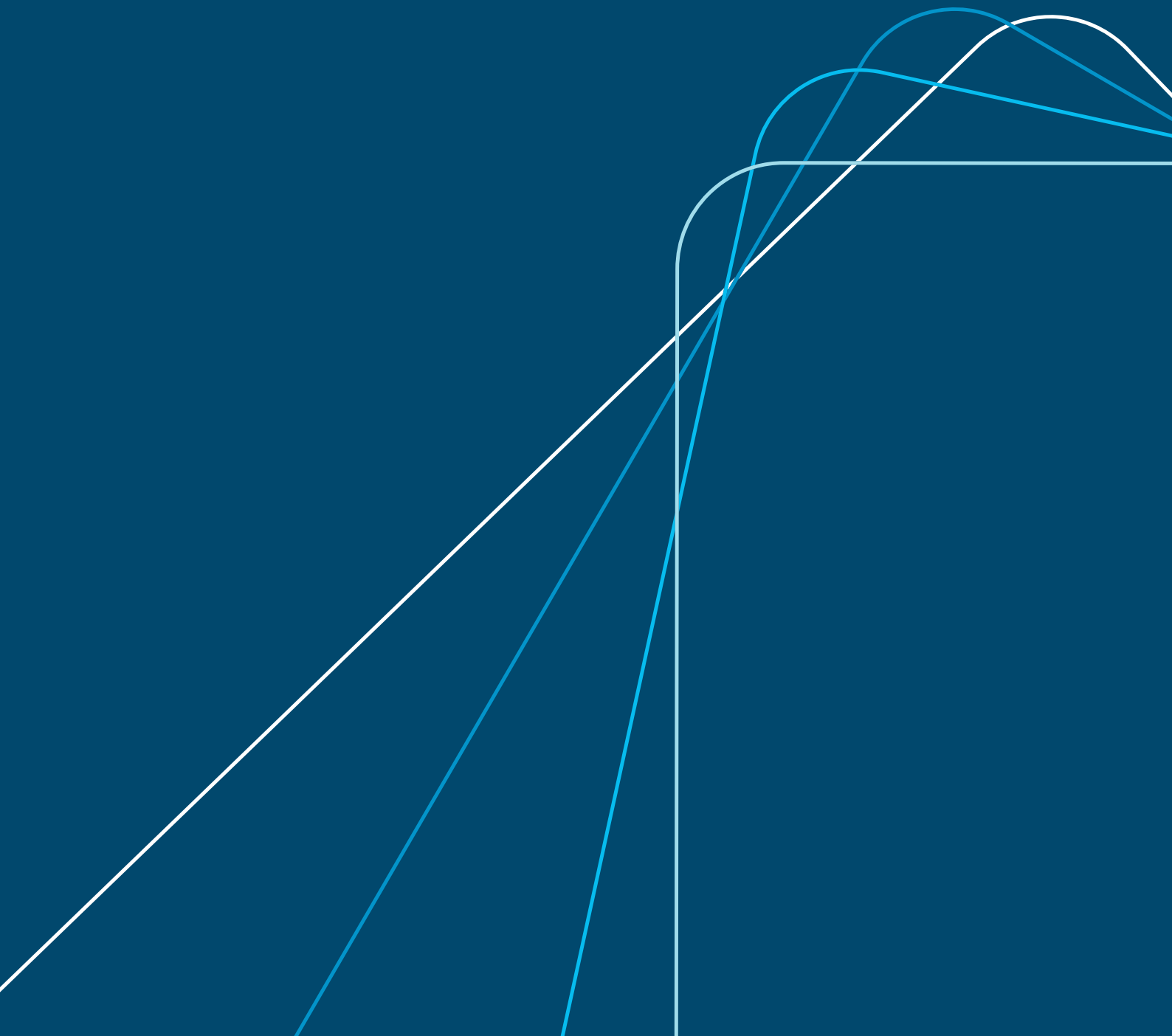
Investigation and Review	% Agree		
	2025–26	2024–25	2023–24
It was easy to find information such as Fact Sheets and Guidelines on the IPC website	61%	58%	62%
Information such as Fact Sheets and Guidelines I read were easy to understand	55%	61%	63%
IPC officers had the knowledge to answer my questions	47%	55%	55%
I was kept up-to-date with progress	44%	50%	58%
I received a timely outcome from the IPC	34%	49%	57%
The outcome was communicated to me clearly	44%	58%	75%
IPC officer/s were polite and helpful	68%	67%	67%
Overall, I was satisfied with the service provided by the IPC	33%	N/A	N/A

Corporate governance

Table 17: Agency Advice Satisfaction Survey results for 2025–26 (Legal Counsel and Regulatory Advice)

Legal Counsel and Regulatory Advice	% Agree		
	2025–26	2024–25	2023–24
Overall, I was satisfied with the advice provided	100%	N/A	N/A
The advice was communicated to me clearly	100%	N/A	N/A
I received a timely response from the IPC to my request for advice	0%	N/A	N/A
The information was helpful in addressing my request	100%	N/A	N/A
If your request related to privacy, did your engagement with the IPC on this issue improve your project, system or policy?	100%	N/A	N/A

Management and accountability



Management and accountability

Our people

Senior executive

During the reporting period, the IPC continued to have three GSE Act senior executive positions in its establishment, plus two statutory officers. The number of staff in the levels of IPC executive positions and the corresponding remuneration is shown in the table below. Although the two Commissioners are not subject to the GSE Act, they are included as Band 3 equivalents in the table.

The percentage of total employee-related expenditure in the reporting year that relates to senior executives and statutory officeholders is 25%, consistent with the percentage at the end of the previous reporting year of 27%.

Table 18: Senior executives/statutory officers and remuneration by band for 2025–26

	Female	Male	Range \$	Average Range \$
Band 4	-	-	\$527,051 to \$608,850	-
Band 3	2	-	\$373,951 to \$527,050	446,721
Band 2	-	-	\$297,251 to \$373,950	-
Band 1	2	1	\$208,400 to \$297,250	236,290
Total	4	1	-	-

People Matter Employee Survey

The 2025 PMES was conducted by the Public Service Commission and ran from 18 August to 12 September 2025.

The results showed there are some key areas of success for the IPC, while also plenty of room for improvement required in others. In particular, the IPC were favourable for ethics and values; flexible working; and job purpose and enrichment.

Staff Wellbeing

- Wellbeing decreased by 12% with only 42% of staff responding favourably regarding their sense of wellbeing.
- 52% of staff reported that they felt burned out, a 2% increase from 2024.
- 43% reported that the level of stress they experienced was manageable, a 23% decrease from 2024 and 11% lower than the public sector.

Recruitment

- Recruitment only had one question asked in 2025 and focused on whether the IPC follows a merit-based process for recruitment and promotion decisions.
- Only 36% of staff answered favourably, which was 15% lower than the sector. Neutral responses to this question accounted for 21%.
- Similar questions in 2024 scored 79% (for recruitment) and 62% (for promotion).

Communication and Change Management

- This area was one of the lowest overall scores in 2025 with 36% of staff responding favourably.
- The scores for all questions decreased from 2024, with the lowest score at 19% for the question on change management within the IPC.
- Only 25% of staff felt supported through changes that affect their work, a 29% decrease from 2024 and 30% lower than the sector.

Action on Survey Results

- The overall score for this area was 31% which was on par with the sector.
- Only 44% of staff were confident that the IPC will act on the survey, however this was a 7% increase from 2024 and 6% higher than the sector.
- Only 19% of staff reported that the IPC has made improvements based on the 2024 survey results. This was a new question for 2025 and was 12% lower than the sector.

Flexible Working

- Flexible Working was the highest scoring area with an overall score of 91%, a 1% increase from 2024 and 26% higher than the sector.
- 93% of staff were satisfied with their ability to access and use flexible work arrangements which was a 3% increase from 2024 and 32% higher than the public sector.
- The score for managers supporting flexible working was 89% favourable, a 1% decrease from 2024, however 21% higher than the sector.

Ethics and Values

- Our Ethics and Values overall score is 76%, down from 89% in 2024. Our score is 5% lower than the public sector average.
- With the highest score in 2025, 100% of staff were aware of their obligations under the Code of Ethics and Conduct.
- Personal understanding of ethical behaviour and reporting of ethical behaviour questions also scored very highly with 93% and 89% respectively.

Management and accountability

Job Purpose and Enrichment

- This area had an overall score of 65% which was a 10% decrease from 2024 and 8% lower than the sector.
- Overall, 82% of staff indicated that they had a choice in how they carry out day-to-day tasks, a 5% decrease from 2024 and 10% higher than the sector.
- Only 54% of staff indicated that their manager communicates how their role contributes to the IPC’s purpose, a 16% decrease from 2024 and 15% lower than the sector.

Following the results of the PMES 2025, the IPC Executive team considered actions to address key challenges and areas for attention identified in the survey and undertook engagement with staff to work through concerns in 2025 and 2026.

Risk management

Audit and Risk Committee report on activity

The primary aim of the ARC is to provide independent assurance to the Accountable Authority for the IPC under the GSF Act, being the Information Commissioner as agency head under the GSE Act, by overseeing and monitoring the IPC’s governance, risk and control framework, and its external accountability requirements. The committee also monitors progress on agreed management actions arising out of recommendations made by the IPC’s independent internal auditor.

In March 2026, the IPC engaged Prosperity Advisers Audit Services as its internal audit partner.

Internal Audit Program

Our internal auditors add value and improve our operations by monitoring and providing independent and objective assurance to the ARC, and ultimately the Chief

Executive Officer.

The internal audit function brings a systematic, disciplined approach to evaluating and improving our organisational systems, processes and reporting. The Chief Audit Executive reports on the progress of the annual internal audit program at each quarterly ARC meeting.

Recommendations from internal audits are tracked, and progress is reported quarterly to the Chief Executive Officer and ARC. The status of recommendations for each internal audit provides visibility and oversight of progress including on the amount of time recommendations remain open. Most recommendations have been implemented with a strong focus on addressing higher-risk findings.

ARC meetings held

The appointment of Ms Robyn Gray commenced on 1 July 2025.

During the reporting period, Ms Sally Pearce was re-appointed as an independent member for a further term of three years.

No appointment terms will expire in the next reporting period.

In-camera sessions were conducted with the internal and external audit service providers. Meetings of the Committee were conducted in person with video conferencing for remote attendance provided.

There were four meetings of the ARC held during the 2025–26 reporting year:

No. of meetings	Meeting date	Peter Scarlett	Sally Pearce	Robyn Gray
1	10/7/2025	✓	✓	✓
2	18/9/2025	✓	✓	✓
3	4/12/2025	✓	✓	✓
4	26/3/2026	✓	✓	✓
Total	4	4	4	4

Management and accountability

Internal Audit and Risk Management Attestation Statement



Information and Privacy
Commission NSW

Internal Audit and Risk Management Attestation Statement for the 2025–26 Financial Year for the Information and Privacy Commission

I, Rosalind Croucher, am of the opinion that the Information and Privacy Commission has internal audit and risk management processes in operation that are compliant with the seven (7) core requirements set out in the Internal Audit and Risk Management Policy for the NSW Public Sector, specifically:

Core Requirements	Status
Risk Management Framework	
1.1 The Accountable Authority shall accept ultimate responsibility and accountability for risk management in the agency.	Compliant
1.2 The Accountable Authority shall establish and maintain a risk management framework that is appropriate for the agency. The Accountable Authority shall ensure the framework is consistent with AS ISO 31000:2018.	Compliant
Internal Audit Function	
2.1 The Accountable Authority shall establish and maintain an internal audit function that is appropriate for the agency and fit for purpose.	Compliant
2.2 The Accountable Authority shall ensure the internal audit function operates consistent with the International Standards for Professional Practice for Internal Auditing.	Partially Compliant
2.3 The Accountable Authority shall ensure the agency has an Internal Audit Charter that is consistent with the content of the 'model charter'.	Compliant
Audit and Risk Committee	
3.1 The Accountable Authority shall establish and maintain efficient and effective arrangements for independent Audit and Risk Committee oversight to provide advice and guidance to the Accountable Authority on the agency's governance processes, risk management and control frameworks, and its external accountability obligations.	Compliant
3.2 The Accountable Authority shall ensure the Audit and Risk Committee has a charter that is consistent with the content of the 'model charter'.	Compliant

Membership

The independent chair and members of the Audit and Risk Committee are:

- Independent Chair, Mr Peter Scarlett
Initial term – 17/06/2022 to 17/6/2025
Appointed Chair – 17/06/2025 to 18/06/2028
- Independent Member 1, Ms Sally Pearce
Initial term – 06/07/2023 to 06/07/2026 – Reappointed to 06/07/2029
- Independent Member 2, Ms Robyn Gray
Initial term – 01/07/2025 to 01/07/2028

These processes demonstrate that the Information and Privacy Commission has established and maintained frameworks, including systems, processes and procedures for appropriately managing audit and risk within the Information and Privacy Commission.

Emeritus Professor Rosalind Croucher AM FAAL FRSN
Information Commissioner and IPC CEO

Date: 23 September 2026

Level 15, 2-24 Rawson Place, Haymarket NSW 2000
GPO Box 7011, Sydney NSW 2001

Free Call: 1800 472 679
E: ipcinfo@ipc.nsw.gov.au

www.ipc.nsw.gov.au

Management and accountability

Insurances

The NSW Treasury Managed Fund (TMF) provides insurance cover for all of the IPC's activities. This includes workers' compensation, motor vehicle, public liability, property and miscellaneous claims. This insurance cover helps to mitigate the IPC's major insurance risks such as the security of its staff, property and other assets, and the risk of work-related injuries.

GIPA Act compliance

Decisions made on formal access applications

Under section 125 of the GIPA Act, the IPC is required to report annually on its GIPA obligations. Clause 8 of the GIPA Regulation lists the information against which agencies must report. Schedule 2 of the GIPA Regulation provides tables for the reporting of statistical information about access applications.

Review of proactive release program

Under section 7(1) of the GIPA Act, the IPC is authorised to proactively release any government information it holds, as long as there is no overriding public interest against disclosure. As part of the IPC's proactive release program, the IPC reviews its information as it is produced to see whether it is in the public interest to make the information available, or whether there is an overriding public interest against disclosure. Information that can be released is made available as soon as practicable on the IPC website and details of the information released is included in IPC's Proactive Release Register. The IPC's disclosure log is updated consistent with release decisions.

Clause 8(a) of the GIPA Regulation requires details about the review under section 7(3) of the GIPA Act to be included in this annual report, along with information that has been developed and proactively released under this program.

Information made available by the IPC under this program in this financial year included:

- fact sheets and guidelines, including an update to fact Sheet - Your Review Rights under the GIPA Act and Health privacy Principles (HPP)
- Guides and Fact Sheets about engaging with and the use of AI technology
- presentations by the Commissioners
- MNDB Scheme maturity self-Assessment Tool
- submissions to inquiries, discussion papers and thought leadership articles submitted by the Information Commissioner and the Privacy Commissioner

- event listings and campaigns championed by the Information Commissioner, the Privacy Commissioner, or as an organisation
- media releases and public statements
- performance reports
- compliance audit reports
- community attitudes study into information access
- statistical information on data breaches under the MNDB Scheme
- delegations of the Information Commissioner and the Privacy Commissioner
- public data breach notifications made by agencies to the Privacy Commissioner
- release of open data, including via the GIPA Agency Dashboard.

Decisions made on formal access applications

Of the five formal access applications received and dealt with by the IPC this financial year, there was one application transferred to other agencies. The IPC received seven invalid applications for the reporting period. The seven applications did not comply with formal requirements in accordance with the GIPA Act. Where possible, the IPC worked with applicants to comply with formal requirements to make the application valid.

Submission of GIPA report

Section 125(1) of the GIPA Act requires agencies to submit a copy of their GIPA annual report to the Minister responsible for the agency. A copy of the IPC's report will be submitted to the Attorney General, and the Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice as the Ministers responsible for the GIPA Act.

Contracts register compliance

The IPC has also:

- maintained a contract register in accordance with Division 5 of the GIPA Act
- ensured that any relevant contracts were entered appropriately and accurately
- made this register publicly available on the [IPC website](#)
- reviewed the accuracy and completeness of the register regularly during the year.

Management and accountability

PPIP Act compliance

The PPIP Act contains 12 IPPS regulating the collection, use and disclosure of personal information by NSW public sector agencies. In addition, the HRIP Act contains 15 HPPs. These principles require agencies to only collect personal or health information for lawful purposes and to ensure that this information is protected from misuse, unauthorised access or release.

This legislation also gives individuals the right to access and amend their personal or health information. The IPC's privacy-specific expertise has been applied to facilitate compliance with PPIP Act and HRIP Act. IPC staff exercising statutory complaint and review functions, are to the extent reasonably practical, separate from any privacy governance functions of the IPC as an agency. IPC has a PMP as required by section 33(3) of the PPIP Act, which includes the IPC's obligations under the HRIP Act. The IPC's PMP outlines how IPC complies with the above information protection and health privacy principles and can be found on our website. The PMP is supported by the IPC Data Breach Policy and other corporate governance policies related to information management. The IPC Code of Ethics and Conduct requires staff to uphold the law, including obligations to protect the privacy of personal and health information under the PPIP Act and the HRIP Act.

The IPC also provides e-learning modules for its staff to understand their privacy obligations and publications and fact sheets on privacy obligations are readily available via the IPC website and discussed at all staff and team meetings.

The IPC received three formal applications by individuals requesting their personal information under the PPIP Act during 2025–26. The IPC received three applications for internal reviews under the PPIP Act. All reviews were completed within the 60 day statutory timeframe for internal reviews.

Other information

Consultants

The IPC commissioned nine engagements during the 2025–26 reporting period, at a total cost of \$308,690. The total amount for these engagements were a combination of corporate consultancy (\$183,190) and consultancy for the Mandatory Notification of Data Breach Scheme (\$125,500).

International travel

There was no international travel during the reporting period.

Sustainability



Operational Sustainability

Sustainability

While the IPC is a small service-based agency with finite resources, during the reporting period work on sustainability has included continuing to implement the IPC's Work Health and Safety (WHS) Action Plan with a focus on wellbeing, engagement and inclusion.

Work health and safety

The IPC is committed to providing a safe, equitable and productive working environment that supports the requirements of the *Work Health and Safety Act 2011*, as well as providing a supportive environment for employees injured at work, ensuring effective treatment and management of the return-to-work process.

During the reporting year, the IPC undertook the following actions to strengthen its WHS arrangements:

- continued to implement the IPC's WHS Action Plan for 2024–26
- reviewed the WHS Policy
- held quarterly IPC Health and Safety Committee meetings
- organised expert advice for staff on ergonomic setup in the office and at home
- provided ergonomic support and equipment for staff
- promoted the use of the Department's MySafety application for hazard and incident reporting.

Workplace diversity

The IPC promotes itself as an Equal Employment Opportunity (EEO) employer and encourages applications from a diverse range of individuals. Our workforce diversity is evident in that we exceed the state benchmark for gender and people from non-English speaking backgrounds. The distribution of diversity groups is included in Table 19.

Table 19: Equal Employment Opportunity (EEO) and staff numbers^{1,2}

Employee by category	2025–26	2024–25	2023–24	2022–23
Statutory	2	2	2	2
Administration	33	28	25	25
Professional	5	5	4	4
Total	40	35	31	31

Note 1: Employee by category includes all permanent and temporary staff and excludes casual employees. Definitions of the categories are: Administration (clerical and other officers), Professionals (SES officers, librarians, DPOs, Legal Officer).

Note 2: These figures refer to head count not positions in the organisational chart.

Given the small size of our agency, the IPC receives recruitment and workforce services from DCS as part of shared corporate services arrangements within the Customer Service Cluster. The workforce strategies and policies that DCS implement with regards to diversity and inclusion, are incorporated into the IPC's recruitment activities, onboarding of new staff and training.

Details of diversity and inclusion initiatives that the IPC has implemented during the reporting year are found in Appendix 2.

Table 20: Workforce Diversity Group

Workforce Diversity Group	Benchmark	2026	2025	2024	2023
Women	*50%	74%	88%	76%	71%
Aboriginal and/or Torres Strait Islander People	4%	0%	0%	0%	0%
People whose First Language Spoken as a Child was not English	22.30%	33.00%	33.30%	24.10%	23.00%
People with Disability	5.60%	2.60%	9.10%	3.40%	3.20%
People with Disability Requiring Work-Related Adjustment	N/A	1	1	N/A	0%

Modern slavery reporting

The IPC is committed to ensuring that our operations and supply chains are free from all forms of modern slavery. The IPC is required to provide a statement of action taken by the agency in relation to any issue raised by the Anti-slavery Commissioner during the reporting period concerning the agency's operations which were identified as being a significant issue. In the reporting period, no such issues were raised by the Commissioner with the IPC.

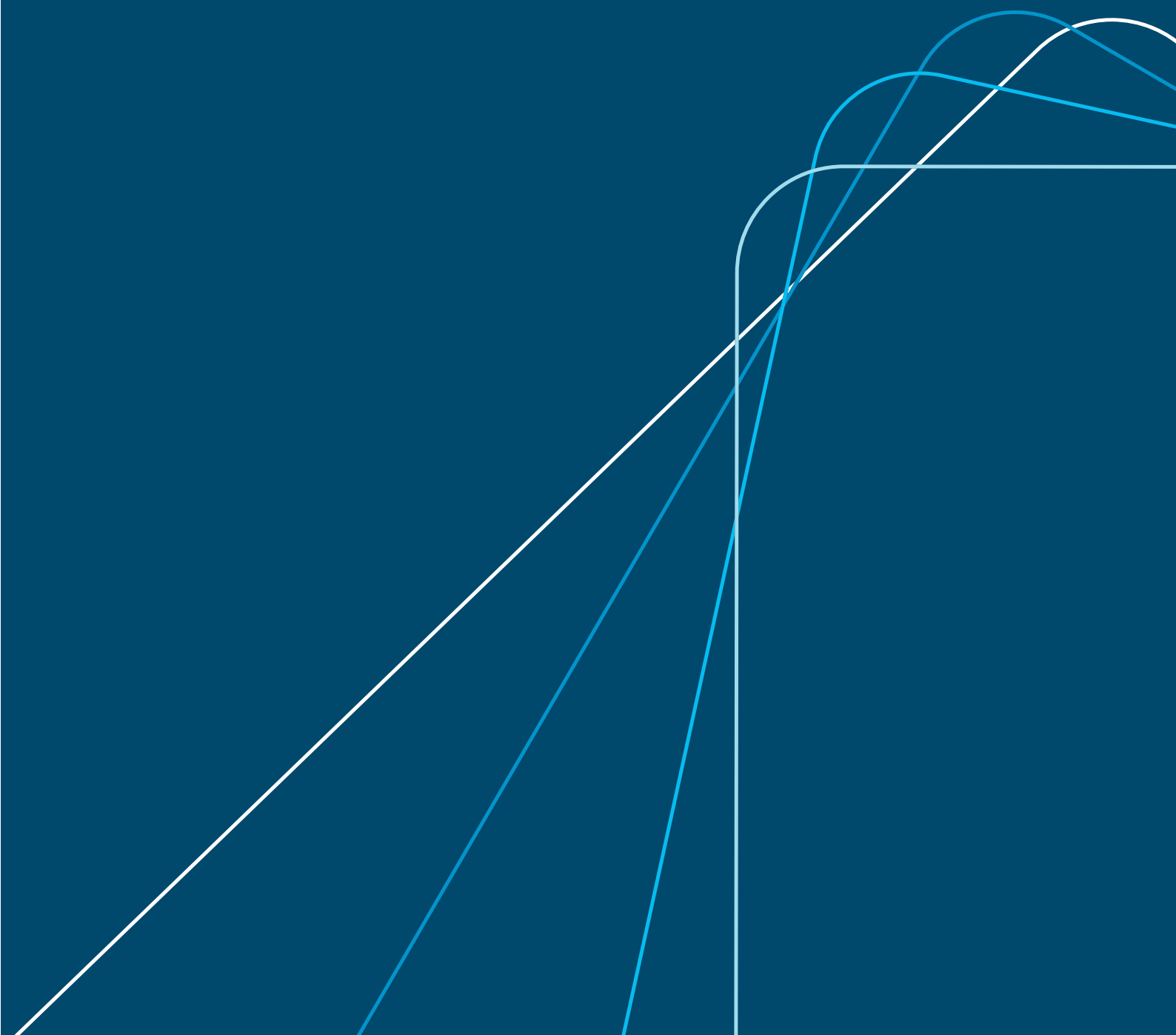
The IPC will continue to engage with DCS, as the supplier of corporate services to the IPC, to identify improvements in the procurement and management of those services to minimise modern slavery risks.

Operational Sustainability

Climate-related Financial Disclosures

NSW Treasury has advised IPC that it does not meet the required threshold for reporting climate change disclosures in its financial statements and disclosures do not need to be made. While the IPC is not required to make disclosures, the IPC in consultation with DCS, has developed four climate risk statements and assessed the inherent and residual risk of these statements based on the mitigation controls we have in place and included them in our Risk Register.

Financial performance



Our financial performance

Statement by the Information Commissioner



Information and Privacy
Commission NSW

STATEMENT BY CEO

For the Year Ended 30 June 2026

Pursuant to section 7.6(4) of the *Government Sector Finance Act 2018* ("the Act"), I state that these financial statements:

- a) have been prepared in accordance with the Australian Accounting Standards and the applicable requirements of the Act, the *Government Sector Finance Regulation 2018* and the Treasurer's directions, and
- b) present fairly the Information and Privacy Commission's financial position, financial performance and cash flows.

Emeritus Professor Rosalind Croucher AM
IPC CEO

Date: 2 October 2026

Our financial performance

Independent Auditor's Report



INDEPENDENT AUDITOR'S REPORT

Information and Privacy Commission

To Members of the New South Wales Parliament

Opinion

I have audited the accompanying financial statements of the Information and Privacy Commission (the Commission), which comprise the Statement by the Chief Executive Officer, the Statement of Comprehensive Income for the year ended 30 June 2026, the Statement of Financial Position as at 30 June 2026, the Statement of Changes in Equity and the Statement of Cash Flows for the year then ended, and notes to the financial statements, including a Statement of Material Accounting Policy Information, and other explanatory information.

In my opinion, the financial statements:

- have been prepared in accordance with Australian Accounting Standards and the applicable financial reporting requirements of the *Government Sector Finance Act 2018* (GSF Act), the *Government Sector Finance Regulation 2024* (GSF Regulation) and the Treasurer's Directions
- present fairly the Commission's financial position, financial performance and cash flows.

My opinion should be read in conjunction with the rest of this report.

Basis for opinion

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under the standards are described in the 'Auditor's responsibilities for the audit of the financial statements' section of my report.

I am independent of the Commission in accordance with the requirements of the:

- Australian Auditing Standards
- Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (APES 110).

Parliament promotes independence by ensuring the Auditor-General and the Audit Office of New South Wales are not compromised in their roles by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General
- mandating the Auditor-General as auditor of public sector agencies
- precluding the Auditor-General from providing non-audit services.

I have fulfilled my other ethical responsibilities in accordance with APES 110.

I believe the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Our financial performance

Independent Auditor's Report

Chief Executive Officer's responsibilities for the financial statements

The Chief Executive Officer is responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards, the GSF Act, GSF Regulation and Treasurer's Directions. The Chief Executive Officer's responsibility also includes such internal control as the Chief Executive Officer determines is necessary to enable the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Chief Executive Officer is responsible for assessing the Commission's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting.

Auditor's responsibilities for the audit of the financial statements

My objectives are to:

- obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error
- issue an Independent Auditor's Report including my opinion.

Reasonable assurance is a high level of assurance, but does not guarantee an audit conducted in accordance with Australian Auditing Standards will always detect material misstatements. Misstatements can arise from fraud or error. Misstatements are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions users take based on the financial statements.

A description of my responsibilities for the audit of the financial statements is located at the Auditing and Assurance Standards Board website at: www.auasb.gov.au/auditors_responsibilities/ar4.pdf. The description forms part of my auditor's report.

The scope of my audit does not include, nor provide assurance:

- that the Commission carried out its activities effectively, efficiently and economically
- about the assumptions used in formulating the budget figures disclosed in the financial statements
- about the security and controls over the electronic publication of the audited financial statements on any website where they may be presented
- about any other information which may have been hyperlinked to/from the financial statements.

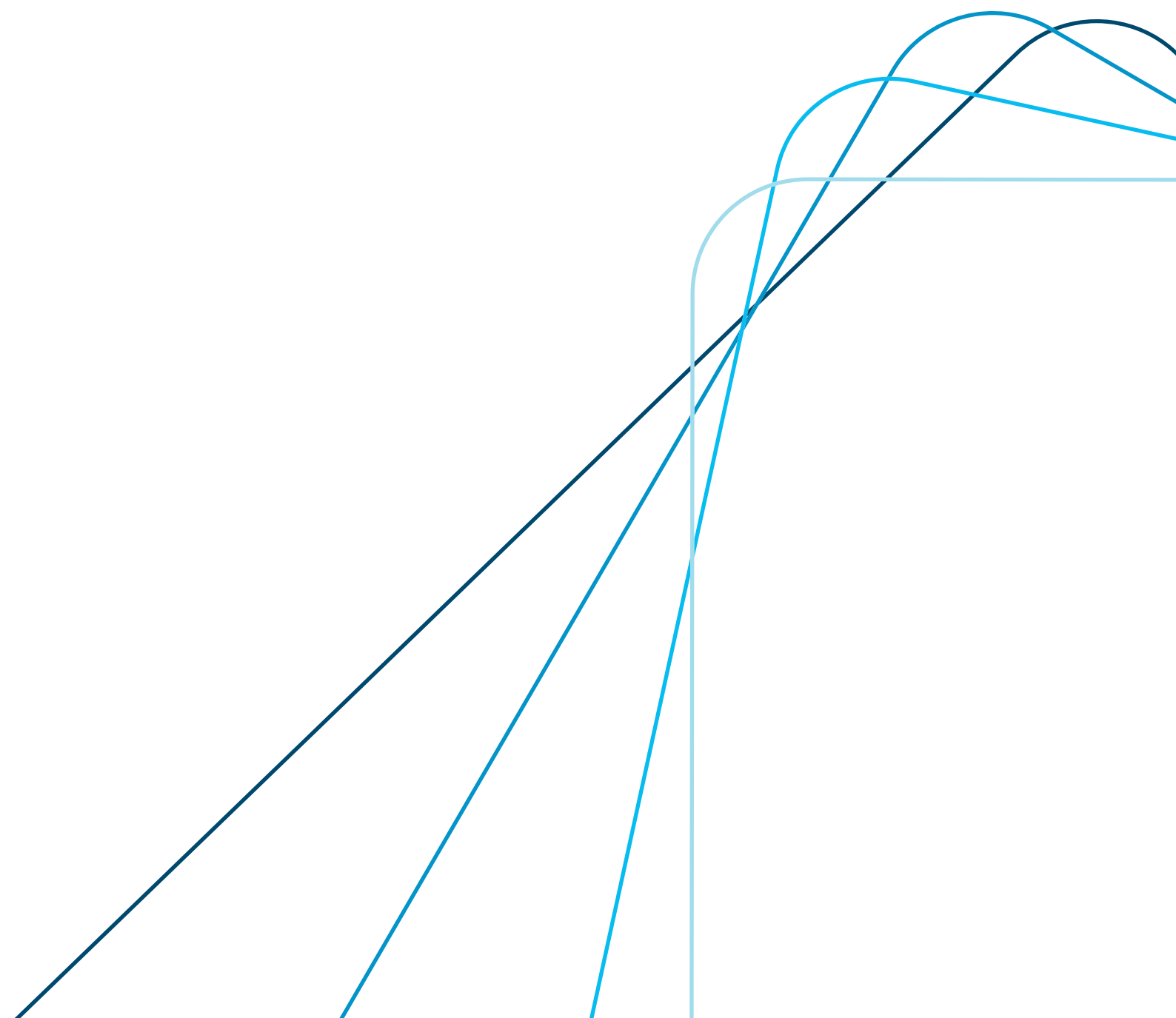


David Daniels
Director, Financial Audit

Delegate of the Auditor-General for New South Wales

7 October 2026
SYDNEY

Financial statements



Our financial performance

Financial statements for the year ended 30 June 2026

Start of audited financial statements

Statement of comprehensive income

For the year ended 30 June 2026

	Notes	Budget 2026 \$	Actual 2026 \$	Actual 2025 \$
Continuing operations				
Expenses excluding losses				
Employee-related expenses	2(a)	6,890,000	5,843,553	5,642,026
Operating expenses	2(b)	2,226,000	2,985,835	2,428,928
Amortisation	2(c)	153,000	25,087	149,817
Total expenses excluding losses		9,269,000	8,854,475	8,220,771
Revenue				
Grants and other contributions	3(a)	8,997,000	8,917,998	7,852,000
Acceptance by the Crown of employee benefits and other liabilities	3(b)	156,000	145,110	144,696
Other income	3(c)	1,000	531,075	134,423
Total revenue		9,154,000	9,594,183	8,131,119
Operating result		(115,000)	739,708	(89,652)
Net result from continuing operations		(115,000)	739,708	(89,652)
Total other comprehensive income/(loss)		-	-	-
Total comprehensive income		(115,000)	739,708	(89,652)

The accompanying notes form part of these financial statements.

Our financial performance

Financial statements for the year ended 30 June 2026

Statement of financial position

As at 30 June 2026

	Notes	Budget 2026 \$	Actual 2026 \$	Actual 2025 \$
Assets				
Current Assets				
Cash and cash equivalents	4	289,000	1,906,935	1,422,272
Receivables	5	466,000	560,013	171,901
Total Current Assets		755,000	2,466,948	1,594,173
Non-Current Assets				
Intangible assets	6	302,000	333,202	317,853
Total Non-Current Assets		302,000	333,202	317,853
Total Assets		1,056,000	2,800,150	1,912,026
Liabilities				
Current Liabilities				
Payables	7	171,000	400,517	332,156
Provisions	8	579,000	681,673	602,953
Total Current Liabilities		750,000	1,082,190	935,109
Non-Current Liabilities				
Provisions	8	10,000	12,245	10,910
Total Non-Current Liabilities		10,000	12,245	10,910
Total Liabilities		760,000	1,094,435	946,019
Net Assets		296,000	1,705,715	966,007
Equity				
Accumulated funds		296,000	1,705,715	966,007
Total Equity		296,000	1,705,715	966,007

The accompanying notes form part of these financial statements.

Our financial performance

Financial statements for the year ended 30 June 2026

Statement of changes in equity

For the year ended 30 June 2026

	Accumulated funds \$
Balance at 1 July 2025	966,007
Net result for the year	739,708
Other comprehensive income	-
Total comprehensive income for the year	739,708
Balance at 30 June 2026	1,705,715
Balance at 1 July 2024	1,055,659
Net result for the year	(89,652)
Other comprehensive income	-
Total comprehensive income for the year	(89,652)
Balance at 30 June 2025	966,007

The accompanying notes form part of these financial statements.

Our financial performance

Financial statements for the year ended 30 June 2026

Statement of cash flows

For the year ended 30 June 2026

	Notes	Budget 2026 \$	Actual 2026 \$	Actual 2025 \$
Cash flow from operating activities				
Payments				
Employee related		(6,734,000)	(5,571,253)	(5,426,660)
Suppliers for goods and services		(2,270,000)	(2,969,959)	(2,188,099)
Total Payments		(9,004,000)	(8,541,212)	(7,614,759)
Receipts				
Grants and other contributions		8,997,000	8,917,998	7,852,000
Other		(355,000)	148,313	105,683
Total Receipts		8,642,000	9,066,311	7,957,683
Net cash flows from operating activities	9	(362,000)	525,099	342,924
Cash flows from investing activities				
Purchases of intangible assets		(150,000)	(40,436)	(103,145)
Net cash flows from investing activities		(150,000)	(40,436)	(103,145)
Net increase/(decrease) in cash and cash equivalents		(512,000)	484,663	239,779
Opening cash and cash equivalents		801,000	1,422,272	1,182,493
Closing cash and cash equivalents	4	289,000	1,906,935	1,422,272

The accompanying notes form part of these financial statements.

Our financial performance

Financial statements for the year ended 30 June 2026

1. Statement of Material Accounting Policy Information

(a) Reporting entity

The Information and Privacy Commission (the Commission) is a NSW government agency and is controlled by the State of New South Wales which is the ultimate parent entity. The Commission is a not-for-profit entity (as profit is not its principal objective) and it has no cash generating units.

The financial statements for the year ended 30 June 2026 have been authorised for issue by the Chief Executive Officer on 2 October 2026.

(b) Basis of preparation

The Commission's financial statements are general purpose financial statements which have been prepared on an accrual basis and in accordance with:

- applicable Australian Accounting Standards (AAS) (which include Australian Accounting Interpretations)
- the requirements of the *Government Sector Finance Act 2018* (GSF Act) and Government Sector Finance Regulation 2024
- Treasurer's Directions issued under the GSF Act.

Financial statement items are prepared in accordance with the historical cost convention except where specified otherwise.

Judgements, key assumptions and estimations management have made are disclosed in the relevant notes to the financial statements.

All amounts are rounded to the nearest dollar and are expressed in Australian currency, which is the Commission's presentation and functional currency.

(c) Statement of compliance

The financial statements and notes comply with Australian Accounting Standards, which include Australian Accounting Interpretations.

(d) Comparative information

Except when an AAS permits or requires otherwise, comparative information is presented in respect of the previous reporting period, 30 June 2025, for all amounts reported in the financial statements. Where necessary, comparative information has been reclassified and repositioned for consistency with current period disclosure. There was no material reclassification for the Commission in financial year 2026.

(e) Changes in accounting policies, including new or revised Australian Accounting Standards

(i) Effective for the first time in financial year 2026

The accounting policies applied in financial year 2026 are consistent with those of the previous financial year.

The new standards effective for the first time in the 2026 financial year do not have a material impact on the Commission's financial statements.

(ii) Issued but not yet effective

NSW public sector entities are not permitted to early adopt new Australian Accounting Standards, unless NSW Treasury determines otherwise. Certain new accounting standards and interpretations have been published that are not mandatory for the 30 June 2026 reporting period. The Commission has determined that, other than AASB 18 Presentation of Financial Statements the standards issued but not yet effective are unlikely to have a material impact on the financial statements.

AASB 18 was issued on 14 June 2024 and will replace AASB 101 Presentation of Financial Statements. The Commission will undertake a detailed assessment of the impact of AASB 18 before it is adopted for the financial year ending 30 June 2029. When AASB 18 is first adopted for the financial year ending 30 June 2029. The impact of applying the new standard is expected to, be limited to changes to the presentation and disclosure of items in the financial statements.

f) Impact of Climate-related matters on financial statements

In preparing these financial statements, the Commission considered NSW Treasury's "Guidance on how to reflect the effects of climate-related matters in financial statements" when assessing the impact of climate-related matters on recognition, measurement, presentation and disclosure of amounts in the financial statements.

Management determined that climate-related matters did not have a material impact on the financial statements for financial year 2026. The Commission will continue to monitor climate-related developments and reassess annually.

Our financial performance

Financial statements for the year ended 30 June 2026

2. Expenses excluding losses

(a) Employee related expenses

	2026 \$	2025 \$
Salaries & wages (including annual leave)	4,862,389	4,690,478
Payroll tax & fringe benefits tax	291,556	298,687
Superannuation - defined contribution plans	487,267	467,511
Superannuation - defined benefit plans	372	900
Workers compensation insurance	42,398	29,330
Long service leave	159,571	155,120
Total	5,843,553	5,642,026

Our financial performance

Financial statements for the year ended 30 June 2026

2. Expenses excluding losses (continued)

(b) Other operating expenses

	2026 \$	2025 \$
Accommodation charges	465,211	448,018
Advertising and publicity	21,730	18,062
Audit and Risk Committee fees	25,054	25,315
Auditor's remuneration		
- audit of the financial statements	31,584	39,450
- internal audit	49,843	49,538
Consultants	183,190	74,661
Contractors	613,903	425,374
Corporate Overheads ¹	246,270	198,221
Corporate Services charges ²	227,282	221,763
Information Technology related expenses ³	602,695	606,699
Insurance	17,669	15,904
Legal services	113,606	81,867
Mandatory Notification of Data Breach Scheme	131,550	25,000
Postage	671	890
Records management expenses	95,508	38,385
Staff training	104,332	86,666
Stores and stationery ^{**}	18,589	11,529
Subscription and membership	20,832	37,383
Telephone ^{**}	6,946	15,824
Travel	4,181	3,598
Other	5,189	4,781
Total	2,985,835	2,428,928

¹ This includes GovConnect pass-through and cost recovery charges totalling \$165,717 (2025: \$148,642) for business process outsourcing services and ICT helpdesk support services.

² Corporate services provided to the Commission by the Department of Customer Service (including corporate finance, governance, risk & performance, people & culture) \$227,282 (2025: \$221,763).

³ This includes GovConnect pass-through and cost recovery charges for ICT expenses including network management, data storage and end user device management totalling \$266,283 (2025: \$241,999).

Our financial performance

Financial statements for the year ended 30 June 2026

2. Expenses excluding losses (continued)

Recognition and measurement

Information technology related expenses

The expenditure relates to pass-through charges for the provision of hardware, software, and licenses for network services provided by the Department of Customer Service, as well as the cost of software services for the Commission's case management system.

Contractors

Expenditure relates to the use of contractors to fill unfilled staffing positions.

Accommodation charges

Expenditure relates to the accommodation costs under the occupancy agreement with the Department of Customer Service.

(c) Amortisation expense

	2026 \$	2025 \$
Amortisation		
Intangible assets - software	25,087	149,817
Total	25,087	149,817

Amortisation expense for 2026 decreased following a reassessment of the useful life of intangible assets as part of the February 2025 stocktake. The assets are continuing in use, and their estimated useful lives have been updated to 13 and 15 years. This change in accounting estimate was applied prospectively from 1 July 2025 leading to a reduction in amortisation expense in 2026. The financial impact of the reassessment in 2025 was not material.

Recognition and measurement

Amortisation is provided for on a straight-line basis to write off the amortisable amount of each asset as it is consumed over its useful life.

The useful life for intangible assets (software) are currently estimated at 13–15 years.

All material separately identifiable components of assets are amortised over their useful lives. The estimated useful life of computer software assets were reassessed as part of the February 2025 stocktake and revised to 13 and 15 years. The amortisation rates were revised from 25% to 8% (13 years) and 7% (15 years). This change in accounting estimate has been applied in accordance with applicable accounting standards.

Our financial performance

Financial statements for the year ended 30 June 2026

3. Revenue

Recognition and measurement

Income is recognised in accordance with the requirements of AASB 15 Revenue from Contracts with Customers or AASB 1058 Income of Not-for-Profit Entities, dependent on whether there is a contract with a customer defined by AASB 15 Revenue from Contracts with Customers.

Parliamentary Appropriations/the Summary of Compliance

The *Appropriation Act 2025* (Appropriations Act) and the subsequent variations, if applicable, appropriates the sum of \$1,920,640,607 (2025: \$1,910,485,454) to the Minister for Customer Service and Digital Government (the Minister) out of the Consolidated Fund for the services of the Department of Customer Service for the year 2025-26. The spending authority of the Minister from the Appropriations Act has been delegated or subdelegated to officers of the Department of Customer Service and entities that it is administratively responsible for, including the Commission.

The lead Minister for the Commission, being the Minister for Customer Service and Digital Government, is taken to have been given an appropriation out of the Consolidated Fund under the authority of section 4.7 of the GSF Act, at the time the entity receives or recovers any deemed appropriation money, for an amount equivalent to the money that is received or recovered by the entity. These deemed appropriations are taken to have been given for the services of the Department of Customer Service.

A summary of compliance is disclosed in the financial statements published in the Annual Report of the Department of Customer Service. It has been prepared by aggregating the spending authorities of the Minister for the services of the Department of Customer Service. It reflects the status at the point in time this disclosure statement is being made. The Commission's spending authority and expenditure is included in the summary of compliance.

The delegation and sub-delegations authorising officers of the Commission to spend Consolidated Fund money, impose limits on the amounts of individual transactions, but not the overall expenditure of the Commission. However, as they relate to expenditure in reliance on a sum appropriated by legislation, the delegation/sub-delegations are subject to the overall authority of the Department of Customer Service to spend monies under relevant legislation. The individual transaction limits have been properly observed. The information in relation to the aggregate expenditure limit from the Appropriations Act and other sources is disclosed in the summary of compliance table included in the financial statements published in the Annual Report of the Department of Customer Service.

Our financial performance

Financial statements for the year ended 30 June 2026

3. Revenue (continued)

(a) Grants and contributions

	2026 \$	2025 \$
<i>Grants without sufficiently specific performance obligations</i>		
Government Grant - recurrent	8,467,999	7,332,000
Government Grant - capital	149,999	150,000
Other grants ¹	300,000	370,000
Total	8,917,998	7,852,000

¹ In 2026 the Commission received \$300,000 from the NSW Telco Authority to support the delivery of a Privacy Information Statement for NSW Government by the Privacy Commissioner. In 2025 \$370,000 was received from the Digital Restart Fund for the Commission to perform its statutory functions under the *Digital Restart Fund 2020*.

Recognition and measurement

Income from grants without sufficiently specific performance obligations are recognised when the Commission obtains control over the granted assets (e.g. cash).

The Commission receives its funding from the Department of Customer Service which receives appropriations from the Consolidated Fund. Appropriations for each financial year are set out in the Appropriation Act for that year.

(b) Acceptance by the Crown of employee benefits and other liabilities

The following liabilities and/or expenses have been assumed by the Crown:

	2026 \$	2025 \$
Superannuation - defined benefit	372	900
Long service leave	144,738	143,796
Total	145,110	144,696

Our financial performance

Financial statements for the year ended 30 June 2026

(c) Other income

	2026 \$	2025 \$
Rental refund ¹	349,242	-
Salary reimbursement ²	171,430	58,521
Workers compensation payments insurance reimbursement	-	75,317
Other Income	10,403	585
Total	531,075	134,423

¹ The rental refund arose following a review of rental arrangement after the change in office location.

² The salary reimbursement for work performed by the Commission on the government's Digital Identity Program was \$171,430 in 2026, compared with \$58,521 in 2025.

4. Current Assets – Cash and Cash Equivalents

	2026 \$	2025 \$
Cash at bank	1,906,935	1,422,272
Total Closing cash	1,906,935	1,422,272

For the purposes of the statement of cash flows, cash and cash equivalents include cash at bank and cash on hand. Cash and cash equivalent assets recognised in the statement of financial position are the same as cash and cash equivalents assets recognised in the statement of cash flows.

Refer to Note 11 for details regarding credit risk and market risk arising from financial instruments.

5. Current Assets – Receivables

	2026 \$	2025 \$
Rental refund ¹	349,242	-
GST receivable	39,507	39,951
Prepayments ²	137,300	131,950
Other receivables ³	33,965	-
Total	560,014	171,901

Details regarding credit risk of receivables are disclosed in Note 11.

¹ Rental refund to be received from the Department of Customer Service (refer note 3(c)).

² Prepayments relate to the purchase of annual subscriptions in advance. The subscriptions are amortised to the statement of comprehensive income over the period of the subscription.

³ Including \$32,435 in leave entitlement receivable from Audit Office for employee transferred to the Commission, and \$1,530 to be reimbursed from the Independent Review Office for training cost.

Our financial performance

Financial statements for the year ended 30 June 2026

6. Intangible assets

	Software \$	Work in progress \$	Total \$
At 1 July 2024			
Cost (gross carrying amount)	2,448,523	-	2,448,523
Accumulated amortisation and impairment	(2,083,998)	-	(2,083,998)
Net carrying amount	364,525	-	364,525
Year ended 30 June 2025			
Net carrying amount at beginning of year	364,525	-	364,525
Additions	-	103,145	103,145
Transfer from work in progress	37,312	(37,312)	-
Amortisation	(149,817)	-	(149,817)
Net carrying amount at end of year	252,020	65,833	317,853
At 1 July 2025			
Cost (gross carrying amount)	2,431,844	65,833	2,497,677
Accumulated amortisation and impairment	(2,179,824)	-	(2,179,824)
Net carrying amount	252,020	65,833	317,853
Year ended 30 June 2026			
Net carrying amount at beginning of year	252,020	65,833	317,853
Additions	-	40,436	40,436
Transfer from work in progress	73,697	(73,697)	-
Amortisation	(25,087)	-	(25,087)
Net carrying amount at end of year	300,630	32,572	333,202
At 30 June 2026			
Cost (gross carrying amount)	2,504,577	32,572	2,537,149
Accumulated amortisation and impairment	(2,203,947)	-	(2,203,947)
Net carrying amount	300,630	32,572	333,202

Fully depreciated asset of \$964 was retired during financial year 2026 (\$53,991 in 2025).

Our financial performance

Financial statements for the year ended 30 June 2026

6. Intangible assets (continued)

Recognition and measurement

The Commission recognises intangible assets only if it is probable that future economic benefits will flow to the Commission and the cost of the assets can be measured reliably. Intangible assets are measured initially at cost. Where an asset is acquired at no or nominal cost, the cost is its fair value as at the date of acquisition. Following the initial recognition, intangible assets are subsequently measured at fair value only if there is an active market. As there is no active market for the Commission's intangible assets, the assets are carried at cost less any accumulated amortisation and impairment losses.

All research costs are expensed. Development costs are only capitalised when certain criteria are met. The useful lives of intangible assets are assessed to be finite.

The Commission's intangible assets are amortised using the straight-line method over a period of thirteen or fifteen years. The amortisation period and amortisation method for an intangible asset with a finite useful life are reviewed at least at the end of each reporting period.

Intangible assets are tested for impairment where an indicator of impairment exists. If the recoverable amount is less than its carrying amount, the carrying amount is reduced to the recoverable amount and the reduction is recognised as an impairment loss.

Capitalisation threshold

Intangible assets costing \$10,000 and above individually (or forming part of an IT network costing more than \$10,000) are capitalised. As at 30 June 2026 the Commission incurred capital expenses of \$40,436 (2025 \$103,145).

7. Current Liabilities – Payables

	2026 \$	2025 \$
Accrued salaries, wages and on-costs	189,932	142,797
Sundry accruals and creditors	210,585	189,359
Total	400,517	332,156

Details regarding liquidity risk, including a maturity analysis of the above payables, are disclosed in Note 11.

Our financial performance

Financial statements for the year ended 30 June 2026

8. Current/Non-Current Liabilities – Provisions

	2026 \$	2025 \$
Employee benefits and related on-costs		
Current		
Annual leave	536,698	491,576
Paid parental leave	21,166	1,067
Long service leave	123,809	110,310
Total Current Provisions	681,673	602,953
Non-current		
Long service leave on-costs	12,245	10,910
Total Non-Current Provisions	12,245	10,910
Total Provisions	693,918	613,863
Aggregate employee benefits on-costs		
Provisions - current	681,673	602,953
Provisions - non-current	12,245	10,910
Total	693,918	613,863
Provisions expected to be settled within 12 months		
Annual leave	525,964	481,744
Paid parental leave	20,743	1,046
Long service leave on-costs	-	-
Total	546,707	482,790
Provisions expected to be settled after more than 12 months		
Annual leave	10,734	9,831
Paid parental leave	423	22
Long service leave on-costs	136,054	121,220
Total	147,211	131,073

Our financial performance

Financial statements for the year ended 30 June 2026

8. Current/Non-Current Liabilities – Provisions (continued)

Recognition and Measurement

Employee Benefits and related on-costs

Salaries and wages, annual leave and sick leave

Salaries and wages (including non-monetary benefits) and paid sick leave that are expected to be settled wholly within 12 months after the end of the period, in which the employees render the service are recognised and measured at undiscounted amounts of the benefits.

Annual leave is not expected to be settled wholly before twelve months after the end of the annual reporting period in which the employees render the related service. As such, it is required to be measured at present value in accordance with AASB 119 *Employee Benefits* (although short-cut methods are permitted).

Actuarial advice obtained by Treasury has confirmed that using the nominal annual leave balance plus the annual leave entitlements accrued while taking annual leave (calculated using 8.4% of the nominal value of annual leave) can be used to approximate the present value of the annual leave liability. The Commission has assessed the actuarial advice based on the Commission's circumstances and has determined that the effect of discounting is immaterial to annual leave. All annual leave is classified as a current liability even where the Commission does not expect to settle the liability within 12 months as the Commission does not have an unconditional right to defer settlement.

Paid parental leave can be accumulated for up to 24 months and the provision is recognised when an employee becomes eligible. The provision is valued based on parental leave yet to be paid.

Unused non-vesting sick leave does not give rise to a liability, as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

Long service leave and superannuation

The Commission's liabilities for long service leave and defined benefit superannuation are assumed by the Crown Entity. The Commission accounts for the liability as having been extinguished, resulting in the amount assumed being shown as part of the non-monetary revenue item described as 'Acceptance by the Crown Entity of Employee Benefits and other liabilities'.

Long service leave is measured at present value of expected future payments to be made in respect of services provided up to the reporting date. Consideration is given to certain factors based on actuarial review, including expected future wage and salary levels, experience of employee departures, and periods of service. Expected future payments are discounted using Commonwealth government bond rate at the reporting date.

The superannuation expense for the financial year is determined by using the formulae specified in the Treasurer's Directions TPG25-09. The expense for certain superannuation schemes (i.e. Basic Benefit and First State Super) is calculated as a percentage of the employees' salary. For other superannuation schemes (i.e. State Superannuation Scheme and State Authorities Superannuation Scheme), the expense is calculated as a multiple of the employees' superannuation contributions.

Consequential costs

Consequential costs to employment are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised. This includes outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax.

Our financial performance

Financial statements for the year ended 30 June 2026

9. Reconciliation of Cash Flows from Operating Activities to Net Result

	2026 \$	2025 \$
Net cash flows from operating activities	525,099	342,924
Amortisation expense	(25,087)	(149,817)
(Decrease)/increase in receivables and prepayments	388,112	(63,270)
(Increase)/decrease in provisions	(80,055)	(27,073)
(Increase)/decrease in payables	(68,361)	(192,416)
Net result	739,708	(89,652)

10. Budget review

The budgeted amounts are drawn from the original budgeted financial statements presented to Parliament in respect of the reporting period. Subsequent amendments to the original budget (e.g. adjustments for transfer of functions between entities as a result of Administrative Arrangements Orders) are not reflected in the budgeted amounts. Major variances between the original budgeted amounts and the actual amounts disclosed in the financial statements are explained below.

Net result

The net result for the year ended 30 June 2026 was a surplus of \$739,708 (2025 (\$89,652)), above budget by \$854,708 (2025 \$847,348).

The favourable result is mainly due to an underspend in employee related expenses of \$1,046,447 as not all positions were filled during the year. Amortisation expense was \$127,913 below budget due to the review of the useful life of intangible assets disclosed under note 2(c) and revenue was \$440,183 above budget.

The favourable variances noted above were partially offset by unbudgeted contractor costs of \$613,903 and \$183,190 in consultant fees incurred during the year.

Assets and liabilities

Net assets were \$1,705,715 (2025: \$966,007), which was \$1,409,715 higher than the budgeted \$296,000. This was mainly due to a closing cash position that was above budget \$1,617,935 due to reduced operational cash outflows throughout the year of \$996,663 and a higher cash opening balance of \$621,272 compared to budget.

Cash flows

The final cash position was higher than budget by \$1,617,935 (2025: \$131,728). This outcome is largely due to a higher cash opening balance of \$621,272, and a favourable variance in net cashflows from operating and investing activities of \$996,663.

Our financial performance

Financial statements for the year ended 30 June 2026

11. Financial Instruments

The Commission's principal financial instruments are outlined below. These financial instruments arise directly from the Commission's operations or are required to finance the Commission's operations. The Commission does not enter into or trade financial instruments, including derivative financial instruments, for speculative purposes.

The Commission's main risks arising from financial instruments are outlined below, together with the Commission's objectives, policies and processes for measuring and managing risk. Further quantitative and qualitative disclosures are included throughout these financial statements.

The Chief Executive Officer has overall responsibility for the establishment and oversight of risk management and reviews and agrees policies for managing each of these risks. Risk management policies are established to identify and analyse the risks faced by the Commission, to set risk limits and controls and to monitor risks. Compliance with policies is reviewed by the Commission on a continuous basis.

Financial instrument categories

Class	Note	Category	Carrying Amount	
			2026 \$	2025 \$
Financial Assets				
Cash and cash equivalents	4	Amortised cost	1,906,935	1,422,272
Receivables ¹	5	Amortised cost	383,207	-
Financial Liabilities				
Payables ²	7	Financial liabilities measured at amortised cost	356,984	298,919

¹ Excludes statutory receivables and prepayments (i.e. not within scope of AASB 7)

² Excludes statutory payables and unearned revenue (i.e. not within scope of AASB 7).

Our financial performance

Financial statements for the year ended 30 June 2026

11. Financial Instruments (continued)

Credit risk

Credit risk arises when there is the possibility that the counterparty will default on their contractual obligations, resulting in a financial loss to the Commission. The maximum exposure to credit risk is generally represented by the carrying amount of the financial assets (net of any allowance for impairment).

The Commission is not materially exposed to credit risk, and has not granted any financial guarantees.

Based on management's assessment of natural disasters and climate related matters, there was no impact on the receivables and other assets in the Statement of Financial Position.

Cash and cash equivalents

Cash comprises cash on hand and bank balances within the NSW Treasury Banking System. The Commission does not earn interest on its daily bank balances. This is in accordance with Treasury Direction TD 23-18 Management of Cash, Banking and Payments.

Receivables - trade debtors

Accounting policy for impairment of trade debtors and other financial assets

Collectability of trade debtors is reviewed on an ongoing basis. Procedures as established in the Treasurer's Directions are followed to recover outstanding amounts, including letters of demand.

The Commission applies the AASB 9 simplified approach to measuring expected credit losses which uses a lifetime expected loss allowance for all trade receivables.

To measure the expected credit losses, trade receivables have been grouped based on shared credit risk characteristics and the days past due.

The loss allowance for trade debtors as at 30 June 2026 and 30 June 2025 was determined to be nil.

Liquidity risk

Liquidity risk is the risk that the Commission will be unable to meet its payment obligations when they fall due. The Commission continuously manages risk through monitoring future cash flows and maturities planning to ensure adequate holding of high-quality liquid assets. The objective is to maintain a balance between continuity of funding and flexibility through the use of overdrafts, loans and other advances.

During the current and prior year, there was no default on borrowings. No assets have been pledged as collateral. The Commission's exposure to liquidity risk is deemed insignificant based on prior periods data and current assessment of risk.

Liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in TPG25-04 NSW Government Faster Payment Terms Policy (TPG25-04). For registered small business suppliers, in-scope NSW Government agencies must pay within 5 business days of receiving a correctly rendered invoice, unless an exclusion or policy limit applies.

Where payment terms are not otherwise specified, in-scope agencies must still pay registered small business suppliers within 5 business days of receiving a correctly rendered invoice, in line with TPG25-04. For suppliers that are not registered small businesses, payment timeframes are as set out in the contract or relevant procurement arrangements.

The table below summarises the maturity profile of the Commission's financial liabilities based on contracted undiscounted payments, together with the interest rate exposure.

Our financial performance

Financial statements for the year ended 30 June 2026

11. Financial Instruments (continued)

Market risk

	Weighted average effective interest rate	Nominal amount \$	Interest rate exposure		Maturity dates
			Fixed interest rate \$	Non-interest bearing \$	< 1 year \$
2026					
Payables ¹		356,984	-	356,984	356,984
	-	356,984	-	356,984	356,984
2025					
Payables ¹	-	298,919	-	298,919	298,919
		298,919	-	298,919	298,919

¹ This excludes statutory payables of \$43,533 in 2026 and \$33,237 in 2025 included in accrued salaries wages and on costs under note 7.

12. Contingent liabilities and contingent assets

The Commission has no contingent liabilities or contingent assets as at 30 June 2026 (2025: nil).

13. Related party disclosure

Compensation for Key Management Personnel was as follows:

Key management personnel

	Actual 2026 \$	Actual 2025 \$
Short-term employee benefits:		
Salaries	729,323	723,935
Post-employment benefits	87,519	83,252
Total remuneration	816,842	807,187

The Commission did not enter into any other transactions with key management personnel, their close family members or controlled or jointly controlled entities thereof.

Our financial performance

Financial statements for the year ended 30 June 2026

14. Events after the reporting period

There are no known events after the reporting period which would give rise to a material impact on the reported results or financial position of the Commission as at 30 June 2026.

End of audited financial statements.

Compliance Index

This compliance index lists the compliance disclosures within this annual report and the page references for those disclosures.

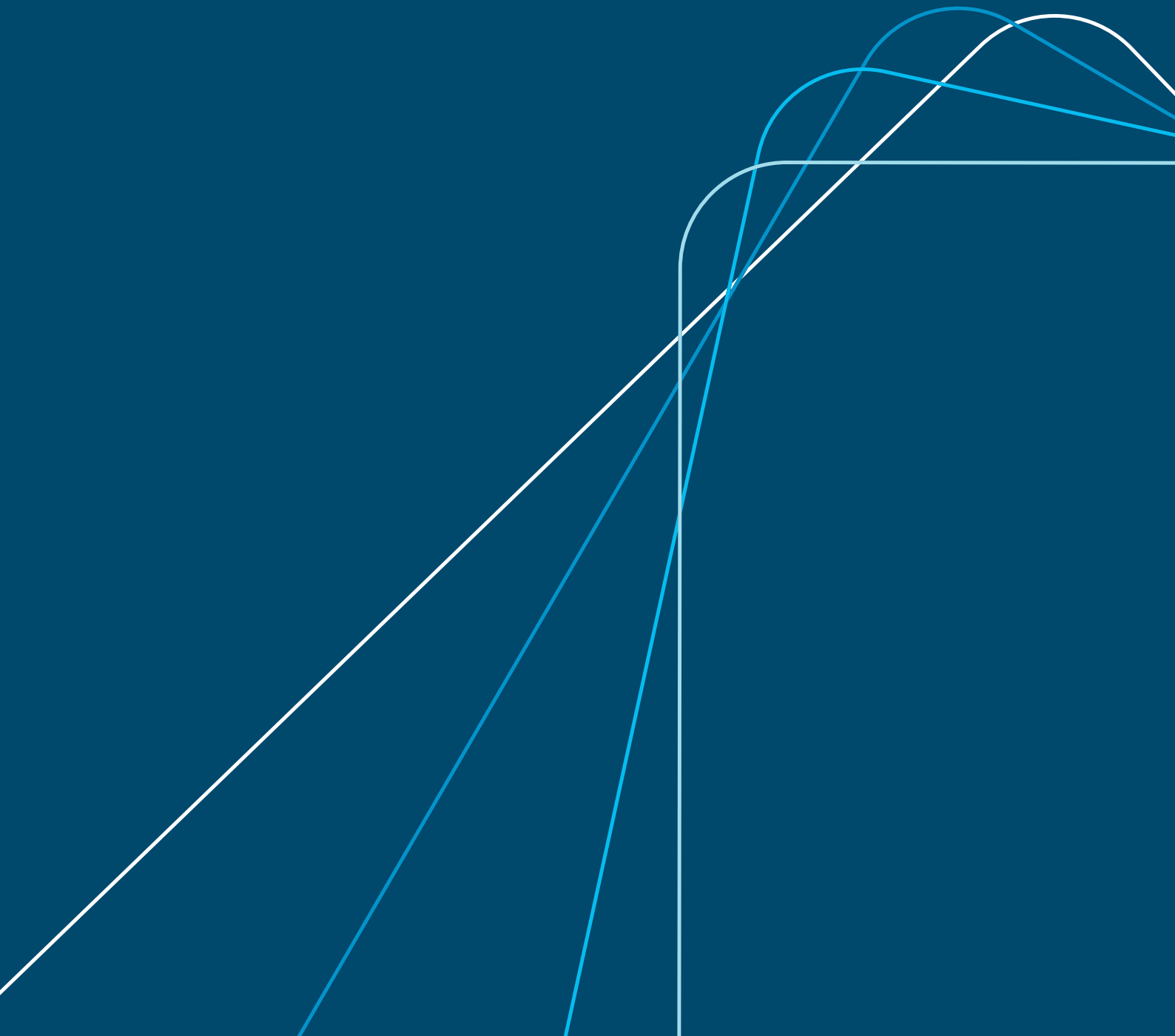
Table 21: Compliance Index

Heading	Compliance requirement	Basis for, or source of, requirement	Completed (Yes, No, N/A)	Page reference
Acknowledgement of Country	Acknowledgement of Country	TPG25 – 10a Group 1 – Annual Report	Yes	2
Letter of Submission	Letter of submission	TPG25 – 10a Group 1 – Annual Report	Yes	3
Overview	About the IPC	TPG25 – 10a Group 1 – Annual Report	Yes	19
	Principle officers			19
	Organisational Structure			20
	Accountability			22
	Governance and legislative responsibilities			23
Strategy	Reporting against our strategic objectives – Summary	TPG25 – 10a Group 1 – Annual Report	Yes	26
	IPC Strategic Plan 2024–28		Yes	27
	IPC Strategic Plan 2024–28 Summary		Yes	28
	Reporting against our strategic and regulatory objectives		Yes	29–34
Operations and performance	Information access	TPG25 – 10a Group 1 – Annual Report	Yes	37
	Privacy		Yes	40
	Human Research Ethics Committees (HRECs) reporting		Yes	45
	Stakeholder engagement		Yes	45–54
	GSE Act 2013		Yes	56
	Legislative compliance register		Yes	56
	litigation		Yes	56
	Information security management		Yes	56–57
	Land disposal		Yes	57
	New legislation and amendments		Yes	57
	Infrastructure program		N/A	
	IPART Act requirements	section 18(4) of the IPART Act	N/A	

Compliance Index

Heading	Compliance requirement	Basis for, or source of, requirement	Completed (Yes, No, N/A)	Page reference
Management and accountability	Senior executive	TPG25 – 10a Group 1 – Annual Report, Public Service Commission Circular 2014-09	Yes	61
	Our people	TPG25 – 10a Group 1 – Annual Report	Yes	61
	Audit and Risk Committee report on activity	TPG25 – 10a Group 1 – Annual Report	Yes	62
	Insurances	TPG25 – 10a Group 1 – Annual Report	Yes	64
	Internal Audit and Risk Management Attestation Statement	TPP20-08	Yes	64
	GIPA Act compliance	GIPA Act section 125(4), (6); GIPA Regulation clause 8, Schedule 2 and clause 13, Schedule 3	Yes	60
	PPIP Act compliance	TPG25 – 10a Group 1 – Annual Report, <i>Privacy and Personal Information Protection Act 1998</i>	Yes	65
	Consultants	TPG25 – 10a Group 1 – Annual Report	Yes	65
	International travel	TPG25 – 10a Group 1 – Annual Report	Yes	65
	Requirements arising from employment arrangements	TPG25 – 10a Group 1 – Annual Report	N/A	
Sustainability	Sustainability	TPG25 – 10a Group 1 – Annual Report	Yes	67
	Work health and safety (WHS)	TPG25 – 10a Group 1 – Annual Report	Yes	67
		PSC Circular 2014-09	Yes	67
	Workplace diversity	<i>Modern Slavery Act 2018</i>	Yes	67
	Modern Slavery reporting	TPG25 – 10a Group 1 – Annual Report	Yes	68
	Climate Related Financial Disclosures	Report, TPG24-33		
	Disability inclusion action plans	Disability Inclusion Act 2014	N/A	
Financial performance	Statement by the Information Commissioner	TPG25 – 10a Group 1 – Annual Report, GSF Act	Yes	70
	Independent Auditor's report		Yes	71-72
			Yes	73-93
	Financial statements			

Appendices



Appendix 1 – Publications and resources issued in 2025–26

Statutory reports

- IPC Annual Report 2024–25
- Report on the Operation of the Government Information (Public Access) Act 2009: 2024–25

IPC corporate resources

- IPC Generative AI Policy
- IPC Workplace Adjustments Policy

Information access resources

- None released in the 2025–26 reporting period

Information access regulatory reports

- None released in the 2025–26 reporting period

Privacy resources

- IPC MNDB Scheme Maturity Self-assessment Tool – Management Document
- IPC MNDB Scheme Maturity Self-assessment Tool – Maturity Matrix
- IPC MNDB Scheme Maturity Self-assessment Tool – Survey
- Guide–Privacy risks associated with the use of generative AI tools
- Fact Sheet–Engaging with AI
- Fact Sheet–IP addresses and Privacy

Privacy regulatory reports

- MNDB Scheme Data Snapshot Jan–Jun 2025
- MNDB Scheme Data Snapshot Jul–Dec 2025
- Desktop Review of Data Breach Policy (DBP) Compliance Report

Joint information access and privacy regulatory reports

- Desktop Review of Documented AI or ADM Use within AIGs and PMPs

IPC newsletters

- IPC Bulletin – September 2025
- IPC Mandatory Notification of Data Breach (MNDB) Spotlight – November 2025
- IPC Mandatory Notification of Data Breach (MNDB) Spotlight – December 2025
- IPC Bulletin – December 2025
- IPC Mandatory Notification of Data Breach (MNDB) Spotlight – January 2026
- IPC Mandatory Notification of Data Breach (MNDB) Spotlight – February 2026
- IPC Bulletin – March 2026
- IPC Mandatory Notification of Data Breach (MNDB) Spotlight – April 2026
- IPC Mandatory Notification of Data Breach (MNDB) Spotlight – May 2026
- IPC Bulletin – June 2026
- IPC Mandatory Notification of Data Breach (MNDB) Spotlight – June 2026
- IPC Mandatory Notification of Data Breach (MNDB) Spotlight – July 2026

Appendix 2 – Diversity and inclusion

The IPC addresses diversity and inclusion by:

1. identifying the needs of people within diverse communities in NSW to promote their right to access government-held information and the protection of privacy
2. enhancing information about how to access government held information and protection of privacy rights for people within diverse communities in NSW
3. promoting the needs of our diverse communities in NSW when developing and delivering resources to support the work of our regulated sectors in providing access to information and the protection of privacy rights.

During the reporting period the IPC has undertaken the following activities in relation to diversity and inclusion:

- published an IPC Workplace Adjustments Policy (October 2025) that supports workplace inclusion and participation, particularly for people with disability.

Looking ahead

In the next reporting period, the IPC will further build on its translation and accessibility initiatives by translating foundational guidance on individual rights, including information about review and complaints pathways under NSW information access and privacy legislation. This work will further support CALD communities and individuals with diverse needs to understand how to exercise their rights.

Appendix 3 – Access applications under Schedule 2 of the GIPA Regulation

Statistical information about access applications made to IPC

Statistical information about access applications made to our office during the reporting year is set out in the following tables – the form required by Schedule 2 to the GIPA Regulation.

Clause 8A: Details of the review carried out by the agency under section 7(3) of the Act during reporting year and details of any information made publicly available by the agency as a result of the review

Reviews carried out by the agency	Information made publicly available by the agency
Yes	Yes

Clause 8B: The total number of access applications received by the agency during the reporting year (including withdrawn applications but not including invalid applications)

Total number of applications received
5

Clause 8C: Total number of access applications received by agency during reporting year that agency refused either wholly or partly, because the application was for the disclosure of information referred to in Schedule 1 to the Act (information for which there is conclusive presumption of overriding public interest against disclosure)

	Wholly	Partly	Total
Number of applications refused	0	0	0
% of Total	0%	0%	-

Table A: Number of applications by type of applicant and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn	Total	% of Total
Media	0	0	0	0	0	0	0	0	0	0%
Members of Parliament	0	0	0	0	0	0	0	0	0	0%
Private sector business	0	0	0	0	0	0	0	0	0	0%
Not for profit organisations or community groups	0	0	0	0	0	0	0	0	0	0%
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0	0	0%
Members of the public (other)	0	4	2	3	0	0	0	0	9	100%
Total	0	4	2	3	0	0	0	0	9	-
% of Total	0%	44%	22%	33%	0%	0%	0%	0%	-	-

* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn	Total	% of Total
Personal information applications*	0	0	0	0	0	0	0	0	0	0%
Access applications (other than personal information applications)	0	4	2	3	0	0	0	0	0	100%
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0	0	0%
Total	0	4	2	3	0	0	0	0	9	-
% of Total	0%	40%	20%	30%	0%	0%	0%	0%	-	-

* A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

Table C: Invalid applications

Reason for invalidity	No. of applications	% of Total
Application does not comply with formal requirements (section 41 of the GIPA Act)	7	100%
Application is for excluded information of the agency (section 43 of the GIPA Act)	0	0%
Application contravenes restraint order (section 110 of the GIPA Act)	0	0%
Total number of invalid applications received	7	100%
Invalid applications that subsequently became valid applications	0	0%

Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 to Act

	Number of times consideration used*	% of Total
Overriding secrecy laws	0	0%
Cabinet information	0	0%
Executive Council information	0	0%
Contempt	0	0%
Legal professional privilege	1	100%
Excluded information	0	0%
Documents affecting law enforcement and public safety	0	0%
Transport safety	0	0%
Adoption	0	0%
Care and protection of children	0	0%
Ministerial code of conduct	0	0%
Aboriginal and environmental heritage	0	0%
Total	1	-

* More than one public interest consideration may apply in relation to a particular access application and if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of Act

	Number of occasions when application not successful	% of Total
Responsible and effective government	0	0%
Law enforcement and security	0	0%
Individual rights, judicial processes and natural justice	0	0%
Business interests of agencies and other persons	0	0%
Environment, culture, economy and general matters	0	0%
Secrecy provisions	0	0%
Exempt documents under interstate Freedom of Information legislation	0	0%
Total	0	0%

Table F: Timeliness

	Number of applications	% of Total
Decided within the statutory timeframe (20 days plus any extensions)	5	100%
Decided after 35 days (by agreement with applicant)	0	0%
Not decided within time (deemed refusal)	0	0%
Total	5	-

Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)

	Decision varied	Decision upheld	Total	% of Total
Internal review	0	5	5	100
Review by Information Commissioner *	0	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0	0
Review by NCAT	0	0	0	0%
Total	0	5	5	

* The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of the Act (by type of applicant)

	Number of applications for review	% of Total
Applications by access applicants	5	100%
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0	0%
Total	5	-

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred	% of Total
Agency-initiated transfers	1	100%
Applicant-initiated transfers	0	0%
Total	1	-

Appendix 4 – Credit card certification

In accordance with the Treasurer's Direction 205.01-205.08, it is hereby certified that the use of Corporate Purchasing Cards has been in accordance with the Premier's Memoranda and Treasurer's Directions.

Appendix 5 – Payment of accounts

For the year ended 30 June 2026.

Supplier accounts paid on time				
Quarter	Target %	Actual %	Current	Total payments
Sep-25	95%	100%	630,504	630,504
Dec-25	95%	100%	541,206	541,206
Mar-26	95%	100%	697,533	697,533
Jun-26	95%	99.69%	941,027	943,951

NSW Treasury Circular NSW (TC 11/12) sets out the requirements for payment of accounts by NSW agencies and states that the day of payment is the day that funds are transferred into the banking system for payment to the supplier or a cheque is sent.

The IPC accounts payable function is performed by DCS as part of shared corporate services arrangements within the Customer Service Cluster. The % figures above reflect the payment time within the IPC, the reporting entity for the reporting period. Time for payment of accounts is delayed in circumstances where DCS journals intra-agency transactions several months after the document date of the transaction and these payments are shown as not current but IPC has no control over the timing of these journals. DCS is also classified as a small business supplier so the reporting for the payment of small business suppliers is also affected by the delay in DCS journaling intra-agency transactions.

The IPC, in conjunction with DCS, minimises processing delays and monitors and improves payment performance by the:

- review of payment performance reports on a quarterly basis to identify any procedural issues
- increased use of electronic funds transfer (EFT) and Purchasing Card for payment of creditors
- payment of major suppliers by way of consolidated billing
- amalgamation of processing and payment functions into the DCS Cluster.

Executive management reviews the quarterly payment performance reports to identify any issues arising and takes appropriate measures to improve compliance in accordance with NSW Treasury guidelines. Delays have been identified and systems reviewed and enhanced to ensure the timely payment of accounts. There was no penalty interest for late payment during the financial year ended 30 June 2026.

Appendix 6 – Time for payment of accounts

For the year ended 30 June 2026.

Aged analysis at the end of each quarter					
Quarter	Current (i.e. within due date)	Less than 30 days overdue	Between 30 and 60 days overdue	Between 61 and 90 days overdue	More than 90 days overdue
All suppliers					
Sep-25	\$630,504	\$-	\$-	\$-	\$-
Dec-25	\$541,206	\$-	\$-	\$-	\$-
Mar-26	\$697,533	\$-	\$-	\$-	\$-
Jun-26	\$941,027	\$2,924	\$-	\$-	\$-
Small business suppliers					
Sep-25	\$43,747	\$-	\$-	\$-	\$-
Dec-25	\$18,802	\$-	\$-	\$-	\$-
Mar-26	\$17,380	\$-	\$-	\$-	\$-
Jun-26	\$111,412	\$-	\$-	\$-	\$-

Accounts due or paid within each quarter				
Measure	September 2025	December 2025	March 2026	June 2026
All suppliers				
Number of accounts due for payment	65	63	66	115
Number of accounts paid on time	65	63	66	113
Actual percentage of accounts paid on time (based on no. of accounts)	100%	100%	100%	98.60%
Dollar amount of accounts due for payment	\$630,504	\$541,206	\$697,533	\$943,951
Dollar amount of accounts paid on time	\$630,504	\$541,206	\$697,533	\$941,027
Actual percentage of accounts paid on time (based on \$)	100%	100%	100%	99.69%
Number of payments for interest on overdue accounts	0	0	0	0
Interest paid on overdue accounts	0	0	0	0
Small business suppliers				
Number of accounts due for payment to small businesses	3	2	3	14
Number of accounts due to small businesses paid on time	3	2	3	14
Actual percentage of small business accounts paid on time (based on no. of accounts) (by the IPC see page 117)	100%	100%	100%	100%
Dollar amount of accounts due for payment to small businesses	\$43,747	\$18,802	\$17,380	\$111,412
Dollar amount of accounts due to small businesses paid on time	\$43,747	\$18,802	\$17,380	\$111,412
Actual percentage of small business accounts paid on time (based on \$)	100%	100%	100%	100%
Number of payments to small businesses for interest on overdue accounts	0	0	0	0
Interest paid to small businesses on overdue accounts	0	0	0	0

Index

About the IPC	19	Director, Corporate Services and Business Improvement	19
Access applications under Schedule 2 of the GIPA Regulation; decisions made	64, 99	Director, Financial Audit	72
Accessibility	10, 17, 29, 43, 52, 98	Director, Regulatory Advice and General Counsel	19
Accountability	8, 9, 19, 21, 22, 23, 31, 39	Diversity	67, 68, 98
Advice to agencies – GIPA	37	DRF; Digital Restart Fund; DRF Act; Digital Restart Fund Act 2020	22, 28, 83
Advice to agencies – privacy	40	E-learning	6, 7, 16, 53, 65
Agency Advice Satisfaction Survey	57, 58	Enquiries and requests for information from the community – GIPA	28, 39, 50
Agency Information Guides (AIGs)	6, 9, 31, 37, 39, 43	Enquiries and requests for information from the community – privacy	28, 44, 50
Annual Report 2024–25	97	Equal Employment Opportunity (EEO) and staff numbers	67
Compliance Index	94, 95	Fact sheets	50, 52, 57, 58, 64
Appendices	96	Feedback	19, 30, 54, 57
Asia Pacific Privacy Authorities (APPA)	22, 47	Financial performance; financial statements	69–93
Assistant Commissioner (Reviews & Compliance)	19	GIIC Act; Government Information (Information Commissioner) Act 2009	3, 8, 9, 22–24, 37, 38, 53
Association of Information Access Commissioners (AIAC)	22, 47	GIPA Act; Government Information (Public Access) Act 2009	8, 9, 22–24, 37–39, 49, 53, 64
Attorney General	3, 19, 22, 48, 64	GIPA compliance; GIPA Act compliance	64
Audit and Risk Committee (ARC): Report on activity 2025–26	62	GIPA Regulation; Government Information (Public Access) Regulation 2018	23, 64, 99
Audit and Risk Committee; ARC	23, 56, 62	Glossary	106
Audit Office of NSW	47, 84	Governance; our governance	11, 14–16, 23, 53
Business hours	2, 106	Gray, Robyn	62
Case activities; case management; GIPA case activities and performance; privacy case activities and performance	39, 44, 57	GSE Act; Government Sector Employment Act 2013	8, 9, 23, 56, 61, 62
Chief Executive Officer (CEO)	8, 10, 22, 62, 71, 72	GSF Act; Government Sector Finance Act 2018	3, 8, 23, 62, 71, 78, 82
Client Satisfaction Survey	57	Highlights	6
Committees	22, 28, 47, 48, 62	Hon. Ben Franklin MLC, Greg Piper MP	3
Communications	48, 50	HPPs; Health Privacy Principles	14, 24, 40, 45, 64
Community Attitudes Survey	11, 14, 50, 51, 52	HRECs; Human Research and Ethics Committees	44, 45
Complaints; complaining to the IPC; complaints about information access; complaints about privacy	7, 10, 14, 16, 19, 22, 24, 28, 29, 30, 37–44, 65	HRIP Act; Health Records and Information Privacy Act 2002	14, 22, 23, 24, 44, 65
Compliance Committee	37	HRIP Regulation; Health Records and Information Privacy Regulation 2022	23
Consultants	65, 80	Independent Auditor's Report	71, 72
Contracts register	37, 64	Information access resources	9, 17, 30, 52, 97
Credit card certification	102	Information Awareness Week	52
Data breach	6, 11–16, 29, 31, 40, 42–43, 52, 65		
Data sharing	50		
DCS; Department of Customer Service; Customer Service Cluster	47, 57, 65, 67, 82, 102		
Decisions made on formal access application	64		

Information Commissioner	3, 8, 9, 10, 19, 22 23, 24, 37, 38, 39 47, 49, 50, 53, 56 62, 63, 64, 67	PPIP Regulation; Privacy and Personal Information Protection Regulation 2019	23
Inquiries (Parliamentary)	47, 49	Privacy Authorities Australia (PAA)	22, 47
Insurance; insurances	64, 80	Privacy codes of practice	40, 53
Internal Audit and Risk Management Attestation	63	Privacy Commissioner	3, 11, 12, 13, 14, 15 16, 19, 22, 23, 24, 40 41, 42, 43, 44, 47, 48 50, 53, 64
International travel	65	Public interest considerations	22, 64, 100, 101
IPAC; Information and Privacy Advisory Committee	19, 22, 48	Public interest directions	16, 40, 53, 54
IPC Bulletin	97	Public Interest Disclosures Steering Committee	22
IPC Regulatory Framework	10, 48	Publications	7, 52, 97
IPC Strategic Plan	10, 26, 27, 28, 56	Remuneration	61, 92
IPPs; Information Protection Principles	14, 24, 42	Report on the operation of the Government Information (Public Access) Act 2009	6, 49, 53, 97
Legislative Compliance Register	56	Reporting against our strategic and regulatory objectives	29-34
Legislative responsibilities	23	Reporting against our strategic objectives	26
Litigation	56	Reports	15, 22, 23, 43, 49, 50, 53, 57
Mandatory Notification of Data Breach Scheme; MNDB Scheme; Data Breach	6, 12, 15, 22, 29 31, 42, 43, 52, 53	Resources	10, 17, 26, 29, 30, 47, 50, 52, 97
Media; social media	19, 48	Review of proactive release program	64
Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice	3, 19, 22, 48, 64	Reviews of agency information access decisions	38
Minutillo, Sonia	3, 10, 11, 13, 16, 19, 49	Risk management	15, 59, 62
NCAT; NSW Civil and Administrative Tribunal	16, 22, 39, 44, 56	RTK; Right to Know Week	6, 31, 32, 47, 50, 51
Notes to the financial statements for the year ended 30 June 2026	78-93	Scarlett, Peter	62
NSW Ombudsman	47	Service charter	19
NSW Parliament	9, 19, 23, 47	Speaking engagements	13, 47, 50
OLG; Office of Local Government	47	Staff training	7, 16, 56
Open Data	64	Stakeholders	17, 19, 26, 29, 33, 47, 48, 49, 50
Our Organisation	18, 22, 23, 24	Statement of Financial Position	71, 75
Parliamentary Committee on the Ombudsman, the Law Enforcement Conduct Commission and the Crime Commission	19, 23, 49	Submissions	7, 16, 44, 53
Parliamentary engagement	49	Treasurer; Treasurer's Directions	71, 78, 81, 88
Parliamentary inquiries and reports	49	Website	6, 10, 15, 29, 30, 42 49, 53, 57, 58, 64, 65
PAW; Privacy Awareness Week	13, 50, 52	What we do	19
Pearce, Sally	62	WHS; Work health and safety; Work Health and Safety Act 2011	67
PID Act; Public Interest Disclosures Act 2022	23, 47	Workplace diversity	67
PMES; People Matter Employee Survey	34, 61		
PMP; Privacy Management Plan	9, 15, 31, 42 43, 65		
PPIP Act; Privacy and Personal Information Protection Act 1998	3, 14, 15, 16 22, 23, 24, 41 42, 43, 53, 64, 65		



Information and Privacy Commission NSW

Our business hours are 9am to 5pm Monday to Friday (excluding public holidays). Public attendance at the IPC office is available via pre-arranged appointment.

Street address:

McKell Building
2-24 Rawson Place
Haymarket NSW 2000

Postal address:

GPO Box 7011
Sydney NSW 2001

Free call: 1800 IPC NSW (1800 472 679)

Email: ipcinfo@ipc.nsw.gov.au

Website: www.ipc.nsw.gov.au