



ANNUAL REPORT ON THE *ACCESS TO INFORMATION ACT*

2023-2024

For Non-Public Property and
Staff of the Non-Public Funds, Canadian Forces

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Access to Information and Privacy Program
Canadian Forces Morale and Welfare Services
4210 Labelle Street
Ottawa, ON, K1A 0K2

Tel.: 343-630-2055
Fax: 613-943-4332

Email: ATIP.AIPRP@cfmws.com
Website: cfmws.ca

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PART I – INTRODUCTION

The *Access to Information Act*¹ (the “Act”) was proclaimed on July 1, 1983. The Act was amended as a result of the Royal Assent of Bill C-58 on June 21, 2019.

The Act gives Canadian citizens, permanent residents, as well as individuals and corporations present in Canada, a right of access to information contained in government records subject to certain specific and limited exceptions.

Section 94 of the Act requires that the head of every federal government institution prepare, for submission to Parliament, an annual report on the administration of the Act within their institution during each fiscal year.

This annual report provides a summary of the management and administration of the Act within Canadian Forces Morale and Welfare Services (CFMWS) for the fiscal year 2023-2024, for Non-Public Property (NPP), and for the Staff of the Non-Public Funds, Canadian Forces.

1. Mandate of the Canadian Forces Morale and Welfare Services

1.1 Background

The *National Defence Act* (Sections 2 and 38 – 41) vests Non-Public Property (NPP) with the Chief of the Defence Staff (CDS), Base / Wing Commanders and Unit Commanding Officers to be used for the benefit of serving and former Canadian Armed Forces (CAF) personnel and their families.

The CDS has delegated the Managing Director of NPP with the responsibility for the daily administration of NPP. Under the present administrative structure, the Managing Director of NPP responsibility is borne by the Chief Executive Officer (CEO) of the Staff of the Non-Public Funds, Canadian Forces.

The collective NPP activities, including those of the Staff of the Non-Public Funds, Canadian Forces and those programs and services that NPP provides to the CAF via service level agreements or other arrangements, are managed by the administrative construct known as the Canadian Forces Morale and Welfare Services (CFMWS).

CFMWS currently employs over 4,000 people as “Staff of the Non-Public Funds, Canadian Forces”, a Separate Agency under Schedule V of the *Financial Administration Act* of Canada.

1.2. Responsibilities

CFMWS operates under a social enterprise business model, with the fundamental objective of creating positive value for serving and former CAF personnel and their families. Responsive to the changing needs of the CAF, our programs and services build their self-reliance, resilience and readiness by enhancing their mental, social, physical and financial wellbeing.

¹ *Access to Information Act* (Revised Statutes of Canada, 1985, Chapter A-1).

Working on behalf of the CDS and under the authority of the Minister of National Defence (MND), CFMWS is a trusted partner in the Defence enterprise, operating under the Non-Public Property framework, expending funds through a unique operating model that creates real value for the CAF Community.

Vision: Improving lives at home and around the world.

- Mentally
- Socially
- Physically
- Financially

Mission: We make our members stronger.

- Healthier People
- Stronger Communities
- Better Canada

CFMWS operates through the following divisions:

- Personnel Support Programs (PSP),
- Military Family Services (MFS) – includes Support Our Troops
- CANEX,
- SISIP Financial,
- Corporate Services,
- Finance,
- Information Services, and
- Human Resources.

2. Structure of the Access to Information and Privacy Program

The National Manager Access to Information and Privacy (NM ATIP) administers the provisions of the *Access to Information Act* within the CFMWS for NPP and the Staff of the Non-Public Funds, Canadian Forces. CFMWS hired a new NM ATIP in October 2023 to work with and take over from the current NM ATIP who will retire in 2024.

The NM ATIP reports to the Director Corporate Services who, in turn, reports to the Chief Corporate Secretary. The NM ATIP is responsible for managing all activities related to the CFMWS ATIP Program, in accordance with the NPP ATIP designation order and the provisions of the Act, Regulations, directives, policies and guidelines.

Since January 2024, the Executive Assistant to the Chief Corporate Secretary began processing routine requests and providing support the ATIP Office as required, because of the substantial increase in the number of requests received by CFMWS.

The administration of the Act by the NM ATIP is also facilitated at the division levels of CFMWS. Each division has an ATIP point of contact who coordinates the collection of information and provides guidance to division employees on the application of the Act, as well as related CFMWS policies and procedures.

CFMWS was not a party in any service agreement under section 96 of the Act, during the reporting period.

3. Designation order

Under section 3 of the Act, the Minister is designated as the head of the government institution for purposes of the administration of the Act. Pursuant to section 95, the Minister may delegate any of his powers, duties or functions under the Act by signing an order authorizing one or more officers or employees of the institution, who are at the appropriate level, to exercise or perform the powers, duties or functions of the head, specified in the order.

Within CFMWS, the NPP ATIP designation order is based on a centralized process with the NM ATIP having full delegated authority under the Act. Full authority under the Act is also delegated to the Managing Director NPP / CEO, Staff of the Non-Public Funds, Canadian Forces and the Vice President Corporate Services (now titled Chief Corporate Secretary) who are responsible for the ATIP program.

The NPP ATIP designation order signed by the MND is attached at Annex A.

PART II – PERFORMANCE

Government of Canada institutions have completed statistical reporting forms on the administration of the Act, as prescribed by the Treasury Board of Canada Secretariat (TBS), since 1983. The following provides an overview of key data on CFMWS performance for the fiscal year, as reflected in the 2023-2024 statistical report on the *Access to Information Act*, which is attached at Annex B.

1. Requests under the *Access to Information Act*

The NM ATIP processes all requests received by CFMWS pursuant to the *Access to Information Act*. Each request is first reviewed for clarity and is then assigned to one or more divisions of CFMWS that become responsible for locating and retrieving the records containing the information sought.

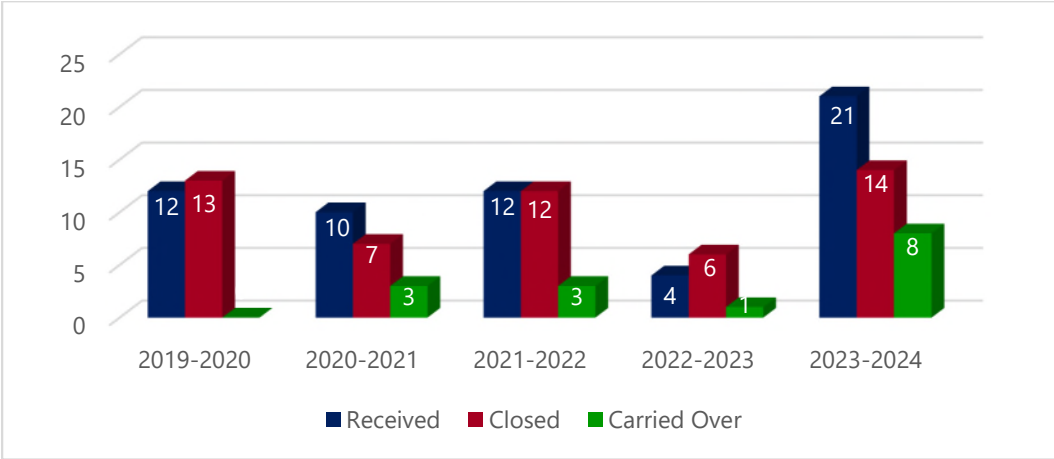
The CFMWS divisions review their relevant records and provide recommendations to the NM ATIP on any sensitivity related to their disclosure. Where necessary, the NM ATIP also undertakes consultations with other organizations and third parties before making a decision on disclosure. The NM ATIP then notifies the requester and provides access to all of the records that can be disclosed.

1.1. Number of requests

In addition to one (1) request outstanding from the previous fiscal year, CFMWS received 21 new access to information requests in 2023-2024. This represents a substantial increase in the number of requests received compared with the previous reporting period, which is attributed to the adoption of the ATIP Online Request Service in December 2022.

Of the 22 requests in progress, 14 files (63.6 percent) were closed in 2023-2024, and eight (8) files were carried-over to the next reporting period. Chart I provides an overview of the volume of requests processed by CFMWS over the past five (5) fiscal years.

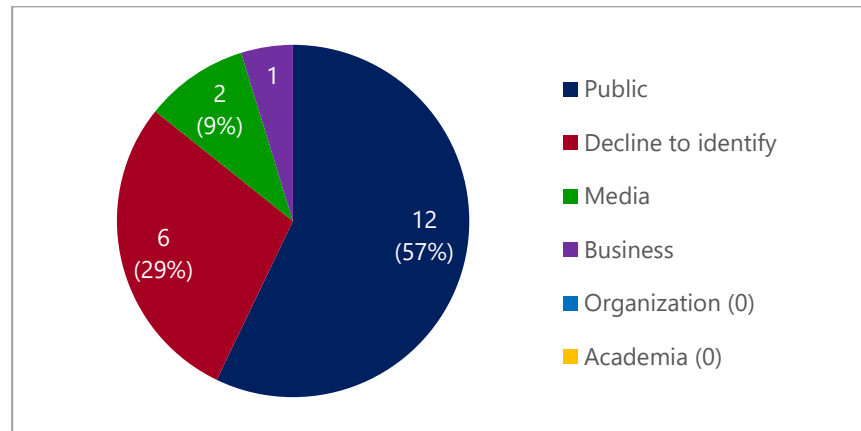
Chart I – Volume of access to information requests



1.2. Source of requests

Twelve (12) of the requests received by CFMWS were made by members of the public (57 percent), and six (6) requests were made by individuals who declined to identify (29 percent). Two (2) requests (9 percent) were from the media and one (1) from a business. Chart II provides the related details.

Chart II – Access to information requests received by source



1.3. Channels of requests

Since December 2022, CFMWS receives requests under the Act via the [ATIP Online Request Service](#), as required by the TBS Directive on Access to Information Requests.

The requesters' preferred channel for submitting a request to CFMWS was online through the Request Service. This was the case for 19 requests (90 percent) received during the reporting period. The other two (2) requests were received by email.

2. Informal requests

In 2023-2024, CFMWS received three (3) informal requests for copies of records (1118 pages) previously released under the Act. The files were closed within an average of five (5) days.

3. Applications to the Information Commissioner on declining to act on requests

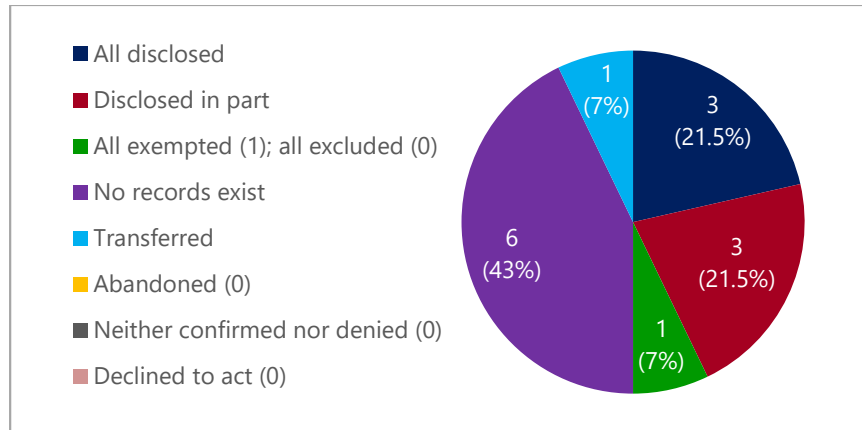
CFMWS did not send any requests to the Information Commissioner for approval under section 6 of the Act to decline to process a request that may be considered to be vexatious, made in bad faith or otherwise an abuse of the right to make a request for access to records.

4. Requests closed during the reporting period

4.1. Disposition and completion time

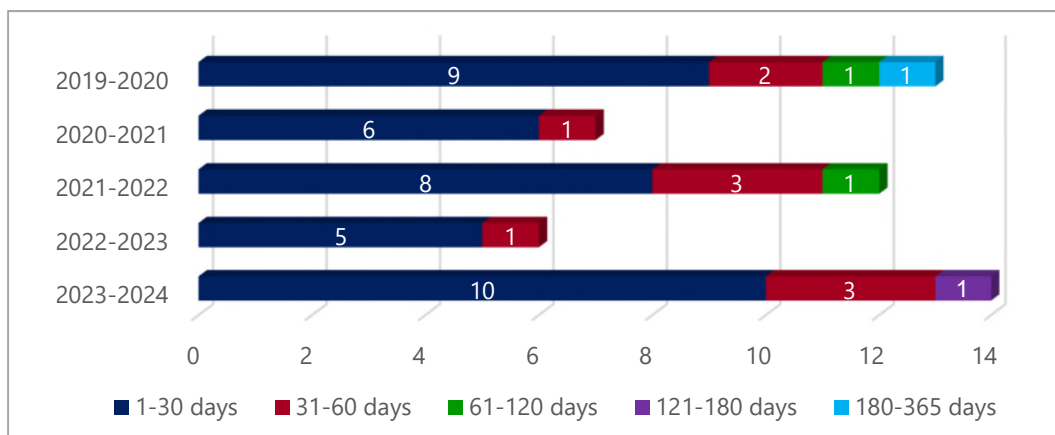
Of the 14 requests closed, the records were all disclosed in three (3) files (21.5 percent), disclosed in part in three (3) files (21.5 percent), and all exempted in one (1) file (7 percent). CFMWS had no records for six (6) requests (43 percent), and transferred one (1) request to another government institution. Chart III provides an overview of the disposition of requests closed by CFMWS during the fiscal year.

Chart III – Disposition of access to information requests closed



The average processing time for all requests closed was 25 days, which is an improvement compared with the average of 30 days in the previous period. Chart IV provides the number of requests and days taken by CFMWS to close the files over the past five (5) fiscal years.

Chart IV – Access to information requests completion time



4.2. Exemptions

Sections 13 through 24 of the Act set out the exemptions intended to protect information pertaining to a particular public or private interest, and section 26 of the Act is an administrative exemption relating to the publication of information.

Notwithstanding the foregoing, CFMWS always endeavours to release as much information as possible, to remain consistent with the spirit of the Act and the severability provisions of its section 25.

In 2023-2024, the records processed by CFMWS contained information that was protected under the following provisions of the Act:

- 19(1) – Personal information
- 20(1)(b)(c) – Third party information
- 21(1)(a)(b)(c) – Advice, etc.
- 23 – Solicitor-client privilege

4.3. Exclusions

Pursuant to sections 68 and 69, the Act does not apply to material that is published or available for purchase, library or museum material preserved solely for public record, material deposited with Library and Archives Canada, as well as documents considered to be confidences of the King's Privy Council of Canada.

CFMWS did not process any record that qualified for exclusion pursuant to sections 68 and 69 of the Act during the reporting period.

4.4. Format of information released

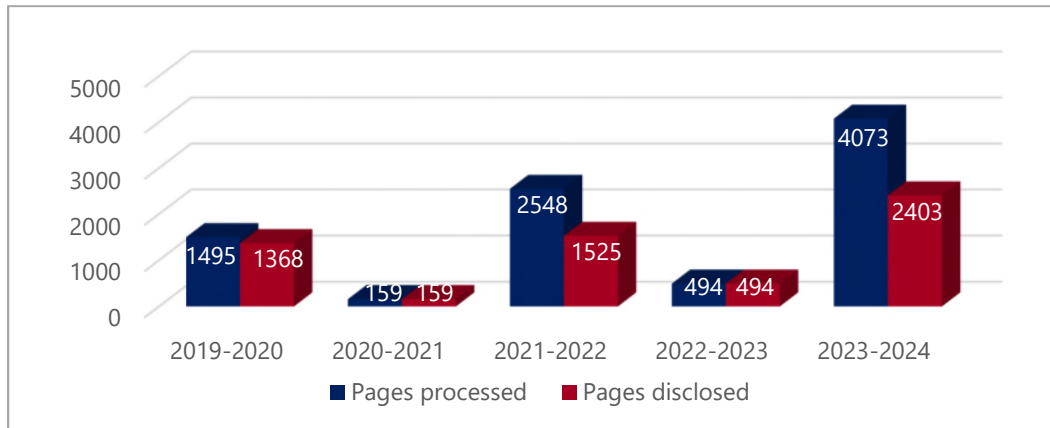
In order to provide quick and efficient client service and to minimize costs as well as the environmental footprint related to printing and the use of paper, CFMWS sends its correspondence and the records by email or via the ATIP Online Requests System, when possible.

Of the six (6) requests in which information was released (*all disclosed or disclosed in part*), all of the records (100 percent) were provided in electronic format. During the reporting period, no records were provided in the form of paper copies or in other formats.

4.5. Complexity

CFMWS processed 4073 pages and released 2403 pages in seven (7) requests during the reporting period, for an average of 582 pages to review per file. This represents a substantial increase compared with the previous fiscal years. Chart V provides the number of pages processed and disclosed by CFMWS over the past five (5) fiscal years.

Chart V – Number of pages processed and disclosed

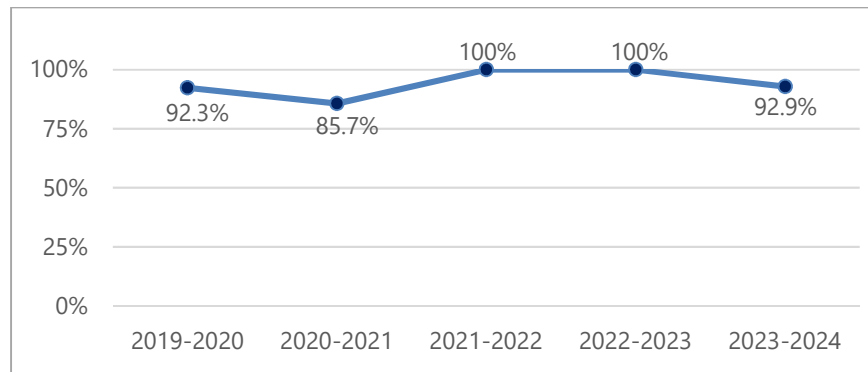


Aside from the high volume of records, one (1) case involved sensitive personal information related to harassment complaints and interpersonal issues.

4.6. Requests closed within legislated timelines

Of the 14 requests closed in 2023-2024, 13 files (92.9 percent) were processed within the initial 30-day or the extended time limit under the Act. Chart VI provides the CFMWS compliance rate over the past five (5) fiscal years.

Chart VI – Percentage of requests closed within legislated timelines



4.7. Deemed-refusals

Only one (1) request fell in a deemed-refusal status during the reporting period. Due to the volume (4026 page) and complexity of the file, the request was closed 24 days after the extended due date.

As of March 31, 2023, one (1) file of more than 365 days was still active from a previous fiscal year beyond the legislated timelines, due to the large volume of records being processed (approx. 25,000 pages).

4.8. Requests for translation

There were no requests for translation of information from one official language to another.

5. Extensions

Of the 14 requests completed during the fiscal year, one (1) file (7 percent) needed to be extended in accordance with paragraph 9(1)(a) of the Act. The file involved a large volume of records, and meeting the original time limit would have unreasonably interfered with the operations of the institution. The completion time for the request extended was 174 days.

6. Fees

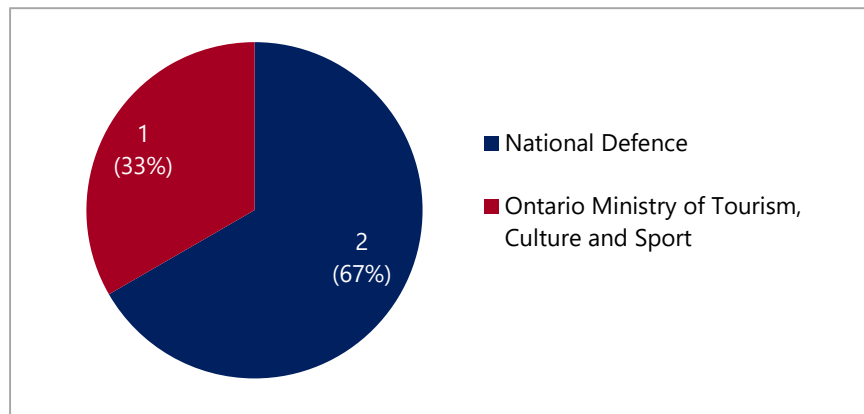
In accordance with the changes to the *Access to Information Act* that came into force on June 21, 2019, CFMWS may only charge the \$5 application fee set out in section 7 of the Regulations. Pursuant to subsection 11(2) of the Act, institutions may waive the requirement to pay this fee as deemed appropriate.

A total of \$95 was collected for 19 requests during the reporting period. DND processed the payment for two (2) requests that were transferred to CFMWS.

7. Consultations from other government institutions and organizations

In addition to the access to information requests, CFMWS received two (2) consultations from another government of Canada institution and one (1) from another organization, for a total of 12 pages reviewed. CFMWS responded to the consultations within an average of six (6) days. Chart VII outlines the government of Canada institutions and other organizations that consulted CFMWS in 2023-2024.

Chart VII – Consultations from other institutions and organizations



8. Consultations on Cabinet confidences

There was no consultation undertaken with Legal Services or the Privy Council Office on Cabinet confidences.

9. Investigations and reports of finding

CFMWS received two (2) notices of intention to investigate and summary of complaint pursuant to section 32 of the Act from the Office of the Information Commissioner of Canada (OIC). One complaint related to the refusal to disclose personal information was not well founded. The OIC ceased to investigate the other complaint concerning the delay since the response had already been provided to the requester.

10. Court Action

There was no request for judicial review filed with the Federal Court or the Federal Court of Appeal.

11. Resources related to the *Access to Information Act*

The total costs associated with the administration of the *Access to Information Act* amounted to \$28,484 for the 2023-2024 fiscal year. This mainly consists of the ATIP staff salary and employer costs. The other portion is included in the *Privacy Act* report.

PART III – OTHER ACTIVITIES AND ACCOMPLISHMENTS

1. Training and awareness

Given the complex nature of the *Access to Information Act*, and the need to balance the public's right to access information with the need to protect the legitimate interests of other parties, the NM ATIP provides guidance and advice to managers and employees at all levels of CFMWS on an as required basis.

No ATIP awareness sessions were provided during the reporting period.

2. Policies and procedures

For the reference of all employees, corporate policies are available on the CFMWS intranet site.

The CFMWS *Policy on the Access to Information and Privacy Program* was developed and implemented in 2017-2018. It outlines the NPP ATIP designation order and sets out the definitions as well as the roles and responsibilities of all stakeholders within NPP organizations. The objective of the Policy is to establish consistent practices and procedures for the processing of ATIP requests in order to ensure compliance and enhance the effective application of the *Access to Information Act* and the *Privacy Act* and their Regulations.

In 2023-2024, the NM ATIP started revising the above policy in order to align with the changes made to TBS policies and directives.

3. Monitoring compliance

CFMWS timeliness and compliance under the Act are closely monitored by the NM ATIP, and issues are reported to the Chief Corporate Secretary as required.

In the 2023-2024 fiscal year, CFMWS strived to maintain a high performance and attained a 92.9 percent compliance rate for responding to access to information requests within the legislated timelines.

4. Proactive publication under Part 2 of the Act

CFMWS is recognized as a government institution for the purpose of the Act and therefore subject to the proactive publication provisions outlined in Part 2, sections 82 to 84, which mandate the public disclosure of travel and hospitality expenses, and reports tabled in Parliament.

CFMWS has a decentralized approach to managing this process. Each senior executive is responsible for ensuring that their monthly travel and hospitality expense reports are prepared and submitted to the Communications for publication on the CFMWS website, in accordance with sections 82 and 83 of the Act.

During the 2023-2024 fiscal year, the monthly expense reports were made publicly available but there were challenges in meeting the prescribed timeframe. Recognizing the importance of transparency, CFMWS is committed to continuous improvement and will undertake a review of its internal process and accountability to improve compliance with the proactive publication requirements.

In regards to section 84 of the Act, the NM ATIP has upheld its obligation to ensure the timely release of reports to Parliament, with 100 percent compliance rate. The annual reports on the administration of the *Access to Information Act* and the *Privacy Act* were tabled to both the House of Commons and the Senate on October 18, 2023, and concurrently published on the ATIP section of the CFMWS website.

Details regarding CFMWS' compliance with the proactive publication requirements as set out sections 82 to 84, along with the relevant website links, are provided in Table I below.

Table I –Proactive publication requirements and compliance

Legislative requirement	Section	Publication timeline	Compliance rate	Proactive publication (web link)
Travel Expenses	82	Within 30 days after the end of the month in which the expenses incurred were reimbursed	25%	https://cfmws.ca/about-us/public-reporting/proactive-disclosure
Hospitality Expenses	83		37%	
Reports tabled in Parliament	84	Within 30 days after tabling	100%	https://cfmws.ca/about-us/information-privacy

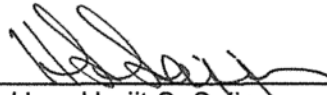
ANNEX A
DESIGNATION ORDER

Pursuant to section 73 of the *Access to Information Act* and the *Privacy Act* (the "Acts"), The Minister of National Defence, as the head of a government institution under these Acts, hereby designates the persons holding the following positions or the persons occupying those positions on an acting basis, to exercise all of the powers and perform the duties and functions of the head of a government institution under these Acts concerning non-public property and related or assigned services, programs and operations*:

- (a) The Managing Director NPP/CEO of the Staff of the Non-Public Funds, Canadian Forces;
- (b) The Chief of Staff and Vice President Corporate Services; and
- (c) The National Manager Access to Information and Privacy Program

*For greater certainty, this includes all non-public property vested in the commanders of units and other elements and in the Chief of the Defence Staff established under section 38 to 41 of the National Defence Act; all activities of the Staff of the Non-Public Funds, Canadian Forces; and all non-public property services, programs and operations including those public Alternative Service Delivery functions assigned to be executed under the non-public property framework.

Approved



The Hon. Harjit S. Sajjan, PC, OMM, MSM, CD, MP
Minister of National Defence

21 Feb 17

Date

ANNEX B

STATISTICAL REPORT

ON THE *ACCESS TO INFORMATION ACT*



Statistical Report on the Access to Information Act

Name of institution: Canadian Forces Morale and Welfare Services

Reporting period: 2023-04-01 to 2024-03-31

Section 1: Requests under the Access to Information Act

1.1 Number of requests

		Number of requests
Received during reporting period		21
Outstanding from previous reporting period		1
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	1	
Total		22
Closed during reporting period		14
Carried over to next reporting period		8
• Carried over within legislative timelines	7	
• Carried over beyond legislative timelines	1	

1.2 Sources of requests

Source	Number of requests
Media	2
Academia	0
Business (private sector)	1
Organization	0
Public	12
Decline to Identify	6
Total	21

1.3 Channels of requests

Channel	Number of Requests
Online	19
E-mail	2
Mail	0
In person	0
Phone	0
Fax	0
Total	21

Section 2: Informal requests

2.1 Number of informal requests

		Number of requests
Received during reporting period		3
Outstanding from previous reporting period		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		3
Closed during reporting period		3
Carried over to next reporting period		0

2.2 Channels of informal requests

Source	Number of requests
Online	3
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	3

2.3 Completion time of informal requests

Completion time							Total
1 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	
3	0	0	0	0	0	0	3

2.4 Pages released informally

Less than 100 pages released		101-500 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
0	0	0	0	0	0	0	0	0	0

2.5 Pages re-released informally

Less than 100 pages released		101-500 pages released		501-1000 pages released		1001-5000 pages released		More than 5000 pages 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
1	0	1	209	1	909	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
Total	0
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
	1 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	1	1	1	0	0	0	0	3
Disclosed in part	0	1	1	0	1	0	0	3
All exempted	0	0	1	0	0	0	0	1
All excluded	0	0	0	0	0	0	0	0
No records exist	6	0	0	0	0	0	0	6
Request transferred	1	0	0	0	0	0	0	1
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
Total	8	2	3	0	1	0	0	14

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)	1
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	1
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	1
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)	3	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)	2	23.1	0
15(1) - S.A.*	0	16.31	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(c)	2	26	0
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(d)	0		
16(1)(a)(iii)	0	16.5	0				
16(1)(b)	0	16.6	0				
16(1)(c)	0	17	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	
0	6	0	0	0	0

4.5 Complexity

4.5.1 Relevant pages processed and disclosed for paper and e-records formats

Number of pages processed	Number of pages disclosed	Number of requests
4073	2403	7

4.5.2 Relevant pages processed per disposition for paper and e-records formats by size of requests

Disposition	Less than 100 pages processed		101-500 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	3	32	0	0	0	0	0	0	0	0
Disclosed in part	2	14	0	0	0	0	1	4026	0	0
All exempted	1	1	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
Total	6	47	0	0	0	0	1	4026	0	0

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 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
Total	0	0	0	0	0	0

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 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
Total	0	0	0	0	0	0

4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0
Disclosed in part	0	0	1	1
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
Total	0	0	1	1

4.6 Closed requests

4.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	13
Percentage of requests closed within legislated timelines (%)	92.85714286

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	1	1
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	0	0
More than 365 days	0	0	0
Total	0	1	1

4.8 Requests for translation

Translation requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

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	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
No records exist	0	0	0	0
Request abandoned	0	0	0	0
Total	1	0	0	0

5.2 Length of extensions

Length of extensions	9(1)(a) Interference with operations	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	1	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	1	0	0	0

Section 6: Fees

Fee type	Fee collected		Fee waived		Fee refunded	
	Number of requests	Amount	Number of requests	Amount	Number of requests	Amount
Application	19	\$95.00	0	\$0.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	19	\$95.00	0	\$0.00	0	\$0.00

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	11	1	1
Outstanding from the previous reporting period	0	0	0	0
Total	2	11	1	1
Closed during the reporting period	2	11	1	1
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
	1 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	1	0	0	0	0	0	0	1
Disclose in part	0	1	0	0	0	0	0	1
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
Total	1	1	0	0	0	0	0	2

7.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of days required to complete consultation requests							Total
	1 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	1	0	0	0	0	0	0	1
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
Total	1	0	0	0	0	0	0	1

Section 8: Completion time of consultations on Cabinet confidences

8.1 Requests with Legal Services

Number of days	Fewer than 100 pages processed		101-500 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
Total	0	0	0	0	0	0	0	0	0	0

8.2 Requests with Privy Council Office

Number of days	Fewer than 100 pages processed		101–500 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
Total	0	0	0	0	0	0	0	0	0	0

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
2	1	0

9.2 Investigations and reports of finding

Subsection 37(1) Initial report			Subsection 37(2) Final report		
Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
0	0	0	1	0	0

Section 10: Court action

10.1 Court actions on complaints

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

10.2 Court actions on third party notification 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		\$28,208
Overtime		\$0
Goods and Services		\$276
• Professional services contracts	\$0	
• Other	\$276	
Total		\$28,484

11.2 Human Resources

Resources	Person years dedicated to Access to Information activities
Full-time employees	0.251
Part-time and casual employees	0.021
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	0.272

Note: Enter values to three decimal places.



Supplemental Statistical Report on the *Access to Information Act* and *Privacy Act*

Name of institution: Canadian Forces Morale and Welfare Services

Reporting period: 2023-04-01 to 2024-03-31

Section 1: Open requests and complaints under the *Access to Information Act*

1.1 Number of open requests that are outstanding from previous reporting periods.

Fiscal year open requests were received	Open requests that are within legislative timelines as of March 31, 2023	Open requests that are beyond legislative timelines as of March 31, 2023	Total
Received in 2023-2024	7	0	7
Received in 2022-2023	0	0	0
Received in 2021-2022	0	0	0
Received in 2020-2021	0	1	1
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016	0	0	0
Received in 2014-2015 or earlier	0	0	0
Total	7	1	8

1.2 Number of complaints with the Information Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal year open complaints were received by institution	Number of open complaints
Received in 2023-2024	0
Received in 2022-2023	0
Received in 2021-2022	0
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015 or earlier	0
Total	0

Section 2: Open requests and complaints under the *Privacy Act*

2.1 Number of open requests that are outstanding from previous reporting periods.

Fiscal year open requests were received	Open requests that are within legislative timelines as of March 31, 2023	Open requests that are beyond legislative timelines as of March 31, 2023	Total
Received in 2023-2024	1	0	1
Received in 2022-2023	0	0	0
Received in 2021-2022	0	0	0
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016	0	0	0
Received in 2014-2015 or earlier	0	0	0
Total	1	0	1

2.2 Number of complaints with the Privacy Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal year open complaints were received by institution	Number of open complaints
Received in 2023-2024	1
Received in 2022-2023	0
Received in 2021-2022	0
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015 or earlier	0
Total	1

Section 3: Social Insurance Number (SIN)

Did your institution receive authority for new collection or new consistent use of the SIN in 2023-2024?	No
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Section 4: Universal Access under the *Privacy Act*

How many requests were received from confirmed foreign nationals outside of Canada in 2023-2024	0
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