Australian Government
Department of Veterans' Affairs

LEX 85867

Document created in accordance with section 17 of the Freedom of Information Act 1982 (Cth)

FOI Reference Number:	LEX 85867
Request Details:	'…1. *For calendar years 2025 and 2026 (year to date), the total number of FOI requests submitted to the Department (excluding personal information requests / administrative access requests).* 2. *Aggregate outcome statistics for those FOI requests, including:* 3. *• number granted in full* 4. *• number granted in part* 5. *• number refused* 6. *• number withdrawn* 7. *• number that became deemed refusals (decision not made within the statutory timeframe)* 8. *• number still outstanding as at the date of the decision on this request* 9. *Aggregate processing-time information for the relevant periods, specifically:* 10. *• average processing time* 11. *• median processing time* 12. *• number (or percentage) of requests finalised within the statutory 30-day period* 13. *• number (or percentage) of requests that exceeded the statutory timeframe* 14. *Information on extensions of time, specifically:* 15. *• the number of FOI requests in which an extension of time was sought or applied (whether by agreement under s 15AA, by the Information Commissioner under s 15AB, or by reason of third-party*

consultation)

16. *• for those requests, the length of the extension applied, reported in bands rounded to the nearest 30 days (for example: 1–30 days, 31–60 days, 61–90 days, and more than 90 days)*

17. *Any available organisational breakdown of the Information Access / FOI team for the same periods, including roles, titles, and numbers of staff (or full-time equivalent) engaged in processing FOI requests.*

18. *I am not seeking the exact processing time of each individual request, only the aggregate information described above…'*

Date of Decision: 23 November 2026

Please note: Data for the creation of s17 document was drawn from the LEX Case Management system on 3 November 2026 and statistics provided are current as of that date for time period 1 January 2025 – 23 October 2026 – being the date the Freedom of Information Request was received.

1. **For calendar years 2025 and 2026 (year to date), the total number of FOI requests submitted to the Department**

Calendar Year	FOI Requests
2025	797
2026 (Up to 23 October 2026)	795

Aggregate outcome statistics for those FOI requests, including:

- number granted in full
- number granted in part
- number refused
- number withdrawn

Decision	2025	2026 (Up to finalisation 3 November 2026)	Total as at 3 November 2026
Access Granted (Part)	344	204	548
Access Granted (Full)	60	36	96
Access Refused (Full)	152	55	207
Transferred to Other Agency	3	6	9
Withdrawn	117	67	184
Other (IC review/55g/s16 decline)	11	1	12

2. **Processing Time:**
    - Median: **42 days**
    - Average: **73.2 days**

These figures were calculated within Microsoft Excel from the Data current on 3 November 2026. Days Processed column utilised, drill down function and statistics for median and average applied.

3. **Percentage of finalised requests which:**
    - Were finalised within Statutory Timeframe: **55%**
    - Finalised after Statutory Timeframe: **45%**

4. **349** requests received between 1 January 2026 & 23 October 2026 have had one or more extension of times applied to them. All individual Extensions of time were between 1-30 days in duration. Of the **349** requests **16** had multiple extensions of time applied, of the **16** requests with multiple extension of time, **11** requests had combined extensions of time resulting in between 30-60 days of approved extension of time.

5. As of 23 October 2026, DVA's Information Access Unit employed **35.8** permanent Full Time Equivalent staff, of these staff the following worked primarily in Freedom of Information:

    - **Executive Level 1:** 2
    - **APS6:** 3
    - **APS5:** 5
    - **APS4:** 1

    Historical Staffing Statistics for the Information Access Unit and Freedom of Information processing team can be viewed on DVA's Annual Report which is published yearly: Annual Reports | Department of Veterans' Affairs