



Veterans Affairs  
Canada

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Canada

Canada

# ANNUAL REPORT

on the Administration of the  
*Access to Information Act*

**2024-2025**

**The Honourable Jill McKnight**

Minister of Veterans Affairs and Associate Minister of National Defense

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## Introduction

Veterans Affairs Canada (VAC) is pleased to present its annual report on the administration of the *Access to Information Act* for April 1, 2024, to March 31, 2025.

This report is prepared and tabled in accordance with section 94 of the *Access to Information Act*, which requires that the head of every federal institution prepare and submit an annual report to Parliament on the administration of the Act during the fiscal year.

At VAC, we value our clients' contributions to the development of Canada as a nation and honour the sacrifices they have made in the defence of freedom and the pursuit of world peace. As an expression of Canada's gratitude to our Veterans, we strive to exemplify the high principles they have defended, and to be as open and transparent as possible.

The report for the Office of the Veterans Ombud on their administration of the *Access to Information Act* is attached to this report as Annex C.

## Purpose of the *Access to Information Act*

The *Access to Information Act* provides Canadian citizens, permanent residents, and all individuals and corporations present in Canada with a right of access to records under the control of government institutions. The Act includes limited and specific exceptions and provides for an independent review of decisions made by government institutions on the disclosure of information under Part I of the Act. Part II of the Act requires government institutions to proactively publish information that is of public interest.

Openness and transparency are foundational to building public trust and confidence in government. At VAC, we demonstrate our commitment to these principles by:

- Providing access to government and personal information by responding to formal requests through the *Access to Information Act* and the *Privacy Act*;
- Publishing information on our external departmental website;
- Disclosing information through the Open Government portal; and
- Sharing departmental information through the online catalogue of information (formerly known as “Info Source”).

## VAC's Mandate

VAC's mandate is to support the well-being of Veterans and their families, and to promote recognition and remembrance of the achievements and sacrifices of those who served Canada in times of war, military conflict, and peace. To achieve this mandate, the Department focuses on its four main roles:

- **Provide** leadership as a champion of Veterans, and administer and coordinate needed benefits and services, whether through the Government of Canada or in

partnership with provincial and community programs and non-governmental organizations.

- **Help** Veterans access the supports and services they need, from all levels of government and the community at large, and maintain a leadership role in the care and support of all Veterans and their families.
- **Listen** to the suggestions of Veterans, their representatives, and stakeholders to guide work and research, and strive to design and deliver programs that meet the modern and changing needs of Veterans and their families.
- **Engage** Canadians of all ages in paying tribute to Veterans and those who died in service, ensuring that the legacy of their tremendous contributions to peace and freedom is preserved for generations to come.

VAC fulfills its mandate through the delivery of programs such as disability benefits, financial benefits, rehabilitation, pension advocacy, education, and training supports. The Department also works to commemorate the achievements and sacrifices of Canadians during periods of war, military conflict, and peace.

VAC serves a highly diverse group, reflecting the remarkable breadth of Canada's contributions to world peace, including:

**Veterans:**

- Armed Forces and Merchant Navy Veterans who served during the First World War, Second World War or Korean War;
- Former and current members of the Canadian Forces, including those who served in Special Duty Areas and in peacekeeping; and
- Allied Veterans who:
  - have served with one of the Allied forces during the Second World War or the Korean War; and
  - have lived in Canada for at least 10 years or lived in Canada prior to enlisting.

**Others:**

- Civilians who are entitled to benefits because of their war time services;
- Former and still serving members of the Royal Canadian Mounted Police; and
- Survivors and dependents of the previous groups.

VAC also assists members of the public who request information regarding departmental programs, services, and activities.

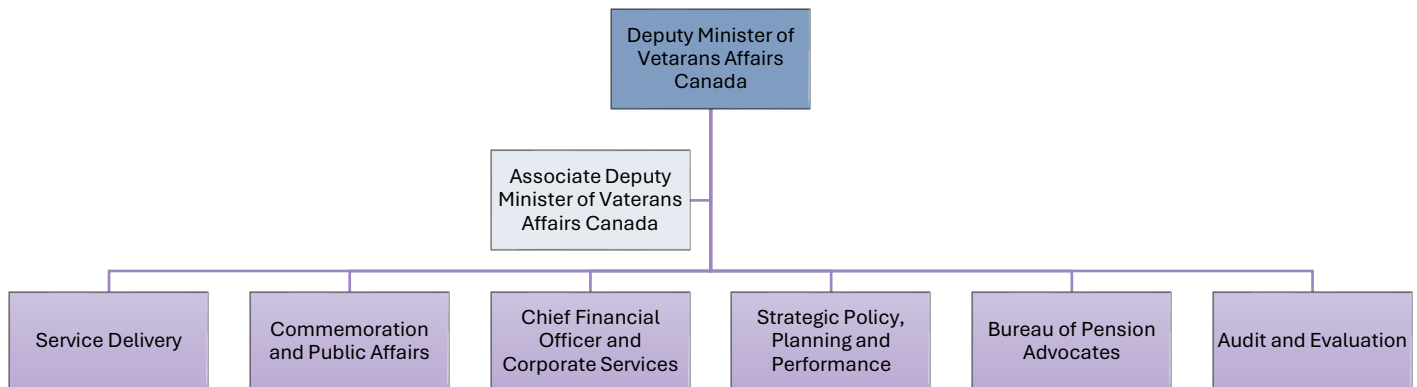
## VAC's Organization Structure

The Veterans Affairs Portfolio consists of:

1. the Department of Veterans Affairs, which reports to the [Minister of Veterans Affairs](#);

2. the [Veterans Review and Appeal Board](#)<sup>1</sup>, which reports to Parliament through the Minister of Veterans Affairs; and
3. the [Office of the Veterans Ombud](#), a special advisor to the [Minister of Veterans Affairs](#);

The Department is made up of four branches and two divisions which report to the [Deputy Minister of Veterans Affairs Canada](#).



## The Access to Information and Privacy Office

The Access to Information and Privacy (ATIP) Office is part of the Chief Financial Officer and Corporate Services Branch. This branch is responsible for supporting the Department in meeting Government of Canada requirements in areas such as financial stewardship, corporate reporting, and key accountabilities. The Privacy and Information Management Directorate is within this branch and contains VAC's ATIP Office.

The ATIP Office is responsible for administering both the *Access to Information Act* and the *Privacy Act* and is located in Charlottetown, Prince Edward Island. The Director of Privacy and Information Management serves as the Department's ATIP Coordinator and leads the ATIP Office.

Privacy and Information Management includes four units whose work relates to information management (IM) and access to information and privacy:

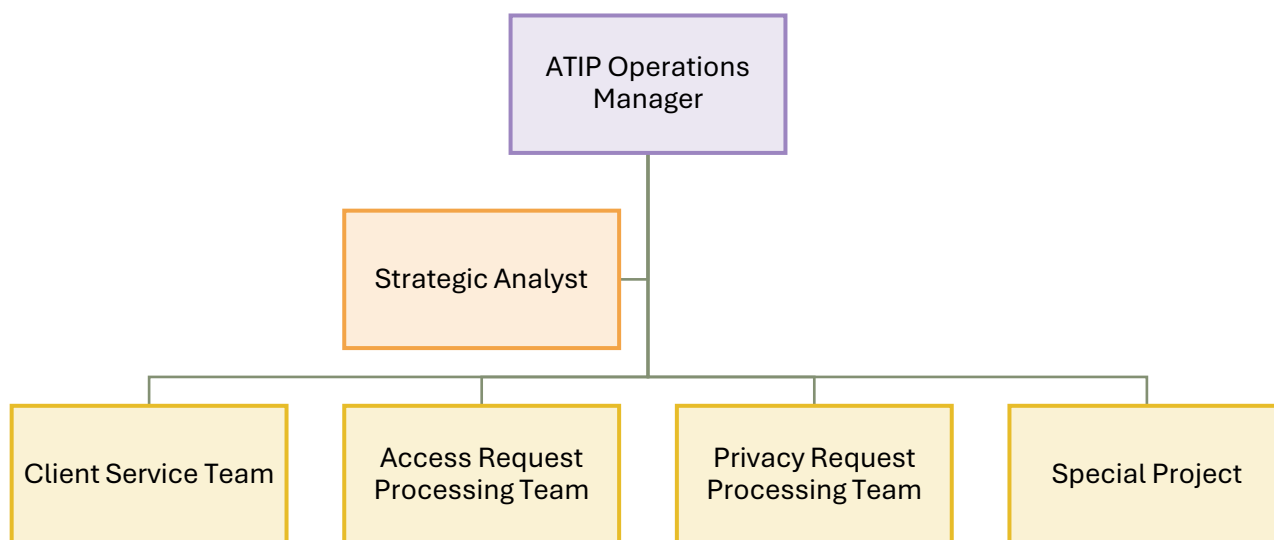
1. ATIP Operations
2. Privacy and IM Policy
3. IM Operations
4. IM Projects

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<sup>1</sup> A separate report on the administration of the *Access to Information Act* is tabled by the Veterans Review and Appeal Board.

The Privacy and Information Management Policy Unit provides training, guidance, and recommendations on privacy and IM. It is responsible for coordinating privacy impact assessments, investigating privacy breach, responding to complaints from the Office of the Privacy Commissioner and collaborating with all areas of the Department to ensure privacy and IM considerations are integrated into new programs and initiatives. This unit is composed of 9 full-time employees (FTEs).

The ATIP Operations unit is responsible for administering the access to information and privacy request program and fulfills this responsibility by processing requests in accordance with the Acts and providing relevant guidance to departmental branches. The unit consists of 23 FTEs and is organized into four teams, led by the ATIP Operations Manager, as follows:



The Client Service Team receives access to information and personal information requests from the public, as well as consultation requests from other government departments. This team works with employees to gather the necessary records to respond to ATIP requests, import and scan records into case management software and provide release packages to requesters.

The Access Request Processing Team is responsible for handling both formal and informal requests for government information, as well as complex privacy requests. Their work involves consulting with other government departments and third parties, as well as responding to incoming consultations from other government departments. The team oversees ATIP functions related to Motions for Production of Papers, Order Paper questions, proactive disclosure, and audits. In addition, they provide training to employees on their responsibilities in handling ATIP requests.

The Privacy Request Processing Team manages formal and informal requests for personal information and respond to record requests from the Department of Justice, as well as court orders and subpoenas received by the Department when it is not a party to the litigation.

The Strategic Analyst provides functional advice, guidance, and support for ATIP Operations, VAC management, and employees. This includes drafting procedure manuals, process maps, forms, and letters. They work to resolve complaints from the Offices of the Information Commissioner and Privacy Commissioner, as well as requests for correction of personal information.

The ATIP Operations Special Project Team has been working with a vendor and VAC's Information Technology (IT) directorate to implement a new case management and redaction software, ATIPXpress, in preparation for implementation in 2025.

We did not employ any consultants or contractors during the reporting period, nor were there any ATIP employees working in VAC's regional offices.

VAC was not a party to any service agreements under section 96 of the *Access to Information Act*.

## Delegation Orders

In accordance with section 95(1) of the *Access to Information Act*, the Minister of Veterans Affairs has delegated the power, duties, and functions for the administration of the *Access to Information Act* to VAC officials through a delegation order.

Authorities have been given to a number of leadership positions in our Department, including:

- Deputy Minister,
- Associate Deputy Minister,
- Assistant Deputy Minister of Corporate Services,
- Director General of Information Technology, Information Management, Administration, and Privacy Division, and
- Director of Privacy and Information Management.

These delegation orders ensure that appropriate administrative authorities have been delegated to the ATIP Officials responsible for effectively and efficiently administering the *Act*. The delegation order was signed 25 March 2021 and is included as Annex A of this report.

## Performance under Part 1 of the *Access to Information Act*, 2024–2025

VAC's Statistical Report on the *Access to Information Act* is included as Annex B of this report. This section provides an overview and analysis of key data on the Department's performance for the 2024-2025 reporting period.

Between April 1, 2024, and March 31, 2025, VAC received 98 formal requests under the *Access to Information Act*. There were 33 requests carried forward from previous reporting periods, for a total of 131 active requests in the 2024-2025 reporting period.

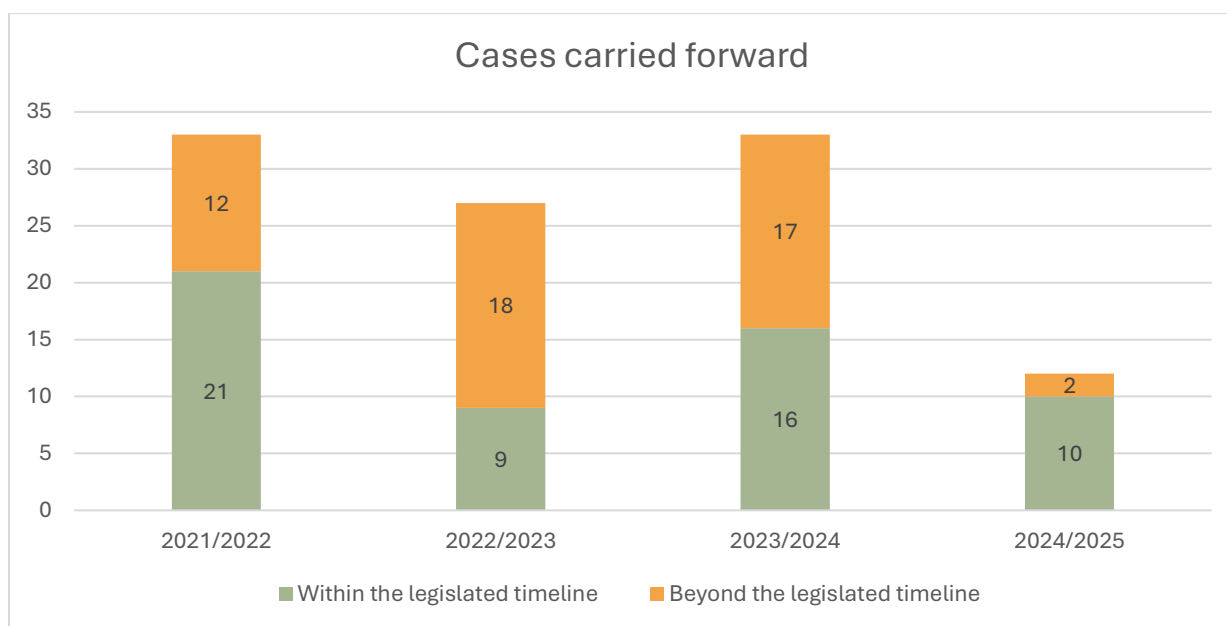
VAC closed 119 formal requests and carried 12 requests to the next reporting period, of those, 10 requests were within the legislated timeline and 2 were carried over beyond the legislated timeline.

The following table provides an overview of the cases received and processed during the reporting period.

Type of request	Requests received	Requests closed	Pages processed	Pages disclosed
Formal access to information	98	119	103,707	92,181
Informal access to information	336	334	178,977	178,977
<b>Total</b>	<b>434</b>	<b>453</b>	<b>282,684</b>	<b>271,158</b>

The total number of requests (formal and informal) closed increased by 150 (33%) over the previous reporting period. The number of pages processed increased by 19,364 (7%) and the number of pages released increased by 16,995 (6%).

During the reporting period the Access Request Processing Team made an effort to reduce the backlog of cases and by the end of the fiscal year, only two cases constituted the backlog. The following table shows the number of cases carried into new reporting periods and whether they were within or beyond the legislated timelines.



## Formal Requests

The following table provides an overview of the number of formal requests received from 2020-2021 to 2024-2025.

Fiscal Year	Requests Received	Requests carried forward	Total Caseload	Requests Closed	Pages processed	Pages disclosed	Requests carried forward
<b>2024-25</b>	<b>98</b>	<b>33</b>	<b>131</b>	<b>119</b>	<b>103,707</b>	<b>92,181</b>	<b>12</b>
2023-24	135	27	162	129	120,396	111,239	33
2022-23	69	33	102	75	73,784	43,149	27
2021-22	104	28	132	99	84,924	81,077	33
2020-21	115	36	151	126	61,796	51,121	28

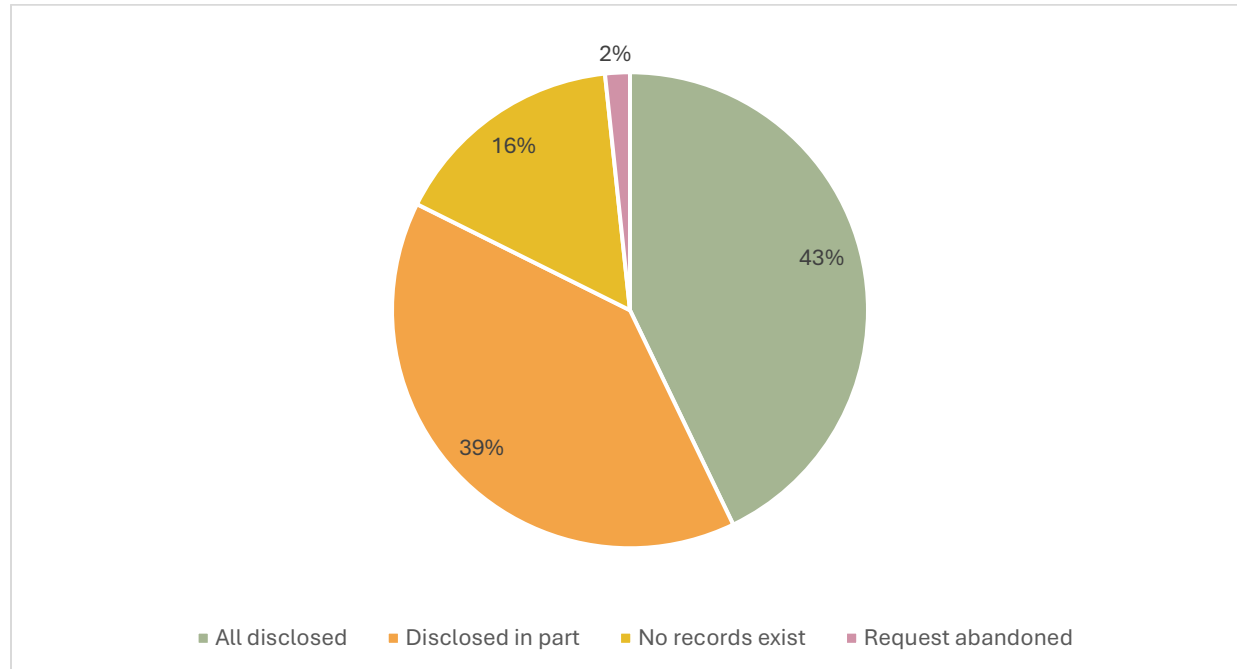
Of the 119 requests that were closed, 69% (i.e. 82 cases) were closed within the legislated timeline, which is an improvement from the previous reporting period, when 65% were closed on time. A total of 37 (31%) requests were closed past the legislated timeline. The reasons for past due requests included interference with operations/workload (34), internal consultation (1), and other reasons (2).

## Disposition of requests

The following table shows the number of requests completed during the 2024-2025 reporting period, broken down by completion times.

Disposition of Requests	0-15 days	16-30 days	31-60 days	61-120 days	121-180 days	181-365 days	More than 365 Days	Total
All Disclosed	4	28	12	5	2	0	0	<b>51</b>
Disclosed in part	0	13	10	4	2	5	13	<b>47</b>
All exempted	0	0	0	0	0	0	0	<b>0</b>
All excluded	0	0	0	0	0	0	0	<b>0</b>
No records exist	2	15	1	1	0	0	0	<b>19</b>
Request transferred	0	0	0	0	0	0	0	<b>0</b>
Request abandoned	0	1	0	1	0	0	0	<b>2</b>
Neither confirmed nor denied	0	0	0	0	0	0	0	<b>0</b>
Declined to act	0	0	0	0	0	0	0	<b>0</b>
<b>Total</b>	<b>6</b>	<b>57</b>	<b>23</b>	<b>11</b>	<b>4</b>	<b>5</b>	<b>13</b>	<b>119</b>

The following chart shows the percentage of closed requests by their disposition.



## Complaints

If a requester believes that government institutions have not respected their rights under the Act, they can submit a complaint to the Office of the Information Commissioner. The

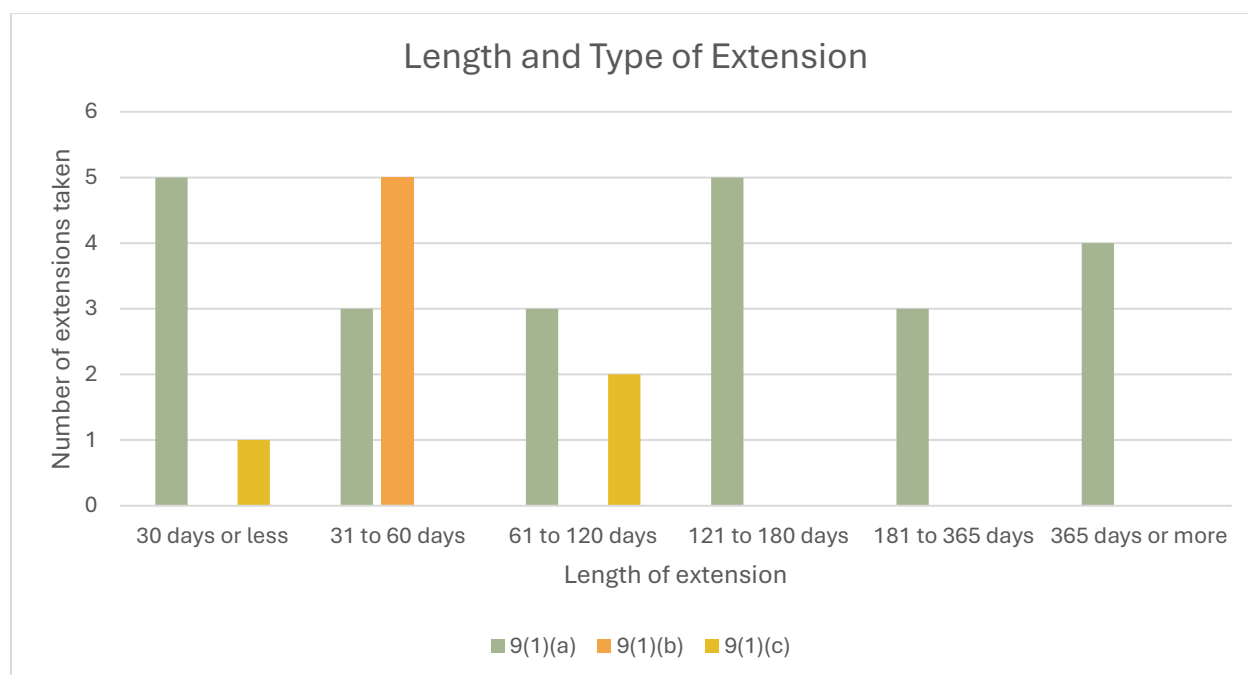
Information Commissioner is an Officer of Parliament who receives and investigates complaints.

Nine complaints were received during the 2024-2025 reporting period. At the end of the reporting period there were 7 active complaints, all received in the 2024-2025 reporting period. For details related to complaints, see [Summary of key issues and actions taken on complaints](#).

## Extensions

During the reporting period 31 extensions were taken, ranging from 30 days to over 365 days. Of these extensions, 23 were taken under section 9(1)(a) due to Interference with operations/workload, 7 under section 9(1)(b) consultation and 1 under section 9(1)(c) third-party notice.

The following chart shows the number and the length of the extensions taken during the 2024-2025 reporting period.



## Consultations

During the reporting period we received 16 consultation requests from other Government of Canada institutions totaling 2,496 pages, and had 1 consultation request outstanding from the previous reporting period which was 37 pages and was completed on time.

The following table shows the recommendations and completion times for consultations received from other Government of Canada institutions.

Recommendation	0 to 15 days	16 to 30 days	31 to 60 days	Total
Disclose entirely	11	1	1	13
Disclose in part	0	1	3	4

Exempt entirely	0	0	0	<b>0</b>
Exclude entirely	0	0	0	<b>0</b>
Consult other institutions	0	0	0	<b>0</b>
Other	0	0	0	<b>0</b>
<b>Total</b>	<b>11</b>	<b>2</b>	<b>4</b>	<b>17</b>

## Training and Awareness

### ATIP 101 Training

In 2024-2025, the Privacy and Information Management team delivered Access to Information training sessions to 254 employees and service delivery partners. These customized sessions focused specifically on:

- Defining and understanding the *Access to Information* and *Privacy Acts* and employee responsibilities to provide timely, complete and accurate retrievals;
- How to identify a retrieval request and steps to take to complete the action within the required timeframe;
- Guidance concerning the extension of time limits; exemptions and exclusions;
- The language, format and method of access;
- The role of the ATIP team, Director and VAC in delivering responses to clients, and the public, in relation to access, privacy, proactive disclosure and Open Government;
- Best practices for IM to support retrievals and access to information; and
- Providing guidance on what privacy breaches are and best practices to avoid them.

### Information Management as it relates to Access to Information

An additional 694 employees received IM training during the reporting period, delivered as part of IM Month and in preparation for VAC's transition to SharePoint as the new corporate repository. This training supported access to information efforts by emphasizing the importance of sound IM practices to facilitate the timely and accurate retrieval of records and to ensure information is accessible to employees responding to client and public requests. The training focused on the following key areas:

- Defining IM and why it is important at VAC (facilitation of access);
- Responsibilities for IM within the Government of Canada;
- The responsibility of employees to manage their information in a way that ensures the maintenance of corporate records in their appropriate repository, and to delete transitory documents;
- The importance of following VAC's file naming convention to ensure files are easily located and accessible;

- Information about the appropriate use of Restricted folders to protect personal information; and
- Tips for practicing good IM.

#### Additional Training

Throughout the year, the team ran three Access to Information and Privacy awareness campaigns to inform VAC employees and service delivery partners about their responsibilities and to provide tips to manage information in a way that both promotes access while appropriately limiting the amount of personal information being shared.

#### Privacy and Information Management Learning Moments

In 2024-2025, Privacy and Information Management 'learning moments' went out to all VAC employees in a weekly newsletter. These learning moments were used to share best practices, tips to protect privacy and to raise awareness about ATIP and IM. They focused on themes of:

- Access to information
- Privacy
- Avoiding privacy breaches
- Right to Know
- Need to Know
- Privacy in a hybrid environment
- Protecting personal information; and
- Best Practices in IM.

#### Proactive Publications and Open Government

During 2024-2025, the Department successfully carried out the following actions related to Proactive Publication and Open Government:

- The onboarding of a Proactive Publication lead.
- To ensure compliance with the new requirements for contract postings, VAC's Finance and Proactive Publication teams attended regular training and Q&A sessions with Treasury Board Secretariat (TBS).
- A group of executives received training on the Open Government Program.
- An article available to all VAC employees outlining the goals, purpose and value of the Open Government program, as well as a departmental lock-screen were published during Open Government week in May 2024.
- In March 2025, VAC and TBS hosted an Open Government forum to support the development of Canada's 6<sup>th</sup> National Action Plan. 12 participants (including VAC and community leaders) were invited to the session to learn about the Open Government Program within the Government of Canada and the four key themes of:

- Protecting Civic Space and Democracy in the Digital Era
- Inclusive and Meaningful Participation
- Anti-Corruption, Public Confidence, and Corporate Transparency
- Designing Inclusive Government Programs and Services.

### Onboarding Training

ATIP considerations are part of the required security training for all employees requiring a new or replacement security ID badges including:

- An overview of the *Access to Information and Privacy Acts*,
- The responsibilities of all employees to manage and protect personal information,
- The “Need to Know” principle, and
- The consequences for any failure to abide by VAC policies or legislation.

In 2024/2025, the Privacy and Information Management team required all new employees to complete training in Security, Privacy, Access to Information and Cultural Competencies.

In addition, Proactive Publications and Open Government information was added to the Access to Information and Privacy 101 training and was discussed with 587 employees.

Open Government and Proactive Publication education was given to all VAC employees during *Right to Know Week*. As part of an awareness campaign about VAC’s work to support access to information, an updated Open Government Intranet page was posted and an email, including resources and tools, was sent to all employees from senior leadership highlighting the Department’s responsibilities and commitments in relation to ATIP.

The following table outlines the training and education activities that were undertaken over the 2024-2025 fiscal year:

Training	Key Themes	Number trained	Notes
ATIP 101 – English	See notes above	239	Online training with a question-and-answer period
ATIP 101 – French	See notes above	15	Online training with a question-and-answer period
Open Government Training – English	Defining the GoC Open Government program, requirements for compliance, opportunities	12	Online training to senior leaders

Open Government All VAC article	Defining Open Government, how to be open while protecting personal information	All VAC employees	Bilingual posting on internal VAC website
Information Management Training – English	Understanding roles and responsibilities to manage information, defining information types and best practices for good IM, understanding VAC's corporate repository	669	Online training delivered in coordination with a program demonstration, and a question-and-answer session
IM Month Trivia – English	True and false, best practices and learning about what is good IM	25	Online training and trivia program delivered to IM professionals

## Looking forward in training

### Training Plans

In 2025-2026, the Privacy and Information Management team will develop Privacy and IM training plans for the internal team and commit to establishing regular refresher training dates for ATIP 101 for employees and third-party service providers.

### Cultural Competencies

In 2025-2026, VAC will strongly encourage ATIP professionals to complete Part 2 of the recommended training outlined in Privacy Implementation Notice 2023-01 to continue to build their cultural competencies and take steps towards Reconciliation. These courses are available through the Canada School of Public Service:

- First Nations in Canada (IRA103)
- Métis in Canada (IRA104)
- Inuit in Canada (IRA105)
- Reconciliation Begins with Me (IRA141)

In addition, the Privacy and Information Management team will publish 20 additional Indigenous 'learning moments' on VAC's internal communication channels to assist in improving cultural competencies.

## Policies, Guidelines, and Procedures

VAC continued to modernize its processes and guidelines throughout the 2024-2025 reporting period. Significant progress was made in aligning internal processes with updated TBS instruments and in modernizing outdated tools.

Key highlights for the 2024-2025 fiscal year include:

- issuing monthly bulletins for ATIP Operations staff which contained important updates about their work, upcoming ATIP Community Events and other practical information for those working in the ATIP field; and
- the development of guidance materials for all VAC employees on how to respond to ATIP requests and collaborating with VAC's communications team to publish the materials on our internal VAC@work website.

We will continue to build on this work in 2025-2026 and beyond, with the goal of aligning our tools with the latest TBS instruments and further modernizing internal processes.

## Initiatives and Projects to Improve Access to Information

### Participating in ATIP community opportunities

During the reporting period, we actively participated in various TBS-led community of practice meetings and other community forums including:

- TBS's ATIP Community Meetings, Deep Dive Sessions and InfoBlitz meetings;
- ATIP Interdepartmental Leadership Network meetings; and
- Ongoing engagement to stay informed about initiatives and changes impacting the broader ATIP community.

Thanks to technology, government-wide collaboration is now easier than ever and having an open line of communication with other ATIP practitioners has allowed a more cohesive and consistent practice.

### Working with internal clients

The ATIP Office provides services to internal clients, including Audit and Evaluation, the National Employee Council, and Parliamentary Affairs by reviewing documents and applying the intent of the *Access to Information Act* to information intended for release to employees, the public, third parties, and/or for proactive publication..

During the reporting period we completed 11 Internal Access Consultation requests, and 5 requests to review records for proactive publication for a total of 2,247 pages reviewed.

### Advancing technology

ATIP Operations is currently transitioning from its legacy request processing software solutions - AccessPro Case Management (APCM) and AccessPro Redaction (APR), which are approaching end-of-life and will no longer be supported by the vendor after June 2026.

In preparation for the transition to ATIPXpress software, which was approved by TBS, the ATIP Operations Special Project Team worked closely with the vendor throughout the reporting period. A series of business analysis interviews, configuration sessions and user

acceptance testing were conducted in collaboration with the vendor. This work resulted in the development of processor scripts for all file types.

The software development environment was installed in April 2024, and the production environment was installed in February 2025. There were also two software upgrades in October 2024 and March 2025. A pilot plan and team were established, and a series of vendor-led and internal training sessions were provided to our initial users and pilot team. Planning was completed to provide licenses and training to all staff in preparation for the full launch of the software.

#### Applying an “ATIP-by-design” lens to departmental initiatives

We are continuing to increase awareness within VAC of the need for, and importance of, applying an ATIP lens to program design work. When ATIP requirements are highlighted at the outset of program design, risks are reduced and the most appropriate mitigation measures and strategies are in place before implementation.

During the reporting period, ATIP Operations had the opportunity to:

- participate in a working group on the use of SharePoint as a new business solution;
- participate in VAC’s M365 working group;
- provide support and recommendations to the Contract Administration unit on critical ATIP considerations and requirements for contracts; and
- take part in VAC’s IT Modernization project.

Our involvement in these initiatives means that we are able to contribute an ATIP perspective prior to implementation, helping to identify potential issues and areas for further consideration.

#### Improving Information Management

During fiscal year 2024-2025, VAC advanced the consolidation of digital workspaces into an integrated solution. The goal of this project is to have one space with an improved user experience, a storage quota and search capabilities.

Our IM Team, along with our IT counterparts, continued this work and made important steps in implementing OneDrive as the only space for personal work-related information.

The transition to OneDrive for all personal work-related information will continue and is expected to be complete in the 2025-2026 fiscal year. With this consolidation of information, we anticipate more efficient and effective ATIP retrievals.

## Summary of Key Issues and Actions Taken on Complaints

### Complaints received during the 2024-2025 reporting period

We received 9 complaints on 7 access to information requests during the 2024-2025 reporting period. Of these complaints, 6 were related to the requestor's belief that additional records should exist, 2 involved concerns about how the requestor's identity was handled during processing, and 1 was related to time limits. This was a shift as the most common complaint received in previous years related to time and extensions.

As noted in last year's report, we implemented a new method of assigning files to better manage workloads and to reduce the number of late files. The team also refined how extensions are applied, aligning with standards used by other government departments when consultations are required. These changes have proven effective, as we received only two complaints related to time limits during the reporting period, one was determined to be not well-founded, and the other was resolved through early resolution.

At the end of the reporting period, there were 7 active complaints and we are working with the Office of the Information Commissioner to resolve them.

### Complaints closed during the 2024-2025 reporting period

During the reporting period we closed 8 complaints, 6 relating to time limits, one for denial of access and one for refusal. Of the closed complaints, 4 were well-founded, 2 discontinued, 1 the Office of the Information Commissioner ceased to investigate and 1 was abandoned.

3 of the well-founded complaints were related to time limits. We were able to work with the Office of the Information Commissioner to establish new timelines and provide records to the requesters in compliance with the new timelines.

The one other well-founded complaint closed during the reporting period was related to the denial of access. We reexamined our exemptions and disclosed information previously withheld under subsection 19(1), paragraphs 21(1)(a) and 21(1)(b), and section 23.

## Proactive Publication under Part 2 of the *Access to Information Act*

Legislative Requirement	Section of Access to Information Act	Publication Timeline	Does the requirement apply to your institution? (Y/N)	Internal group(s) or positions(s) responsible for fulfilling requirement	% of proactive publication requirements published within legislated timelines*	Link to web page where published**
<b>Apply to all Government Institutions as defined in section 3 of the <i>Access to Information Act</i></b>						
Travel Expenses	82	Within 30 days after the end of the month of reimbursement	Yes	Finance	100%	<a href="#">Government Travel Expenses</a>
Hospitality Expenses	83	Within 30 days after the end of the month of reimbursement	Yes	Finance	100%	<a href="#">Hospitality Expenses</a>
Reports tabled in Parliament	84	Within 30 days after tabling	Yes	ATIP	100%	<a href="#">Departmental reports   Veterans Affairs Canada</a>
<b>Apply to government entities or Departments, agencies, and other bodies subject to the Act and listed in Schedules I, I.1, or II of the <i>Financial Administration Act</i></b>						
Contracts over \$10,000	86	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	Yes	Finance	100%	<a href="#">Search Government Contracts over \$10,000</a>
Grants & Contributions over \$25,000	87	Within 30 days after the quarter	Yes	Finance	100%	<a href="#">Grants and Contributions</a>
Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment	Yes	Parliamentary Affairs	100%	<a href="#">Briefing materials for the Deputy Minister   Veterans Affairs Canada</a>

Titles and reference numbers of memoranda prepared for a deputy head or equivalent, that is received by their office	88(b)	Within 30 days after the end of the month received	Yes	ATIP	92%	<a href="#">Briefing Note Titles and Numbers</a>
Packages of briefing materials prepared for a deputy head or equivalent's appearance before a committee of Parliament	88(c)	Within 120 days after appearance	Yes	Parliamentary Affairs	100%	<a href="#">Open Government Portal</a>
<b>Applies to government institutions that are departments named in Schedule I to the <i>Financial Administration Act</i> or portions of the core public administration named in Schedule IV to that Act (i.e. government institutions for which the Treasury Board is the employer)</b>						
Reclassification of positions	85	Within 30 days after the quarter	Yes	Human Resources	100%	<a href="#">Position Reclassification</a>
<b>Apply to Ministers' Offices (therefore apply to any institution that performs proactive publication on behalf of a Minister's Office)</b>						
Packages of briefing materials prepared by a government institution for new or incoming ministers	74(a)	Within 120 days after appointment	Yes	Parliamentary Affairs	100%	<a href="#">Briefing materials for the Minister   Veterans Affairs Canada</a>

Titles and reference numbers of memoranda prepared by a government institution for the minister, that is received by their office	74(b)	Within 30 days after the end of the month received	Yes	ATIP	92%	<a href="#">Briefing Note Titles and Numbers</a>
Package of question period notes prepared by a government institution for the minister and in use on the last sitting day of the House of Commons in June and December	74(c)	Within 30 days after last sitting day of the House of Commons in June and December	Yes	Parliamentary Affairs	100%	<a href="#">Question Period Notes</a>
Packages of briefing materials prepared by a government institution for a minister's appearance before a committee of Parliament	74(d)	Within 120 days after appearance	Yes	Parliamentary Affairs	100%	<a href="#">Open Government Portal</a>
Travel Expenses	75	Within 30 days after the end of the month of reimbursement	Yes	Finance	100%	<a href="#">Government Travel Expenses</a>
Hospitality Expenses	76	Within 30 days after the end of the month of reimbursement	Yes	Finance	100%	<a href="#">Hospitality Expenses</a>

Contracts over \$10,000	77	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	Yes	Finance	100%	<a href="#">Search Government Contracts over \$10,000</a>
Ministers' Offices Expenses Note: This consolidated report is currently published by TBS on behalf of all institutions.	78	Within 120 days after the fiscal year	Yes	Finance	100%	<a href="#">Expenditures of Ministers' Offices   Open Government - Government of Canada</a>

In 2024–2025 any delays with proactive publication were minimal and primarily caused by deadline miscalculations (e.g., errors in counting days in a month) or translation delays. In all cases, materials were posted online promptly once the issue was identified, and the responsible Director was informed of the delay.

## Monitoring Compliance

ATIP Operations produces weekly and monthly reports to monitor our performance in administering the *Access to Information Act*. These reports include data on record retrieval timeliness, the number of closed cases, and the volume of cases and pages disclosed. The reporting provides key operational data for the ATIP Office internally, as well as summary information for VAC senior management.

This reporting enables effective workload management by allowing us to monitor deadlines, allocate resources efficiently, escalate outstanding retrievals as needed, and identify potential trends in the types of information being requested.

### Proactive Publication

In 2024–2025, a new internal process for overseeing and monitoring Proactive Publication was introduced mid-year, which included a review of roles and responsibilities for individuals tasked with posting information.

Throughout the year, the Finance Team and the Proactive Publication Lead participated in several training sessions led by the TBS regarding new requirements for contract postings. Relevant Directors and the Director General were briefed on these changes and their compliance obligations.

Proactive publication deadlines and content are tracked internally. Reporting areas receive advance reminders of upcoming deadlines and are responsible for monitoring their progress, number of publications, and related materials.

All ministerial-related materials were published within the required timeframes and in fully bilingual formats. Publication details and dates are communicated via email and recorded in a departmental calendar to ensure broad awareness and timely action.

## Closing Remarks

The 2024-2025 reporting period was another productive year for VAC's ATIP Operations Team. The Access Request Processing Team increased the number of pages processed and made a concerted effort to reduce the backlog, carrying forward only two requests beyond their legislated timelines into the new reporting period.

Additionally, the team continued to put a strong emphasis on training and education – both internally, within the Privacy and Information Directorate, and with the broader VAC employee-base, as well as our third-party service providers.

Looking ahead, we remain committed to addressing ongoing challenges, improving our processes and continuing to apply the “ATIP by Design” approach by sharing our expertise with departmental programs as they develop new initiatives.

## Annex A – Delegation Order



Veterans Affairs  
Canada

Anciens Combattants  
Canada

### *Access to Information Act* Delegation Order

I, Lawrence MacAulay, Minister of Veterans Affairs Canada, do hereby delegate, pursuant to section 95 of the *Access to Information Act*, the officers or employees of Veterans Affairs Canada who hold the positions set out in the attached Delegation Orders to exercise or perform the powers, duties, or functions that have been given to me as head of a government institution under the provisions of the *Access to Information Act* as set out in the Delegation Order.

This designation replaces all previous delegation orders.

### *Loi sur l'accès à l'information* Ordonnance de délégation

Je soussigné, Lawrence MacAulay, ministre d'Anciens Combattants Canada, délègue par la présente, conformément à l'article 95 de la *Loi sur l'accès à l'information*, les dirigeants ou les employés d'Anciens Combattants Canada qui occupent les postes indiqués dans les Ordonnances de délégation ci-jointe pour exercer les pouvoirs et les fonctions qui m'ont été conférés en tant que responsable d'une institution fédérale en vertu des dispositions de la *Loi sur l'accès à l'information*, comme indiqué dans Ordonnance de délégation.

Cette désignation remplace tous les arrêtés de délégation antérieurs.

The Minister of Veterans Affairs Canada  
Ministre, Anciens Combattants Canada

Lawrence MacAulay  
Minister of Veterans Affairs  
Ministère des Anciens Combattants

Signed in Ottawa, Ontario, Canada this 25<sup>th</sup> day of March, 2021  
Signé à Ottawa, Ontario, Canada ce 25<sup>e</sup> jour de mars 2021

## Delegation Order - Access to Information Act and Regulations

The Minister of Veterans Affairs, pursuant to section 95 of the *Access to Information Act* (the Act), hereby delegates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister as the head of Veterans Affairs Canada, under the provisions of the Act and the *Access to Information Act Regulations* (the Regulations) set out in the schedule opposite each position. This designation replaces all previous delegation orders.

All powers, duties and functions under the *Access to Information Act*, R.S.C. 1985, c. A-1 (prior to and following June 21, 2019) and related regulations (prior to and following June 21, 2019)

### *Access to Information Act – Delegation Order*

Description	Section	Delegated Authority
Responsibility of government institutions	4(2.1)	<ul style="list-style-type: none"><li>• Deputy Minister</li><li>• Associate Deputy Minister</li><li>• Assistant Deputy Ministers</li><li>• Directors General</li><li>• Director, Privacy and Information Management</li><li>• Manager, Access to Information and Privacy</li><li>• Team Leader, Access to Information and Privacy</li><li>• Officer, Access to Information and Privacy</li></ul>
Reasons for declining to act on request	6.1(1)	<ul style="list-style-type: none"><li>• Deputy Minister</li><li>• Associate Deputy Minister</li><li>• Assistant Deputy Minister, Corporate Services</li><li>• Director General, Information Technology, Information Management and Administration</li><li>• Director, Privacy and Information Management</li></ul>
Notice - suspension	6.1(1.3)	<ul style="list-style-type: none"><li>• Deputy Minister</li><li>• Associate Deputy Minister</li><li>• Assistant Deputy Minister, Corporate Services</li></ul>

		<ul style="list-style-type: none"> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> </ul>
Notice – end of suspension	6.1(1.4)	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> </ul>
Notice (written notice for declining to act on a request)	6.1(2)	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> </ul>
Notice where access requested / Giving access to record	7	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> <li>• Officer, Access to Information and Privacy</li> </ul>
Transfer of request to another government institution	8(1)	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> </ul>

		<ul style="list-style-type: none"> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Extension of time limits	9	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Notice where access refused	10	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Application fee waiver	11(2)	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> </ul>

		<ul style="list-style-type: none"> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Language of access	12(2)(a)	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> <li>• Officer, Access to Information and Privacy</li> </ul>
Access in an alternative format	12(3)(b)	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> </ul>
Information obtained in confidence	13	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> </ul>

		<ul style="list-style-type: none"> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Refuse access – Federal-provincial affairs	14	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Refuse access – International affairs and defence	15	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Refuse access – Law enforcement and investigations	16	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> </ul>

		<ul style="list-style-type: none"> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Refuse access – <i>Public Servants Disclosure Protection Act</i>	16.5	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> </ul>
Refuse access – Safety of individuals	17	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Refuse access – Economic interests of Canada	18	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Refuse access –	18.1	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> </ul>

Economic interest of certain government institutions		<ul style="list-style-type: none"> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Refuse access – Personal information	19	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Refuse access – Third party information	20	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Refuse access – Operations of Government	21	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> </ul>

		<ul style="list-style-type: none"> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Refuse access – Testing procedures, tests and audits	22	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Refuse access – Internal audits	22.1	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Refuse access – Protected information – solicitors, advocates, and notaries	23	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> </ul>

		<ul style="list-style-type: none"> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Refuse access – Protected information- patents and trade-marks	23.1	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Refuse access – Statutory prohibitions against disclosure	24	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Severability	25	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> </ul>

		<ul style="list-style-type: none"> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Refusal of access if information to be published	26	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> </ul>
Notice to third parties	27(1)	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Third party notification – Extension of time limit	27(4)	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>

Third party notification – Notice of decision	28(1)(b)	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> </ul>
Third party notification – Waive representations in writing	28(2)	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> </ul>
Third party notification – Disclosure of record	28(4)	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> </ul>
Advising Information Commissioner of third party involvement	33	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> </ul>

		<ul style="list-style-type: none"> <li>• Manager, Access to Information and Privacy</li> </ul>
Right to make representations	35(2)(b)	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Access to be given to complainant	37(4)	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Review by Federal Court – government institution	41(2)	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> </ul>
Service or notice	43(2)	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> </ul>

		<ul style="list-style-type: none"> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> </ul>
Notice to person who requested record	44(2)	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> </ul>
Special rules for hearings	52(2)	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> </ul>
Ex parte representations (Federal Court)	52(3)	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> </ul>
Annual report to Parliament	94(1),(4)	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> </ul>

Provision of services related to access to information	96(3), (4), (5)	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> </ul>
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*Access to Information Regulations – Delegated Authorities*

<b>Description</b>	<b>Section</b>	<b>Delegated authority</b>
Transfer of request	6(1)	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Search and preparation of fees	7(2)	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information</li> </ul>

		<p>Technology, Information Management and Administration</p> <ul style="list-style-type: none"> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Production and programming	7(3)	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Director, Privacy and Information Management</li> <li>• Manager, Access to Information and Privacy</li> <li>• Team Leader, Access to Information and Privacy</li> </ul>
Providing access to records	8	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Associate Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information</li> </ul>

		Management and Administration <ul style="list-style-type: none"> <li>• Director, Privacy and Information Management</li> </ul>
Limitations in respect of format	8.1	<ul style="list-style-type: none"> <li>• Deputy Minister</li> <li>• Assistant Deputy Minister, Corporate Services</li> <li>• Director General, Information Technology, Information Management and Administration</li> <li>• Directors General</li> <li>• Director, Privacy and Information Management</li> </ul>

## Annex B – Statistical Report on the Access to Information Act



Government  
of Canada

Gouvernement  
du Canada

### Statistical Report on the Access to Information Act

Name of institution: Veterans Affairs Canada

Reporting period: 2024/04/01 to 2025/03/31

#### Section 1: Requests Under the Access to Information Act

##### 1.1 Number of Requests

		Number of Requests
Received during reporting period		98
Outstanding from previous reporting periods		33
• Outstanding from previous reporting period	28	
• Outstanding from more than one reporting period	5	
<b>Total</b>		<b>131</b>
Closed during reporting period		119
Carried over to next reporting period		12
• Carried over within legislated timeline	10	
• Carried over beyond legislated timeline	2	

##### 1.2 Sources of requests

Source	Number of Requests
Media	2
Academia	1
Business (private sector)	10
Organization	1
Public	82
Decline to Identify	2
<b>Total</b>	<b>98</b>

##### 1.3 Channels of requests

Source	Number of Requests
Online	81
Email	16
Mail	1
In person	0
Phone	0
Fac	0
<b>Total</b>	<b>98</b>

## Section 2: Informal Requests

### 2.1 Number of informal requests

		Number of Requests
Received during reporting period		336
Outstanding from previous reporting periods		7
• Outstanding from previous reporting period	7	
• Outstanding from more than one reporting period	0	
<b>Total</b>		<b>343</b>
Closed during reporting period		334
Carried over to next reporting period		9

### 2.2 Channels of informal requests

Source	Number of Requests
Online	4
E-mail	330
Mail	1
In person	0
Phone	1
Fax	0
<b>Total</b>	<b>336</b>

### 2.3 Completion time of informal requests

Completion Time							
0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
115	77	86	46	7	3	0	<b>334</b>

### 2.4 Pages released informally

Less Than 100 Pages Released		100-500 Pages Released		501-1000 Pages Released		1001-5000 Pages Released		More Than 5000 Pages Released	
Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released
17	187	5	1223	2	1101	0	0	0	0

### 2.5 Pages re-released informally

Less Than 100 Pages Re-released		100-500 Pages Re-released		501-1000 Pages Re-released		1001-5000 Pages Re-released		More Than 5000 Pages Re-released	
Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released
173	3728	78	18437	26	18853	27	59103	6	76345

### Section 3: Applications to the Information Commissioner on Declining to Act on Requests

	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	0
<b>Total</b>	<b>0</b>
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Withdrawn during reporting period	0
Carried over to next reporting period	0

### Section 4: Requests Closed During the Reporting Period

#### 4.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	4	28	12	5	2	0	0	51
Disclosed in part	0	13	10	4	2	5	13	47
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	2	15	1	1	0	0	0	19
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	1	0	1	0	0	0	2
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
<b>Total</b>	<b>6</b>	<b>57</b>	<b>23</b>	<b>11</b>	<b>4</b>	<b>5</b>	<b>13</b>	<b>119</b>

## 4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	1	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	16	18(d)	1	21(1)(a)	13
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	8
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	8
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	2
14(b)	0	16.1(1)(c)	1	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	46	22.1(1)	1
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	1	23	13
15(1) - Def.*	0	16.3	0	20(1)(b)	12	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	2
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	10	26	0
16(1)(a)(ii)	0	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	0	17	8				
16(1)(c)	0						
16(1)(d)	0						

\* I.A.: International Affairs    Def.: Defence of Canada    S.A.: Subversive Activities

## 4.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)	0	69(1)(g) re (a)	9
68(b)	0	69(1)(a)	3	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	5
68.1	0	69(1)(c)	2	69(1)(g) re (d)	4
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	5
68.2(b)	0	69(1)(e)	1	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

## 4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
16	82	0	2	1	0

## 4.5 Complexity

### 4.5.1 Relevant pages processed and disclosed for paper, e-record and dataset formats

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
103707	92181	100

#### 4.5.2 Relevant pages processed per request disposition for paper, e-record and dataset formats by size of request

Disposition	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	36	801	10	2579	2	1731	1	2880	2	13826
Disclosed in part	11	259	12	3196	7	4140	13	43087	4	31208
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	2	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>49</b>	<b>1060</b>	<b>22</b>	<b>5775</b>	<b>9</b>	<b>5871</b>	<b>14</b>	<b>45967</b>	<b>6</b>	<b>45034</b>

#### 4.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
21	21	1

#### 4.5.4 Relevant minutes processed per request disposition for audio formats by size of requests

Disposition	Less Than 60 Minutes Processed		60 - 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	1	21	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
<b>Total</b>	<b>1</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

#### 4.5.5 Relevant minutes processed and disclosed for video formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
54	54	2

#### 4.5.6 Relevant minutes processed per request for video formats by size of requests

Disposition	Less Than 60 Minutes Processed		60 - 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	2	54	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
<b>Total</b>	<b>2</b>	<b>54</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

#### 4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0
Disclosed in part	12	0	0	12
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>12</b>

#### 4.6 Closed Requests

##### 4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	82
Percentage of requests closed within legislated timelines (%)	68.90756303

## 4.7 Deemed refusals

### 4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with operations/ Workload	External Consultation	Internal Consultation	Other
37	34	0	1	2

### 4.7.2 Requests closed beyond legislated timelines (including any extension taken)

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	6	2	8
16 to 30 days	4	2	6
31 to 60 days	3	1	4
61 to 120 days	2	3	5
121 to 180 days	0	2	2
181 to 365 days	0	6	6
More than 365 days	1	5	6
<b>Total</b>	<b>16</b>	<b>21</b>	<b>37</b>

## 4.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Section 5: Extensions

### 5.1 Reasons for extensions and dispositions of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	4	0	0	0
Disclosed in part	18	1	5	1
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	1	0	0	0
No records exist	0	0	1	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	<b>23</b>	<b>1</b>	<b>6</b>	<b>1</b>

## 5.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	5	0	0	1
31 to 60 days	3	1	4	0
61 to 120 days	3	0	2	0
121 to 180 days	5	0	0	0
181 to 365 days	3	0	0	0
365 days or more	4	0	0	0
<b>Total</b>	<b>23</b>	<b>1</b>	<b>6</b>	<b>1</b>

## Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	75	\$375.00	23	\$115.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
<b>Total</b>	<b>75</b>	<b>\$375.00</b>	<b>23</b>	<b>\$115.00</b>	<b>0</b>	<b>\$0.00</b>

## Section 7: Consultations Received From Other Institutions and Organizations

### 7.1 Consultations received from other Government of Canada institutions and other organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	16	2496	0	0
Outstanding from the previous reporting period	1	37	0	0
<b>Total</b>	<b>17</b>	<b>2533</b>	<b>0</b>	<b>0</b>
Closed during the reporting period	17	2533	0	0
Carried over within negotiated timelines	0	0	0	0
Carried over beyond negotiated timelines	0	0	0	0

## 7.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	11	1	1	0	0	0	0	13
Disclose in part	0	1	3	0	0	0	0	4
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	<b>11</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>17</b>

## 7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Section 8: Completion Time of Consultations on Cabinet Confidences

### 8.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	2	68	0	0	0	0	0	0	0	0
16 to 30	5	94	2	89	0	0	0	0	0	0
31 to 60	1	57	1	0	1	502	0	0	0	0
61 to 120	0	0	1	50	0	0	0	0	0	0
121 to 180	0	0	1	188	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>8</b>	<b>219</b>	<b>5</b>	<b>327</b>	<b>1</b>	<b>502</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## 8.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		100–500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Section 9: Investigations and Reports of findings

### 9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
9	2	3

### 9.2 Investigations and Reports of findings

Section 37(1) Initial Reports			Section 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing an intent to issue an order by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
3	0	3	4	0	2

## Section 10: Court Action

### 10.1 Court actions on complaints

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

### 10.2 Court actions on third party notifications under paragraph 28(1)(b)

Section 44 – under paragraph 28(1)(b)
0

## Section 11: Resources Related to the Access to Information Act

### 11.1 Allocated Costs

Expenditures		Amount
Salaries		\$920,885
Overtime		\$1,819
Goods and Services		\$158,311
• Professional services contracts	\$0	
• Other	\$158,311	
<b>Total</b>		<b>\$1,081,015</b>

### 11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	9.675
Part-time and casual employees	0.269
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.868
<b>Total</b>	<b>10.812</b>

## Annex C – OVO Annual Report on the *Access to Information Act*

### Introduction

Accessing information is an essential element of our system of democracy, and a means for the Government of Canada to be open and transparent. The *Access to Information Act* is an important tool for Canadians to obtain information held by the Government of Canada. The *Act* provides the right of access to records under the control of a government institution, subject to some exceptions. The *Act* complements other methods for obtaining government information and does not limit in any way the access to government information that is normally available to the public upon request.

This annual report on the administration to the *Access to Information Act* describes how the Office of the Veterans Ombud fulfilled their responsibilities under the *Access to Information Act* during the fiscal year April 1, 2024, to March 31, 2025. This report is being prepared to be tabled in Parliament in accordance with section 94(1) of the *Access to Information Act*.

The mandate of the OVO, found in the [Order in Council P.C. 2007-530](#), shall be:

- to review and address complaints by clients [of Veterans Affairs Canada] and their representatives arising from the application of the provisions of the [Veterans Bill of Rights](#);
- to identify and review emerging and systemic issues related to programs and services provided or administered by the Department or by third parties on the Department's behalf that impact negatively on clients;
- to review and address complaints by clients [of Veterans Affairs Canada] and their representatives related to programs and services provided or administered by the Department or by third parties on the Department's behalf, including individual decisions related to the programs and services for which there is no right of appeal to the (Veterans Review and Appeal) Board;
- to review systemic issues related to the (Veterans Review and Appeal) Board; and
- to facilitate access by stakeholders to programs and services by providing them with information and referrals.

### Organizational Structure

The Veterans Ombud, the Deputy Ombud, and Director – Veterans Intervention Services have full authority for the OVO to exercise the powers, duties, and functions of the Minister as the Head of Veterans Affairs under the provisions of the *Acts* and related regulations. Although these positions have been delegated full authority, the Director – Veterans

Intervention Services, is responsible for management of the Access to Information and Privacy Unit function within the OVO.

The OVO's Access to Information and Privacy Unit in Charlottetown, Prince Edward Island ensures that the Office's responsibilities under both acts are met. Processing of requests is centralized within the unit. The Unit consists of the Director -Veterans Intervention Services, and the Knowledge Management Coordinator. These staff members were assigned to the administration of both acts on a part-time (as required) basis during the 2024-25 reporting period, which represents 0.42 of an FTE.

The main activities of the OVO ATIP Unit include:

- Processing OVO requests for information submitted under the *Access to Information Act* and *The Privacy Act*, including consulting with other federal departments and third parties with respect to ATIP requests received;
- Developing OVO policies, procedures, guidelines and processes in support of Access to Information and Privacy and central agency requirements;
- Monitoring legislative and regulatory changes that impact ATIP;
- Providing awareness and training on ATIP to ensure that OVO employees understand their roles and responsibilities;
- Monitoring OVO compliance with both acts, regulations and central agency requirements;
- Preparing and providing information specific to the OVO to VAC for inclusion in annual reports to Parliament on the administration of the *Acts*;
- Leading the development of Privacy Impact Assessments (PIAs) for the OVO;
- Working closely with VAC for the resolution of any complaints against OVO which have been submitted to the Information Commissioner of Canada and the Privacy Commissioner of Canada;
- Providing centralized management of privacy breaches within the OVO;
- Providing advice, guidance and training to OVO staff on ATIP issues;
- Analyzing and responding to OVO privacy and access to information policy issues;
- Reviewing new and amended OVO forms and processes that impact the collection of personal information
- Developing appropriate Privacy Notice Statements for the OVO; and,
- Evaluating OVO contracts and Memoranda of Understanding.

## **Delegation Order**

The responsibilities associated with the administration of the *Access to Information Act* are delegated to departmental and OVO officials through a delegation order.

### *Performance under Part 1 of the Access to Information Act, 2024–2025*

- One request was closed, and it exceeded the legislated timeline
- One request was closed within 181 – 365 days
- One request was carried over to the next reporting period
- There were no active complaints received during the reporting period
- There was one extension taken, due to heavy workload caused by a high volume of records
- There were 2 consultations both completed within the 16 – 30 day timeframe
- Zero completed records (0%) were “All Disclosed”, however 100% (1 of 1) of completed records were “Disclosed in Part”

## **Training and Awareness**

OVO staff took part in Departmental ATIP training and OVO ATIP Refresher training.

## **Policies, Guidelines, Procedures and Initiatives**

The OVO continues to work on an Open Government action plan and will continue the transition to having more information available on the Open Government portal. The OVO is part of ATIP Online Request Services (AORS) where users can submit ATIP requests online and view past ATI requests by subject.

The OVO also maintained and monitored current Access to Information policies, guidelines and procedures during the 2024-25 reporting period.

## **Initiatives and Projects to Improve Access to Information**

The OVO did not undertake any initiatives or projects outside of the training and awareness sessions for the 2024 – 2025 reporting period.

## **Summary of Key Issues and Actions Taken on Complaints or Audits**

In the 2024 - 2025 reporting period, OVO received no complaints in relation to Access to Information requests. No complaints were carried over from 2023 - 2024. The OVO had no audits or investigations concluded during the reporting period.

## Proactive Publication under Part 2 of the ATIA

Legislative Requirement	Section of ATIA	Publication Timeline	Does requirement apply to your institution? (Y/N)	Internal group(s) or positions(s) responsible for fulfilling requirement	% of proactive publication requirements published within legislated timelines*	Link to web page where published**
<b>Apply to all Government Institutions as defined in section 3 of the Access to Information Act</b>						
Travel Expenses	82	Within 30 days after the end of the month of reimbursement	Y	VAC Finance on behalf of OVO	100%	<a href="#">Government Travel Expenses</a>
Hospitality Expenses	83	Within 30 days after the end of the month of reimbursement	Y	VAC Finance on behalf of OVO	100%	<a href="#">Hospitality Expenses</a>
Reports tabled in Parliament	84	Within 30 days after tabling	N	-	-	-
<b>Apply to government entities or Departments, agencies, and other bodies subject to the Act and listed in Schedules I, I.1, or II of the Financial Administration Act</b>						
Contracts over \$10,000	86	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	N	-	-	-
Grants & Contributions over \$25,000	87	Within 30 days after the quarter	N	-	-	-
Packages of briefing materials prepared for	88(a)	Within 120 days after appointment	N	-	-	-

new or incoming deputy heads or equivalent						
Titles and reference numbers of memoranda prepared for a deputy head or equivalent, that is received by their office	88(b)	Within 30 days after the end of the month received	Y	OVO Knowledge Management	100%	<a href="#">Briefing Note Titles and Numbers</a>
Packages of briefing materials prepared for a deputy head or equivalent's appearance before a committee of Parliament	88(c)	Within 120 days after appearance	N	-	-	-
<b>Applies to government institutions that are departments named in Schedule I to the Financial Administration Act or portions of the core public administration named in Schedule IV to that Act (i.e. government institutions for which Treasury Board is the employer)</b>						
Reclassification of positions	85	Within 30 days after the quarter	Y	VAC HR on behalf of OVO	100%	<a href="#">Position Reclassification</a>
<b>Apply to Ministers' Offices (therefore apply to any institution that performs proactive publication on behalf of a Minister's Office)</b>						
Packages of briefing materials prepared by a government institution for	74(a)	Within 120 days after appointment	N	-	-	-

new or incoming ministers						
Titles and reference numbers of memoranda prepared by a government institution for the minister, that is received by their office	74(b)	Within 30 days after the end of the month received	N	-	-	-
Package of question period notes prepared by a government institution for the minister and in use on the last sitting day of the House of Commons in June and December	74(c)	Within 30 days after last sitting day of the House of Common in June and December	N	-	-	-
Packages of briefing materials prepared by a government institution for a minister's appearance before a committee of Parliament	74(d)	Within 120 days after appearance	N	-	-	-

Travel Expenses	75	Within 30 days after the end of the month of reimbursement	N	-	-	-
Hospitality Expenses	76	Within 30 days after the end of the month of reimbursement	N	-	-	-
Contracts over \$10,000	77	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	N	-	-	-
Ministers' Offices Expenses  Note: This consolidated report is currently published by TBS on behalf of all institutions.	78	Within 120 days after the fiscal year	N	-	-	-

### Monitoring Compliance

The OVO uses a tracking spreadsheet to monitor the processing of requests for access to information on a weekly basis when requests are being processed. This tracking spreadsheet is maintained by the Knowledge Management Coordinator. Any anticipated issues with processing are escalated to the Director – Veterans Intervention Services.



## Statistical Report on the Access to Information Act

Name of institution: Office of the Veterans Ombud

Reporting period: 2024/04/01 to 2025/03/31

### Section 1: Requests Under the Access to Information Act

#### 1.1 Number of requests

			Number of Requests
Received during reporting period			2
Outstanding from previous reporting periods			0
• Outstanding from previous reporting period	0		
• Outstanding from more than one reporting period	0		
<b>Total</b>			<b>2</b>
Closed during reporting period			1
Carried over to next reporting period			1
• Carried over within legislated timeline	1		
• Carried over beyond legislated timeline	0		

#### 1.2 Sources of requests

Source	Number of Requests
Media	1
Academia	0
Business (private sector)	0
Organization	0
Public	1
Decline to Identify	0
<b>Total</b>	<b>2</b>

#### 1.3 Channels of requests

Source	Number of Requests
Online	1
E-mail	1
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>2</b>

## Section 2: Informal Requests

### 2.1 Number of informal requests

		Number of Requests
Received during reporting period		6
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
<b>Total</b>		<b>6</b>
Closed during reporting period		6
Carried over to next reporting period		0

### 2.2 Channels of informal requests

Source	Number of Requests
Online	6
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>6</b>

### 2.3 Completion time of informal requests

Completion Time							
0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
2	4	0	0	0	0	0	6

### 2.4 Pages released informally

Less Than 100 Pages Released		100-500 Pages Released		501-1000 Pages Released		1001-5000 Pages Released		More Than 5000 Pages Released	
Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released
2	0	0	0	0	0	0	0	0	0

### 2.5 Pages re-released informally

Less Than 100 Pages Re-released		100-500 Pages Re-released		501-1000 Pages Re-released		1001-5000 Pages Re-released		More Than 5000 Pages Re-released	
Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released
4	80	0	0	0	0	0	0	0	0

### Section 3: Applications to the Information Commissioner on Declining to Act on Requests

	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	0
<b>Total</b>	<b>0</b>
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Withdrawn during reporting period	0
Carried over to next reporting period	0

### Section 4: Requests Closed During the Reporting Period

#### 4.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	1	0	1
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	0	0	0	0	0	0	0
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>

#### 4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	0	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	0	18(d)	0	21(1)(a)	0
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	0
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	1	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	1
15(1) - Def.*	0	16.3	0	20(1)(b)	0	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	0	26	0
16(1)(a)(ii)	0	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	0	17	0				
16(1)(c)	0						
16(1)(d)	0						

\* I.A.: International Affairs    Def.: Defence of Canada    S.A.: Subversive Activities

#### 4.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

#### 4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
1	0	0	0	0	0

##### 4.5.1 Relevant pages processed and disclosed for paper, e-record and dataset formats

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
1525	1525	1

##### 4.5.2 Relevant pages processed per request disposition for paper, e-record and dataset formats by size of requests

Disposition	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	0	0	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	1	1525	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1525</b>	<b>0</b>	<b>0</b>

##### 4.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

#### 4.5.4 Relevant minutes processed per request disposition for audio formats by size of requests

Disposition	Less Than 60 Minutes Processed		60 - 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

#### 4.5.5 Relevant minutes processed and disclosed for video formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

#### 4.5.6 Relevant minutes processed per request disposition for video formats by size of requests

Disposition	Less Than 60 Minutes Processed		60 - 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

#### 4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0
Disclosed in part	0	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

#### 4.6 Closed requests

##### 4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	0
Percentage of requests closed within legislated timelines (%)	0

#### 4.7 Deemed refusals

##### 4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with operations/ Workload	External Consultation	Internal Consultation	Other
1	1	0	0	0

##### 4.7.2 Requests closed beyond legislated timelines (including any extension taken)

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	1	1
More than 365 days	0	0	0
<b>Total</b>	<b>0</b>	<b>1</b>	<b>1</b>

#### 4.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Section 5: Extensions

### 5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	0	0	0	0
Disclosed in part	1	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
No records exist	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>

### 5.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	0	0	0	0
31 to 60 days	0	0	0	0
61 to 120 days	0	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	1	0	0	0
365 days or more	0	0	0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	1	\$5.00	0	\$0.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
<b>Total</b>	<b>1</b>	<b>\$5.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>

## Section 7: Consultations Received From Other Institutions and Organizations

### 7.1 Consultations received from other Government of Canada institutions and other organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	2	65	0	0
Outstanding from the previous reporting period	0	0	0	0
<b>Total</b>	<b>2</b>	<b>65</b>	<b>0</b>	<b>0</b>
Closed during the reporting period	2	65	0	0
Carried over within negotiated timelines	0	0	0	0
Carried over beyond negotiated timelines	0	0	0	0

## 7.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	0	2	0	0	0	0	0	2
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>

## 7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Section 8: Completion Time of Consultations on Cabinet Confidences

### 8.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### 8.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Section 9: Investigations and Reports of finding

### 9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
0	0	0

### 9.2 Investigations and Reports of finding

Section 37(1) Initial Reports			Section 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing an intent to issue an order by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
0	0	0	0	0	0

## Section 10: Court Action

### 10.1 Court actions on complaints

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

### 10.2 Court actions on third party notifications under paragraph 28(1)(b)

Section 44 - under paragraph 28(1)(b)
0

## Section 11: Resources Related to the Access to Information Act

### 11.1 Allocated Costs

Expenditures	Amount
Salaries	\$36,585
Overtime	\$0
Goods and Services	\$0
• Professional services contracts	\$0
• Other	\$0
<b>Total</b>	<b>\$36,585</b>

### 11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	0.420
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
<b>Total</b>	<b>0.420</b>

Note: Enter values to three decimal places.