



Office of the  
**Information  
Commissioner**  
Western Australia

# Queue Management Policy

## 2026

# Queue Management Policy

Currently, the Office of the Information Commissioner (OIC) has a significant backlog of external review matters and the number of new applications for external review received is increasing.

Accordingly, to manage the volume of matters, increase timeliness of outcomes for more applicants and agencies and reduce the backlog, priority is being given to matters in the following circumstances:

- The agency has refused to deal with an access application under section 20 of the FOI Act. The Information Commissioner considers such matters should be prioritised where it is not clear the agency has taken reasonable steps to help the applicant to reduce the scope of the application or it is not clear dealing with the application would divert a substantial and unreasonable portion of the agency's resources away from its other operations.
- The agency has refused access to all the requested documents under section 26 of the FOI Act (on the basis that the documents cannot be found or do not exist). The Information Commissioner considers such matters should be prioritised where it is not clear the agency has undertaken adequate searches to locate the requested documents.
- The applicant has not received an initial decision or an internal review decision from the agency within the timeframes allowed under the FOI Act (which means the agency is taken to have refused the applicant access to all the requested documents) (sections 13(2) and 43(2) of the FOI Act).
- The agency has deferred access to documents under section 34 of the FOI Act because it proposes to give access to third party information and the third party has applied for external review of the agency's decision.
- The requested documents relate to a subject of significant public interest.
- A number of external review applications have been made in relation to the same issue.
- A published decision by the Information Commissioner or Information Access Deputy Commissioner will provide broader guidance to agencies or members of the public.
- The matter is capable of early resolution with minimal intervention by the OIC.

## Multiple applications by the same complainant

In determining the order in which external review applications are progressed, the Information Commissioner may take into account the number of external review applications a complainant has before the OIC. Where a complainant already has multiple matters on hand, a newly received application may not be prioritised. Matters of public interest will continue to be prioritised, regardless of number of applications.

This approach supports the fair and efficient use of the OIC's finite resources and ensures more complainants have equitable and timely access to the external review process under the *Freedom of Information Act 1992* (WA).



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