

FOI 25278 Document created under section 17 of the FOI Act: Information about adult cyber-abuse (ACA) complaints and complaint notifications since the commencement of the ACA scheme in January 2022

Table 1: Breakdown of adult-cyber abuse complaints by selected categories of harm

Note that the percentage total may not equal 100%. Some complaints relate to multiple grounds or categories of harms. Full breakdown of complaints by all categories of harm can be found in each annual report.

	2021-2022		2022-2023		2023-2024		2024-2025	
Category	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
Defamation/reputational harm	444	36%	878	35%	838	9%	1,279	37.50%
Nasty comments/name calling	316	25%	635	25%	502	11%	708	20.80%
Harassment	294	24%	327	13%	267	6%	605	17.70%
Fake/Impersonation account	114	9%	221	9%	176	4%	238	7.00%
Offensive/upsetting pictures or videos	78	6%	192	8%	90	2%	174	5.10%
Intimidation	39	3%	80	3%	76	2%	94	2.80%
Hate speech	27	2%	81	3%	35	1%	32	0.90%
Closure of social media accounts	5	<1%	5	<1%	-	-	6	0.20%
Recidivist offending	7	<1%	33	1%	31	1%	1	0.00%
Total number of complaints	1,243		2,644		3,113		3,642	

Table 2: Information about complaint notifications made in response to adult cyber-abuse complaints

	2021-2022	2022-2023	2023-2024	2024-2025
Category of complainant				
Member of the general public	209	561	363	205
eSafety Commissioner or staff	0	0	0	0
Other government department or staff	7	40	19	14
Total number of complaint notifications	216	601	382	219

Note:

- As noted on page 190 of the [ACMA and eSafety Annual Report 2024-25](#), to improve clarity and consistency, eSafety has updated its terminology. What we previously described as ‘informal requests’ are now called ‘complaint notifications’. This change avoids confusion and makes it clear that these notifications do not direct platforms to act, but instead informs them about potentially harmful content on their services.
- Complaint notifications do not include service provider notifications given under section 93 of the Online Safety Act 2021 (Cth).
- “Other government department or staff” is based upon complainants who have provided an Australian Commonwealth, state or territory government email address with their complaint.