

Freedom of Information

*Annual Report by
the Attorney-General
of Victoria*

2001

FOREWORD

I have much pleasure in submitting to both Houses of Parliament, the 2001 Freedom of Information Annual Report.

This report reflects the operation of freedom of information in Victoria for the 2000/2001 financial year and has been prepared in accordance with sections 64 and 65AA of the *Freedom of Information Act 1982*.

ROB HULLS MP
Attorney-General

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PART 1: FREEDOM OF INFORMATION OVERVIEW

In 2000-2001 there was a 21% increase in the number of FOI requests reported by agencies across Victoria. In fact this year, more FOI requests were reported than ever before since the introduction of FOI in 1983.

The significant increase in reported requests suggests that FOI is alive and well as a means for Victorians to access information held by agencies.

Once again, the personal affairs exemption (section 33(1)) is by far the most frequently used individual exemption. This exemption allows the consideration of the protection of an individual's personal affairs when making decisions on access to documents.

Until the Bracks government came to office, the FOI Act was the only legislative framework that gave government agencies and the community general guidance on what constituted protecting the privacy of individuals. Now Victoria has an Act focusing on privacy rights, with the commencement on 1 September 2001 of the *Information Privacy Act 2000*.

The *Information Privacy Act* sets standards for the handling of personal information by public sector agencies and like FOI, it provides individuals with rights to access and correct personal information held about them.

The Bracks government has further enhanced the rights of individuals to access their personal information and protect it from inappropriate disclosure with the passage of the *Health Records Act 2000*. The Act gives individuals a legally enforceable right to access their health information contained in records held in the private sector.

In conjunction with the Government's commitment to improve the operation of the FOI Act, these two new Acts - one within my ministerial responsibilities, the other the responsibility of the Minister for Health - make significant improvements to the law and rights of Victorians in this important area.

ROB HULLS MP
Attorney-General

PART 2: USE OF FREEDOM OF INFORMATION

The statistical information contained in this report was collated from data provided to the Department of Justice from 288 State Government bodies subject to the *Freedom of Information Act 1982* (FOI Act). The statistical data was requested by the Department and provided on a uniform basis by agencies, in accordance with the requirements of section 64 and section 65AA of the Act.

1. Number of Requests, Internal Reviews and VCAT Appeals

Table 1 below provides a summary of the total number of FOI applications, corresponding internal reviews and Victorian Civil and Administrative Tribunal appeals, for the period since the FOI Act came into effect in 1983.

The number of requests reported in 2000/2001 showed an increase of 21% above the figure for the previous year. Advice from agencies suggests that key factors likely to have contributed to this significant increase include:

- the FOI process being a more cost effective alternative to requesting patient summary reports from public hospitals;
- increased public awareness of FOI rights within the community, due in part to the media's focus on FOI;
- growing concern about the privacy implications of releasing documents outside FOI;
- legal firms choosing to use FOI as a defacto discovery process; and
- increased use of FOI to access planning documents held by local councils.

In 2000/2001 applicants in 2% of requests sought an internal review. Original decisions on access were confirmed in 72% of internal reviews.

The number of VCAT appeals fell by 24% in 2000/2001 when compared to the figure for the previous year. Feedback from agencies suggests that the decrease in VCAT appeals is not the result of any single factor.

Of the 17,224 requests reported by agencies, less than 1% (.6%) of these were appealed to VCAT. Decisions made by the Tribunal resulted in agency decisions being fully confirmed in 78% of cases and in 12% of appeals decided, VCAT partially upheld agency decisions. In 3% of the total appeals, VCAT granted full access to documents. Of the 108 appeals lodged with the Tribunal, 84% of applications were undecided as at 1 July 2001, the appeal was withdrawn by the applicant (usually because the matter was resolved prior to full hearing), or the applicant did not pursue the appeal.

Table 1: Number of Requests, Reviews and Appeals

<i>YEAR</i>	<i>FOI REQUESTS</i>	<i>INTERNAL REVIEWS</i>	<i>TRIBUNAL APPEALS</i>
2000/2001	17224	393	108
1999/2000	14260	258	143
1998/1999	13082	270	159
1997/1998	12 195	319	304
1996/1997	12 211	288	189
1995/1996	10 834	291	154
1994/1995	10 447	293	156
1993/1994	10 151	312	171
1992/1993	11 364	372	220
1991/1992	14 357	416	193
1990/1991	14 690	372	168
1989/1990	10 460	437	177
1988/1989	10 700	402	141
1987/1988	9 662	443	161
1986/1987	9 401	324	151
1985/1986	9 031	274	126
1984/1985	4 702	224	112

2. Decisions on Requests

The level of access to documents increased by 1% in 2000/2001 when compared to the previous year. Access in full was granted in 68% of requests in 2001 (see table 2 and chart 1 below). Coupled with partial access decisions, applicants gained access to documents in 86% of requests and access was refused outright in only 2% of requests considered.

In 2000/2001, the number of non-personal requests increased by 40% compared to the previous year (up from 7179 to 10,058). Such an increase is common when there is greater interest in government administration.

The 12% of requests not covered by Table 2 are those requests included in 'other' in Chart 1. Charts 1 to 3 illustrate the outcomes of requests, reviews and appeals in 2001.

Table 2: Decisions on Requests

<i>DECISION</i>	<i>2000/2001</i>	<i>% of TOTAL REQUESTS</i>	<i>1999/00</i>	<i>% of TOTAL REQUESTS</i>
FULL ACCESS	11754	68%	9682	68%
PART ACCESS	3072	18%	2872	20%
ACCESS DENIED	369	2%	390	3%

Chart 1: Decisions on requests (2000/2001)

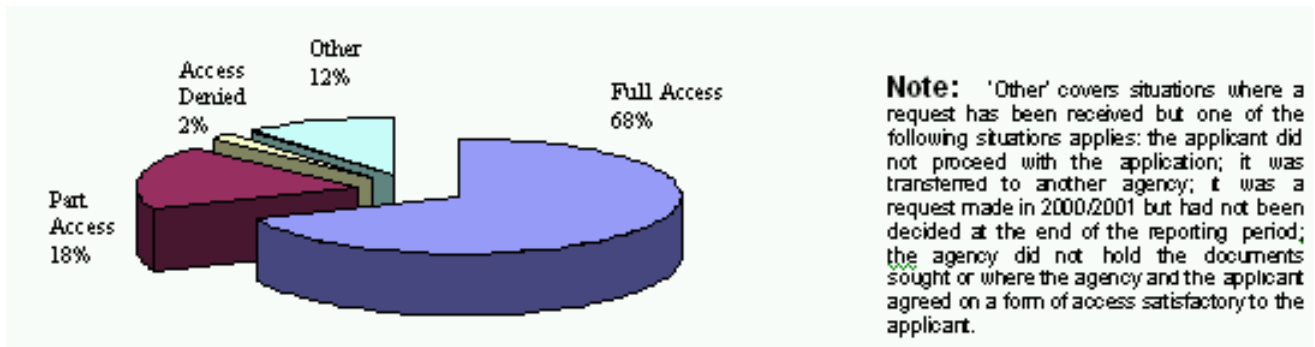


Chart 2: Results of Internal Review Decisions (2000/2001)

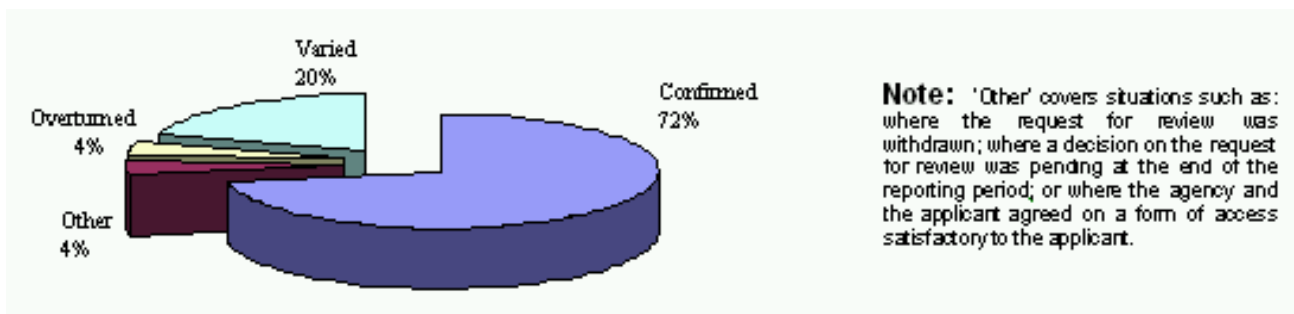
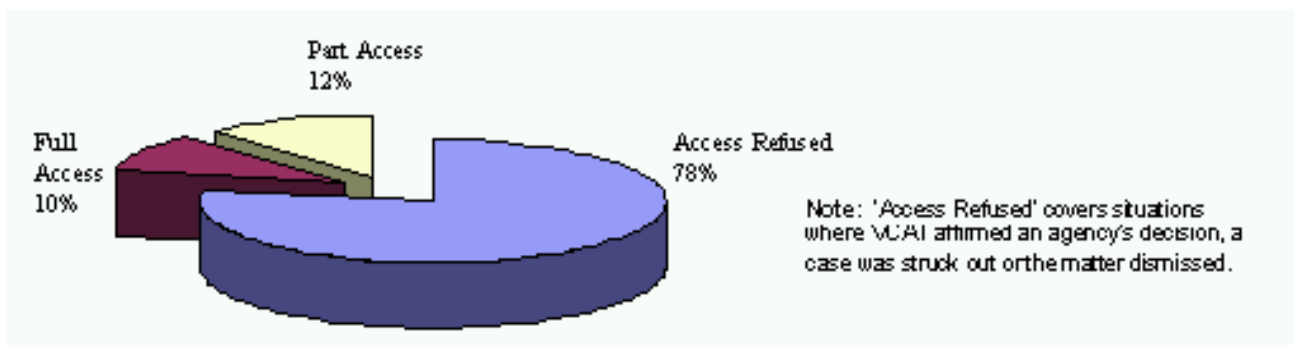


Chart 3: Decisions handed down by VCAT in 2000/2001



3. Most Frequently Cited Exemptions

The five most frequently cited exemptions in 2001, in order of most used to least used were:

- ▣▶ **Section 33(1):** the protection of an individual's personal affairs;
- ▣▶ **Section 35:** information provided in confidence to government bodies;
- ▣▶ **Section 30(1):** documents containing opinions, advice or recommendations of officials or ministers where it would not be in the public interest for those documents to be released;
- ▣▶ **Section 38:** where another enactment (other than the FOI Act) categorises particular documents as confidential; and,
- ▣▶ **Section 31:** law enforcement documents.

Chart 4: Trends of Most Used Exemptions

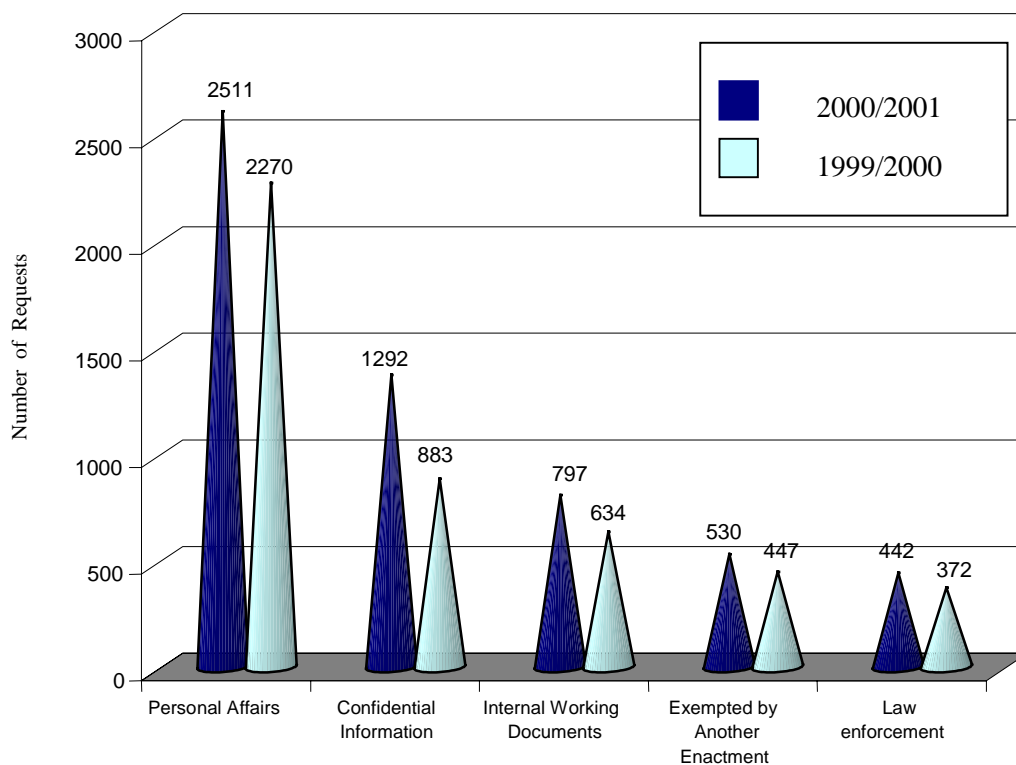


Table 3: Exemptions Cited

<i>SECTION OF FOI ACT</i>	<i>ORIGINAL DECISION</i>	<i>INTERNAL REVIEWS</i>	<i>VCAT</i>
24A: Repeated Requests	4	-	-
25A: Voluminous Requests	73	11	3
28: Cabinet Documents	108	44	6
29: Intergovernmental Relations	21	6	1
30: Internal Working Documents	797	122	16
31: Law Enforcement	442	56	9
32: Legal Professional Privilege	399	46	29
33: Personal Affairs	2511	157	40
34: Commercial Confidentiality	198	76	5
35: Information Gained in Confidence	1292	72	16
36: Contrary to Public Interest	18	5	-
38: Exempted by Another Enactment	530	25	1
38A: Council Documents	11	1	0

4. Fees and Charges for Requests

From the statistics provided it would seem that fees are being waived or reduced in approximately 28% of cases. This is based on the total number of requests - 17224 - multiplied by \$20. If the fee were charged in each case, revenue received from fees would have been \$344,480. However, fee revenue was \$ 247,860.

It is difficult to say exactly how much was waived in charges. Often where charges are to be waived agencies do not calculate the actual charges that would have been made. Rather, they note the number of cases where waivers were granted on charges. If the total charges revenue of \$191,800.36 were divided across the 17,224 requests, each applicant would have paid \$11.10 in access charges.

5. 'Top 20' Agencies

This year the report contains information about the 'Top 20' agencies. Of the 288 agencies that provided information incorporated into this report, agencies in the 'Top 20' handled 73% of requests. 42% of the requests received by the 'Top 20' agencies concerned personal documents. Table 4 below identifies the relevant 20 agencies.

Table 4: Agencies Receiving the Most Requests.

	<i>NAME OF AGENCY</i>	<i>PERSONAL REQUESTS</i>	<i>NON PERSONAL REQUESTS</i>	<i>TOTAL</i>
1	Victoria Police	908	423	1331
2	Human Services, Dept. of	997	228	1225
3	Southern Health Care Network	527	673	1200
4	The Alfred Hospital	285	857	1142
5	Metropolitan Ambulance Service	169	926	1095
6	Country Fire Authority	3	630	633
7	Victorian Work Cover Authority	364	255	619
8	Metropolitan Fire and Emergency Service Board	23	564	587
9	Royal Melbourne Hospital	117	431	548
10	Royal Children's Hospital	331	180	511
11	Transport Accident Commission	483	1	484
12	Western Hospital	165	283	448
13	St Vincent's Hospital	100	343	443
14	Austin and Repatriation Medical Centre	95	334	429
15	Barwon Health - The Geelong Hospital	393	7	400
16	Rural Ambulance Victoria	7	356	363
17	Peninsula Health	65	238	303
18	Education, Employment & Training, Department of	151	143	294
19	The Northern Hospital	13	251	264
20	Box Hill Hospital (Eastern Health)	112	135	247
	TOTAL	5308	7258	12566

PART 3: DETAILED STATISTICS FOR EACH AGENCY

6. Requests Received by Agencies

Sometimes FOI Officers receive applications which do not proceed for a number of reasons. In most cases, the applicant does not pay the fee or, more often, the request for information is not relevant to the agency. There are also other requests where the applicant is provided with the information without needing to make a request under the FOI Act. While many of these sorts of requests can require a commitment of time and resources by the FOI Officer, they are technically not requests under the Act.

The Attorney-General's February 2000 FOI Guidelines require agencies to look to providing information outside the FOI process. The existence of the FOI Act should not mean that the formal process provided under it must be followed to obtain access to documents of an agency or Department.

7. Requests for Internal Review

After the initial access decision, if an agency decides not to grant access to a document, the applicant has a right to appeal that decision. The first stage of appeal is an 'internal review'. This requires a written request to the principal officer of the agency asking that a fresh decision on the request be made.

Table 6 shows those agencies that received requests for internal review of a decision and provides an indication of the outcome of those reviews. The outcomes relate to the original decision made by the FOI officer in terms of whether it was confirmed, varied or overturned. Where a decision of the FOI officer is varied under review, the fresh decision may be a minor variation on the original decision; or may involve the disclosure of a significant amount of additional information.

Where an original decision is shown as being overturned, this means the applicant was granted full access to the documents in question.

Only those agencies which received requests for internal review are listed.

8. Appeals to the Victorian Civil and Administrative Tribunal

If an applicant is dissatisfied with the outcome of an internal review, he or she may then appeal to the Victorian Civil and Administrative Tribunal (VCAT).

Table 7 identifies the agencies where decisions resulted in appeals decided by the VCAT in 2000/2001. The data in the table is based on the number and type of decisions handed down by the Tribunal in 2000/2001, whether or not those decisions were as a result of appeals lodged in that year or earlier. This was necessary given the time that can often pass between an appeal being lodged and a final decision being handed down by the Tribunal.

The VCAT process includes conciliation between parties whereby the applicant and respondent are called before the Tribunal for a preliminary conference to try to resolve documents in dispute before the case proceeds to a hearing. Appeals are often withdrawn as a result of this process.

9. Exemptions Cited

Where an agency refuses to allow an applicant access to documents, the agency is required by the FOI Act to give reasons for its refusal. In refusing access an agency is limited to the situations provided for in the Act (exemptions). Table 8 lists all the exemptions cited to applicants by agencies when refusing access.

10. Decision Makers

The *Freedom of Information Act* operates on an agency level. It is an official of that agency who makes the initial decision and a different official who reviews a decision if requested by the applicant.

Table 9 names each official, specifying his or her title, where that official made a decision to refuse access to some or all of the documents requested.

11. Fees and Charges

The Act requires an application for access to documents to be accompanied by an application fee of \$20. Any other moneys payable in respect of a request after the application fee has been paid are referred to in the Act as "charges". This explains the differentiation between the fees and charges in Table 10. Charges apply to the cost of supplying copies of documents, providing access in other forms, supervising access to documents, and searching for documents etc.

The Act also provides that fees can be waived or reduced where payment would cause hardship. Similarly, charges can be waived where the applicant is impecunious and the request is for personal documents, as well as in a few other situations. The decision on whether or not to waive a fee or charge rests with the agency.

12. Retrospective Access

Agencies were asked to comment on the practicability of extending the period of retrospective access, ie. all agencies, other than councils, are not required to process requests for non-personal documents created prior to 1978 and councils, not prior to 1989. Requests for personal documents are not subject to a time limitation, and therefore depend only on whether documents are still held. Agencies have generally indicated that due to the rare instances where requests for pre 1978 and 1989 records are made, it does not appear necessary to extend the period.

Table 5: Requests Received by Agencies

AGENCY	Personal Requests	Non-Personal	Access Granted In Full	Access Granted In Part	Access Denied In Full	Other
Alfred Hospital, The	285	857	1078	4	0	60
Alpine Shire	0	1	1	0	0	0
Angliss Health Service	144	0	134	4	0	6
Architects Registration Board of Victoria	0	1	1	0	0	0
Austin and Repatriation Medical Centre	95	334	392	3	3	31
Australian Grand Prix Corporation	0	1	1	0	0	0
Ballarat Community Health Care Inc	0	0	0	0	0	0
Ballarat Health Services	76	97	164	0	2	7
Banyule Community Health Service Inc	1	0	1	0	0	0
Barwon Health	393	7	388	5	7	0
Barwon Region Water Authority	0	3	1	2	0	0
Bass Coast Shire Council	1	9	3	2	3	2
Baw Baw Shire Council	0	3	0	3	0	0
Bayside City Council	0	26	23	2	0	1
Beaufort & Skipton Health Service	0	0	0	0	0	0
Benalla & District Memorial Hospital	1	5	5	0	0	1
Bendigo Community Health	0	0	0	0	0	0
Bendigo Health Care Group	42	101	138	0	4	1
Bendigo Regional Institute of TAFE	2	1	3	0	0	0
Bethlehem Hospital	5	0	5	0	0	0
Boroondara City Council	0	24	12	4	0	8
Borough of Queenscliffe	0	0	0	0	0	0
Box Hill Hospital (Eastern Health)	112	135	247	0	0	0
Box Hill Institute of TAFE	0	2	2	0	0	0
Brimbank City Council	3	7	10	0	0	0
Building Control Commission	2	11	7	2	3	1
Buloke Shire Council	0	1	0	1	0	0
Campaspe Murray Community Care Inc	0	0	0	0	0	0
Campaspe Shire Council	0	0	0	0	0	0
Cardinia Shire Council	0	3	2	1	0	0
Castlemaine District Community Health Centre	0	1	0	1	0	0
Caulfield General Medical Centre	11	16	26	1	0	0
Central Bayside Community Health Services	0	0	0	0	0	0
Central Gippsland Health Service	18	32	49	0	1	0
Central Gippsland Institute of TAFE	0	3	0	2	0	1
Central Gippsland Region Water Authority	1	0	0	0	1	0
Central Goldfields Shire Council	0	0	0	0	0	0
Central Health Interpreter Service Inc	0	0	0	0	0	0
Central Highlands Water	0	0	0	0	0	0

AGENCY	Personal Requests	Non-Personal	Access Granted In Full	Access Granted In Part	Access Denied In Full	Other
Centre for Adult Education	0	0	0	0	0	0
Chiropractors Registration Board	0	0	0	0	0	0
Chisholm Institute of TAFE	3	2	4	1	0	0
Cinemia	0	9	1	3	5	0
City of Ballarat	0	15	6	2	1	6
City of Banyule	3	11	9	2	3	0
City of Casey	0	10	4	5	0	1
City of Darebin	1	11	6	3	0	3
City of Greater Bendigo	0	14	12	1	0	1
City of Greater Dandenong	0	23	7	13	1	2
City of Greater Geelong	0	31	22	0	0	9
City of Kingston	0	12	5	3	3	1
City of Melbourne	0	49	42	2	1	4
City of Monash	0	8	6	2	0	0
City of Whitehorse	1	21	5	15	0	2
City of Wodonga	0	3	2	0	0	1
City of Yarra	0	50	40	4	3	3
City West Water Limited	4	8	7	2	0	3
Cobaw Community Health Service	0	0	0	0	0	0
Colac Community Health Services	2	19	21	0	0	0
Colac Otway Shire	0	10	9	0	1	0
Coliban Region Water Authority	0	1	0	1	0	0
Corangamite Catchment Management Authority	0	0	0	0	0	0
Corangamite Shire	0	0	0	0	0	0
Country Fire Authority	3	630	2	545	0	86
Dairy Food Safety Victoria	0	0	0	0	0	0
Darebin Community Health Centre	2	0	2	0	0	0
Deakin University	8	1	4	4	0	1
Delatite Shire Council	0	2	1	1	0	0
Dental Health Services Victoria, The Royal Dental Hospital of Melbourne	34	8	41	0	0	1
Dental Practice Board of Victoria	0	2	0	2	0	0
Dianella Community Health Service	0	0	0	0	0	0
Djerriwarrh Health Services	7	22	29	0	0	0
Docklands Authority	0	5	0	4	1	
Doutta Galla Community Health Services Inc	2	0	1	0	0	1
East Gippsland Catchment Management Authority	0	0	0	0	0	0
East Gippsland Shire Council	0	3	3	0	0	0
East Gippsland Water	0	0	0	0	0	0
East Grampians Health Service	5	22	23	0	0	4
East Wimmera Health Service	5	2	3	0	1	3
Eastern Access Community Health	1	4	5	0	0	0
Echuca Regional Health	10	24	34	0	0	0
Education, Employment & Training, Department of	151	143	107	72	22	93
Emergency Services Superannuation Scheme	18	0	18	0	0	0

AGENCY	Personal Requests	Non-Personal	Access Granted In Full	Access Granted In Part	Access Denied In Full	Other
Ensay Community Health Centre	0	0	0	0	0	0
Environment Conservation Council	0	1	1	0	0	0
Environment Protection Authority	0	72	36	19	12	5
Equal Opportunity Commission of Victoria	3	0	0	0	2	1
Falls Creek Resort Management Board	1	3	4	0	0	0
Far East Gippsland Health & Support Service	5	12	13	0	0	4
First Mildura Irrigation Trust	0	0	0	0	0	0
Frankston City Council	0	11	4	3	0	4
Gannawarra Shire Council	0	0	0	0	0	0
Geelong Performing Arts Centre Trust	0	0	0	0	0	0
Gippsland and Southern Rural Water Authority	5	0	3	2	0	0
Gippsland Southern Health Service	0	0	0	0	0	0
Glen Eira City Council	1	18	2	9	3	5
Glenelg Hopkins Catchment Management Authority	0	0	0	0	0	0
Glenelg Region Water Authority	0	0	0	0	0	0
Glenelg Shire Council	0	4	1	2	1	0
Glenview Community Care Inc	0	0	0	0	0	0
Golden Plains Shire Council	0	0	0	0	0	0
Gordon Institute of TAFE	0	2	0	0	0	2
Goulburn Broken Catchment Management Authority	0	0	0	0	0	0
Goulburn Ovens Institute of TAFE	0	0	0	0	0	0
Goulburn Valley Community Health Service Inc	0	0	0	0	0	0
Goulburn Valley Health	43	95	138	0	0	0
Goulburn Valley Water	0	0	0	0	0	0
Goulburn-Murray Water	0	3	1	1	0	1
Government Superannuation Office	50	0	47	0	0	3
Grampians Community Health Centre Inc	0	0	0	0	0	0
Greater Shepparton City Council	0	2	0	1	0	1
Greyhound Racing Victoria	0	0	0	0	0	0
Hamilton Base Hospital	0	0	0	0	0	0
Harness Racing Board	1	0	1	0	0	0
Hastings Port (Holding) Corporation	0	0	0	0	0	0
Health Services Commissioner	0	3	3	0	0	0
Hepburn Health Service	1	0	1	0	0	0
Hepburn Shire Council	0	0	0	0	0	0
Hesse Rural Health Service	1	0	1	0	0	0
Hindmarsh Shire Council	0	0	0	0	0	0
Hobsons Bay City Council	2	15	12	2	0	3
Holmesglen Institute of TAFE	0	3	3	0	0	0
Horsham Rural City Council	0	1	1	0	0	0
Human Services, Department of	997	228	344	432	40	409
Hume City Council	0	6	5	0	1	0
Indigo Shire Council	0	0	0	0	0	0

AGENCY	Personal Requests	Non-Personal	Access Granted In Full	Access Granted In Part	Access Denied In Full	Other
Infrastructure, Department of	32	155	66	21	13	87
Inglewood & Districts Health Service	0	0	0	0	0	0
Inner East Community Health Service	0	0	0	0	0	0
Inner South Community Health Service	2	0	2	0	0	0
ISIS Primary Care	0	0	0	0	0	0
Justice, Department of	120	70	31	88	12	89
Kerang & District Hospital	0	7	7	0	0	0
Knox City Council	0	12	3	7	0	2
Knox Community Health Service	0	0	0	0	0	0
Kyabram & District Memorial Community Hospital	19	0	19	0	0	0
Kyneton District Health Service	3	25	28	0	0	0
La Trobe University	0	13	1	7	1	4
Lake Mountain Alpine Resort	0	0	0	0	0	0
Lakes Entrance Community Health Centre	5	0	5	0	0	0
Latrobe City Council	1	9	3	3	0	4
Latrobe Community Health Service Inc	1	0	1	0	0	0
Latrobe Regional Hospital	186	0	162	24	0	0
Legal Ombudsman	0	3	2	0	0	1
Loddon Mallee Women's Health	0	0	0	0	0	0
Loddon Shire Council	0	1	1	0	0	0
Lorne Community Hospital	1	10	11	0	0	0
Lower Murray Region Water Authority	0	0	0	0	0	0
Lyndoch Warrnambool Inc	0	0	0	0	0	0
Macedon Ranges Shire Council	0	2	2	0	0	0
Magistrates Court of Victoria	0	0	0	0	0	0
Maldon Hospital & Community Care	0	0	0	0	0	0
Mallee Catchment Management Authority	0	0	0	0	0	0
Mallee Track Health & Community Service	0	0	0	0	0	0
Manningham City Council	0	15	7	2	1	5
Manningham Community Health Service	0	0	0	0	0	0
Mansfield District Hospital	45	0	45	0	0	0
Maribyrnong City Council	9	1	8	0	0	2
Marine Board of Victoria	0	7	5	1	0	1
Maroondah City Council	0	4	4	0	0	0
Maroondah Hospital Health Information Services	46	124	165	5	0	0
Maryborough District Health Service	5	5	10	0	0	0
Medical Practitioners Board of Victoria	13	9	5	14	3	0
Melbourne & Olympic Parks Trust	0	0	0	0	0	0
Melbourne City Link Authority	0	9	0	0	0	9

AGENCY	Personal Requests	Non-Personal	Access Granted In Full	Access Granted In Part	Access Denied In Full	Other
Melbourne Extended Care & Rehabilitation Service	7	6	11	0	0	2
Melbourne Health	0	5	5	0	0	0
Melbourne Markets Authority	0	0	0	0	0	0
Melbourne Port Corporation	0	0	0	0	0	0
Melbourne University	3	9	3	1	6	2
Melbourne Water Corporation	5	13	7	5	0	6
Melton Shire Council	0	11	10	0	0	1
Mercy Hospital for Women	82	0	82	0	0	0
Metropolitan Ambulance Service	169	926	962	0	4	129
Metropolitan Fire & Emergency Services Board	23	564	576	0	5	6
Mildura Base Hospital	15	59	71	0	3	0
Mildura Rural City Council	0	7	6	0	1	0
Mitchell Community Health Services	0	0	0	0	0	0
Mitchell Shire Council	2	1	2	0	0	1
Moira Shire Council	1	1	1	0	0	1
Monash University	24	3	3	6	14	4
Moonee Valley City Council	0	19	4	12	0	3
Moorabool Shire Council	3	3	5	0	0	1
Moreland City Council	0	8	6	2	0	0
Moreland Community Health Service Inc	0	0	0	0	0	0
Mornington Peninsula Shire	0	16	8	5	3	0
Mount Alexander Hospital	2	0	2	0	0	0
Mount Alexander Shire Council	2	0	2	0	0	0
Mount Baw Baw Alpine Resort Management Board	0	0	0	0	0	0
Mount Hotham Alpine Resort Management Board	0	0	0	0	0	0
Mount Stirling Alpine Resort	0	0	0	0	0	0
Moyne Shire Council	2	0	2	0	0	0
Murray Valley Citrus Marketing Board	0	0	0	0	0	0
Murrindindi Community Health Service Inc	0	0	0	0	0	0
Murrindindi Shire Council	0	3	3	0	0	0
Museum Victoria	0	0	0	0	0	0
Nathalia District Hospital	0	0	0	0	0	0
National Gallery of Victoria	0	0	0	0	0	0
Natural Resources & Environment, Department of	0	145	46	54	12	33
Nillumbik Shire Council	2	5	4	1	2	0
North Central Catchment Management Authority	0	0	0	0	0	0
North East Catchment Management Authority	0	0	0	0	0	0
North East Water	0	0	0	0	0	0
North Richmond Community Health Centre	0	0	0	0	0	0
North Yarra Community Health	0	0	0	0	0	0

AGENCY	Personal Requests	Non-Personal	Access Granted In Full	Access Granted In Part	Access Denied In Full	Other
Northern District Community Health Service Inc	0	0	0	0	0	0
Northern Grampians Shire Council	0	1	0	1	0	0
Northern Hospital, The	13	251	261	3	0	0
Northern Melbourne Institute of TAFE	0	2	2	0	0	0
Nowa Nowa Community Health Centre	0	0	0	0	0	0
Nurses Board of Victoria	8	12	20	0	0	0
Office of Public Prosecution	9	16	9	4	1	11
Office of Regulator-General	0	0	0	0	0	0
Otway Health & Community Services	3	0	3	0	0	0
Ovens & King Community Health Service Inc	0	0	0	0	0	0
Parks Victoria	3	6	5	0	1	3
Peninsula Community Health Service	0	0	0	0	0	0
Peninsula Health						
Peter MacCallum Cancer Institute	14	37	48	0	0	3
Pharmacy Board of Victoria	0	0	0	0	0	0
Plenty Valley Community Health Services Inc	0	0	0	0	0	0
Plumbing Industry Commission	4	19	16	1	3	3
Port Phillip & Westernport Catchment & Land Protection Board	0	0	0	0	0	0
Port Phillip City Council	0	30	18	5	0	7
Portland & District Community Health Centre Inc	0	0	0	0	0	0
Portland & District Hospital	15	26	39	0	2	0
Portland Coast Region Water Authority	0	1	1	0	0	0
Premier & Cabinet, Department of	0	108	20	52	8	28
Public Transport Corporation	15	40	26	2	0	27
Pyrenees Shire Council	0	4	1	2	0	1
Racing Victoria	0	0	0	0	0	0
Ranges Community Health Services Inc	0	0	0	0	0	0
Registered School Board	0	0	0	0	0	0
Robinvale District Health Services	0	5	5	0	0	0
Rochester & Elmore District Health Service	2	1	3	0	0	0
Royal Botanic Gardens Board	0	5	0	3	1	1
Royal Children's Hospital	331	180	410	24	1	76
Royal Melbourne Hospital, The	117	431	540	1	1	6
Royal Melbourne Institute of Technology	3	3	4	2	0	0
Royal Society for the Prevention of Cruelty to Animals (Victoria) Inc	0	0	0	0	0	0
Royal Victorian Eye & Ear Hospital, The	3	70	73	0	0	0
Royal Women's Hospital	156	62	196	13	1	8

AGENCY	Personal Requests	Non-Personal	Access Granted In Full	Access Granted In Part	Access Denied In Full	Other
Rural Ambulance Victoria	7	356	349	0	0	14
Rural City of Ararat	0	0	0	0	0	0
Rural City of Wangaratta	0	3	3	0	0	0
San Remo & District Community Health Centre	0	0	0	0	0	0
Seymour District Memorial Hospital	2	0	2	0	0	0
Shire of Yarra Ranges	1	27	13	13	0	2
South East Water Limited	0	6	5	0	0	1
South Gippsland Shire Council	2	15	9	5	2	1
South Gippsland Water Authority	2	0	2	0	0	0
South West Healthcare	47	68	106	0	2	7
South West Water Authority	0	0	0	0	0	0
Southern Grampians Shire Council	0	2	1	1	0	0
Southern Health	527	673	1091	79	2	28
St George's Health Service	8	8	13	0	3	0
St Vincent's Hospital	100	343	412	7	0	24
State & Regional Development, Department of	0	119	10	63	17	14
State Electricity Commission of Victoria	38	2	30	6	0	4
State Library of Victoria	0	2	0	2	0	0
State Revenue Office	0	14	3	5	3	3
State Trustees Limited	1	7	1	7	0	0
Stawell Regional Health	11	0	11	0	0	0
Stonnington City Council	0	36	12	15	0	9
Strathbogie Shire Council	0	3	3	0	0	0
Sunbury Community Health Centre	0	0	0	0	0	0
Sunraysia Community Health Services Inc	0	0	0	0	0	0
Sunraysia Rural Water Authority	1	0	1	0	0	0
Surf Coast Shire Council	0	10	10	0	0	0
Sustainable Energy Authority	0	0	0	0	0	0
Swan Hill District Hospital	41	0	41	0	0	0
Swan Hill Rural City Council	0	1	1	0	0	0
Swinburne University of Technology	2	1	2	1	0	0
Tourism Victoria	0	9	3	4	1	1
Towong Shire Council	0	1	0	0	1	0
Transport Accident Commission	483	1	26	394	7	57
Treasury and Finance, Department of	0	96	31	20	10	35
Trust for Nature (Victoria)	0	2	1	0	0	1
Trustees of the Necropolis Springvale, The	0	0	0	0	0	0
University of Ballarat	4	0	1	1	0	2
Upper Hume Community Health Services Inc	0	0	0	0	0	0
Upper Murray Health & Community Services	0	0	0	0	0	0
Urban and Regional Land Corporation	0	3	0	0	1	2

AGENCY	Personal Requests	Non-Personal	Access Granted In Full	Access Granted In Part	Access Denied In Full	Other
Veterinary Practitioners Registration Board of Victoria	2	0	1	1	0	0
VicRoads	45	81	27	50	15	34
Victoria Police	908	423	304	708	52	267
Victoria University	2	3	1	1	0	3
Victorian Aquatic Industry Council	0	0	0	0	0	0
Victorian Arts Centre Trust	0	0	0	0	0	0
Victorian Casino & Gaming Authority	2	6	0	6	1	1
Victorian Catchment Management Council	0	0	0	0	0	0
Victorian Curriculum & Assessment Authority	0	1	1	0	0	0
Victorian Electoral Commission	0	2	1	0	1	0
Victorian Legal Aid	11	1	7	2	3	0
Victorian State Emergency Service	10	0	8	0	0	2
Victorian WorkCover Authority	364	255	333	95	22	169
Wangaratta District Base Hospital	45	157	202	0	0	0
Warrnambool City Council	0	5	4	1	0	0
Wellington Shire Council	1	0	1	0	0	0
Werribee Mercy Hospital	87	0	87	0	0	0
West Gippsland Catchment Management Authority	0	1	1	0	0	0
West Goulburn Community Health Service	0	0	0	0	0	0
West Wimmera Health Service	5	3	5	1	0	2
West Wimmera Shire Council	2	0	2	0	0	0
Western District Health Service	0	19	19	0	0	0
Western Hospital	165	283	435	7	0	6
Western Region Health Care	0	0	0	0	0	0
Western Region Water Authority	0	1	0	1	0	0
Westernport Region Water Authority	0	0	0	0	0	0
Whitehorse Community Health Service Inc	0	0	0	0	0	0
Whittlesea City Council	0	12	10	2	0	0
William Angliss Institute of TAFE	0	2	2	0	0	0
Williamstown Hospital, The	13	18	29	0	0	2
Wimmera Catchment Management Authority	0	0	0	0	0	0
Wimmera Health Care Group	48	0	48	0	0	0
Wimmera-Mallee Rural Water Authority	0	1	1	0	0	0
Wodonga Institute of TAFE	0	2	2	0	0	0
Wodonga Regional Health Service	76	0	76	0	0	0
Women's Health West	0	0	0	0	0	0
Wonthaggi & District Hospital	6	11	17	0	0	0
Wyndham City Council	2	18	8	8	1	3
Yarra Ranges Health Service	3	7	10	0	0	0
Yarra Valley Water Limited	1	3	3	0	0	1
Yarrawonga Community Health Centre	0	0	0	0	0	0
Yarrawonga District Health Service	2	4	6	0	0	0

AGENCY	Personal Requests	Non-Personal	Access Granted In Full	Access Granted In Part	Access Denied In Full	Other
Yarriambiack Shire Council	0	0	0	0	0	0
Yea & District Memorial Hospital	0	0	0	0	0	0
Yooralla	0	1	1	0	0	0
Young Farmers Finance Council	0	0	0	0	0	0
Zoological Parks & Gardens Board	1	0	0	0	1	0
	7166	10058	11754	3072	369	2044

**The column headed 'Other' covers situations where a request has been received but one of the following situations applies: the applicant did not proceed with the application; it was transferred to another agency; it was a request made in 2000/2001 but had not been decided at the end of the reporting period; the agency did not hold the documents sought or where the agency and the applicant agreed on a form of access satisfactory to the applicant.

Table 6: Requests for Internal Review

AGENCY	INTERNAL REVIEWS	DECISION CONFIRMED	DECISION VARIED	DECISION OVERTURNED	OTHER
Alfred Hospital, The	1	0	1	0	0
Barwon Health	4	2	0	2	0
Barwon Region Water Authority	1	1	0	0	0
Baw Baw Shire Council	1	1	0	0	0
Boroondara City Council	1	1	0	0	0
Building Control Commission	1	1	0	0	0
Buloke Shire Council	1	0	1	0	0
Caulfield General Medical Centre	1	1	0	0	0
City of Ballarat	1	0	1	0	0
City of Banyule	2	1	0	1	0
City of Darebin	1	1	0	0	0
City of Greater Bendigo	1	1	0	0	0
City of Greater Dandenong	1	1	0	0	0
City of Kingston	4	2	0	1	1
City of Melbourne	2	0	2	0	0
City of Yarra	3	3	0	0	0
City West Water Limited	1	1	0	0	0
Colac Otway Shire	1	0	0	1	0
Country Fire Authority	1	1	0	0	0
Deakin University	2	0	2	0	0
Docklands Authority	1	1	0	0	0
Education, Employment & Training, Department of	16	15	1	0	0
Environment Protection Authority	7	6	0	0	1
Equal Opportunity Commission of Victoria	2	2	0	0	0
Frankston City Council	2	1	1	0	0
Glen Eira City Council	4	0	3	1	0
Glenelg Shire Council	1	0	0	1	0
Goulburn-Murray Water	1	0	1	0	0
Hobsons Bay City Council	1	1	0	0	0
Human Services, Department of	32	22	10	0	0
Infrastructure, Department of	12	9	0	0	3
Justice, Department of	15	5	10	0	0
La Trobe University	1	1	0	0	0
Maribyrnong City Council	1	1	0	0	0
Maroondah Hospital Health Information Services	1	0	0	1	0
Medical Practitioners Board of Victoria	5	4	0	0	1
Melbourne Water Corporation	2	0	2	0	0
Metropolitan Fire & Emergency Services Board	5	5	0	0	0
Mildura Rural City Council	1	1	0	0	0
Monash University	13	12	1	0	0
Moreland City Council	2	2	0	0	0
Mornington Peninsula Shire	1	0	1	0	0
Natural Resources & Environment, Department of	12	7	4	1	0
Nillumbik Shire Council	1	1	0	0	0
Office of Public Prosecution	1	1	0	0	0
Port Phillip City Council	3	2	0	1	0
Premier & Cabinet, Department of	27	25	2	0	0

AGENCY	INTERNAL REVIEWS	DECISION CONFIRMED	DECISION VARIED	DECISION OVERTURNED	OTHER
Public Transport Corporation	2	1	0	1	0
Pyrenees Shire Council	1	1	0	0	0
Royal Botanic Gardens Board	4	4	0	0	0
Royal Children's Hospital	1	1	0	0	0
Royal Women's Hospital	1	0	0	0	1
Shire of Yarra Ranges	3	2	0	0	1
Southern Health	6	3	1	2	0
St Vincent's Hospital	3	2	0	1	0
State & Regional Development, Department of	37	29	8	0	0
State Revenue Office	5	1	4	0	0
State Trustees Limited	2	1	1	0	0
Transport Accident Commission	15	8	7	0	0
Treasury and Finance, Department of	17	14	3	0	0
Vic Roads	10	8	2	0	0
Victoria Police	62	51	8	1	2
Victorian Casino & Gaming Authority	5	1	0	0	4
Victorian Legal Aid	1	1	0	0	0
Victorian Work Cover Authority	15	12	3	0	0
Whittlesea City Council	1	1	0	0	0
Wyndham City Council	1	1	0	0	0
TOTALS	393	284	80	15	14

***This column headed 'Other' covers situations such as: where the request for review was withdrawn; where a decision on the request for review was pending at the end of the reporting period; or where the agency and the applicant agreed on a form of access satisfactory to the applicant.

Table 7: Appeals to the Victorian Civil and Administrative Tribunal

AGENCY	APPEALS LODGED	DECIDED BY VCAT	VCAT GRANTED FULL ACCESS	VCAT GRANTED PART ACCESS	VCAT REFUSED ACCESS*	OTHER
Austin and Repatriation Medical Centre	2	0	0	0	0	1
Ballarat Health Services	1	1	0	0	1	0
Barwon Health	2	2	2	0	0	0
Boroondara City Council	1	1	0	0	1	0
Buloke Shire Council	1	1	0	1	0	0
Castlemaine District Community Health Centre	1	0	0	0	0	0
Caulfield General Medical Centre	1	1	0	0	1	0
Chisholm Institute of TAFE	1	1	0	0	1	0
Colac Otway Shire	1	0	0	0	0	0
Country Fire Authority	1	1	0	0	1	0
Docklands Authority	1	0	0	0	0	0
Education, Employment & Training, Department of	4	0	0	0	0	0
Environment Protection Authority	2	0	0	0	0	0
Frankston City Council	1	0	0	0	0	0
Gippsland and Southern Rural Water Authority	1	2	0	2	0	0
Glen Eira City Council	1	0	0	0	0	0
Goulburn Valley Health	1	1	0	0	1	1
Goulburn-Murray Water	1	0	0	0	0	0
Human Services, Department of	3	3	0	0	3	2
Justice, Department of	8	1	0	0	1	7
Melbourne Water Corporation	2	0	0	0	0	0
Monash University	17	2	0	0	2	3
Natural Resources & Environment, Department of	6	1			1	0
Office of Public Prosecutions	1	1	0	0	1	0
Premier & Cabinet, Department of	11	4	1	0	3	0
Pyrenees Shire Council	2	0	0	0	0	2
Royal Children's Hospital	1	0	0	0	0	1
Southern Grampians Shire Council	1	0	0	0	0	1
Southern Health	3	3	1	1	1	0
State & Regional Development, Department of	7	1	0	1	0	0

AGENCY	APPEALS LODGED	DECIDED BY VCAT	VCAT GRANTED FULL ACCESS	VCAT GRANTED PART ACCESS	VCAT REFUSED ACCESS*	OTHER
Treasury and Finance, Department of	3	1	0	0	1	2
University of Ballarat	4	0	0	0	0	4
VicRoads	1	1	0	0	1	0
Victoria Police	12	11	0	0	11	1
Victorian WorkCover Authority	2	1	0	0	1	1
Totals	108	41	4	5	32	26

* The column headed "VCAT Refused Access" comprises of VCAT decisions where the agency's decision was affirmed, matter was struck out, or the case dismissed.

** The column headed 'Other' covers the following situations: the applicant did not proceed with the appeal; the appeal was yet to be decided at 30 June 2001; or the appeal was resolved at a stage prior to hearing.

Table 8: Exemptions Cited

Agency	INITIAL DECISION Section of Act (No. of times cited)	INTERNAL REVIEW Section of Act (No. of times cited)	VCAT
Alfred Hospital, The	33(1) [4]	33(1) [1]	
Angliss Health Service	33(1) [2]; 33(4) [2]		
Austin and Repatriation Medical Centre	27(1)(e) [3]; 33(1) [2]; 35(1) [1]; 33(4) [2]		
Ballarat Health Services	33(1) [1]; 34(1) [1]		
Barwon Health	33(4) [3]; 33(1) [2]; 27(1)(e) [6]; 33(2)(a) [1]	33(1) [2]; 27(1)(e) [1]; 33(4) [1]	33(1) [2]
Barwon Region Water Authority	34(1)(a) [1]; 34(4)(a)(ii) [1]; 35(l)(b) [1]	34(1)(a) [1]; 34(4)(a)(ii) [1]	
Bass Coast Shire Council	33(1) [4]; 31(1)(a) [1]		
Baw Baw Shire Council	35(1)(b) [2]; 33(1) [2]; 32(1) [1]	33(1) [1]; 35(1)(b) [1]	
Bayside City Council	30(1) [1]; 38A(1)(a) [1]		
Bendigo Health Care Group	33(4) [4]		
Boroondara City Council	31(1) [1]; 38(1) [1]; 13(1) [1]; 14(1) [1]; 67(2) [1]; 32(1) [1]	31(1) [1]; 38(1) [1]	32 [14]; 14 [2]
Building Control Commission	28(1)(ba) [1]; 33(1) [2]; 31(1)(a) [1]; 32(1) [1]	33(1) [1]	
Buloke Shire Council	22[1]		
Cardinia Shire Council	38A(1)(a) [1]		
Castlemaine District Community Health Centre	32(1) [1]; 33(1) [1]		
Caulfield General Medical Centre	30(1) [1]; 32(1) [1]; 33(1) [1]; 35(1)(b) [1]	30(1) [1]; 32(1) [1]; 33(1) [1]; 35(1)(b) [1]	30(1) [1]; 32(1) [1]; 33(1) [1]; 35(1)(b) [1]
Central Gippsland Health Service	33(1) [1]		
Central Gippsland Institute of TAFE	27(1) [2]; 25(b) [1]		
Central Gippsland Region Water Authority	32(1) [1]		
Chisholm Institute of TAFE	33(1) [1]		33(1) [1]
Cinemia	25A(1) [5]; 28(1)(a) [1]; 28(1)(ba) [1]; 28(1)(d) [1]; 30(1) [3]; 31(1)(c) [4]; 32(1) [2]; 33(1) [4]; 34(1)(a) [4]; 34(1)(b) [1]; 34(4)(a) [1];		
City of Ballarat	25A [1]; 32(1) [1]; 38A [1]	32(1) [1]	

Agency	INITIAL DECISION Section of Act (No. of times cited)	INTERNAL REVIEW Section of Act (No. of times cited)	VCAT
City of Banyule	30(1)(a) [4]; 30(1)(b) [1]; 31(1)(c) [1]; 33(1) [1]; 35(1)(a) [1]; 35(b) [1]; 36(2)(b) [2]	31(1)(a) [1]; 36(2)(b) [1]	
City of Casey	33(1) [3]; 34(1) [1]; 35(1) [1]		
City of Darebin	32(1) [2]; 34(1)(b) [1]; 33(1) [1]	27 [1]	
City of Greater Bendigo	30(1) [1]	30(1) [1]	
City of Greater Dandenong	33(1) [13]; 38 [1]	33(1) [1]	
City of Kingston	32(1) [4]; 33(1) [3]; 34(1) [1]	32(1) [2]	
City of Melbourne	33(1) [3]; 31(1)(d) [1]	33(1) [2]	
City of Monash	33(1) [2]		
City of Whitehorse	30(1) [2]; 30(1)(a) [1]; (31)(1)(c) [2]; (32)(1) [2]; 33(1) [12]; 33(3)(1) [1]; 35(1)(b) [1]		
City of Yarra	38A [4]; 32 [2]; 33(1) [1]; 31(1) [1]	38A [1]; 31(1) [1]; 33(1) [1]	
City West Water Limited	33(1) [1]; 25 [1]	5 [1]	
Colac Otway Shire	34(1)(b) [1]		
Coliban Region Water Authority	33(1) [1]		
Country Fire Authority	33(1) [545]; 35(1)(b) [542]	33(1) [1]; 35(1)(b) [1]	33(1) [1]; 35(1)(b) [1]
Deakin University	32(1) [2]; 35(1) [2]; 25 [1]	33(1) [2]; 35(1) [1]	33(1) [1]; 35(1) [1]
Delatite Shire Council	32(4) [1]		
Dental Practice Board of Victoria	33(1) [2]		
Docklands Authority	25A(1) [1]; 25A(5) [1]; 28(1)(b) [2]; 28(1)(ba) [2]; 28(1)(c) [2]; 28(1)(d) [2]; 30(1) [2]; 34(4)(a) [2]; 34(4)(c) [1]	28(1)(b) [2]; 28(1)(ba) [2]; 28(1)(c) [2]; 28(1)(d)[2]; 30(1) [2]; 34(4)(a) [2]; 34(4)(c) [1]	28(1)(b)[1]; 28(1)(ba) [2]; 28(1)(c) [1]; 28(1)(d) [1]; 30(1) [1]; 34(4)(a) [1]; 34(4)(c) [1]
East Wimmera Health Service	25A(5) [1]		
Education, Employment & Training, Department of	28(1)(a) [1]; 28(1)(b) [1]; 30(1) [27]; 31(1)(a) [2]; 31(1)(b) [3]; 32(1) [15]; 33(1) [60]; 33(2A) [1]; 33(4) [8]; 34(1)(a) [8]; 34(1)(b) [1]; 34(4)(a)(ii) [1]; 35(1)(a) [1]; 35(1)(b) [14]; 38 [8]	28(1)(a) [1]; 30(1) [10]; 31(1)(a) [1]; 32(1) [2]; 33(1) [11]; 34(1)(a) [1]; 34(1)(b) [1]; 34(4)(a)(i) [1]; 35(1)(b) [4]; 38 [1]	
Environment Protection Authority	25A(5) [5]; 30(1) [8]; 32(1) [1]; 33(1) [17]; 34(1)(b) [4]; 35(1)(b) [11]	25A(5) [1]; 30(1) [2]; 33(1) [3]; 34(1)(b) [2]; 35(1)(b) [2]	

Agency	INITIAL DECISION Section of Act (No. of times cited)	INTERNAL REVIEW Section of Act (No. of times cited)	VCAT
Equal Opportunity Commission of Victoria	38 [2]	38 [2]	
Frankston City Council	32(1) [2]; 33(1) [2]; 30(1) [2]; 34(1)(a) [1]; 34(4)(a) [1]; 25A(1) [1]	30(1) [1]; 32(1) [1]; 34(1)(a) [1]; 33(1) [1]; 34(4)(a) [1]	
Gippsland and Southern Rural Water Authority	33(1) [2]		32(1) [2]
Glen Eira City Council	25B [2]; 30 [4]; 31 [2]; 32 [1]; 33 [4]; 34 [2]; 35 [3]; 36 [1]	25B [2]; 33 [1]	
Glenelg Shire Council	33(1) [2]; 32(1) [1]		
Goulburn-Murray Water	32(1) [1]	32(1) [1]	32(1) [1]
Greater Shepparton City Council	34(1)(b) [1]; 35(b) [1]; 30(1)(b) [1]		
Hobsons Bay City Council	24A [1]; 30(1) [2]; 31(1)(c) [1]; 33(1) [1]; 35(1)(a) [1]; 35(1)(b) [1]	30(1) [1]; 33(1) [1]	
Human Services, Department of	6 [8]; 29 [1]; 30(1) [25]; 32(1) [5]; 33(1) [394]; 33(4) [1]; 38 [99]; 25A [9]; 27(1)(e) [40]; 28(1)(b) [1]; 31(1)(a) [1]; 31(1)(c) [128]; 34(1)(b) [5]; 35(1)(a) [15]; 35(1)(b) [190]	34(a)(b) [10]; 33(1) [11]; 30(1) [7]; 35(1)(b) [7]; 31(1)(c) [3]	32(1) [1]; 30(1) [1]; 46 [1]
Hume City Council	27(1)(e) [1]		
Infrastructure, Department of	25A(1) [2]; 25A(5) [3]; 28(1)(b) [1]; 28(1)(ba) [2]; 28(1)(c) [1]; 29(a) [1]; 30(1) [12]; 32(1) [3]; 33(1) [12]; 34(1)(b) [2]; 34(4)(a) [4]; 36(1)(b) [3]	25A(5) [2]; 28(1)(ba) [1]; 30(1) [4]; 32(1) [1]	
Justice, Department of	25A(1) [2]; 28(1)(b) [1]; 28(1)(ba) [1]; 28(1)(c) [1]; 29(a) [1]; 30(1) [43]; 31(1)(a) [10]; 31(1)(b) [2]; 31(1)(c) [21]; 31(1)(d) [18]; 31(1)(e) [2]; 32(1) [8]; 33(1) [75]; 33(4) [1]; 34(1)(a) [3]; 34(1)(b) [4]; 34(4)(a) [1]; 35(1)(a) [1]; 35(1)(b) [9]; 38 [41]	30(1) [4]; 31(1)(a) [1]; 31(1)(c) [5]; 31(1)(d) [3]; 32(1) [1]; 33(1) [7]; 34(1)(b) [1]; 35(1)(b) [4]; 38 [2]	30(1) [1]; 31(1)(c) [1]; 38 [1]
Knox City Council	31(1)(c) [2]; 32 [1]; 33(1) [7]; 35(1)(b) [3]		
La Trobe University	25A(1) [1]; 33 [3]; 34(1) [4]; 35 [1]	25A(1) [1]	
Latrobe City Council	27(1)(e) [4]; 30(1) [1]; 33(1) [1]; 35(1)(b) [1]		
Latrobe Regional Hospital	25A(1) [3]; 33(1) [22]; 35(1)(b) [14]		
Legal Ombudsman	30 [1]; 32 [1]; 33 [1]; 35(1)(b) [1]; 38 [1]		
Manningham City Council	33(1) [1]; 31(1)(a) [1]; 31(1)(b) [1]		

Agency	INITIAL DECISION Section of Act (No. of times cited)	INTERNAL REVIEW Section of Act (No. of times cited)	VCAT
Maribyrnong City Council		24A [1]	
Marine Board of Victoria	32(1) [1]		
Maroondah Hospital Health Information Services	33(1) [5]; 18 [1]	33(1) [1]	
Medical Practitioners Board of Victoria	30(1) [10]; 31(1)(a), (b) & (c) [10]; 32(1) [3]; 33(1) & (4) [8]; 35(1)(a) & (b) [13]; 67 [1]; 25A(1) [1]	30(1) [2]; 31(1)(a) [1]; 33(1)(b) [1]; 35(1)(a) [1]; 35(1)(b) [1]	30(1) [2]; 33(1) [1]; 35(1)(a) [1]; 67 [1]
Melbourne University	30 [6]; 32 [6]; 33 [7]; 35 [7]		
Melbourne Water Corporation	30(1) [1]; 32(1) [3]; 33(1) [1]; 34(1)(a) [1]; 34(1)(b) [1]	32(1) [2]	
Metropolitan Ambulance Service	33(1) [4]		
Metropolitan Fire & Emergency Services Board	30(1) [2]; 33(1) [2]; 32(1) [1]	30(1) [2]; 33(1) [2]; 32(1) [1]	
Mildura Base Hospital	25A(1) [3]; 31(1)(c) [1]; 33(4) [4]; 35(1)(a) [1]		
Mildura Rural City Council	30(1) [1]; 35(1) [1]	30(1) [1]; 35(1) [1]	
Monash University	30(1) [3]; 32(1) [3]; 33(1) [3]; 33(4) [1]; 35(1)(b) [2]; 39 [13]	30(1) [2]; 32(1) [2]; 33(1) [1]; 35(1)(b) [1]; 39 [11]	
Moonee Valley City Council	30 [5]; 31 [3]; 33 [8]; 35 [4]		
Moreland City Council	30 [1]; 33 [2]; 35(1)(b) [1]	30 [1]; 33 [2]; 35(1)(b) [1]	
Mornington Peninsula Shire	33(1) [4]; 35(1)(b) [4]	33(1) [1]	
Natural Resources & Environment, Department of	28(1)(a) [1]; 28(1)(b) [2]; 28(1)(ba) [2]; 28(1)(c) [1]; 28(1)(d) [1]; 29(b) [1]; 30(1) [21]; 31(1)(a) [3]; 31(1)(c) [1]; 31(1)(d) [4]; 31(1)(e) [2]; 32(1) [3]; 33(1) [25]; 34(1) [15]; 34(4)(a) [8]; 35(1)(a) [1]; 35(1)(b) [8]; 36(1)(b) [1]; 38[4]	30(1) [4]; 31(1)(d) [1]; 32(1) [1]; 33(1) [2]; 34(1) [1]; 34(4) [4]; 36(1)(b) [1]	30(1) [1]
Nillumbik Shire Council	33(1) [3]	33(1) [1]	
Northern Grampians Shire Council	33(1) [1]		
Northern Hospital, The	33(1) [3]		
Office of Public Prosecution	30(1)(a) [4]; 33(1) [1]	25A [1]	25A [1]
Parks Victoria	34(4)(a) [1]		

Agency	INITIAL DECISION Section of Act (No. of times cited)	INTERNAL REVIEW Section of Act (No. of times cited)	VCAT
Plumbing Industry Commission	31(1)(b) [3]; 32(1) [1]		
Port Phillip City Council	33(1) [5]; 35(1)(b) [4]; 36(2)(b) [1]; 31(1)(d) [1]	36(2)(b) [1]; 31(1)(d) [1]	
Portland & District Hospital	33(1) [2]; 35(1) [1]		
Premier & Cabinet, Department of	14 [2]; 17(2) [12]; 25A [6]; 27(1)(e) [8]; 28(1)(a) [8]; 28(1)(ba) [4]; 28(1)(b) [7]; 28(1)(c) [4]; 28(1)(d) [3]; 29(a) [4]; 29(b) [2]; 30(1) [34]; 32(1) [2]; 33(1) [31]; 34(1) [17]; 35(1) [13]; 36(1)(b) [1]	17(2) [1]; 28(1)(a) [1]; 28(1)(b) [1]; 29(a) [1]; 29(b) [1]; 30(1) [19]; 32(1) [1]; 33(1) [3]; 34(1) [1]; 35(1) [2]	30(1) [4]; 25A [1]; 28 [1]
Public Transport Corporation	32(1) [1]; 33(1) [1]	32(1) [1]	
Pyrenees Shire Council	35(1)(b) [1]; 31(1)(c) [1]; Seciton 33(1) [1]; 38A(1)(a) [1]; 32 [1]	35(1)(b) [1]; 31(1)(c) [1]; 33(1) [1]	
Royal Botanic Gardens Board	29(b) [1]; 30(1) [3]; 31(1)(a) [1]; 31(1)(c) [1]; 31(1)(d) [1]; 31(1)(e) [1]; 33(1) [4]; 33(2A) [1]; 34(1)(b) [2]; 35(1)(b) [1]	29(b) [1]; 30(1) [3]; 31(1)(a) [1]; 31(1)(c) [1]; 31(1)(d) [1]; 31(1)(e) [1]; 33(1) [4]; 33(2A) [1]; 34(1)(b) [2]; 35(1)(b) [1]	
Royal Children's Hospital	33(1) [23]; 35(1)(a) [2]	33(1) [1]	
Royal Melbourne Hospital, The	27(1)(e) [1]; 33(4) [1]		
Royal Melbourne Institute of Technology	33(1) [2]		
Royal Women's Hospital	24A [1]; 33(1) [3]; 33(7) [10]		
Shire of Yarra Ranges	23(3)(c) [1]; 30(1)(a) [3]; 33(1) [8]; 32(1) [4]; 35(1)(b) [3]; 36(2)(b) [2]	33(1) [2]; 35(1)(b) [1]	
South East Water Limited	27(1)(e) [1]		
South Gippsland Shire Council	30(1) [1]; 31(1) [1]; 25A(1) [1]; 27(1) [3]; 33(1) [2]		
South West Healthcare	25A(1) [1]; Section 24A(1) [1]		
Southern Grampians Shire Council	38A [1]		
Southern Health	33(1) [75]; 35(1) [52]; 33(4) [23]; 25A(1) [2]	33(4) [2]; 35(1) [2]	33(1) [2]; 33(4) [2]; 35(1) [1]
St George's Health Service	27(1)(e) [3]		

Agency	INITIAL DECISION Section of Act (No. of times cited)	INTERNAL REVIEW Section of Act (No. of times cited)	VCAT
St Vincent's Hospital	33(4) [5]; 33(2)(a) [1]; 25A(6) [1]	33(4) [2]	
State & Regional Development, Department of	32(1) [3]; 33(1) [19]; 34(1)(a) [21]; 34(1)(b) [16]; 34(4)(a) [29]; 34(4)(b) [3]; 35(1)(a) [13]; 35(1)(b) [7]; 36(1)(a) [3]	32(1) [1]; 33(1) [9]; 34(1)(a) [19]; 34(4)(a) [17]; 35(1)(a) [6]; 36(1)(a) [1]	28(1)(b) [2]; 28(1)(ba) [2]; 30(1) [5]; 31(1)(a) [2]; 32(1) [1]; 33(1) [3]; 34(1)(a) [2]; 35(1)(a) [5]
State Electricity Commission of Victoria	27(1)(e) [3]; 32(1) [4]; 33(1) [1]		
State Library of Victoria	30(1) [2]; 33(1) [2]; 34(1) [2]		
State Revenue Office	25A(5) [7]; 29(a) [2]; 30(1) [6]; 31(1)(a) [2]; 31(1)(c) [1]; 31(1)(d) [1]; 32(1) [5]; 33(1) [2]; 33(1)(a) [3]; 34(1)(a) [3]; 38 [3]	25A(1) [1]; 25A(5) [4]; 29(a) [1]; 30(1) [3]; 31(1)(a) [1]; 32(1) [2]; 33(1) [1]; 34(1)(a) [2]	
State Trustees Limited	30(1) [4]; 33(1) [7]; 35(1) [3]	30(1) [1]; 33(1) [1]; 35(1) [1]	
Stonnington City Council	25A(1) [2]; 33(1) [13]; 32 [1]; 33(7) [1]; 30(1) [1]; 31(1)(c) [1]; 38A(1)(a) [1]; 38A(1)(b) [1]		
Swinburne University of Technology	32(1) [1]; 33(1) [1]; 35(1)(a) [1]		
Tourism Victoria	28 [1]; 30 [1]; 33 [1]; 34 [2]; 25(a) [1]; 27(1)(e) [1]		
Towong Shire Council	33(1) [1]		
Transport Accident Commission	29(b) [1]; 30(1) [370]; 31(1)(e) [1]; 32(1) [176]; 33(1) [177]; 33(4) [1]; 34(1)(a) [1]; 34(1)(b) [1]; 34(4)(a) [3]; 35(1)(a) [116]; 35(1)(b) [171]; 36(1)(b) [2]; 38 [331]	30(1) [12]; 31(1)(e) [1]; 32(1) [11]; 33(1) [9]; 35(1)(b) [4]; 38 [11]	
Treasury and Finance, Department of	28(1)(b) [13]; 28(1)(ba) [12]; 28(1)(c) [9]; 28(1)(d) [11]; 29(a) [1]; 30(1) [19]; 32(1) [2]; 33(1) [5]; 34(1)(b) [9]; 34(4)(a) [1]; 35(1)(b) [6]; 36(1)(a) [1]	28(1)(b) [9]; 28(1)(ba) [7]; 28(1)(c) [8]; 28(1)(d) [8]; 30(1) [10]; 32(1) [2]; 33(1) [3]; 34(1)(b) [4]; 35(1)(b) [3]; 36(1)(a) [1]	33(1) [1]
University of Ballarat	27(1)(e) [2]		
Urban and Regional Land Corporation	30(1) [1]; 34(1)(a) [1]; 34(1)(b) [1]; 34(4)(a) [1]		

Agency	INITIAL DECISION Section of Act (No. of times cited)	INTERNAL REVIEW Section of Act (No. of times cited)	VCAT
Veterinary Practitioners Registration Board of Victoria	25 [1]		
VicRoads	35(1)(b) [9]; 34(1)(b) [2]; 27(1)(e) [6]; 30(1)(a) [1]; 33(1) [54]; 32(1) [2]; 14(1)(b) [1]; 34(4)(a)(ii) [4]; 38 [2]; 18(2)(b)(ii) [5]; 31(1)(d) [1]; 25A(1)(a) [1]; 31(1)(b)(c) [1]; 22(3)&(4) [1]	32(1) [1]; 35(1)(b) [1]; 34(1)(b) [1]; 33(1) [4]; 33(4) [1]	
Victoria Police	14(1)(b) [19]; 17(2) [2]; 18(2)(b)(ii) [2]; 23(3)(c) [1]; 25A(1) [7]; 27(1)(e) [35]; 27(2)(b) [5]; 28(1)(ba) [1]; 28(1)(b)&(c) [1]; 29(a) [2]; 29(b) [3]; 30(1)(a)&(b) [76]; 31(1)(a) [96]; 31(1)(b) [112]; 31(1)(c) [38]; 31(1)(d) [44]; 31(1)(e) [9]; 32(1) [11]; 33(1); [748]; 33(4) [1]; 33(6) [10]; 35(1)(a) [2]; 35(1)(b) [91]; 38 [33]; 39 [2]; 67(2) [1];	25(a)(1) [1]; 27(1)(e) [2]; 27(2)(b) [2]; 29(b) [2]; 30(1)(a)&(b) [18]; 31(1)(a) [12]; 31(1)(b) [4]; 31(1)(c) [1]; 31(1)(d) [9]; 31(1)(e) [2]; 21(1) [2]; 33(1) [53]; 33(6) [3]; 35(1)(a) [1]; 35(1)(b) [17]; 38 [4]	25A(1) [1]; 27(2)(b) [1]; 29(b) [1]; 30(1)(a)&(b) [5]; 31(1)(a) [2]; 31(1)(d) [3]; 31(1)(e) [2]; 33(1) [11]; 33(6) [1]; 35(1)(b) [7]; 50(2)(e) [1]
Victoria University	31(1)(c) [1]; 32(1) [1]; 33(3) [1]; 35(1)(a) [1]; 36(1)(b) [1]		
Victorian Casino & Gaming Authority	33(1) [5]; 32(1) [2]; 30(1) [5]; 29(a) [1]; 34(1)(a) [8]; 34(1)(b) [2]; 38 [5]; 31(1)(a) [1]	30(1) [4]; 32(1) [4]; 38 [3]	
Victorian Electoral Commission	33(1) [1]		
Victorian Legal Aid	30(1) [1]; 32(1) [1]; 33(1) [3]; 35(1)(b) [1]; 38 [1]	30(1) [1]	
Victorian Work Cover Authority	18(2) [20]; 25(1)(a) [1]; 27(1)(e) [7]; 30(1)(a) & (b) [75]; 31(1)(a) [70]; 32(1) [101]; 33(1) [25]; 33(9) [1]; 34(1)(a) & (b) [3]; 35(1)(b) [8]	30(1)(a)&(b) [6]; 31(1)(a)&(c) [2]; 32(1) [5]; 33(1) [4]; 34(1)(a)&(b) [2]; 35(1)(b) [3]; 33(9) [1]; 38 [1]	30(1)(a)&(b) [1]; 34(1)(a)&(b) [1]
Warrnambool City Council	34(1) [1]		
Werribee Mercy Hospital			33(1) [1]
West Wimmera Health Service	33(1)(c) [1]		
Western Hospital	33(1) [7]		
Western Region Water Authority	33(1) [1]		
Whittlesea City Council	32(1) [1]; 38A(1)(a) [1]	34(1)(a) [1]	
Wyndham City Council	30(1) [1]; 31(1)(c) [3]; 35(1)(b) [6]		
Zoological Parks & Gardens Board	35(1) [1]; 33(1) [1]		

Table 9: Names of Decision Makers (where provided by agencies)

AGENCY	INITIAL DECISION MAKERS (No. of requests where access refused)	INTERNAL REVIEWERS (No. of requests where access refused)
Alfred Hospital, The	Dr Sara Watson, Director Medical Services [1]; A/Prof Peter Doherty, Director of Psychiatry [3]	Dr Michael Walsh, Chief Executive Officer delegated to Mr Bruce Levy, General Manager in his absence [1]
Alpine Shire	Doug Sharp, Manager Citizen Services	Roy Hetherington, CEO
Angliss Health Service	Kay Papworth, FOI Officer [4]	
Austin and Repatriation Medical Centre	Dr Tony Chan, Honory Medical Doctor; Jennifer Williams, Chief Executive Officer; Debbie Billiet, Deputy Operations Manager; Dr Peter Bosanac, Pschyhiatric Clinical Services Unit [1]; Dr Neil Coventry, Child and Adolescent Psychiatric Service Unit [1]; Dr	
Australian Grand Prix Corporation	Steven Wright, Deputy Chief Executive Officer	
Ballarat Health Services	Allan Hughes, Principal Officer; William Wallace, FOI Officer [2]	
Banyule Community Health Service Inc	Jim Pasinis, Chief Executive Officer	
Barwon Health	Dr P Mestitz, Consultant Specialist to Clinical Resource Unit [3]; Dr J Gallichio, Director Clinical Services Medical [1]; Dr T Callaly, Chief of Service - Psychiatry [1]; Dr H Khozouei, Consultant Psychiatrist [1]; Dr P Hantz, Consultant Psychiatrist [1]	Anna Fletcher, General Manager [1]; Dr T Callaly, Chief of Service Psychiatry [2]; Dr J Gallichio, Director of Clinical Services [1]
Barwon Region Water Authority	Grant V Green, FOI Manager [2]	Dennis B Brockenshire, Chief Executive [1]
Bass Coast Shire Council	Danny Luna, Manager Client Services [5]	
Baw Baw Shire Council	Robyn D'Arcy, Records & FOI Officer [3]	John Dyer, Chief Executive Officer [1]
Benalla & District Memorial Hospital	Raymond Sweeney, Chief Executive	
Bendigo Health Care Group	Dr John Ferguson, Executive Director - Acute Health Services; Dr Bernard Street, Executive Director - Rehabilitation, Aged & Community Services; A/Professor Julian Davis, Executive Director - Psychiatric Services [4]	
Bendigo Regional Institute of TAFE	Warren Driscoll, FOI Officer	
Bethlehem Hospital	Ms Jeanny Goold, Director of Nursing, Dr. Jane Fisher, Clinical Director, Alison Owen, Health Information Officer	
Boroondara City Council	David Thompson, Co-ordinator Governance; Lidia Harding, Governance Projects Officer [5]	John Nevins, Director, Works & Governance [2]; Elizabeth Wall, Manager, Governance
Box Hill Hospital (Eastern Health)	Dr Patricia Molloy, Medical Legal Officer; Helene Grace, FOI Officer; Amy Cole, FOI Clerk	
Box Hill Institute of TAFE	Stephanie Tomasetti, Registrar	
Brimbank City Council	Doug Loney, FOI Officer	
Building Control Commission	Paul Crapper, Financial and Administration Controller [5]	Tony Arnel, Commissioner [1]

AGENCY	INITIAL DECISION MAKERS (No. of requests where access refused)	INTERNAL REVIEWERS (No. of requests where access refused)
Buloke Shire Council	Peter Overington, CEO	Peter J. Overington, CEO
Castlemaine District Community Health Centre	Alex Millar, President [1]	
Caulfield General Medical Centre	Anne Bishop, FOI Officer; Lea Pope, Principal Officer [1]	Dr Michael Walsh, Chief Executive [1]
Central Gippsland Health Service	Dr Simmi Sachalev, Director of Clinical Services (Medical)	
Central Gippsland Institute of TAFE	Rosemary Waghorne, Manager Client Services	
Central Gippsland Region Water Authority	Peter Quigley, Business Services Manager [1]	John Mitchell, Chief Executive Officer
Chisholm Institute of TAFE	Rob Greig, FOI Officer [1]	Virginia Simmons, Director & CEO
Cinemia	Eleni Bertes, Legal & Business Affairs Officer	
City of Ballarat	Ian Atkins, FOI Officer [4]	John McLean, Chief Executive Officer [1]
City of Banyule	Michael Hutchison, Administration & Governance Team Leader; Vivien Riala, Governance Officer; Janet Davis, Administration & Laws Manager	Doug Owens, Chief Executive Officer
City of Casey	Rob Pedder, FOI Officer [5]	
City of Darebin	Lance De Blaquiére, FOI Officer [3]	Phillip Shanahan, CEO [1]
City of Greater Bendigo	Barry Secombe, Director of Customer Services [1]; Daryl Griffiths, Director of Corporate Services	Andrew Paul, Chief Executive Officer [1]
City of Greater Dandenong	David Zmood, Co-ordinator Information Management [1]; Lisa Batten, Information Management Officer [3]; Jenny Kurjan, Information Management Officer [8]; Len Carter, Information Management Officer [7]; Carissa Harris, Council Business Officer [2]; Michael	Warick Heine, Chief Executive Officer
City of Greater Geelong	Tom Henderson, Record/FOI Co-ordinator	Geoff Whitbread, CEO
City of Kingston	Martin Donaldson, Records Manager [8]	Rod Pollard, General Managers Corporate Services [4]
City of Melbourne	Paul O'Brien, Governance Services Officer [2]	Alison Lyon, Manager Governance Services [2]
City of Monash	Keith Williamson, Manager Corporate Administration [2]	David Conran, Chief Executive Officer
City of Whitehorse	Bruce S Manks, Manager Civic Services [15]	
City of Yarra	Tim Brown, Manager Governance Support [3]	John Lind, Director of Finance & Business Developments; Garry Mius, Corporate Resources Officer [3]
City West Water Limited	Andrew Jessop, FOI Officer [2]	Brian Hood, Company Secretary [1]
Colac Community Health Services	Fleur McIntyre, Health Information Manager; Kate Trevillian, Health Information Manager	
Coliban Region Water Authority	Cheryl Fitzgerald, Corporate Secretary [1]	
Darebin Community Health Centre	Patricia Enache, Assistant Corporate Services Manager	
Deakin University	Russell H Elliott, FOI Manager [4]	Geoffrey V Wilson [2]
Delatite Shire Council	Bill Cathart, Development Services Manager; Phil Howard, FOI Officer	

AGENCY	INITIAL DECISION MAKERS (No. of requests where access refused)	INTERNAL REVIEWERS (No. of requests where access refused)
Dental Health Services Victoria, The Royal Dental Hospital of Melbourne	John Hoogeveen, Director Dental Hospital; Pamela Dalgleish, Exec. Manager - Quality Services; Rachel Murphy, Manager - Health	
Djerriwarrh Health Services	Dr E D Davis, Director of Medical Services; Cairns, FOI Officer	Bruce Marshal, CEO; Glenda Cairns, FOI Officer
Docklands Authority	Celia Gerreyn - Freedom of Information Officer	John Tabart- Chief Executive Officer
Doutta Galla Community Health Services Inc	Eileen Hurley, General Health Manager	
East Gippsland Shire Council	Joanne Pleydell, ex-Manager Information Services; Mark Spykers, Co-ordinator Information Services	Graeme Pearce, ex-CEO; Joseph Cullen, CEO
East Grampians Health Service	Victor J Davies, Chief Executive	
East Wimmera Health Service	Shane D Molloy, Chief Executive Officer	n/a
Eastern Access Community Health	Sharyn Brew, FOI Officer	
Education, Employment & Training, Department of	Neil Morrow, FOI Manager [85]; Dianne Betts, Acting FOI Manager [9]	Peter Dedrick, Manager TAFE Legislation [9]; John Russell, Manager International Agreements [3]; Ken Lynch, Manager Workforce Management [1]; Maurice Wenn, Manager [1]; Peter Ackary, Manager ACFE Division [1]; Janet Matiske, Manager Facilities Planning [
Emergency Services Superannuation Scheme	Samara Smith, Administration Officer	John Soumprou, Manager Office Services
Environment Conservation Council	Geoff Blackman, Administrative Officer	
Environment Protection Authority	Wayne Sanderson, Secretary [68]; Rosemary Martin, Acting Secretary [2]; Vivienne Amary, Acting Secretary [2]	Brian Robinson, Chairman [6]
Equal Opportunity Commission of Victoria	Koula Louras, Acting Legal Officer [2]	Virginia Rogers, Chairperson [2]
Falls Creek Resort Management Board	Neil Tappe, CEO	
Far East Gippsland Health & Support Service	Wayne Howlett, Administration; Anne Flavell, Administration; Susie Morrison, Administration	
Frankston City Council	Graham Davies, Records Co-ordinator	John Edwards, Chief Executive Officer
Gippsland and Southern Rural Water Authority	Geoff Barry, FOI Officer [2]	
Glen Eira City Council	Helen Blaich, FOI Officer [11]	Andrew Newton, Chief Executive Officer [3]
Glenelg Shire Council	Trevor Hornby, Manager Governance & Special Projects [4]	Geoff Kohlman, Chief Executive Officer [1]
Gordon Institute of TAFE	Sheryl Mackie, Executive Manager, Education Management and Development	
Goulburn-Murray Water	Brian Carr, Corporate Secretary; John Kendal, Acting FOI Officer	Leigh Jondahl, Manager Legal/Engineering Services
Government Superannuation Office	Neil Crozier, Policy Analyst; Dr Lestel Walton, Principal Officer (Medical)	Ashley Caren, Principal Officer (Non-medical)
Greater Shepparton City Council	Sue Thomas, FOI Officer	Bill Jaboor, Chief Executive Officer

AGENCY	INITIAL DECISION MAKERS (No. of requests where access refused)	INTERNAL REVIEWERS (No. of requests where access refused)
Health Services Commissioner Hepburn Health Service	Beth Wilson, Health Services Commissioner Dr F D Eggleston, Director of Medical Services; Mr D Lenehan, Chief Executive Officer	
Hesse Rural Health Service	Peter Birkett, Chief Executive Officer	
Holmesglen Institute of TAFE	Rex Buckeridge, Personnel Manager; Bruce McKenzie, Director	
Human Services, Department of	Michelle Grech; David Jenkin; Stuart Atkins; Sally Yeoland; Frances Pearson; Susan Larmer; Tony Norman; Richard Teychenne; Graham Downs; John Chaplain; Barry Gunning; Gerardine Christou; Chris Garratt; Hugh Crook; David Mulquiney; David Hoa	Christopher Drury; Alex Cole; Therese Robinson; Ruth Andrew
Hume City Council	Jim Groves, Former FOI Officer [4]; Gina Burden, FOI Officer [2]	Wayne Harvey, Director Corporate Services
Infrastructure, Department of	David Holmes, Manager Executive Services [32]; Lawrie Tooher, Director, Exec & Legal [2]; Louise Johnson, A/Director, Exec & Legal	Lawrie Tooher, Director, Exec & Legal [1]; Fred Cilia, Director, Systems & Financial Operations [1]; Michael Hopkins, Senior Policy Officer (Cabinet); Lou Clayton, Legal Officer [3]; Clare McArdle, Director, Sector Development [1]; Melanie Wright, Legal O
Justice, Department of	Kathy Maikousis, FOI Manager [11]; Marita Dunbar, FOI Officer [52]; Natalie Peterken, FOI Officer [42]; Richard Kemp, FOI Officer [22]; Jo Rainford, FOI Officer [1]	Lloyd Bennett, Legal Officer [1]; Paul Hopkins, Manager Business Affairs [2]; Barbara Thorne, ORI CORE [1]; Patrick L'Estrange, Legal Officer [1]; Lisa Zass, Registrar BLA [1]; Stephen Devlin, Manager Legal Branch [1]; Steven Pascoe, Manager Business Services [1]; Robert Bardsley, Assistant Victorian Government Solicitor [7]
Kerang & District Hospital	Dr Paul Francis, Consultant Director of Medical Services	
Knox City Council	Carrie Bruce, Project Officer; Rodney McKail, Manager - Governance	Helen Lanyon, Group Manager - Finance and Governance
Kyabram & District Memorial Community Hospital	Sue Balfour, Health Information Manager, Principal FOI Officer; Jill Brooke, Health Information Manager; Wayne Sullivan, Chief Executive Officer, Darra Murphy, Consultant Director of Medical Services; Paul Francis, ex-Consultant Director of Medical Service	
Latrobe City Council	Henry Morrison, Statutory & Legal Officer [3]	
Latrobe Regional Hospital	Geoff Hall, HMO Manager/FOI Officer; Michelle Price, FOI Officer/Psych [24]; Dr U Babu, A/Director Clinical Services; Dr H Das, Psychiatrist; Dr Kumar, Psychiatrist; Dr Jagades, Psychiatrist	Dr D Formby, Director Medical Services; Brian Jenner, Director of Mental Health & Aged Care; Dr U Babu, A/Director Clinical Services
Legal Ombudsman	Janet Cohen, Deputy Legal Ombudsman [1]	Kate Hamond, Legal Ombudsman
Lorne Community Hospital	Peter Birkett, Chief Executive Officer	Peter Birkett, Chief Executive Officer

AGENCY	INITIAL DECISION MAKERS (No. of requests where access refused)	INTERNAL REVIEWERS (No. of requests where access refused)
Macedon Ranges Shire Council	Stephen Mahon, Manager Council & Customer Service	Lydia Wilson, Chief Executive Officer
Manningham City Council	George T Nantes, Co-ordinator Records (FOI Liaison Officer) [2]	
Marine Board of Victoria	Don Coulson, FOI Manager; David Holmes, Executive Support Manager [1]	
Maroondah Hospital Health Information Services	Kristella Lighthart, Health Information Manager [2]; Natalie McGregory, Chief Health Information Manager; Dr Cris Mileskin, Clinical Director - Adult Psychiatry [3]; Kate Gill, Health Information Manager; Tracey Gavin, Clinician; Dr Birlsow, Psychiatrist	Kristella Lighthart, Health Information Manager; Natalie McGregory, Chief Health Information Manager; Jock Muir, Chief Executive Officer; Dr Cris Mileskin, Clinical Director - Adult Psychiatry; Ross Lucas, Executive Director - Psychiatry; Dr Mandi Ling, Ex
Maryborough District Health Service	Bernie Waixel, Chief Executive Officer	
Medical Practitioners Board of Victoria	Ian F X Sidney, Chief Executive Officer [17]	Dr Joanna Flynn, President [5]
Melbourne City Link Authority	Don Coulson, FOI Manager; David Holmes, Executive Support Manager	
Melbourne Health	Russell Barnier, Corporate Secretary and Legal Council	
Melbourne University	Ian Marshman - Senior Vice Principal [7]	
Melbourne Water Corporation	Jane Denton, FOI Officer [3]	Brian Bayley, Managing Director [1]
Melton Shire Council	Warren Regan, Administration Manager	Adrian Pennell, Chief Executive
Mercy Hospital for Women	Dr Michael Sedgley, Quality Co-Ordinator	Stuart Rowley, CEO
Metropolitan Ambulance Service	David Lescun, Manager Customer Liaison/FOI; Diane Moore, FOI Officer	
Metropolitan Fire & Emergency Services Board	Jan L Smith, FOI Officer	Peter Akers, Chief Executive Officer
Mildura Base Hospital	Professor Ian McInnes; Dane Huxley; Carole Henshilwood	
Mildura Rural City Council	Max Polwarth, FOI Officer	Leonie Burrows, Chief Executive Officer
Mitchell Shire Council	Garry Cecil, Chief Executive Officer	
Monash University	P Siggins, FOI Manager [20]; Prof D Robinson, Vice-Chancellor [4]	Prof D Robinson, Vice-Chancellor & President [9]; Prof P Darvall, Act. Vice-Chancellor & President [4]
Moonee Valley City Council	Ray McQuillen; Ralph Anania	Murray Douglas; June Dugina; Sven Kling
Moreland City Council	Ralph Anania, Co-ordinator Governance [1]; Michael La Porta, Acting Governance Co-ordinator [1]	Maria Mercurio, Chief Executive Officer [2]
Mornington Peninsula Shire	Leigh Oldmeadow, FOI Officer [3]	Michael Kennedy, CEO
Mount Alexander Hospital	Mrs M Pritchard, Chief Executive Officer; Mrs D O'Bryan, Medical Record Administrator	
Mount Alexander Shire Council	Peter Beaumont, FOI Officer	
Moyne Shire Council	Geoff Price, Manager Governance & Leisure Services & FOI Officer	Graham Shiell, Chief Executive Officer
Murrindindi Shire Council	Robert Croxford, FOI Officer	Daniel Hogan, Chief Executive Officer

AGENCY	INITIAL DECISION MAKERS (No. of requests where access refused)	INTERNAL REVIEWERS (No. of requests where access refused)
Natural Resources & Environment, Department of	Deidre Egan, Manager Secretariat Services; Glen Knight, FOI Officer; David McCullough, FOI Officer	Chloe Munro, Secretary
Nillumbik Shire Council	Marianne Di Giallonardo, Group Manager Corporate Services; Catherine Dale, Chief Executive Officer	
Northern Grampians Shire Council	Peter Elliott, Corporation Services Manager	
Nurses Board of Victoria	R Peisley, FOI Officer; Prof M Bennett, Principal Officer	
Office of Public Prosecution	Lisa Mendicino, Articled Clerk [1]; Bree Gardner, Articled Clerk [1]; Helen Fatoulos, Articled Clerk [1]; Daniel Evans, Articled Clerk [2]	
Parks Victoria	Mark Stone, Chief Executive [1]; Kate Brown, Legal Counsel & Board Secretary [1]; James Gallagher, Manager Executive Services [1]	
Plumbing Industry Commission	Don Coulson, FOI Manager [3]; David Holmes, Manager Executive Support [1]	
Port Phillip City Council	Catherine Grgic, Team Leader Statutory Functions	David Spokes, Chief Executive Officer
Portland & District Hospital	Toni Young, FOI Officer [1]; Phillip Hynes, Deputy Chief Executive Officer [1]	
Premier & Cabinet, Department of	Marissa Patitucci, Senior FOI Officer; Lucill Dunstan, FOI Officer	Ian Killey, Director; David Forbes, Senior Legal Adviser; Sharne Bryan, Senior Legal Adviser; John Feeny, Senior Legal Adviser; Anthony Walsh, Principal Legal Adviser; Annette Wiltshire, Principal Legal Policy Adviser; Chris Charlton, Legal Adviser;
Public Transport Corporation	Don Coulson, FOI Manager [2]; David Holmes, Executive Support Manager	Laurel Black, Director Legal & Strategy [1]; Don Coulson, FOI Manager
Pyrenees Shire Council	Kelvin Tori, Director Corporate Services [2]	Stephen Cornish, Chief Executive Officer [1]
Royal Botanic Gardens Board	Dennis Renfrey, FOI Officer [4]	Dr Marco Duretto, Plant Sciences Manager [4]
Royal Children's Hospital	Fiona Sanger, FOI Officer [7]; Judith Smith, FOI Officer [17]	Dr Jan McIntyre, Medical Information Manager [1]
Royal Melbourne Hospital, The	Dr Peter Linton [2]	
Royal Melbourne Institute of Technology	John Lambrick; Amanda Way	
Royal Victorian Eye & Ear Hospital, The	Dr Jacinta Mogg	
Royal Women's Hospital	Prof Roger Pepperell, Medico Legal Officer [14]	
Rural Ambulance Victoria	Lavinia Knight; Matthew Ford; Phillip Hanson; Mark Van Zuylekom	
Rural City of Wangaratta	Wayne Wallis, General Manager - Corporate Services	Graeme Emonson, Chief Executive Officer
Shire of Yarra Ranges	Melissa Ratz, FOI Officer [13]	Robert Hauser, Chief Executive Officer [2]
South East Water Limited	Ian Dockeary, Manager Property & Administrative Services	
South Gippsland Shire Council	Cam Abood, Records Co-ordinator & FOI Officer [7]	Peter Bull, Chief Executive Officer

AGENCY	INITIAL DECISION MAKERS (No. of requests where access refused)	INTERNAL REVIEWERS (No. of requests where access refused)
South Gippsland Water Authority	Steve Evans, Chief Executive Officer; Phillippe du Plessis, Manager Finance	
South West Healthcare	Dr Peter O'Brien, Principal Medical Officer; Dr Chinnasamy, Principal Medical Officer [2]	Andrew Rowe, Chief Executive Officer
Southern Grampians Shire Council	Michael Voce, Manager Organisational Performance (nominated FOI Officer) [1 part]	Graham Mostyn, Chief Executive Officer
St Vincent's Hospital	Dr Robert Chen; Dr Nim Nadarajah; Professor Tanaghow	Dr Nim Nadarajah [1]; Professor Tanaghow [1]
State & Regional Development, Department of	Sally Morrison, Manager FOI; Dianne Moore, FOI Officer; George Karaisarides, FOI Officer	Adrian Shavitsky, A/g General Counsel; Bernard Crosbie, Senior Legal Counsel; Bill Zisimopoulos, Senior Legal Counsel
State Electricity Commission of Victoria	John Cudmore, FOI Officer [3]	Michael Scales, Administrator (Principal Officer)
State Revenue Office	Barbara Puttick, Legal Officer [7]; Adrienne McCleiland, Legal Officer [2]; Gary Perlite, Legal Officer [1]; James Hall, Legal Officer [1]; Maria Bravo, Legal Officer [3]	James Hall, Legal Officer [2]; Aspasia Georgiou, Director Legal Services [2]; David Pollard, Commissioner [1]
State Trustees Limited	Sharee McBlane, FOI Officer [7]	John Kelly, Senior Legal Counsel [1]; Edwin Gill, Managing Director [1]
Stawell Regional Health	Michael Delahunty, Chief Executive Officer; Dr R N Castle, Sessional Medical Director; Carolyn Gellert, Health Information Manager	
Stonnington City Council	Fabienne Thewlis, FOI Officer	Hadley Sides, Chief Executive Officer
Strathbogie Shire Council	Alastair Pirie, Director - Corporate & Community Service	Shannon Lea, Senior Planner
Swan Hill District Hospital	Rod Prockter, FOI Manager; Ian Fisher, FOI Officer	
Swan Hill Rural City Council	Heather M Fortune, FOI Officer; Ian C Dickson, Risk Management Officer	John R Webb, Chief Executive Officer [1]
Swinburne University of Technology	Gregory Stevens, Manager University Records & Freedom of Information	Professor J G Wallace, President & Vice-Chancellor
Towong Shire Council	Juliana Phelps, Manager Community and Corporate Services [1]	
Transport Accident Commission	Kevin Mundy, Manager FOI [401]	Alan Woodroffe, FOI Review Officer [15]
Treasury and Finance, Department of	Ian Little, Secretary [1]; Vivian Chung, FOI Officer [9]; Mel Humphreys-Grey [12]; Karen McDonald, FOI Officer [8]; State Trustees	Review Officers - Alison Coe [1]; Stephen Canterbury [1]; Kerry Lee [1]; Rica Conci [1]; Catherine Ewart [1]; Anthea Hastie [1]; John Peachey [2]; Lance Deveson [2]; Michael Bloch [2]; Sourin Chakravorty [1]; Matthew Clancy [1]; David Heywood [1]; Jenny L
University of Ballarat	Rowena Coutts, FOI Officer [1]	
Urban and Regional Land Corporation	Catherine Proud, Manager, Human Resources [1]	Des Glynn, Managing Director
Veterinary Practitioners Registration Board of Victoria	Victoria Gurr, FOI Officer [1]	Dr Peter Cullen, President
VicRoads	Sean Coley, FOI Officer [62]	Martin Pollard, Manager Legal Services [10]

AGENCY	INITIAL DECISION MAKERS (No. of requests where access refused)	INTERNAL REVIEWERS (No. of requests where access refused)
Victoria Police	Superintendent Allan Pocock [646]; Acting Superintendent Chris Penno [114]	Assistant Commissioner Severino [5]; Assistant Commissioner Ashby [8]; Assistant Commissioner McDonald [4]; Assistant Commissioner Davis [5]; Assistant Commissioner Shuey [6]; Assistant Commissioner Nancarrow [5]
Victorian Casino & Gaming Authority	Bill Lahey, Director of Gaming & Betting [8]	Brian Forrest, Chairman Victorian Casino and Gaming Authority [1]
Victorian Curriculum & Assessment Authority	Janice Sapsford, FOI Officer	
Victorian Electoral Commission	Doug Beecroft, FOI Officer [1]	
Victorian Legal Aid	Ian Campbell, Investigations, Compliance & Administration Co-ordinator [5]	Tony Parsons, Managing Director [1]
Victorian State Emergency Service	Dick Adams, Assistant Director Human Resources	
Victorian WorkCover Authority	Robert Skelton, Manager Administration [117]	Sal Rajan, Corporate Solicitor [15]
Wangaratta District Base Hospital	Dr David Poustie, Director Medical Services; Lorraine MacDonald, FOI Officer	
Warrnambool City Council	Lindsay Merritt, Chief Executive Officer [1]	Lindsay Merritt, Chief Executive Officer [1]
Wellington Shire Council	Tony Hromiak, Records Manager; C Hicks, Financial Manger	
Werribee Mercy Hospital	Dr Paul Katz, Director of Psychiatry; Ms Vicki Geytenbeek, Chief Executive Officer	Vicki Geytenbeek, Chief Executive Officer
West Gippsland Catchment Management Authority	Angus Hume, Chief Executive Officer	
West Wimmera Health Service	Meredith Taylor, Health Information Manager [1]	
West Wimmera Shire Council	Dale Thornton, Director of Municipal Services	
Western District Health Service	Dr Bruce Warton, Director of Medical Services	
Western Hospital	Professor John Balla, Chief Medical Officer; Dr Peter Linton, FOI/Medico Legal Medical Officer [1]; Dr Dhushan Illesinghe, Director of Clinical Services Psychiatry [6]	
Western Region Water Authority	Julie Green, General Manager Commercial Services [1]	
Whittlesea City Council	Rod Wilkinson, Director Corporate Services [1]	Graeme Brennan, Chief Executive Officer [1]
Williamstown Hospital, The	Dr Peter Crossley, Medical Manager	Mr Jon Evans, Chief of Operations
Wimmera-Mallee Rural Water Authority	John Konings, General Manager; Max Burns, Manager Operational Services; Steve Bird, Business Manager	
Wodonga Institute of TAFE	A G Marron, Director [2]	P M De Koeyer, Deputy Director [2]
Wonthaggi & District Hospital	Nigel Atkins, Chief Executive Officer	Geoff Bond, Manager - Corporate Services

AGENCY	INITIAL DECISION MAKERS (No. of requests where access refused)	INTERNAL REVIEWERS (No. of requests where access refused)
Wyndham City Council	Anna Urban, Manager Civic Services [1]; Joy Painter, Council Business Co-ordinator [9]	Ian Robins, Chief Executive Officer [1]
Yarra Valley Water Limited	Peter Thatcher, Manager Corporate Services	Terry Swinder, General Manager Finance and Company Secretary
Yarrawonga District Health Service	Melissa Jones, Health Information Manager; Trevor Gowland, CEO	
Zoological Parks & Gardens Board	Stuart Allen, FOI Officer [1]	

Table 10: Fees and Charges

AGENCY	Fees Collected	Fees Waived	Charges Collected	Charges Waived
Alfred Hospital, The	\$18,500.00	\$4,340.00	\$61,130.00	\$9,442.00
Alpine Shire	\$20.00	\$0.00	\$0.00	\$0.00
Angliss Health Service	\$1,280.00	\$1,600.00	\$924.00	\$167.00
Architects Registration Board of Victoria	\$0.00	\$20.00	\$0.00	-
Austin and Repatriation Medical Centre	\$6,340.00	\$2,240.00	\$10,294.74	\$5,381.10
Australian Grand Prix Corporation	\$20.00	-	\$23.90	-
Ballarat Health Services	\$1,840.00	\$1,620.00	\$759.60	\$988.50
Banyule Community Health Service Inc	-	\$20.00	-	-
Barwon Health	\$6,060.00	\$1,940.00	\$4,598.00	\$582.00
Barwon Region Water Authority	\$60.00	\$0.00	\$33.20	\$0.00
Bass Coast Shire Council	\$200.00	\$0.00	\$0.00-	\$0.00
Baw Baw Shire Council	\$40.00	\$20.00	\$54.00	-
Bayside City Council	\$520.00	-	-	-
Benalla & District Memorial Hospital	\$80.00	\$40.00	\$0.00	\$0.00
Bendigo Health Care Group	\$2,760.00	\$100.00	\$2,322.20	\$5.20
Bendigo Regional Institute of TAFE	\$40.00	\$20.00	-	-
Bethlehem Hospital	\$80.00	\$20.00	\$20.00	\$5.00
Boroondara City Council	\$440.00	\$40.00	\$94.60	\$3.00
Box Hill Hospital (Eastern Health)	\$2,980.00	\$1,960.00	\$1,264.70	\$456.40
Box Hill Institute of TAFE	\$40.00	-	-	-
Brimbank City Council	\$200.00	\$0.00	\$0.00	\$0.00
Building Control Commission	\$240.00	\$20.00	\$0.00	\$0.00
Buloke Shire Council	\$0.00	\$20.00	-	\$20.00
Cardinia Shire Council	\$60.00	-	-	\$22.40
Castlemaine District Community Health Centre	\$20.00	\$0.00	\$20.00	\$0.00
Caulfield General Medical Centre	\$360.00	\$180.00	\$237.40	\$0.00
Central Gippsland Health Service	\$800.00	\$200.00	\$308.78	\$98.52
Central Gippsland Institute of TAFE	\$60.00	-	-	-
Central Gippsland Region Water Authority	\$20.00	-	-	-
Chisholm Institute of TAFE	\$40.00	\$60.00	-	-
Cinemia	\$180.00	\$0.00	\$15.20	-
City of Ballarat	\$200.00	\$100.00	\$64.00	\$0.00
City of Banyule	\$240.00	\$40.00	-	\$4.20
City of Casey	\$200.00	-	\$381.00	-
City of Darebin	\$240.00	-	\$175.40	\$15.00
City of Greater Bendigo	\$280.00	-	-	\$90.00
City of Greater Dandenong	\$420.00	\$40.00	\$70.00	\$0.00
City of Greater Geelong	\$560.00	\$60.00	\$34.10	\$0.00

AGENCY	Fees Collected	Fees Waived	Charges Collected	Charges Waived
City of Kingston	\$240.00	\$0.00	\$0.00	\$0.00
City of Melbourne	\$880.00	\$100.00	\$44.80	-
City of Monash	\$160.00	\$0.00	\$0.00	\$0.00
City of Whitehorse	\$340.00	\$100.00	\$138.00	\$36.00
City of Wodonga	\$40.00	\$20.00	\$140.00	-
City of Yarra	\$980.00	\$20.00	\$1,013.20	\$0.00
City West Water Limited	\$200.00	\$40.00	\$18.00	\$16.60
Colac Community Health Services	\$340.00	\$80.00	\$85.35	\$18.00
Colac Otway Shire	\$180.00	\$20.00	\$2,940.00	-
Coliban Region Water Authority	\$20.00	-	\$9.80	-
Country Fire Authority	\$12,660.00	\$0.00	\$179.00	\$0.00
Darebin Community Health Centre	\$0.00	\$40.00	\$0.00	\$40.00
Deakin University	\$80.00	\$100.00	\$0.00	-
Delatite Shire Council	\$40.00	-	-	-
Dental Health Services Victoria, The Royal Dental Hospital of Melbourne	\$100.00	\$740.00	\$0.00	\$333.20
Dental Practice Board of Victoria	\$20.00	\$20.00	-	-
Djerriwarrh Health Services	\$40.00	\$540.00	-	-
Docklands Authority	\$100.00	\$0.00	\$485.20	\$0.00
Doutta Galla Community Health Services Inc	\$20.00	\$20.00	\$20.00	\$20.00
East Gippsland Shire Council	\$60.00	-	-	-
East Grampians Health Service	\$340.00	\$200.00	-	-
East Wimmera Health Service	\$100.00	\$40.00	-	-
Eastern Access Community Health	\$0.00	\$100.00	\$0.00	\$100.00
Echuca Regional Health	\$520.00	\$160.00	\$235.10	\$4.40
Education, Employment & Training, Department of	\$4,280.00	\$1,600.00	\$2,257.60	-
Emergency Services Superannuation Scheme	\$0.00	\$360.00	\$0.00	-
Environment Conservation Council	\$20.00	-	\$20.00	-
Environment Protection Authority	\$1,400.00	\$40.00	-	-
Equal Opportunity Commission of Victoria	\$0.00	\$60.00	\$0.00	\$0.00
Falls Creek Resort Management Board	\$80.00	-	-	-
Far East Gippsland Health & Support Service	\$80.00	\$260.00	\$20.00	\$65.00
Frankston City Council	\$200.00	\$20.00	\$574.60	-
Gippsland and Southern Rural Water Authority	\$60.00	\$40.00	\$507.00	\$0.00
Glen Eira City Council	\$300.00	\$80.00	\$206.70	\$101.00
Glenelg Shire Council	\$40.00	\$40.00	\$40.00	\$40.00
Gordon Institute of TAFE	\$40.00	\$0.00	\$0.00	\$0.00
Goulburn Valley Health	\$1,320.00	\$1,440.00	\$967.90	\$226.12
Goulburn-Murray Water	\$60.00	-	-	-
Government Superannuation Office	\$880.00	\$120.00	\$0.00	\$0.00

AGENCY	Fees Collected	Fees Waived	Charges Collected	Charges Waived
Greater Shepparton City Council	\$40.00	-	\$238.60	-
Harness Racing Board	\$20.00	-	-	-
Health Services Commissioner	\$20.00	\$40.00	-	-
Hepburn Health Service	\$20.00	-	-	-
Hesse Rural Health Service	\$20.00	\$0.00	-	\$0.00
Hobsons Bay City Council	\$300.00	\$40.00	\$8.60	-
Holmesglen Institute of TAFE	\$40.00	\$20.00	\$0.00-	\$0.00
Horsham Rural City Council	\$20.00	-	-	-
Human Services, Department of	\$6,700.00	\$17,800.00	\$977.10	\$17,931.10
Hume City Council	\$120.00	\$0.00	\$0.00	\$0.00
Infrastructure, Department of	\$3,040.00	\$700.00	\$1,596.20	\$1,064.60
Inner South Community Health Service	\$0.00	\$40.00	\$0.00	\$0.00
Justice, Department of	\$2,020.00	\$1,780.00	\$350.40	\$3,025.20
Kerang & District Hospital	\$100.00	\$40.00	\$78.60	\$0.00
Knox City Council	\$200.00	\$40.00	\$0.00	\$0.00
Kyabram & District Memorial Community Hospital	\$280.00	\$100.00	\$430.00	\$0.00
Kyneton District Health Service	\$560.00	-	\$422.67	-
La Trobe University	\$100.00	\$160.00	-	-
Lakes Entrance Community Health Centre	\$0.00	\$100.00	-	\$0.00
Latrobe City Council	\$200.00	\$0.00	\$0.00	\$0.00
Latrobe Community Health Service Inc	\$20.00	\$0.00	\$0.00	\$0.00
Latrobe Regional Hospital	\$2,700.00	\$1,020.00	\$993.00	\$519.00
Legal Ombudsman	\$20.00	\$40.00	-	-
Loddon Shire Council	\$20.00	\$0.00	\$0.00	\$0.00
Lorne Community Hospital	\$140.00	\$80.00	\$28.60	-
Macedon Ranges Shire Council	\$40.00	-	-	-
Manningham City Council	\$200.00	\$100.00	\$4.50	\$1.00
Mansfield District Hospital	\$880.00	\$20.00	\$0.00	\$0.00
Maribyrnong City Council	\$180.00	\$20.00	\$0.00	\$0.00
Marine Board of Victoria	\$140.00	\$0.00	\$454.20	\$0.00
Maroondah City Council	\$60.00	\$20.00	\$3.00	-
Maroondah Hospital Health Information Services	\$2,740.00	\$660.00	\$1,192.90	\$2,290.20
Maryborough District Health Service	\$120.00	\$80.00	\$25.00	\$20.00
Medical Practitioners Board of Victoria	\$220.00	\$220.00	\$212.20	-
Melbourne City Link Authority	\$140.00	\$40.00	\$0.00	\$0.00
Melbourne Extended Care & Rehabilitation Service	\$220.00	\$40.00	\$313.94	\$2.00
Melbourne Health	\$100.00	-	-	-
Melbourne University	\$80.00	\$160.00	\$90.00	-
Melbourne Water Corporation	\$360.00	\$0.00	\$26.20	\$16.80
Melton Shire Council	\$200.00	\$20.00	\$306.80	\$0.00
Mercy Hospital for Women	\$1,040.00	\$600.00	\$1,077.00	\$674.00
Metropolitan Ambulance Service	\$18,120.00	\$3,780.00	\$0.00	\$77.00
Metropolitan Fire & Emergency Services Board	\$3,000.00	\$8,740.00	\$210.00	\$470.00
Mildura Base Hospital	\$1,480.00	\$0.00	\$0.00	\$0.00

AGENCY	Fees Collected	Fees Waived	Charges Collected	Charges Waived
Mildura Rural City Council	\$140.00	\$0.00	\$0.00	\$514.00
Mitchell Shire Council	\$60.00	-	-	-
Moira Shire Council	\$20.00	\$20.00	\$41.60	\$0.00
Monash University	\$140.00	\$400.00	\$82.80	\$26.80
Moonee Valley City Council	\$340.00	\$40.00	\$10.00	\$44.80
Moorabool Shire Council	\$120.00	\$0.00	\$0.00	\$0.00
Moreland City Council	\$160.00	\$0.00	\$0.00	\$0.00
Mornington Peninsula Shire	\$320.00	\$0.00	\$0.00	\$0.00
Mount Alexander Hospital	\$40.00	-	\$15.00	-
Mount Alexander Shire Council	\$20.00	\$20.00	\$0.00	\$0.00
Moyne Shire Council	\$40.00	\$0.00	\$80.00	\$0.00
Murrindindi Shire Council	\$40.00	\$20.00	-	-
Natural Resources & Environment, Department of	\$2,720.00	\$180.00	\$1,599.20	\$710.20
Nillumbik Shire Council	\$80.00	\$60.00	\$52.60	-
Northern Grampians Shire Council	\$20.00	\$0.00	\$0.00	\$0.00
Northern Hospital, The	\$3,980.00	\$1,300.00	\$5,653.00	\$152.00
Northern Melbourne Institute of TAFE	\$40.00	-	-	-
Nurses Board of Victoria	\$260.00	\$140.00	\$556.20	\$47.40
Office of Public Prosecution	\$480.00	\$20.00	\$432.10	-
Otway Health & Community Services	\$60.00	-	\$10.00	-
Parks Victoria	\$180.00	-	\$28.00	\$12.80
Peninsula Health	\$2,440.00	\$3,620.00	\$2,729.59	-
Peter MacCallum Cancer Institute	\$820.00	\$200.00	\$604.24	\$0.00
Plumbing Industry Commission	\$440.00	\$20.00	\$458.80	\$65.60
Port Phillip City Council	\$400.00	\$200.00	\$0.00	-
Portland & District Hospital	\$700.00	\$120.00	\$641.18	-
Portland Coast Region Water Authority	\$20.00	-	-	-
Premier & Cabinet, Department of	\$2,160.00	\$0.00	\$582.80	\$0.00
Public Transport Corporation	\$900.00	\$200.00	\$1,278.40	\$325.80
Pyrenees Shire Council	\$20.00	\$60.00	\$0.00	\$0.00
Robinvale District Health Services	\$100.00	-	-	-
Rochester & Elmore District Health Service	\$40.00	\$20.00	\$20.60	-
Royal Botanic Gardens Board	\$100.00	\$0.00	\$516.80	\$0.00
Royal Children's Hospital	\$4,480.00	\$5,740.00	\$7,678.00	\$771.00
Royal Melbourne Hospital, The	\$9,940.00	\$1,020.00	\$6,581.80	\$1,243.90
Royal Melbourne Institute of Technology	\$80.00	\$40.00	\$85.00	-
Royal Victorian Eye & Ear Hospital, The	\$1,400.00	\$60.00	\$474.90	\$19.80
Royal Women's Hospital	\$2,020.00	\$2,340.00	\$1,862.00	\$2,080.60
Rural Ambulance Victoria	\$7,100.00	\$160.00	\$10,565.00	\$330.00
Rural City of Wangaratta	\$60.00	\$0.00	\$0.00	\$0.00
Seymour District Memorial Hospital	\$40.00	-	\$8.80	\$5.00
Shire of Yarra Ranges	\$500.00	\$60.00	\$138.60	\$300.20
South East Water Limited	\$120.00	\$0.00	\$0.00	\$26.00

AGENCY	Fees Collected	Fees Waived	Charges Collected	Charges Waived
South Gippsland Shire Council	\$340.00	\$0.00	\$146.00	\$2.00
South Gippsland Water Authority	\$40.00	-	\$82.80	-
South West Healthcare	\$1,640.00	\$660.00	\$1,217.10	\$600.20
Southern Grampians Shire Council	\$40.00	\$0.00	\$0.00	\$0.00
Southern Health	\$13,580.00	\$10,420.00	\$10,325.00	\$8,163.00
St George's Health Service	\$180.00	\$140.00	\$307.79	\$14.40
St Vincent's Hospital	\$5,200.00	\$3,660.00	\$2,967.00	\$414.00
State & Regional Development, Department of	\$2,380.00	-	\$120.00	\$10.00
State Electricity Commission of Victoria	\$740.00	\$60.00	\$787.00	\$0.00
State Library of Victoria	\$40.00	-	\$0.00	\$0.00
State Revenue Office	\$260.00	\$20.00	\$80.90	\$0.00
State Trustees Limited	\$160.00	\$0.00	\$475.80	\$0.00
Stawell Regional Health	\$200.00	\$20.00	\$43.28	-
Stonnington City Council	\$600.00	\$120.00	\$681.00	\$481.00
Strathbogie Shire Council	\$60.00	-	-	-
Sunraysia Rural Water Authority	\$20.00	-	\$28.00	-
Surf Coast Shire Council	\$200.00	-	-	-
Swan Hill District Hospital	\$780.00	\$40.00	\$267.00	\$4.00
Swan Hill Rural City Council	\$20.00	-	-	-
Swinburne University of Technology	\$60.00	\$0.00	\$0.00	\$0.00
Tourism Victoria	\$180.00	-	-	-
Towong Shire Council	\$20.00	-	-	-
Transport Accident Commission	\$9,200.00	\$480.00	\$8,532.10	\$2,196.00
Treasury and Finance, Department of	\$1,920.00	-	\$1,091.60	\$164.60
Trust for Nature (Victoria)	\$40.00	\$0.00	\$0.00	\$20.00
University of Ballarat	\$60.00	\$20.00	-	-
Urban and Regional Land Corporation	\$20.00	\$40.00	-	-
Veterinary Practitioners Registration Board of Victoria	\$20.00	\$20.00	\$0.00	\$1.80
Vic Roads	\$2,420.00	\$100.00	\$1,130.20	\$116.40
Victoria Police	\$23,220.00	\$3,400.00	\$8,250.90	\$2,836.80
Victoria University	\$80.00	\$20.00	\$30.40	-
Victorian Casino & Gaming Authority	\$140.00	\$20.00	\$48.40	\$98.90
Victorian Curriculum & Assessment Authority	\$20.00	-	\$20.00	-
Victorian Electoral Commission	\$40.00	-	-	-
Victorian Legal Aid	\$120.00	\$120.00	\$144.00	-
Victorian State Emergency Service	\$160.00	\$40.00	\$144.50	-
Victorian Work Cover Authority	\$8,400.00	\$3,980.00	\$2,764.70	\$2,608.41
Wangaratta District Base Hospital	\$3,240.00	\$800.00		
Warrnambool City Council	\$100.00	-	\$4.40	-
Wellington Shire Council	\$20.00	-	-	-

AGENCY	Fees Collected	Fees Waived	Charges Collected	Charges Waived
Werribee Mercy Hospital	\$1,380.00	\$360.00	\$652.40	\$187.20
West Gippsland Catchment Management Authority	\$20.00	-	\$0.00	-
West Wimmera Health Service	\$120.00	\$40.00	-	-
West Wimmera Shire Council	\$40.00	-	\$55.00	-
Western District Health Service	\$380.00	\$0.00	\$222.40	\$0.00
Western Hospital	\$5,840.00	\$3,120.00	\$5,373.40	
Western Region Water Authority	\$20.00	-	-	-
Whittlesea City Council	\$240.00	\$0.00	\$392.60	\$7.60
William Angliss Institute of TAFE	\$40.00	\$0.00	\$0.00	\$0.00
Williamstown Hospital, The	\$520.00	\$100.00	\$50.00	\$139.00
Wimmera Health Care Group	\$680.00	\$280.00	\$313.90	\$120.60
Wimmera-Mallee Rural Water Authority	\$20.00	-	\$20.00	-
Wodonga Institute of TAFE	\$40.00	\$0.00	\$0.00	\$0.00
Wodonga Regional Health Service	\$920.00	\$600.00	\$337.00	\$54.00
Wonthaggi & District Hospital	\$200.00	\$140.00	\$19.40	\$0.00
Wyndham City Council	\$380.00	\$20.00	\$57.80	\$19.40
Yarra Ranges Health Service	\$80.00	\$120.00	\$46.00	\$0.00
Yarra Valley Water Limited	\$80.00	-	-	\$25.00
Yarrawonga District Health Service	\$80.00	\$40.00	\$17.00	\$56.00
Yooralla	-	\$20.00	-	-
Zoological Parks & Gardens Board	\$20.00	\$0.00	\$0.00	\$0.00
Total:	\$247,860.00	\$102,680.00	\$191,800.36	\$69,387.75

PART 4: HOW TO USE FREEDOM OF INFORMATION

WHAT IS FREEDOM OF INFORMATION?

Since 1982 Victoria has had an Act of Parliament called the *Freedom of Information Act*. It gives people a right to obtain information held by Ministers, state government departments, local councils, most semi-government agencies and statutory authorities, public hospitals and community health centres, universities, TAFE colleges and schools. Where a service has been outsourced by a government body, access to documents relative to the service would generally still be possible where the service is provided under contract or the agency is the contract manager, unless some specific provision otherwise applies.

The *Freedom of Information Act* not only gives people the right to request documents relating to their personal affairs. People can also request information about any of the activities of a government agency.

The Act also gives an individual the right to request that incorrect or misleading information held by an agency about the individual be amended or removed.

WHAT TYPE OF INFORMATION IS AVAILABLE?

You have a right to apply for access to documents which are held by an agency covered by the *Freedom of Information Act*. This applies to both documents created by the agency as well as those supplied to the agency by an external organisation or individual. The type of documents which you can apply for access to are:

- those relating to your own personal affairs, regardless of the age of the documents; and
- documents of a non-personal nature which are not older than 5 July 1978. For documents held by a Council, not older than 1 January 1989.

It is not only documents in paper form that are accessible. The term 'documents' covers a broad range of media including maps, films, microfiche, photographs, computer printouts, emails, computer discs, tape recordings and video tapes. You may apply to the agency for a copy of the document, or you may request access to the document, for example, to see a film or to get a transcript of a tape recording.

IS ANY INFORMATION HELD BY A GOVERNMENT BODY NOT AVAILABLE?

Not all information is automatically made available in response to an FOI request. The *Freedom of Information Act* sets out a number of situations in which an agency may refuse a person access to the documents he or she has requested. The main situations are requests for documents which affect the personal affairs of another person; which would undermine law enforcement; or which contain information supplied in confidence.

WHO MAKES THE DECISION?

The initial decision on any request is made by an officer of the agency which holds the documents you are seeking. Each agency that is covered by the *Freedom of Information Act* has an officer who is responsible for handling freedom of information matters. If you do not agree with the decision made by that officer, a request can be made to have that decision reviewed. That review is considered by a different officer of the agency. The practice is that the officer reviewing the original decision looks at your request afresh and forms his or her own view.

If you do not agree with the result of the review you can appeal to the Victorian Civil and Administrative Tribunal (VCAT).

HOW LONG DOES IT TAKE?

Once an agency has received your letter requesting access to documents it holds, the agency must respond to you in writing **as soon as possible but not later than 45 days** outlining its decision on your request.

If the agency refuses you access to the documents you sought, you can appeal to the Principal Officer of the agency for an internal review, but must do so **within 28 days** of the date of the letter sent to you. The agency must consider your request again and respond to you as to its decision **within 14 days**.

If you wish to appeal further to the Victorian Civil and Administrative Tribunal (VCAT) you must do so **within 60 days** of the date you were notified of the result of the internal review.

HOW TO REQUEST INFORMATION FROM AN AGENCY

It is relatively easy to apply to an agency for information. All that is required is that:

The application be made in writing. You are not able to telephone the agency and tell them you are coming in on Friday to look at your personal file. You will need to send or deliver an application and wait for the agency to write back to you. However, you should feel free to telephone the agency to check on the progress of your request.

The application be sent to a business address of the agency that has the information you want. A list of the addresses of agencies covered by the *Freedom of Information Act* is included at the end of this Report. If the agency is not listed there (e.g. it might be a Commonwealth Government agency) check the 'White Pages' under the name of the agency.

Address the letter to the Freedom of Information Officer. This is not a formal requirement but it helps to ensure that your letter reaches the area of the agency that processes FOI requests. In your letter state clearly that you are making a request under the *Freedom of Information Act*. Remember, some agencies receive a large volume of mail and clear identification of this sort is useful for both you and the agency.

Enclose the \$20 application fee. A letter asking for documents cannot usually be acted on until the \$20 fee is received. If you don't send the fee with your letter the Freedom of Information Officer will need to ring or write to you to ask for it, so your request for information will be delayed.

Ask for a waiver of the fee if you can't afford to pay it. If you cannot afford to pay the fee, you can request in your letter that the agency consider waiving the fee on the grounds of hardship. You will need to support this by indicating why payment of the fee would cause hardship. For example, that you are on a low income or hold a Commonwealth Health Care Card. You do not need to provide detail of your financial position, just give a general outline. If the agency requires further information to make a decision on the waiver the FOI officer there will contact you. Once the agency decides to waive the fee, your letter becomes a formal request under the *Freedom of Information Act*. In many agencies sending a copy of a current health care card is sufficient to make your case. However, what is required is the individual decision of an agency.

SAMPLE LETTER OF APPLICATION

There is no strict requirement about what sort of letter is suitable for making a request. Agencies sometimes find that people worry too much about the format of the letter. You can base your letter of application on the sample below, and add any detail that is relevant to your particular request. If anything you write is unclear or not sufficient in detail to enable the information you are seeking to be identified, the FOI officer will contact you. If it suits you, provide a telephone number as it is sometimes quicker to call you than to write.

If you prefer you can photocopy the application form below and use it instead of writing a letter. Some people prefer a form, so feel free to use whichever style you prefer.

1 January 2001

14 Elizabeth Crescent
MELBOURNE 3000

The Freedom of Information Officer
Melbourne Public Hospital
50 Victoria Road
MELBOURNE 3000

Dear Sir/Madam

I would like to make an application for access to my medical file under the Freedom of Information Act.

I would like copies of my records concerning the treatment for an appendicitis which I had around June 1998. Around that time I changed my name and the records are likely to be in the name of Peter Smothers if not in my current name.

I have enclosed a cheque for \$20 made payable to the Hospital as the application fee.

My phone number is 9653 4567. Please feel free to call any time after noon.

Yours faithfully

Peter Brothers

SAMPLE REQUEST FORM

You may send this form direct to the agency holding the documents, together with the \$20 application fee

FREEDOM OF INFORMATION REQUEST FORM

Surname: _____

First Name: _____

Postal Address: _____

_____ Postcode: _____

Telephone no. (home): _____ (work): _____

(work): _____

I would like access to the following document(s): _____

Please indicate whether you would like to inspect the documents and/or obtain an copy of the documents:

I wish to inspect the document(s): yes no

I would like a copy of the document(s): yes no

HOW TO APPLY FOR PERSONAL RECORDS TO BE AMENDED

Where you feel that an agency holds documents about you containing information that is incorrect, inaccurate or out of date, the FOI Act gives you a right to request that the information be corrected or amended accordingly. It should be noted though that many agencies will amend records that are clearly wrong without the need for a formal request.

As with an application for information, a request to amend personal records must be made in writing and should be addressed to the Freedom of Information Officer **at the agency which holds the records**. The letter should explain why the information is wrong, and, wherever appropriate, provide proof to support your request. Below is a sample letter for the amendment of personal records. However, before making a formal request under the Freedom of Information Act for records to be changed, check with the agency that holds the document(s). Depending on the circumstances, the agency may be prepared to amend the records without the need for the request to be made under the Act.

SAMPLE LETTER TO APPLY FOR AMENDMENT OF PERSONAL RECORDS

14 Bridge Street
MELBOURNE 3000

1 January 2001

The FOI Officer
Melbourne Public Hospital
6 Flinders Avenue
MELBOURNE 3000

Dear Sir or Madam

I have recently received from you copies of my medical record for treatment I received in the Melbourne Public Hospital.

I am concerned that my medical record shows Peter Simons as my husband and next of kin. At the time of my last visit, Peter was no longer my husband and I have attached a copy of documents from the Family Court as proof.

I have retained the surname of Simons as I have children from the marriage.

I would like you to annotate those records clearly to show my correct marital status and next of kin.

Yours faithfully

Margaret Simons

HOW MUCH DO I HAVE TO PAY ?

The costs involved in making a freedom of information request divide broadly into the fixed cost and the variable costs. The fixed cost is the application fee of \$20 which all applicants must pay and which is non-refundable. The only exception to this is that people suffering hardship can request the agency to waive the application fee.

The variable costs are the charges and how much they are depends on the nature of your request. The rates of the charges are set by regulations and they are highlighted in the box below. The list of charges may look complicated but remember that in many cases it is generally only the application fee and the photocopying charges that are involved.

Requests for documents concerning your own personal affairs generally involve the application fee of \$20 and charges for the following three forms of access:

- making photocopies of the documents sought,
- making a written transcript of a recorded document, or
- producing a computer print-out.

This means that you are not liable for search charges or supervision charges.

If the charge is likely to exceed \$50 you will be contacted by the FOI officer, and asked if you still wish to proceed with the request.

Members of Parliament and applicants acting in the public interest or benefit are also only required to pay these same charges.

WHEN IS A DEPOSIT PAYABLE?

The agency can require you to pay a deposit if the charges likely to be involved in your request are more than \$50 before it will continue processing your request. The amount of the deposit is set out in the following summary of fees and charges.

SUMMARY OF FEES AND CHARGES

APPLICATION FEE

\$20 (non refundable unless fee is waived)

SEARCH CHARGES

\$20 per hour or part thereof

SUPERVISION CHARGES

\$5 per quarter hour or part thereof

PHOTOCOPYING CHARGES

20c per A4 page

PROVIDING ACCESS IN A FORM OTHER THAN A PHOTOCOPY

The reasonable costs incurred by the agency in providing the copy

CHARGE FOR LISTENING TO OR VIEWING A TAPE

The reasonable costs incurred by the agency in making arrangements to listen to or view. (Supervision charges also apply)

CHARGE FOR MAKING A WRITTEN TRANSCRIPT OF A TAPE

The reasonable costs incurred by the agency in providing the written transcript

DEPOSITS

\$25 if the calculated charge does not exceed \$100

50% of calculated charge where it exceeds \$100

REQUEST FOR AN INTERNAL REVIEW

No charge

APPEAL TO VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL

Nil, if the request relates to personal documents, otherwise \$170

WHAT CAN I APPEAL AGAINST?

You may appeal if you are not happy with the decision made in response to a request for information. The decisions by the agency that you may appeal against are if the agency:

- refuses to give you access to all, or part of, the documents you have applied for;
- allows you to have access to the documents, but not in the form you want;
- permits you to have indirect access to medical information through a doctor, rather than giving you direct access to the documents yourself;
- makes you pay an amount you think is too much for the handling of your request;

- publishes incomplete information about its decision making powers affecting the public (i.e. information required to be published under Part II of the *Freedom of Information Act*);
- decides to release personal information affecting you, or information you have provided about your business and commercial affairs, to another person who has made an FOI request for the information;
- refuses to amend information about you which you think is incorrect, out of date or misleading;
- takes longer than the time permitted to process your request and notify you of the decision. (The maximum time allowed for FOI requests is 45 days for the original request, 14 days for an application for an internal review, and 30 days for a request to amend personal records.)

HOW TO APPEAL AGAINST A DECISION OF AN AGENCY

If you are refused access to documents, refused an amendment of personal records, or are not happy with the action or decision taken by an agency under the *Freedom of Information Act* you have a legal right to appeal by:

- applying for a review of your original request by the head of the agency;
- applying to the Victorian Civil and Administrative Tribunal to review the decision made by the head of the agency; or
- applying to the Ombudsman to investigate the agency's handling of your request.

In most cases, you must apply for an internal review before you can appeal to the Tribunal.

HOW TO APPLY FOR AN INTERNAL REVIEW

Once an agency has responded to you in writing as a result of your request and refuses access to documents, you apply to the Principal Officer of the agency to review that decision. You must apply within 28 days of the date of the letter from the agency, and the agency must notify you within 14 days of the result of the internal review.

Remember that an internal review is a fresh look at the decision on your request so feel free to outline any new or additional information the Principal Officer should consider in conducting the internal review.

HOW TO APPLY TO THE VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL

An application to the Victorian Civil and Administrative Tribunal (VCAT) should be made in writing within 60 days of the decision of the agency. There is an application form to lodge an appeal and these are available from:

The General Registrar
Victorian Civil and Administrative Tribunal
55 King Street
MELBOURNE 3000
Telephone: (03) 9628 9975

Alternatively, VCAT application forms can be accessed and printed from the VCAT website by visiting www.vcat.vic.gov.au.

SAMPLE LETTER TO REQUEST AN INTERNAL REVIEW

18 Great Road
MELBOURNE VIC 3000

1 September 2000

The Principal Officer
Department of the Environment and Engineering
3 Forest Road
MELBOURNE 3000

Dear Sir or Madam

Freedom of Information Act

I would like to request an internal review of a decision by the Freedom of Information Officer for your Department. The decision was conveyed to me in a letter dated 20 August 2000.

My request was for a photocopy of a submission from the Invertebrates Action Group which was submitted as part of an inquiry into environmental indicators. I appreciate that the Department considered that the submission was provided to it in confidence and refused me access under s.35 of the Act.

However, I recently heard a radio interview with the President of the Group. In the interview he outlined in detail the submission made by the Group to your Department. I therefore consider that the information was made public by the Group and that any belief you might have that the information was provided in confidence should be reconsidered.

Yours sincerely

R Trout

ANSWERS TO THE MOST COMMONLY ASKED QUESTIONS

How do I obtain a copy of my police record?

It is not necessary to make an FOI request. Write to: Officer in Charge, Records Services Branch, Victoria Police Centre, PO Box 415, Melbourne, 3005, requesting a list of any offences recorded. Please include your full name, date of birth with proof of identity i.e. copy of driver's licence. A fee is payable for the information.

I would like a collision report and witness statements?

Write directly to the Officer in Charge, Accident Records Office, Victoria Police Centre, PO Box 415 Melbourne, 3005.

Can I access my psychiatric file?

You can apply to the public hospital concerned for access to your current psychiatric record.

Some older records are archived with the Department of Human Services to whom application can be made by contacting the address listed in the back of this report.

Am I entitled to ask for my medical file from my doctor?

Private medical practitioners (or any other private professionals such as dentists, solicitors and accountants) are not covered by the *Freedom of Information Act*. However, this does not prevent you from asking for a copy of the record.

The target date for the *Health Records Act 2001* to come into effect is 1 July 2002, however it may come into effect earlier.. The Act creates a scheme to regulate the collection and handling of health information in Victoria. The Health Records Act gives individuals a legally enforceable right of access to their health information contained in records held in the private sector.

The Act also establishes Health Privacy Principles that will apply to personal health information collected and handled in both the public and private sectors and are designed to protect patient privacy and promote patient autonomy.

For more information on the Health Records Act visit the Department of Human Services website at www.dhs.vic.gov.au.

Can I access information directly from a private company, an insurance company or a bank?

Not under the *Freedom of Information Act* as it only applies to government agencies. But that doesn't mean you can't ask for the information. Some bodies have practices whereby they provide information to clients, employees etc.

Where can I get a copy of the Freedom of Information Act?

The Act can be purchased from Information Victoria Bookshop (356 Collins Street) or visit their site at www.information.vic.gov.au to order a copy via the internet. It costs \$12.90 (plus additional postage). Some larger libraries such as State Library and University libraries would have a copy available for reference or alternatively an electronic copy of the Act may be accessed by visiting Law Today at www.dms.dpc.vic.gov.au.

Can someone else make a freedom of information request for me?

Yes, but the person should indicate in the request that they are making the request for you. For example, solicitors can make requests for their clients, as can similar other professionals. It will be necessary to have evidence that the request is being made on your behalf. For instance, you can sign a short note that says something like:

"I Peter Simons authorise my wife Mary Simons to make a request under the Freedom of Information Act on my behalf".

Don't forget to sign and date the note. Also, you may be required to provide proof that the signature is yours, such as a certified copy of your driver's licence showing your signature.

Can I find out from the council who the person was who reported my barking dog to them?

Usually not. Generally such information is regarded as being provided in confidence, and if the council were to give it to you, it would deter people from making such reports in future.

How do I get my Adoption Records?

Access to records concerning legally adopted people has been provided for under the Adoption Act. In Victoria, you should contact the Adoption Information Service on ☎ 9616 2822.

I wasn't adopted, but fostered. Can I get my records?

If you were fostered through, or a client of, the former children's welfare departments, you can apply for access to your own State Ward records. Requests should be made to the Department of Human Services.

I wrote to my hospital two months ago for documents and haven't received anything. Does this mean they have decided not to agree to my request?

Make sure that the hospital is subject to freedom of information. That means, it must be a public hospital. If it is, then you should have received a written response to your request within 45 days of the date the agency received it. If they are not going to give you access to what you have requested then you must be told why in writing. In fact, the letter from the hospital should cite the specific sections of the *Freedom of Information Act* which require the information to be withheld. Also, the letter should inform you of your appeal rights. If you have any questions about your request, feel free to telephone the hospital and ask for the Freedom of Information Officer. The FOI Officer can advise you about the status of your application and answer any questions you may have in relation to your FOI request.

I would like to get a copy of a tape made when I was interviewed.

For the purposes of freedom of information a tape is no different to a piece of paper, and you should not feel that a request cannot be made for such material. The types of documents which may be released include files, maps, films, microfiche, photographs, computer printouts, tape recordings and video tapes. You can apply for a copy of it in the medium it exists in, or you can request that it be made available for you to look at, hear or obtain a transcript of. But you may be charged for this, so ask the freedom of information officer about the charges involved.

PART 5: LIST OF AGENCIES

The attached alphabetical list of agencies and their addresses is provided to assist people in knowing where to send freedom of information requests. A request must be forwarded to the agency that holds the information sought.

Applications are to be made in writing. There is no particular form to be completed - it is only necessary to write a letter addressed to the "FOI Officer" of the agency holding the information. An application fee of \$20 should also be included. Alternatively, the letter can request that a waiver of the fee be considered. It is necessary to provide grounds for a waiver - for example, that the applicant is the holder of a health care card. The agency will then indicate to you what further information it requires, if any, to prove the case for waiver.

It should be noted that the *Freedom of Information Act* applies to government bodies such as departments, statutory authorities, public educational institutions and local councils. It does not apply to groups such as private companies, private hospitals or private practitioners.

Alfred Hospital, The
PO Box 31
PRAHRAN
VIC 3181
03 9276 3000

Alpine Shire
Great Alpine Rd
BRIGHT
VIC 3741
03 5755 0555

Angliss Health Service
Albert St
FERNTREE GULLY
VIC 3156
03 9764 6123

Architects Registration Board of Victoria
Nauru House, Level 10/80 Collins St
MELBOURNE
VIC 3000
03 9655 8570

Austin and Repatriation Medical Centre
Studley Rd
HEIDELBERG
VIC 3084
03 9496 3103

Australian Grand Prix Corporation
PO Box 577
SOUTH MELBOURNE
VIC 3205
03 9258 7100

Ballarat Community Health Care Inc
PO Box 1156
BALLARAT MAIL CENTRE
VIC 3354
03 5337 1643

Ballarat Health Services
PO Box 577
BALLARAT
VIC 3353
03 5320 4212

Banyule Community Health Service Inc
Cnr Alamein Rd & Catalina St
WEST HEIDELBERG
VIC 3081
03 9450 2000

Barwon Health
PO Box 281
GEELONG
VIC 3220
03 5226 7627

Barwon Region Water Authority
61-67 Ryrie St
GEELONG
VIC 3220
03 5226 2500

Bass Coast Shire Council
PO Box 118
WONTHAGGI
VIC 3995
03 5671 2211

Baw Baw Shire Council
PO Box 304
WARRAGUL
VIC 3820
03 5624 2411

Bayside City Council
PO Box 27
SANDRINGHAM
VIC 3191
03 9599 4327

Beaufort & Skipton Health Service
27 Havelock St
BEAUFORT
VIC 3373
03 5349 2152

Benalla & District Memorial Hospital
PO Box 406
BENALLA
VIC 3672
03 5760 2209

Bendigo Community Health Services
PO Box 169
EAGLEHAWK
VIC 3556
03 5434 4300

Bendigo Health Care Group
PO Box 126
BENDIGO
VIC 3552
03 5441 0405

Bendigo Regional Institute of TAFE
136 McCrae St
BENDIGO
VIC 3550
03 5434 1518

Bethlehem Hospital
476 Kooyong Rd
CAULFIELD
VIC 3162
03 9596 2853

Boroondara City Council
Private Bag 1
CAMBERWELL
VIC 3124
03 9278 4471

Borough of Queenscliffe
PO Box 93
QUEENSCLIFFE
VIC
03 5258 1377

Box Hill Hospital (Eastern Health)
Nelson Rd
BOX HILL
VIC 3128
03 9895 3116

Box Hill Institute of TAFE
Private Bag 2014
BOX HILL
VIC 3128
03 9286 9396

Brimbank City Council
PO Box 70
SUNSHINE
VIC 3020
03 9249 4392

Building Control Commission
PO Box 536E
MELBOURNE
VIC 3001
03 9285 6436

Buloke Shire Council
PO Box 1
WYCHEPROOF
VIC 3527
03 5493 7400

Campapse Murray Community Care Inc
34 Heygarth St
ECHUCA
VIC 3564
03 5482 4422

Campasp Shire Council
PO Box 350
ECHUCA
VIC 3564
03 5481 2232

Cardinia Shire Council
PO Box 7
PAKENHAM
VIC 3810
03 5945 4222

Castlemaine District Community Health Centre
PO Box 53
CASTLEMAINE
VIC 3450
03 5472 4044

Caulfield General Medical Centre
260 Kooyong Rd
CAULFIELD
VIC 3162
03 9276 6820

Central Bayside Community Health Services
335 Nepean Hwy
PARKDALE
VIC 3195
03 8587 0200

Central Gippsland Health Service
Authridge Pde
SALE
VIC 3850
03 5143 8640

Central Gippsland Institute of TAFE
PO Box 3279
GIPPSLAND MAIL CENTRE
VIC 3841
03 5120 4500

Central Gippsland Region Water Authority
Box 342
TRARALGON
VIC 3844
03 5177 4744

Central Goldfields Shire Council
PO Box 194
MARYBOROUGH
VIC 3465
03 5461 0611

Central Health Interpreter Service Inc (CHIS)
7/288 Mt Alexander Rd
ASCOT VALE
VIC 3032
03 9377 3329

Central Highlands Water
PO Box 152
BALLARAT
VIC 3353
03 5320 3100

Centre for Adult Education
256 Flinders St
MELBOURNE
VIC 3000
03 9652 0740

Chiropractors Registration Board
150 Lonsdale St
MELBOURNE
VIC 3000
03 9639 8652

Chisholm Institute of TAFE
Fletcher Rd
FRANKSTON
VIC 3199
03 9238 8337

Cinemia
3 Treasury Pl
MELBOURNE
VIC 3000
03 9651 0600

City of Ballarat
PO Box 655
BALLARAT
VIC 3353
03 5320 5542

City of Banyule
PO Box 51
IVANHOE
VIC 3079
03 9490 4222

City of Casey
PO Box 1000
NARRE WARREN
VIC 3805
03 9705 5200

City of Darebin
PO Box 91
PRESTON
VIC 3072
03 9230 4623

City of Greater Bendigo
PO Box 733
BENDIGO
VIC 3552
03 5434 6000

City of Greater Dandenong
PO Box 200
SPRINGVALE
VIC 3171
03 9239 5307

City of Greater Geelong
PO Box 104
GEELONG
VIC 3220
03 5227 0274

City of Kingston
PO Box 100
MENTONE
VIC 3194
03 9581 4684

City of Melbourne
GPO Box 1603M
MELBOURNE
VIC 3001
03 9658 9173

City of Monash
PO Box 1
GLEN WAVERLEY
VIC 3150
03 9518 3555

City of Whitehorse
Locked Bag 2
NUNAWADING DELIVERY CENTRE
VIC 3110
03 9262 6339

City of Wodonga
PO Box 923
WODONGA
VIC 3689
02 6055 9334

City of Yarra
PO Box 168
RICHMOND
VIC 3121
03 9205 5555

City West Water Limited
Locked Bag 350
SUNSHINE
VIC 3020
03 9313 8320

Cobaw Community Health Service
PO Box 146
KYNETON
VIC 3444
03 5422 3011

Colac Community Health Services
Corangamite St
COLAC
VIC 3250
03 5230 0253

Colac Otway Shire
PO Box 283
COLAC
VIC 3250
03 5232 9416

Coliban Region Water Authority
Box 2770
BENDIGO DELIVERY CENTRE
VIC 3554
03 5434 1284

Corangamite Catchment Management Authority
64 Dennis St
COLAC
VIC 3250
03 5232 9100

Corangamite Shire
PO Box 84
CAMPERDOWN
VIC 3260
03 5593 7100

Country Fire Authority
8 Lakeside Dr
EAST BURWOOD
VIC
03 9262 8517

Dairy Food Safety Victoria
PO Box 548
RICHMOND
VIC 3121
03 9426 5995

Darebin Community Health Centre
Cnr Crevell & Blake Sts
EAST RESERVOIR
VIC 3073
03 9478 5711

Deakin University
Pidgeons Rd
GEELONG
VIC 3217
03 5227 8513

Delatite Shire Council
PO Box 227
BENALLA
VIC 3672
03 5760 2600

Dental Health Services Victoria, The Royal Dental
Hospital of Melbourne
GPO Corporate Office Box 1273L
MELBOURNE
VIC 3001
03 9341 0222

Dental Practice Board of Victoria
14th Floor/114 Albert St
SOUTH MELBOURNE
VIC 3205
03 9699 8011

Dianella Community Health Service
35 Johnstone St
BROADMEADOWS
VIC 3047
03 8345 5777

Djerriwarrh Health Services
PO Box 330
BACCHUS MARSH
VIC 3340
03 5367 9682

Docklands Authority
AFL House, 140 Harbour Esp
DOCKLANDS
VIC 3008
03 9628 4499

Doutta Galla Community Health Services Inc
25 Norwood Cr
MOONEE PONDS
VIC 3039
03 9376 0523

East Gippsland Catchment Management Authority
3/107 Nicholson St
BAIRNSDALE
VIC 3875
03 5153 0462

East Gippsland Shire Council
PO Box 1618
BAIRNSDALE
VIC 3875
03 5153 9500

East Gippsland Water
133 Macleod St
BAIRNSDALE
VIC 3875
03 5152 5335

East Grampians Health Service
PO Box 155
ARARAT
VIC 3377
03 5352 0203

East Wimmera Health Service
PO Box 31
ST ARNAUD
VIC 3478
03 5495 1200

Eastern Access Community Health
75 Patterson St
RINGWOOD EAST
VIC 3135
03 9879 3933

Emergency Services Superannuation Scheme
Level 6/4 Riverside Quay
SOUTHBANK
VIC 3006
03 9698 6444

Echuca Regional Health
PO Box 25
ECHUCA
VIC 3564
03 5482 0284

Education, Employment & Training, Department of
GPO Box 4367
MELBOURNE
VIC 3001
03 9637 2670

Ensay Community Health Centre
Great Alpine Rd
ENSAY
VIC 3895
03 5157 3215

Environment Conservation Council
3/250 Victoria Pde
EAST MELBOURNE
VIC 3002
03 9412 5021

Environment Protection Authority
PO Box 4395QQ
MELBOURNE
VIC 3001
03 9695 2868

Equal Opportunity Commission of Victoria
Level 3/380 Lonsdale St
MELBOURNE
VIC 3000
03 9281 7132

Falls Creek Resort Management Board
PO Box 50
FALLS CREEK
VIC 3699
03 5758 3224

Far East Gippsland Health & Support Service
PO Box 238
ORBOST
VIC 3888
03 5154 666

First Mildura Irrigation Trust
Box 24
MILDURA
VIC 3502
03 5021 1811

Frankston City Council
PO Box 490
FRANKSTON
VIC 3199
03 9784 1822

Gannawarra Shire Council
PO Box 252
COHUNA
VIC 3568
03 5450 9353

Geelong Performing Arts Centre Trust
PO Box 991
GEELONG
VIC 3220
03 5225 1212

Gippsland and Southern Rural Water Authority
88 Johnson St
MAFFRA
VIC 3860
03 5139 3100

Glen Eira City Council
PO Box 42
CAULFIELD SOUTH
VIC 3162
03 9524 3333

Gippsland Southern Health Service
PO Box 168
LEONGATHA
VIC 3953
03 5662 9213

Glenelg Hopkins Catchment Management Authority
79 French St
HAMILTON
VIC 3300
03 5571 2526

Glenelg Region Water Authority
PO Box 107
HAMILTON
VIC 3300
03 5551 0400

Glenelg Shire Council
PO Box 152
PORTLAND
VIC 3305
03 5522 2219

Glenview Community Care Inc
168 High St
RUTHERGLEN
VIC
02 6032 9505

Golden Plains Shire Council
2 Pope St
BANNOCKBURN
VIC 3331
03 5220 7111

Gordon Institute of TAFE
Private Bag 1
GEELONG MAIL CENTRE
VIC 3221
03 5225 0511

Goulburn Broken Catchment Management Authority
PO Box 1752
SHEPPARTON
VIC 3632
03 5822 2288

Goulburn Ovens Institute of TAFE
Fryers St
SHEPPARTON
VIC 3630
03 5833 2635

Goulburn Valley Community Health Service Inc
272 Maude St
SHEPPARTON
VIC 3632
03 5831 2012

Goulburn Valley Health
Graham St
SHEPPARTON
VIC 3632
03 5832 2002

Goulburn Valley Water
104-110 Fryers St
SHEPPARTON
VIC 3630
03 5832 0442

Goulburn-Murray Water
PO Box 65
TATURA
VIC 3616
03 5833 5500

Government Superannuation Office
Level 10/35 Spring St
MELBOURNE
VIC 3000
03 9651 3396

Grampians Community Health Centre Inc
40-44 Wimmera St
STAWELL
VIC 3380
03 5358 3700

Greater Shepparton City Council
Locked Bag 1000
SHEPPARTON
VIC 3632
03 5832 9763

Greyhound Racing Victoria
438-442 William St
WEST MELBOURNE
VIC 3003
03 9326 3401

Human Services, Department of
GPO Box 4057
MELBOURNE
VIC 3001
03 9616 8054

Harness Racing Board
Level 1/740 Mt Alexander Rd
MOONEE PONDS
VIC 3039
03 9375 4255

Hastings Port (Holding) Corporation
26 Miller Gve
KEW
VIC 3101
03 9592 7940 03 9679 4708

Health Services Commissioner
30/570 Bourke St
MELBOURNE
VIC 3000
03 8601 5207

Hepburn Health Service
Hospital St
DAYLESFORD
VIC
03 5348 2371

Hepburn Shire Council
PO Box 21
DAYLESFORD
VIC 3460
03 5348 2306

Hesse Rural Health Service
8 Gosney St
WINCHELSEA
VIC 3241
03 5267 2202

Hindmarsh Shire Council
PO BOX 250
NHILL
VIC 3418
03 5391 1811

Hobsons Bay City Council
PO Box 15
ALTONA
VIC 3018
03 9932 1047

Holmesglen Institute of TAFE
PO Box 42
CHADSTONE
VIC 3148
03 9564 1536

Horsham Rural City Council
PO Box 511
HORSHAM
VIC 3402
03 5382 9777

Hume City Council
PO Box 119
BROADMEADOWS
VIC 3047
03 9205 2200

Indigo Shire Council
PO Box 28
BEECHWORTH
VIC 3747
03 5728 1000

Infrastructure, Department of
GPO Box 2797Y
MELBOURNE
VIC 3001
03 9655 8707

Inglewood & Districts Health Service
Hospital St
INGLEWOOD
VIC 3517
03 5438 3000

Inner East Community Health Service
283 Church St
RICHMOND
VIC 3121
03 9429 1811

Inner South Community Health Service
240 Malvern Rd
PRAHRAN
VIC 3181
03 9525 1300

ISIS Primary Care
PO Box 36
DEER PARK
VIC 3023
03 9296 1201

Justice, Department of
55 St Andrews Pl
EAST MELBOURNE
VIC 3002
03 9651 0518

Kerang & District Hospital
PO Box 179
KERANG
VIC 3579
03 5450 9200

Knox City Council
Locked Bag 1
WANTIRNA SOUTH
VIC 3152
03 9298 8000

Knox Community Health Service
511 Burwood Rd
WANTIRNA SOUTH
VIC
03 9298 8800

Kyabram & District Memorial Community Hospital
PO Box 564
KYABRAM
VIC 3620
03 5857 0200

Kyneton District Health Service
PO Box 34
KYNETON
VIC 3444
03 5422 1177

Latrobe Regional Hospital
PO Box 424
TRARALGON
VIC 3844
03 5173 8000

LaTrobe University
Kingsbury Dr
BUNDOORA
VIC 3086
03 9479 3627

Lake Mountain Alpine Resort
PO Box 40
MARYSVILLE
VIC 3779
03 5963 3288

Lakes Entrance Community Health Centre
PO Box 429
LAKES ENTRANCE
VIC 3909
03 5155 8300

Latrobe City Council
PO Box 345
TRARALGON
VIC 3844
03 5173 1416

Latrobe Community Health Service Inc
PO Box 960
MORWELL
VIC 3840
03 5136 5400

Legal Ombudsman
Level 10/461 Bourke St
MELBOURNE
VIC 3000
03 9642 0655

Loddon Mallee Women's Health
48 Queen St
BENDIGO
VIC 3550
03 5443 0233

Loddon Shire Council
PO Box 21
WEDDERBURN
VIC 3518
03 5494 1200

Lorne Community Hospital
Albert St
LORNE
VIC 3232
03 5289 1508

Lower Murray Region Water Authority
PO Box 1438
MILDURA
VIC 3502
03 5051 3400

Lyndoch Warrnambool Inc
Hopkins Rd
WARRNAMBOOL
VIC 3280
03 5561 9300

Macedon Ranges Shire Council
PO Box 151
KYNETON
VIC 3444
03 5422 0352

Magistrates Court of Victoria (includes Vocat,
Children's & Coroners Courts)
233 William St
MELBOURNE
VIC 3000
03 9628 7816

Maldon Hospital & Community Care
PO Box 506
CASTLEMAINE
VIC 3450
03 5475 2000

Mallee Catchment Management Authority
87-89 Langree Ave
MILDURA
VIC 3500
03 5022 4367

Mallee Track Health & Community Service
PO Box 130
OUYEN
VIC 3490
03 5092 1111

Manningham City Council
PO Box 1
DONCASTER
VIC 3108
03 9840 9262

Manningham Community Health Service
8 Jackson Ct
EAST DONCASTER
VIC 3109
03 9848 2424

Mansfield District Hospital
PO Box 139
MANSFIELD
VIC 3722
03 5775 2111

Maribyrnong City Council
Cnr Hyde & Napier Sts
FOOTSCRAY
VIC 3011
03 9688 0210

Marine Board of Victoria
Nauru House, Level 14/80 Collins St
MELBOURNE
VIC 3000
03 9655 8780

Maroondah City Council
PO Box 156
RINGWOOD
VIC 3134
03 9298 4299

Maroondah Hospital Health Information Services
Maroondah Hospital, PO Box 135
RINGWOOD EAST
VIC 3135
03 9871 3365

Maryborough District Health Service
PO Box 155
MARYBOROUGH
VIC 3465
03 5641 0333

Medical Practitioners Board of Victoria
Level 16/150 Lonsdale St
MELBOURNE
VIC 3000
03 9655 0500

Melbourne & Olympic Parks Trust
Batman Ave
MELBOURNE
VIC 3000
03 9286 1621

Melbourne City Link Authority
PO Box 18185, Collins St East
MELBOURNE
VIC 8003
03 9655 8780

Melbourne Extended Care & Rehabilitation Service
Poplar Rd
PARKVILLE
VIC 3052
03 8387 2000

Melbourne Health
Conebiere Building, RMH Campus, Flemington Rd
PARKVILLE
VIC 3052
03 9342 8869

Melbourne Markets Authority
Box 1, Footscray Rd
WEST MELBOURNE
VIC
03 9258 6100

Melbourne Port Corporation
GPO Box 261C
MELBOURNE
VIC 3001
03 9628 7502

Melbourne University
Grattan St
PARKVILLE
VIC 3052
03 8344 7117

Melbourne Water Corporation
6/607 Bourke St
MELBOURNE
VIC 3000
03 9235 7184

Melton Shire Council
PO Box 21
MELTON
VIC 3337
03 9747 7222

Mercy Hospital for Women
126 Clarendon St
EAST MELBOURNE
VIC 3000
03 9270 2238

Metropolitan Ambulance Service
PO Box 2000
DONCASTER
VIC 3108
03 9840 3632

Metropolitan Fire & Emergency Services Board
456 Albert St
EAST MELBOURNE
VIC
03 9665 4431

Mildura Base Hospital
PO Box 620
MILDURA
VIC 3502
03 5022 3333

Mildura Rural City Council
108-116 Madden Ave
MILDURA
VIC 3500
03 5022 2777

Mitchell Community Health Services
PO Box 84
BROADFORD
VIC 3658
03 5784 1306

Mitchell Shire Council
113 High St
BROADFORD
VIC 3658
03 5734 6200

Moira Shire Council
PO Box 132
NUMURKAH
VIC 3630
03 5862 0228

Monash University
PO Box 3a, Monash University
CLAYTON
VIC 3800
03 9905 5137

Moonee Valley City Council
PO Box 126
MOONEE PONDS
VIC 3039
03 9243 8718

Moorabool Shire Council
PO Box 18
BALLAN
VIC 3342
03 5366 7100

Moreland City Council
Locked Bay 10
MORELAND
VIC 3058
03 9240 1117

Moreland Community Health Service Inc
11 Glenlyon Rd
BRUNSWICK
VIC 3065
03 9389 2210

Mornington Peninsula Shire
Private Bay 1000
ROSEBUD
VIC 3939
03 5986 0188

Mount Alexander Hospital
PO Box 50
CASTLEMAINE
VIC
03 5471 1578

Mount Alexander Shire Council
PO Box 185
CASTLEMAINE
VIC 3450
03 5471 1700

Mount Baw Baw Alpine Resort Management Board
Private Bag, via Noojee
NOOJEE
VIC 3833
03 5165 1136

Mount Hotham Alpine Resort Management Board
PO Box 188
BRIGHT
VIC 3741
03 5759 3550

Mount Stirling Alpine Resort
27 Outlook Dr
JAMIESON
VIC 3723
03 5777 0815

Moyne Shire Council
PO Box 51
PORT FAIRY
VIC 3284
03 5568 0541

Murray Valley Citrus Marketing Board
PO Box 1384
MILDURA
VIC 3502
03 5021 1890

Murrindindi Community Health Service Inc
PO Box 104
EILDON
VIC 3713
03 5774 2404

Murrindindi Shire Council
PO Box 1384
ALEXANDRA
VIC 3714
03 5772 0333

Museum Victoria
GPO Box 666E
MELBOURNE
VIC 3001
03 8341 7791

Nathalia District Hospital
Elizabeth St
NATHALIA
VIC 3638
03 5866 2601

National Gallery of Victoria
PO Box 7259
MELBOURNE
VIC 3001
03 9208 0378

Natural Resources & Environment, Department of
Level 16/8 Nicholson St
EAST MELBOURNE
VIC
03 9637 8575

Nillumbik Shire Council
PO Box 476
GREENSBOROUGH
VIC 3088
03 9433 3270

North Central Catchment Management Authority
PO Box 18
HUNTLY
VIC 3551
03 5448 7124

North East Catchment Management Authority
1 Mckoy St
WODONGA
VIC 3690
02 6055 6133

North East Water
PO Box 863
WODONGA
VIC 3689
02 6022 0555

North Richmond Community Health Centre
23 Lennox St
RICHMOND
VIC 3121
03 9429 5477

North Yarra Community Health
365 Hoddle St
COLLINGWOOD
VIC 3066
03 9411 4312

Northern District Community Health Service Inc
98 Nolan St
KERANG
VIC
03 5452 2700

Northern Grampians Shire Council
PO Box 580
STAWELL
VIC 3380
03 5358 8700

Northern Hospital, The
185 Cooper St
EPPING
VIC 3076
03 9219 8258

Northern Melbourne Institute of TAFE
77-91 St Georges Rd
PRESTON
VIC 3072
03 9269 1266

Nurses Board of Victoria
GPO Box 4932
MELBOURNE
VIC 3001
03 9613 0333

Office of Regulator-General
Level 1/35 Spring St
MELBOURNE
VIC 3000
03 9651 391

Ovens & King Community Health Service Inc
86-90 Rowan St
WANGARATTA
VIC 3677
03 5222 355

Peninsula Community Health Service
19 Albert St
MORNINGTON
VIC 3931
03 5975 8266

Peter MacCallum Cancer Institute
Locked Bag 1, A'Beckett St
MELBOURNE
VIC 8006
03 9656 1010

Plenty Valley Community Health Services Inc
PO Box 82
WHITTLESEA
VIC 3757
03 9408 6333

Nowa Nowa Community Health Centre
c/- Post Office
NOWA NOWA
VIC 3887
03 5155 7294

Office of Public Prosecutions
565 Lonsdale St
MELBOURNE
VIC 3000
03 9603 7548

Otway Health & Community Services
PO Box 84
APOLLO BAY
VIC 3233
03 5237 6303

Parks Victoria
Level 10/535 Bourke St
MELBOURNE
VIC 3000
03 8627 4805

Peninsula Health
C/- Health Information Services, Hastings Rd
FRANKSTON
VIC 3199
03 9784 7624

Pharmacy Board of Victoria
381 Royal Pde
PARKVILLE
VIC
03 9903 9587

Plumbing Industry Commission
Nauru House, Level 14/80 Collins St
MELBOURNE
VIC 3000
03 9655 8780

Port Phillip City Council
Private Bag 3, Post Office
ST KILDA
VIC 3182
03 9209 6777

Portland & District Hospital
Bentinck St
PORTLAND
VIC 3305
03 5521 0342

Premier & Cabinet, Department of
1 Treasury Pl
EAST MELBOURNE
VIC 3002
03 9651 1280

Pyrenees Shire Council
5 Lawrence St
BEAUFORT
VIC
03 5349 2000

Ranges Community Health Services Inc
17 Clarke St
LILYDALE
VIC 3140
03 9739 4577

Robinvale District Health Services
PO Box 376
ROBINVALE
VIC 3549
03 5051 8111

Port Phillip & Westernport
Catchment & Land Protection Board
PO Box 488
FRANKSTON
VIC 3199
03 9785 0183

Portland & District Community
Health Centre Inc
33 Otway St
PORTLAND
VIC 3305
03 5523 4000

Portland Coast Region Water
Authority
15 Townsend St
PORTLAND
VIC 3305
03 5523 6244

Public Transport Corporation
Nauru House, Level 14/80 Collins St
MELBOURNE
VIC 3000
03 9655 8780

Racing Victoria
400 Epsom Rd
FLEMINGTON
VIC 3031
03 9258 4736

Registered Schools Board
Department Of Education, Level 1/2
Treasury Pl
EAST MELBOURNE
VIC 3002
03 9637 2670

Rochester & Elmore District Health
Service
PO Box 202
ROCHESTER
VIC 3561
03 5484 1400

Royal Botanic Gardens Board
Private Bay 2000
SOUTH YARRA
VIC 3141
03 9252 2300

Royal Children's Hospital
Flemington Rd
PARKVILLE
VIC 3052
03 9345 5156

Royal Melbourne Hospital
c/- Health Information Services, Post Office, Royal
Melbourne Hospital
PARKVILLE
VIC 3050
03 9342 7357

Royal Melbourne Institute of
Technology
Level 7/449 Swanston St
MELBOURNE
VIC 3000
03 9925 3180

Royal Society for the Prevention of Cruelty to Animals
(Victoria) Inc
3 Burwood Hwy
BURWOOD EAST
VIC 3151
03 9224 2222

Royal Victorian Eye & Ear Hospital,
The
Medical Administration, RVEEH,
Locked Bag 8
EAST MELBOURNE
VIC 3002
03 9929 8570
Rural Ambulance Victoria
Locked Bay 9000
BALLARAT MAIL CENTRE
VIC 3354
03 5337 9292

Royal Women's Hospital
132 Grattan St
CARLTON
VIC 3053
03 9344 2629

Rural City of Ararat
PO Box 246
ARARAT
VIC 3377
03 5355 0200

Rural City of Wangaratta
PO Box 238
WANGARATTA
VIC 3676
03 5722 0888

San Remo & District Community Health Centre
1 Blackbeach Rd
SAN REMO
VIC 3925
03 5678 5388

Seymour District Memorial Hospital
PO Box 236
SEYMOUR
VIC 3661
03 5793 6100

Shire of Yarra Ranges
PO Box 104
LILYDALE
VIC 3140
03 9294 6113

South East Water Limited
20 Corporate Dr
MOORABBIN
VIC
03 9552 3675

South Gippsland Shire Council
Private Bag 4
LEONGATHA
VIC 3953
03 5662 9213

South Gippsland Water Authority
PO Box 102
FOSTER
VIC 3960
03 5682 1222

South West Healthcare
Ryot St
WARRNAMBOOL
VIC 3280
03 5563 1593

Southern Grampians Shire Council
Locked Bag 685
HAMILTON
VIC 3300
03 5573 0444

Southern Health
246 Clayton Rd
CLAYTON
VIC
03 9594 2115

Southwest Water Authority
PO Box 1158
WARRNAMBOOL
VIC 3280
03 5564 7610

St Georges Health Service
283 Cothan Rd
KEW
VIC 3101
03 9272 0487

St Vincent's Hospital
PO Box 2900
FITZROY
VIC 3065
03 9288 2775

State & Regional Development, Department of
Level 15/55 Collins St
MELBOURNE
VIC 3000
03 9651 8004

State Electricity Commission of
Victoria
Level 8/459 Collins St
MELBOURNE
VIC 3000
03 9679 4708 03 9592 7940

State Library of Victoria
328 Swanston St
MELBOURNE
VIC 3000
03 8664 7505

State Revenue Office
GPO Box 1641N
MELBOURNE
VIC 3001
03 9628 0515

State Trustees Limited
168 Exhibition St
MELBOURNE
VIC 3000
03 9667 6200

Stawell Regional Health
Sloane St
STAWELL
VIC 3380
03 5358 2255

Stonnington City Council
PO Box 21
PRAHRAN
VIC 3181
03 8290 1333

Strathbogie Shire Council
PO Box 177
EUROA
VIC 3666
03 5795 2010

Sunbury Community Health Centre
PO Box 218
SUNBURY
VIC 3429
03 9744 4455

Sunraysia Community Health
Services Inc
PO Box 2803
MILDURA
VIC 3502
03 5021 7610

Sunraysia Rural Water Authority
PO Box 817
IRYMPLE
VIC 3498
03 5021 9730

Surf Coast Shire Council
PO Box 350
TORQUAY
VIC 3228
03 5261 0622

Sustainable Energy Authority
Ground Floor, 215 Spring St
MELBOURNE
VIC 3000
03 9655 3214

Swan Hill District Hospital
PO Box 483
SWAN HILL
VIC 3585
03 5033 9230

Swan Hill Rural City Council
PO Box 488
SWAN HILL
VIC 3585
03 5032 0333

Swinburne University of Technology
(includes Uni & TAFE)
PO Box 218
HAWTHORN
VIC 3122
03 9214 5413

Tourism Victoria
Level 7/55 Collins St
MELBOURNE
VIC 3000
03 9653 9754

Towong Shire Council
55 Towong St
TALLANGATTA
VIC 3700
02 6071 5100

Transport Accident Commission
GPO Box 2751Y
MELBOURNE
VIC 3001
03 9664 6528

Treasury and Finance, Department
of
Level 3/1 Macarthur St
MELBOURNE
VIC 3000
03 9651 2115

Trust for Nature (Victoria)
2/385 Little Lonsdale St
MELBOURNE
VIC 3000
03 9670 9933

Trustees of the Necropolis
Springvale, The
Princes Hwy
SPRINGVALE
VIC 3171
03 9546 9377

University of Ballarat
PO Box 663
BALLARAT
VIC 3353
03 5327 9507

Upper Hume Community Health
Services Inc
12 Stanley St
WODONGA
VIC 3690
03 6056 1550

Upper Murray Health & Community Services
PO Box 200
CORYYONG
VIC 3707
03 6076 1355

Urban and Regional Land
Corporation
PO Box 2428V
MELBOURNE
VIC 3001
03 9664 8468

Veterinary Practitioners Registration Board of Victoria
11/470 Collins St
MELBOURNE
VIC 3000
03 9620 7444

VicRoads
60 Denmark St
KEW
VIC 3101
03 9854 2331

Victoria Police
Level 7, Building C, 637 Flinders St
MELBOURNE
VIC 3000
03 9247 6801

Victoria University
PO Box 14428
MELBOURNE
VIC 8001
03 9688 4118

Victorian Aquatic Industry Council
170 Boronia Rd
BORONIA
VIC 3155
03 9761 3722

Victorian Arts Centre Trust
100 St Kilda Rd
MELBOURNE
VIC 3004
03 9281 8340

Victorian Casino & Gaming Authority
GPO Box 1988R
MELBOURNE
VIC 3001
03 9651 3708

Victorian Catchment Management
Council
DNRE, 250 Victoria Pde
EAST MELBOURNE
VIC 3002
03 9412 5028

Victorian Curriculum & Assessment Authority
(previously Board of Studies)
41 St Andrews Pl
EAST MELBOURNE
VIC
03 9651 4535

Victorian Legal Aid
DX 228
MELBOURNE
VIC 3000
03 9269 0237

Victorian WorkCover Authority
Level 24/222 Exhibition St
MELBOURNE
VIC 3000
03 9641 1419

Warrnambool City Council
PO Box 198
WARRNAMBOOL
VIC 3280
03 5564 7814

Werribee Mercy Hospital
300 Princes Hwy
WERRIBEE
VIC 3030
03 9216 8619

West Goulburn Community Health Service
35 Birdwood Ave
STANHOPE
VIC
03 5857 2400

West Wimmera Shire Council
PO Box 201
EDENHOPE
VIC 3318
03 5585 9900

Victorian Electoral Commission
Level 8/505 Little Collins St
MELBOURNE
VIC 3000
03 9299 0730

Victorian State Emergency Service
151 Sturt St
SOUTHBANK
VIC
03 9684 6609

Wangaratta District Base Hospital
PO Box 386
WANGARATTA
VIC 3677
03 5722 0260

Wellington Shire Council
PO Box 506
SALE
VIC 3850
03 5142 3366

West Gippsland Catchment
Management Authority
PO Box 1374
TRARALGON
VIC
03 5175 7829

West Wimmera Health Service
PO Box 231
NHILL
VIC 3418
03 5391 4254

Western District Health Service
PO Box 283
HAMILTON
VIC 3300
03 5571 0388

Western Hospital
Gordon St
FOOTSCRAY
VIC 3011
03 8345 6352

Western Region Health Care
72-78 Paisley St
FOOTSCRAY
VIC 3011
03 9689 4888

Western Region Water Authority (T/A Western Water)
Locked Bag 2, Robertson St
GISBORNE
VIC 3437
03 5421 9400

Westernport Region Water Authority
PO Box 40
COWES
VIC 3922
03 5952 2393

Whitehorse Community Health Service Inc
65 Carrington Rd
BOX HILL
VIC 3128
03 9890 2220

Whittlesea City Council
Ferres Blv
SOUTH MORANG
VIC
03 9217 2223

William Angliss Institute of TAFE
555 La Trobe St
MELBOURNE
VIC 3000
03 9606 2111

Williamstown Hospital, The
PO Box 125
WILLIAMSTOWN
VIC
03 9393 027

Wimmera Catchment Management Authority
PO Box 479
HORSHAM
VIC 3402
03 5382 1544

Wimmera Health Care Group
Baillie St
HORSHAM
VIC 3400
03 5381 9251

Wimmera-Mallee Rural Water Authority
PO Box 19
HORSHAM
VIC 3402
03 5362 0213

Wodonga Institute of TAFE
PO Box 963
WODONGA
VIC 3689
02 6055 6623

Wodonga Regional Health Service
PO Box 156
WODONGA
VIC 3689
02 6051 7111

Women's Health West
60 Droop St
FOOTSCRAY
VIC 3011
03 9689 9588

Wonthaggi & District Hospital
Graham St
WONTHAGGI
VIC 3995
03 5671 3333

Wyndham City Council
PO Box 197
WERRIBEE
VIC 3030
03 9742 0743

Yarra Ranges Health Service
377 Maroondah Hwy
HEALESVILLE
VIC 3777
03 5962 4300

Yarra Valley Water Limited
Private Bag 1
MITCHAM
VIC 3132
03 9872 1238

Young Farmers Finance Council
C/- Rural Finance Corporation of Victoria, 350 Collins
St
MELBOURNE
VIC 3000
03 9243 2600

Yarrawonga District Health Service
33 Piper St
YARRAWONGA
VIC 3730
03 5743 8111

Yarriambiack Shire Council
PO Box 243
WARRACKNABEAL
VIC 3393
03 5398 0100

Yea & District Memorial Hospital
45 Station St
YEA
VIC 3717
03 5736 0400

Yooralla
PO Box 200, Flinders La
MELBOURNE
VIC 8009
03 9209 4076

Melbourne Extended Care &
Rehabilitation Service
PO Box 7000, Carlton South
MELBOURNE
VIC 3053
03 83872199

Zoological Parks & Gardens Board
PO Box 74
PARKVILLE
VIC 3052
03 9285 9401

Melbourne Health
level 10,
Melbourne
Vic
03 93428869