

FREEDOM OF INFORMATION

ANNUAL REPORT
BY THE
ATTORNEY-GENERAL
OF VICTORIA

1998

FOREWORD

It is with great pleasure that I submit to both Houses of Parliament, the Annual report on the operation of Freedom of Information in Victoria, as required under section 64 of the Freedom of Information Act 1982.

The report reflects the continued use of freedom of information legislation by many Victorians in seeking access to information held by Government. It is particularly pleasing to note that as in the past, the level of level of disclosure remains consistently high.

I would also like to thank the many agencies across Victoria who have continued to assist in providing the data which is the basis of the Report.

JAN WADE MP
Attorney-General

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PART 1: GENERAL USE OF FREEDOM OF INFORMATION

The statistical data included in this report has been obtained from approximately 400 agencies that are subject to the *Freedom of Information Act* 1982. The information was requested and provided on a uniform basis, in accordance with the requirements of section 64 and section 65AA of the Act.

1. Number of Requests, Internal Reviews and VCAT Appeals

Table 1 indicates the consolidated statistics on the number of requests and corresponding internal reviews and appeals to the Victorian Civil and Administrative Tribunal (VCAT) over the past ten years of operation of the Act.

The number of requests received during 1997/98 showed a marginal variation of 0.13% from the figure for the previous year. The constant number of requests received should be seen in the context of the encouraging move by agencies to provide a larger amount of information, where possible, outside the process provided for by the Act.

Applications for access to personal documents continue to comprise the largest category of requests. Over the past two years the statistics have shown that requests for personal documents have remained constant as an overall percentage of requests received under the Act. In 1995/96, the figure was 60%, in 1996/97 it was 60% and in the 1997/98 year it was 62%.

TABLE 1: Number of Requests, Reviews and Appeals

YEAR	REQUESTS	INTERNAL REVIEWS	APPEALS TO VCAT
1997/98	12 195	319	304
1996/97	12 211	288	189
1995/96	10 834	291	154
1994/95	10 447	293	156
1993/94	10 151	312	171
1992/93	11 364	372	220
1991/92	14 357	416	193
1990/91	14 690	372	168
1989/90	10 460	437	177
1988/89	10 700	402	141

There was an increase of 11% in the number of internal reviews, compared to the 1996/97 year and a significant increase of 61% in the number of appeals to the Victorian Civil and Administrative Appeals Tribunal (VCAT). The high number of VCAT applications reflects a 100% increase in the number of appeals lodged in respect of decisions made by the eight State Government Departments.

2. Decisions on Requests

The access rate to documents requested has remained constant with some 65% of requests receiving access in full. The rate of full access has remained constant over the past three years, coupled with partial access decisions in 1997/98 where applicants gained access to documents in 85% of cases. Access was refused outright in 5% of requests considered.

Similar to the preceding year almost 38% of requests were for non-personal documents. As in previous years this would seem to reflect both an increasing interest in government administration and a reflection on the amount of personal documents being disclosed outside freedom of information.

The 10% of requests not covered by Table 2 are those requests included in the column 'Other' in Table 5.

Table 2: Decisions on Requests

DECISION	1997/98	% OF TOTAL REQUESTS	1996/97	% OF TOTAL REQUESTS
FULL ACCESS	7859	64%	8032	66%
PART ACCESS	2557	21%	2353	19%
ACCESS DENIED	555	5%	754	6%

3. Most Frequently Cited Exemptions

The four most frequently used exemptions in 1997/98 were the same as those in the previous year. The protection of an individual's personal affairs where disclosure under the Act would be unreasonable was the most frequently cited exemption (s33). After that, in order, were refusals where documents contained opinions or advice of officials or ministers and it would not be in the public interest for those documents to be released (s.30); refusal where release of documents would adversely affect law enforcement procedures, or the conduct of a fair trial (s.31); and refusal of access where the documents requested contained information provided to the agency in confidence (s.35).

Table 3: Exemptions Cited

SECTION OF FoI ACT	ORIGINAL DECISION	INTERNAL REVIEW	VCAT
24A: Repeated Requests	9	1	-
25A: Voluminous Requests	95	17	2
28: Cabinet Documents	72	16	1
29: Intergovernmental Relations	24	3	-
30: Internal Working Documents	764	100	-
31: Law Enforcement	672	35	4
32: Legal Professional Privilege	339	59	1
33: Personal Privacy	1743	119	9
34: Commercial Confidentiality	245	75	9
35: Information Gained in Confidence	468	61	6
36: Contrary to Public Interest	11	6	-
38: Exempted by another enactment	424	37	4
38A: Council documents	12	4	2

4. Fees and Charges for Requests

From the statistics provided it would seem that fees are being waived or reduced in approximately 38% of cases. This is based on the total number of requests - 12,195 - multiplied by \$20. If the fee were charged in each case, revenue received from fees would have been \$ 243,900. However, fee revenue was \$ 151,931.

It is hard to say how much was waived in charges. Often where charges are to be waived agencies do not calculate the actual charges that would have been made. If the total charges revenue of \$133,093.36 were averaged across all requests, each applicant would be paying \$10.91 in charges.

5. 'Top 20' Agencies

A feature of this report each year is the 'Top 20' agencies. Of the approximately 400 agencies who provided information incorporated into this report, agencies in the 'Top 20' handled 78% of requests, with 51% of the requests they receive being for personal documents.

The other continuing feature of the 'Top 20' is the high number of health or health-related bodies. Table 4 identifies fourteen such agencies.

Table 4: Agencies Receiving the Most Requests.

AGENCY	REQUESTS	PERSONAL	NON-PERSONAL
Victoria Police	1657	1440	217
Human Services, Dept. of	1250	1077	173
Southern Health Care Network*	821	589	232
Victorian Workcover Authority	520	354	166
Metropolitan Fire and Emergency Services Board	631	2	629
Alfred Hospital	480	224	256
Country Fire Authority	461	460	1
Royal Children's Hospital	423	0	423
Transport Accident Commission	376	356	20
Royal Melbourne Hospital	370	367	3
St Vincent's Hospital	360	130	230
Education, Dept of	343	193	150
Austin & Repatriation Medical Centre	255	82	173
La Trobe Regional Hospital	253	80	173
Barwon Health - The Geelong Hospital	252	247	5
Metropolitan Ambulance Service	226	115	111
Royal Women's Hospital	213	176	37
Northern Hospital	212	212	0
Justice, Dept of	201	125	76
Western Hospital	187	76	111
TOTAL	9491	6305	3186

PART 2: DETAILED STATISTICS FOR EACH AGENCY

6. Requests Received by Agencies

In the guidelines sent to agencies covering the information required to compile this report, they were asked not to include an application in their statistics where the fee had not been paid or the waiver not granted and the request was not proceeded with.

Freedom of information officers will receive applications which do not proceed for a number of reasons. For instance, the applicant does not pay the fee or the request for information is not relevant to the agency. Also, there are those requests where the applicant is provided with the information without the need for a request under the Act. Whilst many of these sort of requests can require a commitment of time and resources by the FOI officer, they are not technically requests under the Act.

7. Requests for Internal Review

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

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

Where an original decision is shown as being overturned, this means that full access has now been given to the documents sought by the applicant.

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

8. Appeals to the Victorian Civil and Administrative Tribunal

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

VCAT came into existence on 1 July 1998 and replaced the former Administrative Appeals Tribunal (AAT). The establishment of the VCAT was part of Government's package of reforms, aimed at streamlining administrative structures and enhancing the operation of tribunals in general.

Part of the VCAT's role is to hear and determine applications lodged by FOI applicants. This responsibility includes the provision of a conciliation process whereby the applicant and respondent are called before the tribunal for a preliminary conference to try to resolve documents in dispute before the case proceeds to a hearing. Appeals can often be withdrawn as a result of this process and advice from agencies in the 1997/98 year indicates that a number of appeals were resolved in this manner.

Table 7 identifies the agencies whose decisions resulted in appeals to the VCAT being lodged in 1997/98. Agencies were also asked to indicate the number and type of decisions handed down by the VCAT in 1997/98, whether or not those decisions were as a result of appeals lodged in that year, or earlier. This was necessary given the time between an appeal being lodged and a final decision handed down.

9. Exemptions Cited

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

10. Decision Makers

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

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

11. Fees and Charges

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

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

12 Retrospective Access

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

Table 5: Requests Received by Agencies

AGENCY	PERSONAL REQUESTS	NON PERSONAL REQUESTS	ACCESS FULL	ACCESS PART	ACCESS DENIED	OTHER*
Alfred Hospital, The	224	256	282			198
Alpine Resorts Unit		3	1	2		
Alpine Shire	1	3	2	1		1
Ambulance Officers Training Centre	2	1	2		1	
Ambulance Service - VicNorth Western Region	2	2	4			
Ambulance Service - VicWestern Region	4		4			
Angliss Health Services	90	1	82		2	7
Architects Registration Board of Victoria	1	1	2			
Australian Grand Prix Corporation		5		3	1	1
Austin & Repatriation Medical Centre	82	173	225	17	12	1
Ballarat City Council		8	4		1	3
Ballarat Health Services	73	54	124		2	1
Banyule City Council		3	2		1	
Banyule Community Health Service	2		2			
Barwon Health - Corio	3		3			
Barwon Health - The Geelong Hospital	247	5	229	1	2	20
Barwon Health - Grace McKellar Centre	3		3			
Barwon Water		5	1		1	3
Bass Coast Shire Council		1	1			
Baw Baw Shire Council	1	8	5			4
Bayside City Council		14	11	2		1
Benalla & District Memorial Hospital	1	3	4			
Bendigo Community Health Services Inc	1	1	2			
Bendigo Hospital (Bendigo Health Care Group)	43	32	75			
Bethlehem Hospital	1	1	2			
Board of Studies		8		2		6
Boroondara City Council	3	15	6	8	1	3
Box Hill Hospital	103	48	151			
Box Hill Institute	2		2			
Brimbank City Council	3	6	2	2	2	3
Campaspe Shire Council		1	1			
Cardinia Shire Council		1		1		
Casey City Council		8	2	2		4
Caulfield General Medical Centre	6	5	11			
Central Gippsland Region Water Authority		1				1
Central Wellington Health Service	37		37			
City West Water Ltd		3	1	1		1
Colac Community Health Services	4	2	6			
Colac Otway Shire Council	5	1	5		1	
Corangamite Shire Council		3	2	1		
Country Fire Authority	1	460	107	331	6	17
Darebin City Council	2	6	3		1	4
Deakin University	2	3	1	3		1
Delatite Shire Council	2		1	1		
Dental Board of Victoria		2	2			
Dental Health Services Victoria	16	4	14		6	
Docklands Authority		5	2			3
East Gippsland Shire Council		5	2	2	1	
East Grampians Health Service		5	5			
East Preston Community Health Centre	1		1			
East Wimmera Health Service	3		3			

AGENCY	PERSONAL REQUESTS	NON PERSONAL REQUESTS	ACCESS FULL	ACCESS PART	ACCESS DENIED	OTHER*
Echuca Regional Health	18	2	20			
Education, Dept. of	193	150	160	82	11	90
Eltham Community Health Centre	1		1			
Emergency Services Superannuation Scheme	33		32		1	
Environment Conservation Council		3		1	2	
Environment Protection Authority		113	66	26	16	5
Equal Opportunity Commission	1				1	
Far East Gippsland Health & Support Service	3	3	4		1	1
Frankston City Council		10	9	1		
GASCOR		1			1	
Gippsland Southern Health Service	1	6	7			
Glen Eira City Council	1	2	2		1	
Gordon Institute of TAFE	1		1			
Goulburn Valley Base Hospital	42	3	45			
Greater Bendigo City Council	4	11	13		1	1
Greater Dandenong City Council		17	3	8	2	4
Greater Geelong City Council		29	23		3	3
Guardianship & Administration Board	5		5			
Hamilton Base Hospital	3	11	11			3
Harness Racing Victoria		2	1	1		
Health Services Commissioner	7		4	2		1
Hepburn Shire Council		5	4	1		
Hobsons Bay City Council		3	2		1	
Hospitals Superannuation Board	1		1			
Human Services, Dept. of	1077	173	361	499	161	229
Hume City Council		8	2	6		
Infrastructure, Department of	1	121	54	17	3	48
Inner South Community Health Services Inc.	1		1			
ISIS Primary Care		23	23			
Justice, Dept. of	125	76	57	61	24	59
Kangan Institute of TAFE		1	1			
Kerang & District Hospital		1	1			
Kingston City Council		8	4	3	1	
Knox City Council		6	4	2		
Kyabram & District Memorial Community Hospital	11	2	8		1	4
Kyneton & District Health Service	6	3	6			3
Lakes Entrance Community Health Centre	1		1			
La Trobe Regional Hospital	80	173	229	13	1	10
La Trobe Shire Council		12	5	4		3
La Trobe University	10	6	4	10		2
Loddon Shire Council		1	1			
Macedon Ranges Shire Council		2	1	1		
Mallee Track Health and Community Service	1		1			
Manningham City Council		10	5	2		3
Mansfield District Hospital	9		9			
Maribyrnong City Council		9	4	1	3	1
Marine Board of Victoria	2	5	3	1		3
Maroondah City Council	1	8	6	2		1
Maroondah Hospital	38	68	104	2		
Maroondah Social and Community Health Centre	1		1			

AGENCY	PERSONAL REQUESTS	NON PERSONAL REQUESTS	ACCESS FULL	ACCESS PART	ACCESS DENIED	OTHER*
Maryborough District Health Service	6	7	9			4
Medical Practitioners Board	11	4	4	6	4	1
Melbourne City Council	1	21	10	7	1	4
Melbourne City Link Authority		3	1			2
Melbourne Market Authority		13	4		9	
Melbourne University	5	4	4	4	1	
Melbourne Water Corporation	2	7	2	2		5
Melton Shire Council		4	3			1
Mercy Hospital for Women	53		53			
Metropolitan Ambulance Service	115	111	189		7	30
Metropolitan Fire and Emergency Services Board	2	629	599		8	24
Mornington Peninsula Shire Council	2	12	10	1	3	
Mildura Base Hospital	42		42			
Mildura Rural City Council	2	1	2	1		
Mitchell Shire Council		5	3			2
Moir Shire Council	1	3	1		1	2
Monash City Council	2	6	5	3		
Monash University	3	10	6	6		1
Moonee Valley City Council	0	11	2	7	1	1
Moorabool Shire Council	1	1				2
Moreland City Council		6	1	5		
Mount Alexander Hospital	4		3	1		
Moyne Shire Council	1	1	2			
Murrindindi Community Health Service Inc	2		1			1
Murrindindi Shire Council		3	1		2	
Natural Resources & Environment, Dept. of	10	98	31	43	16	18
Nillumbik Shire Council		11	9	2		
North West Hospital		2	2			
Northern Grampians Shire Council		2	2			
Northern Hospital	212		204			8
Northern Melbourne Institute of TAFE	1		1			
Nowa Nowa Community Health Centre	1			1		
Nurses Board of Victoria	5	15	19	1		
Peninsula Health Care Network	171	11	177	1	4	
Peter MacCallum Cancer Institute	2	12	14			
Pharmacy Board of Victoria	1		1			
Plumbing Industry Board		21	16	1		4
Port Phillip City Council	2	15	12	3	2	
Portland & District Community Health Centre	2		2			
Portland & District Hospital	11	27	38			
Premier & Cabinet, Dept. of	1	55	6	20	12	18
Public Prosecutions, Office of	6	21	14	4	3	6
Public Transport Corporation	17	63	31	13		36
Queenscliffe Borough Council	1		1			
RMIT	10	4	6	5	1	2
Regulator-General, Office of		4	1	1	1	1
Robinvale District Hospital & Health Services	22		22			
Rochester & Elmore District Health Service	1					1
Royal Children's Hospital	423		302	22	5	94
Royal Melbourne Hospital	367	3	356	4	10	
RSPCA	1		1			

AGENCY	PERSONAL REQUESTS	NON PERSONAL REQUESTS	ACCESS FULL	ACCESS PART	ACCESS DENIED	OTHER*
Royal Victorian Eye and Ear Hospital	71		71			
Royal Women's Hospital	176	37	184			29
St George's Health Service	12	9	21			
St Vincent's Hospital	130	230	357	3		
South East Water Limited		10	1	3	5	1
South Gippsland Shire Council		4	3			1
Southern Grampians Shire Council		1	1			
Southern Health Care Network	589	232	747	35		39
State Development, Dept. of	2	16	5	9	2	2
State Electricity Commission of Victoria	24	2	15	8	3	
State Library of Vic		2	2			
State Revenue Office	4	18	2	12	5	3
State Trustees	4	13	5	8	2	2
Stawell District Hospital		3	3			
Stonnington City Council		18	12	1	3	2
Sunraysia Community Health Services Inc	1		1			
Surf Coast Shire Council		4	4			
Swan Hill District Hospital	23		23			
Swinburne University of Technology	1	7	2	3	1	2
Tourism Victoria		5		4		1
Transport Accident Commission	356	20	64	297	14	1
Treasury and Finance, Dept. of		86	17	16	11	42
Urban Land Corporation		1				1
Veterinary Practitioners registration board of Victoria	4		1	2		1
VicRoads	58	32	38	24	13	15
Victoria Legal Aid	25	13	21	9	8	
Victoria Police	1440	217	739	719	100	99
Victoria University of Technology	2	1		2		1
Victorian AIDS Council/Gay Men's Health Centre	1		1			
Victorian Arts Centre Trust		1		1		
Victorian Casino and Gaming Authority		17	3	10	2	2
Victoria State Emergency Service	2	6	7			1
Victorian Superannuation Board	99	2	93	1	1	6
Victorian Workcover Authority	354	166	282	84	17	137
Wangaratta District Base Hospital	7	19	26			
Wangaratta Rural City Council		3		1		2
Warrnambool City Council		3	2		1	
Warrnambool & District Base Hospital	44	31	74	1		
Wellington Shire Council	5	3	6	1		1
Werribee Mercy Hospital	22		22			
West Wimmera Health Service	1		1			
Western Hospital	76	111	186	1		
Western Melbourne Institute of TAFE		2		1		1
Western Region Health Centre Ltd	1		1			
Whitehorse City Council	1	10	8	3		
Whittlesea City Council	2	5	5	1		1
Williamstown Hospital	12	16	27			1
Wimmera Health Care Group	27		27			
Wodonga Regional Health Service	10		10			
Wonthaggi & District Hospital	2		2			
Wyndham City Council	2	8	9	1		
Yarra City Council	1	16	14	1		2
Yarra Ranges Health Service	2	6	8			
Yarra Ranges Shire Council		14	8	5		1

AGENCY	PERSONAL REQUESTS	NON PERSONAL REQUESTS	ACCESS FULL	ACCESS PART	ACCESS DENIED	OTHER*
Yarrawonga Community Health Centre	1	2	3			
Yarrawonga District Hospital		2	2			
Zoological Parks and Gardens Board		1	1			
TOTAL	7541	4654	7859	2557	555	1224

**The column headed 'Other' covers situations where a request has been received but one of the following situation applies: the applicant did not proceed with the application; it was transferred to another agency; it was a request made in 1996/97 but had not been decided at the end of the reporting period; the agency did not hold the documents sought or where the agency and the applicant agreed on a form of access satisfactory to the applicant.

Table 6: Requests for Internal Review

AGENCY	INTERNAL REVIEWS	DECISION CONFIRMED	DECISION VARIED	DECISION OVERTURNED	OTHER***
Alpine Resorts Unit	1		1		
Austin & Repatriation Medical Centre	4	2	1	1	
Australian Grand Prix Corporation	2	2			
Bayside City Council	2	1	1		
Board of Studies	1	1			
Boroondara City Council	2		1	1	
Colac Otway Shire Council	1	1			
Country Fire Authority	7	5	1	1	
Darebin City Council	2	1		1	
Education, Dept. of	12	12			
Environment Protection Authority	3		3		
Emergency Services Superannuation Scheme	1	1			
Environment Conservation Council	1	1			
Equal Opportunity Commission	1	1			
Frankston City Council	1	1			
Gas & Fuel Corporation					
GASCOR	1	1			
Glen Eira City Council	1	1			
Greater Bendigo City Council	1	1			
Greater Geelong City Council	1			1	
Harness Racing Victoria	1			1	
Hume City Council	2	1		1	
Human Services, Dept. of	48	17	27	4	
Infrastructure, Dept. of	7	2	1	1	3
Justice, Dept. of	14	9	5		
Kingston City Council	2			2	
Knox City Council	2	1	1		
La Trobe University	1	1			
Manningham City Council	1	1			
Marine Board of Victoria	1				1
Maroondah Hospital	1			1	
Melbourne City Council	2		2		
Metropolitan Ambulance Service	2	1	1		
Metropolitan Fire and Emergency Services Board	8	6		2	
Mildura Rural City Council	1	1			
Moir Shire Council	1	1			
Monash University	1		1		
Moonee Valley City Council	1		1		
Natural Resources & Environment, Dept. of	17	15	2		
Peninsula Health Care Network	1	1			
Port Phillip City Council	2	2			
Premier and Cabinet, Dept of	9	8	1		
Public Prosecutions Office, of	2	1	1		
RMIT	1	1			
Royal Melbourne Hospital	2	2			
Southern Health Care Network	2	1	1		
State Development, Dept. of	4	4			
State Electricity Commission	4	3	1		
State Revenue Office	7	2	5		
State Trustees	2	2			
Tourism Victoria	2	1	1		
Transport Accident Commission	20	12	8		
Treasury and Finance, Dept of	2	2			

AGENCY	INTERNAL REVIEWS	DECISION CONFIRMED	DECISION VARIED	DECISION OVERTURNED	OTHER***
Veterinary Practitioners registration board of Victoria	1	1			
VicRoads	9	8		1	
Victoria Legal Aid	5	3	1	1	
Victoria Police	59	49	3	3	4
Victoria University of Technology	4		2	1	1
Victorian Casino and Gaming Authority	6		6		
Victorian Superannuation Board	1	1			
Victorian Workcover Authority	9	6		3	
Wangaratta Rural City Council	1		1		
Western Melbourne Institute of TAFE	1	1			
Wyndham City Council	3	2	1		
Yarrawonga Community Health Centre	2			2	
TOTAL	319	201	81	28	9

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

Table 7: Appeals to the Victorian Civil and Administrative Tribunal

AGENCY	NUMBER OF APPEALS LODGED	NUMBER DECIDED BY VCAT	VCAT GRANTED FULL ACCESS	VCAT GRANTED PART ACCESS	VCAT REFUSED ACCESS	OTHER****
Austin & Repatriation Medical Centre	4	3	2	1		1
Australian Grand Prix Corporation	2	0				2
Bayside City Council	1					
Board of Studies	3					3
Boroondara City Council	1					
Box Hill Institute	1	1				1
Campaspe Shire Council	3	2	2			
Country Fire Authority	3	1			1	2
Deakin University	1					
DeLATite Shire	1					
Docklands Authority	1					1
Education, Dept. of	31					13
Environment Conservation Council	1					1
Equal Opportunity Commission	1					
Glen Eira City Council	1					1
Hobsons Bay City Council	1	1			1	
Hume City Council	12					12
Human Services, Dept. of	42	3			3	
Infrastructure, Dept. of	12					12
Inner South Community Health Service	1	1	1			
Justice, Dept. of	22					9
La Trobe University	1					
Medical Practitioners Board	9					3
Melbourne City Council	1					
Metropolitan Ambulance Service	5					5
Metropolitan Fire and Emergency Services Board	4					5
Monash University	1	1			1	
Mornington Peninsula Shire Council		1		1		
Mount Alexander Shire		1	1			
Natural Resources & Environment, Dept. of	20	1		1		19
Nillumbik Shire Council	3	1	1			
Peninsula Health Care Network	1					
Premier & Cabinet, Dept. of	32	2		1	1	10
Public Prosecutions, Office of	1					1
Public Transport Corporation	1					1
Regulator General, Office of	2					
RMIT	2					1
State Development Department	7	1			1	4
State Electricity Commission	1					
State Revenue Office	6					6
Stonnington City Council	1					1
Swinburne University of Technology		1		1		
Tourism Victoria	1					0
Transport Accident Commission		1			1	1
Treasury and Finance, Dept. of	32					
Veterinary Practitioners registration board of Victoria	1					1
VicRoads	1	1	1			
Victoria Police	16					3
Victoria Legal Aid	3					3

AGENCY	NUMBER OF APPEALS LODGED	NUMBER DECIDED BY VCAT	VCAT GRANTED FULL ACCESS	VCAT GRANTED PART ACCESS	VCAT REFUSED ACCESS	OTHER****
Victorian Casino and Gaming Authority	3					3
Victorian Workcover Authority	3					4
Wangaratta Rural City Council	1	1		1		
TOTAL	304	24	8	6	9	129

**** The column headed 'Other' covers the following situations: the applicant did not proceed with the appeal; the appeal is still to be decided; or the appeal was resolved at a stage prior to hearing to the satisfaction of the applicant.

Table 8: Exemptions & Exceptions Cited

AGENCY	INITIAL DECISION Section of Act [No. of times cited]	INTERNAL REVIEW Section of Act [No. of times cited]	VCAT Section of Act [No. of times cited]
Alpine Resorts Unit	34(1)(a) [2]	34(1)(a)[1]	
Alpine Shire	33(1) [1], 35(1)(a) [1]		
Ambulance Officers Training Centre	30 [1]		
Angliss Health Service	33(1) [2]		
Austin & Repatriation Medical Centre	18 [10], 25 [5], 27(1)(e) [12], 33(3) [1], 35(i) [1]	25 [1], 27(1)(e) [1], 35(ie) [1]	25 [1], 27(1)(e) [1], 35(ie) [1]
Australian Grand Prix Corporation	30 [1], 33 [4], 34(1) [4], 34(4) [4]	30 [1], 33 [2], 34(1) [2], 34(4) [2]	
Ballarat City Council	25A [1]		
Ballarat Health Services	33(1) [2]		
Banyule City Council	31(1) [1]		
Barwon Health - The Geelong Hospital	27(1) [1], 27(1)(e) [13], 33(1) [2]		
Barwon Region Water Authority	30(1) [1], 32(1) [1], 33(1) [1], 36(1)(b) [1]		
Bayside City Council	25A(1) [1], 32(1) [1], 33(1) [1], 34(1)(a) [1], 34(1)(b) [1], 34(4)(a) [1], 35(1)(a) [1]	25A(1) [1], 32(1) [1], 33(1) [1], 34(1)(a) [1], 34(1)(b) [1], 34(4)(a) [1], 35(1)(a) [1]	
Board of Studies	25(A) [1], 28(1)(a) [1], 30(1) [2], 32(1) [2], 33(1) [2], 34(1) [2], 35(1) [2]	28(1)(a) [1], 30(1) [1], 32 [1], 33(1) [1], 34 [1], 35(1) [1]	
Boroondara City Council	30 [2], 31 [1], 32 [2], 33 [2], 38 [1]	30 [2], 32 [2]	
Brimbank City Council	27(1)(e) [1], 30 [1], 33 [1], 34 [2]		
Cardinia Shire Council	31(1)(a) [1], 31(1)(d) [1]		
Casey City Council	38 [2]		
City West Water Ltd	32(1) [1]		
Colac Otway Shire Council	34 [1], 38 [1]	38 [1]	
Corangamite Shire Council	30(1) [1]		
Country Fire Authority	25 [5], 28 [1], 30 [8], 32 [3], 33 [326], 34 [4], 34(4) [5], 35 [1], 35(1)(b) [1]	32 [1], 33 [1], 34 [1]	33 [1]
Darebin City Council	32(1) [1]	32(1) [1]	
Deakin University	28(3) [1], 30(1)(a) [1], 30(1)(b) [1], 33(1) [1], 34(1) [1]		
Delatite Shire	32 [1]		
East Gippsland Shire Council	25A(1) [3]		
Education, Dept. of	17(2) [6], 25A(1) [3], 27(1)(e) [51], 28(1)(b) [2], 28(1)(ba) [2], 28(1)(d) [1], 29(a) [1], 29(b) [1], 30(1) [26], 31(1)(a) [1], 32(1) [13], 33(1) [40], 33(4) [5], 34(1)(a) [8], 34(1)(b) [2], 34(4)(a) [1], 34(4)(c) [1], 35(1)(a) [2], 35(1)(b) [8]	25A(1) [1], 28(1)(b) [1], 28(1)(ba) [1], 30(1) [5], 31(1) [1], 32(1) [3], 33(1) [8], 33(4) [1], 34(1)(a) [1], 35(1)(a) [1], 35(1)(b) [4]	
Emergency Services Superannuation Scheme	33.1 [1]	33.1 [1]	
Environment Conservation Council	25A(1) [1], 30(1) [2]	30(1) [1]	
Environment Protection Authority	25A[1], 29(a)[1], 29(b)[2], 30(1)[16], 32(1)[2], 33(1)[16], 34(1)(a)[1], 34(1)(b)[3], 34(4)(a)[1], 35(1)(b)[8]	30(1)[1], 34(1)(b)[2], 35(1)(b)[1]	
Equal Opportunity Commission	38 [1]	38 [1]	

AGENCY	INITIAL DECISION Section of Act [No. of times cited]	INTERNAL REVIEW Section of Act [No. of times cited]	VCAT Section of Act [No. of times cited]
Far East Gippsland Health & Support Service	33(1) [1]		
Frankston City Council	30 [1]	30 [1]	
GASCOR	38 [1]	38 [1]	
Glen Eira City Council	35(1)(b) [1]	35(1)(b) [1]	
Greater Bendigo City Council	36(1)(b) [1]	36(1)(b) [1]	
Greater Dandenong City Council	30(1) [4], 30(1)(a) [1], 31(1)(c) [1], 33(1) [2], 34(1)(a) [5], 34(4)(a)(ii) [1], 35(1)(b) [1], 38 [3],		
Greater Geelong City Council	31(1) [2], 34(1) [1]		
Harness Racing Victoria	34(1) [1]		
Health Services Commissioner	30 [1], 35 [1]		
Hepburn Shire Council	30 [1], 32 [1], 33 [1]		
Hobson's Bay City Council	32 [1], 36 [1]		32 [1]
Human Services, Dept. of	6 [7], 14(1)(a) [3], 14(1)(b) [8], 17(2) [4], 18 [22], 25(A)(1) [3], 25(A)(5) [8], 25(A)(6) [6], 27(1)(e) [157], 28(1)(a) [5], 28(1)(b) [4], 29(1)(b) [4], 30(1) [59], 30(1)(a) [32], 30(1)(b) [15], 31(1)(a) [12], 31(1)(b) [15], 31(1)(a) [12], 31(1)(b) [6], 31(1)(c) [116], 32(1) [38], 33(1) [454], 33(3) [6], 33(4) [4], 33(6) [1], 34 [8], 34(1)(a) [5], 34(1)(b) [4], 35(1)(a) [9], 35(1)(b) [216], 37(1)(b) [1], 38 [26], 50(2)(e) [2]	17(a) [1], 18 [[1], 28(1) [1], 28(1)(b) [1], 30(1) [8], 30(1)(a) [3], 30(1)(b) [2], 31(1)(c) [11], 32(1) [5], 33(1) [24], 34(1)(a) [1], 34(1)(b) [1], 35(1)(a) [2], 35(1)(b) [19]	31(1)(c) [3], 33(1) [3], 35(1)(b) [3], 38 [3]
Hume City Council	25(A) [1], 32(1) [2], 34(1) [3]	32(1) [1], 34(1) [1]	
Infrastructure, Department of	25A(5) [2], 28(1)(d) [1], 30(1) [7], 32(1) [3], 33(1) [10], 34(1)(a) [2], 35(1)(b) [1], 38A(1)(b) [1]	25A(5) [1], 29(a) [1], 33(1) [1], 36(1)(a) [1]	
Justice, Dept. of	14(1)(a) [1], 17 [2], 18 [3], 23(3)(a) [1], 25A(1) [15], 25A(5) [3], 27(1)(e) [18], 28(1)(a) [2], 28(1)(b) [1], 28(1)(ba) [1], 28(1)(c) [1], 28(1)(d) [1], 29(a) [2], 29(b) [1], 30(1) [35], 31(1)(a) [29], 31(1)(d) [22], 31(1)(e) [1], 32 [3], 33 [60], 34(1)(a) [7], 34(1)(b) [2], 35(1)(a) [3], 35(1)(b) [6], 38 [43]	28 [1], 29 [1], 30 [1], 31(1)(a) [1], 31(1)(c) [1], 31(1)(d) [1], 32 [1], 33 [3], 34(1)(a) [2], 34(1)(b) [1], 38 [1]	
Kingston City Council	32 [1], 33 [1], 34(1) [1], 34(2)(a) [1], 34(2)(c) [1], 38A(1)(B) [1], 38A(1)(D) [1], 67(4) [1]	32 [1], 33 [1], 34(1) [1], 34(2)(a) [1], 34(2)(c) [1], 38A(1)(B) [1], 38A(1)(D) [1], 67(4) [1]	
Knox City Council	30 [1], 32 [1], 35 [1]	30 [1], 32 [1], 35 [1]	
Kyabram and District Memorial Community Hospital	33 [1]		
LaTrobe Regional Hospital	33(1) [12], 35(1)(b) [4]		
La Trobe Shire Council	27(1)(e) [2], 35(1)(b) [1], 38 [1], 67(2) [2]		
LaTrobe University	34(1a) [1], 35(1b) [9]	35(1b) [1]	
Macdon Ranges Shire Council	32 [1], 36 [1]		
Manningham City Council	31(a)(b)(d) [1], 33(1) [1], 35(b) [1]	31(a)(b)(d) [1], 33(1) [1], 35(b) [1]	

AGENCY	INITIAL DECISION Section of Act [No. of times cited]	INTERNAL REVIEW Section of Act [No. of times cited]	VCAT Section of Act [No. of times cited]
Maribyrnong City Council	14(1)(a) [1], 27(1)(e) [1], 35(1)(b) [1], 67(2) [1]		
Marine Board of Victoria	33(1) [1]		
Maroondah City Council	31(1)(a) [1], 33(1) [1], 38A(1)(b) [1]		
Maroondah Hospital 1	33(1) [2]	35(1) [1]	
Medical Practitioners Board	25A(1) [1], 30(1) [8], 31(1) [6], 33(1) [7], 33(4) [1], 35(1)(b) [9]		
Melbourne City Council	30(1A) [6], 31(1)(a) [2], 32(1) [4], 33(1) [1], 34(1) [2], 34(4) [4], 38 [2]	30(1A) [1], 32 [2], 33 [1], 34 [1], 35 [1]	
Melbourne Market Authority	25A(6) [5], 33 [3], 34 [1]		
Melbourne University	30(1) [2], 33(1) [2], 34(4)(a) [1], 35(1) [2]		
Melbourne Water Corporation	30(1) [2], 32(1) [2], 35(1)(b) [1]		
Metropolitan Ambulance Service	28 [1], 30 [3], 32 [1], 33 [2], 34 [6], 35 [1], 36 [1]	30 [2], 33 [2], 34 [2]	
Metropolitan Fire and Emergency Services Board	22(7)(b) [1], 30 [4], 34 [2], 35 [1]	22(7)(b) [1], 30 [4], 34 [2], 35 [1]	
Mildura Rural City Council	34(1) [1], 38A [1]	34(1) [1], 38A [1]	
Moir Shire Council	33(1) [1], 35(1) [1]	33(1) [1], 35(1) [1]	
Monash City Council	30(1) [1], 34(1) [1], 34(1)(a) [2]		
Monash University	30 [1], 32 [3], 33 [5]	33 [1]	
Moonee Valley City Council	27(1)(e) [2], 30 [1], 31 [2], 33 [2], 35 [3]	30 [1], 33 [1], 35 [1]	
Moreland City Council	30(1) [1], 32(1) [1], 33(1) [1], 34(1) [1], 38A(1)(a) [1]		
Mornington Peninsula Shire Council	25A(1) [1], 32(1) [1], 33(1) [1], 34(1)(a) [1]		30(1) [1], 38A(1)(d) [1], 38A(1)(a) [1]
Mount Alexander Hospital	30(1)(a) [1]		
Murrindindi Shire Council	31(1)(c) [2]		
Natural Resources and Environment, Dept. of	17(2)[5], 23(3)(c)[1] 25(a)[1] 27(1)(e)[2] 28(1)[1] 28(1)(b)[1] 29[1] 30(1)[28] 31(1)(a)[1] 31(1)(b)[1] 31(1)(c)[2] 31(1)(d)[2] 32(1)[10] 33(1)[26] 34(1)[11] 34(1)(a)[3] 34(4)[4] 34(4)(a)[1] 35(1)[6] 35(1)(b)[1]	17(2)[1] 25(a)[1] 28(1)(b)[2] 30(1)[8] 30(1)(a)[1] 30(1)(b)[1] 32(1)[4] 33(1)[4] 34(1)[6] 34(1)(a)[3] 34(1)(b)[1] 34(4)[3] 34(4)(a)[1] 35(1)[1]	34(1) [1]
Nilumbik Shire Council	34(1a) [2], 38A(1a) [2]		
Nowa Nowa Community Health Centre	33(3) [1], 35(1)(b) [1]		
Nurses Board of Victoria	31(1)(a) [1], 32 [1], 35 [1], 38 [1]		
Peninsula Health Care Network	33(1) [3], 33(4) [1], 35(1) [1]	33(1) [1]	
Plumbing Industry Board	30(1) [1] 31(1)(b) [1]		
Port Phillip City Council	25A(1) [3] 33 [3] 35 [3]	25A [2] 30 [2] 33(1) [2]	
Premier & Cabinet, Dept of	25A(5) [2], 28 [7], 29 [4], 30 [14], 33 [9], 34 [16], 35 [3], 38 [5]	25A(5) [2], 28 [2], 30 [2], 33 [4], 34 [4]	28 [1], 34 [2]
Public Prosecutions, Office of	24A [1], 25A [1], 31(1)(b) [1], 31(1)(c) [1], 32(1) [4], 33(1) [1]	32(1) [2], 31(1)(c) [1]	
Public Transport Corporation	28(1)(c) [1], 30(1) [1], 32(1) [7], 33(1) [6], 34(1)(a) [1], 34(1)(b) [1], 34(4)(a) [1]		
Regulator-General, Office of	34 [2], 34(1)(a) [2], 34(1)(b) [2]		
RMIT	27(1)(c) [2], 32 [1], 34 [1], 35 [2]	51(1) [1] 51(3) [1]	
Royal Children's Hospital	33(1) [18], 35(1)(a) [9]		

AGENCY	INITIAL DECISION Section of Act [No. of times cited]	INTERNAL REVIEW Section of Act [No. of times cited]	VCAT Section of Act [No. of times cited]
Royal Melbourne Hospital	3(1)(b) [8], 27(1)(e) [2], 33(1) [3], 33(4) [1]	33(1) [1], 33(4) [1]	
St Vincent's Hospital	33(1) [3]		
South East Water	30(1) [2], 32(1) [1], 33(1) [1], 34(1) [3], 35(1) [2]		
Southern Health Care Network	25(a) [1], 33(1) [11], 35(1) [23]	33(1) [1], 35(1) [2]	
State Development, Department of	28(1)(b) [1] 28(1)(ba) [1] 28(1)(d) [1] 30(1) [2] 33(1) [7] 34(1)(a) [3] 34(4)(a) [1] 36(1)(a) [1] 36(1)(b) [1]	28(1)(b) [1] 28(1)(d) [1] 30(1) [1] 33(1) [1] 34(1)(a) [2] 34(4)(a) [1] 35(1)(b) [1] 36(1)(a) [1] 36(1)(b) [1]	34(1)(a) [1] 34(4)(a) [1]
State Electricity Commission	25A1 [1], 27(1)(e) [2], 32 [6], 33(1) [4], 34(1)(a) [1], 34(1)(b) [1], 34(4)(a) [1], 35(1)(b) [1]	25A [1], 32 [3], 34(1)(a) [1], 34(1)(b) [1], 34(4)(a) [1], 35(1)(b) [1]	
State Revenue Office	5 [1], 14 [3], 20 [6], 25A(1) [5], 25A(5) [4], 29 [2], 30 [8], 31 [2], 32(1) [6], 33(1) [9], 34 [3], 35 [3], 38 [8]	20 [1], 25A [5], 29 [1], 30 [4], 32 [5], 33 [6], 34 [2], 35 [1], 38 [3]	
State Trustees	30 [6], 31 [2], 32 [1], 33 [6], 35 [5]	30 [2], 33 [1], 35 [1]	
Stonnington City Council	33(1) [3], 34(1) [1], 34(4) [4], 38(A)(1)(a) [1]		
Swinburne University of Technology	25A(1)(a) [1], 27(1)(e) [4], 32(1) [1], 33(1) [2], 33(4) [1]		33(1) [1]
Tourism Victoria	14(1)(b) [1], 25(A) [1], 30(1) [1], 33 [1]	14(1)(b) [1], 25(A) [1]	
Transport Accident Commission	14(1)(a)[118], 24A[3], 27(1)(e)[20], 29(a)[1], 30(1)[273], 31(1)(a)[15], 31(1)(b)[14], 31(1)(c)[12], 31(1)(d)[22], 31(1)(e)[12], 32(1)[121], 33(1)[99], 33(4)[6], 34(1)(a)[5], 34(1)(b)[5], 34(4)(a)[2], 35(1)(a)[4], 35(1)(b)[31], 36(1)(b)[1], 38[239]	14(1)(a) [4], 30(1) [20], 31(1)(d) [1], 32(1) [13], 33(1) [13], 34(1)(a) [2], 34(1)(b) [2], 34(4)(a) [2], 34(4)(b) [1], 35(1)(b) [5], 36(1)(b) [2], 38 [16]	
Treasury and Finance, Dept. of	25A(5) [3], 28(1) [3] 28(1)(a) [1] 28(1)(b) [7] 28(1)(ba) [8] 28(1)(c) [2] 28(1)(d) [9] 29(a) [1] 29(b) [1] 30(1) [16] 32(1) [5] 33(1) [7] 34(1)(a) [13] 34(1)(b) [5] 34(4)(a)(i) [1] 34(4)(a)(ii) [9] 35(1)(b) [1] 36(1)(a) [1] 36(1)(b) [1] 38 [9]	30(1) [2], 32(1) [2], 33(1) [1], 34(1)(a) [1], 38 [1]	
Veterinary Practitioners registration board of Victoria	34 [2]		
VicRoads	30(1) [4], 31(1)(a) [5], 31(1)(b) [4], 31(1)(c) [3], 31(1)(d) [1], 31(1)(e) [1], 32(1) [1], 33(1) [9], 33(4) [4], 34(1)(a) [4], 34(1)(b) [1], 34(4)(a) [5], 35(1)(a) [1], 35(1)(b) [6], 38 [11]	17(2)(b) [1], 22(1) [1], 30(1) [1], 34(1)(a) [2], 34(4)(a) [1], 35(1)(b) [2], 38 [4]	
Victoria Legal Aid	24A [3], 25A [2], 30(1) [7], 32(1) [3], 33(1) [6], 33(4) [4], 34(1)(b) [2], 35(1)(a) [8], 37(7) [1], 38[4]	33(1) [2], 33(4) [1], 35(1)(a) [4], 38 [3]	

AGENCY	INITIAL DECISION Section of Act [No. of times cited]	INTERNAL REVIEW Section of Act [No. of times cited]	VCAT Section of Act [No. of times cited]
Victoria Police	24A [2], 25(A)(1) [3], 27(2)(b) [20], 29(B) [2], 30(1) [74], 31(1) [301], 33(1) [454], 33(4) [2], 33(6) [7], 34(4)(c) [1], 35 [51], 38 [55], 39 [2]	24A [1], 25A [2], 27(2)(b) [20], 30(1) [7], 31(1) [12], 33(1) [20], 33(6) [5], 35 [3], 39 [1],	17(2)(A) [1], 25(A)(1)(a) [1], 27(2)(b) [5], 31(1)(d) [1], 33(1) [4], 35 [1], 38 [1], 39 [2],
Victoria University of Technology	30 [2], 32 [1], 33 [3], 35 [1]	30 [1], 33 [3], 35 [1]	
Victorian Casino and Gaming Authority	14 [5] 25A(1) [1] 28(7)(a) [4] 30(1) [8] 31 [2] 32(1) [4] 33(1) [3] 34 [6] 34(4)(a)(i) [1] 38 [6]	14 [5] 28(7)(a) [4] 30(1) [5] 32(1) [3] 34 [5] 38 [5]	
Victorian Superannuation Board	32(1) [1], 35(1) [1]	32(1) [1]	
Victorian Workcover Authority	14(1) [1], 18(2) [9], 27(1)(e) [14], 30(1)(a)&(b) [63], 31(1)(a) [21], 31(1)(b) [5], 31(1)(c) [1], 31(1)(d) [1], 32(1) [72], 33(1) [18], 34(1)(a) [1], 34(1)(b) [1], 38 [5]	30(1)(a)&(b) [4], 31(1)(a) [3], 31(1)(d) [2], 32(1) [5], 34 [1], 38 [1]	
Wangaratta Rural City Council	14(1)(a) [1] 30(1) [1] 34(1)(a) [1] 34(1)(b) [1] 34(4)(a)(ii) [2] 38A(1)(d) [1]	30(1) [1] 34(1)(a) [1] 34(1)(b) [1] 34(4)(a)(ii) [2] 38A(1)(d) [1]	34(1)(a) [1] 34(1)(b) [1] 34(4)(a)(ii) [2] 39(1) [1]
Warrnambool & District Base Hospital	33 [1]		
Warrnambool City Council	33 [1]		
Wellington Shire Council	33(1) [1]		
Western Hospital	33(4) [1]		
Western Melbourne Institute of TAFE	33(3) [1]	33(3) [1], 30(1) [1]	
Whitehorse City Council	31(1) [2], 33(1) [2], 38A(1)(d) [1]		
Whittlesea City Council	23(3)(c) [1]		
Wyndham City Council	30 [1], 34 [1], 35 [1], 36(2)(b) [1], 38A [1]	30 [1]	
Yarra City Council	30 [1]		
Yarra Ranges Shire Council	30(1)(b) [1], 31(1)(c) [1], 32(1) [3], 33(1) [2], 34(1)(a) [1], 35(1)(b) [4], 39(1)(a) [1]		

Table 9: Names of Decision Makers

AGENCY	INITIAL DECISION MAKERS [No. of requests where access refused]	INTERNAL REVIEWERS [No. of requests where access refused]
Alfred Hospital, The	Dr L Osborne, Deputy Director, Medical Services	
Alpine Resorts Unit	G McVicar, Mgr, Accounting & Admin Services [2]	Alex Shilton, Snr Planner
Alpine Shire	D Sharp, Manager, Corporate Services [1]	-
Ambulance Officers Training Centre	D Cerasa, Fol Officer [1]	-
Ambulance Service Victoria - North Western Region	J Mason, CEO. A Pegg, Mgr Corporate Services	-
Ambulance Service - VicWestern Region	R Phillips, Fol Officer	L Hotchin, CEO
Angliss Health Service	K Papworth, Fol Officer [2]	-
Architects Registration Board of Victoria	J Keddle, Registrar	
Australian Grand Prix	S Wright, Business Manager [4]	J Griggs, CEO [1], J Harden, CEO [1]
Austin & Repatriation Medical Centre	K Gordon - Fol Officer, Site Manager, Health Information Services [29]; Dr Craig White, Fol Manager, Deputy Director of Clinical Services	Dr C White, Deputy Director, Clinical Services
Ballarat City Council	A Cummins, Fol Officer [1]	
Ballarat Health Services	W Wallace, FOI Officer [1]; A Hughes [1]	-
Banyule City Council	R Johnston, Records Co-ordinator [1]	
Banyule Community Health Service	J. Pasinis, Fol Officer	-
Barwon Health - Corio	M Lee, CEO	
Barwon Health - The Geelong Hospital	Dr R Fawcett, Manager Clinical Resource Unit [2], Dr J Gallichio, Director Clinical Services (Medical), Dr T Callaly, Chief of Service, Psychiatry [1]	
Barwon Health - Grace McKellar Centre	Dr R Malon, Fol Officer	
Barwon Region Water Authority	R Jordan, Fol Manager [1]	-
Bass Coast Shire Council	D Luna, Manager Corporate Services	-
Baw Baw Shire Council	R D'Arcy, Fol Officer	P Akers, Principal Officer\CEO[1]
Bayside City Council	R McMurray, FOI Officer [1], B Duffy, Council Business Manager [1]	P Akers, CEO [2]
Benalla & District Memorial Hospital	R Sweeney, Chief Executive	-
Bendigo Community Health Services	Denise Watson, FOI Officer	
Bendigo Hospital (Bendigo Health Care Group)	Dr J Ferguson, Executive Director - Acute Medical Services	-
Bethlehem Hospital	A Skeels, Clinical Director Hospice	-
Board of Studies	J Wong, FOI Officer [2]; R Day	M Nolte, Project Manager, CSF Review [1]
Boroondara City Council	D Thompson, Co-ordinator Governance [6]. Bernadette Wood, Administrative Officer [3]	M Kenndey, CEO [1]
Box Hill Hospital	Dr P Noonan, Dr Patricia Molloy	-
Box Hill Institute of TAFE	S Tomasetti, Fol Officer	
Brimbank City Council	D Hollingworth, Co-ordinator of Legal & Council Business [4], M Duncan, Chief Executive Officer [1]	
Campaspe Shire Council	K Kidd	-
Cardinia Shire Council	D Roff, Corporate Manager Finance [1]	
Casey City Council	R Pedder, Fol Officer [2]	-

AGENCY	INITIAL DECISION MAKERS [No. of requests where access refused]	INTERNAL REVIEWERS [No. of requests where access refused]
Caulfield General Medical Centre	J Davies, CEO; B McLellan, Medical Administrator	-
Central Gippsland Region Water Authority	G Hocking, GM Corp. Services	-
Central Wellington Health Service	M Coghlan, Medical Director	-
City West Water Ltd	A Jessop, Acting FOI Officer	
Colac Community Health Services	R Koop, Medical Records Manager	-
Colac Otway Shire Council	M W Hair, Manager Corporate Development [1]	D S Welsh, CEO[1]
Corangamite Shire Council	G Stevenson, Principal Officer [1] R Boyd, FOI Officer, P Johnston, Principal Officer	-
Country Fire Authority	H Madgwick, FOI Officer [15]. M Jopling, fire Reports Officer [322]	L Foster, Chairman [6]
Darebin City Council	L de Blaquiére, FOI Officer [1]	S Kling, Acting CEO [1]
Deakin University	R Elliott, FOI Manager [4]	
DeLatite Shire Council	J McMaster, FOI Officer. P Bascomb, GMCS [1]	-
Dental Board of Victoria	Dr V E Amerena	-
Dental Health Services Victoria	Dr D Cole, Director, Dental Hospital. R Murphy, Executive Officer	-
Docklands Authority	D Coulson, FOI Manager	
East Gippsland Shire Council	J Pleydell, Manager Information Services [3]	-
East Grampians Health Service	R Elsworthy, FOI Officer	-
East Preston Community Health Centre	W Ogden	
East Wimmera Health Service	Shane Molloy	
Echuca Regional Health	Dr P Francis, FOI Officer	-
Education, Dept. of	N Hawkins, FOI Manager [15] R MacDonald, A/FOI Manager [75], N Morrow, FOI Manager [3]	Strategic Planning Project Officers: D Hughes; P Stricker; L Spicer. M Wenn, Mgr CW State Relations. P White, AGM, Strategic Planning, Project Development & Evaluation. J Mattiske, Mgr, Facilities Planning. D Guest, AGM, LOTE, ESL & Multicultural Education. S Dennett, Mgr Curriculum Development. J Russell, Mgr, International Agreements. B Message, Mgr School Community Support. G Head, Mgr School Leadership Development
Eltham Community Health Centre	R Hill, CEO	
Emergency Services Superannuation Scheme	J Soumprou, Office Services Manager [1]	ESSS Board [1]
Environment Conservation Council	G Blackman, Administrative Officer [3]	D Saunders, Chairman [1]
Environment Protection Authority	W Sanderson, Secretary [42]	B Robinson, Chairman [3]
Equal Opportunity Commission	G Manning, Snr Legal Officer [1]	V Rogers - Chairperson [1]
Far East Gippsland Health & Support Service	W Howlett, Admin Officer [1]	
Frankston City Council	G Davies, FOI Officer [1]	J Edwards, CEO [1]
GASCOR	D Russell, Deputy Administrator [1]	J Kelly, Administrator [1]

AGENCY	INITIAL DECISION MAKERS [No. of requests where access refused]	INTERNAL REVIEWERS [No. of requests where access refused]
Gippsland Southern Health Service	G Templeton	-
Glen Eira City Council	H Blaich, Records Co-ordinator\FOI Officer [1]	M Douglas, CEO [1]
Gordon Institute of TAFE	M Johnson	-
Goulburn Valley Base Hospital	Dr A Perrignon, Director of Medical Services. Dr N Leslie, Asst Director of Medical Services	-
Greater Bendigo City Council	B Secombe, Fol officer [1]	H Sides, CEO [1]
Greater Dandenong City Council	M Tonta, Manager Council Business [7], D Zmood, Governance Officer [2], C Harris, Council Business Officer [1]	-
Greater Geelong City Council	T Henderson, Fol Officer [3]	G Whitebread, CEO
Guardianship & Administration Board	R M Smith, Fol Officer	-
Hamilton Base Hospital	G Schneider, Fol Officer	-
Harness Racing Victoria	R King, Fol Officer [1]	B Saundry, CEO
Health Services Commissioner	B Wilson, Health Services commissioner [2]	-
Hepburn Shire Council	V Szwed, Chief Executive Officer [1]	V Szwed, CEO
Hobsons Bay City Council	K McNamara, CEO [1]	-
Hospitals Superannuation Board	R Chmielewski, Compliance Officer	-
Human Services, Dept. of	A Cole, Fol Manager. Fol Officers: D Jenkin, M Grech, M Hand, I Mikelsons, S Atkins, H Crisp, G Spowart. Corporate Services Managers: T Norman, J Chaplain, B Gunning, S Jones, A Kosch, W Fleming, R Teychenne, D Mulquiney, H Crook, G Downs, P Barton	G Morris, Assitant Director, Legislation & Legal Services. H Clarke, Manager Secretariat.
Hume City Council	J Groves, Senior Admin. Officer [6]	J de Vos, Director, Corporate Development [1]
Infrastructure, Department of	D Coulson, Fol Manager [19]. T MacDonald, Admin Manager, Maor Projects [1]	S Jaquinot, Dep Sec [1], J Boardman, Director, Public Transport. R Roennfeldt, Director Major Projects [1]. S Cox, Asst Director, Asset Mgt [1]
Inner South Community Health Services Inc.	M Williams, Fol Officer. R Chaplin, Manager	-
ISIS Primary Care	D Clerk, CEO. M Collins, CEO. J Scobie, CEO. D Clark, Exec Director	-
Justice, Dept. of	J Chamberlin, Manager, Executive Services [25], F Cataldo, Fol Manager [55], N Morrow, Fol Co-ordinator [3], K Maikousis, A/Fol Mgr, Corrections [2]	Policy Officers: D Bunnett [1] A Daglis [1] A Daly [1] J Ertemeyer [1] E Kadar [1]. Legal Officers: A Levy [1] H Rountis [1]. A Khalil, CCS Mgr [1], J Lightfoot A/Snr Monitor [1], J Morgan, Director CCS [1], M Ryan, Statistician [1], C Witteveen Sol [1]
Kangan Institute of TAFE	A Hudson, Deputy Director	-
Kerang & District Hospital	Dr P Francis, Consultant Director, Medical Services	-
Kingston City Council	Fol Officers: J Herrick [2], T Curtain [2]	R Skinner, CEO
Knox City Council	M Donaldson, Manager, Records [2]	I Matthews, Executive Director Corporate Services [2]
Kyabram and District Memorial Hospital	S Balfour, Principal Fol Officer & Health Information Manager, Dr P Francis, Director of Medical Services [1]	-
Kyneton & District Health Service	A Brodie, Health Information Mgr	-

AGENCY	INITIAL DECISION MAKERS [No. of requests where access refused]	INTERNAL REVIEWERS [No. of requests where access refused]
LaTrobe Regional Hospital	G Hall, Fol Officer [13], Dr Dahodaran, Dir Clinical Services [1]	
La Trobe Shire Council	H Morrison, Statutory & Legal Officer, Corporate Services [4]	
LaTrobe University	M McCarthy, Fol Officer	R Ryan, Fol Principal Officer
Lakes Entrance Community Health Centre	J Clark, Chief Executive	-
Loddon Shire Council	P Dinning, Director Corporate Services	
Macedon Ranges Shire Council	S Mahon, Co-ordinator council and customer services [1]	
Mallee Track Health and Community Service	L.V. Lynch, Manager, P Vallance, Clinical/Residential Care Manager	
Manningham City Council	G Nantes, Fol Liaison Officer [2]	R Seiffert, CEO [1]
Mansfield District Hospital	G Wilder, CEO	
Maribyrnong City Council	R Biggs, Fol Officer [4]	-
Marine Board of Victoria	D Coulson, Fol Officer [1]	-
Maroondah City Council	S Onans, Team Leader Governance [2]	-
Maroondah Hospital 1	Health Information Managers: D Pascoe, K Lighthart, K Henry. C Miteshlein, Psychiatrist. M Ling, Medical Director [2]	P Fox, Solicitors
Maroondah Social and Community Health Centre	Peter Ruzyla, Chief Executive Officer	
Maryborough District Health Service	B N Waixel, Fol Officer	-
Medical Practitioners Board	J Smith, Registrar [10]	-
Melbourne City Council	Corporate Solicitors: B Ryan [3], K Douglas [3]. D McLachlan, Records Officer [2]	A Lyon, Manager Secretariat [2]
Melbourne Market Authority	Ms Pillary, Corporate Solicitor (9)	
Melbourne University	J B Potter, Registrar [5]	-
Melbourne Water Corporation	J Denton [2]	-
Melton Shire Council	W Regan, Administration Manager	-
Mercy Hospital for Women	Dr M Sedgley, Acting Medical Director	-
Metropolitan Ambulance Service	David Lescun, Manager Fol [7]	M McCarthy, Mgr Finance & Administration [1], G Fitton, Mgr Business Development
Metropolitan Fire and Emergency Services Board	J L Smith, Fol Officer [608]	B Parry - President [6]
Mildura Base Hospital	S Duckett, Fol Officer	-
Mildura Rural City Council	M Polwarth, Fol Officer [1]	L Burrows, CEO [1]
Mitchell Shire Council	F Thewlis, Fol Officer, P Thomson, Fol Officer	D Treloar, CEO
Moira Shire Council	B Bell, Records Officer/Fol Officer [1]	F Burfitt, Interim CEO [1]
Monash City Council	K Williamson, Manager, Administration [3]	-
Monash University	P Siggins, Manager University Secretariat Monash University [6]	D Robinson, Vice-Chancellor and President Monash University [1]
Moonee Valley City Council	R McQuillen, Executive Manager, Corporate Support [8]	L Merritt, CEO [1]
Moorabool Shire Council	G Cowling, Manager Administration	-
Moreland City Council	J Lindley, Fol Officer [5]	
Mornington Peninsula Shire Council	L Oldmeadow [4], W Dilley, CEO	
Mount Alexander Hospital	M Pritchard, CEO [1] D O'Bryan, Medical Records Administrator	-
Moyne Shire Council	G Price, Fol Officer	
Murrindindi Community Health Service Inc	M Rollason, Admin Officer L McCoy, Chief Executive Officer	-
Murrindindi Shire Council	D Hogan, Fol Officer [2]	-

AGENCY	INITIAL DECISION MAKERS [No. of requests where access refused]	INTERNAL REVIEWERS [No. of requests where access refused]
Natural Resources and Environment, Dept. of	J Stivala [20]. D Egan [19]. D McCullough [20]	M Taylor, Secretary [17]
Nillumbik Shire Council	T McPhee, Group Manager\FOI Officer[] B Rochford, CEO\Fol Officer [2]	-
North West Hospital	Dr P Lynch, Director Western Aged Care Program	
Northern Grampians Shire Council	P Elliott, Corporate Services Manager	-
Northern Hospital	Dr Vohra, Dr Doherty - Authorising Psychiatrist	
Northern Melbourne Institute of TAFE	L Gerrand, Mgr, Marketing & Corporate Communications	
Nowa Nowa Community Health Centre	J Clark, CEO [1], J Manley, Nursing Manager	
Nurses Board of Victoria	R Peisley, Fol Officer [1]	M Bennett, Principal Officer
Peninsula Health Care Network	Dr E Flynn, Director Clinical Services [4] C Fox, CEO [1]	C Fox CEO [1]
Peter MacCallum Cancer Institute 7	Dr R Grogan, Medical Administrator	-
Pharmacy Board of Victoria	S Marty	
Plumbing Industry Board	D Coulson, Fol Officer [1]	
Port Phillip City Council	D Graham, General Manager Corporate [3], C Hayes, Team Leader Statutory Functions [2]	A Dunn, CEO [2]
Portland & District Community Health Centre	C Condon, CEO/Fol Officer	
Portland & District Hospital	G McNeice, Director Medical Services	-
Premier & Cabinet, Dept of	S Bryan [12]	Legal Officers: J Oliver [1], D Frayne [2], R Jukic [1], D Forbes [1], J Feeny [2], T O'Farrell [2]
Public Prosecutions, Office of	P Wood, Solicitor for Public Prosecutions [7]	P Wood, Solicitor for Public Prosecutions [2]
Public Transport Corporation	D Coulson, Fol Manager [13]	
Queenscliffe Borough Council	Gary Price, CEO	
Regulator-General, Office of	J Tamblyn, Regulator-General [1], I Wilson, A/GM [1]	-
RMIT	S Lawson, J Lambrick [3], A Way [3]	D Beanland [1]
Robinvale District Hospital & Health Service	G Kelly, CEO	-
Rochester and Elmore District Health Service	A Tangey	-
Royal Children's Hospital 5	Ms F Sanger, Fol Officer [27]	Dr I McIntyre, Medical Information Co-ordinator
Royal Melbourne Hospital 4	L Brady, Fol Officer [14]. N James, Clinical Director, Royal Park Hospital Campus	Professor N James, Medical Director, Psychiatry Business Unit [2]
RSPCA	P Barber	
Royal Victorian Eye and Ear Hospital 7	J Mogg, Asst Medical Director	-
Royal Women's Hospital 5	I Ross, Senior Consultant Medical Officer, G Fewkes, Medical Administration Officer	-
South East Water Limited	I Dockeary, Mgr Property & Admin Services [8], R Cooper	
South Gippsland Shire Council	C F Abood, Fol Officer	-
Southern Grampians Shire Council	M Voce, Fol Officer	

AGENCY	INITIAL DECISION MAKERS [No. of requests where access refused]	INTERNAL REVIEWERS [No. of requests where access refused]
Southern Health Care Network	C St Clair, FOI Manager [35]. I Goodwin, Director, Adult Psychiatry. J Kulkarni, Director of Psychiatry	J Stoelwinder, CEO [2]
St George's Hospital and Inner Eastern Geriatric Service 7	Dr J M Brown, Director of Medical Services	-
St Vincent's Hospital	Dr D Prentice [2]. Dr N Nadarajah [1]	-
State Development, Dept. of	G Hannaford, Manager, Fol [11]	A Shavtsky, Legal Officer [2]. D Seymour, Director, Exec Office [2]
State Electricity Commission	J Cudmore, Fol Officer [11]	G Brooke, Principal Officer [3], J Hunt, Manager Records Systems [1]
State Library of Victoria	Frances Ancock, Chief Executive Officer and State Librarian	
State Revenue Office	W Meekoms Manager[1] P Scales Branch Mgr [1] P Blight Div Mgr[3] K Smythe Mgr[1] M O'Rourke, Branch Mgr[1] J Sanderson Branch Mgr[1] D Baxter, Snr Investigator[5] S Polites, Branch Mgr [4]	D Pollard, Principal Officer [1]. A Barrah, Investigator [7]
State Trustees	K Ross, Fol Officer [5], G Armstrong, GM [5]	E Gill, Managing Director [2]
Stawell District Hospital	M Delahunty, CEO	-
Stonnington City Council	P Wenn, Fol Officer [4]	-
Sunraysia Community Health Services Inc	T Moulds, Fol Officer	-
Surf Coast Shire Council	D Treloar, Fol Officer	-
Swan Hill District Hospital	R Prockter	-
Swinburne University of Technology	S Lusk, Fol Officer [4]	
Tourism Victoria	M Paterson, Fol Officer [4]	B Annells, CE [2]
Transport Accident Commission	K Mundy, Fol Manager [280] P Eilenberg, Sec to Comm [18] A Woodroffe, Legislative Officer [13]	R Brown, GM Human Resources [12], A Woodroffe, Legislative Officer [8]
Treasury and Finance, Dept. of	R Farlow, Snr Fol Officer. A O'Brien, Snr Fol Officer [7]. R Southgate, Fol Officer. J Perkins, Fol Officer [17]. K McDonald, Fol Officer [3]	H deJong, Director, Mgt Unit, Energy Project Div [1]. N Jordan, Mgr, Contract Admin VGPB [1]
Veterinary Practitioners registration board of Victoria	M Wilson, Registrar [2]	P Cullen, President [1]
VicRoads	J Guiney, Fol Officer [37]	M Pollard, Manager, Legal Services [8]
Victoria Legal Aid	P O'Sullivan, FOI Officer [1], I Campbell [16]	R Cornall [2], M O'Brien [1]
Victoria Police	A Pocock, Superintendent [23] P Lock, Acting Supt [23]	Asst Commissioners Shuey [5], Brown [21], McDonald [4], Severino [6], Davis [4], Nancarrow [2]. Commanders Lambert [6], Johnson [5], Gillet [1], A/Commander Whitmore [1], Conciliator [4]
Victoria University of Technology	Professor D Lawson, Dean, Faculty & Human Development. D Potgieter, Director Human Resources [2]	Professor R Eade, A/Director, Finance & Trading [1]. Professor P Clark, Deputy Vice Chancellor [1]
Victorian Aids Council/Gay Men's Health Club	S Harben, CEO	
Victorian Arts Centre Trust	W Knight, Director, Corporate Services [1]	
Victorian Casino and Gaming Authority	B Lahey, Director [12]	S Winneke, Chairman [6]
Victoria State Emergency Service	R. Adams, Assistant Director Corporate Services	-

AGENCY	INITIAL DECISION MAKERS [No. of requests where access refused]	INTERNAL REVIEWERS [No. of requests where access refused]
Victorian Superannuation Board	N Crozier, Policy Analyst [2] Dr L Walton, Medical Practitioner	R Welsh, Chief Exec Principal Officer [1]
Victorian Workcover Authority	R Skelton, Manager Administration [101]	G Riches, Corporate Solicitor [6]
Wangaratta District Base Hospital	Dr C Davis, Director of Medical Studies	-
Wangaratta Rural City Council	W Wallis, Fol Officer [1]	G Emonson, CEO [1]
Warrnambool City Council	D Goss, CEO [1]. W Clark, FOI Officer	-
Warrnambool & District Base Hospital	Dr P O'Brien, Director of Medical Services, Dr C Samy, Director of Clinical Services of Psychiatry	-
Wellington Shire Council	G Woodberry, Compliance Legal Officer [1]	-
Werribee Mercy Hospital	L Lambert, Fol Officer	-
West Wimmera Health Service	J Smith, CEO Fol Officer, K Borgelt, Manager, Health Information Services	-
Western Hospital	Dr M Hampton, Clinical Services Manager [1], J Balla, Chief Medical Officer	-
Western Melbourne Institute of TAFE	M Marsh, Fol Officer [1]	J Young, Principle Officer [1]
Western Region Health Centre	K Richardson	-
Whitehorse City Council	B Manks, Fol Officer [2], G Pascoe, GM Human Services [3]	-
Whittlesea City Council	A Mamatis, Legislative Research Officer [1]	-
Williamstown Hospital	Dr M Hampton, Medical Manager	-
Wimmera Health Care Group	Dr A Wolff	-
Wodonga Regional Health Service	Dr L. A. Watson, CEO	-
Wonthaggi & District Hospital	C Kilgour, CEO	-
Wyndham City Council	J Kalinowski, Recods Co-ordinator [1], G Burden, Manager Civil Services, A Urban, A/Manager, Civil Services	Ian Robins, CEO [1]
Yarra City Council	T Brown, Fol Officer [1]	-
Yarra Ranges Health Service	M Hoffman, Manager	-
Yarra Ranges Shire Council	J Truman, Co-ordinator Corporate Secretariat [2], N Kilborn, Fol Officer [3]	-

Table 10: Fees and Charges

AGENCY	CHARGES COLLECTED \$	CHARGES WAIVED \$	FEES COLLECTED \$	FEES WAIVED \$
Alfred Hospital, The	\$ 4,506.00	\$ 1,423.00	\$ 4,220.00	\$ 1,420.00
Alpine Resorts Unit			\$ 60.00	
Alpine Shire	\$ 114.85		\$ 80.00	
Ambulance Officers Training Centre	\$ 30.00		\$ 60.00	
Ambulance Service - VicNorth Western Region			\$ 60.00	\$ 20.00
Ambulance Service - VicWestern Region	\$ 140.00		\$ 80.00	
Angliss Health Service	\$ 586.20	\$ 167.20	\$ 540.00	\$ 1,280.00
Architects Registration Board of Victoria	\$ 10.00		\$ 40.00	
Austin & Repatriation Medical Centre	\$ 5,668.40	\$ 4,581.20	\$ 3,180.00	\$ 1,920.00
Australian Grand Prix Corporation			\$ 100.00	
Ballarat City Council			\$ 140.00	\$ 20.00
Ballarat Health Services	\$ 913.60	\$ 569.00	\$ 1,120.00	\$ 1,420.00
Banyule City Council	\$ 40.30		\$ 40.00	\$ 20.00
Banyule Community Health Service				\$ 40.00
Barwon Health - Corio				\$ 60.00
Barwon Health - The Geelong Hospital	\$ 2,103.00	\$ 716.00	\$ 3,520.00	\$ 1,520.00
Barwon Health - Grace McKellar Centre				\$ 60.00
Barwon Region Water Authority			\$ 80.00	\$ 20.00
Bass Coast Shire Council			\$ 20.00	
Baw Baw Shire Council	\$ 20.00	\$ 4.00	\$ 120.00	\$ 60.00
Bayside City Council	\$ 194.00		\$ 280.00	
Benalla & District Memorial Hospital	\$ 10.00			\$ 80.00
Bendigo Community Health Services Inc			\$ 20.00	\$ 20.00
Bendigo Hospital (Bendigo Health Care Group)	\$ 1,536.40		\$ 580.00	\$ 920.00
Bethlehem Hospital	\$ 11.20	\$ 5.00	\$ 20.00	\$ 20.00
Board of Studies			\$ 60.00	\$ 20.00
Boroondara City Council	\$ 96.10	\$ 8.80	\$ 300.00	\$ 60.00
Box Hill Hospital	\$ 1,368.45	\$ 678.40	\$ 1,800.00	\$ 1,220.00
Box Hill Institute of TAFE			\$ 20.00	\$ 20.00
Brimbank City Council			\$ 80.00	\$ 100.00
Campaspe Shire Council			\$ 20.00	
Cardinia Shire Council			\$ 20.00	
Casey City Council	\$ 441.20		\$ 160.00	
Caulfield General Medical Centre	\$ 96.80	\$ 4.00	\$ 180.00	\$ 40.00
Central Gippsland Region Water Authority			\$ 20.00	
Central Wellington Health Service	\$ 229.45	\$ 21.10	\$ 380.00	\$ 360.00
City West Water Ltd	\$ 11.40	\$ 1.80	\$ 60.00	
Colac Community Health Services	\$ 40.20	\$ 0.20	\$ 100.00	\$ 20.00
Colac Otway Shire Council	\$ 70.00		\$ 120.00	
Corangamite Shire Council	\$ 41.60		\$ 60.00	
Country Fire Authority	\$ 3,300.00		\$ 8,800.00	\$ 420.00
Darebin City Council	\$ 67.40	\$ 66.20	\$ 120.00	\$ 40.00
Deakin University			\$ 80.00	\$ 20.00
DeLatite Shire Council	\$ 140.00		\$ 40.00	
Dental Board of Victoria			\$ 40.00	
Dental Health Services, Victoria	\$ 185.50	\$ 746.35	\$ 400.00	
Docklands Authority	\$ 54.80		\$ 80.00	\$ 20.00
East Gippsland Shire Council			\$ 100.00	
East Grampians Health Service	\$ 15.00		\$ 80.00	\$ 20.00
East Preston Community Health Centre				\$ 20.00
East Wimmera Health Service	\$ 60.00		\$ 20.00	

AGENCY	CHARGES COLLECTED \$	CHARGES WAIVED \$	FEES COLLECTED \$	FEES WAIVED \$
Echuca Regional Health	\$ 276.00	\$ 249.00	\$ 220.00	\$ 180.00
Education, Dept. of	\$ 2,415.00	\$ 1,848.00	\$ 3,780.00	\$ 3,180.00
Eltham Community Health Centre				\$ 20.00
Emergency Services Superannuation Scheme			\$ 20.00	\$ 640.00
Environment Conservation Council			\$ 60.00	
Environment Protection Authority	\$ 1,330.00		\$ 2,080.00	\$ 180.00
Equal Opportunity Commission				\$ 20.00
Far East Gippsland Health & Support Service				\$ 120.00
Frankston City Council	\$ 28.80		\$ 200.00	
GASCOR			\$ 20.00	
Gippsland Southern Health Service	\$ 175.00		\$ 140.00	
Glen Eira City Council		\$ 2.60	\$ 40.00	\$ 20.00
Gordon Institute of TAFE		\$ 2.10		\$ 20.00
Goulburn Valley Base Hospital	\$ 440.20	\$ 30.00	\$ 700.00	\$ 200.00
Greater Bendigo City Council			\$ 260.00	\$ 40.00
Greater Dandenong City Council	\$ 253.00		\$ 340.00	
Greater Geelong City Council	\$ 454.10		\$ 540.00	\$ 40.00
Guardianship & Administration Board				\$ 100.00
Hamilton Base Hospital	\$ 268.40	\$ 4.40	\$ 240.00	\$ 40.00
Harness Racing Victoria			\$ 40.00	
Health Services Commissioner			\$ 40.00	\$ 100.00
Hepburn Shire Council			\$ 100.00	
Hobsons Bay City Council			\$ 60.00	
Hospitals Superannuation Board				\$ 20.00
Human Services, Dept. of	\$ 1,842.15	\$ 28,381.00	\$ 7,860.00	\$ 17,140.00
Hume City Council			\$ 160.00	
Infrastructure, Department of	\$ 2,216.00	\$ 318.40	\$ 2,180.00	\$ 260.00
Inner South Community Health Services Inc.			\$ 20.00	
ISIS Primary Care				\$ 460.00
Justice, Dept. of	\$ 687.80	\$ 660.40	\$ 1,740.00	\$ 2,280.00
Kangan Institute of TAFE			\$ 20.00	
Kerang & District Hospital	\$ 23.20		\$ 20.00	
Kingston City Council	\$ 52.00	\$ 30.00	\$ 140.00	\$ 20.00
Knox City Council			\$ 120.00	
Kyabram & District Memorial Hospital	\$ 69.60	\$ 39.20	\$ 160.00	\$ 20.00
Kyneton District Health Service	\$ 25.00	\$ 20.00	\$ 100.00	\$ 20.00
Lakes Entrance Community Health Centre		\$ 20.00		\$ 20.00
La Trobe Regional Hospital	\$ 1,511.00		\$ 2,540.00	\$ 2,520.00
La Trobe Shire Council			\$ 200.00	\$ 40.00
La Trobe University		\$ 150.00	\$ 40.00	\$ 280.00
Loddon Shire Council	\$ 370.00		\$ 20.00	
Macedon Ranges Shire Council			\$ 20.00	\$ 20.00
Mallee Track Health and Community Service	\$ 40.40		\$ 20.00	
Manningham City Council	\$ 7.40	\$ 3.20	\$ 160.00	\$ 40.00
Mansfield District Hospital			\$ 180.00	
Maribyrnong City Council		\$ 40.80	\$ 140.00	\$ 40.00
Marine Board of Victoria	\$ 124.40		\$ 120.00	\$ 20.00
Maroondah City Council	\$ 93.00		\$ 160.00	\$ 20.00
Maroondah Hospital	\$ 395.70	\$ 724.00	\$ 1,110.00	\$ 1,000.00
Maroondah Social and Community Health Centre		\$ 5.00		\$ 20.00
Maryborough District Health Service	\$ 5.00		\$ 100.00	\$ 20.00
Medical Practitioners Board			\$ 280.00	\$ 20.00

AGENCY	CHARGES COLLECTED \$	CHARGES WAIVED \$	FEES COLLECTED \$	FEES WAIVED \$
Melbourne City Council	\$ 57.20		\$ 440.00	
Melbourne City Link Authority	\$ 100.00		\$ 60.00	
Melbourne Market Authority			\$ 80.00	\$ 180.00
Melbourne University	\$ 81.20		\$ 160.00	\$ 20.00
Melbourne Water Corporation	\$ 42.60	\$ 30.00	\$ 140.00	\$ 40.00
Melton Shire Council	\$ 29.60		\$ 80.00	
Mercy Hospital for Women.	\$ 622.60	\$ 344.00	\$ 660.00	\$ 400.00
Metropolitan Ambulance Service	\$ 5.20		\$ 2,840.00	\$ 1,680.00
Metropolitan Fire and Emergency Services Board			\$ 4,301.00	\$ 8,319.00
Mildura Base Hospital	\$ 1,704.00		\$ 840.00	
Mildura Rural City Council		\$ 30.00	\$ 20.00	\$ 40.00
Mitchell Shire Council	\$ 84.25		\$ 60.00	\$ 40.00
Moir Shire Council	\$ 78.40		\$ 80.00	
Monash City Council	\$ 5.80		\$ 120.00	\$ 40.00
Monash University	\$ 52.80	\$ 200.00	\$ 160.00	\$ 100.00
Moonee Valley City Council	\$ 16.60		\$ 220.00	
Moreland City Council			\$ 100.00	\$ 20.00
Mornington Peninsula Shire Council	\$ 36.60		\$ 220.00	\$ 60.00
Mount Alexander Hospital	\$ 49.00		\$ 80.00	
Moyne Shire Council			\$ 40.00	
Murrindindi Community Health Service Inc			\$ 20.00	\$ 20.00
Murrindindi Shire Council			\$ 40.00	\$ 20.00
Natural Resources and Environment, Dept. of	\$ 1,351.80	\$ 409.60	\$ 2,120.00	\$ 40.00
Nillumbik Shire Council			\$ 220.00	
North West Hospital	\$ 240.00		\$ 40.00	
Northern Grampians Shire Council			\$ 20.00	\$ 20.00
Northern Hospital	\$ 1,703.00	\$ 3,118.00	\$ 2,040.00	\$ 2,260.00
Northern Melbourne Institute of TAFE				\$ 20.00
Nowa Nowa Community Health Centre				\$ 20.00
Nurses Board of Victoria	\$ 45.20	\$ 20.00	\$ 340.00	\$ 60.00
Peninsula Health Care Network	\$ 1,348.00	\$ 883.20	\$ 1,440.00	\$ 2,200.00
Peter MacCallum Cancer Institute 7	\$ 222.20		\$ 260.00	\$ 20.00
Pharmacy Board of Victoria				\$ 20.00
Plumbing Industry Board	\$ 358.60		\$ 420.00	
Port Phillip City Council			\$ 160.00	\$ 180.00
Portland & District Community Health Centre	\$ 5.40	\$ 5.80		\$ 40.00
Portland & District Hospital	\$ 497.00	\$ 400.00	\$ 360.00	
Premier & Cabinet, Dept of	\$ 252.60		\$ 1,120.00	
Public Prosecutions, Office of			\$ 440.00	\$ 100.00
Public Transport Corporation	\$ 1,237.60	\$ 251.60	\$ 1,180.00	\$ 420.00
Queenscliffe Borough Council			\$ 20.00	
RMIT			\$ 40.00	\$ 240.00
Regulator-General, Office of			\$ 80.00	
Robinvale District Hospital & Health Service	\$ 450.00		\$ 160.00	\$ 280.00
Rochester & Elmore District Hospital				\$ 20.00
Royal Children's Hospital	\$ 7,120.60	\$ 497.20	\$ 3,620.00	\$ 4,840.00
Royal Melbourne Hospital	\$ 7,780.90	\$ 5,339.10	\$ 4,140.00	\$ 3,260.00
RSPCA			\$ 20.00	
Royal Victorian Eye & Ear Hospital	\$ 471.00	\$ 210.00	\$ 1,020.00	\$ 400.00
Royal Women's Hospital	\$ 1,270.35	\$ 1,301.80	\$ 1,820.00	\$ 1,860.00
St George's Hospital and Inner Eastern Geriatric Services	\$ 221.50		\$ 400.00	\$ 20.00

AGENCY	CHARGES COLLECTED \$	CHARGES WAIVED \$	FEES COLLECTED \$	FEES WAIVED \$
St. Vincent's Hospital	\$ 2,303.10	\$ 972.00	\$ 3,720.00	\$ 3,480.00
South East Water Limited	\$ 50.55		\$ 140.00	\$ 60.00
South Gippsland Shire Council	\$ 3.80	\$ 1.90	\$ 80.00	
Southern Grampians Shire Council			\$ 20.00	
Southern Health Care Network	\$ 5,679.00	\$ 6,590.00	\$ 7,300.00	\$ 8,340.00
State Development, Dept. of	\$ 316.60	\$ 202.40	\$ 360.00	
State Electricity Commission	\$ 2,079.65		\$ 520.00	
State Library of Vic			\$ 40.00	
State Revenue Office	\$ 2.80	\$ 8.80	\$ 420.00	
State Trustees	\$ 80.00	\$ 6.20	\$ 220.00	\$ 120.00
Stawell District Hospital	\$ 13.60		\$ 20.00	\$ 40.00
Stonnington City Council	\$ 494.00		\$ 300.00	\$ 60.00
Sunraysia Community Health Services Inc				\$ 20.00
Surf Coast Shire Council			\$ 80.00	
Swan Hill District Hospital	\$ 125.40	\$ 17.80	\$ 460.00	\$ 20.00
Swinburne University of Technology			\$ 140.00	\$ 20.00
Tourism Victoria			\$ 100.00	
Transport Accident Commission	\$ 7,668.40	\$ 2,936.25	\$ 5,960.00	\$ 1,560.00
Treasury and Finance, Dept. of	\$ 4,499.41	\$ 41.40	\$ 1,880.00	
Veterinary Practitioners registration board of Victoria	\$ 7.80	\$ 60.00	\$ 20.00	
VicRoads	\$ 792.20	\$ 925.00	\$ 1,640.00	\$ 160.00
Victoria Legal Aid	\$ 205.20		\$ 360.00	\$ 400.00
Victoria Police	\$ 40,106.65	\$ 2,014.00	\$ 30,680.00	\$ 2,460.00
Victoria University of Technology	\$ 198.75	\$ 7.00	\$ 60.00	\$ 40.00
Victorian Aids Council/Gay Men's Health Club				\$ 20.00
Victorian Arts Centre Trust		\$ 650.60	\$ 20.00	
Victorian Casino and Gaming Authority	\$ 30.20		\$ 340.00	
Victoria State Emergency Service	\$ 127.10		\$ 160.00	
Victorian Superannuation Board	\$ 489.00	\$ 338.00	\$ 1,800.00	\$ 220.00
Victorian Workcover Authority	\$ 4,093.00	\$ 1,908.00	\$ 6,580.00	\$ 3,820.00
Wangaratta District Base Hospital	\$ 441.55	\$ 314.00	\$ 240.00	\$ 280.00
Wangaratta Rural City Council			\$ 60.00	
Warrnambool City Council			\$ 60.00	
Warrnambool & District Base Hospital	\$ 692.10	\$ 371.60	\$ 840.00	\$ 660.00
Wellington Shire Council	\$ 6.00		\$ 160.00	
Werribee Mercy Hospital	\$ 60.00	\$ 6.40	\$ 340.00	\$ 100.00
West Wimmera Health Service	\$ 5.00		\$ 20.00	
Western Hospital	\$ 2,418.20		\$ 2,720.00	\$ 1,020.00
Western Melbourne Institute of TAFE	\$ 40.00			
Western Region Health Centre				\$ 20.00
Whitehorse City Council	\$ 3.00	\$ 95.00	\$ 220.00	
Whittlesea City Council	\$ 54.80	\$ 10.80	\$ 140.00	
Williamstown Hospital	\$ 226.00	\$ 44.00	\$ 460.00	\$ 100.00
Wimmera Health Care Group	\$ 198.40	\$ 16.20	\$ 420.00	\$ 120.00
Wodonga Regional Health Service	\$ 20.00		\$ 80.00	\$ 120.00
Wonthaggi & District Hospital			\$ 20.00	\$ 20.00
Wyndham City Council	\$ 410.70		\$ 180.00	\$ 20.00
Yarra City Council	\$ 78.40		\$ 340.00	
Yarra Ranges Health Service	\$ 760.00		\$ 160.00	
Yarra Ranges Shire Council	\$ 72.20	\$ 60.00		\$ 280.00
Yarrawonga Community Health Centre		\$ 2.00		\$ 60.00

AGENCY	CHARGES COLLECTED \$	CHARGES WAIVED \$	FEEES COLLECTED \$	FEEES WAIVED \$
Yarrawonga District Hospital	\$ 0.20	\$ 4.00	\$ 20.00	\$ 20.00
Zoological Parks & Gardens Board			\$ 20.00	
TOTAL	\$133,093.36	\$ 70,741.00	\$151,931.00	\$ 89,999.00

* Includes charges and fees collected.

PART 3: HOW TO USE FREEDOM OF INFORMATION

WHAT IS FREEDOM OF INFORMATION?

Since 1982 Victoria has had an Act of Parliament called the *Freedom of Information Act*. It gives people a right to obtain information held by Ministers, state government departments, local councils, most semi-government agencies and statutory authorities, public hospitals and community health centres, universities, TAFE colleges and schools.

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

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

WHAT TYPE OF INFORMATION IS AVAILABLE?

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

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

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

IS ANY INFORMATION HELD BY A GOVERNMENT BODY NOT AVAILABLE?

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

WHO MAKES THE DECISION?

The initial decision on any request is made by an officer of the agency which holds the documents you are seeking. Each agency that is covered by the *Freedom of Information Act* has an officer who is responsible for freedom of information. If you do not agree with the decision made by that officer, a request can be made to have that

decision reviewed. That review is considered by a different officer of the agency. The practice is that the officer reviewing the original decision looks at your request afresh and forms his or her own view.

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

HOW LONG DOES IT TAKE?

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

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

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

HOW TO REQUEST INFORMATION FROM AN AGENCY

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

- The application be made in writing. You cannot telephone the agency and tell them you are coming in on Friday to look at your personal file. It is therefore important that you either send or deliver an application and then wait for the agency to contact you in writing.
- The application be sent to a business address of the agency that has the information you want. A list of agency addresses is included at the end of this Report. If the agency is not listed there (e.g. it might be a Commonwealth Government agency) check the 'White Pages' under the name of the agency.
- Address the letter to the Freedom of Information Officer. This is not a formal requirement but it helps the letter get to the right area of the agency, and it helps to make clear that you are making a request under the *Freedom of Information Act*. Remember, some agencies receive a large volume of mail and clear identification of this sort is useful for both you and the agency.
- Enclose the \$20 application fee. A letter asking for documents cannot usually be acted on until the \$20 fee is received. If you don't send the fee with your letter the Freedom of Information Officer will need to ring or write to you to ask for it, so your request for information is delayed.
- Ask for a waiver of the fee if you can't afford to pay the fee. If you cannot afford to pay the fee, you can request in your letter that the agency consider waiving the fee on the grounds of hardship. You will need to support this by indicating why payment of the fee would cause hardship. For example, that you are on a low income or hold a Commonwealth Health Care Card. You do not need to provide detail of your financial position, just give a general outline. If the agency requires further

information to make a decision on the waiver the Fol officer there will contact you. If the agency decides to waive the fee, your letter becomes a formal request under the *Freedom of Information Act*.

SAMPLE LETTER OF APPLICATION

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

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

1 January 1998

14 Elizabeth Crescent
MELBOURNE 3000

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

Dear Sir/Madam

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

I would like copies of my records concerning the treatment for an appendicitis which I had around June 1990. Please note, at the time I was under the care of Dr John Smith.

I have enclosed a cheque for \$20 made payable to the Hospital as the application fee and attach a copy of my drivers licence as identification.

My phone number is 123 4567. Please feel free to call any time after noon.

Yours faithfully

Peter Brothers

SAMPLE REQUEST FORM

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

FREEDOM OF INFORMATION REQUEST

Surname.....

First Name(s).....

Postal Address

.....

..... Postcode

Phone contact no. (Home)

(Business)

I would like access to the following document(s)

.....

.....

.....

.....

.....

Indicate whether you would like to inspect the documents and/or obtain a copy of the documents:

I want to inspect the document(s) Yes No (Circle whichever applies)

I want a copy of the document(s) Yes No (Circle whichever applies)

HOW TO APPLY FOR PERSONAL RECORDS TO BE CORRECTED

As with an application for information, a request to amend personal records must be made in writing and should be addressed to the Freedom of Information Officer **at the agency which holds the records**. The letter should explain why the information is wrong, and, wherever appropriate, provide proof to support your request. The following is an example of the way in which such a letter could be worded. However, before making a formal request under the Freedom of Information Act for records to be changed, you may save yourself some time by checking with the agency concerned. Depending on the circumstances, the agency may be prepared to amend the records without the need for the request to be made under the Act.

SAMPLE LETTER TO APPLY FOR AMENDMENT OF PERSONAL RECORDS

1 January 1998

14 Information Street
MELBOURNE 3000

The FoI Officer
Melbourne Public Hospital
6 Flinders Avenue
MELBOURNE 3000

Dear Sir or Madam

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

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

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

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

Yours faithfully

Margaret Simons

HOW MUCH DO I HAVE TO PAY ?

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

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

The main points about charges to keep in mind is that requests for documents concerning your own personal affairs involve the application fee of \$20 and charges for only the following three forms of access:

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

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

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

Members of parliament and applicants acting in the public interest or benefit are also only required to pay the application fee and access charges.

WHEN IS A DEPOSIT PAYABLE?

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

SUMMARY OF FEES AND CHARGES

APPLICATION FEE

\$20 (non refundable unless fee is waived)

SEARCH CHARGES

\$20 per hour or part thereof

SUPERVISION CHARGES

\$5 per quarter hour or part thereof

PHOTOCOPYING CHARGES

20c per A4 page

PROVIDING ACCESS IN A FORM OTHER THAN A PHOTOCOPY

The reasonable costs incurred by the agency in providing the copy

CHARGE FOR LISTENING TO OR VIEWING A TAPE

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

CHARGE FOR MAKING A WRITTEN TRANSCRIPT OF A TAPE

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

DEPOSITS

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

50% of calculated charge where it exceeds \$100

REQUEST FOR AN INTERNAL REVIEW

No charge

APPEAL TO VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL

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

WHAT CAN I APPEAL AGAINST?

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

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

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

HOW TO APPEAL AGAINST A DECISION OF AN AGENCY

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

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

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

HOW TO APPLY FOR AN INTERNAL REVIEW

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

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

However, if the initial decision was made by the Principal Officer of the agency, rather than the FOI Officer, there is no internal review process. You would then appeal to the VCAT.

HOW TO APPLY TO THE VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL

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

The General Registrar
Victorian Civil and Administrative Tribunal
55 King Street
MELBOURNE 3000
Telephone: (03) 9628 9975
Facsimile: (03) 9628 9788

SAMPLE LETTER TO REQUEST AN INTERNAL REVIEW

1 January 1998

18 Great Road
MELBOURNE 3000

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

Dear Sir or Madam

Freedom of Information Act

I would like to request an internal review of a decision by the Freedom of Information Officer for your Department. The decision was conveyed to me in a letter dated 20 December 1994.

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

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

Yours sincerely

R Trout

ANSWERS TO THE MOST COMMONLY ASKED QUESTIONS

I would like to obtain a copy of my police record?

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

I would like a collision report and witness statements?

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

Can I access my psychiatric file?

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

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

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

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

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

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

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

The Act can be purchased from Information Victoria Bookshop (356 Collins Street). It costs \$8.50 (postage an additional \$3.50). Some larger libraries such as State Library and University libraries would have a copy available for reference.

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

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

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

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

Can I find out from the council who the person was who reported me to them?

You can make a request for that information, but you should note that generally, such information is exempted from release. It is regarded as being provided in confidence, and if the council were to give it to you, it would deter people from making such reports in future.

How do I get my Adoption Records?

Access to records concerning legally adopted people has been provided for under the Adoption Act. In Victoria, you should contact the Adoption Information Service. The address and phone number are: 448 St Kilda Road, Melbourne 3004, ☎ 9868 7777.

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

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

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

Make sure that the hospital is subject to freedom of information. That means, it must be a public hospital. If it is, then you should have received a written response to your request within 45 days of the date the agency received it. If they are not going to give you access to what you have requested then you must be told why in writing. In fact, the letter from the hospital should cite the specific sections of the *Freedom of Information Act* under which information is withheld. Also, the letter should inform you of your appeal rights.

Can I get a copy of a tender that was successful in winning a government contract?

You can make a request, but should note that often such information is exempted from release on the grounds of commercial confidentiality.

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

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

PART 4: LIST OF AGENCIES

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

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

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

Albury-Wodonga (Victoria) Corporation
PO Box 913
ALBURY
NSW 2640
Tel: (02) 60 23 8000 Fax: (02) 60 23 8099
(No FOI requests in 1997/98)

Alfred Hospital, The
Commercial Road
PRAHRAN
VIC 3181
Tel: 9276 2000 Fax: 9276 2222

Alpine Resorts Unit
Locked Bag 3000
BOX HILL
VIC 3128
Tel: 9296 4633 Fax: 9296 4722

Alpine Shire Council
PO Box 139
BRIGHT
VIC 3741
Tel: (03) 57 55 0555 Fax: (03) 57 55 1811

Ambulance Officers' Training Centre
69 Queens Road
MELBOURNE
VIC 3004
Tel: 9200 0300 Fax: 9200 0307

Ambulance Service Victoria (NE Region)
PO Box 126
WANGARATTA
VIC 3677
Tel: (03) 57 20 0600 Fax: (03) 57 20 0611
(No FOI Requests in 1997/98)

Ambulance Service Victoria (NW Region)
135 Arnold Street
BENDIGO
VIC 3550
Tel: (03) 54 44 6988 Fax: (03) 54 43 0023

Ambulance Service Victoria (SE Region)
PO Box 148
MORWELL
VIC 3840
Tel: (03) 51 200 244 Fax: (03) 51 200 273
(No FOI requests in 1997/98)

Ambulance Service Victoria (SW Region)
PO Box 87
GEELONG
VIC 3220
Tel: (03) 52 22 2354 Fax: (03) 52 21 8576
(No FOI requests in 1997/98)

Ambulance Service Victoria (W Region)
PO Box 1617
BALLARAT
VIC 3354
Tel: (03) 5333 6460 Fax: (03) 5333 6404

Angliss Health Service

Albert Street
 FERNTREE GULLY
 VIC 3156
 Tel: 9764 6111 Fax: 9764 6399

Architects Registration Board

171 Drummond Street
 CARLTON
 VIC 3053
 Tel: 9662 2868 Fax: 9663 1926

Australian Grand Prix Corporation

220 Albert Road
 SOUTH MELBOURNE
 VIC 3205
 Tel: 9258 7100 Fax: 9682 0410

Ballarat Community Health Centre

PO Box 1156
 BALLARAT MAIL CENTRE
 VIC 3354
 Tel: 0353 331 635 Fax: 0353 315 470
 (No FOI requests in 1997\98)

Ballarat University

PO Box 663
 BALLARAT
 VIC 3353
 Tel: 03 5327 9000 Fax: 03 5327 9544

Banyule Community Health Service

20 Morobe Street
 WEST HEIDELBERG
 VIC 3081
 Tel: 9459 8833 Fax: 9459 5808

Barwon Health - Corio Community Health Services

2 Gellibrand Street
 CORIO
 VIC 3214
 Tel: (03) 5273 2200 Fax: (03) 5273 2233

Barwon Health - Geelong Hospital

Ryrie Street
 GEELONG
 VIC 3220
 Tel: 03 5226 7627 Fax: 03 5226 7949

Barwon Water

61-67 Ryrie Street
 GEELONG
 VIC 3220
 Tel: (03) 5226 2500 Fax: (03) 5221 8236

Ararat Rural City Council

PO Box 246
 ARARAT
 VIC 3377
 Tel: (03) 5352 2332 Fax: (03) 5352 4749
 (No FOI requests in 1997/98)

Austin & Repatriation Medical Centre

Austin Campus
 Locked Bag 25
 HEIDELBERG
 VIC 3084
 Tel: 9496 3107 Fax: 9458 4557

Ballarat City Council

PO Box 655
 BALLARAT
 VIC 3353
 Tel: (03) 5320 5500 Fax: (03) 5332 8122

Ballarat Health Services

PO Box 577
 BALLARAT
 VIC 3353
 Tel: (03) 5320 4212 Fax: (03) 5320 4828

Banyule City Council

PO Box 51
 IVANHOE
 VIC 3079
 Tel: 9490 4390 Fax: 9499 1391

Barton Institute of TAFE

Private Bag 19
 MOORABBIN
 VIC 3189
 Tel: 9209 5663 Fax: 9555 0060
 (No FOI requests in 1997\98)

Barwon Health - Geelong Community Health Services

40 Little Fyans Street
 STH GEELONG
 VIC 3220
 Tel: (03) 5222 2477 Fax: (03) 5221 6930
 (No FOI requests in 1997/98)

Barwon Health - Grace McKellar Centre

45-95 Ballarat Road
 NORTH GEELONG
 VIC 3215
 Tel: (03) 5279 2213 Fax: (03) 5279 2440

Bass Coast Shire Council

PO Box 118
 WONTHAGGI
 VIC 3995
 Tel: (03) 5671 2211 Fax: (03) 5671 2222

Baw Baw Shire Council

PO Box 304
WARRAGUL
VIC 3820
Tel: (03) 5624 2411 Fax: (03) 5622 3654

Beaufort & Skipton Health Service

28 Havelock Street
BEAUFORT
VIC 3373
Tel: (03) 5349 2152 Fax: (03) 5349 2593
(No FOI requests in 1997/98)

Bendigo Community Health Services Inc

PO Box 698
BENDIGO
VIC 3550
Tel: (03) 5434 4300 Fax: (03) 5434 4355

Bendigo Regional Institute of TAFE

PO Box 170
BENDIGO
VIC 3550
Tel: (03) 5434 1513 Fax: (03) 5434 1657
(No FOI requests in 1997/98)

Board of Studies

St Nicholas Place
15 Pelham Street
CARLTON
VIC 3053
Tel: 9651 4535 Fax: 9651 4324

Box Hill Hospital

PO Box 94
BOX HILL
VIC 3128
Tel: 9895 3269 Fax: 9895 3461

Brimbank City Council

PO Box 70
SUNSHINE
VIC 3020
Tel: 9249 4000 Fax: 9249 4351

Buloke Shire Council

PO Box 1
WYCHEPROOF
VIC 3527
Tel: (03) 5493 7400 Fax: (03) 5493 7395
(No FOI requests in 1997/98)

Cardinia Shire Council

PO Box 7
PAKENHAM
VIC 3810
Tel: (03) 5945 4204 Fax: (03) 5941 2271

Bayside City Council

PO Box 27
SANDRINGHAM
VIC 3191
Tel: 9599 4444 Fax: 9598 4474

Benalla & District Memorial Hospital

PO Box 406
BENALLA
VIC 3672
Tel: (03) 5760 2222 Fax: (03) 5760 2246

Bendigo Hospital

PO Box 126
BENDIGO
VIC 3550
Tel: (03) 5441 0222 Fax: (03) 5441 0280

Bethlehem Hospital

476 Kooyong Road
CAULFIELD
VIC 3162
Tel: 9595 3375 Fax: 9596 3576

Boroondara City Council

Private Bag No 1
CAMBERWELL
VIC 3124
Tel: 9278 4444 Fax: 9278 4466

Box Hill Institute of TAFE

Private Bag 2014
BOX HILL
VIC 3128
Tel: 9286 9396 Fax: 9286 9438

Broadmeadows Craigieburn Community Health Service Inc

Cnr Pearcedale Parade & Coleraine Street
BROADMEADOWS
VIC 3047
Tel: 9301 9777 Fax: 9309 7393
(No FOI requests in 1997/98)

Campaspe Shire Council

PO Box 35
ECHUCA
VIC 3564
Tel: (03) 5481 2232 Fax: (03) 5481 2290

Casey City Council

PO Box 1000
NARRE WARREN
VIC 3805
Tel: 9705 5200 Fax: 9704 9544

Casey Institute of TAFE

PO Box 684
DANDENONG
VIC 3175
Tel: 9212 5320 Fax: 9212 5499
(No FOI requests in 1997/98)

Caulfield General Medical Centre

260-294 Kooyong Road
CAULFIELD
VIC 3162
Tel: 9276 6820 Fax: 9276 6434

Central Gippsland Institute of TAFE

PO Box 3279
GIPPSLAND MAIL CENTRE
VIC 3841
Tel: 5120 4500 Fax: 5120 4501
(No FOI requests in 1997/98)

Central Goldfields Shire Council

PO Box 194
MARYBOROUGH
VIC 3465
Tel: (03) 54 61 1566 Fax: (03) 54 61 4658
(No FOI requests in 1997/98)

Central Wellington Health Service

Guthridge Parade
SALE
VIC 3850
Tel: (03) 5149 6641 Fax: (03) 5149 6633

Chisholm Institute

Fletcher Road
FRANKSTON
VIC 3199
Tel: 9238 8205 Fax: 9238 8444
(No FOI requests in 1997/98)

Cobaw Community Health Service

PO Box 146
KYNETON
VIC 3444
Tel: (03) 5422 3011 Fax: (03) 5422 2161
(No FOI requests in 1997/98)

Colac-Otway Shire Council

2-6 Rae Street
COLAC
VIC 3250
Tel: (03) 5232 9400 Fax: (03) 5232 1046

Correctional Services Division (Corrections requests only)

Department of Justice
6/452 Flinders Street
MELBOURNE
VIC 3000
Tel: 9627 7154 Fax: 9627 6611

Castlemaine District Community Health Centre

PO Box 53
CASTLEMAINE
VIC 3450
Tel: (03) 54 72 4044 Fax: (03) 54 72 3221
(No FOI requests in 1997/98)

Central Bayside Community Health Service

37 Venice St
MENTONE
VIC 3194
Tel: 9585 0272 Fax: 9585 0265
(No FOI requests in 1997/98)

Central Gippsland Region Water Authority

PO Box 348
TRARALGON
VIC 3844
Tel: (03) 5177 4600 Fax: (03) 5174 0103

Central Health Interpreter Service

7/288 Mount Alexander Road
ASCOT VALE
VIC 3032
Tel: 9377 3300 Fax: 9375 4460
(No FOI requests in 1997/98)

Chiropractors & Osteopaths Registration Board

202 Berkeley Street
CARLTON SOUTH
VIC 3053
Tel: 9349 3000 Fax: 9349 3003
(No FOI requests in 1997/98)

City West Water Limited

Locked Bag 350
SUNSHINE
VIC 3020
Tel: 9313 8320 Fax: 9313 8648

Colac Community Health Services

Corangamite Street
COLAC
VIC 3250
Tel: (03) 5230 0100 Fax: (03) 5230 0199

Corangamite Shire Council

PO Box 84
CAMPERDOWN
VIC 3260
Tel: (03) 5593 7100 Fax: (03) 5593 2695

Council of Adult Education

256 Flinders Street
MELBOURNE
VIC 3000
Tel: 9652 0637 Fax: 9654 6759
(No FOI requests in 1997/98)

Council of Legal Education
c/o Arthur Robinson & Hedderwicks
Level 34, 530 Collins St
MELBOURNE
VIC 3000
Tel: 9613 8819 Fax: 9614 4661
(No FOI requests in 1997/98)

Dandenong Cemetery Trust
397-405 Springvale Road
SPRINGVALE
VIC 3171
Tel: 9329 5262 Fax: 9239 5369
(No FOI requests in 1997/98)

Deakin University
Pigdons Road
GEELONG
VIC 3217
Tel: (03) 5227 8512 Fax: (03) 5227 8514

Dental Board of Victoria
60 Jolimont Street
EAST MELBOURNE
VIC 3002
Tel: 9654 7506 Fax: 9654 7508

Djerriwarrh Health Services
PO Box 330
BACCHUS MARSH
VIC 3340
Tel: 5367 2000 Fax: 5367 4536
(No FOI requests in 1997/98)

Doutta Galla Community Health Service Inc
25 Norwood Crescent
MOONEE PONDS
VIC 3039
Tel: 9326 0011 Fax: 9326 0054
(No FOI requests in 1997/98)

Duke of Edinburgh Award Committee
Ground Floor
232 Victoria Parade
EAST MELBOURNE
VIC 3002
Tel: 9412 6685 Fax: 9412 6680
(No FOI requests in 1997/98)

East Gippsland Institute of TAFE
PO Box 886
BAIRNSDALE
VIC 3875
Tel: (03) 5152 0708 Fax: (03) 5152 6317
(No FOI requests in 1997/98)

East Grampians Health Service
PO Box 155
ARARAT
VIC 3377
Tel: (03) 535 22221 Fax: (03) 535 24612

Country Fire Authority
PO Box 701
MOUNT WAVERLEY
VIC 3149
Tel: 9262 8296 Fax: 9262 8322

Darebin City Council
350 High Street
PRESTON
VIC 3072
Tel: 9230 4263 Fax: 9471 0204

Delatite Shire Council
PO Box 227
BENALLA
VIC 3672
Tel: (03) 5760 2665 Fax: (03) 5762 5537

Dental Health Services Victoria
The Royal Dental Hospital
711 Elizabeth Street
MELBOURNE
VIC 3000
Tel: 9341 0222 Fax: 9341 0400

Docklands Authority
Level 26
80 Collins St
MELBOURNE
VIC 3000
Tel: 9655 6718 Fax: 9655 3328

Driver Education Centre of Australia
PO Box 1742
SHEPPARTON
VIC 3630
Tel: (03) 5821 1099 Fax: (03) 5822 2472
(No FOI requests in 1997/98)

East Bentleigh Community Health Centre
Gardeners Road
EAST BENTLEIGH
VIC 3165
Tel: 9579 2333 Fax: 9579 3623
(No FOI requests in 1997/98)

East Gippsland Shire Council
PO Box 80
LAKES ENTRANCE
VIC 3909
Tel: (03) 515 09130 Fax: (03) 515 53128

East Preston Community Health Centre
Cnr Blake & Crevelli Streets
EAST RESERVOIR
VIC 3073
Tel: 9478 5711 Fax: 9478 9647

East Wimmera Health Service
PO Box 31
ST ARNAUD
VIC 3478
Tel: 5495 1200 Fax: 5495 1389

Echuca Regional Health Service
PO Box 25
ECHUCA
VIC 3564
Tel: (03) 5482 0284 Fax: (03) 5482 5478

Eltham Community Health Centre
917 Main Road
ELTHAM
VIC 3095
Tel: 9431 1333 Fax: 9431 0339

Energy Efficiency Victoria
Gd floor, 215 Spring St
MELBOURNE
VIC 3000
Tel: 9655 3211 Fax: 9655 3255
(No FOI requests in 1997/98)

Environment Conservation Council
3/250 Victoria Parade
EAST MELBOURNE
VIC 3002
Tel: 9412 5021 Fax: 9412 5153

Equal Opportunity Commission
380 Lonsdale Street
MELBOURNE
VIC 3000
Tel: 9281 7100 Fax: 9281 7171

Frankston City Council
PO Box 490
FRANKSTON
VIC 3199
Tel: 9784 1822 Fax: 9781 3117

Gannawarra Shire Council
PO Box 252
COHUNA
VIC 3568
Tel: (03) 5450 9333 Fax: (03) 5450 3023
(No FOI requests in 1997/98)

Gippsland Southern Health Service
PO Box 168
LEONGATHA
VIC 3953
Tel: (03) 5667 5505 Fax: (03) 5667 5516

Eastern Institute of TAFE
PO Box 218
HAWTHORN
VIC 3152
Tel: 9214 5166 Fax: 9818 3654
(No FOI requests in 1997/98)

Education, Department of
2 Treasury Place
MELBOURNE
VIC 3000
Tel: 9637 2670 Fax: 9637 2730

Emergency Services Superannuation Scheme
Level 6, 4 Riverside Quay
SOUTHBANK
VIC 3006
Tel: 9698 6444 Fax: 9645 5900

Ensay Community Health Centre
c/o Post Office
ENSAY
VIC 3895
Tel: 5155 1314 Fax: 5155 4057
(No FOI requests in 1997/98)

Environment Protection Authority
6/477 Collins Street
MELBOURNE
VIC 3000
Tel: 9628 5691 Fax: 9628 5699

Far East Gippsland Health & Support Service
PO Box 238
ORBOST
VIC 3888
Tel: (03) 5154 6666 Fax: (03) 5154 2366

Frankston Community Health Centre
PO Box 528
FRANKSTON
VIC 3199
Tel: 9783 6077 Fax: 9783 6321
(No FOI requests in 1997/98)

GASCOR (Stratus Networks)
6/45 William Street
MELBOURNE
VIC 3000
Tel: 9932 7839 Fax: 9652 4783

Glen Eira City Council
PO Box 42
SOUTH CAULFIELD
VIC 3162
Tel: 9524 3268 Fax: 9523 0339

Glenelg Shire Council
PO Box 152
PORTLAND
VIC 3305
Tel: (03) 5522 2200 Fax: (03) 5522 2250
(No FOI requests in 1997/98)

Golden Plains Shire Council
2 Pope Street
BANNOCKBURN
VIC 3331
Tel: (03) 5220 7111 Fax: (03) 5220 7100
(No FOI requests in 1997/98)

Goulburn Ovens Institute of TAFE
Fryers Street
SHEPPARTON
VIC 3630
Tel: (03) 5833 2555 Fax: (03) 5833 2511
(No FOI requests in 1997/98)

Goulburn Valley Community Health Service Inc
PO Box 1167
SHEPPARTON
VIC 3632
Tel: (03) 5831 2012 Fax: (03) 5821 2614
(No FOI requests in 1997/98)

Greater Bendigo City Council
PO Box 733
BENDIGO
VIC 3550
Tel: (03) 5434 6000 Fax: (03) 5434 6200

Greater Geelong City Council
Gheringhap Street
GEELONG
VIC 3220
Tel: (03) 5227 0274 Fax: (03) 5227 0277

Greyhound Racing Control Board
438-442 William Street
WEST MELBOURNE
VIC 3004
Tel: 9326 3422 Fax: 9326 3415\3416
(No FOI requests in 1997/98)

Hamilton Base Hospital
PO Box 283
HAMILTON
VIC 3300
Tel: (03) 5571 0222 Fax: (03) 5571 0300

Hastings Port (Holding) Corporation
Level 5, 452 Flinders Street
MELBOURNE
VIC 3000
Tel: 9592 7940 Fax: 9679 4747
(No FOI requests in 1997/98)

Glenview Community Care Inc.
High Street
RUTHERGLEN
VIC 3685
Tel: (03) 6032 9505 Fax: (03) 6032 9133
(No FOI requests in 1997/98)

Gordon Institute of TAFE
Private Bag 1
Mail Centre
GEELONG
VIC 3221
Tel: (03) 5225 0668 Fax: (03) 5225 0514

Goulburn Valley Base Hospital
Graham Street
SHEPPARTON
VIC 3630
Tel: (03) 5832 9444 Fax: (03) 5821 1648

Grampians Community Health Centre
40-44 Winnumera Street
STAWELL
VIC 3380
Tel: (03) 5358 3700 Fax: (03) 5358 4113
(No FOI requests in 1997/98)

Greater Dandenong City Council
PO Box 200
SPRINGVALE
VIC 3171
Tel: 9239 5262 Fax: 9239 5369

Greater Shepparton City Council
Locked Bag 1000
SHEPPARTON
VIC 3632
Tel: (03) 5832 9763 Fax: (03) 5831 1987
(No FOI requests in 1997/98)

Guardianship & Administration Board
221 Drummond Street
CARLTON
VIC 3053
Tel: 9660 1557 Fax: 9660 1500

Harness Racing Victoria
740 Mt Alexander Road
PO Box 184
MOONEE PONDS
VIC 3039
Tel: 9375 4255 Fax: 9370 3624

Health Services Commissioner
10/55 Swanston Street
MELBOURNE
VIC 3000
Tel: 9655 5222 Fax: 9655 5219

Hepburn Health Service
 PO Box 465
 DAYLESFORD
 VIC 3460
 Tel: (03) 5348 2371 Fax: (03) 5348 3773
 (No FOI requests in 1997/98)

Hesse Rural Health Service
 Winchelsea District Hospital
 8 Gosney Street
 WINCHELSEA
 VIC 3241
 Tel: (03) 5267 2202 Fax: (03) 5267 2663
 (No FOI requests in 1997/98)

Hobsons Bay City Council
 115 Civic Parade
 ALTONA
 VIC 3018
 Tel: 9932 1000 Fax: 9932 1039

Horsham Rural City Council
 PO Box 511
 HORSHAM
 VIC 3402
 Tel: (03) 5382 9777 Fax: (03) 5382 1111
 (No FOI requests in 1997/98)

Human Services, Department of
 GPO Box 4057
 MELBOURNE
 VIC 3001
 Tel: 9616 7651 Fax: 9616 7012

Indigo Shire Council
 PO Box 28
 BEECHWORTH
 VIC 3747
 Tel: (03) 5728 1021 Fax: (03) 5728 1676
 (No FOI requests in 1997/98)

Inglewood & Districts Health Service
 Hospital Street
 INGLEWOOD
 VIC 3517
 Tel: (03) 5438 3000 Fax: (03) 5438 3441
 (No FOI requests in 1997/98)

Inner South Community Health Service
 240 Malvern Road
 PRAHRAN
 VIC 3181
 Tel: 9525 1300 Fax: 9521 2474

Justice, Department of
 GPO Box 4356QQ
 MELBOURNE
 VIC 3001
 Tel: 9651 0520 Fax: 9651 0539

Hepburn Shire Council
 76 Vincent Street
 DAYLESFORD
 VIC 3460
 Tel: (03) 5348 2306 Fax: (03) 5348 2911

Hindmarsh Shire Council
 PO Box 250
 NHILL
 VIC 3418
 Tel: (03) 5391 1811 Fax: (03) 5391 1376
 (No FOI requests in 1997/98)

Holmesglen Institute of TAFE
 PO Box 42
 CHADSTONE
 VIC 3148
 Tel: 9564 1555 Fax: 9564 1606
 (No FOI requests in 1997/98)

Hospitals' Superannuation Board
 697 Burke Road
 Locked Bag 27
 CAMBERWELL
 VIC 3124
 Tel: 9811 9494 Fax: 9811 9476

Hume City Council
 PO Box 119
 BROADMEADOWS
 VIC 3047
 Tel: 9301 3200 Fax: 9309 0109

Infrastructure, Department of
 Level 26
 80 Collins Street
 MELBOURNE
 VIC 3000
 Tel: 9655 6718 Fax: 9655 3328

Inner East Community Health Service
 283 Church Street
 RICHMOND
 VIC 3121
 Tel: 9429 1811 Fax: 9429 8536
 (No FOI requests in 1997/98)

ISIS Primary Care
 PO Box 36
 DEER PARK
 VIC 3023
 Tel: (03) 9296 1200 Fax: (03) 9296 1290

Kangan Batman Institute of TAFE
 Pearcedale Parade
 BROADMEADOWS
 VIC 3047
 Tel: 9279 2222 Fax: 9309 5163

Kerang & District Hospital
PO Box 179
KERANG
VIC 3579
Tel: (03) 5452 2155 Fax: (03) 5452 2643

Knox City Council
Private Bag Knox 1
MDC WANTIRNA STH
VIC 3152
Tel: 9298 8800 Fax: 9298 8801

Kyabram & District Memorial Community Hospital
PO Box 564
KYABRAM
VIC 3620
Tel: (03) 5857 0200 Fax: (03) 5852 2445

La Trobe Community Health Service
PO Box 960
MORWELL
VIC 3840
Tel: (03) 5134 2011 Fax: (03) 5134 2667
(No FOI requests in 1997/98)

La Trobe Shire Council
PO Box 345
TRARALGON
VIC 3844
Tel: (03) 5173 1400 Fax: (03) 5174 3852

Lakes Entrance Community Health Centre
PO Box 429
LAKES ENTRANCE
VIC 3909
Tel: (03) 5155 1314 Fax: (03) 5155 4057

Loddon Mallee Women's Health Inc
48 Queen Street
BENDIGO
VIC 3550
Tel: (03) 5443 0233 Fax: (03) 5441 4074
(No FOI requests in 1997/98)

Lorne Community Hospital
Albert Street
LORNE
VIC 3232
Tel: (03) 5289 1508 Fax: (03) 5289 2313
(No FOI requests in 1997/98)

Macarthur & District Community Outreach Service
12 Ardonachie Street
MACARTHUR
VIC 3286
Tel: (03) 5576 1005 Fax: (03) 5576 1098
(No FOI requests in 1997/98)

Kingston City Council
PO Box 1000
MENTONE
VIC 3194
Tel: 9556 4203 Fax: 9553 2608

Knox Community Health Service Inc
511 Burwood Highway
WANTIRNA SOUTH
VIC 3152
Tel: 9298 8800 Fax: 9298 8801
(No FOI requests in 1997/98)

Kyneton District Health Service
PO Box 34
KYNETON
VIC 3444
Tel: (03) 5422 1177 Fax: (03) 5422 2373

La Trobe Regional Hospital
Locked Bag No 1
MOE
VIC 3825
Tel: (03) 5172 1111 Fax: (03) 5172 1339

La Trobe University
Plenty Road
BUNDOORA
VIC 3083
Tel: 9479 1039 Fax: 9478 5814

Liquor Licensing Commission
Level 24
80 Collins Street
MELBOURNE
VIC 3000
Tel: 9655 6905 Fax: 9655 8867
(No FOI requests in 1997/98)

Loddon Shire Council
PO Box 21
WEDDERBURN
VIC 3518
Tel: (03) 5494 1200 Fax: (03) 5494 3003

Lyndoch (Warrnambool) Inc
Hopkins Road
WARRNAMBOOL
VIC 3280
Tel: (03) 5561 9300 Fax: (03) 5561 9350
(No FOI requests in 1997/98)

Macedon Ranges Shire Council
PO Box 151
KYNETON
VIC 3444
Tel: 5422 0352 Fax: 5422 3623

Maldon Hospital
 Chapel Street
 MALDON
 VIC 3463
 Tel: (03) 5475 1006 Fax: (03) 5475 2029
 (No FOI requests in 1997/98)

Manningham City Council
 PO Box 1
 DONCASTER
 VIC 3108
 Tel: 9840 9333 Fax: 9848 3110

Mansfield District Hospital
 PO Box 139
 MANSFIELD
 VIC 3722
 Tel: (03) 577 52111 Fax: (03) 577 51352

Marine Board of Victoria
 Level 26
 80 Collins Street
 MELBOURNE
 Vic 3000
 Tel: 9655 6718 Fax: 9655 3328

Maroondah Hospital
 PO Box 135
 RINGWOOD EAST
 VIC 3135
 Tel: 9871 3365 Fax: 9871 3375

Maryborough District Health Service
 Clarendon Street
 MARYBOROUGH
 VIC 3465
 Tel: (03) 5461 0333 Fax: (03) 5461 4489

Melbourne & Olympic Parks Trust
 PO box 799
 RICHMOND
 VIC 3121
 Tel: 9286 1600 Fax: 9650 3256
 (No FOI requests in 1997/98)

Melbourne City Link Authority
 PO Box 18185
 Collins Street East
 MELBOURNE
 VIC 8003
 Tel: 9655 6601 Fax: 9655 6670

Melbourne Port Corporation
 GPO Box 261C
 MELBOURNE
 VIC 3001
 Tel: 9628 7502 Fax: 9628 7507

Mallee Track Health & Community Service
 PO Box 130
 OUYEN
 VIC 3490
 Tel: (03) 5092 1111 Fax: (03) 5092 1177

Manningham Community Health Service Inc
 8 Jackson Court
 DONCASTER EAST
 VIC 3109
 Tel: 9848 2424 Fax: 9848 1149
 (No FOI requests in 1997/98)

Maribyrnong City Council
 PO Box 58
 FOOTSCRAY
 VIC 3011
 Tel: 9688 0200 Fax: 9687 7793

Maroondah City Council
 PO Box 156
 RINGWOOD
 VIC 3134
 Tel: 9871 0299 Fax: 9879 3534

Maroondah Social & Community Health Centre
 75 Patterson Street
 RINGWOOD EAST
 VIC 3135
 Tel: 9879 3933 Fax: 9879 6356

Medical Practitioners Board of Victoria
 PO Box 821
 SOUTH MELBOURNE
 VIC 3205
 Tel: 9695 9500 Fax: 9682 8060

Melbourne City Council
 GPO Box 1603M
 MELBOURNE
 VIC 3001
 Tel: 9658 9800 Fax: 9654 4854

Melbourne Market Authority
 Mail Box 1
 542 Footscray Road
 FOOTSCRAY
 VIC 3011
 Tel: 9258 6141 Fax: 9687 7714

Melbourne University
 Grattan Street
 PARKVILLE
 VIC 3052
 Tel: 9344 7117 Fax: 9344 5104

Melbourne Water Corporation
6/607 Bourke Street
MELBOURNE
VIC 3001
Tel: 9235 7184 Fax: 9235 7185

Mercy Hospital for Women
Mercy Public Hospitals Inc
126 Clarendon Street
EAST MELBOURNE
VIC 3002
Tel: 9270 2222 Fax: 9270 2777

Metropolitan Fire and Emergency Services Board Mildura Base Hospital (MFESB)

456 Albert Street
EAST MELBOURNE
VIC 3002
Tel: 9665 4431 Fax: 9665 4244

Mildura Rural City Council
PO Box 105
MILDURA
VIC 3502
Tel: 5021 9112 Fax: 5021 1899

Mitchell Shire Council
113 High Street
BROADFORD
VIC 3658
Tel: (03) 5734 6200 Fax: (03) 5734 6222

Monash City Council
293 Springvale Road
GLEN WAVERLEY
VIC 3150
Tel: 9518 3555 Fax: 9518 3444

Moonee Valley City Council
PO Box 126
MOONEE PONDS
VIC 3039
Tel: 9243 8888 Fax: 9375 4393

Moreland City Council
Locked Bag No 10
MORELAND
VIC 3058
Tel: 9240 1117 Fax: 9240 1130

Mornington Peninsula Shire Council
Private Bag 1000
ROSEBUD
VIC 3939
Tel: (03) 5986 0188 Fax: (03) 5981 2900

Melton Shire Council
PO Box 21
MELTON
VIC 3337
Tel: 9747 7200 Fax: 9743 9970

Metropolitan Ambulance Service
375 Manningham Road
DONCASTER
VIC 3108
Tel: 9840 3632 Fax: 9840 3582

PO Box 306
MILDURA
VIC 3502
Tel: (03) 5022 3333 Fax: (03) 5022 3470

Mitchell Community Health Services Inc
PO Box 84
BROADFORD
VIC 3658
Tel: (03) 5784 1306 Fax: (03) 5784 3314
(No FOI requests in 1997/98)

Moir Shire Council
PO Box 132
NUMURKAH
VIC 3636
Tel: (03) 5862 0222 Fax: (03) 5862 2272

Monash University
Wellington Road
CLAYTON
VIC 3168
Tel: 9905 2010 Fax: 9905 5342

Moorabool Shire Council
PO Box 18
BALLAN
VIC 3342
Tel: (03) 5366 7100 Fax: (03) 5368 1757

Moreland Community Health Service
11 Glenlyon Road
BRUNSWICK
VIC 3065
Tel: 9387 6711 Fax: 9387 5417
(No FOI requests in 1997/98)

Mount Alexander Hospital
PO Box 50
CASTLEMAINE
VIC 3450
Tel: 03 5471 1700 Fax: 03 5471 1748

Mount Alexander Shire Council

PO Box 185
CASTLEMAINE
VIC 3450
Tel: (03) 5471 1700 Fax: (03) 5471 1749
(No FOI requests in 1997/98)

Murray Valley Citrus Marketing Board

58 Pine Avenue
MILDURA
VIC 3500
Tel: (03) 5021 1890 Fax: (03) 5021 1905
(No FOI requests in 1997/98)

Murrindindi Shire Council

PO Box 138
ALEXANDRA
VIC 3714
Tel: (03) 5772 1233 Fax: (03) 5772 2291

Natural Resources & Environment, Department of

PO Box 500
EAST MELBOURNE
VIC 3002
Tel: 9637 8575 Fax: 9637 8130

Nillumbik Shire Council

Civic Drive
GREENSBOROUGH
VIC 3088
Tel: 9433 3111 Fax: 9432 9559

North West Hospital

Mount Royal Campus
PO Box 7000
CARLTON SOUTH
VIC 3053
Tel: 9387 2211 Fax: 9387 5048

Northcote Community Health Centre

42 Separation Street
NORTHCOTE
VIC 3070
Tel: 9489 1388 Fax: 9482 3690
(No FOI requests in 1997/98)

Northern Grampians Shire Council

PO Box 580
STAWELL
VIC 3380
Tel: (03) 5358 8700 Fax: (03) 5358 4151

Northern Melbourne Institute of TAFE

77-91 St George's Road
PRESTON
VIC 3072
Tel: 9269 1243 Fax: 9269 1240

Moyne Shire Council

PO Box 51
PORT FAIRY
VIC 3284
Tel: (03) 5568 2600 Fax: (03) 5568 2515

Murrindindi Community Health Services

PO Box 104
EILDON
VIC 3713
Tel: (03) 5774 2404 Fax: (03) 5774 2169

Nathalia District Hospital

Elizabeth Street
NATHALIA
VIC 3638
Tel: (03) 5832 9340 Fax: (03) 5821 1648
(No FOI requests in 1997/98)

Necropolis Board of Trustees

Princes Highway
SPRINGVALE
VIC 3171
Tel: 9546 9377 Fax: 9548 1902
(No FOI requests in 1997/98)

North Richmond Community Health Centre Inc

23 Lennox Street
RICHMOND NORTH
VIC 3121
Tel: 9429 5477 Fax: 9428 2269
(No FOI requests in 1997/98)

North Yarra Community Health Inc

154 Sackville Street
COLLINGWOOD
VIC 3066
Tel: 9419 6155 Fax: 9416 0492
(No FOI requests in 1997/98)

Northern District Community Health Service

PO Box 523
KERANG
VIC 3579
Tel: (03) 5452 2700 Fax: (03) 5452 2486
(No FOI requests in 1997/98)

Northern Hospital

185 Cooper Street
EPPING
VIC 3076
Tel: 9219 8258 Fax: 9219 8007

Nowa Nowa Community Health Centre

c/o Post Office
NOWA NOWA
VIC 3887
Tel: (03) 5155 7294 Fax: (03) 5155 7296

Nurses Board of Victoria

GPO Box 4932
MELBOURNE
VIC 3001
Tel: 9613 0333 Fax: 9629 2409

Otway Health & Community Services

PO Box 84
APOLLO BAY
VIC 3233
Tel: (03) 5237 6303 Fax: (03) 5237 6176
(No FOI requests in 1997/98)

Peninsula Community Health Service

PO Box 456
MORNINGTON
VIC 3931
Tel: (03) 5975 8266 Fax: (03) 5975 8257
(No FOI requests in 1997/98)

Peter MacCallum Cancer Institute

St Andrew's Place
EAST MELBOURNE
VIC 3002
Tel: 9656 1043 Fax: 9656 1459

Plenty Valley Community Health Services Inc)

40-42 Walnut Street
WHITTLESEA
VIC 3757
Tel: (03) 9716 2846 Fax: (03) 9716 1492
(No FOI requests in 1997/98)

Police Board of Victoria

Level 7
589 Collins Street
MELBOURNE
VIC 3000
Tel: 9619 7500 Fax: 9619 7511
(No FOI requests in 1997/98)

Port of Melbourne Authority

Office of the Administrator
5/452 Flinders Street
MELBOURNE
VIC 3000
Tel: 9679 4777 Fax: 9679 4747
(No FOI requests in 1997/98)

Port Phillip City Council

Private Bag No 3
ST KILDA
VIC 3182
Tel: 9209 6209 Fax: 9534 9105

Portland & District Hospital

Bentinck Street
PORTLAND
VIC 3305
Tel: (03) 5521 0335 Fax: (03) 5521 0358

Office of the Administrator (under Part 4 of Electricity Industry Act 1993)

5/452 Flinders Street
MELBOURNE
VIC 3000
Tel: 9679 4777 Fax: 9679 4747
(No FOI requests in 1997/98)

Ovens & King Community Health Service Inc.

PO Box 224
WANGARATTA
VIC 3676
Tel: (03) 5722 2355 Fax: (03) 5722 2313
(No FOI requests in 1997/98)

Peninsula Health Care Network

PO Box 52
FRANKSTON
VIC 3199
Tel: (03) 9784 7710 Fax: (03) 9784 7448

Pharmacy Board of Victoria

381 Royal Parade
PARKVILLE
VIC 3052
Tel: 9903 9587 Fax: 9903 9661

Plumbing Industry Board

c/o Department of Infrastructure
26/80 Collins Street
MELBOURNE
VIC 3124
Tel: 9655 6718 Fax: 9655 3328

Port of Geelong Authority

Office of the Administrator
5/452 Flinders Street
MELBOURNE
VIC 3000
Tel: 9679 4777 Fax: 9679 4747
(No FOI requests in 1997/98)

Port of Portland Authority

Office of the Administrator
5/452 Flinders Street
MELBOURNE
VIC 3000
Tel: 9592 7940 Fax: 9679 4747
(No FOI requests in 1997/98)

Portland & District Community Health Centre

PO Box 650
PORTLAND
VIC 3305
Tel: (03) 5523 4000 Fax: (03) 5523 5130

Premier and Cabinet, Department of

1 Treasury Place
MELBOURNE
VIC 3002
Tel: 9651 5149 Fax: 9651 5147

Public Prosecutions, Office of
565 Lonsdale Street
MELBOURNE
VIC 3000
Tel: 9603 7688 Fax: 9603 7430

Pyrenees Shire Council
5 Lawrence Street
BEAUFORT
VIC 3373
Tel: (03) 5349 2000 Fax: (03) 5349 2068
(No FOI requests in 1997/98)

Ranges Community Health Services Inc
PO Box 755
BELGRAVE
VIC 3160
Tel: 9754 8963 Fax: 9754 2357
(No FOI requests in 1997/98)

Regulator-General, Office of
1/35 Spring Street
MELBOURNE
VIC 3000
Tel: 9651 0222 Fax: 9651 3688

Rochester & Elmore District Health Service
PO Box 202
ROCHESTER
VIC 3561
Tel: (03) 5484 1400 Fax: (03) 5484 2291

Royal Children's Hospital
Flemington Road
PARKVILLE
VIC 3052
Tel: 9345 5522 Fax: 9345 5789

Royal Melbourne Institute of Technology (RMIT)
4/449 Swanston St
MELBOURNE
VIC 3001
Tel: 9925 3522 Fax: 9925 3047

Royal Victorian Eye & Ear Hospital
Locked Bag 8
EAST MELBOURNE
VIC 8002
Tel: 9929 8560 Fax: 9663 7203

San Remo & District Community Health Centre
1 Back Beach Road
SAN REMO
VIC 3925
Tel: (03) 5678 5388 Fax: (03) 5678 5595
(No FOI requests in 1997/98)

Public Transport Corporation
Department of Infrastructure
26/80 Collins Street
MELBOURNE
VIC 3000
Tel: 9655 6718 Fax: 9655 3328

Queenscliffe Borough Council
PO Box 93
QUEENSCLIFF
VIC 3225
Tel: (03) 5258 1377 Fax: (03) 5258 3315

Registered Schools Board
Department of Education
15/525 Collins Street
MELBOURNE
VIC 3000
Tel: 9628 3353 Fax: 9628 3471
(No FOI requests in 1997/98)

Robinvale District Hospital & Health Service
PO Box 376
Latje Road
ROBINVALE
VIC 3549
Tel: (03) 5026 3703 Fax: (03) 5026 4266

Royal Botanic Gardens Board
Birdwood Avenue
SOUTH YARRA
VIC 3141
Tel: 9252 2300 Fax: 9252 2350
(No FOI requests in 1997/98)

Royal Melbourne Hospital
c/o Post Office
Royal Melbourne Hospital
PARKVILLE
VIC 3050
Tel: 9342 7804 Fax: 9342 8388

Royal Society for the Prevention of Cruelty to Animals (RSPCA)
3 Burwood Highway
BURWOOD
VIC 3151
Tel: 9224 2222 Fax: 9224 2200

Royal Women's Hospital
132 Grattan Street
CARLTON
VIC 3053
Tel: 9344 2854 Fax: 9344 2420

Seymour District Memorial Hospital
PO Box 236
SEYMOUR
VIC 3661
Tel: (03) 5793 6100 Fax: (03) 5792 4193
(No FOI requests in 1997/98)

South East Water Limited
20 Corporate Drive
MOORABBIN
VIC 3189
Tel: 9552 3675 Fax: 9552 3693

Southern Grampians Shire Council
PO Box 685
HAMILTON
VIC 3300
Tel: (03) 5573 0444 Fax: (03) 5572 2910

St George's Health Service
283 Cotham Road
KEW
VIC 3101
Tel: 9272 0410 Fax: 9817 5325

State Development, Department of
Level 15
55 Collins Street
MELBOURNE
VIC 3000
Tel: 9651 9108 Fax: 9651 9564

State Library of Victoria
328 Swanston Street
MELBOURNE
VIC 3000
Tel: 9651 9888 Fax: 9651 0539

State Trustees
168 Exhibition Street
MELBOURNE
VIC 3000
Tel: 9667 6200 Fax: 9667 6272

Stonnington City Council
PO Box 21
PRAHRAN
VIC 3181
Tel: 9823 1330 Fax: 9823 1105

Sunbury Community Health Centre
PO Box 218
SUNBURY
VIC 3429
Tel: 9744 4455 Fax: 9744 6777
(No FOI requests in 1997/98)

Surf Coast Shire Council
PO Box 350
TORQUAY
VIC 3228
Tel: (03) 5261 0656 Fax: (03) 5261 4527

South Gippsland Shire Council
Private Bag 4
LEONGATHA
VIC 3953
Tel: (03) 5662 9213 Fax: (03) 5662 3754

Southern Health Care Network
Locked Bag 29
CLAYTON
VIC 3168
Tel: 9550 2115 Fax: 9550 2199

St Vincent's Hospital
41 Victoria Parade
FITZROY
VIC 3065
Tel: 9288 2211 Fax: 9288 3907

State Electricity Commission of Victoria
Office of the Administrator
5/452 Flinders Street
MELBOURNE
VIC 3000
Tel: 9592 7940 Fax: 9679 4747

State Revenue Office
505 Lt Collins Street
MELBOURNE
VIC 3000
Tel: 9628 0696 Fax: 9628 0550

Stawell District Hospital
Sloane Street
STAWELL
VIC 3380
Tel: (03) 5358 2255 Fax: (03) 5358 3553

Strathbogie Shire Council
PO Box 2
EUROA
VIC 3666
Tel: (03) 5795 2010 Fax: (03) 5795 3550
(No FOI requests in 1997/98)

Sunraysia Community Health Service
PO Box 2803
MILDURA
VIC 3502
Tel: (03) 5023 7511 Fax: (03) 5023 7518

Swan Hill District Hospital
PO Box 483
SWAN HILL
VIC 3585
Tel: (03) 5033 9230 Fax: (03) 5032 4628

Swan Hill Rural City Council
 PO Box 488
 SWAN HILL
 VIC 3585
 Tel: (03) 5032 0333 Fax: (03) 5032 9817
 (No FOI requests in 1997/98)

Tourism Victoria
 GPO Box 2219T
 MELBOURNE
 VIC 3001
 Tel: 9653 9797 Fax: 9653 9755

Transport Accident Commission
 14/222 Exhibition Street
 MELBOURNE
 VIC 3000
 Tel: 9664 6528 Fax: 9664 6668

Trust for Nature
 Level 2
 385 Little Lonsdale Street
 MELBOURNE
 VIC 3000
 Tel: 9670 9933 Fax: 9670 9977
 (No FOI requests in 1997/98)

Upper Hume Community Health Service Inc
 PO Box 173
 WODONGA
 VIC 3689
 Tel: (02) 6056 1550 Fax: (02) 6024 5792
 (No FOI requests in 1997/98)

Urban Land Corporation
 11/360 Elizabeth Street
 MELBOURNE
 VIC 3000
 Tel: 9664 8444 Fax: 9662 1666

VicRoads
 60 Denmark Street
 KEW
 VIC 3101
 Tel: 9854 2331 Fax: 9854 0513

Victoria Legal Aid
 350 Queen Street
 MELBOURNE
 VIC 3000
 Tel: 9269 0234 Fax: 9269 0250

Victoria Racing Club
 400 Epsom Road
 FLEMINGTON
 VIC 3031
 Tel: 9254 4736 Fax: 9258 4743
 (No FOI requests in 1997/98)

Swinburne University of Technology
 PO Box 28
 HAWTHORN
 VIC 3122
 Tel: 9214 5278 Fax: 9819 5454

Towong Shire Council
 PO Box 55
 TALLANGATTA
 VIC 3700
 Tel: 0260 712 999 Fax: 0260 712 747
 (No FOI requests in 1997/98)

Treasury & Finance, Department of
 3/1 Treasury Place
 MELBOURNE
 VIC 3002
 Tel: 9651 5514 Fax: 9651 2132

University of Ballarat
 PO Box 663
 BALLARAT
 VIC 3353
 Tel: 5327 9506 Fax: 5327 9544
 (No FOI requests in 1997/98)

Upper Murray Health & Community Services
 PO Box 200
 CORRYONG
 VIC 3707
 Tel: (060) 76 1355 Fax: (060) 76 1739
 (No FOI requests in 1997/98)

Veterinary Board of Victoria
 272 Brunswick Road
 BRUNSWICK
 VIC 3056
 Tel: 9387 8236 Fax: 9388 0503

VicSwim
 1104-1108 Toorak Road
 HARTWELL
 VIC 3124
 Tel: 9889 5922 Fax: 9889 5933
 (No FOI requests in 1997/98)

Victoria Police Force
 PO Box 415
 MELBOURNE
 VIC 3005
 Tel: 9247 6050 Fax: 9247 5736

Victoria State Emergency Service
 151 Sturt Street
 SOUTH MELBOURNE
 VIC 3205
 Tel: 9684 6609 Fax: 9684 6659

Victoria University of Technology
PO Box 14428
Melbourne Mail Centre
MELBOURNE
VIC 8001
Tel: 9688 4872 Fax: 9688 5061

Victorian Arts Centre Trust
PO Box 7585
MELBOURNE
VIC 8004
Tel: 9281 8000 Fax: 9281 8610

Victorian Dairy Industry Authority
651 Victoria Street
ABBOTSFORD
VIC
Tel: 9426 1600 Fax: 9428 6111
(No FOI requests in 1997/98)

Victorian Electoral Commission
8/505 Little Collins Street
MELBOURNE
VIC 3000
Tel: 9287 7455 Fax: 9629 9330
(No FOI requests in 1997/98)

Victorian Superannuation Board
35 Spring Street
MELBOURNE
VIC 3000
Tel: 9651 3222 Fax: 9654 3699

Wangaratta District Base Hospital
PO Box 386
Green Street
WANGARATTA
VIC 3677
Tel: (03) 5722 0111 Fax: (03) 5722 0109

Warrnambool & District Base Hospital
Ryot Street
WARRNAMBOOL
VIC 3280
Tel: (03) 5563 1578 Fax: (03) 5563 1463

Wellington Shire Council
PO Box 506
SALE
VIC 3850
Tel: (03) 5142 3366 Fax: (03) 5142 3499

West Goulburn Community Health Services
35 Birdwood Avenue
STANHOPE
VIC 3623
Tel: (03) 5857 2400 Fax: (03) 5857 2741
(No FOI requests in 1997/98)

Victorian AIDS Council/Gay Men's Health Centre
6 Claremont Street
SOUTH YARRA
VIC 3141
Tel: 9865 6700 Fax: 9826 2700

Victorian Casino & Gaming Authority
Level 5
35 Spring Street
MELBOURNE
VIC 3000
Tel: 9651 3333 Fax: 9651 4999

Victorian Dried Fruits Board
PO Box 997
MILDURA
VIC 3500
Tel: (03) 5023 7764 Fax: (03) 5021 1457
(No FOI requests in 1997/98)

Victorian Financial Institutions Commission
7/20 Flinders Lane
MELBOURNE
VIC 3000
Tel: 9650 4599 Fax: 9654 8452
(No FOI requests in 1997/98)

Victorian Workcover Authority
GPO Box 4306
MELBOURNE
VIC 3001
Tel: 9641 1419 Fax: 9641 1599

Wangaratta Rural City Council
PO Box 238
WANGARATTA
VIC 3676
Tel: (03) 5722 0888 Fax: (03) 5 21 9526

Warrnambool City Council
PO Box 198
WARRNAMBOOL
VIC 3280
Tel: (03) 5564 7814 Fax: (03) 5562 8774

Werribee Mercy Hospital
Mercy Hospitals Inc
300 Princes Highway
WERRIBEE
VIC 3030
Tel: 9216 8888 Fax: 9216 8622

West Region Centre for Alcohol and Drug Dependence (WestADD)
49 Nicholson Street
FOOTSCRAY
VIC 3011
Tel: 9689 5533 Fax: 9687 2749
(No FOI requests in 1997/98)

- West Wimmera Health Service (incorporating Goroke CHC)**
PO Box 231
NHILL
VIC 3418
Tel: (03) 5391 4222 Fax: (03) 5391 4228
- Western Hospital**
Western Health Care Network
Gordon Street
FOOTSCRAY
VIC 3011
Tel: 9319 6352 Fax: 9317 6337
- Western Region Health Centre**
72-78 Paisley Street
FOOTSCRAY
VIC 3011
Tel: 9689 4888 Fax: 9686 5150
- Whitehorse Community Health Service**
65 Carrington Road
BOX HILL
VIC 3128
Tel: 9890 2220 Fax: 9898 8010
(No FOI requests in 1997/98)
- William Angliss Institute of TAFE**
GPO Box 4052
MELBOURNE
VIC 3001
Tel: 9606 2249 Fax: 9606 1330
(No FOI requests in 1997/98)
- Wimmera Health Care Group**
Baillie Street
HORSHAM
VIC 3400
Tel: (03) 5381 9111 Fax: (03) 5382 0829
- Wodonga Regional Health Service**
PO Box 156
WODONGA
VIC 3689
Tel: 02 60 517 111 Fax: 02 60 517 477
- Women's Health West**
60 Droop Street
FOOTSCRAY
VIC 3011
Tel: 9689 9588 Fax: 9689 3861
(No FOI requests in 1997/98)
- Wyndham City Council**
PO Box 197
WERRIBEE
VIC 3030
Tel: 9742 0777 Fax: 9741 6237
- West Wimmera Shire Council**
PO Box 15
KANIVA
VIC 3419
Tel: (03) 5392 7700 Fax: (03) 5392 7750
(No FOI requests in 1997/98)
- Western Melbourne Institute of TAFE**
Cnr Nicholson Street & Buckley Streets
FOOTSCRAY
VIC 3011
Tel: 9284 8548 Fax: 9284 8618
- Whitehorse City Council**
Locked Bag 2 Eastern Mail Centre
Rooks Road
NUNAWADING
VIC 3110
Tel: 9262 6339 Fax: 9262 6490
- Whittlesea City Council**
Locked Bag No 1
BUNDOORA
VIC 3083
Tel: 9217 2170 Fax: 9217 2111
- Williamstown Hospital**
Western Health Care Network
Railway Crescent
WILLIAMSTOWN
VIC 3016
Tel: 9393 0100 Fax: 9397 0186
- Wodonga Institute of TAFE**
15 McKoy Street
WODONGA
VIC 3690
Tel: 02 6055 6600 Fax: 02 6055 6611
(No FOI requests in 1997/98)
- Wodonga Rural City Council**
PO Box 923
WODONGA
VIC 3689
Tel: (02) 6055 9200 Fax: (02) 6055 9322
(No FOI requests in 1997/98)
- Wonthaggi District Hospital**
Graham Street
WONTHAGGI
VIC 3995
Tel: (03) 5671 3333 Fax: (03) 5671 3300
- Yarra City Council**
PO Box 168
RICHMOND
VIC 3121
Tel: 9205 5555 Fax: 9205 5081

Yarra Ranges Health Service
 377 Maroondah Highway
 HEALESVILLE
 VIC 3777
 Tel: (03) 5962 4300 Fax: (03) 5962 2226

Yarra Valley Water
 Lucknow Street
 MITCHAM
 VIC 3132
 Tel: 9872 1238 Fax: 9872 2609
 (No FOI requests in 1997/98)

Yarrawonga District Hospital
 Piper Street
 YARRAWONGA
 Victoria 3730
 Tel: 03 5743 8111 Fax: 03 5744 1961

Yea & District Memorial Hospital
 45 Station Street
 YEA
 VIC 3717
 Tel: (03) 5797 2500 Fax: (03) 5797 2391
 (No FOI requests in 1997/98)

Young Farmers Finance Council
 c/o Rural Finance Corporation of Victoria
 350 Collins Street
 MELBOURNE
 VIC 3000
 Tel: 9243 2604 Fax: 9243 2700
 (No FOI requests in 1997/98)

Yarra Ranges Shire Council
 PO Box 105
 LILYDALE
 VIC 3140
 Tel: 1300 368 333 Fax: 9735 4249

Yarrawonga Community Health Centre
 Piper Street
 YARRAWONGA
 VIC 3730
 Tel: (03) 5744 1324 Fax: (03) 5743 1426

Yarriambiack Shire Council
 PO Box 243
 WARRACKNABEAL
 VIC 3393
 Tel: (03) 5398 0100 Fax: (03) 5398 2502
 (No FOI requests in 1997/98)

Yooralla Society of Victoria
 244 Flinders Street
 MELBOURNE
 VIC 3000
 Tel: 9650 4077 Fax: 9654 7779
 (No FOI requests in 1997/98)

Zoological Parks & Gardens Board
 PO Box 74
 PARKVILLE
 VIC 3052
 Tel: 9285 9416 Fax: 9285 9330