



FREEDOM OF  
INFORMATION  
COMMISSIONER

ANNUAL REPORT

# 2016 2017

Authorised and published by the Acting Victorian Information Commissioner  
September 2017

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Victorian Information Commissioner 2017



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This Annual Report of the FOI Commissioner is provided in accordance with section 64 of the *Freedom of Information Act 1982* which provides that the FOI Commissioner must, as soon as practicable after the end of each financial year, prepare an Annual Report on the operation of the Act during that year. This report contains data provided by agencies across Victoria on their FOI activities for the 2016-17 financial year (see Part 3: Report on the Operation of the FOI Act in Victoria).

A report on the performance and exercise of the FOI Commissioner's functions and powers under the FOI Act is also included. Legislative changes made to the FOI Act in the last financial year have also been cited in this Annual Report.

For the purposes of this Annual Report, a reference to the FOI Commissioner includes and means a reference to an Assistant FOI Commissioner, where required by context.

# Letter of Transmittal



To: The Honourable the President of the Legislative Council

And: The Honourable the Speaker of the Legislative Assembly

I am pleased to present the Annual Report of the Freedom of Information Commissioner for the year ending 30 June 2017 for presentation to Parliament.

In accordance with the requirements of section 64 of the Freedom of Information Act 1982, this Report contains details for the period 1 July 2016 to 30 June 2017 –

- of the performance and exercise of the FOI Commissioner’s functions and powers; and
- on the operation of the Freedom of Information Act across Victoria.

Yours sincerely,

**Alex Kamenev**  
Acting Victorian Information Commissioner





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# Acting Commissioner's Message

## Sally Winton

Acting Freedom  
of Information  
Commissioner

**This year has been one of both outstanding achievement, and preparation for what lies ahead, as Victoria enters a new era of information management, privacy and data protection.**

In 2016-17 our Office eclipsed its performance in previous years, finalising more complaints and reviews than ever before, more promptly than ever before. At the same time, we dealt with a substantial increase in the number of review applications and complaints to our Office, delivered a comprehensive training and education program, and prepared for a suite of changes to Victoria's FOI regime.

This report is significant in that it is the final Annual Report for the Office of the Freedom of Information Commissioner. Amendments to the *Freedom of Information Act 1982* passed in May 2017 establish a new Information Commissioner who, from 1 September 2017, will oversee freedom of information, public sector privacy and data protection.

Established in 2012 in response to a report by the Victorian Auditor General, the Office of the FOI Commissioner was created to:

- provide oversight and a complaints and review mechanism;
- reduce the cost and administrative burden of appeals to the Victorian Civil and Administrative Tribunal (VCAT); and
- educate agencies to promote understanding and acceptance of the operation of FOI in Victoria.

Year on year, for the past four years, our Office has delivered on those objectives.

The number of reviews and complaints finalised by our Office has continued to climb. Since the Office's first full year of operation in 2013-14, appeals to the VCAT have been at record low numbers. As I will highlight, we have also turned our focus significantly toward education and training.

### FOI in Victoria

More Victorians than ever before sought access to their personal information in 2016-17, with agencies receiving a record 36,219 FOI requests. Ninety per cent of requests were processed within 45 days. The majority (51%) of requests sought access to health-related documents, and the amount of access charges collected by agencies decreased compared to last year.

A comparison of 2016-17 and the preceding four years reveals that the number of agency decisions to grant access in full continues to trend downwards, applications granted in part continue to trend upwards and applications denied in full are starting to trend upwards.

The establishment of the Office of the Victorian Information Commissioner presents a fresh

opportunity for us to engage with agencies, to determine what is driving these trends.

### Our training and education initiatives

In September 2016, we conducted a Training Needs Analysis of agencies subject to the FOI Act, the first of its kind undertaken by any FOI regulator in Australia. The findings informed our training and education program, launched in March, which brings together:

- face to face agency training;
- digital engagement through a new responsive digital platform and eLearning modules;
- sector-specific stakeholder engagement; and
- agency guidance materials.

Six hundred and fifty-seven public sector participants were involved in over 42 activities. Our program has been an important and cost-effective means of ensuring high quality and timely first instance FOI decision making.

The Victorian Parliament's Accountability and Oversight Committee is conducting an Inquiry into the Education, Training and Communications Initiatives of Victorian Oversight Agencies. We look forward to the Committee's forthcoming report, which will guide our training and engagement activities in the future.

### **Our partnerships**

In 2016-17, we partnered with the Victorian Government Solicitor's Office to update FOI practitioners on significant VCAT decisions, and continued our involvement with the whole of Victorian Government FOI Managers' Network.

We also collaborated with our counterparts in New Zealand, the Commonwealth, and the States and Territories on initiatives such as the 250th Anniversary of the world's first FOI legislation in Sweden, International Right to Know Day, and the Open Government Partnership National Action Plan.

### **Our performance**

The 2016-17 reporting year was a standout year for our Office. We received a record number of complaint and review applications (1,089), finalised more complaints and reviews than ever before (985, up from a three year average of 673 for the period 2013-14 to 2015-16), and delivered substantially more training and education activities. We received 8,090 phone and email enquiries, representing an increase of 18% on 2015-16.

These impressive results have been driven by improvements such as the adoption of new telecommunications software, greater emphasis on informal resolution, and an increased focus on professional learning and development for our staff.

### **The new Office of the Victorian Information Commissioner**

The amendments to the FOI Act commencing on 1 September 2017 enhance the Information Commissioner's review and complaints jurisdiction, and regulatory powers. The amendments to the FOI Act also introduce other changes intended to improve outcomes for applicants, including a reduction in the time for agencies to respond to access requests from 45 to 30 days, a framework for the consultation of third parties, and the ability for the Commissioner to issue binding professional standards. The Commissioner will also have an expanded educative role that will include the general public for the first time.

### **In closing**

I would like to recognise the significant contribution of the outgoing Acting FOI Commissioner, Mr Michael Ison, and thank him for his leadership of the Office between September 2015 and June 2017. Since joining the Office as an Assistant Commissioner in November 2014, Michael demonstrated a strong personal commitment to freedom of information, and its importance in ensuring open and accountable government. He made a valuable contribution to FOI in Victoria as a decision-maker, and led our Office's efforts in training and education throughout 2016-17.

Finally, I would like to thank our staff for their professionalism, dedication and commitment which underpinned this year's outstanding results.

**Sally Winton**  
**Acting Freedom of Information Commissioner**

31 August 2017

These impressive results have been driven by improvements such as the adoption of new telecommunications software, greater emphasis on informal resolution, and an increased focus on professional learning and development for our staff



Training and education activities delivered by the Office in Melbourne and regional areas of Geelong and Benalla attended by over

# 657

Public Sector Employees

# Highlights

## 2016 - 17

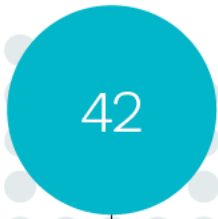
The Office increased education and training activities by 55% since 2015-16



Agencies reported a record number of FOI applications for Victoria

# 36,219

Applications lodged in Victoria



42

2016-17



27

2015-16



16

2014-15



15

2013-14

The Office has improved processes significantly



Technology



Service Access



Education



Customer Focused Staff Guidelines



In 2016-17 the Office responded to over

# 8,090

Enquiries made by phone and email



The Office resolved a record number of complaints in a year

# 529

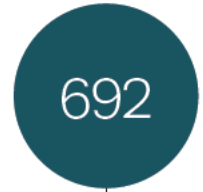
61% greater than 2015-16

Over the last four years the Office's performance in finalising complaints and requests for review has improved



## 985

2016-17



## 692

2015-16



## 679

2014-15



## 648

2013-14



In 2016-17 agencies reported that

# 90%

of FOI applications were processed within

# 45 days



Public access to information in Victoria continues to be high

3.9% were refused access

30.5% received partial access

65.6% received full access



Since the commencement of this Office, the number of VCAT appeals continues to be at a record low

2008/09 - 2012/13

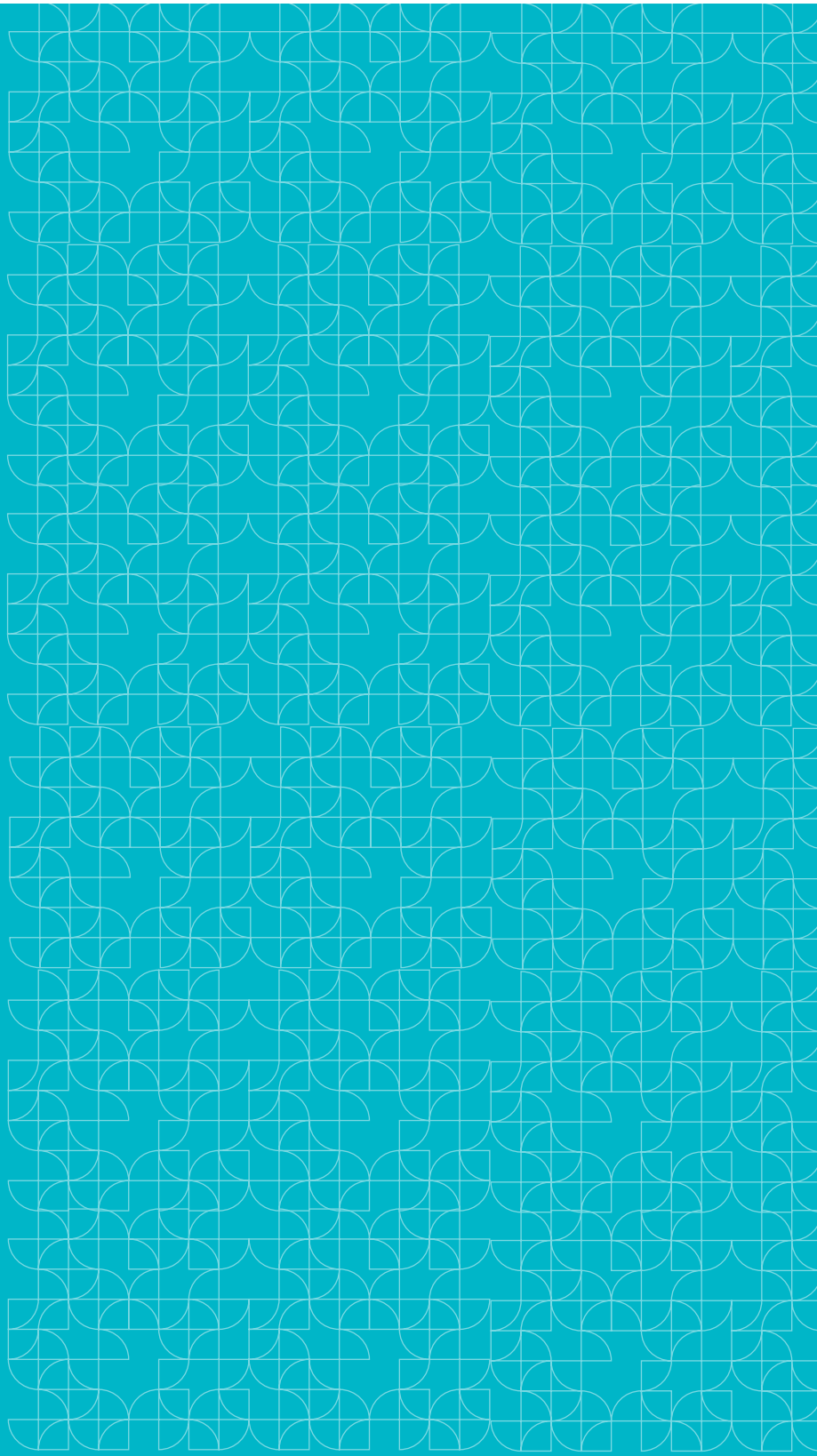
# 176

Average number of appeals to VCAT

2013/14 - 2016/17

# 81

Average number of appeals to VCAT





# The Office of the FOI Commissioner

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# The Office of the FOI Commissioner

## WHO WE ARE

The Freedom of Information Commissioner (FOI Commissioner) is appointed under the *Freedom of Information Act 1982* (the FOI Act). The first FOI Commissioner was appointed on 7 November 2012. The Office of the Freedom of Information Commissioner (the Office) is established under the *Public Administration Act 2004* as a special body to assist the FOI Commissioner. The Office commenced operations on 1 December 2012.

The first Assistant FOI Commissioners were appointed in October 2014 to assist the FOI Commissioner to conduct reviews and handle complaints.

The role of the Office is to provide a free and independent review and complaint-handling function, and to promote and educate agencies about the community's right to access government-held information.

The FOI Commissioner reports to the Victorian Parliament, and is overseen by the Accountability and Oversight Committee. The role of the Committee is to monitor

and review the FOI Commissioner's performance, consider and investigate any complaints concerning the FOI Commissioner and the Office, report to Parliament on these matters, examine the Annual Report (and any other reports) of the FOI Commissioner and report to Parliament as it sees fit.

## WHAT WE DO

The FOI Act provides for the following functions and powers of the FOI Commissioner –

- to promote understanding and acceptance by agencies of the FOI Act and its object;
- to conduct reviews of FOI decisions by agencies on requests under Part VI of the FOI Act;
- to receive and handle FOI complaints in accordance with Part VIA of the FOI Act;
- to provide advice, education and guidance to agencies in relation to compliance with any professional standards;
- to monitor compliance by agencies with those professional standards;
- to provide advice, education and guidance to agencies and the public in relation to the FOI Commissioner's functions;

- to report on the operation of the FOI Act in accordance with Division 3 of Part VII of the FOI Act;
- at the request of the Minister, to provide advice to the Minister in relation to the operation and administration of the FOI Act; and
- any other functions conferred on the FOI Commissioner by or under the FOI Act or any other Act.

The FOI Commissioner has the power to do all things necessary or convenient in connection with the performance of the FOI Commissioner's functions under the FOI Act.

The FOI Commissioner must have regard to the object of the FOI Act in performing the FOI Commissioner's functions, or exercising the FOI Commissioner's powers under the FOI Act.

## OUR STRATEGIC DIRECTION

This year the Office continued to work towards our strategic priorities while very proudly upholding our values.

- Our strategic priorities are –
- to conduct reviews and handle complaints;
  - to provide accurate advice, education and guidance on FOI;
  - to develop and support our people; and
  - to maintain good corporate governance.

Thank you for the advice and assistance from your Office and staff. You are all doing an exceptional job and deserve to be highly commended

– Email from applicant (Two Reviews and two Complaints)



AIAC Conference, March 2017: left to right, Elizabeth Tydd, Wayne Lines, Richard Connock, Sally Winton, Sven Bluemmel, Bridget Hewson, Michael Ison, Clare Smith, the Hon Gavin Jennings MLC, Jenny Mead, Timothy Pilgrim, Samara Dobbins, Angelene Falk.

## OUR VALUES

Fair, transparent, efficient and independent are the core principles we subscribe to and conduct ourselves by.

Our Values guide us to –

- treat each review or complaint on its merits;
- be unbiased and honest in our decisions and communication;
- follow fair and efficient processes;
- be consistent in our decision-making;
- provide reasonable information as to how a decision was reached;
- keep stakeholders appropriately informed on case progress;
- use our available resources efficiently and effectively; and
- show flexibility and adaptability to achieve our priorities.

Our Vision and Purpose reflect the intent that underpins the FOI Commissioner's functions, and the object of the FOI Act.

## OUR STAFF

Staff assisting the FOI Commissioner are employed under Part 3 of the *Public Administration Act 2004* to enable the FOI Commissioner to perform the Commissioner's functions and exercise the Commissioner's powers under the FOI Act. Mr Michael Ison was the Acting FOI Commissioner for much of 2016-17, resigning on 26 June 2017. Ms Sally Winton was appointed as an Acting Assistant FOI Commissioner between 4 October 2016 and 26 June 2017, before being appointed the acting FOI Commissioner on 27 June 2017.

In 2016-17 the Office implemented an extensive Internal Learning and Development Plan for staff. Promoting the learning and development of our staff is a key priority for the Office to encourage workforce enhancement, retention and succession planning. The Office is committed to developing staff as not only proficient in their specific role but also as people and outstanding public servants.

The Internal Learning and Development Plan was informed by a training audit conducted to analyse needs and identify any gaps in the previous approach to learning and development. The activities comprising the plan are separated into four key domains: culture and diversity, strategic capability, technical capability and conferences and events.

Over the course of the year staff received training in Ethics, Alternative Dispute Resolution, Unconscious Bias and Mental Health Awareness.

## I extend my sincere appreciation for the advice, support, excellent service and positive outcomes I have received from your staff

– Email from applicant (Two Reviews and two Complaints)

### People Matter Survey 2017

In May 2017, for the second time, the Office participated in the People Matter Survey administered by the Victorian Public Sector Commission. Overall the survey results highlighted that staff feel supported in their learning and development and that they receive the appropriate support to be able to work effectively in their roles.

The results from the survey this year showed an improvement in 85% of all the measures surveyed. The deficiencies identified from the previous year's survey with respect to staff awareness and understanding of the Charter of Human Rights, and staff satisfaction with management's approach to change management have pleasingly been addressed with both measures now reflecting a 100% satisfaction rating in this year's survey results.

### Workforce profile

The FOI Commissioner is committed to applying merit and equity principles when appointing staff. The selection processes employed by the FOI Commissioner ensures that applicants are assessed and evaluated fairly and equitably, on the basis of the key selection criteria and other accountabilities. All interview panels for advertised positions include an independent panel member. Each panel makes their recommendation directly to the FOI Commissioner.

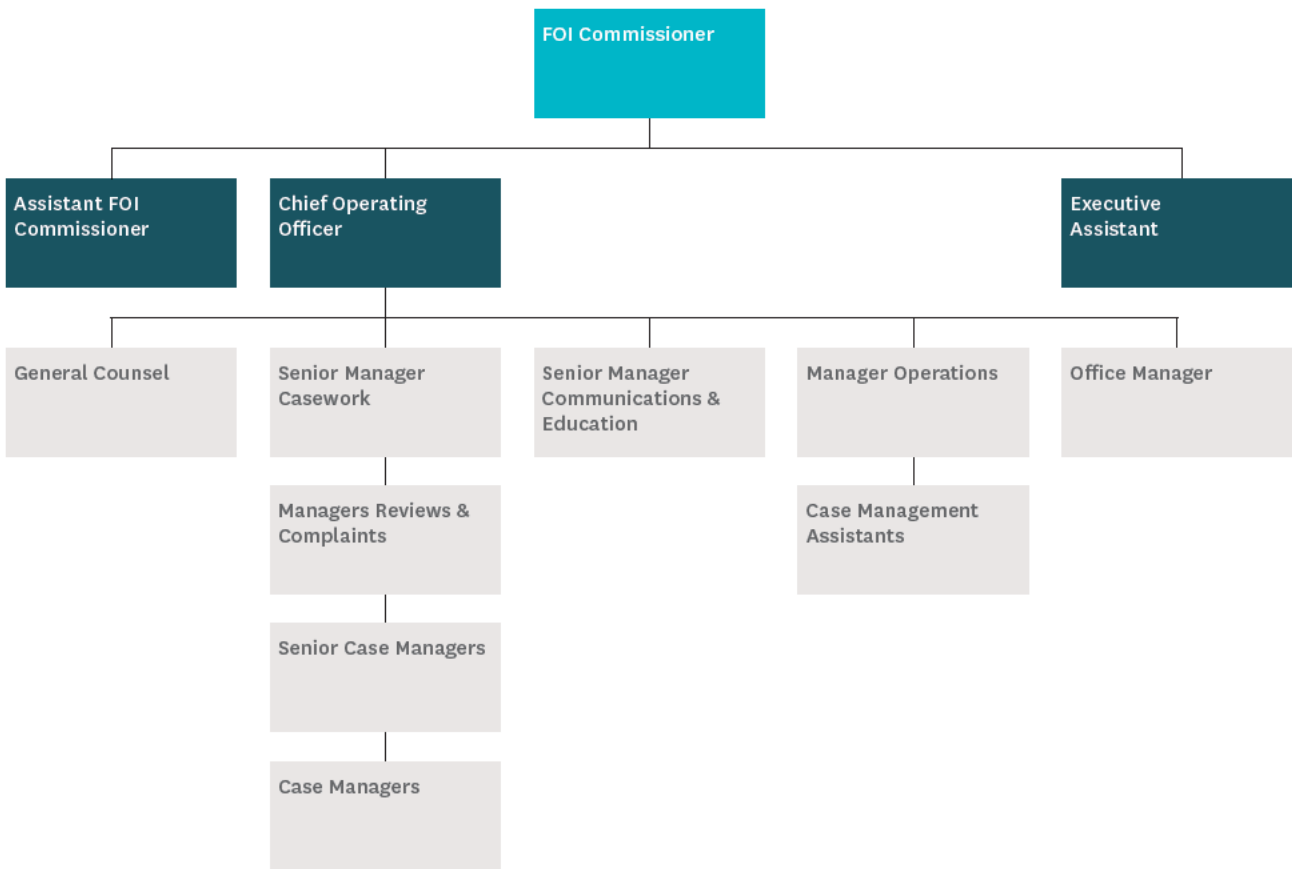
Our staff are diverse in their backgrounds and come from both government and private enterprise, as well as legal and non-legal disciplines. At 30 June 2017, the staff working for the Office comprised 21 ongoing positions (with an additional two staff members on extended leave)

and one fixed-term position. Being a small office, the structure has been designed to provide flexibility with some positions having generic role statements that allow for staff to undertake a mixture of duties. This flexibility assists in responding to variable demand, fosters a team approach and increases knowledge sharing across the Office.

At 30 June 2017 the Office employed 15 female and 9 male staff, with 17 staff under 35 years of age, 2 staff from 35 to 44 years of age and 5 staff from 45 to 64 years of age.

Classification	Ongoing		Fixed-Term	
	Employees (Head Count)	Employees (FTE)	Employees (Head Count)	Employees (FTE)
VPS-2	5	5.0		
VPS-3	5	5.0		
VPS-4	4	4.0		
VPS-5	3	2.2	1	1.0
VPS-6	2	1.6		
Senior Technical Specialist	2	2.0		
TOTAL	21	19.8	1	1.0

ORGANISATIONAL CHART



## GOVERNANCE

### Part II Statement

Part II of the FOI Act requires the FOI Commissioner to publish a range of information about the Office, its functions and procedures, the types of documents we keep, reports and publications and FOI arrangements. This information is set out on our website [www.foicommisioner.vic.gov.au/about/part-ii-statement/](http://www.foicommisioner.vic.gov.au/about/part-ii-statement/)

The FOI Act contains obligations with respect to confidentiality which apply to all employees, and any consultants and contractors of the FOI Commissioner. Section 63D(3) restricts the disclosure of documents produced to the FOI Commissioner in the conduct of a review or in handling a complaint. Unauthorised disclosure is a criminal offence, punishable by 240 penalty units or imprisonment for two years, or both.

### Protected disclosure

The *Protected Disclosure Act* 2012 commenced operation on 10 February 2013. The Protected Disclosure Act encourages and facilitates the making of disclosures of improper conduct by public officers, public bodies and other persons, without fear of reprisal. The legislation also provides for the confidentiality of the identity of persons who make disclosures, unless the disclosure has been made in certain circumstances.

Any disclosure about the FOI Commissioner or staff of the Office may be made to the Independent Broad-based Anti-corruption Commission or to the Victorian Ombudsman.

### Independent Broad-based Anti-corruption Commission

Level 1, 459 Collins Street (North Tower)  
Melbourne VIC 3000  
Website: [www.ibac.vic.gov.au](http://www.ibac.vic.gov.au)  
Phone: 1300 735 135

### Victorian Ombudsman

Level 2, 570 Collins Street  
Melbourne VIC 3000  
Website:  
[www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)  
Phone: (03) 9613 6222  
Toll Free (regional only):  
1800 806 314

### Complaints

Complaints regarding administrative action by the Office that do not constitute protected disclosures may be made to the Accountability and Oversight Committee of the Victorian Parliament.

### Accountability and Oversight Committee

Parliament House, Spring Street  
East Melbourne VIC 3002  
Phone: (03) 8682 2835  
Email: [aoc@parliament.vic.gov.au](mailto:aoc@parliament.vic.gov.au)

## CASE STUDY

### REVIEW RESULTING IN A NEW FOI REQUEST

An applicant made an FOI request to an agency regarding a specific portfolio. The agency made a decision on the request, and the applicant sought review of that decision from this Office. Following the acceptance of the review, the agency advised that the specific

portfolio had moved to a different agency, due to changes in the machinery of government. This Office consulted with both agencies and determined the most efficient way forward was for the applicant to make a new FOI request to the new agency. The new agency

agreed to process the request immediately. This was communicated to the applicant and the applicant made a new request, which was acknowledged on the same day the request was made. On that basis, the applicant withdrew the review application.



### Making an FOI request

The FOI Act does not apply to a document that is in the possession of:

- the FOI Commissioner;
- a staff member of the Office; or
- a contractor, agent or other person acting for or on behalf of the FOI Commissioner,

to the extent that the document is the subject of, or discloses information that relates to, an FOI review or complaint to the FOI Commissioner.

FOI requests for access to other documents held by the Office may be made to the FOI Commissioner in writing by post or e-mail.

### Freedom of Information Commissioner

PO Box 24274 Melbourne VIC 3001  
Phone: 1300 842 364  
Email: enquiries@foicommissioner.vic.gov.au

### LEGISLATION

#### Regulatory changes

There were no changes made to the regulations under the *Freedom of Information Act 1982* in 2016-17.

#### Amendments to the Freedom of Information Act

There were minor amendments to the FOI Act in 2016-17. The Health Complaints Act 2016, which established a new Health Complaints Commissioner, amended the FOI Act to repeal the definition of the Health Services Commissioner and insert a new definition for Health Complaints Commissioner. It also substituted all references to the Health Services Commissioner with references to Health Complaints Commissioner.

More significant changes were passed, but did not commence, in 2016-17. The *Freedom of Information Amendment (Office of the Victorian Information Commissioner) Act 2017* received Royal Assent on 16 May 2017, and will commence on 1 September 2017. The Act will establish the Office of the Victorian Information Commissioner and make a range of other amendments to support and strengthen Victoria's freedom of information system.

The *Family Violence Protection Amendment (Information Sharing) Act 2017* will also make changes relating to certain exemptions under Part IV of the FOI Act.

Training at the front end to improve decision making is very important and a very cost effective means of ensuring high quality primary administrative decision making

– Participant, FOI Introduction, June 2017

## FINANCES

The FOI Commissioner's annual financial statements have been consolidated into the Department of Premier and Cabinet's annual financial statements, pursuant to a determination dated 1 July 2015, made by the Minister for Finance under section 53(1)(b) of the *Financial Management Act 1994*. A high level un-audited operating statement, balance sheet and summary of expenses from transactions have been included in this Report.

### OPERATING STATEMENT

	<b>2017 (\$)</b>
<b>Appropriation</b>	<b>3,483,146</b>
<b>Expenses</b>	
Salaries	2,649,015
Supplies and Services	834,695
Depreciation	32,203
<b>Total</b>	<b>3,515,914</b>
Other gains/(losses) form other economic flows	-13,181
<b>Total Expenditure</b>	<b>3,502,732</b>
<b>Net result</b>	<b>-19,586</b>

### EXPENSES FROM TRANSACTIONS

<b>(a) Employee Expenses</b>	
Salaries and wages	2,041,803
Annual leave and long service leave	240,489
Post employment benefits	
Defined contribution superannuation expense	41,560
State super fund and revised scheme	179,865
Other on-costs (fringe benefit tax, payroll tax and WorkCover levy)	145,298.07
<b>Total Employee Expenses</b>	<b>2,649,015</b>
<b>(b) Supplies and Services</b>	
Professional services	265,342
Information technology	45,438
Operating lease rentals	420,973
Other	102,941
<b>Total supplies and services</b>	<b>834,695</b>
<b>(c) Depreciation</b>	
Depreciation – building leasehold improvements	23,126.92
Depreciation – motor vehicles under finance lease	9,076.56
<b>Total Depreciation</b>	<b>32,203</b>



**BALANCE SHEET**

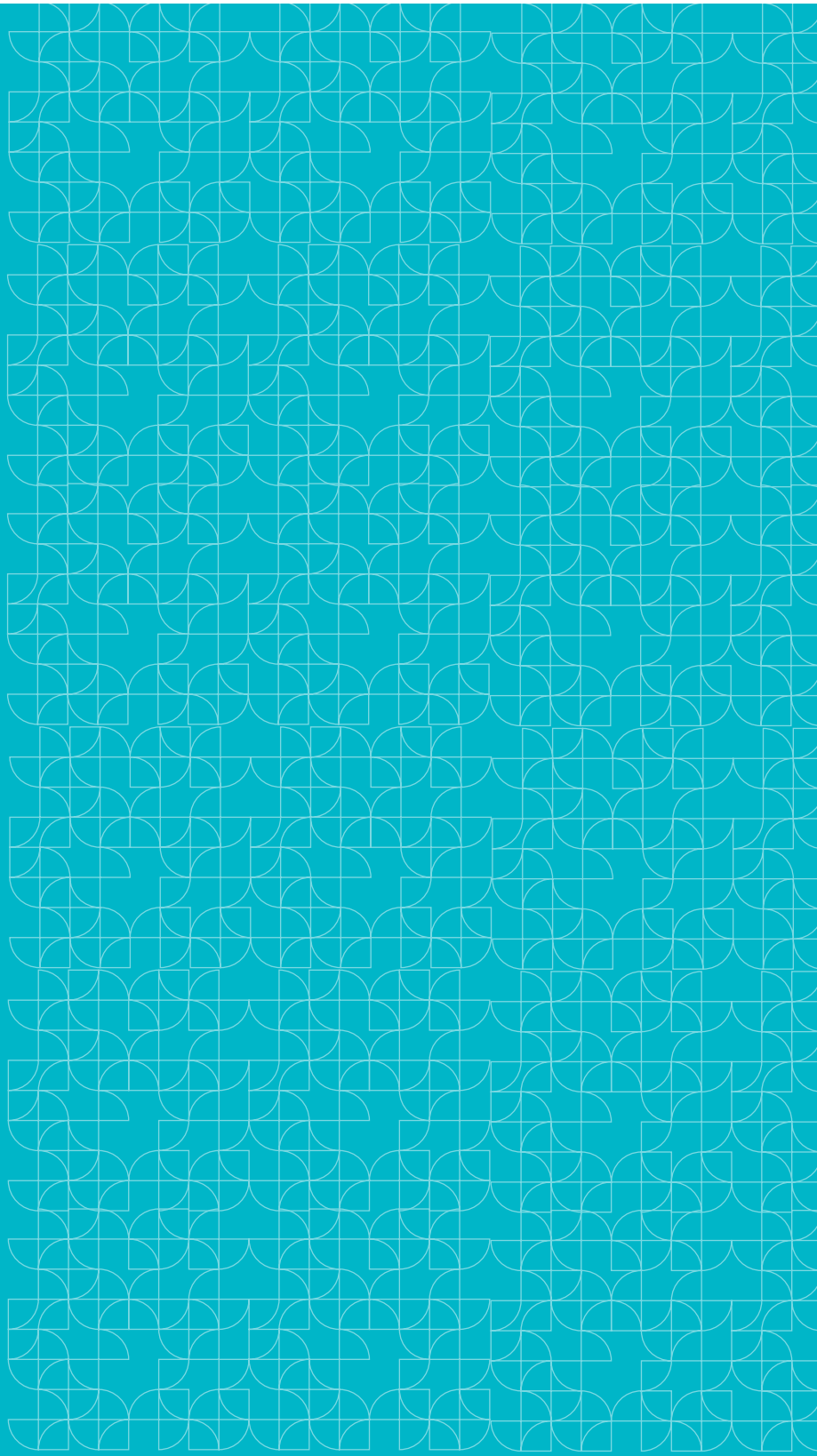
	<b>2017 (\$)</b>
Receivables	868,642
Property, plant and equipment	64,903
Other non financial assets	35,529
<b>Total assets</b>	<b>969,074</b>
Provisions	744,303
Payables	148,626
Other	18,744
<b>Total Liabilities</b>	<b>911,672</b>
<b>Net Assets</b>	<b>57,402</b>
Contributed capital	174,172
Accumulated Surplus/(deficit)	-97,183
<b>Net result</b>	<b>-19,586</b>

**Consultancies**

In 2016-17 there were two consultancies where the total fees payable to the consultants were \$10,000 or greater. The total expenditure incurred during 2016-17 in relation to these consultancies was \$31,295 (including GST).

**Remuneration**

Remuneration received or receivable by the Accountable Officer in connection with the management of the Office of the FOI Commissioner during the reporting period was in the range: \$230,000 - \$240,000.





## Report on the Office's performance

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# Year at a glance

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## JULY

Senior Manager, Communications and Education appointed to lead the Office's education, training and communications activities.



## AUGUST

The Acting FOI Commissioner makes a submission to the Accountability and Oversight Committee's Inquiry into the Education, Training and Communications Initiatives of Victorian Oversight Agencies.



## SEPTEMBER

The Office implements new QMaster telecommunications software for incoming telephone enquiries.

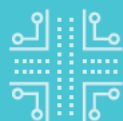
Celebration of the 25th anniversary of the first freedom of information laws in the world.

Collaboration with the Commonwealth and other jurisdictions to promote 'Right to Information Day' - 28 September.



## JANUARY

The Office commences a review of internal business processes.



## FEBRUARY

Office staff attended training held by the Dispute Settlement Centre of Victoria.

The Victorian Equal Opportunity and Human Rights Commission conduct human rights awareness training for our Office.



## MARCH

The Acting FOI Commissioner presents to the Parliamentary Committee for Legal and Social Issues.

The Acting FOI Commissioner hosts the bi-annual meeting of the Association of Information Access Commissioners.

Introduction to FOI and FOI Masterclass training run for Victorian agencies by the Office for the first time.

The re-designed FOI Commissioner website and first FOI Online Awareness Module are launched.

The Law Institute of Victoria delivers Ethics in government legal services training to our Office.



## OCTOBER

Ms Sally Winton is appointed as an Acting Assistant FOI Commissioner.

The 2015-16 Annual Report for the Office is tabled in Parliament.

The Office participates in Occupational Health and Safety month for the first time.



## NOVEMBER

The Office hosts the first General Counsel Round Table at the Royal Children's Hospital.

The Acting FOI Commissioner attends the bi-annual meeting of the Association of Information Access Commissioners in Sydney.



## DECEMBER

The Acting FOI Commissioner pilots the first face-to-face technical training sessions for agencies.

Staff of the Office present at the Leo Cussen Centre for Law on the proposed amendments to the FOI Act.



## APRIL

The Office presents FOI Refresher and Exemption training for North East local councils in Benalla.



## MAY

The *Freedom of Information Amendment (Office of the Victorian Information Commissioner) Act 2017* receives Royal Assent.

The Office presents FOI briefing sessions to all participants in the VPS Graduate Recruit Program.



## JUNE

The Office hosts an FOI Practitioners' Forum for the Health Sector.

Acting FOI Commissioner Michael Ison resigns and Sally Winton becomes Acting FOI Commissioner.



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# Report on the Office's performance

## OUR OUTPUT RESULTS

In 2016-17 the Office improved significantly on its performance in the previous year with respect to timeliness, completing an additional 108 matters within time, while also completing a record number of reviews and complaints.

The FOI Act requires the FOI Commissioner and the Office to perform its functions and exercise its powers with as little formality and technicality as possible. A formal approach to the resolution of reviews and complaints runs contrary to the object of the Act, and hinders the Office's ability to be efficient. For this reason, the Office relied more on informal processes to resolve matters, or narrow the scope of reviews conducted by it.

## OUR PROCESS IMPROVEMENTS

### Notices of decisions

As part of the Office's ongoing program to review all decision templates, a series of Notice of Decision templates were developed and rolled out for staff use over the course of 2016-17. These templates resulted in clear decisions which are more easily understood by applicants.

### Information Technology

In 2016-17 the Office began using Notebook technology which allowed staff to use their Notebooks away from their desks while still having access to office databases and systems. This allowed for flexible working arrangements as well as an increase in productivity with staff able to take their Notebooks to meetings and the Victorian Government Library when conducting research.

## Business Processes Review

The Office commenced a review of internal business processes to identify areas for improvement, including business process mapping and re-engineering. Phase 1 of this review included workshops with staff aimed at developing and reviewing existing business processes and the development of comprehensive improved business process maps which can be programmed into the Office's existing case management software.

With Phase 1 completed in 2016-17, the Office will implement future business process improvements as part of the establishment of the Office of the Victorian Information Commissioner in 2017-18.

PERFORMANCE MEASURES	UNIT OF MEASURE	2016-17 TARGET	2016-17 ACTUAL	PERFORMANCE VARIATION	RESULTS
<b>Quantity</b>					
Reviews and complaints completed by FOI Commissioner	number	550	985	79%	✓
Education and training activities delivered by FOI Commissioner	number	20	42	110%	✓
<i>The 2016-17 ACTUAL exceeded the target due to the ongoing increased prioritisation on education and training to cater for the demand for education and training being provided by the Office.</i>					
<b>Quality</b>					
FOI Commissioner applicants that appeal to VCAT	per cent	<30.0	3.51	-16.41%	✓
<i>The 2016-17 ACTUAL is lower than the target. This is a positive result as it reflects fewer applicants appealing to VCAT during this period.</i>					
<b>Timeliness</b>					
Timeline agreed by FOI applicants for completion of reviews is met	per cent	85	71.05	-16%	■
<i>The 2016-17 ACTUAL is lower than the target due to a 42% increase in the number of cases received by the Office, however timeliness has improved significantly from that achieved in the 2015-16 year.</i>					



Above:  
Office of the  
Freedom of  
Information  
Commissioner  
website –  
launched  
March 2017.

### OUR TRAINING AND EDUCATION PROGRAM

The Office's 2016-17 training, education and communications program was informed by a Training Needs Analysis conducted in September 2016. Completed by 259 respondents, this is the first of its kind conducted by an FOI regulator in Australia. Findings informed the scope, nature, channels and content of the program, and will continue to inform our activities for the 2017-18 financial year.

Our continued strategic approach is to use every interaction with an applicant, agency or member of the public to explain how FOI operates, how the FOI Act is administered, the role of our Office and what an agency's responsibilities are. By using these interactions in this way our Office fulfils our purpose statement 'Helping Victorians Access Their Information'.

[The masterclass] was really informative, and we very much appreciated the training coming to a regional area

– Benalla (Local Government) FOI Refresher and Exemption Masterclass, April 2017

### Engaging with the public

Where we can, we support our interactions with members of the public with online resources that can be accessed at any time.

Experience shows us that once an applicant or complainant comes into contact with the Office they quickly gain an understanding of our role, powers and processes.

The Office has a telephone hotline (1300 FOI VIC) and a dedicated enquiries email inbox to provide the public (and agencies) the opportunity to engage with the Office and ask any questions they may have about the FOI process, their particular matter or the Office. The Office received in excess of 8,090 calls and emails in 2016-17.

### Engaging with agencies

The Office devoted significantly more resources to its education and training functions with a pilot program of FOI training sessions for agencies launched in December 2016 and a full suite of training and education programs subsequently launched in February 2017. This full suite of programs was developed by expert training professionals and was informed by training needs analysis findings, as well as stakeholder consultation and the pilot sessions conducted in 2016.



The education and training program caters for introductory level participants through to advanced practitioners of FOI, with a commonly applied exemption-based masterclass as well as introductory level sessions. Highly qualified trainers, in addition to Office staff, have delivered this training to agencies. The aim of this training is to equip public servants to effectively and efficiently discharge their responsibilities as FOI officers and decision makers under the FOI Act. The training has a very practical, hands-on focus. Bespoke sessions are also tailored by practice issues, sector or location upon the request of an agency.

The Office continued to participate in the monthly 'Whole of Victorian Government' FOI Managers network meetings and for the first time participated in inter-jurisdictional initiatives and awareness campaigns such as Right to Information Day and the 250th anniversary of the world's first FOI laws.

This year also marked the introduction of monthly eBulletins to agencies to share insights, updates and news about the Office and FOI in general. These bulletins also include commentary on FOI



Number of calls and emails received by the Office in 2016-17



Number of respondents to the Training Needs Analysis conducted in September 2016

cases at VCAT which are of interest to FOI practitioners. The Office also released a series of practice notes in collaboration with the Victorian Government Solicitor's Office.

**General Counsel Roundtable (Health Sector)**

Fifteen General Counsels from the major metropolitan health care networks met in November 2016 to hear a range of presentations. The Acting FOI Commissioner presented on the 2015-16 year in review and the 2017 outlook, while the Acting Assistant FOI Commissioner discussed the Freedom of Information (Office of the Victorian Information Commissioner) Bill 2016. The Roundtable, which was hosted by Ms Elizabeth Kennedy, General Counsel and Corporate Secretary, Peter MacCallum Cancer Centre, also provided an opportunity to explore how FOI is managed at each agency, issues and challenges for FOI in their health care networks and training and education requirements and recommendations.

**FOI Practitioners Forum (Health Sector)**

After the success of the sector-based local government forum run by the Office in 2015-16, this year the Office continued this approach and presented a second sector specific FOI Practitioners Forum for the Health Sector.

Over 50 health sector agency FOI practitioners attended the forum at the Royal Melbourne Hospital on 6 June 2017. The Forum was co-facilitated by Health Complaints Commissioner Ms Karen Cusack and built upon the Office's professional partnerships with the Department of Health and Human Services and the Victorian Government Solicitor's Office who both presented at the Forum.

The objectives for the day were for our Office to strengthen relationships with agencies, to provide up-to-the-minute and useful FOI information, and to encourage FOI practitioners at health agencies to build networks to be able to better support each other. All three goals were resoundingly achieved. Forums such as these also provide valuable experience for our staff and a unique opportunity to meet agency staff to build on our professional relationships with agencies.

Presentations covered the *Freedom of Information (Office of the Victorian Information*

It was the best training I have done for a long time and we all got so much out of it

- Benalla (Local Government) FOI Refresher and Exemption Masterclass, April 2017



**AIAC Conference, March 2017:** Left to right, Sean Coley, (Executive Officer) Accountability & Oversight Committee Clare Smith – Queensland Right to Information Commissioner, Elizabeth Tydd – New South Wales Information Commissioner and Open Data Advocate, Angelene Falk – Deputy Australian Information Commissioner, Sven Bluemmel – West Australian Information Commissioner, Michael Ison – Former Acting Victorian Freedom of Information Commissioner, Bridget Hewson – New Zealand Deputy Ombudsman, Timothy Pilgrim – Australian Information Commissioner and Australian Privacy Commissioner, Jenny Mead – Acting Queensland Information Commissioner, Samara Dobbins – Director Business Improvement, New South Wales Information & Privacy Commission, Neil Angus (Chair) Accountability and Oversight Committee

*Commissioner) Act 2017, key FOI operational data and trends for the Health Sector, support available for health sector agencies from the Department of Health and Human Services and two emerging practice issues relating to next of kin and personal affairs information. These were all extremely well received.*

One of the most popular parts of the forum for the attendees was the interactive session. Office staff facilitated a structured 50-minute small group discussion on both procedural and process issues and complex ethical considerations specific to the health sector. Common themes arising from these discussions will be used to inform the development of future training and agency guidance materials.

Feedback from the evaluation survey conducted at the conclusion of the Forum highlighted the success of the day and that all agencies saw value in attending and participating in the Forum.

#### **Effectiveness of education activities for agencies**

To ensure that the training activities of the Office continue to be as effective as those in the past all our activities continue to be monitored and evaluated. All training, education and

stakeholder engagement activity is measured and effectiveness is gauged against pre-determined key result indicators. Assessment and evaluation surveys are completed for face-to-face and online training. Information gathered is analysed and improvements identified by attendees are implemented where practicable.

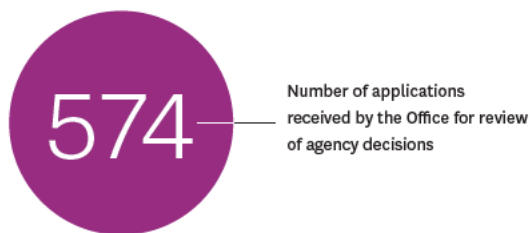
While the suite of education activities offered by the Office is relatively new, the program is reasonably comprehensive, and has been well received by agencies. This is evidenced by participant survey results and recurrent demand. The program has also established the Office as a recognised training provider.

#### **Digital engagement**

The launch of the re-designed FOI Commissioner website in March 2017 was a great accomplishment for the Office. The new website includes multiple enhancements as well as increased accessibility and dedicated content streams for members of the public and agency officers.

The re-designed website also boasts a suite of new resources and fact sheets. During the 2016-17 year seven new fact sheets and guides for agencies were released on the website –

- The FOI access process;
- Writing FOI access decisions;
- Sample decision letter and schedule of documents;
- Top tips for senior managers;
- Assisting our Office;
- Guide to section 30; and
- Guide to section 33.



Three additional FOI in practice editions were also released, designed to provide agency officers with information on developments in the case law, and guidance on other FOI practice issues.

An online learning module was also developed and released this year for agency staff to provide an introduction to the operation of FOI in Victoria, information on processing basic FOI requests and general FOI awareness.

#### REVIEW OF AGENCY DECISIONS

An applicant seeking information under the FOI Act may apply to the FOI Commissioner for review of a decision of an agency –

- to refuse access to a document;
- to defer access to a document;
- not to waive or reduce an application fee; or
- not to amend a document.

To be valid, a review application must –

- be in writing;
- identify the agency concerned;
- identify the decision to be reviewed; and
- be made within 28 calendar days of the applicant receiving written notice of the agency's decision.

The FOI Commissioner may determine not to accept an application or may dismiss a review at any stage if –

- the applicant agrees in writing to the review being dismissed;
- the application is frivolous, vexatious, misconceived, lacking in substance or not made in good faith;
- the applicant has failed to cooperate with the FOI Commissioner's review without reasonable excuse;
- the applicant is unable to be contacted despite reasonable attempts;
- the FOI Commissioner considers that the review would be more appropriately dealt with by the Victorian Civil and Administrative Tribunal (VCAT); or
- the FOI Commissioner decides that a review is not appropriate in the circumstances.

After conducting a review of a decision of an agency, the FOI Commissioner must make a fresh decision on the original application.

The FOI Act requires the FOI Commissioner to report on the number of applications for review of agency decisions and the FOI Commissioner's decisions on these applications.

The FOI Act provides that FOI decisions of agencies to apply exemptions relating to cabinet documents, documents affecting national security, defence or international relations, and decisions of Ministers or principal officers of an agency, are not reviewable by the FOI Commissioner.

Applications for review of these decisions must be made to VCAT.

#### Victorian Civil and Administrative Tribunal

55 King Street  
Melbourne VIC 3000  
GPO Box 5408  
Melbourne VIC 3001  
Website: [www.vcat.vic.gov.au](http://www.vcat.vic.gov.au)  
Phone: 1300 018 228

#### Applications received

In 2016-17, the Office received 574 applications for review of agency decisions, which represents 1.5% of all FOI requests made between 1 July 2016 and 30 June 2017.

The FOI decisions that resulted in review applications were made by a total of 117 different agencies, which represents approximately 39.5% of the 296 agencies that reported making an initial FOI decision in 2016-17. Two hundred and twenty-two applications for review were carried over from 2015-16.

### Agencies whose decisions were the subject of applications for review received in 2016-17

Agencies A–E	Agencies F–O	Agencies P–Z
Alfred Health	Film Victoria	Parks Victoria
Alpine Shire Council	Game Management Authority	Peninsula Health
Ambulance Victoria	Gippsland Ports Committee of Management Incorporated	Peter MacCallum Cancer Centre
Austin Health	Glen Eira City Council	Public Transport Development Authority
Australian Grand Prix Corporation	Goulburn Broken Catchment Management Authority	Pyrenees Shire Council
Banyule City Council	Goulburn-Murray Rural Water Corporation t/a Goulburn-Murray Water	Racing Victoria Limited
Barwon Health	Greater Shepparton City Council	RMIT University
Barwon Region Water Corporation	Greyhound Racing Victoria	RSPCA (Victoria)
Borough of Queenscliffe	Health Purchasing Victoria	South West Healthcare
Brimbank City Council	Hepburn Shire Council	St Vincent's Health
Buloke Shire Council	Hobsons Bay City Council	State Revenue Office
Calvary Health Care Bethlehem	Hume City Council	Strathbogie Shire Council
Cardinia Shire Council	Indigo Shire Council	Swinburne University of Technology
City of Ballarat	Kingston City Council	Taxi Services Commission
City of Boroondara	Latrobe City Council	The Royal Children's Hospital
City of Casey	Latrobe Regional Hospital	The Royal Women's Hospital
City of Darebin	Level Crossing Removal Authority	The University of Melbourne
City of Greater Bendigo	Macedon Ranges Shire Council	Towong Shire Council
City of Greater Geelong	Manningham City Council	Transport Accident Commission
City of Melbourne	Mansfield Shire Council	Transport Safety Victoria
City of Monash	Melbourne Health	V/Line Corporation
City of Port Phillip	Melbourne Metro Rail Authority	VicRoads
City of Stonnington	Melton City Council	Victoria Legal Aid
City West Water Corporation	Mental Health Complaints Commissioner	Victoria Police
Colac Otway Shire	Metropolitan Fire and Emergency Services Board	Victoria State Emergency Service
Country Fire Authority	Mildura Rural City Council	Victoria University
Court Services Victoria	Mitchell Shire Council	Victorian Building Authority
Deakin University	Monash Health	Victorian Government Solicitor
Department of Economic Development, Jobs, Transport and Resources	Monash University	Victorian Managed Insurance Authority
Department of Education and Training	Moorabool Shire Council	Victorian Planning Authority
Department of Environment, Land, Water and Planning	Moreland City Council	Victorian Ports Corporation (Melbourne)
Department of Health and Human Services	Mornington Peninsula Shire	Victorian Registration and Qualifications Authority
Department of Justice and Regulation	Murrindindi Shire Council	Victorian WorkCover Authority
Department of Premier and Cabinet	Museums Victoria	Warrnambool City Council
East Gippsland Shire Council	National Gallery of Victoria	Western Health
Eastern Health	Nillumbik Shire Council	Western Region Water Corporation
Emergency Services Telecommunications Authority	Northern Health	Wodonga City Council
Energy Safe Victoria	Office of Public Prosecutions	Yarra City Council
Essential Services Commission	Office of the Victorian Government Architect	Zoological Parks and Gardens Board





**Profile of applicants**

Applicants seeking review of decisions made on their FOI applications fell into four broad categories –

- members of the public (individuals);
- members of Parliament;
- the media; and
- organisations.

Individual members of the public made a total of 478 requests for review, and were the overwhelming majority of applicants seeking review of agency decisions (83%). Members of Parliament made 35 (6%) requests for review, the media made 28 (5%) and organisations made 33 (6%).

The categories of documents sought by individuals were broad-ranging including –

- education records;
- employment-related records;
- medical records;
- motor vehicle accident records;
- police records;
- Corrections records;
- documents relating to property and planning matters;
- workplace accident records; and
- local government decisions.

**Review outcomes**

Finalised reviews in 2016-17 fell into the following categories –

- 145 resolved informally;
- 208 formal review decisions;
- 8 dismissed without agreement;
- 48 outside jurisdiction; and
- 8 referred to VCAT.

**Outcome analysis**

Of the 220 applications for review carried over from 2015-16, 179 were completed this financial year.

Forty-one matters were not able to be completed in 2016-17 due to the volume and complexity of the documents and in some cases, the need for ongoing inquiries with the relevant agency. In total, 456 reviews were completed in 2016-17.

There were 48 review applications that were not accepted as the application related to a matter that fell outside of the FOI Commissioner’s jurisdiction or the application was received out of time.

Applicants withdrew their matters following preliminary inquiries by the Office in 145 cases.

During the course of a review, an agency has the option to revoke its original decision, reconsider the documents and make a fresh decision. The applicant then has the opportunity to either agree with the fresh decision and finalise the review, or disagree with the fresh decision and continue with the review. Applicants agreed with a fresh decision in 12 cases.

The FOI Commissioner made a total of 208 formal review decisions after conducting a review, with more than 51% being made within 30 days of receipt of the applicant or other period as agreed by the applicant.

Applicants agreed to extensions of time in a total of 374 reviews and agreed to 431 extensions of time in total.

Reasons for extensions included the late lodgement of submissions, the significant number of documents involved, the complexity or

sensitivity of the documents and their contents, and in certain cases, the need for staff of the Office to attend the agency to inspect the documents. Extensions were also required in cases where the agency took a legalistic approach of the review provisions in the FOI Act, which considerably slowed the conduct of the review.

Of the 208 formal review decisions made by the Office of the FOI Commissioner, 139 were the same as the agency’s FOI decision and 69 decisions differed (either in full or in part).

A total of 35 applications for review were dismissed by the FOI Commissioner under section 49G of the FOI Act –

- 3 were dismissed with the applicant’s agreement;
- 4 were dismissed on the ground the FOI Commissioner considered a review was not appropriate in the circumstances;
- 25 were dismissed as the FOI Commissioner considered the review would be more appropriately dealt with by VCAT; and
- 3 were dismissed on the ground that the FOI Commissioner was unable to contact the applicant following reasonable attempts to do so.

A further 12 reviews were dismissed under section 49MA of the FOI Act with the applicant’s agreement following a fresh decision by the relevant agency.

As at 30 June 2017, 345 review applications remain unfinalised.

## Decisions made and applications dismissed

Agency	Decision (Same*)	Decision (Differed**)	Application Dismissed
Alfred Health	2	1	
Ambulance Victoria		2	
Austin Health	3	2	
Australian Grand Prix Corporation			1
Barwon Health		1	
Bass Coast Shire Council	1		
Brimbank City Council	1		
Campaspe Shire Council		1	
Cardinia Shire Council	1	1	
Central Highlands Region Water Corporation		1	
City of Darebin		1	
City of Greater Geelong	1		
City of Port Phillip			1
City West Water Cooperation	1		
Country Fire Authority		1	4
Court Services Victoria	3	1	
Deakin University	1		2
Department of Economic Development, Jobs, Transport and Resources	3	1	1
Department of Education and Training	4	3	3
Department of Environment, Land, Water and Planning	6	5	
Department of Health and Human Services	16	9	2
Department of Justice and Regulation	9	4	2
Department of Premier and Cabinet	1	2	2
Department of Treasury and Finance	1	2	1
Eastern Health	2	3	
Energy Safe Victoria	1		
Environment Protection Authority		1	
Glen Eira City Council		1	1
Goulburn-Murray Rural Water Corporation t/a Goulburn-Murray Water	2		2
Hobsons Bay City Council	1		
Hume City Council	5		
La Trobe University	2		
Level Crossing Removal Authority	2		
Mansfield Shire Council	1		
Melbourne Health	1		
Melton City Council	1		

Agency	Decision (Same*)	Decision (Differed**)	Application Dismissed
Mental Health Complaints Commissioner		1	
Mercy Public Hospitals Inc.		1	
Monash Health	6		1
Monash University	1		1
Mount Buller and Mount Stirling Alpine Resort Management Board	1		
Murrindindi Shire Council	1		
Nillumbik Shire Council	1		
Peninsula Health		2	1
Peter MacCallum Cancer Centre	1		
Port of Melbourne Corporation (now t/a Victoria Ports Corporation (Melbourne))	1	1	1
Public Transport Development Authority	1		1
Racing Victoria Limited		1	
RMIT University	1		
South West Healthcare	1		
State Revenue Office	1	1	
Strathbogie Shire Council	1		
Taxi Services Commission	1	1	
The Royal Women's Hospital	1		
The University of Melbourne	2		3
Transport Accident Commission	2		1
Transport Safety Victoria		1	
V/Line Corporation		1	
VicForests		1	
VicRoads	3	2	
Victoria Police	35	10	2
Victorian Building Authority	2		
Victorian Legal Aid		1	
Victorian Legal Services Commissioner			1
Victorian Registration and Qualifications Authority		1	
Victorian WorkCover Authority	2		
Wellington Shire Council		1	
Western Health	1		
Yarra City Council			1
Zoological Parks and Gardens Board	1		
<b>Totals</b>	<b>139</b>	<b>69</b>	<b>35</b>

\* 'Same' means the level of access to information granted was the same as the decision of the agency. \*\* 'Differed' means the decision resulted in additional information being provided to an applicant, compared to the decision of an agency. Note: as some reviews were carried over from previous years, there will be agencies in this table which do not appear in the table on page 29.

**Appeals to VCAT**

An applicant or agency may apply to VCAT for review of most fresh decisions made by the FOI Commissioner under section 49P and dismissals by the FOI Commissioner under section 49G of the FOI Act. An agency is required to notify the FOI Commissioner if an application for review is lodged at VCAT.

In 2016-17, 22 decisions of the FOI Commissioner were appealed to VCAT. Applications were brought by three different agencies and 17 applicants. Of those matters that have been determined, the outcomes in only five matters are known – as not all decisions are published, or notified to our Office. Of the five, three of the FOI Commissioner's decisions were affirmed. One was varied in that VCAT made a different decision regarding the application of one exemption to some of the documents in contention. In the fifth matter, the Applicant was denied leave to commence review proceedings, on the basis that they had been subject to a general litigation restraint order under the Vexatious Proceedings Act 2014.



of total complainants were members of the public, lodging  
**452**  
complaints



of total complainants were Members of Parliament, lodging  
**39**  
complaints

We are aware of two applications for review of FOI Commissioner decisions that were made to VCAT in 2015-16, but not decided until 2016-17. In both matters, the Commissioner's decision was varied in that VCAT decided to release one document that the Commissioner had determined was exempt, however in both matters VCAT upheld the Commissioner's decision to exempt several other documents.

It is noted that these numbers may differ from any figures reported by VCAT or by agencies. Agencies do not always notify the Office of an appeal to VCAT despite their obligation to do so. Accordingly, the Office was not able to determine, with certainty, the complete number of relevant matters commenced or finalised at VCAT.

**COMPLAINTS INVESTIGATED**

A complaint may be made to the FOI Commissioner about –

- an action taken or failed to be taken by an agency, including a decision that a document does not exist or cannot be located;
- a delay by a Minister in dealing with a request; and
- an action taken or failed to be taken by a Minister in making a decision to defer access to a document, or disclose a document that is claimed to be exempt under section 33 of the FOI Act (documents affecting personal privacy) or section 34 (documents relating to trade secrets or other business, commercial or financial matters).

To be valid, a complaint must –

- be made in writing;
- set out the nature of the complaint;
- identify the agency or Minister concerned; and
- be made within 60 calendar days after the action or conduct complained of occurred.

The staff managed to negotiate with great skill some really positive and fair outcomes for all parties involved in the process

– Email from applicant (Two Reviews and two Complaints)



The FOI Act provides that the FOI Commissioner may determine not to accept a complaint or may dismiss a complaint at any stage on any of the following grounds –

- the action taken or failed to be taken by an agency falls outside the FOI Act;
- the complaint was made out of time, or is frivolous, vexatious, misconceived, lacking in substance or not made in good faith;
- the complainant has the right to make a complaint to another body and has not exercised that right, or does not have sufficient interest in the subject matter of the complaint; or
- the FOI Commissioner considers that a complaint is not appropriate in the circumstances, or after making reasonable attempts, is unable to contact the complainant.

The FOI Act requires the FOI Commissioner to report on the number of complaints made to the FOI Commissioner.

#### **Profile of complainants**

Members of the public were the overwhelming majority of complainants, lodging 452 complaints, accounting for 88% of total complaints received. Members of Parliament made 39 complaints, accounting for 8% of total complaints received. The media made 9 complaints accounting for 2% of total complaints received. Organisations made 15 complaints, accounting for 3% of total complaints received. One of the most common types of complaints related to a decision that a document did not

exist or could not be located.

A significant number of complaints also related to delays in processing FOI requests within the 45 day statutory time limit.

#### **How we deal with/resolve complaints**

Complaints received by the Office, wherever possible, are resolved informally. The three main steps in the informal resolution process are:

##### **Information gathering**

- The Office will speak to or correspond with the complainant in the first instance, to seek information on their complaint and to clarify what outcome they are seeking.
- Office staff will discuss with the complainant the options available to them to attempt to achieve the outcome they are seeking, based on the information gained through this discussion.
- Preliminary inquiries will then be made with the relevant agency to explore possible options for resolving the complaint informally.

##### **Examination of information**

- The Office then considers the information provided by both parties to assess possible options or strategies to informally resolve the complaint.

#### **Follow up**

- The Office will then follow up with the agency and the complainant to identify if the matter can be quickly and efficiently resolved to the complainant's satisfaction.

These options will then be discussed with the complainant, in the context of the FOI legislation and the FOI Commissioner's powers, to allow them to consider accepting one of the options for resolution suggested.

If the informal resolution process is not successful then a formal resolution process is undertaken which can include conciliation of the complaint, if both parties agree to conciliate. If a conciliation cannot occur, or does not resolve a complaint, the FOI Commissioner can dismiss the complaint or make recommendations to the agency or Minister.

#### **Complaints made**

In 2016-17, the FOI Commissioner received 515 complaints in relation to FOI requests received by 91 agencies, which represents approximately 30% of the 304 agencies and Ministers that reported receiving a FOI request. One hundred and sixty-eight complaints were carried over from 2015-16.

Thank you for your assistance... and patience...  
invaluable to people like myself who are unfamiliar with  
the process involved in FOI applications

- Email from applicant (Review)

#### Agencies and Ministers who were the subject of complaints received in 2016-2017

Agencies A-D	Agencies E-N	Agencies O-Z
Alfred Health	Eastern Health	Office of the Health Complaints Commissioner
Ambulance Victoria	Film Victoria	Peninsula Health
Attorney-General	Game Management Authority	Port of Hastings Development Authority
Austin Health	Gippsland Southern Health Service	Public Transport Development Authority
Australian Grand Prix Corporation	Glen Eira City Council	Pyrenees Shire Council
Banyule City Council	Golden Plains Shire Council	Racing Victoria Limited
Borough of Queenscliffe	Greater Shepparton City Council	RMIT University
Buloke Shire Council	Hume City Council	RSPCA (Victoria)
Cardinia Shire Council	Latrobe City Council	South West Healthcare
Central Gippsland Health Service	Level Crossing Removal Authority	St Vincent's Health
City of Ballarat	Mansfield Shire Council	State Revenue Office
City of Casey	Melbourne Convention and Exhibition Trust	The Royal Women's Hospital
City of Darebin	Melbourne Health	Treasurer
City of Greater Dandenong	Melbourne Metro Rail Authority	VicForests
City of Greater Geelong	Melbourne Polytechnic	VicRoads
City of Melbourne	Melbourne Water	Victoria Legal Aid
City of Monash	Melton City Council	Victoria Police
City of Port Phillip	Metropolitan Fire and Emergency Services Board	Victoria State Emergency Service
City of Stonnington	Minister for Energy, Environment and Climate Change	Victorian Building Authority
City West Water Corporation	Minister for Health	Victorian Commission for Gambling and Liquor Regulation
Court Services Victoria	Minister for Planning	Victorian Legal Services Board
Deakin University	Minister for Public Transport	Victorian Managed Insurance Authority
Department of Economic Development, Jobs, Transport and Resources	Minister for Roads and Road Safety	Victorian WorkCover Authority
Department of Education and Training	Minister for Tourism and Major Events	VicTrack
Department of Environment, Land, Water and Planning	Mitchell Shire Council	Warrnambool City Council
Department of Health and Human Services	Monash Health	Western Health
Department of Justice and Regulation	Monash University	Western Region Water Corporation
Department of Premier and Cabinet	Moreland City Council	Whittlesea City Council
Department of Treasury and Finance	Mount Hotham Resort Management Board	Wodonga City Council
	Murrindindi Shire Council	Yarra City Council
	Nillumbik Shire Council	Yarriambiack Shire Council

**Complaint outcomes**

Of the 168 complaints carried over from 2015-16, 150 were completed this financial year. A further 18 matters remain outstanding due to the complexity of those matters. In total, 529 complaints were finalised in 2016-17. Twenty-one complaints were not accepted or were outside the FOI Commissioner's jurisdiction.

In resolving complaints, the Office undertook an educative approach with the agencies and

complainants concerned. In this way, the FOI Commissioner was able to resolve complaints informally rather than by conducting a formal investigation. A total of 449 complaints were resolved informally. Fifty-nine complaints were dismissed by the FOI Commissioner under section 61B of the FOI Act.

As of 30 June 2017, 139 complaints remain unfinalised and were carried over to the 2017-18 reporting period.

**Recommendations made under Part VIA**

The FOI Commissioner, after considering a complaint, submissions and documents, may make any recommendations under Part VIA of the FOI Act, to the agency or the Minister concerned that the FOI Commissioner considers appropriate. The FOI Commissioner made no such recommendations in the period of this report.

**Complaints completed and outcomes**

Agency	Resolved Informally	Not Accepted	Dismissed
Alfred Health	8		
Ambulance Victoria	5		
Austin Health	4		
Australian Grand Prix Corporation	2		
Banyule City Council	1		
Buloke Shire Council	1		
Cardinia Shire Council	1		
Central Gippsland Health Service	1		
City of Ballarat	3		
City of Casey	2	1	
City of Darebin	1		
City of Greater Dandenong	1		
City of Greater Geelong	2		
City of Melbourne	1		1
City of Monash	1		
City of Port Phillip			1
City of Stonnington	2		
Colac Otway Shire	1		
Country Fire Authority	1		
Court Services Victoria	1		

## Complaints completed and outcomes (continued)

Agency	Resolved Informally	Not Accepted	Dismissed
Deakin University	1		
Department of Economic Development, Jobs, Transport and Resources	15		3
Department of Education and Training	24		3
Department of Environment, Land, Water and Planning	5		2
Department of Health and Human Services	44	2	9
Department of Justice and Regulation	11	1	3
Department of Premier and Cabinet	9		
Department of Treasury and Finance	4		
Eastern Health	5	1	
Emergency Services Telecommunications Authority	1		
Film Victoria	1		
Game Management Authority			1
Gippsland Southern Health Service	1		
Glen Eira City Council	3		1
Golden Plains Shire Council	1		
Goulburn-Murray Rural Water Corporation t/a Goulburn-Murray Water	4		1
Greater Shepparton City Council	1		
Hume City Council	3	1	
La Trobe University			1
Latrobe City Council	9		
Level Crossing Removal Authority	1		
Macedon Ranges Shire Council	3		
Mansfield Shire Council	1		
Maribyrnong City Council	1		
Melbourne Convention and Exhibition Trust	1		
Melbourne Health	4		2
Melbourne Polytechnic	1		
Melton City Council	2		
Metropolitan Fire and Emergency Services Board	1		
Minister for Energy, Environment and Climate Change		1	
Minister for Health	1		
Minister for Planning		1	
Minister for Public Transport	2		1
Minister for Roads and Road Safety	2		

## Complaints completed and outcomes (continued)

Agency	Resolved Informally	Not Accepted	Dismissed
Mitchell Shire Council	1		
Monash Health	4	1	6
Monash University	1		1
Mount Hotham Resort Management Board	1		
Nillumbik Shire Council	2		1
Northeast Health Wangaratta	1		1
Northern Health	2		
Office of the Health Complaints Commissioner	2		
Office of the Victorian Government Architect	1		
Peninsula Health	5		
Port of Hastings Development Authority	1		
Public Transport Development Authority	2		
Pyrenees Shire Council	1		
Racing Victoria Limited	2		
RMIT University			1
RMIT University	4		
RSPCA (Victoria)	1		
South Gippsland Shire Council			3
South West Healthcare	1		
St Vincent's Health	4		
State Revenue Office	1	1	
The Royal Children's Hospital	1		
The Royal Women's Hospital	2		
The University of Melbourne	1		
Transport Accident Commission	1		
Treasurer		1	
V/Line Corporation	1		
VicForests	1		
VicRoads	55	2	2
Victoria Legal Aid	2		
Victoria Police	93	2	8
Victoria State Emergency Service	1		
Victoria University	1		
Victorian Building Authority	7		1

## Complaints completed and outcomes (continued)

Agency	Resolved Informally	Not Accepted	Dismissed
Victorian Curriculum and Assessment Authority	1		
Victorian Legal Services Board			1
Victorian Managed Insurance Authority	1		
Victorian WorkCover Authority	24	1	4
Warrnambool City Council	1		
Western Health	6		1
Western Region Water Corporation	4		
Whittlesea City Council	1		
Wodonga City Council	1		
Yarra City Council	3		
<b>Totals</b>	<b>446</b>	<b>16</b>	<b>59</b>

The table does not include matters where the agency could not be identified.

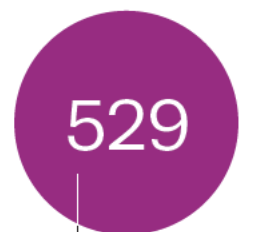
### CHARGES CERTIFICATES UNDER SECTION 50(1)(G)

In making an initial FOI decision to release a document in full or in part, agencies may request that an applicant pay an access charge. Access charges relate to copying documents, providing access in alternate forms, the supervision of access to documents, search costs and generating documents from electronic data.

An applicant may apply to VCAT, under section 50(1)(g) of the FOI Act, for a review of the charge to be paid for access to a document, whether or not the applicant has already paid the charge. Such an application for review of the access charge can only be made if the FOI Commissioner has certified that the matter is one of significant importance for VCAT to consider.

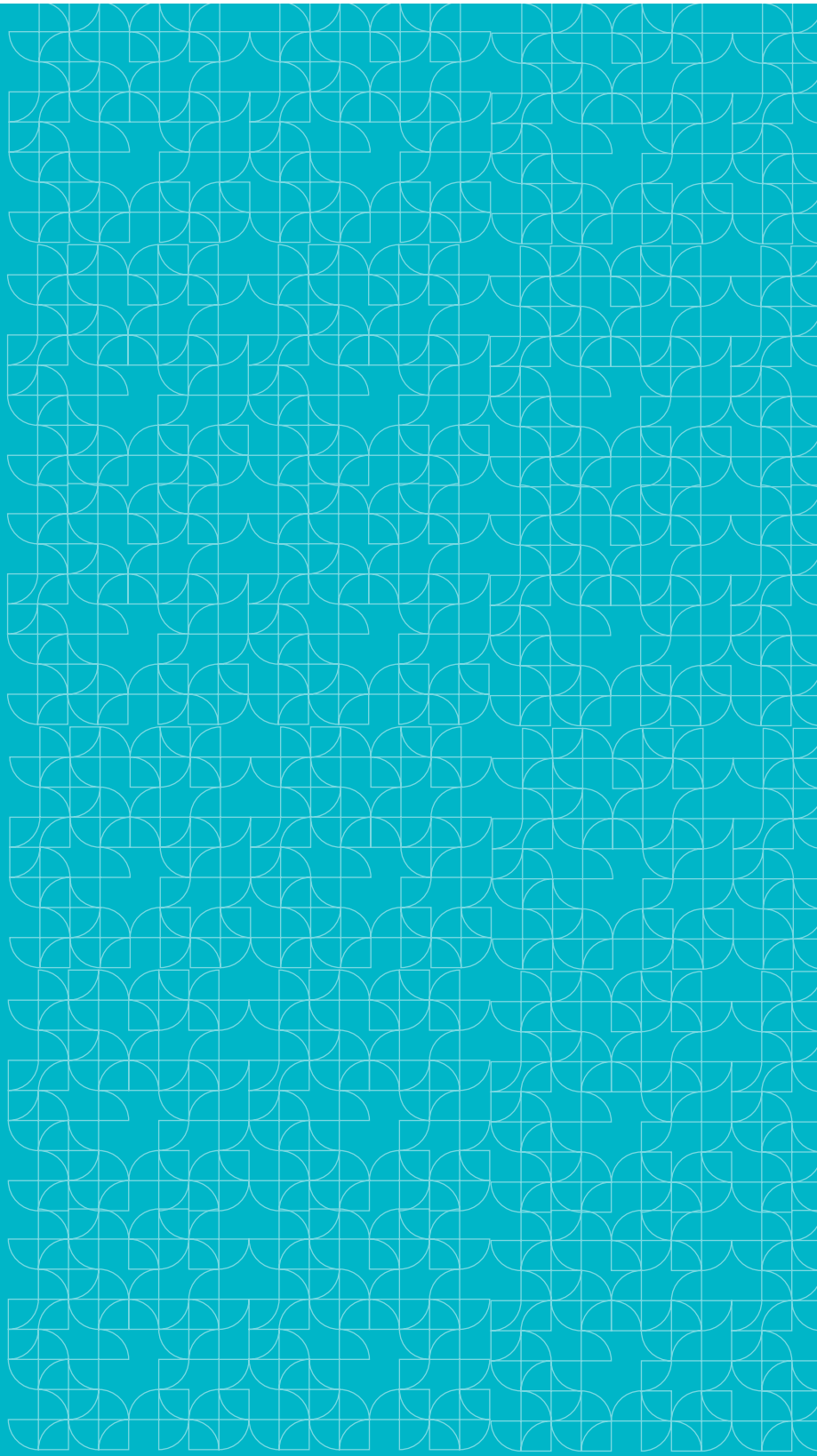
Of the 23 requests for a charges certificate received in 2016-17, 22 were made by individuals. Of these requests, 10 charges certificates were issued, 10 requests were withdrawn by the applicant, one was not accepted and one request was denied.

There was one charges certificate request pending at 30 June 2017.



Number of complaints finalised in 2016-17









## Report on the Operation of the FOI Act in Victoria

# 3

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# Report on the Operation of the FOI Act in Victoria

## **‘Section 64 of the FOI Act requires the FOI Commissioner to report generally on the operation of the FOI Act in Victoria.’**

From the introduction of the FOI Act in 1983 until 2011-12, the information in this Part was provided to Parliament in an Annual Report tabled by the Minister responsible for the FOI Act.

### **GOVERNMENT BODIES COVERED BY FOI**

The FOI Act provides the right to apply for access to documents held by the wide range of agencies<sup>1</sup> listed in this Annual Report, including departments, local councils, statutory authorities, public hospitals, universities and TAFE colleges. In some instances, it is also possible to seek access to documents relating to services outsourced by government agencies. The Office of the FOI Commissioner provides general information to applicants about whether the documents they seek are held by a government body that is covered by the FOI Act.

### **THE STATISTICS IN THIS PART**

The statistical information contained in this Part was collated from data provided to the FOI Commissioner by around 1000 agencies that are subject to the FOI Act. The FOI Commissioner requested the statistical data be provided through an electronic survey. This ensured that all of

the information required to be included in the FOI Commissioner’s Annual Report under section 64 of the FOI Act was provided on a uniform basis.

All but one agency completed the survey for 2016-17.

The Acting FOI Commissioner thanks the agencies for completing the survey and for their cooperation in providing the information contained in this Part of the 2016-17 Annual Report.

The data in this Part of the Annual Report relates to those FOI requests that met the definition of a request, pursuant to section 17 of the FOI Act. Section 17 of the FOI Act requires that a request for access to a document to be made in writing, provide sufficient information to enable the identification of the document sought and be accompanied by the required application fee, unless it is waived or reduced in specific circumstances.

### **ACCURACY OF DATA**

All data reported in this Part and in the Appendices to this Annual Report relates to agency FOI matters, and has been identified, collated and reported by each agency. Agencies are responsible for the accuracy of the data provided in this Part and in the Appendices to this report. Any discrepancies or queries regarding the data provided by an agency should be directed to the relevant agency in the first instance.

## **THE PAST FIVE YEARS**

Consistent with the Annual Report prepared by the Acting FOI Commissioner in 2015-16, this Annual Report includes an analysis of five years’ worth of data sets, to identify trends and act as a benchmark for future reports. As more data is collected in future years, the Office will be able to assess whether improvements have occurred over time.

An analysis of this information shows that -

- a record number of 36,219 FOI applications were made this financial year, an increase of more than 5% from last year;
- the number of applications being granted in full is trending downwards from 72% to 65%;
- 51% of FOI applications made this financial year sought access to health related documents;
- there continues to be significantly fewer appeals from FOI decisions to VCAT than there were prior to the establishment of the Office; and
- the amount of access charges collected by agencies decreased compared with last year.

Since the Office’s first full year of operation in 2013-14, appeals to the VCAT have been at record low numbers. In the five years prior to the first full year of the Office operating, there was an average of 176.4 appeals to the VCAT. Since 2013-14 there has been an average of 80.75 appeals to VCAT.

<sup>1</sup> The term ‘agency/agencies’ in this Part of the Report includes Ministers.

**REQUESTS AND APPEALS**

The number of FOI requests reported in 2016-17 increased by 5.75% on the figure from the previous year, to 36,219. This is the highest number of FOI requests made in a single year.

Agencies reported that 91 VCAT appeals were lodged in 2016-17, and that of the 25 cases decided by VCAT, agency decisions were affirmed in full in 23 cases. It was also reported that VCAT varied agency decisions in 2 cases. Agencies reported that 33 appeals were withdrawn in the reporting period.

It is noted that this data may vary from the actual data held by VCAT, as the source for the data in this report is the agency.

**Number of Requests, Internal Reviews and Appeals Reported by Agencies**

Year	FOI Requests	Internal Reviews	VCAT Appeals
1984/85	4,702	224	112
1985/86	9,031	274	126
1986/87	9,401	324	151
1987/88	9,662	443	161
1988/89	10,700	402	141
1989/90	10,460	437	177
1990/91	14,690	372	168
1991/92	14,357	416	193
1992/93	11,364	372	220
1993/94	10,151	312	171
1994/95	10,447	293	156
1995/96	10,834	291	154
1996/97	12,211	288	189
1997/98	12,195	319	304
1998/99	13,082	270	159
1999/2000	14,260	258	143
2000/01	17,224	393	108
2001/02	19,652	447	122
2002/03	20,063	368	115
2003/04	20,896	411	104
2004/05	22,493	459	93
2005/06	21,396	361	132
2006/07	23,977	301	117
2007/08	25,356	338	146
2008/09	28,698	340	195
2009/10	31,343	427	190
2010/11	34,052	400	172
2011/12	35,601	464	159
2012/13	33,546	268	166
2013/14	34,124	N/A	86
2014/15	33,209	N/A	74
2015/16	34,249	N/A	72
2016/17	36,219	N/A	91

**FOI DECISIONS REVIEWED BY VCAT**

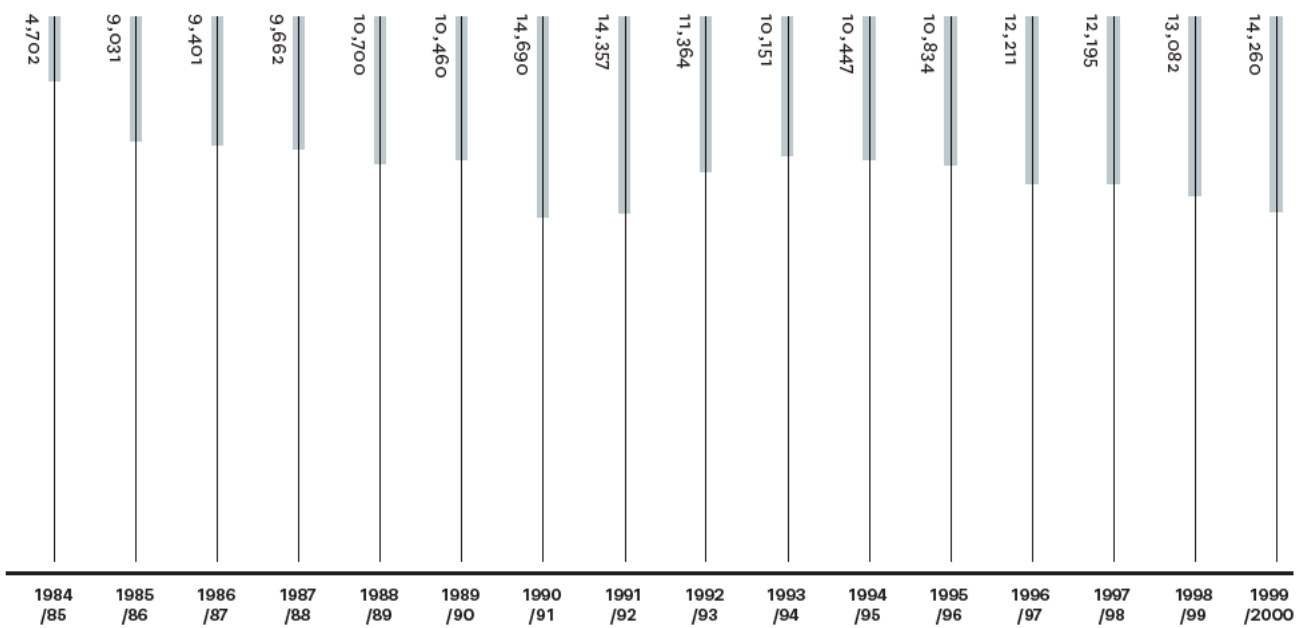


Thank you for the best day course I've done in years, due to the knowledge and facilitation

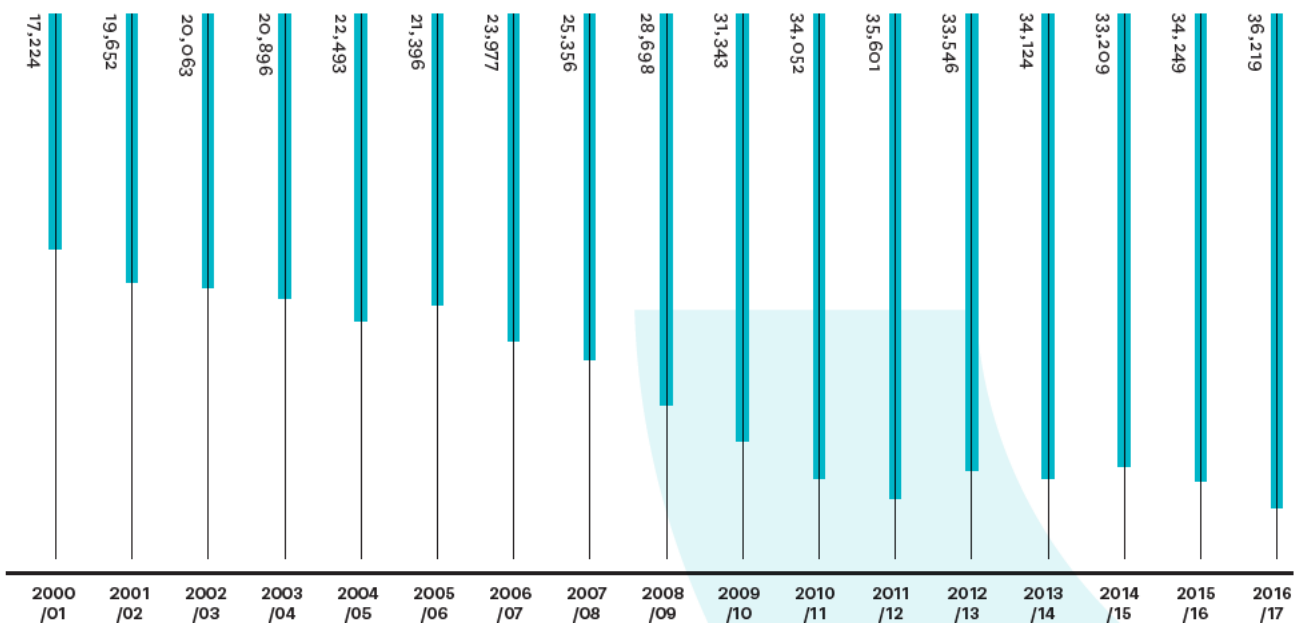
- FOI Introduction, June 2017

FOI REQUESTS BY YEAR

1984-2000

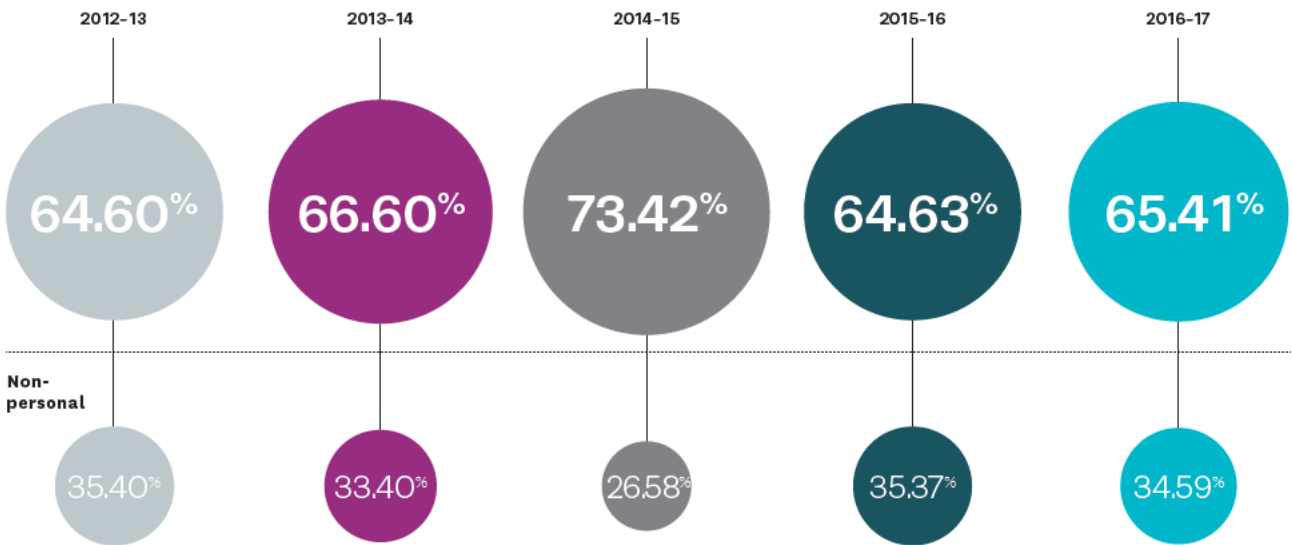


2000-2017



PERSONAL AND NON-PERSONAL REQUESTS

Personal



**SOURCES OF FOI REQUESTS**

In 2016-17, personal requests (for information mainly relating to the applicants themselves) represented 65.41% of total requests received, while non-personal requests represented the remaining 34.59%. Non personal requests include those made by Members of Parliament and the media.

**TIMELINESS OF AGENCY DECISION MAKING**

Section 21 of the FOI Act requires FOI requests to be processed and a decision to be made as soon as practicable but no later than 45 calendar days after receipt of a valid request.

However –

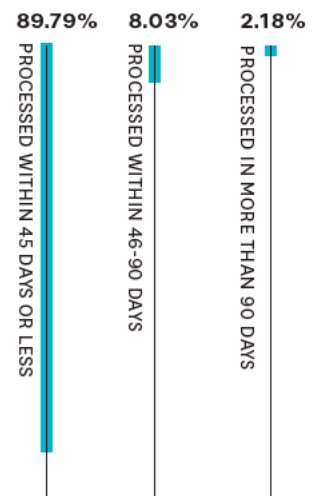
- the processing period for unreasonably large FOI requests

maybe suspended after an agency gives the applicant notice, under section 25A of the FOI Act and resumes once there is an agreement to a reduced scope;

- if a deposit has been sought, the 45 day time period recommences once the deposit has been paid (section 22(5) of the FOI Act); and
- if a deposit has been sought, the timeframe can be negotiated to reduce the charges (section 22(6) of the FOI Act).

Despite a record number of applications, agencies and Ministers reported that 90% of requests were processed in 45 days or less. This has declined slightly from last year’s figure of 93%.

TOTAL REQUESTS PROCESSED – TIMELINESS



**ACCESS DECISIONS**

The information provided by agencies about their access decisions does not include situations where a request was received and one of the following applied –

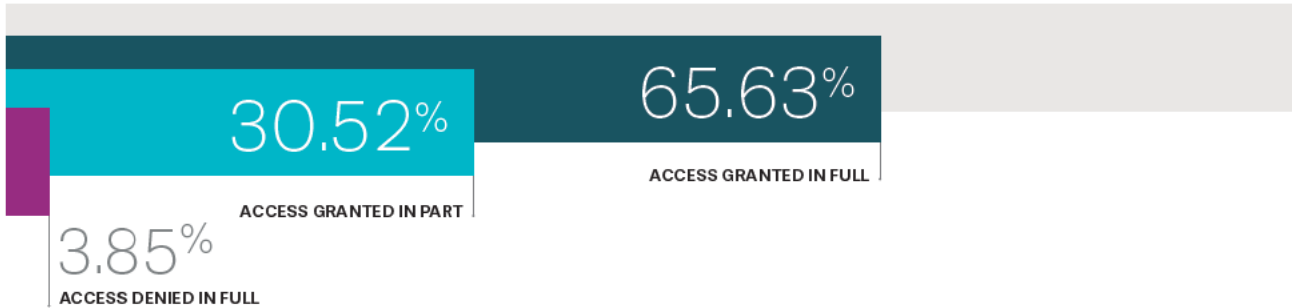
- the applicant did not proceed with the request;
- the request had not been decided at the end of the 2016-17 reporting period;
- the agency did not hold the documents sought; and
- the agency and the applicant agreed on a form of access satisfactory to the applicant outside of the FOI process.

Analysis of agency access decisions over the past five years reveals that –

- applications being granted in full continue to trend downwards (from its highest in 2012-13 at 72% to 65% in 2016-17);
- applications granted in part continue to trend upwards (from its lowest in 2012-13 at 24.6% to 30.5% in 2016-17);
- applications denied in full are starting to trend upwards (to 3.85% in 2016-17, compared to its lowest with 2.30% in 2014-15);

In line with the highest number of applications received, the total number of decisions made was the highest since 2011-12.

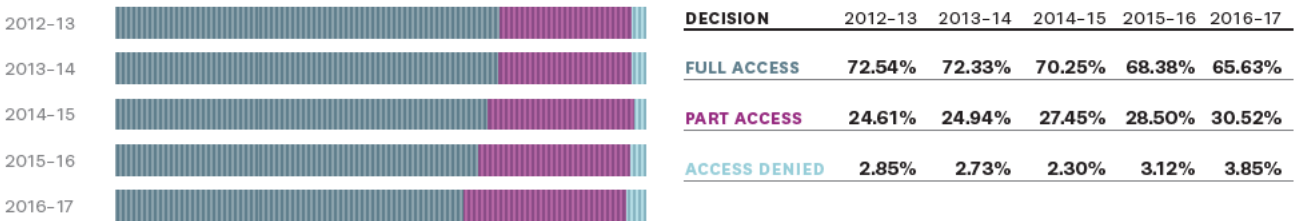
ACCESS DECISIONS ON REQUESTS



**FIVE YEARS OF ACCESS DECISIONS**

DECISION	2012-13		2013-14		2014-15		2015-16		2016-17	
	Number of decisions	Percentage of total decisions	Number of decisions	Percentage of total decisions	Number of decisions	Percentage of total decisions	Number of decisions	Percentage of total decisions	Number of decisions	Percentage of total decisions
<b>FULL ACCESS</b>	21972	72.54%	22360	72.33%	20694	70.25%	19613	68.38%	20416	65.63%
<b>PART ACCESS</b>	7453	24.61%	7711	24.94%	8087	27.45%	8174	28.50%	9494	30.52%
<b>ACCESS DENIED</b>	864	2.85%	844	2.73%	678	2.30%	896	3.12%	1198	3.85%
<b>Total</b>	<b>30289</b>		<b>30915</b>		<b>29459</b>		<b>28683</b>		<b>31108</b>	

**FIVE YEARS OF ACCESS DECISIONS - WHOLE OF VICTORIA**



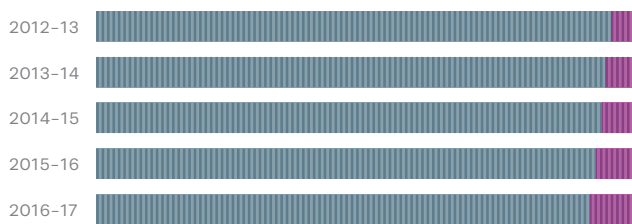
I found the resources that are available one of the best aspects of the course

- FOI Introduction, June 2017

FIVE YEARS OF ACCESS DECISIONS BY SECTOR

FOI Decision

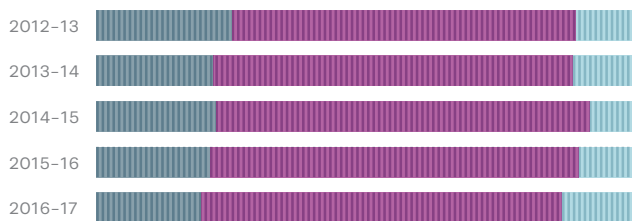
**HEALTH**



DECISION	2012-13	2013-14	2014-15	2015-16	2016-17
<b>FULL ACCESS</b>	<b>95.65%</b>	<b>94.44%</b>	<b>93.95%</b>	<b>92.81%</b>	<b>91.71%</b>
<b>PART ACCESS</b>	<b>4.15%</b>	<b>5.31%</b>	<b>5.77%</b>	<b>6.77%</b>	<b>7.87%</b>
<b>ACCESS DENIED</b>	<b>0.20%</b>	<b>0.25%</b>	<b>0.28%</b>	<b>0.42%</b>	<b>0.43%</b>

FOI Decision

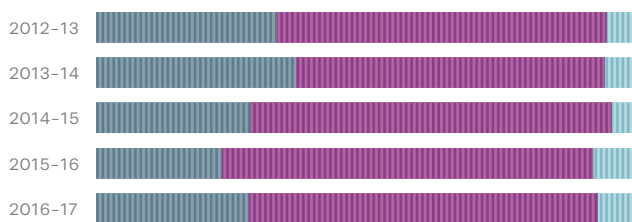
**GOVERNMENT**



DECISION	2012-13	2013-14	2014-15	2015-16	2016-17
<b>FULL ACCESS</b>	<b>25.23%</b>	<b>21.77%</b>	<b>22.33%</b>	<b>21.09%</b>	<b>19.45%</b>
<b>PART ACCESS</b>	<b>63.84%</b>	<b>66.66%</b>	<b>69.24%</b>	<b>68.42%</b>	<b>66.86%</b>
<b>ACCESS DENIED</b>	<b>10.93%</b>	<b>11.57%</b>	<b>8.43%</b>	<b>10.49%</b>	<b>13.69%</b>

FOI Decision

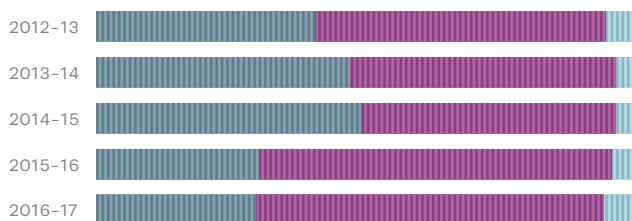
**EMERGENCY**



DECISION	2012-13	2013-14	2014-15	2015-16	2016-17
<b>FULL ACCESS</b>	<b>33.52%</b>	<b>37.05%</b>	<b>28.64%</b>	<b>23.30%</b>	<b>28.46%</b>
<b>PART ACCESS</b>	<b>61.14%</b>	<b>57.29%</b>	<b>67.01%</b>	<b>68.99%</b>	<b>64.61%</b>
<b>ACCESS DENIED</b>	<b>5.34%</b>	<b>5.66%</b>	<b>4.35%</b>	<b>7.71%</b>	<b>6.93%</b>

FOI Decision

**STATUTORY AUTHORITIES**

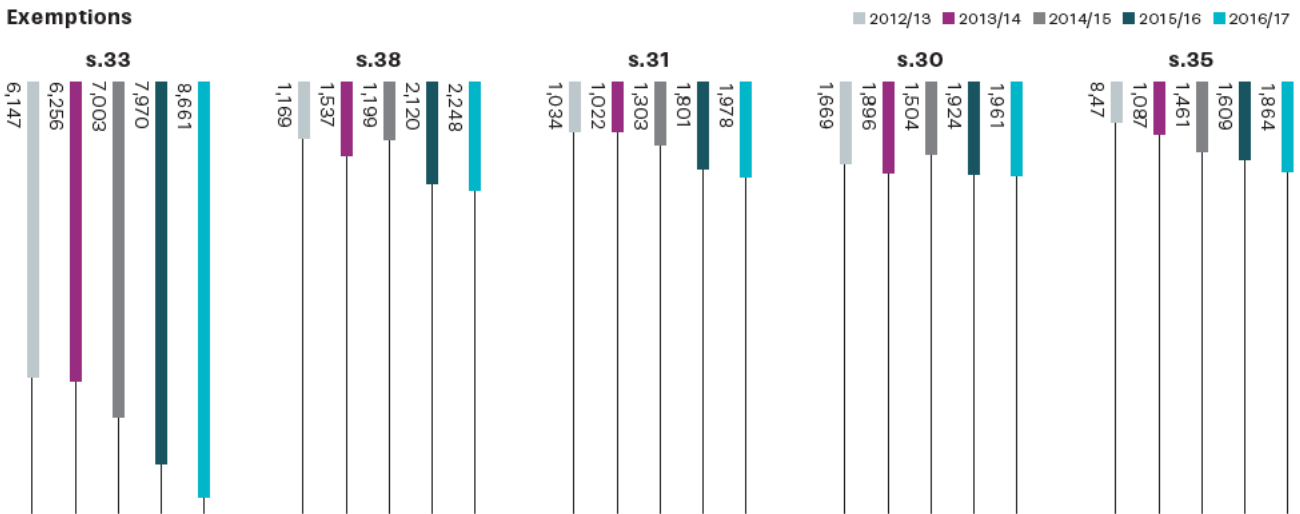


DECISION	2012-13	2013-14	2014-15	2015-16	2016-17
<b>FULL ACCESS</b>	<b>40.68%</b>	<b>47.06%</b>	<b>49.17%</b>	<b>30.38%</b>	<b>29.78%</b>
<b>PART ACCESS</b>	<b>53.98%</b>	<b>49.49%</b>	<b>47.29%</b>	<b>65.37%</b>	<b>64.47%</b>
<b>ACCESS DENIED</b>	<b>5.34%</b>	<b>3.45%</b>	<b>3.54%</b>	<b>4.25%</b>	<b>5.75%</b>



EXEMPTIONS MOST COMMONLY CITED IN ORIGINAL DECISION

Exemptions



**EXEMPTIONS CITED**

In 2016-17, agencies claimed that documents were exempt under a variety of provisions of the FOI Act.

The five most frequently claimed grounds for exemption in initial FOI decisions were (in order of most used to least used) –

1. Section 33: documents affecting personal privacy;
2. Section 38: where a secrecy provision of an Act other than the FOI Act applies to a document;
3. Section 31: documents related to law enforcement activities;
4. Section 30: internal working documents; and
5. Section 35: information obtained in confidence.

An assessment of agency decisions made over the past five years shows that there is a gradual increase each year in the number of decisions where section 33 was claimed from 6,147 to 8,661. The use of section 31, 33, 35 and 38 exemptions are also generally trending upwards with the use of section 35 having more than doubled over the five year period. Each of the above five exemptions were applied a record number of times during this reporting period. The five most frequently claimed grounds for exemption account for over 92% of exemptions cited.

## The Forum was very informative and [included] expert presentation of topics

- Health sector forum

### Provisions cited in 2016-17 FOI decisions

Exemption	Original decisions	VCAT appeals
s.5(1)	0	1
s.24(1)	0	0
s.24A(1)	2	0
s.25A(1)	216	0
s.25A(5)	119	1
s.28	140	7
s.29	27	0
s.29A	8	1
s.29B	1	0
s.30	1,961	8
s.31	1,978	5
s.32	639	3
s.33	8,661	17
s.34	340	5
s.35	1,864	4
s.36	26	1
s.37	0	0
s.38	2,224	3
s.38A	24	0
<b>Total</b>	<b>18,230</b>	<b>56</b>

### APPLICATION FEES AND ACCESS CHARGES

Costs associated with FOI comprise the application fee, which was \$27.90 in the 2016-17 financial year, and access charges for certain activities undertaken by agencies in relation to providing access to documents.

Agencies reported application fee revenue of \$760,762 for 2016-17. The FOI Act provides that agencies may waive or reduce an application fee if the payment of the fee would cause hardship to the applicant.

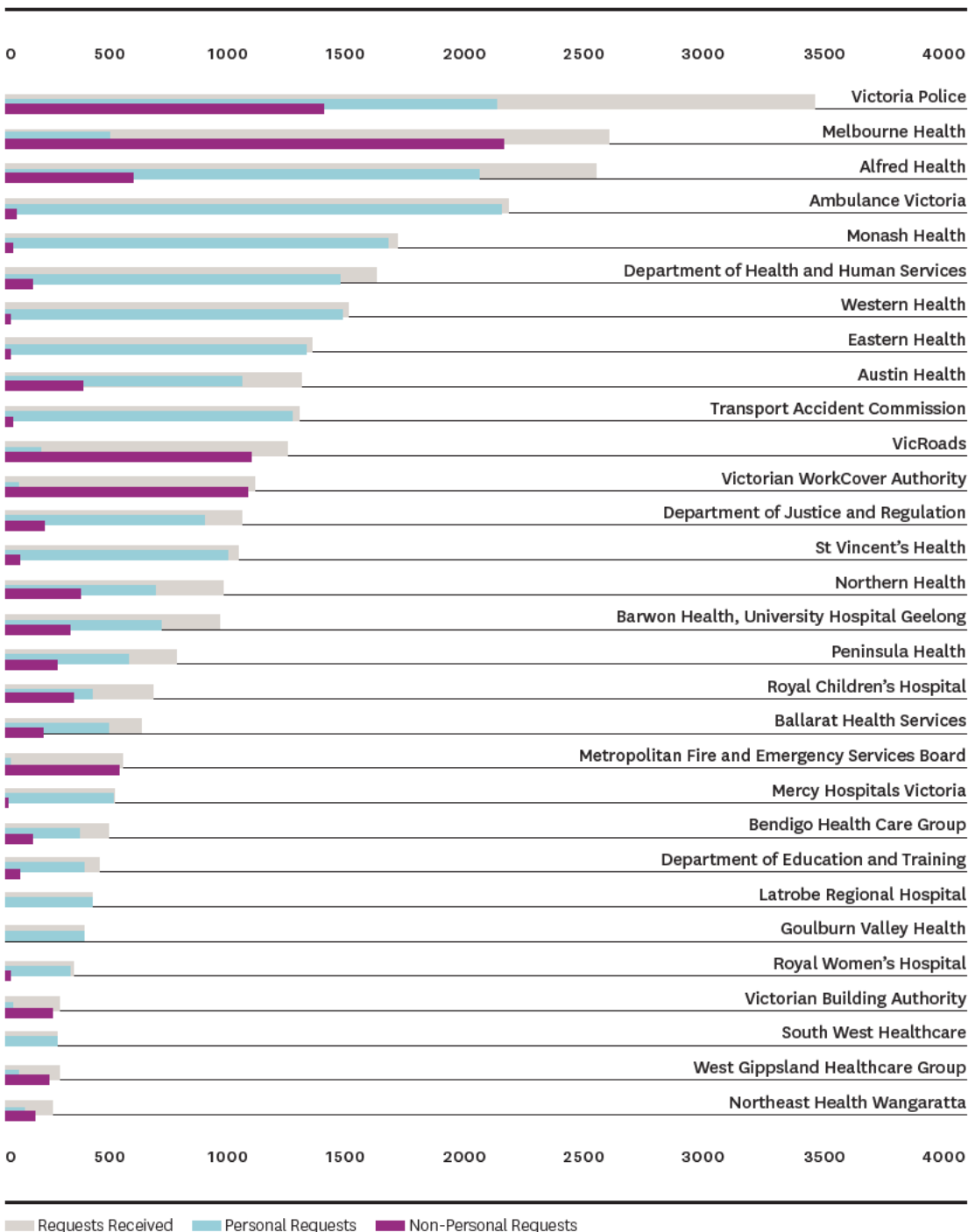
Access charges are payable when a decision has been made to provide access to documents in full or in part. Charges relate to the copying of documents, providing access in alternative forms, the supervision of access to documents, search costs and generating documents from electronic data.

Charges must be waived where the applicant is impecunious and the request is for personal documents. The FOI Act also provides for other circumstances where access charges are not payable.

Agencies reported that \$1,026,240.17 was collected in access charges in 2016-17 and that the total amount of access charges waived was \$249,685.30.

**TOP 30 AGENCIES**

The 'Top 30' agencies reported receiving a total of 30,544 FOI requests in 2016-17, accounting for approximately 84% of all requests received. Seventy per cent of these requests were for documents relating mainly to the applicant themselves.



## CASE STUDY REVIEW RESOLVED INFORMALLY

The Applicant had previously contacted the hospital to express concerns about their friend's health. Several years later, the Applicant requested the records of these calls (and notes taken during the call) from the Agency. The Agency denied access to the documents, as it decided that disclosure

of the documents would unreasonably interfere with the personal privacy of the Applicant's friend, and were exempt under section 33(1) of the FOI Act. The Applicant requested a review of the Agency's decision, by this Office. The Office discussed the matter with the Applicant, who advised that they were only seeking written

confirmation that they had made those phone calls. At the suggestion of this Office, the Agency provided the Applicant with a letter confirming that the Applicant had made the phone calls on the specified dates. The Applicant was satisfied with this outcome, and agreed that they no longer required the review.

A physical reading room no longer appears to be needed by most agencies as an increasing amount of information is being made available on their websites and through other electronic means.

### Difficulties in administering the FOI Act

#### Staffing and Cost

Only 7% of agencies advised of staffing or cost related difficulties in administering the FOI Act (consistent with 2015-16). Difficulties reported by those agencies, in the main, related to the following –

- dealing with FOI requests in smaller agencies is difficult for staff who have other responsibilities;
- costs recovered do not reflect the time and costs associated with processing requests; and
- resourcing issues including an inability to recruit suitably skilled FOI Officers.

#### Administrative difficulties

Only 5% of agencies reported other administrative difficulties in the application of the FOI Act (down from 6% in 2015-16). Agencies reported, generally, that the following factors impacted on their ability to administer the FOI Act, in addition to the staffing and cost related difficulties –

- the number of FOI requests being processed by the agency at the same time;
- increasing number of FOI requests received and requests becoming more voluminous; and
- increased interaction with the FOI Commissioner as a consequence of more applicants seeking the service of this Office resulting in less time to process FOI requests.

## FOI ADMINISTRATION

### Disciplinary action taken in relation to the administration of the FOI Act

Agencies reported that no disciplinary action was taken in relation to the administration of the FOI Act in 2016-17.

### Notices Issued under section 12 of the FOI Act

A person, under section 12 of the FOI Act, may serve on a Principal Officer of an agency (other than a council) a notice stating that, in the opinion of the person, a statement published by the principal officer does not specify a document which is required to be specified under the FOI Act. Agencies reported that no section 12 notices were served in 2016-17.

### Reading Rooms provided by agencies

112 agencies reported that they have reading room facilities available, or that a reading room could be made available if required. These agencies also reported that a variety of documents are made available, including –

- policies and procedures relating to the agency's functions;
- operational reports;
- brochures and pamphlets;
- meeting agendas and minutes;
- annual reports and other financial or corporate information;
- photographs, videos and maps;
- public registers; and
- website content.

### Efforts made by Agencies to implement the spirit and intention of the FOI Act

Approximately 18% of agencies provided details regarding efforts made to implement the spirit and intention of the FOI Act (up from 16.5% in 2015-16).

For the most part agencies indicated that they had made efforts such as –

- release of information outside of the FOI Act;
- making a wider range of information available on websites;
- waiving fees and charges to facilitate the release of documents at the lowest reasonable cost;
- consulting with applicants to better understand the requests and to assist them in making valid FOI requests;

- undertaking further education of agency staff involved in processing FOI requests to improve their ability to provide better and more timely decisions; and
- providing access to a class of documents for a fee.

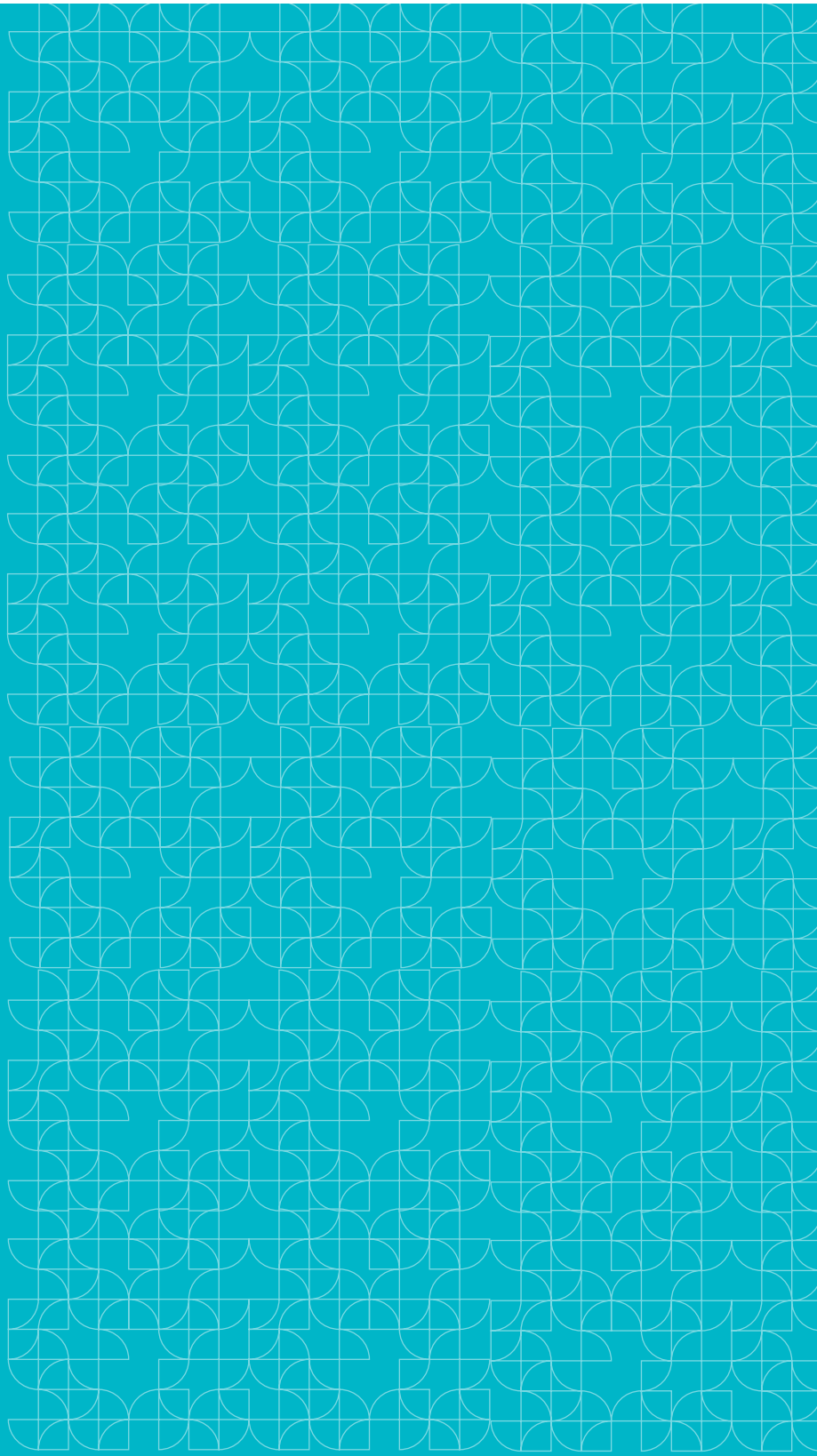
Forty-six agencies (compared to 47 agencies in 2015-16) reported that this proactive approach to the release of information led to a decrease in FOI requests being received or having to be processed.

#### CASE STUDY ADEQUACY OF SEARCH COMPLAINT

The Applicant made a request to a health sector agency for their entire medical record. The Applicant had previously been a patient of the Agency, and so the Agency processed the request, and provided the records that it held. The Applicant made a complaint to this Office, as they were seeking a particular record which

had not been identified. The Applicant advised this Office of the record that they were seeking, and also advised that they had been a patient of multiple hospitals in the same area. This Office made enquiries with the Agency, which advised that the specific health record was more likely to be held by a different health

agency, due to the specific nature of the treatment that the applicant had received. The Applicant made a fresh request to the other health agency. The Agency was able to locate the document, and the Applicant was satisfied that their complaint had been resolved.





## Appendices

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# Appendices

## EXPLANATION OF APPENDICES

### Appendix A

This appendix reports the number of FOI requests received by agencies, classified as either personal or non-personal, as reported by agencies. Three hundred and four agencies reported receiving one or more FOI requests, with the remainder reporting they had not received a request in the reporting period. Approximately half of those agencies received fewer than 10 requests and 13% received more than 100.

The access outcomes reported by agencies are listed for all requests decided in 2016-17, including those that were received prior to the start of the financial year and then decided in 2016-17. Two hundred and ninety six agencies reported making a decision to grant access in full or in part or to deny access in full.

There were approximately 1,100 Committees of Management under the Department of Environment, Land, Water and Planning in the 2016-17 year. The Department advised that none of the Committees received an FOI request in 2016-17.

### Appendix B

An applicant has a right to appeal an FOI decision to the VCAT if not satisfied with –

- a decision following a review by the FOI Commissioner; or
- an FOI decision made by an agency claiming an exemption under section 28 (Cabinet documents) or section 29A (a document affecting national security, defence or international relations); or
- an FOI decision made by a principal officer of an agency, or a Minister.

This appendix lists the appeal outcomes and the relevant agency that made the original FOI decision, as reported by agencies. The outcomes listed are for all appeals lodged or decided in 2016-17. The VCAT utilises alternative dispute resolution processes, through which cases may be resolved prior to a hearing. If this occurs, the appeal may be withdrawn or dismissed as appropriate.

### Appendix C

Applicants have a legally enforceable right to access documents, other than documents that are exempt documents under the FOI Act. When denying access to documents, agencies must give reasons.

This appendix lists the exemption provisions cited by agencies when denying access to documents, in full, or in part, as reported by agencies.

### Appendix D

FOI decisions may be made on behalf of an agency by the principal officer of the agency, responsible Minister, or persons authorised by the agency to do so.

This appendix lists each officer who made an access decision in 2016-17, their title and the number of decisions to grant access in full, grant access in part or deny access, as reported by agencies.

### Appendix E

In 2016-17, an application fee of \$27.90 was required under the FOI Act when making an FOI request. Fees may be waived or reduced where payment would cause an applicant hardship.

This appendix shows the fees and charges collected and waived, as reported by agencies for 2016-17.



# Appendix A – Part 1

## AGENCIES THAT RECEIVED FOI REQUESTS

Agency	Requests Received		Outcomes of All Requests Received or Decided in 2016/17 <sup>1</sup>			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>2</sup>
<b>Totals</b>	<b>23,692</b>	<b>12,527</b>	<b>20,416</b>	<b>9,493</b>	<b>1,198</b>	<b>7,764</b>
Aboriginal Affairs, Minister for	0	1	1	0	0	0
Accident Compensation Conciliation Service*	0	1	0	0	0	1
Agriculture (includes Minister for Regional Development), Minister for	0	1	0	1	0	1
Albury Wodonga Health	168	1	162	0	0	7
Alexandra District Health	3	9	12	0	0	0
Alfred Health (includes Alfred Hospital, Caulfield Hospital, Sandringham Hospital)	1,872	596	2,341	14	12	318
Alpine Health	7	10	13	1	0	3
Alpine Shire Council*	0	2	0	4	0	0
Ambulance Victoria	2,113	43	1,227	455	21	453
AMES Australia (previously known as Adult Multicultural Education Services)	4	0	3	1	0	1
Architects Registration Board of Victoria*	0	1	1	0	0	0
Attorney General	4	1	0	0	0	6
Austin Health (includes Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation Centre)	924	298	1,052	62	4	176
Australian Grand Prix Corporation	0	8	0	1	4	3
Bairnsdale Regional Health Service*	82	16	88	1	3	10
Ballarat Health Services	416	191	558	14	0	82
Ballarat, City of*	8	30	5	27	1	15
Banyule City Council	0	17	0	13	1	5
Barwon Health (includes University Hospital Geelong, McKellar Centre)	676	256	909	11	1	11
Barwon Region Water Corporation	0	13	5	1	0	7
Bass Coast Health	98	0	85	1	0	15
Bass Coast Shire Council*	1	13	5	1	0	12
Baw Baw Shire Council	2	10	6	5	1	3
Bayside City Council	0	45	2	33	0	12
Beechworth Health Service	2	1	3	0	0	0
Benalla Health	18	13	31	0	0	0
Benalla Rural City Council	6	0	0	2	0	7
Bendigo Health Care Group	272	186	378	45	2	60
Bendigo, City of Greater	0	24	14	7	3	0
Boort District Health	1	1	2	0	0	0
Boroondara, City of	2	46	2	33	1	23
Brimbank City Council	0	31	9	10	0	14

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	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>2</sup>
Buloke Shire Council	1	0	0	0	0	1
Calvary Health Care Bethlehem	16	18	25	7	2	0
Campaspe Shire Council*	0	8	1	2	1	4
Cardinia Shire Council	0	18	17	1	0	0
Casey, City of	26	29	17	37	5	8
Casterton Memorial Hospital*	5	0	5	0	0	0
Castlemaine Health (includes Maldon Hospital)	28	1	30	0	0	0
Central Gippsland Health Service	108	0	105	0	0	3
Central Gippsland Region Water Corporation (t/a Gippsland Water)	3	0	2	0	0	1
Central Goldfields Shire Council	2	2	5	0	0	0
Central Highlands Region Water Corporation	1	5	4	0	0	2
Children and Young People, Commission for	1	0	0	1	0	0
City West Water Corporation*	0	19	7	8	1	7
Cohuna District Hospital	1	13	14	0	0	0
Colac Area Health	41	3	42	2	0	1
Colac Otway Shire	12	0	8	0	0	5
Coliban Region Water Corporation*	6	0	3	1	0	2
Consumer Affairs, Gaming and Liquor Regulation, Minister for	0	1	0	0	0	1
Corangamite Catchment Management Authority*	0	2	1	0	0	1
Corangamite Shire*	0	3	0	0	0	3
Corrections, Minister for	0	2	1	0	0	1
Country Fire Authority	9	80	14	58	9	41
Court Services Victoria	40	15	0	0	2	53
Creative Industries, Minister for	0	0	1	0	0	0
Dairy Food Safety Victoria	0	0	0	0	0	1
Dandenong, City of Greater*	0	23	5	8	0	12
Darebin, City of	0	37	3	24	0	14
Deakin University*	10	7	5	3	6	5
Dental Health Services Victoria	176	0	176	0	0	0
Development Victoria (includes Places Victoria)	0	5	0	1	0	5
Disability Services Commissioner*	2	0	0	1	0	1
Djerriwarrh Health Services	182	7	189	0	0	0
East Gippsland Shire Council	5	11	1	9	3	5
East Gippsland Water	0	1	1	0	0	0
East Grampians Health Service	32	26	57	0	0	1

## AGENCIES THAT RECEIVED FOI REQUESTS

Agency	Requests Received		Outcomes of All Requests Received or Decided in 2016/17 <sup>1</sup>			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>2</sup>
East Wimmera Health Service*	20	0	20	0	0	0
Eastern Health (includes Angliss Hospital, Box Hill Hospital, Central East Area Mental Health Service, Healesville and District Hospital, Maroondah Hospital, Peter James Centre)*	1,258	4	718	426	10	137
Echuca Regional Health	40	99	146	0	0	0
Economic Development, Jobs, Transport and Resources, Department of	2	143	13	65	21	109
Education and Training, Department of	283	86	67	142	24	193
Education, Minister for	2	13	0	3	0	12
Emergency Services Superannuation Board (t/a ESSuper)	6	1	6	0	0	1
Emergency Services Telecommunications Authority	32	2	0	0	27	8
Emergency Services, Minister for	2	4	0	1	1	7
Energy Safe Victoria*	2	40	27	5	1	16
Energy, Environment and Climate Change, Minister for	0	0	1	1	0	0
Environment Protection Authority	4	53	2	46	0	13
Environment, Land, Water and Planning, Department of	0	159	22	81	9	78
Essential Services Commission	1	3	0	5	0	0
Falls Creek Alpine Resort Management Board*	7	0	7	0	0	0
Federation University Australia	2	4	1	2	0	3
Film Victoria	0	1	0	2	0	0
Frankston City Council*	1	24	9	7	2	11
Freedom of Information Commissioner*	0	6	0	3	1	2
Game Management Authority	0	5	3	4	0	0
Gannawarra Shire Council*	0	6	3	0	0	4
Geelong, City of Greater	9	26	7	14	3	14
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	3	8	2	7	0	6
Gippsland Ports Committee of Management Incorporated*	0	1	0	0	0	1
Gippsland Southern Health Service	5	8	13	0	0	0
Glen Eira City Council	0	27	5	10	7	10
Glenelg Shire Council	3	5	2	6	0	0
Golden Plains Shire Council	0	9	5	1	0	3
Gordon Institute of TAFE*	1	0	1	0	0	0
Goulburn Broken Catchment Management Authority	0	7	1	1	0	5
Goulburn Valley Health (includes Yea and District Memorial Hospital)	335	0	335	0	0	0
Goulburn Valley Region Water Corporation	0	2	2	0	0	0

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	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>2</sup>
Goulburn-Murray Rural Water Corporation	8	18	9	9	3	14
Grampians Wimmera Mallee Water Corporation (t/a GWM Water)	2	0	2	0	0	0
Greater Metropolitan Cemeteries Trust*	0	2	0	2	0	0
Greater Shepparton City Council*	0	21	2	2	1	16
Greyhound Racing Victoria	1	1	0	3	0	0
Health and Human Services, Department of	1,358	182	136	822	239	513
Health Complaints Commissioner	11	1	3	6	1	2
Health Purchasing Victoria	0	2	0	0	2	0
Health, Minister for	0	1	0	0	0	1
Heathcote Health	6	0	6	0	0	0
Hepburn Health Service	2	12	13	0	0	1
Hepburn Shire Council*	1	9	5	1	2	4
Heritage Council of Victoria*	1	0	1	0	0	0
Hesse Rural Health Service	1	0	0	0	0	1
Heywood Rural Health*	2	0	2	0	0	0
Hobsons Bay City Council	0	18	9	0	1	10
Holmesglen Institute*	0	1	1	0	0	0
Housing, Disability and Ageing, Minister for	1	0	0	0	0	1
Hume City Council*	0	41	11	17	2	16
Independent Broad-based Anti-corruption Commission	5	2	1	0	0	6
Indigo Shire Council	5	1	4	1	0	1
Industrial Relations, Minister for	0	0	2	1	4	2
Industry and Employment (includes Minister for Resources), Minister for	0	0	0	0	0	1
Infrastructure Victoria*	0	4	0	4	0	0
Justice and Regulation, Department of*	848	144	65	631	121	250
Kerang District Health	8	0	9	0	0	1
Kilmore & District Hospital, The	23	4	27	0	0	0
Kingston City Council*	12	59	14	6	1	71
Knox City Council*	2	17	3	7	0	9
Kooweerup Regional Health Service	2	6	8	0	0	0
Kyabram and District Health Services	2	23	25	0	0	0
Kyneton District Health Service	3	14	17	0	0	0
La Trobe University	5	5	3	4	0	3
Latrobe City Council*	6	18	13	9	0	3

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	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>2</sup>
Latrobe Regional Hospital	358	0	328	1	1	30
Level Crossing Removal Authority	0	26	7	14	6	5
Local Government Investigations and Compliance Inspectorate	0	1	0	0	0	1
Local Government, Minister for	0	1	1	1	0	1
Lorne Community Hospital	2	12	14	0	0	0
Lower Murray Water (includes First Mildura Irrigation Trust)*	0	4	1	1	0	2
Macedon Ranges Shire Council	0	16	4	12	0	0
Maffra Cemetery Trust*	0	1	1	0	0	0
Mallee Track Health and Community Service	2	4	0	6	0	0
Manningham City Council*	0	22	10	9	1	5
Mansfield District Hospital	17	22	38	0	0	1
Mansfield Shire Council*	4	0	1	1	1	1
Maribyrnong City Council	1	23	10	10	0	13
Maroondah City Council	7	4	6	3	1	1
Maryborough District Health Service*	30	7	37	0	0	0
Medical Panels	1	0	1	0	0	0
Melbourne and Olympic Parks Trust	0	1	0	0	0	1
Melbourne Convention and Exhibition Trust	1	0	0	0	0	1
Melbourne Health (includes Royal Melbourne Hospital, Royal Melbourne Hospital – Royal Park Campus)	400	2,105	2,121	52	2	493
Melbourne Market Authority	1	0	0	0	0	1
Melbourne Metro Rail Authority	0	11	1	9	0	3
Melbourne Polytechnic*	0	2	0	0	1	1
Melbourne Water	3	18	4	5	0	13
Melbourne, City of*	4	88	24	29	3	51
Melbourne, The University of*	22	11	14	5	7	9
Melton City Council*	5	18	1	17	1	6
Mental Health Complaints Commissioner	4	0	0	3	0	1
Mental Health Tribunal	9	1	9	0	1	0
Mercy Hospitals Victoria (includes Mercy Public Hospitals Incorporated, Mercy Health O'Connell Family Centre, Mercy Hospital for Women, Werribee Mercy Hospital)*	472	1	399	42	1	75
Metropolitan Fire and Emergency Services Board*	3	490	0	480	3	10
Mildura Base Hospital*	81	3	82	0	0	2
Mildura Rural City Council*	2	13	1	6	4	5

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	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>2</sup>
Mitchell Shire Council	2	22	2	16	0	6
Moira Shire Council	0	8	0	4	0	7
Monash Health	1,614	7	1,256	280	9	155
Monash University*	16	11	3	8	2	14
Monash, City of	0	27	14	0	6	8
Moonee Valley City Council*	3	36	8	16	6	9
Moorabool Shire Council	1	12	1	3	2	7
Moreland City Council*	105	0	5	100	0	0
Mornington Peninsula Shire*	1	49	5	30	3	23
Mount Alexander Shire Council	1	1	0	0	1	2
Mount Buller and Mount Stirling Alpine Resort Management Board	0	3	2	0	0	1
Mount Hotham Alpine Resort Management Board	1	0	0	1	0	0
Moyne Health Services*	2	0	2	0	0	0
Moyne Shire Council*	0	2	0	1	0	1
Murrindindi Shire Council	13	6	1	11	2	7
Museums Victoria*	0	1	0	2	0	0
Nathalia District Hospital	1	0	1	0	0	0
National Gallery of Victoria*	0	3	0	1	1	1
Nillumbik Shire Council	18	6	17	4	2	3
North East Link Authority	0	3	1	0	0	2
North East Region Water Corporation (t/a North East Water)	1	1	0	2	0	0
Northeast Health Wangaratta*	76	127	203	0	0	0
Northern Grampians Shire Council*	0	1	0	0	0	1
Northern Health (includes Broadmeadows Health Service, Bundoora Extended Care Centre, Northern Hospital)	657	287	788	65	3	112
Numurkah District Health Service	6	20	26	0	0	0
Omeo District Health*	0	3	3	0	0	0
Orbost Regional Health	53	4	57	0	0	1
Otway Health	1	7	4	0	0	4
Parks Victoria	11	10	2	17	1	10
Peninsula Health (includes Frankston Hospital, Mount Eliza Centre, Peninsula Community Health Service, Rosebud Hospital)	503	228	649	81	4	139
Peter MacCallum Cancer Centre	54	15	69	0	0	0
Planning, Minister for	0	5	0	4	0	3
Police, Minister for	0	3	0	1	1	1



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	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>2</sup>
Port of Hastings Development Authority	0	0	0	1	0	0
Port Phillip, City of	2	41	2	35	0	10
Portland District Health	44	2	45	0	1	0
Premier and Cabinet, Department of	5	77	14	53	11	36
Premier of Victoria	3	28	0	12	12	30
PrimeSafe	1	1	0	0	1	1
Privacy and Data Protection, Commissioner for	0	1	0	1	0	0
Public Prosecutions, Office of*	40	4	3	23	3	17
Public Transport (Includes Minister for Major Projects), Minister for	0	3	0	0	3	8
Public Transport Development Authority t/a Public Transport Victoria	9	52	9	39	3	17
Pyrenees Shire Council*	0	2	1	1	0	6
Queen Elizabeth Centre*	1	0	2	0	0	0
Queenscliffe, Borough of*	1	3	0	5	0	0
Racing Victoria Limited	25	10	7	6	8	16
RMIT University*	1	4	5	6	1	4
Road Safety Camera Commissioner, Office of the	0	0	0	1	0	0
Roads and Road Safety (includes Minister for Ports), Minister for	0	2	0	0	0	2
Robinvale District Health Services	6	0	6	0	0	0
Rochester and Elmore District Health Service*	2	0	2	0	0	0
Royal Botanic Gardens Board	0	0	0	1	0	0
Royal Children's Hospital, The	348	268	291	244	0	81
Royal Society for the Prevention of Cruelty to Animals (Victoria), The	11	6	1	10	4	2
Royal Victorian Eye and Ear Hospital, The	52	135	184	0	0	3
Royal Women's Hospital, The	260	4	237	5	3	43
Rural Northwest Health	5	0	5	0	0	0
Seymour Health	2	19	21	0	0	0
Small Business, Innovation and Trade, Minister for	0	3	0	2	0	2
South East Water	0	20	20	0	0	0
South Gippsland Hospital	1	3	4	0	0	0
South Gippsland Region Water Corporation (t/a South Gippsland Water)*	1	0	1	0	0	0
South Gippsland Shire Council*	0	14	5	0	1	15
South West Healthcare	238	0	194	25	2	49
South West Institute of TAFE	1	0	0	1	0	0

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	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>2</sup>
Southern Metropolitan Cemeteries Trust	0	3	1	2	0	1
Special Minister of State	0	2	0	1	1	1
St Vincent's Health (includes Caritas Christi Hospice, St George's Health Service, St Vincent's Hospital Melbourne)	966	22	978	35	2	11
State Electricity Commission of Victoria	8	2	10	0	0	0
State Revenue Office	5	68	66	7	0	23
Stawell Regional Health	17	0	16	0	0	1
Stonnington, City of*	0	36	14	4	2	19
Strathbogie Shire Council	0	6	3	1	0	2
Surf Coast Shire Council*	4	5	2	6	0	2
Sustainability Victoria	0	1	0	0	1	0
Swan Hill District Health	61	0	61	0	0	0
Swan Hill Rural City Council	1	1	0	1	0	2
Swinburne University of Technology	0	2	1	0	1	0
Tallangatta Health Service*	2	0	2	0	0	0
Taxi Services Commission	12	3	5	7	1	3
Terang and Mortlake Health Service	3	0	3	0	0	0
Tourism and Major Events, Minister for	0	2	0	1	0	2
Towong Shire Council	0	1	0	2	0	0
Training and Skills, Minister for	0	3	0	3	0	2
Transport Accident Commission	1,210	10	295	777	4	235
Transport Safety – Transport Safety Victoria, Director of	10	7	2	7	2	6
Treasurer	4	0	0	6	0	2
Treasury and Finance, Department of (includes Office of the Commissioner for Better Regulation, Office of the Red Tape Commissioner)*	39	0	13	12	3	17
Tweddle Child + Family Health Service*	2	0	2	0	0	0
V/Line Corporation	4	2	1	6	0	1
VicForests	0	5	2	1	1	3
VicRoads	147	1,040	441	474	91	218
Victoria Legal Aid*	14	2	7	3	0	8
Victoria Police	2,020	1,346	168	2,238	280	1,052
Victoria State Emergency Service	22	2	9	14	1	2
Victoria University*	8	9	6	7	0	5
Victorian Arts Centre Trust	1	0	0	1	0	0
Victorian Assisted Reproductive Treatment Authority*	0	1	1	0	0	0

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	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>2</sup>
Victorian Auditor-General's Office	1	0	0	1	0	0
Victorian Building Authority (VBA)	6	235	20	57	3	161
Victorian Commission for Gambling and Liquor Regulation	4	16	1	8	2	9
Victorian Curriculum and Assessment Authority	4	4	2	3	0	4
Victorian Electoral Commission*	0	2	0	2	0	0
Victorian Equal Opportunity and Human Rights Commission	3	1	1	3	0	1
Victorian Government Architect	0	1	0	2	0	0
Victorian Government Solicitor	3	0	0	1	1	1
Victorian Institute of Forensic Medicine	2	1	2	0	1	0
Victorian Institute of Forensic Mental Health	87	0	56	28	4	1
Victorian Institute of Teaching*	2	1	1	0	0	2
Victorian Legal Services Commissioner (includes Victorian Legal Services Board)*	9	0	0	0	2	7
Victorian Managed Insurance Authority*	8	1	0	8	0	1
Victorian Ombudsman	5	0	0	1	0	4
Victorian Planning Authority	1	2	0	2	0	1
Victorian Ports Corporation (Melbourne) (includes Port of Melbourne Corporation)	1	0	0	1	1	1
Victorian Public Sector Commission	1	3	1	1	0	2
Victorian Rail Track t/a VicTrack*	5	3	4	0	0	5
Victorian Registration and Qualifications Authority	2	6	0	4	1	4
Victorian Responsible Gambling Foundation*	0	1	0	0	0	1
Victorian WorkCover Authority*	28	1,088	51	565	68	518
Wangaratta, Rural City of	0	3	1	0	0	3
Wannon Region Water Corporation	0	1	1	0	0	0
Warrnambool City Council	0	9	3	2	0	5
Water, Minister for	0	0	0	0	0	2
Wellington Shire Council*	1	6	0	4	0	3
West Gippsland Catchment Management Authority	0	1	0	0	1	0
West Gippsland Healthcare Group*	48	171	204	1	0	14
West Wimmera Health Service	6	7	9	0	0	4
West Wimmera Shire Council	0	2	0	0	1	1
Western District Health Service	18	69	86	0	1	0
Western Health (includes Sunshine Hospital, Western Hospital, Williamstown Hospital)	1,417	3	905	11	11	732
Western Region Water Corporation	2	4	1	4	0	2

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	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>2</sup>
Westernport Region Water Corporation	0	2	1	1	0	0
Whitehorse, City of*	0	13	3	1	1	13
Whittlesea City Council	1	25	9	7	3	11
William Angliss Institute of TAFE*	2	0	1	0	0	1
Wimmera Health Care Group	43	83	105	0	0	23
Wimmera Regional Library Corporation*	0	1	1	0	0	0
Wodonga City Council	11	0	4	4	1	3
Women, Minister for	0	0	0	0	1	0
Wyndham City Council*	8	20	7	9	3	13
Yarra City Council	13	70	34	41	5	3
Yarra Ranges Shire Council*	1	11	4	8	0	9
Yarra Valley Water Corporation	30	0	16	7	1	6
Yarram and District Health Service	6	5	11	0	0	0
Yarrawonga Health	2	1	3	0	0	0
Yarriambiack Shire Council	2	2	4	0	0	0
Yooralla	2	0	0	1	0	1
Zoological Parks and Gardens Board	0	4	0	2	1	1

\* Denotes agencies that provide reading room facilities or can make them available by arrangement.

<sup>1</sup> Outcomes include all requests decided in the 2016-2017 year, including those which were received in the previous year but decided in 2016-2017.

<sup>2</sup> 'Other' covers situations where requests were received and one of the following applied: the applicant did not proceed with the request; the request was made in 2016-2017 but had not been decided at the end of the reporting period; the agency did not hold the documents sought; or the agency and the applicant agreed on a form of access satisfactory to the applicant outside the FOI process.

# Appendix A – Part 2

## AGENCIES THAT DID NOT RECEIVE FOI REQUESTS

Agency
Aberfeldy Cemetery Trust
Adass Israel Cemetery Trust
Administrator Pursuant to Part IV of the Electricity Industry (Residual Provisions) Act 1993
Adult, Community and Further Education Board
Alberton Cemetery Trust
Alexandra Cemetery Trust
Alma Cemetery Trust
Alpine Resorts Coordinating Council
Ambulance Services, Minister for
Amherst Cemetery Trust
Amphitheatre Cemetery Trust
Antwerp Cemetery Trust
Apollo Bay Cemetery Trust
Appeal Costs Board
Apsley Cemetery Trust
Ararat Cemetery Trust
Ararat Rural City Council
Arthur's Creek Cemetery Trust
Ashens Cemetery Trust
Australian Centre for the Moving Image
Avenel Cemetery Trust
Avoca Cemetery Trust
Bairnsdale Cemetery Trust
Ballarat General Cemeteries Trust
Ballan Cemetery Trust
Ballangeich Cemetery Trust
Balmoral Cemetery Trust
Bambra Cemetery Trust
Bannerton Cemetery Trust
Bannockburn Cemetery Trust
Banyule Cemeteries Trust
Baringhup Cemetery Trust
Barkly Cemetery Trust
Barmah Cemetery Trust
Barnawartha Cemetery Trust

Agency
Barwon Coast Committee of Management Incorporated*
Barwon South West Waste and Resource Recovery Group
Bealiba Cemetery Trust
Beaufort and Skipton Health Service
Beaufort Cemetery Trust
Beechworth Cemetery Trust
Beenak Cemetery Trust
Bellbrae Cemetery Trust
Benalla Cemetery Trust
Benambra Cemetery Trust
Bendigo Cemeteries Trust t/a Remembrance Parks – Central Victoria
Bendigo Kangan Institute
Bendoc Cemetery Trust
Berriwillock Cemetery Trust
Berwick and Harkaway Cemeteries Trust
Bethanga Cemetery Trust
Beulah Cemetery Trust
Birchip Cemetery Trust
Blackheath Cemetery Trust
Blackwood Cemetery Trust
Bleak House Cemetery Trust
Blue Mountain Cemetery Trust
Boinka Cemetery Trust
Boolarra Cemetery Trust
Boorhaman Cemetery Trust
Boort Cemetery Trust
Boram Boram Cemetery Trust
Boroondara Cemetery Trust
Bowman's Forest Cemetery Trust
Box Hill Cemetery Trust
Box Hill Institute (includes Centre for Adult Education)
Branxholme Cemetery Trust
Briagolong Cemetery Trust
Bridgewater (Old) Cemetery Trust
Bridgewater Cemetery Trust
Bright Cemetery Trust

Agency
Brim Cemetery Trust
Brimpaen Cemetery Trust
Broadford Cemetery Trust
Bruthen Cemetery Trust
Buangor Cemetery Trust
Buchan Cemetery Trust
Buckland Cemetery Trust
Bulla Cemetery Trust
Bullarto Cemetery Trust
Bumberrah Cemetery Trust
Bung Bong and Wareek Cemetery Trust
Bungaree Cemetery Trust
Buninyong Cemetery Trust
Bunyip Cemetery Trust
Burrum Burrum Cemetery Trust
Byaduk Cemetery Trust
Byaduk North Cemetery Trust
Camperdown Cemetery Trust
Cann River Cemetery Trust
Cape Bridgewater Cemetery Trust
Cape Clear Cemetery Trust
Caramut Cemetery Trust
Carisbrook Cemetery Trust
Carlsruhe Cemetery Trust
Carlisle Cemetery Trust
Carngham Cemetery Trust
Carrajung Cemetery Trust
Carwarp Cemetery Trust
Casey-Cardinia Library Corporation*
Cassilis Cemetery Trust
Casterton (New) Cemetery Trust
Casterton (Old) Cemetery Trust
Castlemaine Public Cemetery Trust
Cathcart Cemetery Trust
Cathkin Cemetery Trust
Caulfield Racecourse Reserve Trust
Cavendish Cemetery Trust
GenITex

# Appendix A – Part 2

## AGENCIES THAT DID NOT RECEIVE FOI REQUESTS

Agency
Central Coast Regional Coastal Board
Charlton Cemetery Trust
Chetwynd Cemetery Trust
Chewton Cemetery Trust
Chief Parliamentary Counsel Victoria, Office of the
Chiltern (New) Cemetery Trust
Chiltern (Old) Cemetery Trust
Chisholm Institute
Clarendon Cemetery Trust
Clear Lake Cemetery Trust
Clunes Cemetery Trust
Cobden Cemetery Trust
Cobram Cemetery Trust
Cobram District Health
Coghill's Creek Cemetery Trust
Cohuna Cemetery Trust
Colbinabbin Cemetery Trust
Coleraine Cemetery Trust
Concongella Cemetery Trust
Condah Cemetery Trust
Coongulmerang Cemetery Trust
Corack Cemetery Trust
Corangamite Regional Library Corporation*
Corinella Cemetery Trust
Corop Cemetery Trust
Corryong Cemeteries Trust
Cowangie Cemetery Trust
Cranbourne Cemetery Trust
Cressy Cemetery Trust
Creswick Cemetery Trust
Crib Point Cemetery Trust
Crowlands Cemetery Trust
Cudgewa (Wabba) Cemetery Trust
Culgoa (Kaniera) Cemetery Trust
Dahwedarre Cemetery Trust
Dargo Cemetery Trust
Darlington Cemeteries Trust
Darraweit Guim Cemetery Trust

Agency
Dartmoor Cemetery Trust
Daylesford Cemetery Trust
Deep Lead Cemetery Trust
Dergholm Cemetery Trust
Derrinallum Cemetery Trust
Devenish Cemetery Trust
Digby Cemetery Trust
Dimboola Cemetery Trust
Disciplinary Appeals Boards
Divinity, University of
Donald Cemetery Trust
Donnybrook Cemetery Trust
Dookie Cemetery Trust
Dookie East Cemetery Trust
Dowling Forest Cemetery Trust
Drik Drik Cemetery Trust
Drouin Cemetery Trust
Drouin West Cemetery Trust
Dunkeld Cemetery Trust
Dunolly (New) Cemetery Trust
Dunolly (Old) Cemetery Trust
Durham Ox Cemetery Trust
East Gippsland Catchment Management Authority
East Gippsland Shire Cemetery Trust
Eastern Regional Libraries Corporation
Echuca Cemetery Trust
Eddington Cemetery Trust
Edenhope and District Memorial Hospital
Eganstown Cemetery Trust
Eildon Weir Cemetery Trust
Elaine Cemetery Trust
Eldorado Cemetery Trust
Electoral Boundaries Commission*
Ellerslie Cemetery Trust
Elmhurst Cemetery Trust
Elmore Cemetery Trust
Elphinstone Cemetery Trust

Agency
Eltham Cemetery Trust
Emerald Tourist Railway Board
Ensay Cemetery Trust
Environmental Sustainability, Commissioner for
Epping Cemetery Trust
Equality, Minister for
Eureka (Chinkapook) Cemetery Trust
Euroa Cemetery Trust
Families and Children, Minister for
Family Safety Victoria
Federation Training
Ferntree Gully Cemetery Trust
Finance, Minister for
Firearms Appeals Committee*
Footscray Cemetery Trust
Foster Cemetery Trust
Franklinford Cemetery Trust
Frankston Cemetery Trust
French Island Cemetery Trust
Fryerstown Cemetery Trust
Gaffney's Creek Cemetery Trust
Garvoc Cemetery Trust
Geelong Cemeteries Trust
Geelong Performing Arts Centre Trust
Geelong Regional Library Corporation*
Gembrook Cemetery Trust
Gippsland Lakes and Coast Regional Coastal Board
Gippsland Waste and Resource Recovery Group
Gipsy Point Cemetery Trust
Gisborne Cemetery Trust
Glenelg Hopkins Catchment Management Authority*
Glengower Cemetery Trust
Glenlyon Cemetery Trust
Glenmaggie Cemetery Trust
Glenorchy Cemetery Trust
Glenthompson Cemetery Trust

## AGENCIES THAT DID NOT RECEIVE FOI REQUESTS

Agency
Gobur Cemetery Trust
Goldfields Library Corporation
Goomong Cemetery Trust
Gordon (New) Cemetery Trust
Gordon (Old) Cemetery Trust
Gormandale Cemetery Trust
Goulburn Ovens Institute of TAFE
Goulburn Valley Regional Library Corporation
Goulburn Valley Waste and Resource Recovery Group
Gowangardie Cemetery Trust
Grampians Central West Waste and Resource Recovery Group
Granite Flat Cemetery Trust
Grantville Cemetery Trust
Granya Cemetery Trust
Grays Bridge Cemetery Trust
Graytown Cemetery Trust
Great Ocean Road Coast Committee
Great Western Cemetery Trust
Green Hill Cemetery Trust
Green Lake Cemetery Trust
Greendale Cemetery Trust
Greta Cemetery Trust
Guildford Cemetery Trust
Hamilton Cemetery Trust
Harcourt Cemetery Trust
Harness Racing Victoria
Harrietville Cemetery Trust
Harrow Cemetery Trust
Hawkesdale Cemetery Trust
Hazelwood Cemetery Trust
Heathcote Cemetery Trust
Hexham Cemetery Trust
Heyfield Cemetery Trust
Heywood Cemetery Trust
High Country Library Corporation
Hindmarsh Shire Council*
Hopetoun Cemetery Trust

Agency
Horsham Cemetery Trust
Horsham Rural City Council
Hotspur Cemetery Trust
Indigo North Health Inc.*
Inglewood and Districts Health Service
Inglewood Cemetery Trust
International Education, Minister for
Inverleigh Cemetery Trust
Inverloch Cemetery Trust
Jamieson Cemetery Trust
Jeparit Cemetery Trust
Jerro Cemetery Trust
John Foord (Wahgunyah) Cemetery Trust
Joyce's Creek Cemetery Trust
Judicial College of Victoria
Kangaroo Ground Cemetery Trust
Karnak Cemetery Trust
Katamatite Cemetery Trust
Katandra Cemetery Trust
Katyl Cemetery Trust
Kenmare Cemetery Trust
Kerang Cemetery Trust
Kialla West Cemetery Trust
Kiata Cemetery Trust
Kiewa Cemetery Trust
Kilcunda Cemetery Trust
Kilmore Cemetery Trust
Kilnoorat Cemetery Committee of Management
Kinglake Ranges Cemetery Trust
Kingower Cemetery Trust
Koetong Cemetery Trust
Koondrook Cemetery Trust
Korong Vale Cemetery Trust
Korumburra Cemetery Trust
Kyabram Cemetery Trust
Kyneton Cemetery Trust
Laen North Cemetery Trust
Lake Boga Cemetery Trust

Agency
Lake Bolac Cemetery Trust
Lake Rowan Cemetery Trust
Lakes Entrance Cemetery Trust
Lalbert Cemetery Trust
Lancefield Cemetery Trust
Land Tax Hardship Relief Board
Landsborough Cemetery Trust
Lang Lang Cemetery Trust
Latrobe Valley Authority
Learmonth Cemetery Trust
Legal Practitioners' Liability Committee*
Leongatha Cemetery Trust
Lethbridge Cemetery Trust
Lexton Cemetery Trust
Linton Cemetery Trust
Lismore Cemetery Trust
Lochiel Cemetery Trust
Lockwood Cemetery Trust
Loddon Mallee Waste and Resource Recovery Group
Loddon Shire Council (includes Waanyarra Cemetery Trust)*
Longwood Cemetery Trust
Lorquon Cemetery Trust
Macarthur Cemetery Trust
Macedon Cemetery Trust
Maddingley Cemetery Trust
Majorca Cemetery Trust
Maldon Cemetery Trust
Mallacoota Cemetery Trust
Mallee Catchment Management Authority*
Malmsbury Cemetery Trust
Manangatang Cemetery Trust
Mansfield Cemetery Trust
Marlo Cemetery Trust
Marong Cemetery Trust
Maryborough Cemetery Trust
Maryknoll Cemetery Trust
Marysville Cemetery Trust



# Appendix A – Part 2

## AGENCIES THAT DID NOT RECEIVE FOI REQUESTS

Agency
Matlock Cemetery Trust
Meeniyan Cemetery Trust
Melbourne Chevra Kadisha Cemetery Trust
Melbourne Cricket Ground Trust
Melton Cemetery Trust
Mental Health, Minister for
Merbein Cemetery Trust
Meredith Cemetery Trust
Meringur Cemetery Trust
Merino Cemetery Trust
Merit Protection Boards
Metropolitan Fire and Emergency Services Appeals Commission
Metropolitan Waste and Resource Recovery Group
Milawa Cemetery Trust
Mildura Cemetery Trust
Minimay Cemetery Trust
Mining Warden, Office of the Victorian
Minyip Cemetery Trust
Miram Cemetery Trust
Mirboo North Cemetery Trust
Mitiamo Cemetery Trust
Mitta Mitta Cemetery Trust
Moe Memorial Park Trust
Moliagul Cemetery Trust
Moonambel Cemetery Trust
Moondarra Cemetery Trust
Moonlight Head Cemetery Trust
Moorngag Cemetery Trust
Mooroopna Cemetery Trust
Mornington Peninsula Cemetery Trust
Morrison's Cemetery Trust
Mortlake Cemetery Trust
Mount Cole Cemetery Trust
Mount Egerton Cemetery Trust
Mount Prospect Cemetery Trust
Moyston Cemetery Trust
Muckleford Cemetery Trust

Agency
Multicultural Affairs, Minister for
Municipal Association of Victoria*
Murchison Cemetery Trust
Murray Valley Wine Grape Industry Development Committee
Murrayville Cemetery Trust
Murtoa Cemetery Trust
Myrtleford Cemetery Trust
Mysia Cemetery Trust
Mystic Park Cemetery Trust
Nagambie Cemetery Trust
Nandaly Cemetery Trust
Naringga Cemetery Trust
Narracan Cemetery Trust
Narrawong Cemetery Trust
Nathalia Cemetery Trust
Natimuk Cemetery Trust
National Parks Advisory Council
Natte Yallock Cemetery Trust
Nature (Victoria), Trust for
Navarre Cemetery Trust
Neerim Cemetery Trust
Nelson Cemetery Trust
Netherby Cemetery Trust
Newbridge Cemetery Trust
Newstead Cemetery Trust
Nhill Cemetery Trust
Nillumbik Cemetery Trust
Nirranda Cemetery Trust
Noradjuha Cemetery Trust
North Central Catchment Management Authority*
North East Catchment Management Authority
North East Waste and Resource Recovery Group
Northern Victorian Fresh Tomato Industry Development Committee
Numurkah-Wunghnu Cemetery Trust
Nurrabil Cemetery Trust
Nyah Cemetery Trust

Agency
Nyora Cemetery Trust
Omeo Cemetery Trust
Orbost Cemetery Trust
Ouyen Cemetery Trust
Pakenham Cemetery Trust
Panmure Cemetery Trust
Pannoobamawm Cemetery Trust
Patho Cemetery Trust
Paynesville Cemetery Trust
Phillip Island Cemetery Trust
Phillip Island Nature Park Board of Management
Pimpinio Cemetery Trust
Pine Lodge Cemetery Trust
Pleasant Creek Cemetery Trust
Polkemmet Cemetery Trust
Pompapiel Cemetery Trust
Poowong Cemetery Trust
Port Campbell Cemetery Trust
Port Fairy Cemetery Trust
Port Phillip and Westernport Catchment Management Authority
Portland (North) Cemetery Trust
Portland (South) Cemetery Trust
Prevention of Family Violence, Minister for
Professional Boxing and Combat Sports Board
Public Record Office Victoria*
Public Records Advisory Council*
Public Transport Access Committee
Pyramid Hill Cemetery Trust
Quambatook Cemetery Trust
Quantong Cemetery Trust
Queen Victoria Women's Centre Trust
Queenstown Cemetery Trust
Racing Integrity Commissioner, Office of the
Racing, Minister for
Rainbow Cemetery Trust
Raywood Cemetery Trust
Red Bank Cemetery Trust

## AGENCIES THAT DID NOT RECEIVE FOI REQUESTS

Agency
Red Cliffs Cemetery Trust
Redcastle Cemetery Trust
Residential Tenancies Bond Authority
Rheola Cemetery Trust
Riddell's Creek Cemetery Trust
Ripplebrook Cemetery Trust
Robinvale Cemetery Trust
Rochester Cemetery Trust
Rokewood Cemetery Trust
Rosebery Cemetery Trust
Rosedale Cemetery Trust
Rothwell Cemetery Trust
Runnymede Cemetery Trust
Rupanyup Cemetery Trust
Rushworth Cemetery Trust
Rye Cemetery Trust
Safer Care Victoria
Sale Cemetery Trust
San Remo Cemetery Trust
Sandford Cemetery Trust
Sandy Creek Cemetery Trust
Scientific Advisory Committee
Scotts Creek Cemetery Trust
Sea Lake Cemetery Trust
Sentencing Advisory Council
Seymour Cemeteries Trust
Sheep Hills Cemetery Trust
Shelford Cemetery Trust
Shepparton Cemetery Trust
Shrine of Remembrance Trust
Skipton Cemetery Trust
Smeaton Cemetery Trust
Smythesdale Cemetery Trust
Sorrento Cemetery Trust
Southern Alpine Resort Management Board (includes Lake Mountain Alpine Resort Management Board, Mount Baw Baw Alpine Resort Management Board)
Southern Grampians Shire Council
Speed Cemetery Trust

Agency
Sport, Minister for
Spring Hill Cemetery Trust
Spring Lead Cemetery Trust
St Arnaud Cemetery Trust – Northern Grampians
Staffordshire Reef Cemetery Trust
Stanley Cemetery Trust
State Library of Victoria
State Sport Centres Trust
Steiglitz Cemetery Trust
Stratford Cemetery Trust
Strathbogie Cemetery Trust
Strathdownie East Cemetery Trust
Streatham Cemetery Trust
Stuart Mill Cemetery Trust
Suburban Development, Minister for
Sunbury Cemetery Trust
Sunraysia Institute of TAFE
Surveyors Registration Board of Victoria
Sutton Grange Cemetery Trust
Swan Hill Cemetery Trust
Swanwater West Cemetery Trust
Talgarno Cemetery Trust
Tallangatta Cemetery Trust
Tallarook Cemetery Trust
Taradale Cemetery Trust
Tarnagulla Cemetery Trust
Tarrawingee Cemetery Trust
Tarrayoukyan Cemetery Trust
Tarwin Lower Cemetery Trust
Tatura Cemetery Trust
Tatyoan Cemetery Trust
Tawonga Cemetery Trust
Teesdale Cemetery Trust
Terang Cemetery Trust
Terrapee Cemetery Trust
Thoona Cemetery Trust
Thorpdale Cemetery Trust
Timboon and District Healthcare Service

Agency
Timor Cemetery Trust
Tongala Cemetery Trust
Tooon Cemetery Trust
Toolamba Cemetery Trust
Toongabbie Cemetery Trust
Toora Cemetery Trust
Towaninnie Cemetery Trust
Tower Hill Cemetery Trust
Trafalgar Cemetery Trust
Transport Safety Office of the Chief Investigator
Transport Ticketing Authority
Traralgon Cemetery Trust
Trentham Cemetery Trust
Tungamah Cemetery Trust
Tutye Cemetery Trust
Tyaak Cemetery Trust
Tylden Cemetery Trust
Underbool Cemetery Trust
Upper Murray Health and Community Services*
Upper Regions (Wail) Cemetery Trust
Upper Yarra Cemetery Trust
Vaughan Cemetery Trust
Veterans, Minister for
Veterinary Practitioners Registration Board of Victoria
Victoria Grants Commission
Victorian Aboriginal Heritage Council*
Victorian Agency for Health Information
Victorian Catchment Management Council
Victorian Coastal Council
Victorian Council of the Arts
Victorian Disability Advisory Council
Victorian Environmental Assessment Council
Victorian Environmental Water Holder
Victorian Government Purchasing Board*
Victorian Health Promotion Foundation
Victorian Inspectorate
Victorian Law Reform Commission

# Appendix A – Part 2

## AGENCIES THAT DID NOT RECEIVE FOI REQUESTS

Agency	Agency
Victorian Legal Admissions Board*	Wimmera Catchment Management Authority
Victorian Multicultural Commission	Winiam Cemetery Trust
Victorian Professional Standards Council	Winton Cemetery Trust
Victorian Regional Channels Authority	Wodonga Cemetery Trust
Victorian Small Business Commissioner*	Wodonga Institute of TAFE
Victorian Strawberry Industry Development Committee*	Wonthaggi Cemetery Trust
Victorian Veterans Council	Woodend Cemetery Trust
Violet Town Cemetery Trust	Woods Point Cemetery Trust
Waitchie Cemetery Trust	Woodside Cemetery Trust
Walhalla Cemetery Trust	Woolsthorpe Cemetery Trust
Wallan Cemetery Trust	Woomelang Cemetery Trust
Walpeup Cemetery Trust	Woorak Cemetery Trust
Walwa Cemetery Trust	Woorndoo Cemetery Trust
Wangaratta Cemetery Trust	Woosang Cemetery Trust
Warracknabeal Cemetery Trust	WorkCover Advisory Committee
Warragul Cemetery Trust	Wycheproof Cemetery Trust
Warrnambool Cemetery Trust	Wychitella Cemetery Trust
Watchem Cemetery Trust	Yabba Cemetery Trust
Waterloo Cemetery Trust	Yackandandah Cemetery Trust
Waubra Cemetery Trust	Yalca North Cemetery Trust
Wedderburn Cemetery Trust	Yallourn Cemetery Trust
Welshpool Cemetery Trust	Yambuk Cemetery Trust
Werona and Kooroocheang Cemetery Trust	Yan Yean Cemetery Trust
Werrimull Cemetery Trust	Yarck Cemetery Trust
West Gippsland Regional Library Corporation Agency	Yarra Plenty Regional Library
West Wimmera Cemetery Trust	Yarragon Cemetery Trust
Western Coast Regional Coastal Board	Yarram Cemetery Trust
Whitefield Cemetery Trust	Yarrowonga and District Cemetery Trust
Whitehorse Manningham Regional Library Corporation	Yarrayne Cemetery Trust
Whroo Cemetery Trust	Yaugher Cemetery Trust
Wickliffe Cemetery Trust	Yea Cemetery Trust
Willaura Cemetery Trust	Youth Affairs, Minister for
Willow Grove Cemetery Trust	

\* Denotes agencies that provide reading room facilities or can make them available by arrangement  
 – The Ultima Cemetery Trust did not provide any data with respect to FOI activities for 2016-17

# Appendix B

## APPEALS TO THE VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL

Agency	Outcomes of All Appeals Received or Decided in 2016/17 <sup>1</sup>						
	Appeals Lodged	Appeals Withdrawn from VCAT <sup>2</sup>	Decided by VCAT	Agency Decision Confirmed <sup>3</sup>	Agency Decision Varied	Agency Decision overturned	Other <sup>4</sup>
Alfred Health	1	1	0	0	0	0	1
Ambulance Victoria	0	0	1	0	1	0	0
Ballarat, City of	0	1	0	0	0	0	1
Boroondara, City of	1	1	0	0	0	0	1
Brimbank City Council	1	0	1	1	0	0	0
Cardinia Shire Council	1	0	0	0	0	0	1
Country Fire Authority	4	0	0	0	0	0	4
Court Services Victoria	1	0	0	0	0	0	2
Deakin University	2	0	0	0	0	0	2
Eastern Health	1	1	0	0	0	0	1
Economic Development, Jobs, Transport and Resources, Department of	1	1	1	1	0	0	1
Education and Training, Department of	5	0	0	0	0	0	5
Environment, Land, Water and Planning, Department of	1	0	0	0	0	0	1
Essential Services Commission	0	1	0	0	0	0	1
Freedom of Information Commissioner	3	0	1	1	0	0	3
Goulburn-Murray Rural Water Corporation	0	1	0	0	0	0	1
Health and Human Services, Department of	6	1	5	5	0	0	3
Health Purchasing Victoria	1	1	0	0	0	0	1
Hume City Council	1	0	0	0	0	0	1
Justice and Regulation, Department of	11	2	3	3	0	0	9
Manningham City Council	3	2	1	1	0	0	2
Melbourne Polytechnic	1	0	0	0	0	0	1
Minister for Emergency Services	1	0	0	0	0	0	1
Monash Health	2	1	0	0	0	0	2
Monash University	1	0	0	0	0	0	1
Mornington Peninsula Shire	1	0	0	0	0	0	1
Mount Buller and Mount Stirling Alpine Resort Management Board	0	1	0	0	0	0	1
Murrindindi Shire Council	0	0	5	4	1	0	0
Premier and Cabinet, Department of	1	0	0	0	0	0	3
Premier of Victoria	1	0	1	1	0	0	0
Public Prosecutions, Office of	1	0	1	1	0	0	0
Public Transport Development Authority t/a Public Transport Victoria	1	0	0	0	0	0	1
Road Safety Camera Commissioner, Office of the	1	0	0	0	0	0	1

# Appendix B

## APPEALS TO THE VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL

Agency	Outcomes of All Appeals Received or Decided in 2016/17 <sup>1</sup>						
	Appeals Lodged	Appeals Withdrawn from VCAT <sup>2</sup>	Decided by VCAT	Agency Decision Confirmed <sup>3</sup>	Agency Decision Varied	Agency Decision overturned	Other <sup>4</sup>
Royal Children's Hospital, The	2	1	0	0	0	0	1
Special Minister of State	1	0	0	0	0	0	1
Stawell Regional Health	1	0	0	0	0	0	1
Transport Accident Commission	3	1	0	0	0	0	5
Treasury and Finance, Department of	0	1	1	1	0	0	1
University of Melbourne	1	0	0	0	0	0	1
Victoria Legal Aid	2	2	0	0	0	0	2
Victoria Police	10	6	4	4	0	0	13
Victorian Building Authority (VBA)	7	5	0	0	0	0	7
Victorian Government Architect	1	0	0	0	0	0	1
Victorian Ports Corporation (Melbourne)	0	2	0	0	0	0	2
Victorian WorkCover Authority	8	0	0	0	0	0	17
<b>Totals</b>	<b>91</b>	<b>33</b>	<b>25</b>	<b>23</b>	<b>2</b>	<b>0</b>	<b>105</b>

<sup>1</sup> The data in this table is based on the number and type of decisions handed down by the Tribunal in 2016-17, whether or not those decisions were as a result of appeals lodged in that year or previous years. This is necessary given the time that can often pass between an appeal being lodged, the mediation and other processes that can occur prior to a formal hearing, and a final decision being handed down by the Tribunal.

<sup>2</sup> 'Appeals withdrawn from VCAT' figure are also included in the 'Other' column.

<sup>3</sup> 'VCAT agency decision confirmed' includes situations where a case was struck out, or the matter was dismissed.

<sup>4</sup> 'Other' includes cases that were withdrawn or settled prior to the VCAT hearing or not yet decided by the Tribunal.

# Appendix C

## EXEMPTIONS CITED

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Alfred Health	s.30(1) x 3	
	s.33(1) x 19	
	s.35(1)(b) x 8	
	s.38 x 4	
Alpine Health	s.25A(1) x 1	
Alpine Shire Council	s.30(1) x 3	
	s.32(1) x 2	
	s.33(1) x 3	
	s.34(1)(b) x 1	
	s.34(4)(a) x 1	
	s.38A(1)(a) x 1	
	s.38A(1)(b) x 1	
	s.38A(1)(d) x 1	
	Ambulance Victoria	s.25A(5) x 1
	s.30(1) x 6	
	s.31(1)(a) x 1	
	s.33(1) x 464	
	s.33(6) x 1	
	s.34(1)(a) x 2	
	s.34(1)(b) x 2	
	s.34(4)(a) x 3	
	s.34(4)(b) x 1	
	s.35(1)(a) x 1	
	s.35(1)(b) x 1	
AMES Australia (previously known as Adult Multicultural Education Services)	s.33(1) x 1	
Austin Health	s.25A(1) x 1	
	s.30(1) x 7	
	s.33(1) x 35	
	s.33(4) x 7	
	s.35(1)(a) x 4	
	s.35(1)(b) x 12	
	s.38 x 3	

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Australian Grand Prix Corporation	s.28(1)(a) x 1	
	s.28(1)(b) x 1	
	s.28(1)(ba) x 1	
	s.28(1)(c) x 1	
	s.28(1)(d) x 1	
	s.32(1) x 1	
	s.33(1) x 1	
	s.34(1)(b) x 1	
Bairnsdale Regional Health Service	s.33(1) x 4	
Ballarat Health Services	s.30(1) x 1	
	s.33(1) x 13	
Ballarat, City of	s.32(1) x 3	
	s.33(1) x 28	
	s.34(1)(a) x 3	
	s.38A(1)(a) x 1	
Banyule City Council	s.30(1) x 2	
	s.32(1) x 1	
	s.33(1) x 12	
	s.34(1)(a) x 1	
	s.35(1)(b) x 3	
Barwon Health, University Hospital Geelong	s.25A(1) x 9	
	s.30(1) x 2	
	s.35(1)(b) x 4	
Barwon Region Water Corporation	s.30(1) x 1	
	s.32(1) x 1	
	s.33(1) x 1	
	s.34(1)(b) x 1	
	s.34(4)(a) x 1	
Bass Coast Health	s.33(1) x 1	
Bass Coast Shire Council	s.32(1) x 1	
	s.33(1) x 1	

# Appendix C

## EXEMPTIONS CITED

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Baw Baw Shire Council	s.31(1)(c) x 1	
	s.33(1) x 5	
	s.34(1)(a) x 1	
	s.34(1)(b) x 1	
Bayside City Council	s.30(1) x 1	
	s.33(1) x 31	
	s.34(1)(a) x 3	
	s.34(4)(a) x 2	
	s.35(1)(b) x 2	
Benalla Rural City Council	s.36(2)(b) x 1	
	s.30(1) x 1	
	s.31(1)(c) x 1	
	s.32(1) x 1	
Bendigo Health Care Group	s.33(1) x 2	
	s.33(1) x 38	
	s.35(1)(b) x 10	
	s.38 x 9	
Bendigo, City of Greater	s.25A(1) x 1	
	s.30(1) x 1	
	s.33(1) x 5	
	s.34(1)(a) x 1	
	s.35(1)(b) x 3	
Boroondara, City of	s.38 x 1	
	s.30(1) x 7	
	s.32(1) x 3	
	s.33(1) x 31	
	s.35(1)(b) x 2	
	s.38 x 1	
Bendigo, City of Greater	s.38A(1)(a) x 1	
	s.36(2)(b) x 2	

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Borough of Queenscliffe	s.30(1) x 2	
	s.32(1) x 1	
	s.33(1) x 4	
	s.34(1)(a) x 1	
	s.35(1)(b) x 3	
Brimbank City Council	s.38A(1)(a) x 2	
	s.31(1)(a) x 1	s.31(1)(a) x 1
	s.33(1) x 10	
Calvary Health Care Bethlehem	s.35(1)(a) x 1	
	s.33(1) x 7	
Campaspe Shire Council	s.33(4) x 2	
	s.33(1) x 2	
	s.34(1)(b) x 1	
Cardinia Shire Council	s.34(4)(a) x 1	
	s.35(1)(a) x 1	
Casey, City of	s.25A(1) x 4	
	s.30(1) x 8	
	s.31(1)(a) x 2	
	s.32(1) x 1	
	s.33(1) x 25	
City West Water Corporation	s.34(1)(a) x 3	
	s.34(1)(b) x 3	
	s.35(1)(b) x 6	
Colac Area Health	s.38 x 1	
	s.32(1) x 2	
	s.33(1) x 8	
Coliban Region Water Corporation	s.34(4)(a) x 1	
	s.25A(1) x 1	
	s.30(1) x 1	
Coliban Region Water Corporation	s.33(1) x 2	
	s.35(1)(a) x 1	
Coliban Region Water Corporation	s.25A(5) x 1	
	s.33(1) x 1	



## EXEMPTIONS CITED

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)	
Commission for Children and Young People	s.30(1) x 1		
	s.33(1) x 1		
	s.35(1)(a) x 1		
	s.35(1)(b) x 1		
	s.38 x 1		
Commissioner for Privacy and Data Protection	s.33(1) x 1		
Country Fire Authority	s.25A(1) x 2		
	s.25A(5) x 2		
	s.28(1)(ba) x 1		
	s.29A x 1		
	s.30(1) x 21		
	s.31(1)(a) x 4		
	s.32(1) x 10		
	s.33(1) x 54		
	s.34(1)(b) x 1		
	s.34(4)(a) x 3		
	s.35(1)(b) x 14		
	s.36(1)(b) x 9		
	Court Services Victoria	s.33(1) x 2	
		s.35(1)(b) x 1	
s.29B x 1			
Dandenong, City of Greater	s.30(1) x 3		
	s.31(1)(d) x 2		
	s.32(1) x 1		
	s.33(1) x 6		
	s.35(1)(b) x 3		
Darebin, City of	s.30(1) x 3		
	s.33(1) x 17		
	s.34(1)(b) x 1		
	s.35(1)(a) x 2		
	s.38A(1)(a) x 1		

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Deakin University	s.30(1) x 3	
	s.32(1) x 1	
	s.33(1) x 4	
	s.34(4)(a) x 1	
	s.35(1)(b) x 2	
Development Victoria	s.33(1) x 1	
Director, Transport Safety – Transport Safety Victoria	s.30(1) x 3	
	s.33(1) x 9	
	s.35(1)(a) x 1	
	s.35(1)(b) x 3	
	s.38 x 3	
Disability Services Commissioner	s.33(1) x 1	
	s.35(1)(b) x 1	
	s.38 x 1	
East Gippsland Shire Council	s.31(1)(b) x 1	
	s.32(1) x 1	
	s.33(1) x 9	
	s.34(1)(a) x 1	
	s.35(1)(b) x 3	
Eastern Health	s.25A(1) x 3	
	s.30(1) x 14	
	s.31(1)(a) x 4	
	s.31(1)(c) x 10	
	s.32(1) x 4	
	s.33(1) x 388	
	s.35(1)(b) x 159	
	s.38 x 13	

# Appendix C

## EXEMPTIONS CITED

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Economic Development, Jobs, Transport and Resources, Department of	s.25A(1) x 2	s.28(1)(b) x 1
	s.25A(5) x 4	s.28(1)(ba) x 1
	s.28(1)(b) x 6	s.28(1)(d) x 1
	s.28(1)(ba) x 2	s.30(1) x 1
	s.28(1)(c) x 3	s.34(1)(a) x 1
	s.28(1)(d) x 8	s.34(1)(b) x 1
	s.29(a) x 2	s.34(4)(a) x 1
	s.30(1) x 25	
	s.31(1)(a) x 6	
	s.31(1)(b) x 5	
	s.31(1)(d) x 2	
	s.31(1)(e) x 1	
	s.32(1) x 5	
	s.33(1) x 71	
	s.34(1)(b) x 5	
	s.34(4)(a) x 10	
	s.34(4)(b) x 1	
	s.35(1)(a) x 2	
	s.35(1)(b) x 4	
	s.36(1)(a) x 1	
	s.38 x 2	

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Education and Training, Department of	s.25A(1) x 13	
	s.25A(5) x 4	
	s.28(1)(ba) x 2	
	s.28(1)(c) x 5	
	s.28(1)(d) x 1	
	s.29(a) x 1	
	s.29(b) x 1	
	s.30(1) x 75	
	s.31(1)(a) x 10	
	s.31(1)(c) x 2	
	s.31(1)(d) x 1	
	s.32(1) x 26	
	s.33(1) x 144	
	s.34(1)(a) x 2	
	s.34(1)(b) x 3	
	s.34(4)(a) x 5	
	s.35(1)(a) x 5	
	s.35(1)(b) x 51	
	s.38 x 2	
Emergency Services Telecommunications Authority	s.38 x 27	
Energy Safe Victoria	s.32(1) x 2	
	s.33(1) x 2	
	s.35(1)(b) x 2	
Environment Protection Authority	s.30(1) x 12	
	s.32(1) x 1	
	s.33(1) x 40	
	s.33(6) x 1	
	s.34(1)(b) x 11	
	s.35(1)(a) x 2	
	s.35(1)(b) x 6	

## EXEMPTIONS CITED

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Environment, Land, Water and Planning, Department of	s.28(1)(b) x 2	
	s.28(1)(c) x 2	
	s.28(1)(d) x 3	
	s.29(a) x 2	
	s.30(1) x 38	
	s.31(1)(a) x 1	
	s.31(1)(b) x 1	
	s.31(1)(c) x 1	
	s.31(1)(d) x 1	
	s.32(1) x 11	
	s.33(1) x 65	
	s.33(6) x 1	
	s.34(1)(a) x 3	
	s.34(1)(b) x 8	
	s.34(4)(a) x 7	
	s.35(1)(a) x 2	
	s.35(1)(b) x 6	
	s.36(1)(b) x 1	
	s.38A(1)(c) x 1	
	s.38A(1)(d) x 1	
Essential Services Commission	s.32(1) x 2	
	s.33(1) x 1	
	s.34(1)(b) x 1	
	s.35(1)(a) x 1	
Federation University Australia	s.25A(1) x 2	
	s.30(1) x 2	
	s.32(1) x 1	
	s.33(1) x 2	
	s.35(1)(b) x 2	
Film Victoria	s.25A(5) x 2	
	s.30(1) x 1	
	s.31(1)(a) x 1	
	s.33(1) x 2	
	s.34(1)(b) x 1	
	s.34(4)(a) x 1	
s.35(1)(a) x 1		

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Frankston City Council	s.30(1) x 2	
	s.33(1) x 9	
	s.34(1)(b) x 1	
	s.34(4)(a) x 1	
	s.35(1)(b) x 2	
	s.25A(5) x 1	s.30(1) x 1
	s.30(1) x 3	s.32(1) x 1
Freedom of Information Commissioner	s.32(1) x 1	
	s.34(1)(b) x 1	
	s.34(4)(a) x 1	
	s.35(1)(b) x 3	
	s.29(a) x 1	
	s.29(b) x 1	
	s.30(1) x 3	
Game Management Authority	s.31(1)(d) x 1	
	s.33(1) x 3	
	s.35(1)(a) x 2	
	s.33(1) x 13	
	s.34(1)(b) x 4	
	s.34(4)(a) x 2	
Geelong, City of Greater	s.35(1)(b) x 2	
	s.30(1) x 4	
	s.33(1) x 5	
	s.35(1)(b) x 4	
Glen Eira City Council	s.30(1) x 8	
	s.32(1) x 8	
	s.33(1) x 12	
	s.35(1)(b) x 6	
Glenelg Shire Council	s.33(1) x 5	
	s.34(1)(a) x 1	
	s.35(1)(b) x 1	
Golden Plains Shire Council	s.38 x 1	
	s.33(1) x 1	

# Appendix C

## EXEMPTIONS CITED

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Goulburn Broken Catchment Management Authority	s.30(1) x 1	
	s.35(1)(a) x 1	
Goulburn-Murray Rural Water Corporation	s.25A(1) x 1	
	s.30(1) x 8	
	s.33(1) x 6	
	s.34(1)(b) x 4	
Greater Metropolitan Cemeteries Trust	s.32(1) x 1	
	s.33(1) x 2	
Greater Shepparton City Council	s.25A(1) x 1	
	s.31(1)(a) x 2	
	s.31(1)(b) x 2	
	s.32(1) x 1	
	s.33(1) x 2	
	s.35(1)(b) x 2	
Greyhound Racing Victoria	s.25A(5) x 1	
	s.30(1) x 3	
	s.31(1)(a) x 1	
	s.31(1)(c) x 1	
	s.32(1) x 1	
	s.35(1)(b) x 2	

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Health and Human Services, Department of	s.28(1)(b) x 5	s.28(1)(ba) x 1
	s.28(1)(ba) x 8	s.28(1)(d) x 1
	s.28(1)(d) x 2	s.30(1) x 4
	s.29(a) x 2	s.31(1)(a) x 3
	s.29(b) x 1	s.31(1)(c) x 1
	s.30(1) x 257	s.33(1) x 4
	s.31(1)(a) x 200	s.34(4)(a) x 1
	s.31(1)(b) x 7	s.35(1)(b) x 2
	s.31(1)(c) x 272	s.38 x 2
	s.31(1)(d) x 10	
	s.32(1) x 16	
	s.33(1) x 976	
	s.34(1)(b) x 17	
	s.34(4)(a) x 2	
Health Complaints Commissioner	s.34(4)(b) x 1	
	s.35(1)(a) x 92	
	s.35(1)(b) x 502	
	s.38 x 380	
	s.30(1) x 7	
Health Purchasing Victoria	s.33(1) x 2	
	s.35(1)(b) x 7	
	s.38 x 6	
	s.34(1)(b) x 2	
Hepburn Shire Council	s.30(1) x 1	
	s.33(1) x 2	
	s.34(1)(a) x 1	
	s.34(1)(b) x 1	
	s.38A(1)(a) x 1	
	s.38A(1)(b) x 1	
Hobsons Bay City Council	s.38A(1)(d) x 1	
	s.33(1) x 1	
	s.35(1)(b) x 1	

## EXEMPTIONS CITED

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Hume City Council	s.30(1) x 1	
	s.33(1) x 18	
	s.34(1)(b) x 1	
	s.35(1)(b) x 2	
Indigo Shire Council	s.30(1) x 1	
	s.34(1)(b) x 1	
	s.34(4)(a) x 1	
Infrastructure Victoria	s.30(1) x 2	
	s.33(1) x 2	
	s.35(1)(b) x 2	
Justice and Regulation, Department of	s.25A(1) x 66	s.30(1) x 1
	s.25A(5) x 22	s.33(1) x 2
	s.28(1)(a) x 2	s.35(1)(b) x 2
	s.28(1)(b) x 6	
	s.28(1)(ba) x 3	
	s.28(1)(c) x 5	
	s.28(1)(d) x 10	
	s.29(a) x 1	
	s.30(1) x 211	
	s.31(1)(a) x 379	
	s.31(1)(b) x 3	
	s.31(1)(d) x 211	
	s.31(1)(e) x 3	
	s.32(1) x 5	
	s.33(1) x 653	
	s.33(6) x 1	
	s.34(1)(b) x 2	
	s.34(4)(a) x 3	
	s.35(1)(a) x 6	
	s.35(1)(b) x 49	
s.36(1)(b) x 3		
s.38 x 582		

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Kingston City Council	s.25A(5) x 1	
	s.30(1) x 2	
	s.32(1) x 4	
	s.33(1) x 1	
	s.35(1)(b) x 2	
Knox City Council	s.31(1)(a) x 1	
	s.33(1) x 6	
	s.36(2)(b) x 1	
La Trobe University	s.30(1) x 2	
	s.33(1) x 3	
	s.34(4)(a) x 1	
	s.34(4)(b) x 1	
Latrobe City Council	s.35(1)(a) x 1	
	s.33(1) x 6	
	s.35(1)(b) x 1	
	s.38A(1)(a) x 1	
Latrobe Regional Hospital	s.38A(1)(b) x 1	
	s.33(1) x 1	
	s.35(1)(a) x 1	
	s.35(1)(b) x 1	
Level Crossing Removal Authority	s.25A(5) x 1	
	s.28(1)(ba) x 1	
	s.28(1)(c) x 2	
	s.28(1)(d) x 1	
	s.30(1) x 8	
	s.33(1) x 15	
	s.34(1)(b) x 5	
	s.34(4)(a) x 4	
	s.35(1)(b) x 2	
	Lower Murray Water (includes First Mildura Irrigation Trust)	s.33(1) x 1
s.34(1)(a) x 1		
Macedon Ranges Shire Council	s.31(1)(c) x 1	
	s.33(1) x 12	
Mallee Track Health and Community Service	s.33(1) x 6	

# Appendix C

## EXEMPTIONS CITED

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Manningham City Council	s.31(1)(a) x 1	s.33(1) x 1
	s.32(1) x 1	
	s.33(1) x 8	
	s.34(1)(b) x 2	
	s.35(1)(b) x 3	
Mansfield Shire Council	s.38A(1)(a) x 1	
	s.38A(1)(e) x 1	
Maribyrnong City Council	s.30(1) x 1	
	s.33(1) x 8	
	s.34(1)(b) x 1	
Maroondah City Council	s.33(1) x 4	
Melbourne Health	s.25A(1) x 1	
	s.31(1)(a) x 1	
	s.32(1) x 1	
	s.33(1) x 48	
	s.34(4)(a) x 1	
	s.35(1)(a) x 1	
Melbourne Metro Rail Authority	s.36(1)(b) x 1	
	s.30(1) x 5	
	s.33(1) x 7	
	s.34(1)(b) x 1	
	s.34(4)(a) x 2	
Melbourne Polytechnic	s.35(1)(b) x 1	
	s.30(1) x 1	
	s.33(1) x 1	
	s.35(1)(a) x 1	
Melbourne Water	s.35(1)(b) x 1	
	s.30(1) x 1	
	s.32(1) x 1	
	s.33(1) x 4	
	s.34(1)(a) x 1	
	s.34(1)(b) x 1	
	s.35(1)(b) x 1	

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Melbourne, City of	s.25A(1) x 1	
	s.30(1) x 4	
	s.32(1) x 3	
	s.33(1) x 18	
	s.34(1)(b) x 1	
Melton City Council	s.35(1)(b) x 5	
	s.31(1)(a) x 2	
	s.31(1)(c) x 2	
	s.33(1) x 17	
Mental Health Complaints Commissioner	s.34(1)(a) x 2	
	s.35(1)(b) x 4	
	s.30(1) x 2	
	s.32(1) x 1	
Mental Health Tribunal	s.33(1) x 3	
	s.35(1)(b) x 1	
	s.33(1) x 1	
Mercy Hospitals Victoria	s.38 x 1	
	s.25A(1) x 1	
	s.30(1) x 2	
Metropolitan Fire and Emergency Services Board	s.33(1) x 20	
	s.35(1)(a) x 20	
	s.30(1) x 2	
Metropolitan Waste and Resource Recovery Group	s.33(1) x 477	
	s.34(4)(c) x 2	
	s.36(1)(b) x 2	
Metropolitan Waste and Resource Recovery Group	s.31(1)(c) x 1	
	s.32(1) x 1	
	s.34(4)(a) x 1	
	s.35(1)(b) x 1	

## EXEMPTIONS CITED

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Mildura Rural City Council	s.25A(5) x 1	
	s.29(b) x 1	
	s.32(1) x 1	
	s.33(1) x 7	
	s.34(1)(a) x 1	
	s.34(1)(b) x 1	
	s.35(1)(b) x 2	
Minister for Agriculture	s.33(1) x 1	
Minister for Education	s.25A(1) x 1	
	s.30(1) x 1	
	s.31(1)(a) x 1	
	s.32(1) x 1	
Minister for Emergency Services	s.33(1) x 3	
	s.30(1) x 2	
Minister for Energy, Environment and Climate Change	s.33(6) x 1	
	s.30(1) x 1	
Minister for Industrial Relations	s.30(1) x 1	
	s.25A(1) x 4	
	s.32(1) x 1	
Minister for Local Government	s.33(1) x 1	
	s.30(1) x 1	
Minister for Planning	s.33(1) x 1	
	s.30(1) x 1	
	s.32(1) x 1	
Minister for Police	s.33(1) x 3	
	s.25A(5) x 1	
	s.28(1)(d) x 1	
	s.30(1) x 1	
Minister for Public Transport	s.33(1) x 1	
	s.25A(1) x 3	
	s.30(1) x 1	
Minister for Small Business, Innovation and Trade	s.33(1) x 2	
	s.34(4)(b) x 1	
	s.33(1) x 1	
Minister for Tourism and Major Events	s.33(1) x 1	

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Minister for Training and Skills	s.28(1)(c) x 1	
	s.30(1) x 3	
	s.33(1) x 3	
	s.35(1)(a) x 1	
	s.35(1)(b) x 1	
	s.25A(1) x 1	
Minister for Women	s.32(1) x 2	
	s.33(1) x 14	
Mitchell Shire Council	s.33(1) x 4	
Moirra Shire Council	s.25A(5) x 6	
	s.30(1) x 22	
	s.32(1) x 6	
	s.33(1) x 253	
Monash Health	s.33(4) x 1	
	s.35(1)(b) x 45	
	s.38 x 21	
	s.30(1) x 4	
	s.31(1)(a) x 1	
	s.32(1) x 1	
Monash University	s.33(1) x 9	
	s.34(4)(a) x 1	
	s.34(4)(b) x 1	
	s.35(1)(b) x 4	
Monash, City of	s.38 x 1	
	s.33(1) x 5	
	s.33(6) x 1	
Moonee Valley City Council	s.24A(1) x 2	
	s.33(1) x 20	
Moorabool Shire Council	s.30(1) x 2	
	s.32(1) x 1	
	s.33(1) x 3	
Moreland City Council	s.33(1) x 100	
Mornington Peninsula Shire	s.30(1) x 1	
	s.31(1)(a) x 3	
	s.33(1) x 31	



# Appendix C

## EXEMPTIONS CITED

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Mount Alexander Shire Council	s.33(6) x 1	
Mount Hotham Alpine Resort Management Board	s.33(1) x 1	
Moyne Shire Council	s.32(1) x 1	
Murrindindi Shire Council	s.33(1) x 9	s.33(1) x 5
	s.34(1)(a) x 1	
	s.35(1)(a) x 3	
	s.38A(1)(b) x 1	
Museums Victoria	s.30(1) x 2	
	s.31(1)(a) x 1	
	s.32(1) x 1	
	s.33(1) x 2	
	s.34(1)(b) x 1	
	s.34(4)(a) x 2	
	s.35(1)(b) x 1	
National Gallery of Victoria	s.31(1)(a) x 1	
	s.31(1)(b) x 1	
	s.33(1) x 2	
	s.34(4)(a) x 2	
Nillumbik Shire Council	s.25A(1) x 1	
	s.30(1) x 2	
	s.31(1)(a) x 2	
	s.32(1) x 1	
	s.34(1)(a) x 2	
	s.35(1)(b) x 1	
	s.38A(1)(b) x 1	
North East Region Water Corporation (t/a North East Water)	s.30(1) x 1	
	s.33(1) x 1	
Northern Health	s.25A(1) x 5	
	s.25A(5) x 5	
	s.30(1) x 1	
	s.33(1) x 47	
	s.35(1)(b) x 14	

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Parks Victoria	s.30(1) x 6	
	s.31(1)(a) x 1	
	s.31(1)(d) x 1	
	s.32(1) x 2	
	s.33(1) x 16	
	s.34(1)(b) x 10	
	s.34(4)(a) x 4	
	s.36(1)(b) x 1	
Peninsula Health	s.30(1) x 5	
	s.31(1)(a) x 1	
	s.33(1) x 53	
	s.34(4)(a) x 22	
	s.35(1)(b) x 23	
Port of Hastings Development Authority	s.31(1)(a) x 1	
	s.31(1)(b) x 1	
	s.34(1)(b) x 1	
	s.34(4)(a) x 1	
Port Phillip, City of	s.30(1) x 2	
	s.32(1) x 3	
	s.33(1) x 34	
	s.34(1)(b) x 2	
	s.35(1)(b) x 1	
Portland District Health	s.31(1)(c) x 1	

## EXEMPTIONS CITED

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Premier and Cabinet, Department of	s.25A(1) x 5	
	s.28(1)(b) x 6	
	s.28(1)(ba) x 1	
	s.28(1)(c) x 2	
	s.28(1)(d) x 9	
	s.29(a) x 3	
	s.29(b) x 1	
	s.29A x 3	
	s.30(1) x 26	
	s.31(1)(d) x 1	
	s.32(1) x 9	
	s.33(1) x 50	
	s.34(1)(b) x 6	
	s.34(4)(a) x 10	
	s.35(1)(b) x 4	
	s.36(1)(b) x 1	
	s.38 x 1	
Premier of Victoria	s.25A(1) x 10	s.5(1)(b) x 1
	s.25A(5) x 1	
	s.28(1)(d) x 3	
	s.30(1) x 3	
	s.33(1) x 12	
PrimeSafe	s.33(1) x 1	
	s.35(1)(a) x 1	
	s.38 x 1	
Public Prosecutions, Office of	s.32(1) x 1	s.32(1) x 1
	s.33(1) x 26	s.33(1) x 1
	s.33(6) x 1	
	s.35(1)(b) x 6	
	s.38 x 2	

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)	
Public Transport Development Authority t/a Public Transport Victoria	s.30(1) x 17		
	s.31(1)(b) x 1		
	s.31(1)(d) x 2		
	s.32(1) x 5		
	s.33(1) x 36		
	s.34(1)(b) x 6		
	s.34(4)(a) x 14		
	Pyrenees Shire Council	s.32(1) x 1	
		s.38A(1)(a) x 1	
	Racing Victoria Limited	s.25A(1) x 1	
s.30(1) x 6			
s.32(1) x 4			
s.33(1) x 7			
s.35(1)(b) x 7			
RMIT University	s.30(1) x 4		
	s.33(1) x 7		
	s.34(4)(c) x 1		
	s.35(1)(b) x 1		
Road Safety Camera Commissioner, Office of the	s.33(1) x 1		
Royal Botanic Gardens Board	s.33(1) x 1		
	s.34(1)(b) x 1		
	s.34(4)(a) x 1		
Royal Children's Hospital, The	s.35(1)(b) x 1		
	s.30(1) x 2		
	s.32(1) x 1		
	s.33(1) x 217		
	s.35(1)(a) x 32		

# Appendix C

## EXEMPTIONS CITED

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Royal Society for the Prevention of Cruelty to Animals (Victoria)	s.30(1) x 2	
	s.31(1)(a) x 7	
	s.31(1)(b) x 2	
	s.31(1)(c) x 1	
	s.31(1)(d) x 1	
	s.31(1)(e) x 1	
	s.32(1) x 1	
	s.33(1) x 11	
	s.35(1)(a) x 1	
	Royal Women's Hospital, The	s.31(1)(c) x 2
	s.33(1) x 6	
South Gippsland Shire Council	s.33(1) x 1	
	s.38A(1)(b) x 1	
South West Healthcare	s.33(1) x 12	
	s.33(4) x 2	
	s.35(1)(a) x 9	
	s.35(1)(b) x 12	
South West Institute of TAFE	s.25A(5) x 1	
	s.33(1) x 1	
Southern Metropolitan Cemeteries Trust	s.34(4)(a) x 2	
Special Minister of State	s.25A(1) x 1	
	s.28(1)(d) x 1	
	s.30(1) x 1	
	s.33(1) x 1	
	s.35(1)(b) x 1	
	s.38 x 1	
	s.33(1) x 6	
St Vincent's Health	s.35(1)(b) x 30	
	s.36(1)(b) x 1	

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
State Revenue Office	s.28(1)(ba) x 1	
	s.28(1)(d) x 1	
	s.29(a) x 1	
	s.29(b) x 1	
	s.30(1) x 5	
	s.31(1)(a) x 1	
	s.31(1)(c) x 1	
	s.31(1)(d) x 1	
	s.32(1) x 2	
	s.33(1) x 3	
	s.35(1)(b) x 2	
	s.38 x 3	
	Stonnington, City of	s.30(1) x 2
	s.33(1) x 4	
	s.34(1)(b) x 1	
	s.35(1)(b) x 2	
	s.38 x 1	
	s.38A(1)(b) x 1	
Strathbogie Shire Council	s.33(6) x 1	
Surf Coast Shire Council	s.30(1) x 1	
	s.33(1) x 6	
	s.34(1)(a) x 1	
	s.35(1)(a) x 1	
Sustainability Victoria	s.25A(1) x 1	
Swan Hill Rural City Council	s.30(1) x 1	
	s.32(1) x 1	
	s.33(1) x 1	
	s.34(1)(a) x 1	
	s.35(1)(a) x 1	
Swinburne University of Technology	s.25A(5) x 1	

## EXEMPTIONS CITED

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Taxi Services Commission	s.28(1)(b) x 1	
	s.28(1)(ba) x 1	
	s.28(1)(d) x 1	
	s.30(1) x 3	
	s.32(1) x 1	
	s.33(1) x 3	
	s.33(6) x 1	
	s.35(1)(b) x 3	
	s.38 x 1	
Towong Shire Council	s.30(1) x 1	
	s.32(1) x 1	
	s.33(1) x 1	
	s.34(1)(b) x 1	
	s.34(4)(a) x 1	
	s.38A(1)(a) x 1	
	s.38A(1)(d) x 1	
Transport Accident Commission	s.30(1) x 674	
	s.32(1) x 379	
	s.33(1) x 43	
	s.33(4) x 1	
	s.34(1)(a) x 2	
	s.35(1)(b) x 1	
	s.38 x 390	
Treasurer	s.28(1)(b) x 2	
	s.28(1)(ba) x 4	
	s.28(1)(c) x 4	
	s.28(1)(d) x 2	
	s.30(1) x 6	
	s.32(1) x 4	
	s.33(1) x 4	

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Treasury and Finance, Department of	s.28(1)(b) x 2	s.28(1)(b) x 1
	s.28(1)(ba) x 1	s.28(1)(d) x 1
	s.28(1)(c) x 1	s.30(1) x 1
	s.28(1)(d) x 2	s.32(1) x 1
	s.30(1) x 6	s.33(1) x 1
	s.33(1) x 7	s.34(4)(a) x 1
	s.34(1)(b) x 1	s.36(1)(a) x 1
University of Melbourne	s.25A(1) x 1	
	s.30(1) x 3	
	s.33(1) x 6	
	s.34(1)(b) x 1	
	s.34(4)(a) x 3	
	s.34(4)(b) x 1	
V/Line Corporation	s.35(1)(b) x 6	
	s.30(1) x 2	
	s.32(1) x 2	
	s.33(1) x 4	
	s.33(4) x 1	
	s.34(1)(b) x 2	
VicForests	s.33(1) x 1	
	s.34(1)(a) x 1	
	s.34(1)(b) x 1	
	s.35(1)(b) x 1	
	s.38 x 1	

# Appendix C

## EXEMPTIONS CITED

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
VicRoads	s.25A(5) x 22	
	s.28(1)(b) x 3	
	s.29(a) x 2	
	s.29(b) x 1	
	s.30(1) x 18	
	s.31(1)(a) x 2	
	s.31(1)(b) x 1	
	s.31(1)(c) x 1	
	s.31(1)(d) x 1	
	s.32(1) x 10	
	s.33(1) x 532	
	s.34(1)(b) x 6	
	s.34(4)(a) x 10	
	s.35(1)(b) x 26	
	s.36(1)(b) x 1	
s.38 x 344		
Victoria Legal Aid	s.25A(5) x 1	
	s.28(1)(ba) x 1	
	s.33(1) x 2	
	s.38 x 1	

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Victoria Police	s.25A(1) x 51	s.25A(5) x 1
	s.25A(5) x 26	s.29A x 1
	s.28(1)(a) x 1	s.33(1) x 2
	s.28(1)(ba) x 1	s.38 x 1
	s.29(a) x 2	
	s.29(b) x 3	
	s.29A x 3	
	s.30(1) x 258	
	s.31(1)(a) x 249	
	s.31(1)(b) x 214	
	s.31(1)(c) x 6	
	s.31(1)(d) x 213	
	s.31(1)(e) x 21	
	s.31(3) x 2	
	s.31(4) x 1	
	s.32(1) x 17	
	s.33(1) x 2294	
	s.33(4) x 1	
s.33(6) x 14		
s.34(1)(b) x 2		
s.35(1)(b) x 479		
s.36(1)(b) x 1		
s.38 x 401		
Victoria State Emergency Service	s.30(1) x 3	
	s.31(1)(a) x 2	
	s.31(1)(c) x 1	
	s.33(1) x 15	
	s.34(1)(b) x 1	
	s.35(1)(a) x 1	
s.35(1)(b) x 5		
Victoria University	s.25A(5) x 2	
	s.30(1) x 4	
	s.32(1) x 2	
	s.33(1) x 5	
	s.35(1)(a) x 4	

## EXEMPTIONS CITED

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Victorian Arts Centre Trust	s.30(1) x 1	
	s.34(1)(a) x 1	
Victorian Auditor-General's Office	s.32(1) x 1	
	s.33(1) x 1	
	s.38 x 1	
Victorian Building Authority (VBA)	s.25A(1) x 1	
	s.30(1) x 12	
	s.32(1) x 6	
	s.33(1) x 55	
	s.33(6) x 1	
	s.34(1)(a) x 1	
Victorian Commission for Gambling and Liquor Regulation	s.25A(5) x 3	
	s.30(1) x 4	
	s.31(1)(a) x 1	
	s.31(1)(b) x 1	
	s.32(1) x 1	
	s.33(1) x 8	
	s.34(1)(a) x 1	
	s.34(1)(b) x 1	
	s.35(1)(b) x 1	
	s.38 x 4	
Victorian Curriculum and Assessment Authority	s.30(1) x 2	
	s.32(1) x 1	
	s.33(1) x 2	
Victorian Electoral Commission	s.33(1) x 2	
Victorian Equal Opportunity and Human Rights Commission	s.30(1) x 3	
	s.38 x 2	
Victorian Government Architect	s.30(1) x 1	
	s.33(1) x 2	

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Victorian Government Solicitor	s.30(1) x 1	
	s.31(1)(a) x 1	
	s.32(1) x 2	
	s.33(1) x 1	
	s.35(1)(b) x 1	
Victorian Institute of Forensic Medicine	s.30(1) x 1	
	s.32(1) x 1	
	s.33(1) x 1	
Victorian Institute of Forensic Mental Health	s.33(1) x 21	
	s.33(4) x 20	
	s.35(1)(a) x 17	
Victorian Legal Services Commissioner	s.25A(5) x 1	
	s.38 x 1	
Victorian Managed Insurance Authority	s.32(1) x 1	
	s.33(1) x 8	
	s.34(1)(b) x 2	
	s.35(1)(b) x 1	
Victorian Ombudsman	s.30(1) x 1	
Victorian Planning Authority	s.30(1) x 2	
	s.32(1) x 1	
	s.33(1) x 2	
	s.34(1)(b) x 2	
	s.35(1)(a) x 1	
	s.35(1)(b) x 1	
Victorian Ports Corporation (Melbourne)	s.38 x 2	
	s.33(1) x 2	
	s.34(1)(a) x 1	
	s.34(1)(b) x 1	
	s.34(4)(a) x 1	
Victorian Public Sector Commission	s.35(1)(b) x 1	
	s.33(1) x 1	

# Appendix C

## EXEMPTIONS CITED

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Victorian Registration and Qualifications Authority	s.30(1) x 2	
	s.33(1) x 1	
	s.35(1)(a) x 1	
	s.35(1)(b) x 1	
Victorian WorkCover Authority	s.25A(1) x 4	
	s.25A(5) x 1	
	s.28(1)(a) x 1	
	s.29A x 1	
	s.30(1) x 18	
	s.31(1)(a) x 34	
	s.31(1)(b) x 21	
	s.31(1)(d) x 3	
	s.31(1)(e) x 3	
	s.32(1) x 29	
	s.33(1) x 501	
	s.34(1)(a) x 12	
	s.34(4)(a) x 2	
s.35(1)(b) x 10		
s.38 x 7		
Warrnambool City Council	s.33(1) x 1	
	s.34(4)(a) x 1	
Wellington Shire Council	s.25A(5) x 1	
	s.30(1) x 1	
	s.32(1) x 1	
	s.33(1) x 3	
	s.34(4)(a) x 1	
s.35(1)(b) x 2		
West Gippsland Catchment Management Authority	s.25A(1) x 1	
West Gippsland Healthcare Group	s.25A(5) x 1	
West Wimmera Shire Council	s.33(1) x 1	
Western District Health Service	s.25A(5) x 1	

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Western Health	s.25A(1) x 11	
	s.30(1) x 9	
	s.31(1)(e) x 1	
	s.33(1) x 3	
Western Region Water Corporation	s.32(1) x 1	
	s.33(1) x 4	
Westernport Region Water Corporation	s.25A(1) x 1	
Whitehorse, City of	s.25A(5) x 1	
	s.35(1)(b) x 1	
Whittlesea City Council	s.25A(1) x 1	
	s.25A(5) x 1	
	s.30(1) x 2	
	s.33(1) x 7	
	s.35(1)(a) x 1	
Wodonga City Council	s.25A(5) x 2	
	s.30(1) x 1	
	s.33(1) x 4	
	s.35(1)(a) x 1	
Wyndham City Council	s.31(1)(c) x 1	
	s.32(1) x 1	
	s.33(1) x 11	
s.35(1)(a) x 2		
Yarra City Council	s.25A(1) x 2	
	s.30(1) x 1	
	s.32(1) x 3	
	s.33(1) x 38	
	s.34(1)(b) x 1	
	s.34(4)(a) x 1	
	s.35(1)(b) x 1	
Yarra Ranges Shire Council	s.33(1) x 5	
	s.34(1)(b) x 1	
	s.35(1)(b) x 2	
Yarra Valley Water Corporation	s.33(1) x 8	
Yooralla	s.33(1) x 1	



**EXEMPTIONS CITED**

Agency	Initial Decisions (Act provision x no. of times cited)	VCAT Appeals (Act provision x no. of times cited)
Zoological Parks and Gardens Board	s.28(1)(b) x 1	
	s.30(1) x 1	
	s.31(1)(c) x 1	

# Appendix D

## NAMES AND TITLES OF DECISION MAKERS

Agency	Names and Titles of Decision Makers [Number of decisions where access was granted in full, in part or access was denied]
Albury Wodonga Health	Wendy Sutcliffe (Health Information Manager) [141 - 0 - 0]
	Michael Nuck (Executive Director NEBMHS) [21 - 0 - 0]
Alexandra District Health	Debbie Rogers (Chief Executive Officer) [12 - 0 - 0]
Alfred Health	Diana Battaglia (FOI Manager) [1 - 1 - 1]
	A/Prof Simon Stafrace (Director Alfred Psychiatry) [74 - 8 - 1]
	A/Prof Peter Hunter (Director Rehabilitation Aged and Community Care) [15 - 0 - 0]
Alpine Health	Dr Lee Hamley (Chief Medical Officer) [2251 - 5 - 10]
	Lyndon Seys (Chief Executive Officer) [13 - 1 - 0]
Alpine Shire Council	Leanne Williams (Manager Corporate) [0 - 2 - 0]
	Trevor Britten (Director Corporate Performance) [0 - 1 - 0]
	Charlie Bird (Director Assets) [0 - 1 - 0]
Ambulance Victoria	Karen George (Records & FOI Officer) [335 - 146 - 8]
	Craig Bosso (Records Management Administrator) [9 - 1 - 0]
	Maryann Borys (FOI Officer) [868 - 301 - 9]
	Kelly McNair (FOI Officer) [2 - 0 - 0]
	Ian Mounsey (Records & FOI Team Leader) [13 - 7 - 4]
AMES Australia (previously known as Adult Multicultural Education Services)	Peter Thomas (FOI & Information Privacy Manager) [3 - 1 - 0]
Architects Registration Board of Victoria	Amy Ryan (Administration Officer) [1 - 0 - 0]

## NAMES AND TITLES OF DECISION MAKERS

Agency	Names and Titles of Decision Makers [Number of decisions where access was granted in full, in part or access was denied]
Austin Health	Mardi Stephens (FOI Officer) [43 - 15 - 4]
	Annaya Brown (Psychiatrist - CAMHS) [1 - 1 - 0]
	Charu Gandhi (Consultant Psychiatrist - PTRS) [4 - 5 - 0]
	David Kruse (Consultant Psychiatrist - PTRS) [1 - 1 - 0]
	David Wijeratne (Consultant Psychiatrist) [1 - 0 - 0]
	Edward Theologis (Clinical Director - BDP) [9 - 0 - 0]
	Hannah Cheng (Psychiatrist - CAMHS) [1 - 1 - 0]
	Jeffrey Daniel (GHMH Manager) [32 - 1 - 0]
	Joy Quek (Consultant Psychiatrist) [2 - 1 - 0]
	Lanny Bochsler (Acting Clinical Director NEAMHS) [1 - 1 - 0]
	Leeanne Fisher (Clinical Director CAMHS) [7 - 11 - 0]
	Maryam Dar (Consultant Psychiatrist) [0 - 2 - 0]
	Marina Nasso (Manager NECCS - NEAMHS) [0 - 4 - 0]
	Neville Baker (Nurse Practitioner - NEAMHS) [4 - 1 - 0]
	Revi Nair (Consultant Psychiatrist) [4 - 0 - 0]
	Steve Malkin (Senior Clinical Psychologist) [4 - 0 - 0]
	Silvana Nittoli (Senior EPS Clinician - NEAMHS) [2 - 0 - 0]
	Suzy Redston (Clinical Director - PTRS) [26 - 5 - 0]
	Timothy Rolfe (Deputy Director - PTRS) [17 - 2 - 0]
	Victoria Harpwood (Visiting Medical Officer - APU) [13 - 0 - 0]
	Peter Chen (Consultant Psychiatrist) [9 - 0 - 0]
	Akshay Illango (Consultant Psychiatrist) [0 - 2 - 0]
	Astha Tomar (Consultant Psychiatrist) [2 - 0 - 0]
	Christina Lambros (Manager - NEMSTS) [1 - 0 - 0]
	Craig Vincent (Mental Health Clinician) [4 - 4 - 0]
	Dilani Daluwatte (Consultant Psychiatrist) [4 - 0 - 0]
	Lanki Pangnadasa (Mental Health Clinician) [2 - 0 - 0]
	Miles Turner (Mental Health Clinician) [4 - 1 - 0]
	Prof Richard Newton (Director Mental Health Services) [0 - 1 - 0]
	Vesna Karopoulos (Consultant Psychiatrist) [3 - 0 - 0]
	Margaret Kingston (Legal Counsellor) [0 - 1 - 0]
	Marie Ellis (Corporate FOI Officer) [1 - 2 - 0]
	Dr Tony Chan (FOI Reviewer) [850 - 0 - 0]
Australian Grand Prix Corporation	Sally Law (Manager - Contracts & Legal) [0 - 1 - 4]
Bairnsdale Regional Health Service	Juliette Wenn (FOI & Information Privacy Manager) [70 - 1 - 0]
	Alice Lay (Health Information Manager) [9 - 0 - 0]
	Jane Clemm (Health Information Manager) [3 - 0 - 0]
	Dr Kaushik Banjera (Director of Medical Services) [6 - 0 - 3]

# Appendix D

## NAMES AND TITLES OF DECISION MAKERS

Agency	Names and Titles of Decision Makers [Number of decisions where access was granted in full, in part or access was denied]
Ballarat Health Services	Dr Linda Danvers (Chief Medical Officer) [478 - 12 - 0]
	Dr Abdul Khalid (Director of Clinical Services Mental Health) [76 - 2 - 0]
	Dr Jaycen Cruickshank (Chief Medical Officer) [4 - 0 - 0]
Ballarat, City of	Cameron Montgomery (FOI & Information Privacy Manager) [3 - 19 - 1]
	Sarah Cuthbert (FOI Officer) [2 - 6 - 0]
	Glenn Kallio (FOI & Information Privacy Manager) [0 - 1 - 0]
	Justine Linley (Chief Executive Officer) [0 - 1 - 0]
Banyule City Council	Kellie O'Shea (FOI Officer) [0 - 13 - 1]
Barwon Health, University Hospital Geelong	Susan Bell (FOI Officer) [37 - 0 - 0]
	Dr Scott Hall (Psychiatrist) [12 - 0 - 0]
	A/Prof Richard Harvey (Clinical Director Mental Health Drugs and Alcohol Services) [12 - 0 - 0]
	Fiona Nelson (Medico Legal Manager) [4 - 1 - 1]
	Dr Steve Moylan (Psychiatrist) [119 - 1 - 0]
Barwon Region Water Corporation	Dr Paul Mestitz (Senior Medical Specialist) [725 - 9 - 0]
	Michael Watson (FOI Officer) [1 - 1 - 0]
	Paul Rawson (FOI Officer) [2 - 0 - 0]
	Philippa O'Sullivan (FOI Officer) [2 - 0 - 0]
Bass Coast Health	Noni Bourke (Director of Quality and Clinical Risk) [6 - 0 - 0]
	Louise Sparkes (Director of Access and Emergency) [2 - 1 - 0]
	Karen Davison (Health Information Manager) [45 - 0 - 0]
	Kelly McRae (Health Information Manager) [23 - 0 - 0]
	Bruce Waxman (Director of Medical Services) [9 - 0 - 0]
Bass Coast Shire Council	Kristy Matthies (Records Coordinator) [5 - 1 - 0]
Baw Baw Shire Council	Vicki Halliday (FOI Officer) [0 - 2 - 1]
	Christian Thomas (Records Coordinator) [4 - 0 - 0]
	Robyn D'Arcy (FOI Officer) [2 - 3 - 0]
Bayside City Council	Terry Callant (Manager Governance and Corporate Reporting) [1 - 27 - 0]
	Karen Brown (Governance Coordinator) [1 - 6 - 0]
Beechworth Health Service	Lisa Pryor (Chief Executive Officer) [2 - 0 - 0]
	Mark Ashcroft (Chief Executive Officer) [1 - 0 - 0]
Benalla Health	Janine Holland (Chief Executive Officer) [31 - 0 - 0]
Benalla Rural City Council	Honnie Lowe (FOI Officer) [0 - 2 - 0]

## NAMES AND TITLES OF DECISION MAKERS

Agency	Names and Titles of Decision Makers [Number of decisions where access was granted in full, in part or access was denied]
Bendigo Health Care Group	Kersten Webster (FOI & Information Privacy Manager) [306 - 24 - 1]
	Kelly Stansall (FOI Officer) [51 - 9 - 0]
	Susan Roberts (FOI Officer) [18 - 10 - 0]
	Peter Faulkner (Acting Chief Executive Officer) [0 - 0 - 1]
	John Cooper (Acting Director of Medical Services) [1 - 1 - 0]
	Marietta Taylor (Director of Medical Services) [1 - 0 - 0]
	Susan Aitkin (Director of Medical Services) [0 - 1 - 0]
	A/Prof Philip Tune (Director of Medical Services) [1 - 0 - 0]
Bendigo, City of Greater	Craig Niemann (Chief Executive Officer) [0 - 7 - 3]
	Andrew Lyons (Legal Officer) [14 - 0 - 0]
Boort District Health	Graem Kelly (FOI Manager) [2 - 0 - 0]
Boroondara, City of	Elizabeth Manou (Acting Governance Projects Officer) [2 - 33 - 1]
Borough of Queenscliffe	Lynne Stevenson (FOI Officer) [0 - 5 - 0]
Brimbank City Council	Mate Klisanin (Legal and Privacy Officer) [9 - 10 - 0]
Calvary Health Care Bethlehem	Mark Heenan (FOI & Information Privacy Manager) [24 - 5 - 1]
	Jane Fischer (Chief Executive Officer) [1 - 2 - 1]
Campaspe Shire Council	Sally Ruckwood (Legal Officer) [1 - 2 - 1]
Cardinia Shire Council	Doug Evans (FOI Manager) [17 - 1 - 0]
Casey, City of	Rhys Matulis (Team Leader, Governance) [15 - 31 - 3]
	Claire Haby (Compliance Officer) [1 - 4 - 0]
	Stacey Kop (Compliance Officer) [0 - 1 - 1]
	Holly De Kretser (Manager, Governance) [0 - 0 - 1]
	Cathy Kay (Coordinator Operations) [1 - 1 - 0]
Casterton Memorial Hospital	Owen Stephens (Chief Executive Officer) [5 - 0 - 0]
Castlemaine Health	Heather Paulet (Health Information Manager) [30 - 0 - 0]
Central Gippsland Health Service	Craig Kingham (Records Coordinator) [74 - 0 - 0]
	Howard Connor (Director of Medical Services) [31 - 0 - 0]
Central Gippsland Region Water Corporation (t/a Gippsland Water)	David Mawer (Managing Director) [2 - 0 - 0]
Central Goldfields Shire Council	Marita Turner (FOI & Information Privacy Manager) [5 - 0 - 0]
Central Highlands Region Water Corporation	Alan Stork (FOI Officer) [4 - 0 - 0]
City West Water Corporation	Andrew Jessop (FOI Officer) [5 - 6 - 1]
	Christine Spalding (FOI Officer) [2 - 2 - 0]
Cohuna District Hospital	Lynne Sinclair (FOI Officer) [14 - 0 - 0]
Colac Area Health	Ed Davis (Director of Medical Services) [36 - 2 - 0]
	Rick Lowan (Director of Medical Services) [1 - 0 - 0]
	Donna Bell (Health Information Manager) [5 - 0 - 0]
Colac Otway Shire	Mark Lyons (FOI Manager) [8 - 0 - 0]

# Appendix D

## NAMES AND TITLES OF DECISION MAKERS

Agency	Names and Titles of Decision Makers [Number of decisions where access was granted in full, in part or access was denied]
Coliban Region Water Corporation	Roslyn Wai (Corporate Secretary) [3 - 1 - 0]
Commission for Children and Young People	Brenda Boland (Chief Executive Officer) [0 - 1 - 0]
Commissioner for Privacy and Data Protection	Alison Jeffery (Assistant Commissioner) [0 - 1 - 0]
Corangamite Catchment Management Authority	Greg Peters (FOI Manager) [1 - 0 - 0]
Country Fire Authority	Monica Barnes (Manager FOI, Privacy & Appeals) [14 - 55 - 9] Bruce Russell (General Counsel) [0 - 3 - 0]
Court Services Victoria	Lisa Wills (Chief Finance Officer) [0 - 0 - 2]
Dandenong, City of Greater	Luisa Kimball (Governance Officer) [0 - 3 - 0] Tala Asera (Governance Officer) [0 - 1 - 0] Kaye Peterson (Senior Governance Officer) [2 - 0 - 0] Danielle Trimble (Senior Governance Officer) [2 - 3 - 0] April Seymour (Senior Governance Officer) [1 - 1 - 0]
Darebin, City of	Angelo Luczek (Records Coordinator) [3 - 24 - 0]
Deakin University	Sandra Mussett (FOI Officer) [5 - 3 - 5] Shirley Rooney (University Solicitor) [0 - 0 - 1]
Dental Health Services Victoria	Edward Howarth (FOI Manager) [176 - 0 - 0]
Development Victoria	Leo Hennessy (General Counsel (previous)) [0 - 1 - 0]
Director, Transport Safety - Transport Safety Victoria	Ingrid Meinke (Senior Policy & Governance Advisor) [1 - 6 - 2] Bryan Mundy (Policy & Governance Officer) [1 - 0 - 0] Elizabeth Muhlebach (Manager, Policy, Legal & Governance) [0 - 1 - 0]
Disability Services Commissioner	Naomi Miller (FOI Officer) [0 - 1 - 0]
Djerriwarrh Health Services	Dr Liz Mullins (Director of Medical Services) [61 - 0 - 0] Andrew Freeman (Chief Executive Officer) [4 - 0 - 0] Andrea Cochrane (Health Information Manager) [124 - 0 - 0]
East Gippsland Shire Council	Amanda Rigatoni (FOI Officer) [0 - 6 - 1] Graeme Hill (FOI Officer) [1 - 2 - 0] Maryanne Bennett (Director Corporate) [0 - 1 - 2]
East Gippsland Water	L Holden (FOI Manager) [1 - 0 - 0]
East Grampians Health Service	Nicole Blackie (Health Information Manager) [55 - 0 - 0] Dr Eric Kennelly (Director of Medical Services) [2 - 0 - 0]
East Wimmera Health Service	Trevor Adem (Chief Executive Officer) [20 - 0 - 0]
Eastern Health	Andrea Allis (FOI Officer) [13 - 6 - 0] Erin Chapman (FOI Officer) [305 - 130 - 5] Maree Wilson (FOI Officer) [171 - 181 - 4] Peter Hutchinson (Chief Executive Officer) [2 - 1 - 0] Sally-Anne McKinney (FOI Manager) [6 - 22 - 1] Tamara Coppens (FOI Officer) [221 - 86 - 0]

## NAMES AND TITLES OF DECISION MAKERS

Agency	Names and Titles of Decision Makers [Number of decisions where access was granted in full, in part or access was denied]
Echuca Regional Health	Dr Glenn Howlett (Director of Medical Services) [146 - 0 - 0]
Economic Development, Jobs, Transport and Resources, Department of	Andrew Weston (FOI Manager) [10 - 32 - 9]
	Nick Petroulias (FOI Officer) [0 - 3 - 1]
	Jacqueline Tierney (FOI Officer) [0 - 2 - 0]
	Kait McCann (Manager, Government and Parliamentary Services) [0 - 2 - 0]
	Michelle Grech (FOI Officer) [2 - 2 - 5]
	Lina Georgiou (FOI Officer) [0 - 11 - 3]
	Frances Beattie (Senior FOI Officer) [0 - 3 - 1]
	Travis Davidson (FOI Officer) [0 - 0 - 1]
	David Jenkin (Manager, FOI & Privacy) [0 - 3 - 1]
	Gordon Caris (Director, Information Strategy) [0 - 3 - 0]
	Katherine Ludvick (FOI Officer) [1 - 4 - 0]
Education and Training, Department of	Claire Smith (FOI Manager) [8 - 18 - 2]
	Billie Stewart (FOI Manager) [16 - 25 - 2]
	Sally Carew-Reid (Director) [3 - 5 - 0]
	Martin Pham (FOI Manager) [10 - 25 - 5]
	Jane Feeney (FOI Manager) [26 - 56 - 15]
	Shirley Thompson (Acting FOI Manager) [4 - 13 - 0]
Emergency Services Superannuation Board (t/a ESSuper)	Ben Taylor (FOI Officer) [6 - 0 - 0]
Emergency Services Telecommunications Authority	Rosemary Mullaly (Corporate Secretary) [0 - 0 - 27]
Energy Safe Victoria	Katherine Ludvik (FOI Officer) [8 - 3 - 0]
	Andrew Padanyi (Corporate Solicitor) [11 - 1 - 0]
	Anthony Bottegale (Solicitor) [1 - 1 - 0]
	Dermuid McCabe (FOI Officer) [7 - 0 - 1]
Environment Protection Authority	Louis Whitla (FOI Officer) [2 - 46 - 0]
Environment, Land, Water and Planning, Department of	Stuart Atkins (Manager, Freedom of Information & Privacy) [4 - 16 - 1]
	Kim Reeves (Principal Advisory, FOI & Privacy) [0 - 10 - 1]
	Veronica Finn (Senior FOI Officer) [5 - 15 - 2]
	Natalie Cutajar (FOI Officer) [3 - 18 - 2]
	Arielle Perlow (FOI Officer) [10 - 22 - 3]
Essential Services Commission	Ron Ben David (Secretary) [0 - 5 - 0]
Falls Creek Alpine Resort Management Board	Stuart Smythe (Chief Executive Officer) [7 - 0 - 0]
Federation University Australia	Adrian Tinetti (FOI & Information Privacy Manager) [1 - 2 - 0]
Film Victoria	Alison Bird (Lawyer) [0 - 2 - 0]
Frankston City Council	Carole Fleeman (FOI Officer) [8 - 7 - 2]
	Louise Bugiera (FOI Officer) [1 - 0 - 0]

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## NAMES AND TITLES OF DECISION MAKERS

Agency	Names and Titles of Decision Makers [Number of decisions where access was granted in full, in part or access was denied]
Freedom of Information Commissioner	Michael Ison (Acting Freedom of Information Commissioner) [0 - 3 - 1]
Game Management Authority	Andrew Weston (FOI Manager) [3 - 4 - 0]
Gannawarra Shire Council	Lisa Clue (Manager Governance) [3 - 0 - 0]
Geelong, City of Greater	Rhiannon Bourke (FOI Manager) [5 - 1 - 0]
	Anne Noonan (FOI Officer) [2 - 13 - 3]
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	Hayley Johnson (FOI Officer) [2 - 7 - 0]
Gippsland Southern Health Service	Sharon Shaw (Health Information Manager) [13 - 0 - 0]
Glen Eira City Council	Rebecca McKenzie (Chief Executive Officer) [0 - 0 - 2]
	Diana Vaynrib (FOI Officer) [2 - 7 - 1]
	Karen Rabel (FOI Officer) [3 - 3 - 4]
Glenelg Shire Council	Debra Clark (FOI Officer) [2 - 6 - 0]
Golden Plains Shire Council	Karen Crawford (Records Coordinator) [5 - 1 - 0]
Gordon Institute of TAFE	Andrea Rose (FOI & Information Privacy Manager) [1 - 0 - 0]
Goulburn Broken Catchment Management Authority	Eileen Curtis (FOI Officer) [1 - 1 - 0]
Goulburn Valley Health	A/Prof Ravi Bhat (Chief Psychiatrist) [12 - 0 - 0]
	Donna Campbell (FOI Manager) [323 - 0 - 0]
Goulburn Valley Region Water Corporation	Daniel Hogan (General Manager - Corporate Services) [2 - 0 - 0]
Goulburn-Murray Rural Water Corporation	Lauren Beattie (Legal Officer) [3 - 5 - 1]
	Louise Secomb (Solicitor - Litigation) [1 - 1 - 1]
	Sheree Fitzgerald (Deputy Corporate Secretary) [3 - 0 - 0]
	Jaclyn Cameron (Solicitor - Litigation) [2 - 1 - 0]
	Jaimi King (Solicitor - Connections) [0 - 2 - 1]
Grampians Wimmera Mallee Water Corporation (t/a GWMWater)	Ross Higgins (FOI Manager) [2 - 0 - 0]
Greater Metropolitan Cemeteries Trust	Noela Bajjali (Digitisation Program Leader) [0 - 2 - 0]
Greater Shepparton City Council	Rebecca Good (FOI Officer) [2 - 2 - 1]
Greyhound Racing Victoria	Dennis Timewell (FOI Officer) [0 - 3 - 0]
Health and Human Services, Department of	Emily Applegate (FOI Officer) [3 - 23 - 2]
	Cristina Aviles (FOI Officer) [10 - 37 - 2]
	Alexandra Botham (FOI Officer) [6 - 57 - 6]
	Ewan Burke (FOI Officer) [14 - 43 - 1]
	Linda Cammareri (FOI Officer) [0 - 0 - 10]
	Michael Daly (FOI Officer) [1 - 4 - 1]
	Stephanie Hamilton (FOI Manager) [5 - 22 - 22]
	Lisa Hurlle (FOI Officer) [1 - 8 - 1]
	Elena Keane (FOI Officer) [4 - 15 - 8]
	Sheree Kilgower (FOI Officer) [0 - 4 - 54]
	Cheryl Kilmartin (FOI Officer) [0 - 4 - 46]



## NAMES AND TITLES OF DECISION MAKERS

Agency	Names and Titles of Decision Makers [Number of decisions where access was granted in full, in part or access was denied]
Health and Human Services, Department of (continued)	Kate Kulman (FOI Officer) [0 - 6 - 2]
	Susan Maye (FOI Officer) [2 - 2 - 1]
	Dallas McGar (FOI Officer) [1 - 3 - 7]
	Lizzie McMahon (FOI Officer) [1 - 12 - 7]
	Sonia Harris (FOI Officer) [0 - 0 - 1]
	Erin Molan (FOI Officer) [0 - 7 - 0]
	Jandeep Mundi (FOI Officer) [0 - 0 - 9]
	Sara Murphy (FOI Officer) [9 - 43 - 0]
	Alana Palavikas (FOI Officer) [1 - 4 - 3]
	Jade Papathanasiou (FOI Officer) [1 - 3 - 4]
	Samantha Phipps (FOI Officer) [4 - 77 - 9]
	Emily Polson (FOI Officer) [2 - 8 - 1]
	Michelle Prendergast (FOI Officer) [3 - 8 - 0]
	Livia Punaro (FOI Officer) [5 - 6 - 0]
	Todd Roscoe (FOI Officer) [15 - 71 - 8]
	Lindsay Rossendell (FOI Officer) [0 - 0 - 8]
	Rebekah Rubensohn (FOI Officer) [3 - 30 - 10]
	Mari Sakurai (FOI Officer) [3 - 0 - 0]
	June Samuel (FOI Officer) [7 - 88 - 0]
	Lisa Scholes (FOI Manager) [3 - 19 - 3]
	Dan Silberman (FOI Officer) [0 - 0 - 2]
	Yvonne Simic (FOI Officer) [1 - 4 - 0]
	Suzanne Simmons (FOI Officer) [1 - 19 - 0]
	Lynda Stewart (FOI Officer) [2 - 10 - 2]
	Charlotte Wilson (FOI Officer) [0 - 0 - 1]
	Sally Yeoland (FOI Officer) [5 - 79 - 3]
	Melissa Zarif (FOI Officer) [0 - 0 - 1]
	Hal Adem (FOI Officer) [18 - 52 - 2]
	Sanja Biondic (FOI Officer) [0 - 3 - 1]
	Liora Budlender (FOI Officer) [1 - 6 - 0]
	Brendon Carrall (FOI Officer) [0 - 1 - 0]
	Belinda Cashinella (FOI Officer) [0 - 2 - 0]
	Erin Connell (FOI Officer) [2 - 12 - 1]
	Emily Hunter (FOI Officer) [0 - 1 - 0]
	Kendelle Jackson (FOI Officer) [0 - 1 - 0]
	Jessica Elias (FOI Officer) [0 - 5 - 0]
	Alison Ralph (FOI Officer) [0 - 6 - 0]
	Julia Wordsworth (FOI Officer) [2 - 17 - 0]

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## NAMES AND TITLES OF DECISION MAKERS

Agency	Names and Titles of Decision Makers [Number of decisions where access was granted in full, in part or access was denied]
Health Complaints Commissioner	Dr Grant Davies (Health Services Commissioner) [2 - 5 - 1]
	Karen Cusack (Health Complaints Commissioner) [1 - 1 - 0]
Health Purchasing Victoria	John Delinaoum (Director Finance Risk & Governance) [0 - 0 - 2]
Heathcote Health	Gerry Canny (Director of Clinical Care) [6 - 0 - 0]
Hepburn Health Service	Maree Cuddihy (Chief Executive Officer) [13 - 0 - 0]
Hepburn Shire Council	Alex Dalgleish (FOI Officer) [5 - 1 - 0]
	Grant Schuster (FOI & Information Privacy Manager) [0 - 0 - 2]
Heritage Council of Victoria	Rhonda McLaren (FOI Officer) [1 - 0 - 0]
Heywood Rural Health	Jackie Kelly (Chief Executive Officer) [2 - 0 - 0]
Hobsons Bay City Council	Martina Simkin (FOI Officer) [9 - 0 - 1]
Holmesglen Institute	Patricia Farnes (FOI & Information Privacy Manager) [1 - 0 - 0]
Hume City Council	Ian Sweeting (FOI Officer) [11 - 17 - 2]
Independent Broad-based Anti-corruption Commission	Juan Dominguez (Senior Lawyer) [1 - 0 - 0]
Indigo Shire Council	Annabel Harding (FOI Officer) [4 - 1 - 0]
Infrastructure Victoria	Jonathan Spear (Executive Director) [0 - 4 - 0]
Justice and Regulation, Department of	Seyhan Balkis (FOI Officer) [0 - 1 - 0]
	Michael Daly (FOI Officer) [3 - 32 - 3]
	Josephine De Blasio (FOI Officer) [5 - 51 - 3]
	Roopinder Dhillon (FOI Officer) [1 - 12 - 1]
	Alia Dib (FOI Officer) [10 - 59 - 3]
	Jeremy Frampton (FOI Team Leader) [3 - 6 - 8]
	Megan Glyde (FOI Officer) [0 - 13 - 5]
	Anne Houlihan (Senior FOI Adviser) [5 - 28 - 8]
	Richard Kemp (Senior FOI Adviser) [0 - 2 - 0]
	Jane Koesasi (FOI Officer) [2 - 39 - 6]
	Kathy Maikousis (Manager, FOI (Requests)) [0 - 5 - 5]
	Claire McDonough (FOI Officer) [21 - 100 - 10]
	William Ng (FOI Officer) [0 - 10 - 3]
	Melissa Orlando (FOI Officer) [0 - 5 - 0]
	Lisa Pascolo (FOI Officer) [0 - 7 - 3]
	Cassandra Polese (FOI Officer) [1 - 41 - 3]
Melinda Robinson (Manager, FOI (Operations)) [2 - 7 - 0]	
Karen Smith (FOI Officer) [2 - 15 - 39]	
Cindy Tata (FOI Officer) [2 - 18 - 3]	
Jacqueline Tierney (FOI Officer) [0 - 10 - 0]	
Stephanie Windram (FOI Officer) [1 - 55 - 2]	
Abel Yap (FOI Officer) [7 - 115 - 16]	

## NAMES AND TITLES OF DECISION MAKERS

Agency	Names and Titles of Decision Makers [Number of decisions where access was granted in full, in part or access was denied]
Kerang District Health	Emma D'Angri (Health Information Manager) [9 - 0 - 0]
Kilmore & District Hospital, The	Kirriy Gilchrist (Director of Medical Services) [27 - 0 - 0]
Kingston City Council	Rosalind Robson (FOI Officer) [4 - 6 - 0]
	Sandra Pickett (Team Leader Corporate Information) [6 - 0 - 0]
	Marilyn Small (FOI Officer) [4 - 0 - 1]
Knox City Council	Kirstin Ritchie (Governance Officer) [3 - 7 - 0]
Kooweerup Regional Health Service	Sharyn Gregory (FOI Officer) [8 - 0 - 0]
Kyabram and District Health Services	Barbara Thompson (Medical Records Officer) [10 - 0 - 0]
	Tania Mackison (Medical Records Officer) [10 - 0 - 0]
	Claire Burrows (Medical Records Officer) [5 - 0 - 0]
Kyneton District Health Service	Maree Cuddihy (Chief Executive Officer) [17 - 0 - 0]
La Trobe University	Fiona Rowley (FOI Officer) [3 - 4 - 0]
Latrobe City Council	Joseph Della Fortuna (FOI Officer) [13 - 8 - 0]
	Louise McKendry (FOI Officer) [0 - 1 - 0]
Latrobe Regional Hospital	Dr Paul Lee (Clinical Director of Mental Health) [55 - 0 - 0]
	Dr Simon Fraser (Chief Medical Officer) [273 - 1 - 1]
Level Crossing Removal Authority	Ibrahim Achkar-Kerbaji (FOI Officer) [5 - 6 - 0]
	Laura Toll (FOI Officer) [2 - 8 - 6]
Lorne Community Hospital	Andrea Russell (Clinical Services Manager) [14 - 0 - 0]
Lower Murray Water (includes First Mildura Irrigation Trust)	Loris Davis (FOI Officer) [0 - 1 - 0]
	Matthew Wilkes (FOI Officer) [1 - 0 - 0]
Macedon Ranges Shire Council	Stephen Mahon (Manager Council & Customer Services) [4 - 12 - 0]
Maffra Cemetery Trust	Susan Gray (Secretary) [1 - 0 - 0]
Mallee Track Health and Community Service	Pamela Vallance (FOI Officer) [0 - 6 - 0]
Manningham City Council	Michael Simentriadis (Governance Officer) [2 - 2 - 0]
	Daan Van Orsouw (Freedom of Information/Privacy Officer) [8 - 7 - 1]
Mansfield District Hospital	Leonie Berry (Health Information Manager) [38 - 0 - 0]
Mansfield Shire Council	Dawn Bray (FOI Officer) [1 - 1 - 1]
Maribyrnong City Council	Celia Robinson (Manager Governance and Customer Service) [4 - 0 - 0]
	Danny Bilaver (Coordinator Governance) [6 - 10 - 0]
Maroondah City Council	Peter Tully (FOI & Information Privacy Manager) [6 - 3 - 1]
Maryborough District Health Service	Terrence Welch (Chief Executive Officer) [37 - 0 - 0]
Medical Panels	Hilary Cantwell (Legal Manager) [1 - 0 - 0]
Melbourne Health	Lynne Humble (FOI Officer) [2,121 - 48 - 1]
	Nic Thomas (Senior Legal Counsel) [0 - 4 - 1]
Melbourne Metro Rail Authority	Lucy Bastick (FOI Officer) [1 - 9 - 0]
Melbourne Polytechnic	Blair Trask (FOI Officer) [0 - 0 - 1]

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## NAMES AND TITLES OF DECISION MAKERS

Agency	Names and Titles of Decision Makers [Number of decisions where access was granted in full, in part or access was denied]
Melbourne Water	Michael Keough (FOI & Information Privacy Manager) [4 - 4 - 0]
	Bernadette Doyle (General Counsel) [0 - 1 - 0]
Melbourne, City of	Ewvie Lambrianidis (FOI Officer) [7 - 9 - 1]
	Chelvi Arunagiri (FOI Officer) [12 - 16 - 2]
	Samantha Oliver (FOI Officer) [5 - 4 - 0]
Melton City Council	Christine Denyer (FOI Officer) [1 - 17 - 1]
Mental Health Complaints Commissioner	Isabel Anton (Principal Legal Officer) [0 - 3 - 0]
Mental Health Tribunal	Grace Horzitski (FOI Officer) [9 - 0 - 1]
Mercy Hospitals Victoria	David Allen (Chief Medical Officer) [110 - 4 - 0]
	Jack Bergman (Director Medical Services, Werribee Mercy Hospital) [83 - 0 - 0]
	Dean Stevenson (Clinical Director, Mercy Mental Health) [60 - 36 - 0]
	Linda Mellors (Chief Executive Health Services) [0 - 0 - 1]
	Michael Dodson (Director Medical Services, Werribee Mercy Hospital) [146 - 2 - 0]
Metropolitan Fire and Emergency Services Board	Militsa Toskovska (FOI Manager) [0 - 8 - 3]
	Jan Smith (FOI Officer) [0 - 472 - 0]
Metropolitan Waste and Resource Recovery Group	Robert Millard (Chief Executive Officer) [0 - 1 - 0]
Mildura Base Hospital	Alison Hammond (Privacy Officer) [7 - 0 - 0]
	Jane MacAllister (FOI Officer) [75 - 0 - 0]
Mildura Rural City Council	Richard Sexton (Manager Corporate Administration) [1 - 6 - 4]
Minister for Aboriginal Affairs	Paul Maclean (FOI Officer) [1 - 0 - 0]
Minister for Agriculture	Gordon Caris (Director, Information Strategy) [0 - 1 - 0]
Minister for Corrections	Abel Yap (FOI Officer) [1 - 0 - 0]
Minister for Creative Industries	Nick Petroulias (FOI Officer) [1 - 0 - 0]
Minister for Education	Jane Feeney (FOI Manager) [0 - 2 - 0]
	Shirley Thompson (Acting FOI Manager) [0 - 1 - 0]
Minister for Emergency Services	Kathy Maikousis (Manager FOI (Requests)) [0 - 1 - 1]
Minister for Energy, Environment and Climate Change	Arielle Perlow (FOI Officer) [1 - 1 - 0]
Minister for Industrial Relations	Jacqueline Tierney (FOI Officer) [0 - 0 - 4]
	Lina Georgiou (FOI Officer) [2 - 1 - 0]
Minister for Local Government	Kim Reeves (Principal Advisor FOI and Privacy) [0 - 1 - 0]
	Arielle Perlow (FOI Officer) [1 - 0 - 0]
Minister for Planning	Stuart Atkins (FOI Manager) [0 - 2 - 0]
	Veronica Finn (Senior FOI Officer) [0 - 2 - 0]
Minister for Police	Jeremy Frampton (FOI Team Leader) [0 - 1 - 0]
	Abel Yap (FOI Officer) [0 - 0 - 1]
Minister for Public Transport	Jacqueline Tierney (FOI Officer) [0 - 0 - 3]

## NAMES AND TITLES OF DECISION MAKERS

Agency	Names and Titles of Decision Makers [Number of decisions where access was granted in full, in part or access was denied]
Minister for Small Business, Innovation and Trade	Kait McCann (Manager, Ministerial and Portfolio Services) [0 - 1 - 0]
	Nick Petroulias (FOI Officer) [0 - 1 - 0]
Minister for Tourism and Major Events	Jacqueline Tierney (FOI Officer) [0 - 1 - 0]
Minister for Training and Skills	Martin Pham (FOI Manager) [0 - 2 - 0]
	Jane Feeney (FOI Manager) [0 - 1 - 0]
Minister for Women	Matthew Thompson (FOI Officer) [0 - 0 - 1]
Mitchell Shire Council	Luca Scattolin (FOI Officer) [1 - 0 - 0]
	Lidia Harding (FOI Officer) [1 - 16 - 0]
Moira Shire Council	Linda Nieuwenhuizen (Manager Governance & Communication) [0 - 4 - 0]
Monash Health	Maija Dimits (Health Information Manager) [161 - 38 - 1]
	Kieran Hope (Health Information Manager) [81 - 19 - 0]
	Jo Hall (Medicolegal Counsel) [0 - 1 - 1]
	Elaine Elliott (Health Information Manager) [445 - 65 - 1]
	Gaby Czarnota (Corporate Counsel) [0 - 3 - 2]
	Monika Bosnich (Health Information Manager) [537 - 145 - 2]
	Rachael Gillies (FOI Manager) [32 - 7 - 2]
Monash University	Tammy O'Connor (Senior Corporate Counsel) [0 - 2 - 0]
	Fiona Hunt (FOI Officer) [1 - 8 - 1]
	Tony Calder (FOI Manager) [2 - 0 - 1]
Monash, City of	Nick Andrianis (FOI Officer) [14 - 0 - 6]
Moonee Valley City Council	Danny Bilaver (FOI Officer) [1 - 2 - 1]
	Troy Delia (FOI Officer) [5 - 8 - 2]
	Lee McSweeney (FOI Officer) [2 - 6 - 3]
Moorabool Shire Council	Rob Croxford (Chief Executive Officer) [0 - 1 - 1]
	Satwinder Sandhu (FOI Officer) [1 - 2 - 1]
Moreland City Council	Olivia Wright (FOI Officer) [5 - 98 - 0]
	James Scott (FOI Officer) [0 - 2 - 0]
Mornington Peninsula Shire	Kate McNab (FOI Officer) [5 - 30 - 3]
Mount Alexander Shire Council	Suellen Pepperell (Principal Governance Officer) [0 - 0 - 1]
Mount Buller and Mount Stirling Alpine Resort Management Board	Jo Gibney (FOI Officer) [2 - 0 - 0]
Mount Hotham Alpine Resort Management Board	Jonathan Hutchines (Chief Executive Officer) [0 - 1 - 0]
Moyne Health Services	Belinda Westlake (FOI & Information Privacy Manager) [2 - 0 - 0]
Moyne Shire Council	Joanne Brozinski (Records Coordinator) [0 - 1 - 0]
Murrindindi Shire Council	Andrew Bond (FOI Manager) [1 - 11 - 2]
Museums Victoria	Rose Bollen (Manager Information Services) [0 - 2 - 0]
Nathalia District Hospital	Leigh Giffard (FOI Officer) [1 - 0 - 0]

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## NAMES AND TITLES OF DECISION MAKERS

Agency	Names and Titles of Decision Makers [Number of decisions where access was granted in full, in part or access was denied]
National Gallery of Victoria	Yan Lee (Senior Officer, Governance, Policy and Planning) [0 - 0 - 1]
	Alison Lee (Manager, Governance, Policy & Planning) [0 - 1 - 0]
Nillumbik Shire Council	Wayne Trull (Coordinator Governance) [11 - 3 - 0]
	Allison Watt (Manager Governance) [6 - 1 - 2]
North East Link Authority	Stephen Gregory (Director, Finance and Corporate Services) [1 - 0 - 0]
North East Region Water Corporation (t/a North East Water)	Jo-Ann Riley (Manager Governance) [0 - 1 - 0]
	Anthony Hernan (Executive Corporate Services) [0 - 1 - 0]
Northeast Health Wangaratta	Dr John Elcock (Director of Medical Services) [203 - 0 - 0]
Northern Health	Bree Coulthard (FOI & Information Privacy Manager) [756 - 61 - 3]
	Kurt Wendelborn (Director of Clinical Services) [32 - 4 - 0]
Numurkah District Health Service	Wendy Ross (FOI Officer) [26 - 0 - 0]
Omeo District Health	Ward Steet (Chief Executive Officer) [2 - 0 - 0]
	Darren Fitzpatrick (Chief Executive Officer) [1 - 0 - 0]
Orbost Regional Health	Susan Wait (FOI Officer) [57 - 0 - 0]
Otway Health	Nicole Steers (Director of Medical Services) [4 - 0 - 0]
Parks Victoria	Rhonda Davis (FOI Officer) [2 - 17 - 1]
Peninsula Health	Jodie Thompson (Health Information Manager, FOI Officer, Privacy Officer) [180 - 39 - 4]
	David Goldberg (Legal Counsel) [1 - 0 - 0]
	Deborah Warry (FOI Clerk) [252 - 34 - 0]
	Emilia Pezzi (Director Health Information Services) [216 - 8 - 0]
Peter MacCallum Cancer Centre	Kathryn Baxter (FOI Manager) [69 - 0 - 0]
Port of Hastings Development Authority	Sandra Johnson (HSSE & Compliance Manager) [0 - 1 - 0]
Port Phillip, City of	Joanne Shea (FOI Officer) [2 - 31 - 0]
	Alli Griffin (Governance Advisor) [0 - 3 - 0]
	Jade Forrester (Governance Advisor) [0 - 1 - 0]
Portland District Health	Claire Holt (Health Information Manager) [45 - 0 - 1]
Premier and Cabinet, Department of	David Butler (Director, Operations) [0 - 1 - 0]
	Paul Maclean (FOI Officer) [2 - 14 - 5]
	Benjamin Muller (FOI Officer) [5 - 17 - 2]
	Melissa Orlando (FOI Officer) [0 - 1 - 1]
	Matthew Thompson (FOI Officer) [7 - 18 - 3]
Premier of Victoria	Monica van Reyk (FOI Officer) [0 - 2 - 0]
	Paul Maclean (FOI Officer) [0 - 3 - 1]
	Benjamin Muller (FOI Officer) [0 - 4 - 7]
	Melissa Orlando (FOI Officer) [0 - 1 - 1]
	Matthew Thompson (FOI Officer) [0 - 3 - 3]
	Monica van Reyk (FOI Officer) [0 - 1 - 0]

## NAMES AND TITLES OF DECISION MAKERS

Agency	Names and Titles of Decision Makers [Number of decisions where access was granted in full, in part or access was denied]
PrimeSafe	Brendan Tatham (Chief Executive Officer) [0 - 0 - 1]
Public Prosecutions, Office of	Abbey Hogan (FOI Manager) [2 - 4 - 0] Colleen Bell (FOI Officer) [0 - 2 - 0] Christine Michaleas (FOI Officer) [1 - 17 - 3]
Public Transport Development Authority t/a Public Transport Victoria	Gavin Mak (FOI Officer) [9 - 39 - 3]
Pyrenees Shire Council	Martin Walmsley (FOI Manager) [1 - 1 - 0]
Queen Elizabeth Centre	Janelle Crossett (FOI Manager) [2 - 0 - 0]
Racing Victoria Limited	Georgie Gavin (FOI Officer) [7 - 6 - 8]
RMIT University	Connie D'Aloia (FOI & Information Privacy Manager) [1 - 1 - 1] Amanda Way (Secretary) [4 - 5 - 0]
Road Safety Camera Commissioner, Office of the	John Voyage (Road Safety Camera Commissioner) [0 - 1 - 0]
Robinvale District Health Services	Vicki Shawcross (FOI Officer) [6 - 0 - 0]
Rochester and Elmore District Health Service	Mark Nally (FOI & Information Privacy Manager) [2 - 0 - 0]
Royal Botanic Gardens Board	Dennis Renfrey (Co-ordinator, Document Management) [0 - 1 - 0]
Royal Children's Hospital	Judith Smith (FOI Officer) [95 - 47 - 0] Ricky Huynh (FOI Reviewer) [131 - 141 - 0] Felicity Hood (FOI Reviewer) [49 - 48 - 0] Barbara Farrell (FOI Administration Officer) [5 - 0 - 0] Annabelle Mann (Senior Legal Counsel) [1 - 1 - 0] David Hines (Consultant Mental Health) [0 - 2 - 0] Karen Hogan (Manager - Gatehouse Centre) [1 - 1 - 0] Joanne Dean (Nurse Manager - VFPMS) [6 - 3 - 0] Emma Carnovale (General Counsel) [1 - 1 - 0] Sanja Patel (Clinical Psychiatrist) [1 - 0 - 0] Winita Hardikar (Director, Gastroenterology) [1 - 0 - 0]
Royal Society for the Prevention of Cruelty to Animals (Victoria)	Andrew Kaynes (General Counsel) [0 - 1 - 0] Lindsey De Bartolo (Governance and Compliance Officer) [0 - 2 - 0] Marilyn Young (Compliance and Bequest Officer) [1 - 7 - 2] Oana Manole (Legal Counsel and Company Secretary) [0 - 0 - 2]
Royal Victorian Eye and Ear Hospital, The	Dr Caroline Clarke (Executive Director Medical Services) [184 - 0 - 0]
Royal Women's Hospital	Herbert Garrido (FOI Officer) [47 - 0 - 0] Karen Cusack (FOI Officer) [7 - 1 - 2] Neil Goodwin (FOI & Information Privacy Manager) [181 - 4 - 0] Carolyn Gillespie (Records Coordinator) [2 - 0 - 1]
Rural Northwest Health	Catherine Morley (Chief Executive Officer) [5 - 0 - 0]



# Appendix D

## NAMES AND TITLES OF DECISION MAKERS

Agency	Names and Titles of Decision Makers [Number of decisions where access was granted in full, in part or access was denied]
Seymour Health	Chris McDonnell (Chief Executive Officer) [3 - 0 - 0]
	Anne Daley (FOI Manager) [18 - 0 - 0]
South East Water	Anthony Kelly (FOI Officer) [20 - 0 - 0]
South Gippsland Hospital	Sharon Shaw (Health Information Manager) [4 - 0 - 0]
South Gippsland Region Water Corporation (t/a South Gippsland Water)	Philippe du Plessis (Managing Director ) [1 - 0 - 0]
South Gippsland Shire Council	David Robinson (FOI Officer) [5 - 0 - 1]
South West Healthcare	Peter O'Brien (Director of Medical Services) [110 - 3 - 1]
	Karyn Cook (Director of Mental Health Services) [84 - 22 - 1]
South West Institute of TAFE	Shannyn Carter (FOI Officer) [0 - 1 - 0]
Southern Metropolitan Cemeteries Trust	Carrie Raftery (Records Manager) [0 - 1 - 0]
	Gillian Kearns (Risk & Compliance Manager) [1 - 1 - 0]
Special Minister of State	Paul Maclean (FOI Officer) [0 - 0 - 1]
	Matthew Thompson (FOI Officer) [0 - 1 - 0]
St Vincent's Health	Dr Peter Bosanac (Director of Medical Services) [3 - 35 - 0]
	Paul O'Brien (FOI Officer) [22 - 0 - 2]
	Dr Nim Nadarajah (Senior Clinician) [953 - 0 - 0]
State Electricity Commission of Victoria	Brett Mckenzie (Chief Executive Officer) [10 - 0 - 0]
State Revenue Office	Richard Pang (Information Officer) [43 - 1 - 0]
	Stephanie Salinas (Senior Policy Officer) [14 - 0 - 0]
	Sue Kaufmann (Senior Policy Specialist) [8 - 5 - 0]
	Roman Valher (Policy Specialist) [1 - 1 - 0]
Stawell Regional Health	Liz McCourt (Chief Executive Officer) [16 - 0 - 0]
Stonnington, City of	Veronica Wood (FOI Officer) [14 - 4 - 2]
Strathbogie Shire Council	Erin Law (FOI Officer) [3 - 1 - 0]
Surf Coast Shire Council	Maureen White (FOI Officer) [2 - 4 - 0]
	Avinesh Maharaj (FOI Officer) [0 - 2 - 0]
Sustainability Victoria	Lilli Owens-Walton (FOI Officer) [0 - 0 - 1]
Swan Hill District Health	Rodney Prockter (FOI Manager) [61 - 0 - 0]
Swan Hill Rural City Council	Anthony Duffin (Information Co-ordinator) [0 - 1 - 0]
Swinburne University of Technology	Kornel Koffsovitz (FOI Officer) [1 - 0 - 1]
Tallangatta Health Service	Denise Parry (Chief Executive Officer) [2 - 0 - 0]
Taxi Services Commission	Sonia Hancock (Managing Senior Lawyer) [5 - 6 - 1]
	Anthia Atsis (Managing Senior Lawyer) [0 - 1 - 0]
Terang and Mortlake Health Service	Julia Ogdin (Chief Executive Officer) [3 - 0 - 0]
Towong Shire Council	Jo Shannon (Director Community and Corporate Services) [0 - 2 - 0]



## NAMES AND TITLES OF DECISION MAKERS

Agency	Names and Titles of Decision Makers [Number of decisions where access was granted in full, in part or access was denied]
Transport Accident Commission	Felicity Wright (FOI & Information Privacy Manager) [1 - 1 - 1]
	Dorna Pakzamir (FOI Officer) [112 - 193 - 0]
	Victoria Cammarota (FOI Officer) [24 - 197 - 0]
	Ellen Jennings (FOI Officer) [31 - 177 - 0]
	Justine Adams (Senior FOI Officer) [111 - 119 - 2]
	Jenny Cook (FOI Officer) [8 - 70 - 0]
	Emily Smyth (FOI Officer) [8 - 20 - 0]
	Dr H Seward (Medical Practitioner) [0 - 0 - 1]
Treasurer	Mark Hamilton-Smith (Authorised Senior FOI Officer) [0 - 2 - 0]
	Vivian Chung (Senior FOI Officer) [0 - 4 - 0]
Treasury and Finance, Department of	Mark Hamilton-Smith (Senior FOI Officer) [8 - 6 - 1]
	Vivian Chung (Senior FOI Officer) [5 - 6 - 2]
Tweddle Child + Family Health Service	Jacqui O'Brien (Chief Executive Officer) [2 - 0 - 0]
University of Melbourne	Penelope Pepperell (Acting University Secretary) [0 - 1 - 0]
	Gioconda Di Lorenzo (University Secretary) [14 - 4 - 7]
V/Line Corporation	Rebecca Northeast (General Counsel) [1 - 6 - 0]
VicForests	Robyn Selby Smith (Corporate Counsel) [2 - 1 - 1]
VicRoads	Chris O'Donnell (FOI & Information Privacy Manager) [2 - 3 - 6]
	Darson Bonett (Principal FOI & Privacy Officer) [118 - 148 - 16]
	Pranav Saluja (FOI & Privacy Officer) [138 - 104 - 26]
	Allana Parolin (FOI & Privacy Officer) [26 - 43 - 5]
	Kristian Dzolev (A/FOI & Privacy Officer) [153 - 176 - 36]
	Jana Vojtech (A/FOI & Privacy Officer) [4 - 0 - 2]
Victoria Legal Aid	Emanuela Milosavljevic (FOI Officer) [1 - 2 - 0]
	Michael Vickers (FOI Officer) [4 - 1 - 0]
	Sangeetha Royan (FOI Officer) [1 - 0 - 0]
	Susan Thomas (FOI Officer) [1 - 0 - 0]
Victoria Police	Diane Moore (FOI Coordinator) [52 - 939 - 87]
	Inspector Craig Matters (Deputy FOI Officer) [19 - 334 - 21]
	Tina Kyriakos (Acting FOI Coordinator) [10 - 77 - 4]
	Bernadette Henneken (Acting FOI Coordinator) [16 - 153 - 11]
	Shane Skelton (Acting FOI Coordinator) [4 - 16 - 1]
	Inspector Andrew Jay (Deputy FOI Officer) [1 - 11 - 0]
	Robin Davey (FOI Manager) [66 - 707 - 156]
	Dr Foti Blaher (Police Medical Officer) [0 - 1 - 0]
Victoria State Emergency Service	Ross Eford (Information & Records Manager) [8 - 14 - 1]
	Dale Grant (Information & Records Officer) [1 - 0 - 0]

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## NAMES AND TITLES OF DECISION MAKERS

Agency	Names and Titles of Decision Makers [Number of decisions where access was granted in full, in part or access was denied]
Victoria University	Kirsten Wright (Manager Records & Archives Services) [3 - 4 - 0]
	Mario Costa (Acting Manager Records & Archives Services) [2 - 1 - 0]
	Sandra Pickett (Manager Records & Archives Services) [1 - 2 - 0]
Victorian Arts Centre Trust	Suzanne Daley (FOI Officer) [0 - 1 - 0]
Victorian Assisted Reproductive Treatment Authority	Louise Johnson (Chief Executive Officer) [1 - 0 - 0]
Victorian Auditor-General's Office	Chris Sheard (FOI Manager) [0 - 1 - 0]
Victorian Building Authority (VBA)	James Wilson (FOI Officer) [1 - 2 - 0]
	Robert Dalton (FOI Officer) [5 - 20 - 0]
	Ken Dare (FOI Officer) [2 - 15 - 1]
	Dean Bozinoski (FOI Officer) [0 - 9 - 0]
Victorian Commission for Gambling and Liquor Regulation	Ianina Belski (FOI Officer) [12 - 11 - 2]
	Scott May (Acting Director Legal Services and General Counsel) [0 - 1 - 0]
	Alan Stone (Director, Legal Services and General Counsel) [1 - 7 - 2]
Victorian Curriculum and Assessment Authority	Jenny Morris (Principal Solicitor) [1 - 0 - 0]
	Chris Wardlaw (Chair VCAA) [1 - 3 - 0]
Victorian Electoral Commission	Carrie Ewin (Executive Services Officer) [0 - 1 - 0]
	Sue Lang (Manager Communication, Education and Research) [0 - 1 - 0]
Victorian Equal Opportunity and Human Rights Commission	Jennifer Jones (FOI Officer) [1 - 3 - 0]
Victorian Government Architect	Jill Garner (Victorian Government Architect) [0 - 2 - 0]
Victorian Government Solicitor	Penina Berkovic (Principal Solicitor) [0 - 1 - 0]
	Michele Rowland (Principal Solicitor) [0 - 0 - 1]
Victorian Institute of Forensic Medicine	Leanna La Combre (FOI Officer) [1 - 0 - 1]
	Helen McKelvie (FOI Officer) [1 - 0 - 0]
Victorian Institute of Forensic Mental Health	Huma Syeda (Health Information Manager) [1 - 5 - 2]
	Marree Brown (Health Information Manager) [32 - 1 - 0]
	Natash Belousoff (Health Information Manager) [5 - 8 - 0]
	Karen Jones (Health Information Manager) [18 - 14 - 2]
Victorian Institute of Teaching	Geoff Coates (FOI Officer) [1 - 0 - 0]
Victorian Legal Services Commissioner	Martin Watts (FOI Officer) [0 - 0 - 2]
Victorian Managed Insurance Authority	Liz Henderson (FOI Officer) [0 - 3 - 0]
	Thomas Johnson (FOI Officer) [0 - 5 - 0]
Victorian Ombudsman	Kristy Fisher (Principal Legal Advisor) [0 - 1 - 0]
Victorian Planning Authority	Ed Small (Director, Corporate & Statutory Services) [0 - 2 - 0]
Victorian Ports Corporation (Melbourne)	Helen Grutzner (FOI & Information Privacy Manager) [0 - 1 - 1]
Victorian Public Sector Commission	Belinda Clark (Commissioner) [1 - 1 - 0]

## NAMES AND TITLES OF DECISION MAKERS

Agency	Names and Titles of Decision Makers [Number of decisions where access was granted in full, in part or access was denied]
Victorian Rail Track t/a VicTrack	Nathan Rhimes (FOI Officer) [2 - 0 - 0]
	Peter Chau (FOI Officer) [2 - 0 - 0]
Victorian Registration and Qualifications Authority	Jen Jackson Hall (FOI Officer) [0 - 1 - 0]
	Keith Gove (Manager Governance & Corporate Services ) [0 - 3 - 1]
Victorian WorkCover Authority	Andrea Mckie (FOI Officer) [14 - 177 - 38]
	Janelle Mahoney (FOI Officer) [0 - 47 - 7]
	Kate Young (FOI & Information Privacy Manager) [2 - 6 - 1]
	Katherine Ludvik (FOI Officer) [7 - 57 - 4]
	Kirsty De Vercelli (FOI Officer) [5 - 118 - 5]
	Martin Botros (FOI Officer) [13 - 66 - 4]
	Rhiannon Bourke (FOI & Information Privacy Manager) [7 - 54 - 2]
	Sai Rajan (FOI Officer) [1 - 1 - 5]
	Zoe Eastick (FOI Officer) [1 - 39 - 2]
	Michelle Fisher (FOI Officer) [1 - 0 - 0]
Wangaratta, Rural City of	Tony Raven (Governance and Risk Advisor) [1 - 0 - 0]
Wannon Region Water Corporation	Steven Kearns (FOI Officer) [1 - 0 - 0]
Warrnambool City Council	Wendy Clark (FOI Officer) [3 - 2 - 0]
Wellington Shire Council	Marj McInnes (Records Coordinator) [0 - 4 - 0]
West Gippsland Catchment Management Authority	Kylie Johnson (Corporate Services Manager) [0 - 0 - 1]
West Gippsland Healthcare Group	Kyle Galley (FOI Officer) [204 - 1 - 0]
West Wimmera Health Service	John Smith (Chief Executive Officer) [9 - 0 - 0]
West Wimmera Shire Council	Venkata Peteti (FOI Manager) [0 - 0 - 1]
Western District Health Service	Nic Van Zyl (Director of Medical Services) [86 - 0 - 1]
Western Health	Anna Brodie (FOI Officer) [67 - 0 - 0]
	Robin Truman (FOI Officer) [240 - 1 - 1]
	Gayle Ekonomou (FOI Officer) [598 - 7 - 8]
	Synnove Frydenlund (FOI Manager) [0 - 3 - 1]
	Nicola Caras (FOI Manager) [0 - 0 - 1]
Western Region Water Corporation	Julie Williams (FOI Manager) [1 - 4 - 0]
Westernport Region Water Corporation	Elizabeth Crump (Records Coordinator) [1 - 1 - 0]
Whitehorse, City of	Rosemary Sheehan (Customer Liaison Officer) [1 - 0 - 0]
	Jenny Russell (Team Leader Governance) [2 - 1 - 1]
Whittlesea City Council	Lence Mitrovski (FOI Officer) [1 - 1 - 0]
	Tracey Lofthouse (FOI Officer) [1 - 1 - 0]
	Sarah Weir (FOI Officer) [1 - 2 - 0]
	Janet Taylor (FOI Officer) [0 - 1 - 1]
	Amanda Marijanovic (FOI Officer) [4 - 1 - 1]
	Narelle Williamson (FOI Officer) [2 - 1 - 1]

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## NAMES AND TITLES OF DECISION MAKERS

Agency	Names and Titles of Decision Makers [Number of decisions where access was granted in full, in part or access was denied]
William Angliss Institute of TAFE	Colin Lee (FOI & Information Privacy Manager) [1 - 0 - 0]
Wimmera Health Care Group	Alan Wolff (Director of Medical Services) [105 - 0 - 0]
Wimmera Regional Library Corporation	Ann Twyford (Chief Executive Officer) [1 - 0 - 0]
Wodonga City Council	Kevin Scully (FOI Officer) [4 - 4 - 1]
Wyndham City Council	Loredana Drury (FOI Manager) [7 - 9 - 3]
Yarra City Council	Ivan Gilbert (FOI Officer) [34 - 41 - 5]
Yarra Ranges Shire Council	Marissa Gardiner (Records Coordinator) [4 - 8 - 0]
Yarra Valley Water Corporation	Peter Thatcher (FOI Manager) [16 - 7 - 1]
Yarram and District Health Service	Colleen Boag (Chief Executive Officer) [11 - 0 - 0]
Yarrawonga Health	Cate Febey (FOI Officer) [3 - 0 - 0]
Yarriambiack Shire Council	Bernardine Schilling (FOI Officer) [4 - 0 - 0]
Yooralla	Rod Carracher (Acting Chief Executive Officer) [0 - 1 - 0]
Zoological Parks and Gardens Board	Lawrence Tai (FOI Manager) [0 - 2 - 1]

# Appendix E

## FEES AND CHARGES

Agency	Fees Collected <sup>1</sup>	Fees Waived <sup>1</sup>	Charges Collected	Charges Waived	Transferred Fees Waived
Accident Compensation Conciliation Service	27.9	0	0	0	0
Albury Wodonga Health	3124.8	1590.3	985	0	0
Alexandra District Health	334.8	334.8	0	0	0
Alfred Health	57381.5	11475.7	334860	7859.8	0
Alpine Health	390.6	83.7	117.9	0	0
Alpine Shire Council	55.8	0	467.94	0	0
Ambulance Victoria	48247.56	11932.74	0	0	0
AMES Australia (previously known as Adult Multicultural Education Services)	0	111.6	0	0	0
Architects Registration Board of Victoria	27.9	0	0	0	0
Attorney General	55.8	83.7	0	0	0
Austin Health	24858.9	9262.8	24528.6	8209.7	0
Australian Grand Prix Corporation	223.2	0	0	0	0
Bairnsdale Regional Health Service	1503	1231.2	1115.1	0	0
Ballarat Health Services	11606.4	5301	4303.4	4656.4	0
Ballarat, City of	892.8	195.3	1035.99	430.4	0
Banyule City Council	418.5	55.8	307.1	42	0
Barwon Health, University Hospital Geelong	18274.5	7700.4	38974.3	10710.2	0
Barwon Region Water Corporation	362.7	0	0	0	0
Bass Coast Health	1227.6	1478.7	686.9	198	0
Bass Coast Shire Council	334.8	55.8	677.6	0	0
Baw Baw Shire Council	334.8	0	258.7	81.15	0
Bayside City Council	1199.7	83.7	801.1	230.3	0
Beechworth Health Service	0	83.7	0	0	0
Benalla Health	306.9	55.8	429.8	0	0
Benalla Rural City Council	111.6	55.8	585.9	0	0
Bendigo Health Care Group	11718	1032.3	26153.69	710.8	0
Bendigo, City of Greater	725.4	0	0	0	0
Boort District Health	27.9	27.9	0	0	0
Boroondara, City of	1227.6	111.6	3587.52	0	0
Borough of Queenscliffe	111.6	0	0	355.2	0
Brimbank City Council	809.1	55.8	282.53	18.23	0
Buloke Shire Council	27.9	0	0	0	0
Calvary Health Care Bethlehem	446.4	502.2	758.7	432	0
Campaspe Shire Council	195.3	0	0	1.4	0
Cardinia Shire Council	502.2	0	222	0	0
Casey, City of	1367.1	139.5	2044.3	24	0
Casterton Memorial Hospital	139.5	0	52.5	0	0

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## FEES AND CHARGES

Agency	Fees Collected <sup>1</sup>	Fees Waived <sup>1</sup>	Charges Collected	Charges Waived	Transferred Fees Waived
Castlemaine Health	530.1	279	859.4	24.2	0
Central Gippsland Health Service	1562.4	1450.8	135.4	0	0
Central Gippsland Region Water Corporation (t/a Gippsland Water)	83.7	0	0	0	0
Central Goldfields Shire Council	111.6	0	0	0	0
Central Highlands Region Water Corporation	167.4	0	0	0	0
City West Water Corporation	446.4	55.8	1066.05	0	0
Cohuna District Hospital	161.6	229	77.7	0	0
Colac Area Health	975.1	252.5	512.6	236.4	0
Colac Otway Shire	334.8	0	0	0	0
Coliban Region Water Corporation	139.5	27.9	555.4	0	0
Commission for Children and Young People	27.9	0	0	0	0
Corangamite Catchment Management Authority	55.8	0	0	0	0
Corangamite Shire	27.9	55.8	0	0	0
Country Fire Authority	2371.5	83.7	3523.5	1	0
Court Services Victoria	1032.3	446.4	0	0	0
Dandenong, City of Greater	585.9	55.8	264.55	0	0
Darebin, City of	834.2	198.1	875.5	20.9	0
Deakin University	362.7	111.6	0	0	0
Dental Health Services Victoria	246	4664.4	0	0	0
Development Victoria	83.7	0	0	0	0
Director, Transport Safety - Transport Safety Victoria	390.6	55.8	0	0	0
Disability Services Commissioner	0	55.8	0	0	0
Djerriwarrh Health Services	3000.8	2272.3	2062.95	0	0
East Gippsland Shire Council	446.4	0	271.9	0	0
East Gippsland Water	27.9	0	0	0	0
East Grampians Health Service	752.6	865.6	1057.8	683.4	0
East Wimmera Health Service	474.3	83.7	1977.5	1	0
Eastern Health	28169.7	7040.1	26985.8	18119.4	0
Echuca Regional Health	2873.7	1004.4	3511.2	1053.6	0
Economic Development, Jobs, Transport and Resources, Department of	5414.6	20.3	57.2	1849.2	0
Education and Training, Department of	4849.7	5445.4	1919.4	5274.45	0
Emergency Services Superannuation Board (t/a ESSSuper)	167.4	27.9	0	0	0
Emergency Services Telecommunications Authority	530.1	279	0	0	0
Energy Safe Victoria	1171.8	0	0	0	0
Environment Protection Authority	1562.4	0	549.67	798.38	0

## FEES AND CHARGES

Agency	Fees Collected <sup>1</sup>	Fees Waived <sup>1</sup>	Charges Collected	Charges Waived	Transferred Fees Waived
Environment, Land, Water and Planning, Department of	4798.8	139.5	3176.85	2834.32	0
Essential Services Commission	111.6	0	0	0	0
Falls Creek Alpine Resort Management Board	0	195.3	0	0	0
Federation University Australia	139.5	27.9	260	0	0
Film Victoria	27.9	0	0	0	0
Frankston City Council	613.8	83.7	526.6	43	0
Freedom of Information Commissioner	139.5	27.9	0	0	0
Game Management Authority	139.5	0	0	0	0
Gannawarra Shire Council	139.5	27.9	0	0	0
Geelong, City of Greater	863.5	113	676.7	0	0
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	306.9	0	594	0	0
Gippsland Ports Committee of Management Incorporated	27.9	0	0	0	0
Gippsland Southern Health Service	362.7	0	69.8	0	0
Glen Eira City Council	530.1	223.2	807.8	69	0
Glenelg Shire Council	223.2	0	76.7	0	0
Golden Plains Shire Council	167.4	83.7	0	0	0
Gordon Institute of TAFE	27.9	0	0	0	0
Goulburn Broken Catchment Management Authority	195.3	0	0	0	0
Goulburn Valley Health	9346.5	0	14152	0	0
Goulburn Valley Region Water Corporation	27.9	27.9	0	0	0
Goulburn-Murray Rural Water Corporation	753.3	0	476.7	0	0
Grampians Wimmera Mallee Water Corporation (t/a GWM Water)	55.8	0	0	0	0
Greater Metropolitan Cemeteries Trust	0	55.8	0	85	0
Greater Shepparton City Council	474.3	111.6	2455.15	0	0
Greyhound Racing Victoria	55.8	0	0	0	0
Health and Human Services, Department of	8788.5	34568.1	4414.63	4040.52	0
Health Complaints Commissioner	223.2	83.7	94.8	0	0
Health Purchasing Victoria	27.9	0	0	0	0
Heathcote Health	111.6	55.8	25.6	15.6	0
Hepburn Health Service	301.2	89.4	687	0	0
Hepburn Shire Council	27.9	0	135.34	0	0
Heritage Council of Victoria	27.9	0	0	0	0
Hesse Rural Health Service	27.9	0	0	0	0
Heywood Rural Health	55.8	0	0	0	0
Hobsons Bay City Council	502.2	27.9	124.1	0	0

# Appendix E

## FEES AND CHARGES

Agency	Fees Collected <sup>1</sup>	Fees Waived <sup>1</sup>	Charges Collected	Charges Waived	Transferred Fees Waived
Hume City Council	837	306.9	607	309.1	0
Independent Broad-based Anti-corruption Commission	27.9	167.4	0	0	0
Indigo Shire Council	167.4	0	0	0	0
Infrastructure Victoria	0	55.8	0	0	0
Justice and Regulation, Department of	7499	19813.7	3048.86	1276.2	0
Kerang District Health	223.2	0	85.8	0	0
Kilmore & District Hospital, The	641.7	111.6	1402.7	111.6	0
Kingston City Council	1785.6	167.4	163.9	0	0
Knox City Council	502.2	27.9	251.3	61.6	0
Kooweerup Regional Health Service	94.4	128.8	94.4	128.8	0
Kyabram and District Health Services	418.5	279	534.6	0	0
Kyneton District Health Service	474.3	0	272	0	0
La Trobe University	223.2	55.8	35.2	0	0
Latrobe City Council	306.9	362.7	129.4	0	0
Latrobe Regional Hospital	9215.1	773.1	11655.6	4495.44	0
Level Crossing Removal Authority	390.6	0	85.71	372.52	0
Local Government Investigations and Compliance Inspectorate	0	27.9	0	0	0
Lorne Community Hospital	139.5	251.1	0	0	0
Lower Murray Water (includes First Mildura Irrigation Trust)	0	111.6	52.1	0	0
Macedon Ranges Shire Council	446.4	0	933.99	0	0
Maffra Cemetery Trust	0	27.9	0	0	0
Mallee Track Health and Community Service	167.4	0	346.6	0	0
Manningham City Council	613.8	0	670.7	0	0
Mansfield District Hospital	446.4	641.7	100.5	0	0
Mansfield Shire Council	83.7	27.9	0	17.2	0
Maribyrnong City Council	558	111.6	108.9	480	0
Maroondah City Council	279	27.9	85	0	0
Maryborough District Health Service	863.5	168.8	1803.9	199.45	0
Medical Panels	27.9	0	27.9	0	0
Melbourne and Olympic Parks Trust	27.9	0	0	0	0
Melbourne Convention and Exhibition Trust	55.8	0	0	0	0
Melbourne Health	65341.8	4464	72596.3	0	0
Melbourne Market Authority	0	27.9	0	0	0
Melbourne Metro Rail Authority	195.3	0	0	0	0
Melbourne Polytechnic	55.8	0	0	0	0
Melbourne Water	418.5	167.4	251.3	526.28	0



## FEES AND CHARGES

Agency	Fees Collected <sup>1</sup>	Fees Waived <sup>1</sup>	Charges Collected	Charges Waived	Transferred Fees Waived
Melbourne, City of	1866.5	532.9	4457.23	0	0
Melton City Council	613.8	0	1352.85	0	0
Mental Health Complaints Commissioner	0	111.6	0	0	0
Mental Health Tribunal	0	279	0	0	0
Mercy Hospitals Victoria	10562.94	2633.76	14599.9	3092.8	0
Metropolitan Fire and Emergency Services Board	12164.4	1590.3	158.26	57	0
Metropolitan Waste and Resource Recovery Group	0	0	135	0	0
Mildura Base Hospital	1757.7	585.9	4909.38	585.9	0
Mildura Rural City Council	334.8	83.7	664.8	664.8	0
Minister for Aboriginal Affairs	27.9	0	0	3.2	0
Minister for Agriculture	27.9	0	0	0	0
Minister for Consumer Affairs, Gaming and Liquor Regulation	27.9	0	0	0	0
Minister for Corrections	55.8	0	0	0	0
Minister for Education	334.8	55.8	25	25	0
Minister for Emergency Services	83.7	83.7	0	0	0
Minister for Energy, Environment and Climate Change	0	0	0	68	0
Minister for Health	27.9	0	0	0	0
Minister for Housing, Disability and Ageing	27.9	0	0	0	0
Minister for Local Government	27.9	0	0	65.42	0
Minister for Planning	139.5	0	95.2	68.88	0
Minister for Police	55.8	0	0	0	0
Minister for Public Transport	83	0.7	0	0	0
Minister for Roads and Road Safety	55.8	0	0	0	0
Minister for Small Business, Innovation and Trade	83.7	0	0	0	0
Minister for Tourism and Major Events	82.3	1.4	0	0	0
Minister for Training and Skills	55.8	27.9	0	0	0
Mitchell Shire Council	195.1	446.6	235.3	1.2	0
Moira Shire Council	222.5	0.7	796.5	0	0
Monash Health	34428.6	10797.3	63307.81	5430.1	0
Monash University	362.7	390.6	0	0	0
Monash, City of	725.4	27.9	0	0	0
Moonee Valley City Council	864.9	223.2	39.7	0	0
Moorabool Shire Council	362.7	0	769.4	0	0
Moreland City Council	2901.6	27.9	528	0	0
Mornington Peninsula Shire	1311.3	83.7	370	560.34	0
Mount Alexander Shire Council	55.8	0	0	0	0

# Appendix E

## FEES AND CHARGES

Agency	Fees Collected <sup>1</sup>	Fees Waived <sup>1</sup>	Charges Collected	Charges Waived	Transferred Fees Waived
Mount Buller and Mount Stirling Alpine Resort Management Board	83.7	0	83.7	0	0
Mount Hotham Alpine Resort Management Board	27.9	0	0	0	0
Moyne Health Services	55.8	0	0	10	0
Moyne Shire Council	27.9	27.9	0	0	0
Murrindindi Shire Council	446.4	83.7	412	31.6	0
Museums Victoria	27.9	27.9	267.14	0	0
Nathalia District Hospital	0	27.9	0	0	0
National Gallery of Victoria	83.7	0	0	0	0
Nillumbik Shire Council	666.1	3.5	0	0	0
North East Link Authority	55.8	0	0	0	0
North East Region Water Corporation (t/a North East Water)	55.8	0	184	300	0
Northeast Health Wangaratta	3654.9	2008.8	7411.1	0	0
Northern Grampians Shire Council	27.9	0	0	0	0
Northern Health	22179.7	4157.9	40378.3	2754.9	0
Numurkah District Health Service	195.3	530.1	63.4	0	0
Omeo District Health	83.7	0	259.33	0	0
Orbost Regional Health	892.8	697.5	414.56	0	0
Otway Health	111.6	111.6	250.9	0	0
Parks Victoria	558	27.9	1732.4	43.6	0
Peninsula Health	14619.6	5747.4	22142.8	10351	0
Peter MacCallum Cancer Centre	1478.7	446.4	2307.5	69.2	0
Port of Hastings Development Authority	0	0	150.2	0	0
Port Phillip, City of	1032.3	139.5	2684.1	461.6	0
Portland District Health	641.7	641.7	837	83.6	0
Premier and Cabinet, Department of	2343.6	111.6	306.2	899.93	0
Premier of Victoria	809.1	55.8	0	55.8	0
PrimeSafe	55.8	0	0	0	0
Public Prosecutions, Office of	948.6	251.1	714.4	44	0
Public Transport Development Authority t/a Public Transport Victoria	1088.1	418.5	922.5	262.8	0
Pyrenees Shire Council	55.8	0	6.42	0	0
Queen Elizabeth Centre	27.9	0	72.1	0	0
Racing Victoria Limited	390.6	585.9	102.6	0	0
RMIT University	139.5	0	85.8	81.6	0
Robinvale District Health Services	111.6	55.8	469.6	0	0
Rochester and Elmore District Health Service	27.9	27.9	0	0	0

## FEES AND CHARGES

Agency	Fees Collected <sup>1</sup>	Fees Waived <sup>1</sup>	Charges Collected	Charges Waived	Transferred Fees Waived
Royal Children's Hospital	9960.3	7114.5	25006.7	469.8	0
Royal Society for the Prevention of Cruelty to Animals (Victoria)	306.9	167.4	332.52	0	0
Royal Victorian Eye and Ear Hospital, The	5128.2	89.1	5848.5	68.6	0
Royal Women's Hospital	5003.4	2362.2	15355.65	207.2	0
Rural Northwest Health	83.7	55.8	41.23	11	0
Seymour Health	585.9	0	561.8	0	0
South East Water	558	0	0	0	0
South Gippsland Hospital	111.6	0	96.8	0	0
South Gippsland Region Water Corporation (t/a South Gippsland Water)	27.9	0	0	0	0
South Gippsland Shire Council	306.9	55.8	698.7	0	0
South West Healthcare	4129.2	2511	3660.7	0	0
South West Institute of TAFE	27.9	0	0	0	0
Southern Metropolitan Cemeteries Trust	83.7	0	0	0	0
Special Minister of State	55.8	0	0	42	0
St Vincent's Health	20143.8	7365.6	4886.4	3506.2	0
State Electricity Commission of Victoria	279	0	0	0	0
State Revenue Office	1953	55.8	0	0	0
Stawell Regional Health	446.4	27.9	209.8	6.6	0
Stonnington, City of	948.6	55.8	951.3	160.7	0
Strathbogie Shire Council	167.4	0	0	0	0
Surf Coast Shire Council	279	0	270.3	0	0
Sustainability Victoria	27.9	0	0	0	0
Swan Hill District Health	1590.3	111.6	904.5	0	0
Swan Hill Rural City Council	55.8	0	251.4	0	0
Swinburne University of Technology	55.8	0	0	0	0
Tallangatta Health Service	27.9	27.9	25.5	0	0
Taxi Services Commission	362.7	55.8	0	0	0
Terang and Mortlake Health Service	55.8	27.9	30.4	0	0
Towong Shire Council	27.9	0	0	0	0
Transport Accident Commission	32391.9	1646.1	71040	1235	0
Treasurer	111.6	0	0	0	0
Treasury and Finance, Department of	1060.2	111.6	50	350	0
Tweddle Child + Family Health Service	27.9	27.9	0	0	0
University of Melbourne	920.7	0	913.75	0	0
V/Line Corporation	111.6	27.9	54.45	0	0
VicForests	111.6	0	1026.71	0	0

# Appendix E

## FEES AND CHARGES

Agency	Fees Collected <sup>1</sup>	Fees Waived <sup>1</sup>	Charges Collected	Charges Waived	Transferred Fees Waived
VicRoads	27143	5109.4	567.1	10080.7	0
Victoria Legal Aid	223.2	223.2	50	0	0
Victoria Police	70029	24189.3	39234.98	599.22	0
Victoria State Emergency Service	613.8	83.7	444.3	415.8	0
Victoria University	362.7	111.6	144.6	336.2	0
Victorian Assisted Reproductive Treatment Authority	27.9	0	0	0	0
Victorian Auditor-General's Office	27.9	0	0	0	0
Victorian Building Authority (VBA)	3818.1	2905.8	314.1	637.5	0
Victorian Commission for Gambling and Liquor Regulation	502.2	55.8	335.66	0	0
Victorian Curriculum and Assessment Authority	195.3	0	0	0	0
Victorian Electoral Commission	0	27.9	0	0	0
Victorian Equal Opportunity and Human Rights Commission	55.8	55.8	0	0	0
Victorian Government Architect	27.9	0	0	0	0
Victorian Government Solicitor	0	83.7	0	0	0
Victorian Institute of Forensic Medicine	27.9	55.8	0	0	0
Victorian Institute of Forensic Mental Health	0	2427.3	0	0	0
Victorian Institute of Teaching	55.8	27.9	0	0	0
Victorian Legal Services Commissioner	55.8	195.3	0	0	0
Victorian Managed Insurance Authority	223.2	27.9	83.1	0	0
Victorian Ombudsman	111.6	27.9	0	0	0
Victorian Planning Authority	55.1	0.7	235.26	0	0
Victorian Ports Corporation (Melbourne)	27.9	0	0	0	0
Victorian Public Sector Commission	27.9	83.7	0	0	0
Victorian Rail Track t/a VicTrack	223.2	0	0	0	0
Victorian Registration and Qualifications Authority	139.5	0	60	0	0
Victorian WorkCover Authority	27844.2	3292.2	3912.6	6904	0
Wangaratta, Rural City of	83.7	0	0	0	0
Wannon Region Water Corporation	27.9	0	0	0	0
Warrambool City Council	251.1	0	105.4	0	0
Wellington Shire Council	167.4	27.9	567.9	0	0
West Gippsland Catchment Management Authority	27.9	0	0	0	0
West Gippsland Healthcare Group	2647.1	3463	0	0	0
West Wimmera Health Service	306.9	55.8	598	0	0
West Wimmera Shire Council	55.8	0	0	0	0
Western District Health Service	2399.4	27.9	1478.4	0	0

## FEES AND CHARGES

Agency	Fees Collected <sup>1</sup>	Fees Waived <sup>1</sup>	Charges Collected	Charges Waived	Transferred Fees Waived
Western Health	34484.4	5105.7	54912.3	664.7	0
Western Region Water Corporation	83.7	83.7	0	0	0
Westernport Region Water Corporation	55.8	0	0	1260	0
Whitehorse, City of	306.9	83.7	56.6	1.6	0
Whittlesea City Council	556.5	168.9	876.4	20.91	0
William Angliss Institute of TAFE	55.8	0	0	0	0
Wimmera Health Care Group	1562.4	1953	1940.9	1001.9	0
Wimmera Regional Library Corporation	0	27.9	0	0	0
Wodonga City Council	306.9	0	218.27	0	0
Wyndham City Council	669.6	111.6	388.14	130.5	0
Yarra City Council	1897.2	418.5	0	0	0
Yarra Ranges Shire Council	279	55.8	440.1	0	0
Yarra Valley Water Corporation	809.1	27.9	538.8	165.1	0
Yarram and District Health Service	223.2	83.7	0	0	0
Yarrawonga Health	55.8	27.9	0	0	0
Yarriambiack Shire Council	83.7	27.9	0	0	0
Yooralla	0	27.9	0	0	0
Zoological Parks and Gardens Board	111.6	0	0	0	0
<b>Totals</b>	<b>546670.9</b>	<b>197108.2</b>	<b>845652.35</b>	<b>107631.51</b>	<b>0</b>

<sup>1</sup> Some agencies show nil returns in respect of application fees, both collected and waived. This can happen where the FOI requests they received were either received in the previous reporting year or were transferred to the agency from another agency, in which case the original agency would have received and reported the application fee.

