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Rural and Regional Affairs and Transport

QUESTION ON NOTICE

Supplementary Budget Estimates 2025-2026

Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

Committee Question Number: 60

Departmental Question Number: SQ25-002067

Division/Agency Name: Agency - Civil Aviation Safety Authority

Hansard Reference: Spoken, Page No. 123 (07 October 2025)

Topic: CASA – Delays in processing FOI requests

Senator Susan McDonald asked:

Senator McDONALD: Have you received complaints about delays in responding to FOI requests?

Ms Spence: I think we have received complaints. It's not a regular issue that's raised with us. We've monitored how we're tracking against those requirements, and I think, with some minor areas where we've been one or two days late, we generally do operate within those FOI requirements.

Senator McDONALD: Are any of those about reallocations between staff members based on workloads? Ms Spence: Not that I've got in front of me. I genuinely don't know, but I'm happy to take it on notice.

Answer:

For requests in the period 1 October 2024 to 15 October 2025, the Civil Aviation Safety Authority has received 1 complaint about delays in processing Freedom of Information requests, however, we have no records of formal complaints regarding delays in responding to Freedom of Information requests that relate to reallocation between staff members based on workloads.