

Freedom of Information

*Annual Report by
the Attorney-General
of Victoria*

2000

FOREWORD

I have much pleasure in submitting to both Houses of Parliament, the 2000 Freedom of Information Annual Report.

This report reflects the operation of freedom of information in Victoria for the 1999/2000 financial year and has been prepared in accordance with sections 64 and 65AA of the Freedom of Information Act 1982.

ROB HULLS MP
Attorney-General

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PART 1: FREEDOM OF INFORMATION OVERVIEW

During the 1999/2000 year, a number of changes occurred in the area of Freedom of Information in Victoria such as amendments to the FOI Act and the issuing of new FOI Guidelines by the Attorney-General.

The December 1999 amendments to the FOI Act achieved many positive outcomes ranging from making FOI processes more financially viable for members of the community, to increasing government accountability and placing more stringent tests before certain categories of documents can be exempted from release. Members of the community and Government agencies are able to access information detailing the amendments by perusing the Department of Justice's website on FOI (see www.justice.vic.gov.au).

To facilitate the proper administration of the December 1999 amendments, the Department of Justice arranged an extensive training program for FOI Officers, held during February and March 2000. The free training sessions were conducted in metropolitan and rural locations to ensure all government bodies were clear about their agencies' obligations given the changes to the FOI Act. It is pleasing to note that the program was a great success and participants provided very positive feedback about the structure and content of the sessions.

As a precursor to the training, on 2 February 2000, the Attorney-General issued new FOI Guidelines to all government bodies subject to the legislation, setting the primary framework from which all FOI matters must be administered. All Victorian departments and agencies were reminded of their key responsibilities under the Act, including the need to properly interpret its provisions. A copy of the Guidelines can be found on pages 85 to 87 of this report and accessed via the Department of Justice website (see www.justice.vic.gov.au). General feedback from agencies on the impact of the Guidelines has been quite positive and in many instances agencies have incorporated the document as part of internal information policies.

The above measures have assisted in providing government bodies with a clear and positive framework from which FOI can be administered in Victoria.

PART 2: USE OF FREEDOM OF INFORMATION

The statistical information contained in this report has been collated from data provided to the Department of Justice from approximately 300 State Government bodies subject to the *Freedom of Information Act 1982* (FOI Act). The statistical information was requested by the Department and provided on a uniform basis by agencies, in accordance with the requirements of section 64 and section 65AA of the Act.

1. Number of Requests, Internal Reviews and VCAT Appeals

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

The number of requests received during 1999/2000 showed an increase of around 8% above the figure for the previous year. Advice from agencies indicates that key factors likely to have contributed to the increase include :

- a growing awareness of the FOI rights within the community, especially as a result of media attention on FOI;
- legal firms opting to use the FOI process prior to pursuing public liability claims against government bodies;
- the likelihood that neighbourhood disputes often increase local community interest in issues pertaining to those disputes; and
- the FOI process being the cheaper alternative to requesting patient summary reports from public hospitals.

Table 1: Number of Requests, Reviews and Appeals

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

There was a decrease in 1999/2000 compared to the previous year in the number of internal reviews (decrease by 5%) and appeals to VCAT (by 11%). Feedback from agencies indicates that no singular reason for the decrease in these areas can be ascertained.

Of the 14,260 requests handled by agencies, 1% of these were appealed to VCAT. Decisions made by the Tribunal resulted in agency decisions being fully confirmed in 86% of cases and in 10% of appeals decided, VCAT partially upheld agency decisions. In 4% of

the total appeals, VCAT granted full access to documents. It should be noted that of the 143 appeals lodged with the Tribunal, 74% of applications were either undecided as at 1 July 2000, the appeal was withdrawn by the applicant (usually because the matter was resolved prior to full hearing), or the applicant did not pursue the appeal.

2. Decisions on Request

The access rate to documents requested has remained constant with some 68% of 1999/2000 requests receiving access in full (see table 2 and chart 1 below). Coupled with partial access decisions, applicants gained access to documents in 88% of requests and access was refused outright in only 3% of requests considered.

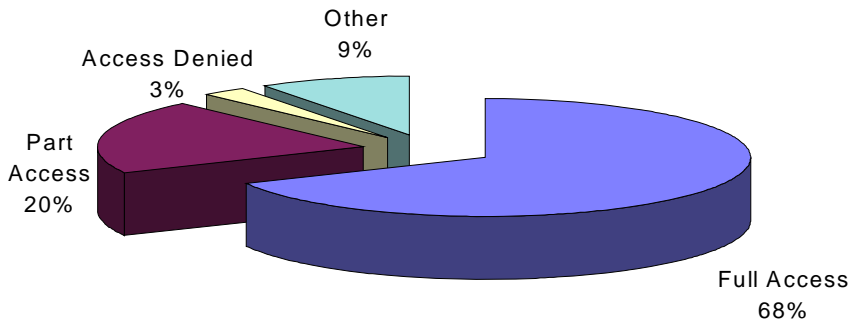
In 2000, the number of non-personal requests increased by 17% compared to the previous year. Such increases are quite common where there is greater interest in government administration. Agencies have also indicated that it reflects the amount of personal documents being disclosed outside the freedom of information process. The 9% of requests not covered by Table 2 are those requests included in 'other' in Chart 1.

Charts 1 to 3 illustrate the outcomes of requests, reviews and appeals in 2000.

Table 2: Decisions on Requests

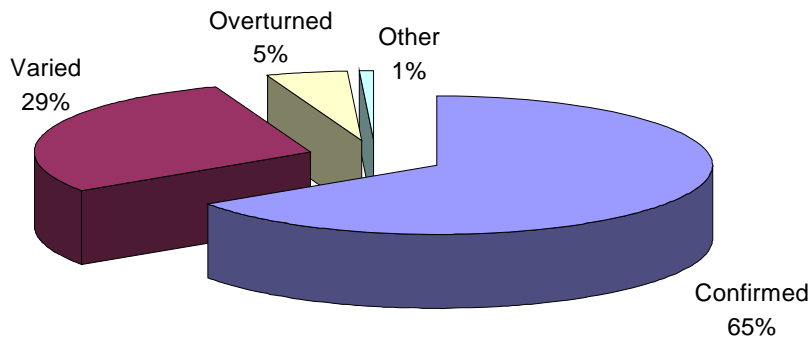
DECISION	1999/2000	% of TOTAL REQUESTS	1998/99	% of TOTAL REQUESTS
FULL ACCESS	9682	68%	8802	68%
PART ACCESS	2872	20%	2419	18%
ACCESS DENIED	390	3%	365	3%

Chart 1: Decisions on Requests (1999/2000)



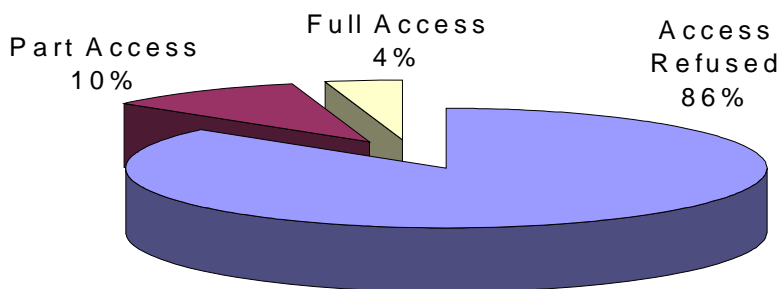
Note: 'Other' covers situations where a request has been received but one of the following situation applies: the applicant did not proceed with the application; it was transferred to another agency; it was a request made in 1999/2000 but had not been decided at the end of the reporting period; the agency did not hold the documents sought or where the agency and the applicant agreed on a form of access satisfactory to the applicant.

Chart 2: Results of Internal Review Decisions (1999/2000)



Note: '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.

Chart 3: Decisions handed down by VCAT in 1999/2000



Note: 'Access Refused' covers where VCAT affirmed an agency's decision, a case was struck out or the matter dismissed.

3. Most Frequently Cited Exemptions

The four most frequently cited exemptions in 2000, in order of most used to least used were:

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

Chart 4: Trends of Most Used Exemptions

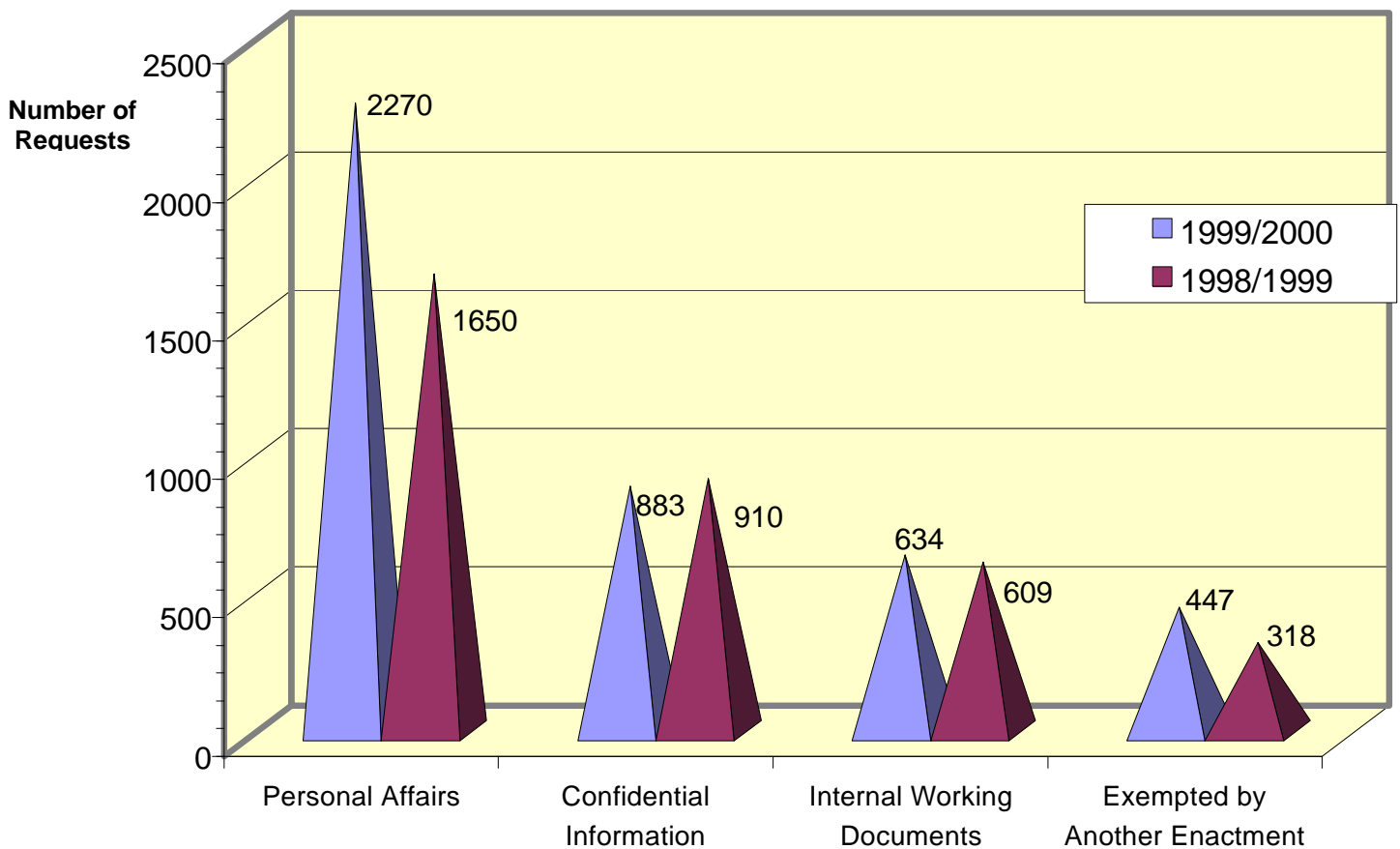


Table 3 : Exemptions Cited

SECTION OF FOI ACT	ORIGINAL DECISION	INTERNAL REVIEWS	VCAT
24A: Repeated Requests	1	-	-
25A: Voluminous Requests	53	4	2
28: Cabinet Documents	56	31	1
29: Intergovernmental Relations	10	4	-
30: Internal Working Documents	634	100	16
31: Law Enforcement	372	37	12
32: Legal Professional Privilege	355	61	16
33: Personal Affairs	2270	113	27
34: Commercial Confidentiality	145	32	2
35: Information Gained in Confidence	883	59	14
36: Contrary to Public Interest	17	10	-
38: Exempted by Another Enactment	447	22	7
38A: Council Documents	8	3	2

4. Fees and Charges for Requests

From the statistics provided it would seem that fees are being waived or reduced in approximately 18% of cases. This is based on the total number of requests - 14,260 - multiplied by \$20. If the fee were charged in each case, revenue received from fees would have been \$285,200. However, fee revenue was \$ 235,275.

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. Rather, they note the number of cases where waivers were granted on charges. If the total charges revenue of \$134,696.75 were divided across the 14,260 requests, each applicant would have paid \$9.45 in access charges.

5. 'Top 20' Agencies

A feature of this report each year is the 'Top 20' agencies. Of the approximately 300 agencies that provided information incorporated into this report, agencies in the 'Top 20' handled 72% of requests, with 49% of the requests they receive being for personal documents. Consequently, the percentage of personal requests for the 'Top 20' agencies is

practically the same as the overall percentage of personal requests (50%). Table 4 below identifies the relevant 20 agencies.

Table 4: Agencies Receiving the Most Requests.

	<i>NAME OF AGENCY</i>	<i>PERSONAL REQUESTS</i>	<i>NON PERSONAL REQUESTS</i>	<i>TOTAL</i>
1	Victoria Police Force	730	405	1135
2	Southern Health Care Network	396	679	1075
3	Human Services, Department of	923	146	1069
4	Metropolitan Ambulance Service	127	731	858
5	Alfred Hospital, The	184	596	780
6	Country Fire Authority	4	609	613
7	Metropolitan Fire and Emergency Services Board	15	488	503
8	Victorian WorkCover Authority	330	160	490
9	Royal Children's Hospital	489	0	489
10	Transport Accident Commission	361	5	366
11	Austin & Repatriation Medical Centre	345	2	347
12	St Vincent's Hospital	90	233	323
13	Box Hill Hospital	0	318	318
14	Rural Ambulance Victoria	4	309	313
15	Western Hospital	101	207	308
16	Barwon Health	283	3	286
17	Northern Hospital	264	0	264
18	Education, Employment & Training, Department of	124	136	260
19	La Trobe Regional Hospital	207	0	207
20	Infrastructure, Department of	4	181	185
	TOTALS	4981	5208	10189

PART 3: DETAILED STATISTICS FOR EACH AGENCY

6. Requests Received by Agencies

In the guidelines sent to agencies explaining the information required to compile this report, FOI Officers were asked not to include applications where the fee had not been paid or the waiver not granted.

From time to time, FOI Officers will receive applications which do not proceed for a number of reasons. For instance, the applicant does not pay the fee or, more often, 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 FOI Act. Whilst many of these sort of requests can require a commitment of time and resources by the FOI Officer, they are technically not requests under the Act.

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

7. Requests for Internal Review

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

Table 6 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, then 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).

Table 7 identifies the agencies whose decisions resulted in appeals decided on by the VCAT in 1999/2000. Agencies were asked to indicate the number and type of decisions handed down by the Tribunal in 1999/2000, 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.

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

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

<i>Agency</i>	<i>PERSONAL REQUESTS</i>	<i>NON PERSONAL REQUESTS</i>	<i>ACCESS FULL</i>	<i>ACCESS PART</i>	<i>ACCESS DENIED</i>	<i>OTHER**</i>
Adult Community and Further Education	0	1	0	0	0	1
Alfred Hospital, The	184	596	546	228	2	4
Alpine Shire	1	1	2	0	0	0
Angliss Health Service	102	1	96	0	1	6
Austin & Repatriation Medical Centre	345	2	318	3	3	23
Ballarat, City of	0	10	4	2	0	4
Ballarat Health Services	92	83	172	1	1	1
Banyule City Council	0	19	9	5	2	3
Banyule Community Health Service	2	0	2	0	0	0
Barwon Health	283	3	275	1	5	5
Barwon Region Water Authority	0	5	2	2	1	0
Bass Coast Shire Council	1	7	5	2	1	0
Baw Baw Shire Council	0	6	0	5	0	1
Bayside City Council	2	9	6	1	1	3
Beaufort & Skipton Health Service	2	0	1	1	0	0
Benalla & District Memorial Hospital	5	3	8	0	0	0
Bendigo, City of Greater	0	18	10	2	3	3
Bendigo Hospital, Bendigo Health Care Gr	51	90	140	0	0	1
Bendigo Regional Institute of TAFE	1	0	1	0	0	0
Bethlehem Hospital	2	0	2	0	0	0
Board of Studies	0	2	1	1	0	0
Boroondara City Council	1	25	8	11	1	6
Box Hill Hospital	0	318	318	0	0	0
Box Hill Institute of TAFE	1	1	1	0	0	1
Brimbank City Council	3	6	9	0	0	0
Buloke Shire Council	0	1	1	0	0	0
Campaspe Murray Community Care Inc.	1	0	1	0	0	0
Cardinia Shire Council	0	2	2	0	0	0
Casey, City of	0	10	6	3	1	0
Caulfield General Medical Centre	4	21	22	1	0	2
Central Gippsland Healthcare Service	44	0	43	0	1	0
Central Gippsland Institute of TAFE	0	2	0	1	1	0
Central Gippsland Region Water Authority	1	0	1	0	0	0
Chisholm Institute of TAFE	0	3	1	0	0	2
City West Water Limited	0	9	8	0	0	1
Cobaw Community Health Service	6	6	12	0	0	0
Colac Otway Shire Council	3	0	1	1	1	0
Country Fire Authority	4	609	7	497	11	98
Dandenong, City of Greater	0	13	3	10	0	0
Darebin, City of	3	14	12	2	0	3
Delatite Shire Council	0	1	1	0	0	0
Dental Board of Victoria	1	0	1	0	0	0
Dental Health Services Victoria – The Royal Dental Hospital of Melbourne	28	7	26	0	0	9
Djerriwarrh Health Services	9	18	27	0	0	0
Doutta Galla Community Health Service	1	1	2	0	0	0
East Gippsland Shire Council	0	6	5	1	0	0
East Wimmera Health Service	3	0	3	0	0	0
Eastern Access Community Health	0	1	1	0	0	0
Echuca Regional Health Service	9	13	22	0	0	0
Education, Employment & Training (DEET), Department of	124	136	89	84	8	79
Emergency Services Superannuation Scheme	29	0	29	0	0	0

<i>Agency</i>	<i>PERSONAL REQUESTS</i>	<i>NON PERSONAL REQUESTS</i>	<i>ACCESS FULL</i>	<i>ACCESS PART</i>	<i>ACCESS DENIED</i>	<i>OTHER**</i>
Environment Conservation Council	0	2	0	1	0	1
Environment Protection Authority	86	0	41	22	12	11
Equal Opportunity Commission Victoria	3	1	0	3	0	1
Far East Gippsland Health & Support Service	4	13	17	0	0	0
Frankston City Council	0	6	3	1	1	1
Gannawarra Shire Council	0	1	1	0	0	0
Geelong, City of Greater	0	38	23	4	2	9
Gippsland Southern Health Service	1	10	11	0	0	0
Glen Eira City Council	0	13	2	6	0	5
Glenelg Shire Council	0	3	3	0	0	0
Gordon Institute of TAFE	0	1	0	1	0	0
Goulburn Ovens Institute of TAFE	1	0	0	0	0	1
Goulburn Valley Health	104	0	104	0	0	0
Government Superannuation Office (GSO)	45	0	39	1	4	1
Greyhound Racing Victoria	0	2	2	0	0	0
Health Services Commissioner	4	3	7	0	0	0
Hepburn Health Service	1	0	1	0	0	0
Hepburn Shire Council	1	2	2	0	0	1
Hesse Rural Health Service	2	1	3	0	0	0
Hobsons Bay City Council	0	12	12	0	0	0
Horsham Rural City Council	0	2	2	0	0	0
Human Services, Department of	923	146	286	458	53	272
Hume City Council	0	5	4	1	0	0
Indigo Shire Council	0	2	1	0	0	1
Infrastructure, Department of	4	181	47	31	3	104
Inglewood & Districts Health Service	1	1	2	0	0	0
Inner South Community Health Service	1	0	1	0	0	0
ISIS Primary Care	2	0	2	0	0	0
Justice, Department of	101	34	30	67	3	35
Kerang & District Hospital	0	2	2	0	0	0
Kingston, City of	0	2	2	0	0	0
Knox City Council	0	7	7	0	0	0
Knox Community Health Service Inc	1	0	1	0	0	0
Kyabram & District Memorial Community Hospital	18	0	17	0	0	1
Kyneton District Health Services	5	16	17	0	0	4
La Trobe City Council	1	7	2	0	1	5
La Trobe University	9	4	3	9	0	1
Lakes Entrance Community Health Centre	4	0	4	0	0	0
La Trobe Regional Hospital	207	0	184	23	0	0
Loddon Shire Council	0	1	1	0	0	0
Lorne Community Hospital	1	12	13	0	0	0
Macedon Ranges Shire Council	0	2	2	0	0	0
Mallee Track Health & Community Service	2	0	2	0	0	0
Manningham City Council	0	10	9	1	0	0
Mansfield District Hospital	21	0	21	0	0	0
Maribyrnong City Council	0	6	4	0	0	2
Marine Board of Victoria	0	4	4	0	0	0
Maroondah, City of	0	6	5	0	1	0
Maroondah Hospital	57	103	155	5	0	0
Maryborough District Health Service	3	9	9	0	0	3
Medical Practitioners Board of Victoria	6	11	4	10	1	2

<i>Agency</i>	<i>PERSONAL REQUESTS</i>	<i>NON PERSONAL REQUESTS</i>	<i>ACCESS FULL</i>	<i>ACCESS PART</i>	<i>ACCESS DENIED</i>	<i>OTHER**</i>
Melbourne & Olympic Parks Trust	0	1	0	0	0	1
Melbourne, City of	0	37	30	2	4	1
Melbourne City Link Authority	0	7	3	1	0	3
Melbourne Extended Care & Rehabilitation Service	2	2	4	0	0	0
Melbourne Water Corporation	7	18	15	8	0	2
Melton Shire Council	0	3	0	0	1	2
Mercy Hospital for Women	71	0	71	0	0	0
Metropolitan Ambulance Service	127	731	794	1	2	61
Metropolitan Fire and Emergency Services Board	15	488	494	0	4	5
Mildura Rural City Council	0	6	6	0	0	0
Mitchell Shire Council	4	2	6	0	0	0
Moira Shire Council	0	4	2	0	0	2
Monash City Council	0	12	10	2	0	0
Monash University	16	2	7	4	3	4
Moonee Valley City Council	1	9	1	5	0	4
Moorabool Shire Council	1	0	1	0	0	0
Moreland City Council	0	10	3	6	0	1
Mornington Peninsula Shire Council	0	16	10	5	1	0
Moyne Shire Council	2	1	1	0	2	0
Mt Alexander Hospital	6	4	10	0	0	0
Murrindindi Shire Council	0	1	1	0	0	0
Natural Resources & Environment, Department of	3	107	46	29	13	22
Nillumbik Shire Council	1	1	1	0	1	0
Melbourne Extended Care & Rehabilitation Service	2	2	4	0	0	0
Northern Grampians Shire Council	0	1	1	0	0	0
Northern Hospital	264	0	244	9	0	11
Northern Melbourne Institute of TAFE	6	1	4	2	1	0
Nurses Board of Victoria	33	1	33	0	1	0
Office of the Regulator – General	1	0	1	0	0	0
Peninsula Health Care Network	52	170	211	4	5	2
Peter MacCallum Cancer Institute	8	24	32	0	0	0
Plumbing Industry Commission	2	15	12	2	1	2
Port Phillip City Council	2	27	18	4	1	6
Portland & District Hospital	9	26	35	0	0	0
Premier and Cabinet, Department of	0	64	9	22	4	29
Public Transport Corporation	8	48	23	5	1	27
Pyrenees Shire Council	1	1	1	1	0	0
Robinvale District Health Services	1	5	6	0	0	0
Rochester & Elmore District Health Service	2	1	2	0	0	1
Royal Botanic Gardens Board	0	2	0	0	0	2
Royal Children's Hospital	489	0	388	20	0	81
Royal Melbourne Hospital	413	0	410	0	3	0
Royal Melbourne Institute of Technology University	6	1	3	3	0	1
Royal Victorian Eye & Ear Hospital	48	0	48	0	0	0
Royal Women's Hospital	134	38	157	0	1	14
Rural Ambulance Victoria	4	309	286	0	0	27
Rural City Of Ararat	0	2	1	1	0	0
Rural City of Wangaratta	0	1	1	0	0	0
Seymour District Memorial Hospital	2	0	2	0	0	0
Shire of Campaspe	3	1	4	0	0	0
South East Water	0	4	2	1	0	1

<i>Agency</i>	<i>PERSONAL REQUESTS</i>	<i>NON PERSONAL REQUESTS</i>	<i>ACCESS FULL</i>	<i>ACCESS PART</i>	<i>ACCESS DENIED</i>	<i>OTHER**</i>
South Gippsland Shire Council	0	5	1	3	1	0
Southern Grampians Shire Council	0	1	1	0	0	0
Southern Health Care Network	396	679	929	34	112	0
South West Healthcare	53	59	108	0	4	0
St Vincent's Hospital	90	233	312	2	0	9
State & Regional Development, Department of	0	39	13	10	2	14
State Electricity Commission of Victoria	29	1	21	4	0	5
State Revenue Office	0	31	2	16	6	7
State Training Board	0	1	0	1	0	0
State Trustees Limited	2	8	0	6	2	2
Stawell District Hospital	11	0	11	0	0	0
Strathbogie Shire Council	0	1	1	0	0	0
City of Stonnington	0	28	26	0	1	1
Sunraysia Community Health Service	0	1	1	0	0	0
Surfcoast Shire Council	0	7	7	0	0	0
Swan Hill District Hospital	25	0	25	0	0	0
Swan Hill Rural City Council	0	2	2	0	0	0
Swinburne University of Technology	0	1	0	1	0	0
Treasury & Finance, Department of	1	52	11	14	0	28
Tourism Victoria	0	1	0	0	0	1
Transport Accident Commission	361	5	22	332	6	6
Trust for Nature (Victoria)	0	2	1	0	1	0
University of Ballarat	2	3	1	4	0	0
University of Melbourne	7	7	6	4	3	1
Urban Land Corporation	0	1	0	1	0	0
VicRoads	41	42	25	33	10	15
Victoria Legal Aid	6	2	4	1	3	0
Victoria Police Force	730	405	374	615	39	107
Victoria State Emergency Service	0	22	17	0	5	0
Victoria University	1	1	1	0	0	1
Victorian Casino & Gaming Authority	2	18	3	8	9	0
Victorian Electoral Commission	1	0	1	0	0	0
Victorian WorkCover Authority	330	160	290	119	5	76
Yarra Ranges Shire Council	2	15	14	1	1	1
Wangaratta District Base Hospital	17	48	64	0	0	1
Warrnambool City Council	0	3	3	0	0	0
Wellington Shire Council	0	5	4	1	0	0
Werribee Mercy Hospital	70	0	67	2	1	0
West Wimmera Shire Council	0	1	1	0	0	0
Western District Health Service	0	26	26	0	0	0
Western Hospital	101	207	305	1	0	2
Whitehorse, City of	0	22	10	10	0	2
Whittlesea City Council	0	3	3	0	0	0
William Angliss Institute of TAFE	1	0	0	0	0	1
Wimmera Health Care Group	43	0	43	0	0	0
Williamstown Hospital	19	13	28	1	0	3
Wodonga Regional Health Service	8	0	8	0	0	0
Wonthaggi & District Hospital	12	0	12	0	0	0
Wyndham City Council	0	10	7	1	2	0
Yarra City Council	0	22	18	0	2	2
Yarra Ranges Health Service	2	1	3	0	0	0
Yarra Ranges Shire Council	2	15	14	1	1	1

<i>Agency</i>	<i>PERSONAL REQUESTS</i>	<i>NON PERSONAL REQUESTS</i>	<i>ACCESS FULL</i>	<i>ACCESS PART</i>	<i>ACCESS DENIED</i>	<i>OTHER**</i>
Yarra Valley Water Ltd	0	2	2	0	0	0
Yarrawonga District Health Service	0	1	1	0	0	0
Yea & District Memorial Hospital	3	0	3	0	0	0
TOTALS	7081	7179	9682	2872	390	1316

**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 1999/2000 but had not been decided at the end of the reporting period; the agency did not hold the documents sought or where the agency and the applicant agreed on a form of access satisfactory to the applicant.

Table 6: Requests for Internal Review

Agency	INTERNAL REVIEWS	DECISION CONFIRMED	DECISION VARIED	DECISION OVERTURNED	OTHER***
Alfred Hospital, The	1	0	1	0	0
Austin & Repatriation Medical Centre	1	1	0	0	0
Ballarat Health Services	1	1	0	0	0
Barwon Health	1	1	0	0	0
Barwon Region Water Authority	1	1	0	0	0
Bass Coast Shire Council	1	1	0	0	0
Bayside City Council	2	0	0	2	0
Bendigo, Greater City Council	1	1	0	0	0
Board of Studies	1	0	1	0	0
Boroondara City Council	5	3	2	0	0
Campaspe Murray Community Care Inc.	1	0	0	0	1
Casey, City of	1	0	0	1	0
Chisholm Institute of TAFE	2	2	0	0	0
Colac Otway Shire Council	1	1	0	0	0
Country Fire Authority	16	12	3	1	0
Education, Employment and Training, Department of	21	21	0	0	0
Environment Protection Authority	6	5	1	0	0
Geelong, City of Greater	2	2	0	0	0
Glen Eira City Council	2	1	1	0	0
Government Superannuation Office	5	0	5	0	0
Human Services, Department of	18	6	12	0	0
Infrastructure, Department of	4	3	1	0	0
Justice, Department of	13	6	7	0	0
Kingston, City of	1	0	0	1	0
Knox City Council	1	1	0	0	0
La Trobe Regional Hospital	2	2	0	0	0
La Trobe University	5	2	3	0	0
Maroondah Hospital	2	2	0	0	0
Medical Practitioners Board of Victoria	1	1	0	0	0
Melbourne City Link Authority	1	0	1	0	0
Melbourne Water Corporation	2	0	2	0	0
Melbourne, City of	3	2	1	0	0
Metropolitan Fire and Emergency Services Board	4	4	0	0	0
Monash University	5	4	1	0	0
Moreland City Council	1	0	1	0	0
Mornington Peninsula Shire Council	3	2	1	0	0
Moyne Shire Council	1	1	0	0	0
Natural Resources & Environment, Department of	7	6	1	0	0
Peninsula Health Care Network	1	0	0	1	0
Port Phillip City Council	2	1	0	1	0
Premier and Cabinet, Department of	8	6	2	0	0
Pyrenees Shire Council	1	0	0	1	0
Royal Melbourne Institute of Technology University	1	1	0	0	0
Shepparton, Greater City Council	1	0	0	1	0
Southern Health Care Network	6	5	1	0	0
State & Regional Development, Department of	5	4	1	0	0
State Revenue Office	10	1	9	0	0
Transport Accident Commission	11	9	2	0	0
Treasury and Finance, Department of	5	2	3	0	0

Agency	INTERNAL REVIEWS	DECISION CONFIRMED	DECISION VARIED	DECISION OVERTURNED	OTHER***
Trust for Nature (Victoria)	1	0	1	0	0
University of Ballarat	2	2	0	0	0
University of Melbourne	5	5	0	0	0
VicRoads	2	2	0	0	0
Victoria Legal Aid	3	3	0	0	0
Victoria Police Force	27	23	3	1	0
Victorian Casino & Gaming Authority	5	1	4	0	0
Victorian WorkCover Authority	9	5	3	1	0
Werribee Mercy Hospital	1	1	0	0	0
Whitehorse, City of	1	0	1	0	0
Wodonga Institute of TAFE	2	1	1	0	0
Wyndham City Council	1	1	0	0	0
Yarra Ranges Shire Council	2	1	0	1	0
Yarrawonga District Health Services	1	0	0	0	1
TOTALS	258	169	75	12	2

***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**
Alfred Hospital, The	1	1	0	1	0	0
Austin and Repatriation Hospital	1	0	0	0	0	1
Banyule Community Health Service	1	0	0	0	0	1
Barwon Health	2	1	0	0	1	1
Bayside City Council	0	2	0	0	2	0
Bendigo Hospital, Bendigo Health Care Group	1	1	0	0	1	0
Boroondara City Council	1	1	0	0	1	0
Buloke Shire Council	2	2	0	0	2	0
Colac Otway Shire Council	1	0	0	0	0	1
Country Fire Authority	4	1	0	0	1	3
Deakin University	1	0	0	0	0	1
Education, Employment & Training, Department of	6	1	0	0	1	5
Environment Protection Authority	4	2	0	0	2	2
Equal Opportunity Commission	1	1	0	0	1	0
Fawkner Crematorium and Memorial Park	1	0	0	0	0	1
Frankston Hospital	1	0	0	0	0	1
Glen Eira City Council	1	0	0	0	0	1
Government Superannuation Office	4	0	0	0	0	4
Greater Geelong, City of	2	0	0	0	0	2
Human Services, Department of	14	1	0	0	1	13
Indigo Shire Council	1	1	0	0	1	0
Infrastructure, Department of	2	0	0	0	0	2
Justice, Department of	4	2	0	1	1	3
La Trobe University	5	1	0	0	1	4
Legal Ombudsman	1	0	0	0	0	1
Medical Practitioners Board of Victoria	4	2	0	0	2	2
Melbourne, City of	1	0	0	0	0	1
Melbourne University	2	1	0	0	1	1
Melbourne Water Corporation	2	0	0	0	0	2
Metropolitan Ambulance Service	1	0	0	0	0	1
Metropolitan Fire & Emergency Services Board	2	0	0	0	0	2
Mildura Base Hospital	1	1	0	0	1	0
Monash Medical Centre	1	0	0	0	0	1
Monash University	2	2	0	2	0	2
Mornington Peninsula Shire	1	0	0	0	0	1
Natural Resources & Environment, Department of	3	0	0	0	0	3
Northern Melbourne Institute of TAFE	1	1	0	0	1	0
Peninsula Health Care Network	3	0	0	0	0	3
Port Phillip City Council	1	0	0	0	0	1
Premier and Cabinet, Department of	1	0	0	0	0	1
Pyrenees Shire Council	1	1	0	0	1	0
Royal Women's Hospital	1	1	0	0	1	0

Agency	NUMBER OF APPEALS LODGED	NUMBER DECIDED BY VCAT	VCAT GRANTED FULL ACCESS	VCAT GRANTED PART ACCESS	VCAT REFUSED ACCESS*	OTHER**
Southern Health Care Network	1	3	1	0	2	1
Southern Rural Water	1	0	0	0	0	1
State & Regional Development, Department of	1	0	0	0	0	1
State Revenue Office	4	0	0	0	0	4
Transport Accident Commission	3	0	0	0	0	3
Treasury and Finance, Department of	3	0	0	0	0	3
Trust for Nature	1	0	0	0	0	1
University of Melbourne	3	0	0	0	0	3
VicRoads	3	2	0	0	2	1
Victoria Legal Aid	0	3	0	0	3	0
Victoria Police Force	17	8	1	1	6	11
Victoria University	3	0	0	0	0	3
Victorian Casino & Gaming Authority	3	1	0	0	1	2
Victorian WorkCover Authority	7	4	0	0	4	3
Werribee Mercy Hospital	2	1	0	0	1	1
Western Water	1	1	0	0	1	0
TOTALS	143	50	2	5	43	106

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

** The column headed 'Other' covers the following situations: the applicant did not proceed with the appeal; the appeal was yet to be decided at 30 June 2000; or the appeal was resolved at a stage prior to hearing.

Table 8: Exemptions Cited

Agency	INITIAL DECISION Section of Act (No. of Times cited)	INTERNAL REVIEW Section of Act (No. of Times cited)	VCAT
Alfred Hospital, The	33(1) [228], 33(4) [24]	30(1) [1], 32 [1], 33(1) [1], 35(1)(b) [1], 38 [1]	30(1) [1], 38 [1]
Angliss Health Service	33(1) [1]	0	0
Austin & Repatriation Medical Centre	33(1) [3], 33(4) [1], 35(1) [2],	0	0
Ballarat City Council	25A (1) [1]; 32(1) [1].	0	0
Ballarat Health Services	33(1) [1]; 34(1)(a) [1]	34(1)(a) [1]	0
Banyule City Council	25(b) [2]; 30(1)(a)&(b) [2]; 34(1)(a & b) [2]; 34(4)(a)(ii) [1]	0	0
Barwon Health	33(4)[5], 34(1)(a)[2]	34(1)[1]	34(1)[1]
Barwon Region Water Authority	33(1) [1]; 35(1)(b) [1]	33(1) [1]; 35(1)(b) [1],	0
Bass Coast Shire Council	32(1) [3]	32 [1]	0
Baw Baw Shire Council	32 [2], 33(1) [1], 34(1) [1], 38 [2], 38A [3]	0	0
Bayside City Council	30 [1], , 31 [1], 33 [1]; 34 [1], 35 [1]	0	25A [1], 30[1], 32[1], 34[1], 38A[1]
Beaufort & Skipton Health Service	30(1)(a) [1]	0	0
Board of Studies	33 [1],	30 [1], 34 [1]	0
Boroondara City Council	30 [3], 32 [3], 33 [5], 34 [1]	30 [1], 32[1], 33 [2], 34 [1]	0
Caulfield General Medical Centre	32(1) [1] & 33(1)	0	0
Central Gippsland Healthcare Service	33 (1) [1]	0	0
Central Gippsland Institute of TAFE	25A(b)(a) [1], 33(1) [1]	0	0
Chisholm Institute of TAFE	0	39 [2]	39 [1]
City of Ballarat	25A(1) [1]; 32(1) [1];	0	0
City of Casey	31 [1], 32 [1], 35 [4]	0	0
City of Darebin	32 (1) [1]	0	0
City of Greater Dandenong	31(1)(a) [2], 31(1)(c)[2], 31(1)(d) [2], 33(1) [8]	0	0
City of Greater Geelong	30 (1) [2], 32(1) [4], 33(1) [1], 34(1) [1], 35(1) [3], 38(1) [1]	30(1) [2], 32(1) [2], 34(1) [1], 35(1) [1], 38(A) [1]	30(1) [1], 32(1) [1], 38(A) [1]
City of Greater Shepparton	0	0	32 [1]
City of Maroondah	25A [1]	0	0
City of Melbourne	30(1) [1], 32(1) [5], 33(1) [2]	31(1)(a) [1], 32(1) [2]	31(1) [1]
City of Stonnington	34(1)(b) [1]	0	0
City of Whitehorse	30(1) [2], 32(1) [5], 33(1)(b) [3], 34(1) [2], 34(4) [1], 38A(1)(a) [1],	30(1)[1], 32(1)[1]	Nil
Colac Otway Shire Council	25 [1], 30 [1], 33 [1], 34 [3]	0	0
Country Fire Authority	25A(5)[2], 28(1)(b)[1], 30(1)[12], 32(1)[3], 33(1)[286], 34(4)(a)[4], 35(1)(b)[498], 38[2].	25A(5) [2], 28(1)(b)[1], 30(1)[9], 32(1)[2], 33(1)[7], 34(4)(a)[3], 35(1)(B)[7], 38[1]	35(1)(B)[1]

Agency	INITIAL DECISION Section of Act (No. of Times cited)	INTERNAL REVIEW Section of Act (No. of Times cited)	VCAT
Education, Employment & Training, Department of	25A(5) [6], 28(1)(b) [1], 28(1)(a) [1], 28(1)(d) [1], 29(a) [1], 30(1) [16], 31(1)(a) [2], 32(1) [7], 33(1) [37], 33(4) [1], 34(1)(a) [7], 34(1)(b) [1], 34(4) [6], 35(1)(b) [16], 38 [7]	28(1)(b) [1], 28(1)(d) [1], 30(1) [15], 32(1) [1], 33(1) [5], 34(4)[2], 35(1)(b) [4].	33(1) [3]
Docklands Authority	25A [1]; 31 [1],	31(1) [1]	0
East Gippsland Shire Council	33(1) [1]	0	0
East Grampians Health Service	30(1) [1], 34(1) [1], 34(4) [1], 36(2)(a) [1]	30(1) [1], 34(1) [1], 34(4) [1], 36(2)(a) [1]	0
Environment Conservation Council	30(1) [1]	0	0
Environment Protection Authority	25A(1) [1], 25A(5) [3], 29(a) [1], 30(1) [11], 32 [1], 33(1) [25], 34(1)(a) [3], 34(1)(b) [1], 35(1)(b) [13]	30(1) [1], 33(1) [4], 35(1)(b) [3]	33(1) [1], 35(1)(b) [1]
Equal Opportunity Commission Victoria	38 [3]	0	0
Frankston City Council	34(1)(a)[1], 38A[1]	0	0
Glen Eira City Council	25A(1) [1], 30 [6], 33 [3], 34(1)(a) [1]	30 [1], 33 [1]	0
Gordon Institute of TAFE	33(1) [1]	0	0
Government Superannuation Office (GSO)	32(1)[5]	30(1)[5], 32(1)[5], 32(2)[5], 33(1)[5]	30(1)[5], 32(1)[5], 32(2)[5], 33(1)[5]
Greater Bendigo City Council	30(1)(a) [3], 34(1)(b)[2], 34(4)[1], 36(2)(a)[1]	30(1)(a)[1], 36(2)(a)[1]	0
Greater Shepparton City Council	32(1)[1], 33(1)[2], 33(3)[1], 34(3)[1], 34(3)(a)[1], 35(1)(a)[1]	34(3)[1]	0
Human Services, Department of	30(1) [23]; 31(1)(a) [10]; 31(1)(c) [126]; 32(1) [11]; 33(1) [406]; 33(9)(a) [3]; 33(9)(b) [4]; 34(1)(b) [1]; 35(1)(b) [169]; 35(1)(a) [14]; 38 [100];	28 [4]; 31(1)(c) [8]; 33(1) [13]; 35(1)(b) [6];	31(1)(c) [1]; 33(1) [1]; 35(1)(b) [1]; 38 [1]
Hume City Council	33(1)[1]	0	0
Indigo Shire Council	33(3)[1]		33(3)[1]
Infrastructure, Department of	25(1)(a) [1]; 25A(5) [1]; 30(1) [2]; 31(1)(b) [1]; 32(1) [4]; 33(1) [25]; 34(1)(b) [3];	30(1) [1]; 33(1) [1]; 33(3) [2];	0
Justice, Department of	27(2)(b) [1], 28(1)(b) [1], 28(1)(d) [1], 29(a) [1], 30(1) [17], 31(1)(a) [10], 31(1)(c) [11], 31(1)(d) [13], 31(1)(e) [1], 32(1) [7], 33(1) [68], 34(1)(a) [2], 34(1)(b) [1], 35(1)(a) [1], 35(1)(b) [12], 38 [43]	29(b) [1], 30(1) [6], 31(1)(a) [2], 31(1)(c) [2], 31(1)(d) [2], 32(1) [2], 33(1) [9], 34(1)(a) [1], 35(1)(b) [3], 38 [6]	28(1)(c) [1], 30(1) [4], 31(1)(a) [1], 33(1)(b) [1], 38 [1]
La Trobe City Council	33(1) [3]; 34(1)(b) [1],	0	0
La Trobe Regional Hospital	33(4) [23]	33(4) [2]	0

Agency	INITIAL DECISION Section of Act (No. of Times cited)	INTERNAL REVIEW Section of Act (No. of Times cited)	VCAT
La Trobe University	30(1) [1]; 32(1) [2]; 33(1) [5]; 34(1) [2]; 35(1) [4]	30 [3]; 32 [5]; 33 [3]; 34 [1]; 35 [2]	
Manningham City Council	33(1) [1]	0	0
Maroondah Hospital	33(1)[5]	33(1)[2]	0
Medical Practitioners Board of Victoria	30 [7], 31 [3], 33 [4], 35 [10], 38 [1]	30 [1], 35[1], 38[1]	30 [1], 31 [1], 33 [1], 35 [2]
Melbourne City Link Authority	30(1) [1]; 32(1) [1]	32(1) [1]	0
Melbourne Water Corporation	28 [1], 30 [2], 32(1) [3]; 33(3) [1]; 34(4) [2],	28 [1], 32(1) [2]	32(1) [2]
Melton Shire Council	33(1)[1]	0	0
Mercy Hospital for Women	33(1) [1]	0	0
Metropolitan Ambulance Service	32(1)[3]	0	0
Metropolitan Fire and Ambulance Services Board (MFESB)	33(1) [2], 34(1)(b) [2]	33(1) [2], 34(1)(b) [2]	0
Monash City Council	35(1)(b)[2]	0	0
Monash University	25 [5]; 30(1) [1], 32(1)[1], 33(1)[4], 35(1)(b)[1],	30(1)[1], 32(1)[1], 33(1)[2], 35(1)(b)[1]	33(1)[2]
Moonee Valley City Council	30 (1) [2]; 32(1) [2], 33(1) [5], 34(1)(a) [2], 35(1)(a) [2]	0	0
Moreland City Council	30(1) [3], 31(1) [1], 32(1) [1], 33(1) [5], 34(1) [1], 35(1) [3].	0	0
Mornington Peninsula Shire Council	32(1) [1], 33(1) [4],: 38A(1)(b) [1]	32(1) [1], 33(1) [1],: 38A(1)(b) [1]	0
Moyne Shire Council	31(1)(a) [1], 32(1) [1], 34(1)(a) [1]	31(1) [1], 34(1)(a) [1]	0
Natural Resources & Environment, Department of	25A(1) [3]; 29(1) [1]; 30(1) [26]; 31(1)(a) [1]; 31(1)(b) [1]; 31(1)(e) [1]; 32(1) [4]; 33(1) [11]; 34(1)(a) [13]; 34(1)(b) [8]; 34(4)(a) [2]; 34(4)(b) [3]; 35(1)(b) [5]; 36(1)(a) [1]; 36(1)(b) [1]; 38 [3];	29(A) [1]; 29(b) [1]; 30(1) [6]; 31(1)(c) [1]; 32(1) [1]; 33(1) [2]; 34(1)(a) [3]; 34(1)(b) [3]; 35(1)(a) [1]; 36(1)(a) [1]; 38 [2]	
Nillumbik Shire Council	33(1) [1]	0	0
Northern Hospital	33 (1) [9]	0	0
Northern Melbourne Institute of TAFE (NMIT)	30[3]; 33[2],	0	0
Nurses Board of Victoria	30 [1], 31 [1], 38 [1]	0	0
Peninsula Health Care Network	33 [11], 35(1)(b) [2], 35(1) [1]	0	0
Plumbing Industry Commission	31(1)(b) [2]; 32(1) [1];	0	0
Port Phillip City Council	33(1) [3], 35(1)(b) [2], 36(2)(b) [2]	36(2)(b) [1]	

Agency	INITIAL DECISION Section of Act (No. of Times cited)	INTERNAL REVIEW Section of Act (No. of Times cited)	VCAT
Premier and Cabinet, Department of	25A [10]; 28(1)(a) [3]; 28(1)(ba) [5]; 28(1)(b) [4]; 28(1)(c) [4]; 28(1)(d) [4]; 29(a) [1]; 30(1) [16]; 31(1)(a) [1]; 32(1) [1]; 33(1) [9]; 33(4) [1]; 34(1)(a) [4]; 34(1)(b) [1]; 34(4)(a) [1]; 35(1)(a) [2]; 35(1)(b) [1]	25A [1]; 28(1)(a) [3]; 28(1)(ba) [2]; 28(1)(b) [2]; 28(1)(c) [2]; 28(1)(d) [2]; 30(1) [5]; 32(1) [1]; 33(1) [3]; 35(1)(a) [2]	N/A
Public Transport Corporation	25A(5) [1]; 32(1) [4]; 33(1) [6]; 34(1)(a) [2]; 34(4)(a) [1]; 35(1)(d) [1]	0	0
Pyrenees Shire Council	30 [1], 38A [1]	0	0
Royal Children's Hospital	33(1) [13], 35(1)(a) [7]	0	0
Royal Melbourne Hospital	33 (1) [3]	0	0
Royal Melbourne Institute of Technology University	33(1) [2], 32 [1]	33(1) [1], 32 [1]	0
Royal Women's Hospital	33 (1) [1]	0	0
Rural City Of Ararat	35(1)(a) [1], 35(1)(b) [1], 36(1)(b) [1]	0	0
South East Water	33(1) [1]	0	0
South Gippsland Shire Council	33(1) [4]	0	0
South West Healthcare	25A(1) [4]	0	0
Southern Health Care Network	25(a) [1]; 33(1) [19], 33 (4) [3]; 35(1) [20],	33(1) [2], 35(1) [6]	35(1) [2]
St Vincent's Hospital	33(4) [1], 35 (1) [1]	0	0
State & Regional Development	24A [1], 25A(1) [1]; 28(1)(b) [5], 28(1)(b)(a) [1]; 28(1)(d) [1], 29(a) [1]; 30(1) [9], 32(1) [1], 33(1) [5], 34(1)(a) [1], 34(1)(b) [1], 34(4)(a) [3], 38 [1]	28(1)(b) [3], 28(1)(ba) [1], 29(a) [1], 30(1) [6], 32(1) [1], 33(1) [2], 34(4)(a) [1]	0
State Electricity Commission of Victoria	33(1) [4]	0	0
State Revenue Office	25A(5) [2], 30(1) [10], 31(1)(a) [7], 31(1)(d)[1], 32(1)[10], 33(1)[2], 35(1)(a)[7], 36(1)(b)[2], 38 [10],	25A(5) [1], 30(1) [3], 31(1)(a) [2], 33(1) [1], 35(1)(a) [1], 35(1)(a) [1], 36(1)(b) [2], 38 [1]	0
State Training Board	30(1) [1], 34(4)(a)(l) [1], 35(1)(b) [1].	0	0
State Trustees Limited	30(1) [5], 35(1) [7], 39 [3],	0	0
Swinburne University of Technology	33(1) [1]	0	0
Transport Accident Commission	25A [1]; 30(1) [320]; 31(1)(a) [1]; 31(1)(c) [1]; 31(1)(d) [1]; 31(1)(e) [1]; 32(1) [164]; 33(1) [135]; 34(1)(a) [1]; 34(1)(b) [1]; 34(4)(a) [1]; 35(1)(a) [125]; 35(1)(b) [126]; 36(1)(b) [3]; 38 [255]	30(1) [10]; 32(1) [10]; 33(1) [7]; 35(1)(a) [2]; 35(1)(b) [2]; 38 [7].	N/A

Agency	INITIAL DECISION Section of Act (No. of Times cited)	INTERNAL REVIEW Section of Act (No. of Times cited)	VCAT
Treasury and Finance, Department of	25(A)(1) [2]; 28(b) [9], 28(ba) [8], 29 [1], 30(1) [8], 32(1) [4], 33(1) [6], 34(1)(a) [1], 34(1)(b) [1], 34(4)(a) [1], 35 [4], 36[1]	28(b) [4], 30(l) [3], 32(1) [3], 33[1] [3], 35[3]	0
Trust for Nature (Victoria)	32(1) [1]	32(1) [1]	0
University of Ballarat	30 [1]; 33 [3], 35 [2]	33 [1]; 35 [1]	0
University of Melbourne	30 (1) [7], 32 [1], 33 [4], 35(1) [1]; 35(1)(b) [3], 36(1)(b) [2]	30(1)[6], 33 [3], 35(1) [1]; 35(1)(b) [1], 36(1)(b) [2],	0
VicRoads	30(1)(a)&(b) [1]. 31(1)(c) [1], 32(1) [1], 33(1) [19], 33(4) [1], 34(1) [1], 34(1)(b) [1], 34(4) [1], 34(4)(a)(ii) [2], 35(1)(b) [9], 38 [3],	31(1)(c) [1], 33(1) [1], 35(1)(b) [1]	33(1) [1]
Victoria Legal Aid	33(1)[2], 38 [1], 35(1)(b) [2]	33(1)[2], 38 [1], 35(1)(b) [2]	33(1) [3], 35(1)(b) [1], 38 [2], 32 [1], 30 [1]
Victoria Police Force	28(1)(ba) [4], 29(a) [2], 30(1) [45], 31(1)(a) [46], 31(1)(b) [53], 31(1)(c) [23], 31(1)(d) [33], 31(1)(e) [4], 32(1) [12], 33(1) [518], 33(6) [6], 34(1)(a) [3], 34(4)(c) [1], 35(1)(a) [1], 35(1)(b) [60], 38 [40]	28(1)(ba) [1], 29(a) [1], 30(1)(a)(b) [4], 31(1)(a) [2], 31(1)(b) [2], 31(1)(c) [6], 31(1)(d) [2], 32(1) [2], 33(1) [21], 35(1)(a) [1], 35(1)(b) [6], 38 [2].	30(1)(a) & (b) [2], 31(1)(a) [2], 31(1)(b) [1], 31(1)(c) [3], 31(1)(d) [2]. 33(1) [7], 35(1)(a) [1], 35(1)(b) [3], 38 [2]
Victorian Casino & Gaming Authority	25A(5) [1]; 28(1)(d) [1]; 29(b) [1]; 30(1) [13]; 31(1)(a) [1]; 31(1)(b) [1]; 32(1) [4]; 33(1) [12]; 34(1)(a) [2]; 34(1)(b) [10]; 35(1)(b) [5]; 38 [7];	28(1)(b) [1]; 28(1)(ba) [1]; 28(1)(c) [1]; 38 [4]; 30(1) [3]; 32(1) [1]; 34(1)(a) [2]; 34(1)(b) [2]; 35(1)(b) [1]	0
Victorian WorkCover Authority	30(1)(a) & (b) [55], 31(1)(a) [50], 31(1)(c) [1], 32(1) [62], 33(1) [40], 34(1)(a) [3], 34(1)(b) [3], 34(4)(a) [2], 35(1)(a) [7], 35(1)(b) [1], 38 [1]	30(1)(a) & (b) [2], 32(1) [3], 34(1)(a)&(b) [2], 38 [1]	0
Wellington Shire Council	34(1) [1]	0	0
Werribee Mercy Hospital	33(1) [2]; 35(1)(b) [1]	33(1) [1]	0
Western Hospital	35(1)(b) [1]	0	0
Wyndham City Council	34(1) [1], 35(1)(a)(b) [3]; 38A(1) [1],	34(1)(a) [1], 35(1)(a)(b) [1]; 38A(1) - [1],	0
Yarra City Council	33(1) [2]	0	0
Yarra Ranges Shire Council	31(1)(b) [1], 32(1) [2], 36(2)(b) [1]	31(1)(b) [1], 32(1) [1], 36(2)(b) [1]	0
Yarra Ranges Shire Council	31(1)(b) [1], 32(1) [2], 36(2)(b) [1]	31(1)(b) [1], 32(1) [1], 36(2)(b) [1]	0

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

AGENCY	INITIAL DECISION MAKERS (No. of requests where access refused)	INTERNAL REVIEWERS (No. of requests where access refused)
Adult Community & Further Education (ACFE)	Neil Morrow-FOI Officer	
Alfred Hospital, The	Dr Sarah Watson-Director of Medical Services(Medical) [225] Dr Arena Offenberger-Fellow Medical Administration [1 in part] 33(1) Prof Peter Doherty-Head of Psychiatry [2]; Dr David McDonald; Dr Jenny Majeer.	Dr Michael Walsh (CEO) [1]
Alpine Shire	Doug Sharp - Manager Citizen Services, FOI Officer	
Angliss Health Service	Kay Papworth, FOI Officer [1]	
Australian Dried Fruits Board	Ross Skinner - FOI Officer	
Austin & Repatriation Medical Centre	Dr Tony Chan [2], Dr Simon Croke-Psychiatric Representative [2]; Assoc. Prof. Ann Buist-Psychology representative [1], Dr Beth Falkner-Psychiatric Representative [1]	Dr Craig White - Director of Clinical Services
Australian Grand Prix	Steven Wright - Business Manager	
Ballarat Community Health Centre	Roslyn Fahey, FOI Officer	
Ballarat Health Services	William Wallace - FOI Officer [2]	A.D Hughes - Chief Executive [1]
Banyule City Council	Roz Johnstone - FOI Officer [5]	Doug Owens - CEO [2]
Banyule Community Health Service	Jim Pasinis, CEO	0
Barwon Health	Dr. P. Mestitz-Consultant specialist to Clinical Resource Unit, Mr. S. Cap-CEO[1], Dr J Gallichio-Director Clinical Services-medical, Dr. T.Callaly-Chief of Service-Psychiatry[1], Dr.J Khozduei-Consultant Psychiatrist [1], Dr P O'Keefe-Consultant Psychiatrist [3], Dr. R Malon-Director of sub-acute Clinical & Medical Services	Mr J Mulder-General Manager Acute Health [1]
Barwon Region Water Authority	G.V. Green - FOI Manager [1]	D.B. Brockenshire, Chief Executive [1]
Bass Coast Shire Council	Danny Luna-Corporate Services Director [2 partial][1 full]	Allan Bawden-CEO [0]
Baw Baw Shire Council	Robyn D'Arcy - Records & FOI Officer [5]	John Dyer - CEO [0]
Bayside City Council	Brian Duffy - Manager Governance [2]; Terry Gallant-Governance Manager [1]; Russell McMurray-Manager Amenity [2]	Peter Akers-CEO, Ian Wilson-Chief Executive
Russell McMurray - Regulatory Manager [2];	Peter Akers - Chief Executive Officer [3]	
Beaufort & Skipton Health Service	Mr. Peter Appledore - CEO & FOI Officer [1-part]	Dr Bernie Fensling-Honorary Director Medical Services [1 part]
Benalla & District Memorial Hospital	Ray Sweeney - Chief Executive [0]	
Bendigo Community Health Services	Ms Dee Watson [0]	Dr C Daw [0]

AGENCY	INITIAL DECISION MAKERS (No. of requests where access refused)	INTERNAL REVIEWERS (No. of requests where access refused)
Bendigo Hospital, Bendigo Health Care Group	Dr John Ferguson - Executive Director of Acute Health Services. Dr Bernard Stret, Executive Director-Rehabilitation, Aged & Community Services. Dr Julian Davis, Executive Director-Psychiatric Services	
Bendigo Regional Institute of TAFE	Warren Driscoll-FOI Officer	
Bethlehem Hospital	Rebecca Matthews-FOI Officer Dr Andrew Skeels - Clinical Director Hospice Uni.	
Board of Studies	Janice Sapsford-Executive Management Coordinator [1]	Meredith Nolte - Senior Manager CSF [1]
Boroondara City Council	David Thompson - Coordinantor Governance [1]; Lydia Avicolli-Governance Projects Officer [11]	John Nevins-Director, Works & Governance [3], Garry McQuillan-Manager-Governance [2]
Box Hill Hospital	Dr Peter Sloan; Dr Lee Hamley; Dr Patricia Molloy	
Box Hill Institute of TAFE	Stephanie Tomasetti - FOI Officer	
Brimbank City Council	Doug Loney - FOI Officer	
Buloke Shire Council	Marice West, Manager Corporate Resources	
Borough of Queenscliffe	Mr Robert Warren - FOI Officer	
Cardinia Shire Council	Doug Evans-FOI Officer	
Campaspe Muray Community Case Inc.	Clover Wilson - FOI Officer	
Campaspe Shire	Ken Kidd, Administration/Risk Manager	
Castlemaine District Community Health Centre (CHIRP) Inc.	Ian Price - FOI Officer	
City of Ballarat	Ian Atkins-FOI Officer	
City of Casey	Rob Pedder - Corporate Support Officer [4]	Mike Tyler - CEO [0]
City of Melbourne	Paul O'Brien Governance Services Officer (6)	Alison Lyon - Manager Governance Services (1), Peter Norris-Corporate Solicitor (1), James Wilson-Corporate Sector (1)
City of Stonnington	Patti Wenn-FOI Manager to 30/9/1999, Bernard Mulholland-FOI Manager from 1/10/1999 [1]	
Caulfield General Medical Centre	Dr R McLellan - Medical Administrator [1]	Mr John Davies - CEO
Central Gippsland Health Care Service	Dr Simi Sachdeu	
Central Gippsland Institute of TAFE	Rosemary Waghorne - FOI Officer	
Central Gippsland Region Water Authority	Peter Quigley - Business Services Manager	Geoff Hocking - Authority Secretary
Central Goldfields Shire Council	Wayne Belcher - Director Corporate Services	
Chishold Institute of TAFE	Robert Greig-Manager Workforce Strategy [0]	Robert Sadler-Director and CEO [0]
City West Water Limited	Ian Le Noury - Company Secretary (Principal Officer) Andrew Jessop - FOI Officer	Ian Le Noury - Company Secretary (Principal Officer) Andrew Jessop - FOI Officer
Cobaw Community Health Service	Ms J. Ross - CEO [0] Dr R Fawcett - Consultant Director of Medical Services (Barwon Health)	

AGENCY	INITIAL DECISION MAKERS (No. of requests where access refused)	INTERNAL REVIEWERS (No. of requests where access refused)
Colac Community Health Services	Ros Koop - Health Information Manager [0]; Gillian Neale - Administration Manager [0];	
Colac Otway Shire Council	Merv Hair - General Manager Corporate Services [1]	Glenn Patterson - CEO [1]
Country Fire Authority	Helen Madgwick - FOI Officer [506] Heather Holt, Legal Officer [1], Len Foster, Executive Chairman [1]	Len Foster - Executive Chairman [14], Martin Riddell, Director Finance and Administration acting as CEO [1]
Darebin Community Health Service Inc.	P Mathison - FOI Officer [1]	
City of Ballarat	Ian Atkins-FOI Officer	
City of Darebin	Lance de Blaquiére - FOI Officer [2 requests access refused in part]	
City of Greater Dandenong	David Zmood - Co-ordinator Information Management [4]; Lisa Batten - Information Management Officer [1], Jenny Kurjan-Information Management Officer [2], Len Carter-Information Management Officer [2], Carissa Harris-Council Business Officer [1]	
City of Greater Geelong	Tom Henderson - FOI Coordinator [2]	Geoff Whitbread - CEO [2]
City of Kingston	Tom Curtain-Administrator Corporate Records	Rod Pollard-General Manager of Corporate Services
City of Maroondah	Stephen Onans-Team Leader Governance(FOI Office) [1]	Mike Marasco-CEO
Council of Adult Education	John Gow - FOI Officer	
Dandenong Cemetry Trust	Michael Tonta – FOI Officer	
Dental Board of Victoria	Dr Vincent Amerena - Registrar	
Department of Human Services - Gippsland	Dot Ross –Regional Records Manager	
Dianella Community Health Inc.	Mark Sullivan – FOI Officer	
Department of Human Services	Warren McCann - Principal Officer; Alex Cole - Manager FOI; David Jenkin, Michelle Grech, Maxine Hand, Stuart Atkins, Ina Mikelsons, Sally Yeoland - FOI Officers; Barwon-South, Western Region: Tony Norman - Manager, Corporate Services; Gippsland Region: Richard Teychenne - Manager, Corporate Services; Grampians Region: Steven Jones - Manager, Corporate Services; Geradine Christou - Manager, Corporate Services; Hume Region: Chris Garratt - Manager, Corporate Services; Hugh Crook - Manager, Corporate Services; Loddon-Mallee Region: David Mulquiney – Manager, Corporate Services; David Cay - Manager, Corporate Services; Southern Metropolitan Region: Graham Downs - Manager, Corporate Services; Western Metropolitan Region: Wayne Fleming – Manager, Corporate Services; David Hoare – Manager, Corporate Services; Jack Kefford - Manager, Corporate Services; Northern Metropolitan Region: John Chaplain – Manager, Corporate Services; Eastern Metropolitan Region	Helen Clarke - Manager, Secretariat; Graham Morris - Assistant Director, Legal Services;

AGENCY	INITIAL DECISION MAKERS (No. of requests where access refused)	INTERNAL REVIEWERS (No. of requests where access refused)
Djerriwarrh Health Services	Dr E Davis – Director Medical Services; Mr Bruce Marshall - Chief Executive Officer; Ms G Cairns - FOI Officer;	
Doutta Gall Community Health Service	Eileen Hurley-General Health Manager	
Eastern Access Community Health	Sharyn Brew - FOI Officer	
East Gippsland Shire Council	Joanne Pleydell - Manager Information Services [1]	
East Wimmera Health Service	Shane Molloy - CEO	
East Wimmera Health Service	Shane Molloy - CEO; Dr John Ferguson - Medical Officer;	
Education, Employment & Training, Department of	Neil Morrow - Manager FOI [8]; Anne Arnold - Assistant Manager FOI [5];	Tony Ayres - Curriculum Officer, Curriculum Services; Peter Dedrick - Manager, Administrative & Ministerial Services; Geoff Head - Manager, Standards Council of the Teaching Profession; Jan Heath - Manager, School Staffing; Andrew Ius - Group Manager, International Education & Marketing [2]; Ken Lynch - Manager, Workforce Planning & Management; Janet Mattiske - Manager, Facilities; Lyn Place - Manager, Vocational Education in Schools; John Russell - Manager, International Education & Marketing; Maurice Wenn - Manager, External Relations; Paul White - AGM, Research & Monitoring;
Eltham Community Health Centre	Robin Hill - FOI Officer	
Emergency Services Superannuation Scheme	Samara Smith - FOI Officer	
Energy Efficiency Victoria	Peter Jenkins - Manager Administration [2]	Keith Fitzmaurice - General Manager
Ensay Community Health Centre	Sue Vardy-FOI Officer	
Environment Conservation Council	Geoff Blackman - Administrative Officer [1-partial)	Professor John Lovering - Chairman of Council
Environment Protection Authority	Bruce Gullan - FOI Officer [22]	Brian Robinson - Chairman [6]
Equal Opportunity Commission Victoria	Penny Dedes-Senior Legal Officer [2]; Claire McNamara-Legal Officer [1]	
Falls Creek Alpine Resort Management Board	Jo Shannon, Manager Corporate Services	
Far East Gippsland Health & Support Service	Wayne Howlett - Administration Officer. Anne Flavell-Administration	
Frankston City Council	Graham Davies - FOI Officer [2]	Jon Edwards - CEO
Gannawarra Shire Council	Mr Peter Harriott(until 11/8/00)	
Gippsland Southern Health	Gary Templeton	
Glen Eira City Council	Helen Blaich - FOI Officer [6]	Margaret Douglas - Chief Executive Officer [1], Andrew Newton -Acting CEO [1]
Glenelg Shire Council	Trevor Hornby, Manager, Governance & - Special Projects.	
Golden Plains Shire Council	Rod Nicholls-FOI Officer	
Gordon Institute of TAFE	Adrian Buckley-Human Resource Manager	
Goulburn Ovens Institute of TAFE	Carmel Lineham - FOI Officer)	
Goulburn Valley Health	Dr N Leslie - Assistant Director of Medical Services - Dr. I. Cakrabarti, Director of Psychiatry	

AGENCY	INITIAL DECISION MAKERS (No. of requests where access refused)	INTERNAL REVIEWERS (No. of requests where access refused)
Government Superannuation Office (GSO)	Neil Crozier-Policy Analyst Authorised Office [4 Full, 1 Part] Dr Lester Walton-Medical Practitioner Principal Officer (Medical)	Ashley Caren-Manager Legal & Policy Principal Officer (Delegate) (Non Medical)[5]
Grampians Community Health	Kaye Jones-FOI Officer	
Greater Bendigo City Council	Mr Barry Secombe FOI Officer [3] refused, [2]granted in part	Mr Andrew Paul-Principal Officer [1]
Greater Dandenong City Council	David Zmood - Records Co-ordinator [2]; Lisa Batten - Senior Records Officer [2], Michael Tonta - Manager Council Business [2]	
Greater Geelong City Council	Tom Henderson - Records/FOI Coordinator	Geoff Whitbread - CEO
Greater Shepparton City Council	Sue Thomas - FOI Officer [6]	Kurt Bruhn, Acting Chief Office [1] Bill Jaboor - CEO
Greyhound Racing Victoria	Corey McDonald - Assistant to Racing Operations Manager/FOI Officer	Adam Wallish-CEO
Health Services Commissioner	Beth Wilson - Health Services Commissioner	
Hepburn Health Service	Dr Fred Eggleston - FOI Officer	
Hepburn Shire Council	Richard Rundle - Director Corporate Services (Council's FOI Officer) John Traill-Manager Finance & Administration (Council's acting FOI Officer)	
Hesse Rural Health Service	Peter Birkett - Chief Executive Officer; Ann Davis - Director of Nursing;	
Hobsons Bay City Council	Ken McNamara - Chief Executive Officer	
Holmesglenn Institute of TAFE	Rex Buckeridge-FOI Officer	
Horsham Rural City Council	Catheryn Allen - FOI Officer	
Human Services, Department of	FOI Officers: Michelle Grech, David Jenkin, Stuart Atkins, Sally Yealand, Dermuld McCable, Michelle Aminde, Vivian Chung, Chris Garratt. FOI Regional Delegates: David Mulginey, Gerardine Christou, John Chaplain, Dot Ross, David Hoare, Graham Downs, Barry Gunning, Terry Murrhy.	Ruth Andrew- Manager, Secretariat [16] Alex Cole-Acting Manager, Secretariat [2]
Hume City Council	Jim Groves - FOI Officer [1]	Wayne Harvey - Director Corporate Services
Indigo Shire Council	Janet Davis-Manager Information Services	
Infrastructure, Department of	Don Coulson - FOI Manager [16]; David Holmes-Executive Services Manager [12]; Lawrie Tooher-Director, Executive & Legal [6]	David Holmes-Executive Services Manager [3]; John Taylor-Director Public Transport [1]
Inglewood & Districts Health Services	Stephen Hando-FOI Officer	Stephen Hando-FOI Officer
Inner South Community Health Services	Maureen Williams - Manager [0]; Kathy Wilson - CEO [0];	Susan McQueen-Coordinator [0], Ian Symons-Casework Counsellor [0]
ISIS Primary Care	Terry O'Bryan - Chief Executive Officer	

AGENCY	INITIAL DECISION MAKERS (No. of requests where access refused)	INTERNAL REVIEWERS (No. of requests where access refused)
Justice, Department of	Kathy Maikousis - Acting FOI Manager [65]; Jennifer Chamberlin - Executive Services Manager [5];	John Richardson- Director Corporate Resources , Office of the Correctional Services Commissioner [1], Chris Devlin-Legal Officer [1], Patrick L'Estrange [1], Anne Houlihan-Policy Officer [1], Janice Watt-Policy Officer [1], Russell Charles-Manager-Legislative Projects [1], Brendan Facey-Policy Officer [1], Joan Walter-Policy Officer [1], Emma Carnovale-Legal Officer [1], Russell Charles-Legal Officer [1], Michael Harris-Manager-Investigations Branch [1], Robert Bardsley-Acting Deputy Victorian Government Solicitor [1]
Kerang & District Hospital	Dr Paul Francis - Consultant, Director of Medical Services	
Knox City Council	Carrie Bruce-Project Office FOI Officer, Rodney McKail-Governance Manager; Tracie Montebello-Acting Coordinator Records; Martin Donaldson-Coordinator Records.	Paul Roche-Group Manager Corporate Services and Governance
Knox Community Health Service	Maureen Breen-FOI Officer	
Kyabram and District Memorial Hospital	Dr Paul Francis-Director of Medical Services Sue Balfour - Health Information Manager, Principal FOI Officer; Mrs Jill Brooke-Health Information Manager	Dr Paul Francis-Director of Medical Services
Lake Mountain Alpine Resort	Richard Rogerson CEO & FOI Officer	
Lakes Entrance Community Health Centre	Judy Clark-FOI Officer	
La Trobe Regional Hospital	G Hall - Manager, FOI Officer; Michelle Price - FOI Officer (Psychiatry); Dr H Das - Director of Clinical Services; Dr V Devis - Psychiatrist; Dr A John - Psychiatrist;	Dr David Fromby - Director of Medical Services; Dr H Das - Director of Clinical Services;
La Trobe City Council	Henry Morrison-FOI Officer [1]	
La Trobe University	Sally Went-FOI Office [13]	Graham McDowell-Deputy Vice-Chancellor [5]
Loddon Mallee Women's Health	Julie Rivendell-FOI Officer	
Lyndoch Warrnambool Inc.	Helen Bacon - Director of Business Services [0];	
Maldon Hospital	Merlyn J. Pritchard - FOI Officer	
Macedon Ranges Shire Council	Stephen Mahon - Manager, Council & Customer Services [0];	Lydia Wilson-CEO
Mallee Track Health and Community Service	Lindsay Lynch - Chief Executive Officer, DON[0]; Val Munro - Business Manager & FOI Officer [0];	
Manningham City Council	George Nantes - FOI Liaison Officer (Senior Records Officer) [1]	
Mansfield District Hospital	Greg Wilder-FOI Officer	
Maribyrnong City Council	Rod Biggs - FOI Officer [0] (Records Team Leader); Claude Baxter - FOI Officer (Manager Internal Services)	Claude Maxter-FOI Officer (Manager Internal Services)
Marine Board of Victoria	Don Coulson-FOI Manager, Department of Infrastructure [0];	
Maroondah City Council	Stephen Onans [1]; Peter Tully [1];	Paul Roche - Director [1];

AGENCY	INITIAL DECISION MAKERS (No. of requests where access refused)	INTERNAL REVIEWERS (No. of requests where access refused)
Maroondah Hospital	Kristella Lighthart - Health Information Manager [1]; Dr Cris Mileskin - Clinical Director-Adult Psychiatry [1]; Natalie McGregor, Chief Health Info Manager [1]; Kate Henry, Health Info. Manager. Dr Krishna Vaddadi, Associate Professor-Psych Research [1]; Dr Alan Blandthorne, Psychiatrist; Dr P Birleson, Consultant Psychiatrist; Vicki Pearce, Consultant Psychiatrist; Leanne Beagley, Manager, Box Hill CAMHS, MAT; Jan Costin, Senior Psychologist; Dr Vivian Peeler, Consultant Psychiatrist [1]	Mr Jock Muir, CEO; Kristella Lighthart, Health Info. Manager; Natalie McGregor, Chief Health Info. Manager; Dr Cris Mileskin, Clinical Director-Adult Psych.; Ross Lucas, Executive Director-Psychiatry; Dr Mandi Ling-Executive Director-Medical [2].
Maryborough District Health Service	Bernie Waixel - FOI Officer	Dr Alan Davis - Medical Director
Medical Practitioners Board of Victoria	Ian FX Stoney - CEO [2]; Mr John H Smith-Registrar [8]	Dr Joanna Flynn [1]
Melbourne and Olympic Parks Trust	Jim Hammer - General Manager, Corporate Services [3];	Gareth James - CEO [1]
Melbourne City Council	Paul O'Brien - Governance Services Officer [3]; Peter Norris - Corporate Solicitor [0]	Alison Lyon - Manager Governance Services [5]
Melbourne City Link Authority	Don Coulson - FOI Officer [1];	Ian McLennon-Executive Finance Manager [1]
Melbourne & Olympic Parks Trust	Mark Mitchell - FOI Officer	
Melbourne Extended Care & Rehabilitation Service	Mr Bruce Salvin-General Manager in liaison with Ms LA O'Callaghan-Admin Ass and FOI Officer.	Mr Bruce Salvin, General Manager
Melbourne Market Authority	Yogi Pillay [1]; Jan Webb [1];	Jan Webb [1]
Melbourne Port Corporation	Sandra Gatehouse-Manager Corporate-Legal	
Melbourne Water Corporation	Jane Denton - FOI Officer [8 - part]	Brian Bayley-Managing Director [2-part]
Melbourne, University of	Mr J B Potter - Registrar	
Melton Shire Council	Warren Regan - Administration Manager[1] Section 25A(b);	Adrian Pennell - CEO [1] (for 1998/99 year);
Mercy Hospital for Women	Dr Michael Sedgley - Quality Coordinator, Medical [0]	Mr Chris Flynn-CEO, Mercy Hospital for Women; [0]
Metropolitan Ambulance Service	David Lescon - Manager, Customer Liaison / FOI [3];	Mike McCarthy - Manager, Finance & Administration;
Metropolitan Fire and Emergency Services Board	Jan Smith-FOI Officer [4]	Mr Bob Solly, CEO (1 July 1999 - March 2000) [2], Mr Peter Akers, CEO (April-June2000) [2]
Mildura Base Hospital	Mr S Duckett; Dr P Talbot; [1]	Mr S Duckett
Mildura Rural City Council	Max Polwarth - FOI Officer, Director of Client Services [0];	
Mitchell Community Health Services	Ms Terrie Seymour-FOI Officer	
Mitchell Shire Council	Garry Cecil - CEO;	
Moira Shire Council	Bev Bell - Records & FOI Officer [0]	Gavin Cator - CEO [0];
Monash City Council	Keith Williamson - Manager Corporate Administration, Authorised FOI Officer [2, in part]	David Conran - CEO, Principal Officer [0];
Monash University	Phillip Siggins - Manager, University Secretariat [7];	Professor D A Robinson - Vice-Chancellor and President [5];
Moonee Valley City Council	Ray McQuillan - Executive Manager Corporate Support [5 partial];	Lindsay Merritt - CEO 1/7/1999-11/11/1999 Murray Douglas - CEO 222/11/1999-30/6/2000
Moorabool Shire Council	Greg Jakob-FOI Officer	
Moreland City Council	Ralph Anania-FOI Officer [6]	Maria Mercurio-CEO [1]
Mornington Peninsula Shire Council	Leigh Oldmeadow - FOI Officer [6]	Michael Kennedy - CEO [3]

AGENCY	INITIAL DECISION MAKERS (No. of requests where access refused)	INTERNAL REVIEWERS (No. of requests where access refused)
Mount Alexander Shire Council	Mr I Gilbert - CEO [1]; Mrs M Allan - Executive Assistant [0];	Mrs M Pritchard-CEO Mrs. D O'Bryan-Medical Record Administrator
Moyne Shire Council	Geoff Price - FOI Officer [1]	Graham Shiell - CEO [1];
Murrindindi Community Health Service Inc.	Catherine Fogarty-FOI Officer	
Murrindindi Shire Council	D Hogan - Director Corporate Services;	J F Walsh - CEO;
Natural Resources and Environment, Department of	Deidre Egan - Manager Legal and Secretariat Support [15]; Glen Knight, FOI Officer [12]; David McCullough - FOI Officer [15];	Michael Taylor - Secretary [7];
Nillimbik Shire Council	Terry McPhee, Group Manager Corporate Services	
North Richmond Community Health Centre	Demos Krousos-FOI Officer	
Northern Grampians Shire Council	Peter Elliott - FOI Officer	
Northern Hospital, The	Dr Freony Vohra-Medical & Surgical; Dr Michael Kingsford-Medical & Surgical; Dr Garwood-Psychiatry [6] in part; Dr Wilkins-Psychiatry [3] in part.	Dr Andrew Perrignan; Dr Timothy Lambert
Northern Melbourne Institute of TAFE	Ms E Gerrand-Manager Marketing & Corporate Communications [1] Mr P Christie-Personnel Manager [2]	
Nowa Nowa Community Health Centre	Judy Clarke - CEO [1]	
Nurses Board of Victoria	Rosemary Peisley - FOI Officer [1]	
Office of Regulator General	Andrew Laing-Director Corporate Services, FOI Officer	
Optometrists Registration Board of Victoria	David Sturgess-Registrar FOI Officer	
Osteopaths Registration Board of Victoria	John Barkla-Registrar-FOI Officer	
Ovens & King Community Health Service Inc.	Ms Suzanne Cooper - FOI Officer	
Peninsula Health Care Network	Dr Peter Bradford-Dir of Clinical Services [9]	Mr Chris England-Dir of Human Resources.
Physiotherapists Registration Board of Victoria	John Barkla - Registrar	
Plenty Valley Community Health Services Inc.	Jenny Allen, Manager Human Resources-FOI Officer	
Plumbing Industry Commission	Don Coulson - FOI Officer [3];	
Port Phillip City Council	Catherine Hayes - Team Leader Statutory Functions [5];	Anne Dunn - CEO [1]
Portland & District Hospital	Dr Graham McNiece-Director of Medical Services	
Premier & Cabinet, Department of	Lisa Saxton-Senior FOI Officer [3]; Shannon Dellamarta-FOI Officer; Peter Pascotto-FOI Officer [3]; Con Chara-FOI Officer; Christine Drummon-Senior FOI Officer; Rob Ramacciotti-A/G Senior FOI Officer [14]; Marisa Patitucci-Senior FOI Officer [6]	Ian Killey-Director Legal; Sharne Bruan-Senior Legal Adviser [2]; Don Frayne-Legal Adviser [2]; David Forbes-Senior Legal Adviser [2]; Anthony Walsh-Senior Legal Adviser [2]
Public Transport Corporation	Don Coulson - FOI Mnager [6]	Lauren Black-Director Legal & Strategy
Pyrenees Shire Council	Kevin Tori-FOI Officer [1-part]	Stephen Cornish-CEO
Regulator-General, Office of the	Andrew Laing - Corporate Services	
Robinvale District Health Services	Mr Graeme W Kelly - CEO, Director of Nursing	
Rochester & Elmore District Health Service	Mr Graeme W Kelly - CEO, Director of Nursing	

AGENCY	INITIAL DECISION MAKERS (No. of requests where access refused)	INTERNAL REVIEWERS (No. of requests where access refused)
Royal Botanic Gardens Board	Dennis Renfrey-FOI Officer	
Royal Children's Hospital	Fiona Sangar - FOI Officer [20]	Dr Ian McIntyre - Medical Legal Officer [0]
Royal Dental Hospital of Melbourne	Mr John Hoogeveen - Director Dental Hospital Rachel Murphy - FOI Officer;	Dr Pamela Dalgliesh - Executive Manager - Quality Services
Royal Melbourne Hospital	Dr Jenny Bartlett - Director Hospital Operators / Chief Medical Officer [0]; Cassie Izzard - Patient Advocate [0];	
Royal Melbourne Institute of Technology	John Lambrick-FOI Officer [1]; Amanda Way [1]	David Beanland [1]
Royal Victorian Eye & Ear Hospital	Dr Jacinta Mogg-FOI Officer	
Royal Women's Hospital	Dr Jenny Bartlett - CEO; Cassie Izzard-Patient Advocate [3]	
Rural Ambulance Victoria	Ms Lisa Henderson (FOI Officer); Mr Mathew Ford; Mr Phillip Hanson; Mr Mark Van Zuylekom	
Rural City of Ararat	Wayne Wallis - General Manager, Civic Services [0]	Graham Emonson, CEO [0]
San Remo & District Community health Centre Inc.	Francis Breasley-Acting CEO	
Seymour District Memorial Hospital	Nora Ley-FOI Officer	
Shire of Campaspe	Ken Kidd, Administration/Risk Manager	
Shire of Mount Alexander	Ivan Leslie Gilbert-CEO	Margaret Joan Allan-Executive Assistant
South East Water	Ian Dockeary-Manager Property & Administration Services	
South Gippsland Shire Council	Mr C.F. (Cam) Abood - Records Coordinator & FOI Office [4]	Mr Peter Bull - CEO
South West Healthcare	Dr Peter O'Brien - Principal Medical Officer [0]; Dr Chinnasarny - Principal Medical Officer, Psychiatric Services [4];	Mr Andrew Rowe - Chief Executive Officer [0];
Southern Grampians Shire Council	Michael Voce-FOI Officer	
Southern Health Care Network	Chrisanne St Clair - FOI Officer; A/Prof. Saji Damadaran - Director Psych; Prof. Jayashn Kolkarni	Judith Dwyer - CEO, Southern Health Care Network;
St George's Health Service	Dr Jennifer Brown - Director of Medical Services; Dr Ron Scholes - Director of Aged Care Services;	Dr Bardenhagen-Clinical Neuropsychologist (1), Dr D Roman-Consultant Psychiatrist(1)
St Vincent's Hospital		
State & Regional Development	Diana Tremigliozi-FOI Office [10] Sally Morrison-FOI Officer [1] Gail Upton-FOI Officer-Office of Major Projects [1]	Neil Edwards - Secretary [1] Brian Corney-Assistant Director Industrial Relations [3] Dick Roenfeldt-Director, OMP [1]
State Development, Department of	Olivia Chapple - Manager, FOI [1], Diana Tremigliozi - Acting Manager, FOI [9];	Dale Seymour - Director, Executive Officer [5]
State Electricity Commission of Victoria	John Cudmore - FOI Officer [4]	Graham Brooke - Administrator (Principal Officer). There were no internal reviews made during 1999/2000.
State Emergency Service, Victoria	Richard Adams - Acting Director Corporate Services; Domenic Iacopino - Acting Director Corporate Services; Richard Scott - Staff Officer; John Glass - Project Officer;	
State Library of Victoria	Frances H Awcock - CEO & State Librarian	

AGENCY	INITIAL DECISION MAKERS (No. of requests where access refused)	INTERNAL REVIEWERS (No. of requests where access refused)
State Revenue Office	Richard Lim - Legal Officer [2]; Eric Antonucci-Branch Manager for Land Tax Branch [10]; James Hall 0 Legal Officer [1]; Peter Borbiro - Branch Manager for Payroll Tax Branch [2], Leanne Hughson - Legal Officer (2); Rob Dickens-Division Manager for Policy and Legal Division [1]; Celeste Briety - Policy Officer [1]; Johnnie Ouslinis-Branch Manager for Document Assessing [1]; Aspasia Georgiou-Director of Legal Services [2], Barbara Puttick-Legal Officer [1]	James Hall - Legal Officer [6]; David Pollard-Commissioner of State Revenue Office [2]; Azad Raheem - Legal Officer [2]
State Training Board	Ms Anne Arnold, Acting Manager, FOI	
State Trustees	Kristan Ross - Previous FOI Officer [6]; Carlie Quast (FOI Officer) [2]	
Stonnington City Council	Patti Wenn - FOI Manager [5]	
Strathbogie Shire Council	Elizabeth Adams - Records Manager [0];	
Stawell District Hospital	Carolyn Gellert-FOI Officer	
Surf Coast Shire Council	Les Mitchell - FIO Officer	
Sunraysia Community Health Services Inc.	Mr T Moulds - CEO	
Swan Hill District Hospital	Ian Fiusher-Chief Executive Officer Rod Prockter-Executive Officer Corporate Services Eman Hession-Clinical Supervisor	
Swan Hill Rural City Council	Heather M. Fortune-FOI Office [1]	John R Webb - CEO [1]
Swinburne University of Technology	Ms Jane Price-Waterman-Manager University Records and FOI Information Officer [1]	Professor J G Wallace - President & Vice Chancellor
Tourism Victoria	Marisa Piacente-FOI Officer	
Transport Accident Commission	Kevin Mundy - Manager, FOI [338];	Alan Woodroffe-FOI Review Officer [1]; Bob Brown - FOI Review Officer [10]
Treasury and Finance, Department of	Michael Demetrious-FOI Officer; Karen Macdonald-FOI Officer [9]; Gary Workman-FOI Officer [7]	David Heywood-Senior HT Consultant [2] Stephen Canterbury-Mananger Covenance Branch [1], David Davies-Senior Financial Analyst [1], Maccie Liatopoulos-Manager Financial Operations [1]
Trust for Nature Victoria	Kerrie McMahon - Accountant & FOI Officer [1]	Dr Brian Whelan - Director [1]
University of Ballarat	Rowena E Coutts, FOI Officer [4]	Professor Kerry O. Cox, Acting Vice- Chancellor [1]; Professor David W James, Vice-Chancellor [1].
University of Melbourne	Ian Marshman - Vice Principal (Administration) [7]	Kwong Lww Dow - Deputy Vice Chancellor (Students & Staff) [2], Alan Gilbert - Vice Chancellor [3]
Urban Land Corporation	Alison Matt-General Manager, Corporate Services [1];	
Veterinary Practitioners Registration Board of Victoria	Margaret Wilson - Manager, FOI;	Dr Peter Cullen - President
VicRoads	Freda Mandikos-FOI Officer [6-full] [9- part] Jarrod Guiney-FOI Officer (4-full) [24-part]	Martin Pollard-Manager Legal Services [2]
Victoria Legal Aid	Ian Campbell - FOI Manager [8]	Robert Cornall - Principle Officer [3];
Victoria Police	Superintendent A J Pocock [937]; Acting Superintendent Chris Penno [198];	Assistant Commissioners: Shuey [4], Severino [3], Davis [3], Ashby [2], McDonald [2], Nancarrow [1]; Commanders: Gillett [1], Lambert [3], McGrath [2], Johnson [2], Gassner [3], Acting Commander: Cunningham [1] 1 application withdrawn
Victoria State Emergency Service	Richard Adams-Ass Director Human Resources [5]	

AGENCY	INITIAL DECISION MAKERS (No. of requests where access refused)	INTERNAL REVIEWERS (No. of requests where access refused)
Victoria University of Technology	Director, Human Resources	
Victorian Casino and Gaming Authority	Anne Clark-FOI Officer [1]; Bill Lahey-Director of Gaming & Betting-Director of Casino Surveillance [15]; Sue Winneke-Chairman [1]	Sue Winneke-Chairman [5]
Victorian Dairy Industry Authority	David Loutit - CEO [2]	
Victorian Electrical Commission	Colin A Barry, Electoral Commissioner	NA
Victorian Superannuation Board	Neil Crozier - Administrative Officer [2], Dr Lester Walton - Medical Practitioner - Principal Officer (Medical)	Robert C Welsh - Chief Executive, Principal Officer (Delegate) (Non Medical)
Victorian WorkCover Authority	Mr Robert Skelton - Manager, Administration [124]	Mr Sai Rajan - Corporate Solicitor [8]
Yarra Ranges Shire Council	Neil Kilborn-FOI Officer [2]	Robert Hauser - CEO [1]
Wangaratta District Base Hospital	Dr David Poustie-Director Medical Services	
Wangaratta, Rural City of	Wayne Wallis - General Manager, Civic Services [2]	
Warrnambool & District Base Hospital	Dr Peter O'Brien - Principal Medical Officer [0]; Dr Chinnasarny - Principal Medical Officer, Psychiatric Services [0];	Mr Andrew Rowe - Principal Officer, Chief Executive Officer [0];
Warrnambool City Council	Lindsay Merritt-CEO [1], Wendy Clark-FOI Officer.	
Wellington Shire Council	Dieter Figas-Manager Infrastructure Contracts [1]	
Werribee Mercy Hospital	Dr Paul Katz-Director of Psychiatry [1]; Dr G Garra-Director of Medical Services [2]	Ms Vicki Geytenbeek-CEO [1]
Western District Health Service	Dr Bruce Warton -DMS; Gigi Schneider - Chief Health Information Manager & FOI Officer; Anita Wyma - Ass. CHIM/FOI Officer	Stuart Schneider - CEO [0]
Western Region Health Centre Limited	Kim Richardson - FOI Officer	
Western Hospital	Professor John Balla - Chief Medical Officer; Dr Peter Linton - FOI & Medico/Legal Medical Officer, Dr Dhushan Illesinghe - Director of Clinical Services Psychiatry	
West Goulburn Community Health Service	Maxine Brockfield-FOI Officer	
West Wimmera Shire Council	Marcel Sladen-FOI Officer [0]	
Whitehorse City Council	Bruce Manks - Manager of Civil Services [10]	Peter Seamer - CEO [1]
Whittlesea City Council	Rod Wilkinson - Director Corporate Services [3];	Graeme Brennan - CEO [0]
William Angliss Institute of TAFE	David Weston-CEO Max Ormandy-FOI Officer	
Williamstown Hospital	Dr William Appleton-Medical Manager; Dr Peter Crossley-Medical Manager (from 1/6/2000)	Ms Pat Owens - General Manager; Ms Janet Compton-General Manager (from 21/12/1999)
Wodonga Institute of TAFE	AC Marron - Director	
Wodonga Rural City Council	Shelley Platt-FOI Officer	
Wodonga Regional Health Service	Dr LA Watson-FOI Office [0]	
Wonthaggi & District Hospital	C M Kilgour - FOI Officer	
Wyndham City Council	Anna Urban - Manager Civic Services [2]; Joy Painter-Council Business Coordinator [1]	Mark Searle-Acting CEO [1]
Yarra City Council	Tim Brown - FOI Officer, Manager Governance Support [2]	Mr Stelvio Vido - Director Corporate Resources & Enterprises

AGENCY	INITIAL DECISION MAKERS (No. of requests where access refused)	INTERNAL REVIEWERS (No. of requests where access refused)
Yarra Ranges Health Service	Elaine Travis - Director of Nursing; Dr Amanda Ling - Director of Medical Services;	
Yarra Ranges Shire Council	Neil Kilborn-FOI Officer [2]	Robert Hauser - CEO [1]
Yarra Valley Water Limited	Peter Thatcher - Manager, Corporate Services [0]	Terry Swingler - General Manager, Finance & Company Secretary [0]
Yarrowonga District Health Services	Trevor Gowland - CEO [0]	
Yea & District Memorial Hospital	Dr Neville Leslie-Ass Dir of Medical Services-Goulburn Valley Health	
Zoological Parks & Gardens Board	Stuart Allen - Manager Administration [2]	

Table 10: Fees and Charges

Agency	FEES COLLECTED	FEES WAIVED	CHARGES COLLECTED	CHARGES WAIVED
Adult Education & Community Education (ACFE)	\$20.00	-	-	-
Alfred Hospital, The	\$13,720.00	\$1,880.00	\$18,890.00	\$10.80
Alpine Shire	\$40.00	-	-	-
Angliss Health Service	\$1,040.00	\$1,020.00	\$879.00	\$124.00
Architects Registration Board of Victoria	\$200.00	-	-	-
Austin & Repatriation Medical Centre	\$2,400.00	\$4,540.00	\$7,861.00	\$3,917.00
Ballarat Health Services	\$1,940.00	\$1,560.00	\$1,767.20	\$829.00
Banyule City Council	\$240.00	\$140.00	\$23.00	\$850.00
Barwon Health	\$4,260.00	\$1,460.00	\$2,999.00	\$383.00
Barwon Region Water Authority	\$60.00	\$40.00	-	-
Bass Coast Shire Council	\$160.00	-	-	-
Baw Baw Shire Council	\$120.00	-	\$370.80	\$10.00
Bayside City Council	\$220.00	-	\$76.00	\$20.00
Beaufort & Skipton Health Service	\$40.00	-	\$42.00	-
Benalla & District Memorial Hospital	\$80.00	\$80.00	\$6.90	-
Bendigo Community Health Services	\$40.00	-	-	-
Bendigo Hospital, Bendigo Health Care Group	\$2,260.00	\$560.00	\$2,590.80	-
Bendigo Regional Institute of TAFE	\$20.00	-	-	-
Bethlehem Hospital	\$40.00	-	\$13.80	-
Board of Studies	\$40.00	-	\$26.40	-
Boroondara City Council	\$480.00	\$40.00	\$993.50	\$22.40
Box Hill Hospital	\$3,420.00	\$2,940.00	\$1,799.65	\$890.21
Box Hill Institute of TAFE	\$40.00	-	-	-
Brimbank City Council	\$180.00	-	\$10.00	-
Buloke Shire Council	\$20.00	-	\$2.00	-
Campaspe Murray Community Care Inc.	\$20.00	-	-	\$20.00
Cardinia Shire Council	\$40.00	-	-	-
Caulfield General Medical Centre	\$360.00	\$140.00	\$120.20	-
Central Gippsland Health Care Service	\$500.00	\$380.00	\$268.00	\$3.40
Central Gippsland Institute of TAFE	\$40.00	-	-	-
Central Gippsland Region Water Authority	\$20.00	-	-	-
Chisholm Institute of TAFE	-	\$60.00	-	-
City of Ballarat	\$200.00	-	-	-
City of Casey	\$200.00	-	\$459.60	-
City of Darebin	\$280.00	\$60.00	\$352.80	\$200.00
City of Greater Dandenong	\$240.00	\$20.00	-	-
City of Greater Geelong	\$520.00	\$240.00	\$720.00	\$200.00
City of Kingston	\$40.00	-	-	-
City of Maroondah	\$120.00	-	\$126.00	-
City of Melbourne	\$720.00	\$20.00	\$150.00	-
City of Stonnington	\$540.00	\$20.00	\$159.60	-
City of Whitehorse	\$400.00	\$40.00	\$428.00	\$46.00
City West Water Limited	\$160.00	\$20.00	\$30.40	\$5.00
Cobaw Community Health Service	\$140.00	\$100.00	\$2.20	\$7.80

Agency	FEES COLLECTED	FEES WAIVED	CHARGES COLLECTED	CHARGES WAIVED
Colac Otway Shire Council	\$60.00	-	-	-
Country Fire Authority	\$9500.00	\$2,760.00	\$3,290.60	\$645.00
Delatite Shire Council	\$20.00	-	-	-
Dental Board of Victoria	\$20.00	-	-	-
The Royal Dental Hospital of Melbourne	\$80.00	\$620.00	\$20.00	\$265.80
Education, Employment & Training, Department of	\$3,740.00	\$1,460.00	\$1,640.00	\$160.00
Djerriwarrh Health Services	\$180.00	\$360.00	-	-
Doutta Galla Community Health Service	\$40.00	-	\$65.80	-
East Gippsland Shire Council	\$120.00	-	-	-
East Wimmera Health Service	\$60.00	-	-	-
Eastern Access Community Health	-	\$20.00	-	\$20.00
Echuca Regional Health Service	\$260.00	\$180.00	\$234.80	\$77.00
Emergency Services Superannuation Scheme	-	\$580.00	-	\$20.00
Environment Conservation Council	\$20.00	\$20.00	\$20.00	\$20.00
Environment Protection Authority	\$940.00	\$780.00	-	-
Equal Opportunity Commission Victoria	\$20.00	\$60.00	-	-
Far East Gippsland Health & Support Service	\$120.00	\$280.00	\$15.00	\$70.00
Frankston City Council	\$140.00	-	\$355.00	-
Gannawarra Shire Council	\$20.00	-	\$20.00	-
Gippsland Southern Health Service	\$185.00	\$35.00	\$50.00	-
Glen Eira City Council	\$140.00	\$120.00	\$5.40	\$9.80
Glenelg Shire Council	\$60.00	-	\$184.60	-
Gordon Institute of TAFE	\$20.00	-	-	-
Government Superannuation Office (GSO)	\$680.00	\$220.00	\$395.20	\$123.75
Greater Shepparton City Council	\$100.00	\$200.00	\$235.60	\$11.80
Goulburn Ovens Institute of TAFE	\$20.00	-	\$20.00	-
Goulburn Valley Health	\$840.00	\$1,240.00	\$1,053.65	\$357.00
Greater Bendigo City Council	\$340.00	\$20.00	\$9.40	\$20.00
Greyhound Racing Victoria	\$40.00	-	-	-
Health Services Commissioner	\$80.00	\$60.00	-	-
Hepburn Health Service	\$10.00	\$10.00	\$10.00	-
Hepburn Shire Council	\$60.00	-	\$30.00	-
Hesse Rural Health Service	\$40.00	\$20.00	\$60.00	\$20.00
Hobsons Bay City Council	\$220.00	\$20.00	\$9.60	-
Horsham Rural City Council	\$40.00	-	-	-
Human Services, Department of	\$5,020.00	\$16,360.00	\$618.80	\$22,846.20
Hume City Council	\$100.00	-	-	-
Indigo Shire Council	\$40.00	-	-	-
Infrastructure, Department of	\$2,760.00	\$940.00	-	-
Inglewood & Districts Health Service	\$40.00	-	\$13.00	-

Agency	FEES COLLECTED	FEES WAIVED	CHARGES COLLECTED	CHARGES WAIVED
Inner South Community Health Service	-	\$20.00	-	\$150.00
ISIS Primary Care	-	\$40.00	-	\$40.00
Justice, Department of Kerang & District Hospital	\$1,160.00 \$40.00	\$1,540.00 -	\$2,063.40 -	\$2,376.20 -
Knox City Council	\$140.00	-	-	-
Knox Community Health Service Inc	-	\$20.00	-	-
Kyabram & District Memorial Community Hospital	\$260.00	\$100.00	\$272.20	\$49.60
Kyneton District Health Service	\$420.00	-	\$252.00	-
La Trobe City Council	\$140.00	\$20.00	\$49.20	-
La Trobe University	\$180.00	\$80.00	\$78.60	-
Lakes Entrance Community Health Centre	-	\$80.00	-	-
La Trobe Regional Hospital	\$2,250.00	\$1,890.00	\$1,372.00	-
Loddon Shire Council	-	\$20.00	-	\$2.80
Lorne Community Hospital	\$200.00	\$60.00	\$468.57	-
Macedon Ranges Shire Council	\$40.00	-	\$40.00	-
Mallee Track Health & Community Service	\$40.00	-	-	-
Manningham City Council	\$180.00	\$20.00	\$32.40	\$1.20
Mansfield District Hospital	-	\$420.00	-	-
Maribyrnong City Council	\$80.00	\$40.00	-	-
Marine Board of Victoria	\$60.00	\$20.00	\$166.40	-
Maroondah Hospital	\$2,680.00	\$520.00	\$627.40	\$1,156.40
Maryborough District Health Service	\$160.00	\$80.00	\$75.00	\$25.00
Medical Practitioners Board of Victoria	\$280.00	\$60.00	\$262.00	\$12.00
Melbourne & Olympic Parks Trust	\$20.00	-	-	-
Melbourne City Link Authority	\$120.00	\$20.00	\$167.60	\$254.80
Melbourne Extended Care & Rehabilitation Service	\$60.00	\$20.00	\$60.00	\$20.00
Melbourne Water Corporation	\$380.00	\$120.00	\$363.90	\$175.70
Melton Shire Council	\$60.00	-	-	-
Mercy Hospital for Women	\$880.00	\$540.00	\$848.80	\$557.20
Metropolitan Ambulance Service	\$13235.00	\$3925.00	\$61.40	\$147.60
Metropolitan Fire and Ambulance Services Board	\$2,800.00	\$7,260.00	\$189.35	-
Mildura Rural City Council	\$80.00	\$40.00	-	\$1.45
Mitchell Shire Council	\$120.00	-	\$5.67	-
Moira Shire Council	\$80.00	-	\$53.20	-
Monash City Council	\$240.00	-	\$25.00	-
Moonee Valley City Council	\$185.00	\$15.00	\$92.80	\$0.60
Moorabool Shire Council	\$20.00	-	-	-
Moreland City Council	\$180.00	\$20.00	-	-
Mornington Peninsula Shire Council	\$300.00	\$20.00	\$50.00	-
Moyne Shire Council	\$60.00	-	\$26.00	-
Mt Alexander Hospital	\$120.00	\$80.00	\$104.00	\$1.00
Murrindindi Shire Council	\$20.00	-	-	-

Agency	FEES COLLECTED	FEES WAIVED	CHARGES COLLECTED	CHARGES WAIVED
Natural Resources & Environment, Department of	\$3,040.00	\$280.00	\$580.80	\$264.40
Nillumbik Shire Council	\$40.00	-	-	\$8.00
Northern Grampians Shire Council	\$20.00	-	\$20.00	-
Northern Hospital	\$3,520.00	\$1,760.00	\$4,330.00	\$3,520.00
Northern Melbourne Institute of TAFE	\$60.00	\$80.00	-	-
Nurses Board of Victoria	\$640.00	\$40.00	\$309.40	\$15.00
Office of the Regulator - General	-	\$20.00	-	-
Otway Health & Community Services	\$20.00	-	\$10.00	-
Peninsula Health Care Network	\$3,580.00	\$860.00	\$1,105.70	-
Peter MacCallum Cancer Institute	\$560.00	\$80.00	\$470.36	\$3.40
Plumbing Industry Commission	\$300.00	\$40.00	\$455.20	\$69.80
Port Phillip City Council	\$420.00	\$160.00	-	-
Portland & District Hospital	\$420.00	\$280.00	\$135.25	\$20.00
Premier and Cabinet, Department of	\$1,280.00	-	\$143.10	-
Public Transport Corporation	\$940.00	\$180.00	-	-
Pyrenees Shire Council	\$40.00	-	-	-
Robinvale District Health Services	\$120.00	-	\$60.00	-
Rochester & Elmore District Health Service	\$40.00	\$20.00	\$37.00	-
Royal Botanic Gardens Board	\$40.00	-	-	-
Royal Children's Hospital	\$3,500.00	\$6,280.00	\$7,217.80	\$756.20
Royal Melbourne Hospital	\$6,200.00	\$2,060.00	\$8,514.00	\$4,071.00
Royal Melbourne Institute of Technology	-	\$140.00	\$260.00	-
Royal Victorian Eye & Ear Hospital	\$940.00	\$20.00	\$623.20	\$10.00
Royal Women's Hospital	\$1,640.00	\$1,800.00	\$1,304.20	\$1,544.10
Rural Ambulance Victoria	\$6,260.00	-	\$9,278.80	-
Rural City Of Ararat	\$20.00	\$20.00	-	-
Rural City of Wangaratta	\$20.00	-	-	-
Seymour District Memorial Hospital	\$20.00	\$20.00	\$39.00	\$25.00
Shire of Campaspe	\$80.00	-	-	-
Shire of Mount Alexander	\$40.00	\$20.00	-	-
South East Water	\$80.00	-	-	\$37.50
South Gippsland Shire Council	\$100.00	-	\$33.00	\$1.00
South West Healthcare	\$1,380.00	\$860.00	\$1,131.20	\$867.00
Southern Community Health Services Inc.	\$20.00	-	\$20.00	-
Southern Grampians Shire Council	\$20.00	-	-	-
Southern Health Care Network	\$10,740.00	\$10,760.00	\$9,307.00	\$8,836.00
St Vincent's Hospital	\$3,860.00	\$2,600.00	\$2,451.90	\$455.90
State & Regional Development, Department of	\$1,840.00	\$60.00	\$151.00	\$15.00
State Electricity Commission of Victoria	\$600.00	-	\$406.00	-
State Revenue Office	\$560.00	\$60.00	\$40.00	\$60.00
State Training Board	\$20.00	-	-	-
State Trustees Limited	\$100.00	\$100.00	\$9.60	-
Stawell District Hospital	\$140.00	\$80.00	\$22.80	-

Agency	FEES COLLECTED	FEES WAIVED	CHARGES COLLECTED	CHARGES WAIVED
Strathbogie Shire Council	\$20.00	-	\$40.00	-
Surfcoast Shire Council	\$140.00	-	\$160.00	-
Swan Hill District Hospital	\$340.00	\$160.00	\$70.30	\$27.60
Swan Hill Rural City Council	\$40.00	-	\$177.60	-
Swinburne University of Technology	\$20.00	-	-	-
Tourism Victoria	\$20.00	-	-	-
Transport Accident Commission	\$6,700.00	\$620.00	\$6,291.20	\$3,456.50
Treasury and Finance, Department of	\$1,040.00	\$20.00	\$1,035.20	-
Trust for Nature (Victoria)	\$20.00	\$20.00	-	\$2.00
University of Ballarat	\$80.00	\$20.00	\$63.80	-
University of Melbourne	\$160.00	\$120.00	\$5.40	\$9.00
Urban Land Corporation	\$20.00	-	-	-
VicRoads	\$1,660.00	-	\$30.60	\$967.40
Victoria Legal Aid	\$140.00	\$20.00	\$52.00	-
Victoria Police Force	\$18,440.00	\$4,260.00	\$10,416.00	\$1,540.00
Victoria State Emergency Service	\$440.00	-	\$170.40	-
Victoria University of Technology	\$40.00	-	\$40.00	-
Victorian Casino & Gaming Authority	\$380.00	\$20.00	\$107.20	-
Victorian Electoral Commission	\$20.00	-	\$14.60	-
Victorian WorkCover Authority	\$7,980.00	\$1,820.00	\$3,120.00	\$1,856.00
Wangaratta District Base Hospital	\$1,200.00	\$100.00	-	\$50.00
Warrnambool City Council	\$60.00	-	-	-
Wellington Shire Council	\$100.00	-	-	-
Werribee Mercy Hospital	\$960.00	\$440.00	\$406.00	\$185.50
West Wimmera Shire Council	\$20.00	-	-	-
Western District Health Service	\$500.00	\$20.00	\$522.15	\$4.40
Western Hospital	\$4,280.00	\$1,880.00	\$5,495.60	-
Whittlesea City Council	\$60.00	-	-	\$2.00
William Angliss Institute of TAFE	-	\$20.00	-	-
Williamstown Hospital	\$430.00	\$210.00	\$99.20	\$159.40
Wimmera Health Care Group	\$460.00	\$400.00	\$257.80	\$54.10
Wodonga Institute of TAFE	\$20.00	-	\$20.00	-
Wodonga Regional Health Service	\$80.00	\$80.00	\$37.80	-
Wonthaggi & District Hospital	\$40.00	\$200.00	-	\$16.00
Wyndham City Council	\$120.00	\$80.00	\$64.00	-
Yarra City Council	\$420.00	\$20.00	-	-
Yarra Ranges Health Service	-	\$60.00	-	\$150.00
Yarra Ranges Shire Council	\$300.00	\$40.00	\$173.40	\$90.60
Yarra Valley Water Ltd	\$40.00	-	\$29.00	\$5.00
Yarrawonga District Health Service	\$20.00	-	-	-
Yea & District Memorial Hospital	\$60.00	-	-	-
TOTAL	\$235,275.00	\$49,925.00	\$134,696.75	\$66,331.30

PART 4: HOW TO USE FREEDOM OF INFORMATION

WHAT IS FREEDOM OF INFORMATION?

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

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

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

WHAT TYPE OF INFORMATION IS AVAILABLE?

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

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

It is not only documents in paper form that are accessible. The term 'documents' covers a broad range of media including maps, films, microfiche, photographs, computer printouts, 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 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 (VCAT).

HOW LONG DOES IT TAKE?

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

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

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

HOW TO REQUEST INFORMATION FROM AN AGENCY

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

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

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

SAMPLE LETTER OF APPLICATION

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

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

1 January 2000

14 Elizabeth Crescent
MELBOURNE 3000

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

Dear Sir/Madam

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

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

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

My phone number is 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 FORM

Surname: _____

First Name: _____

Postal Address: _____

_____ Postcode: _____

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

(work): _____

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

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

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

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

HOW TO APPLY FOR PERSONAL RECORDS TO BE AMENDED

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

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

SAMPLE LETTER TO APPLY FOR AMENDMENT OF PERSONAL RECORDS

14 Information Street
MELBOURNE 3000

1 January 2000

The FOI Officer
Melbourne Public Hospital
6 Flinders Avenue
MELBOURNE 3000

Dear Sir or Madam

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

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

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

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

Yours faithfully

Margaret Simons

HOW MUCH DO I HAVE TO PAY ?

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

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

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 FOI officer, and asked if you still wish to proceed with the request.

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

WHEN IS A DEPOSIT PAYABLE?

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

SUMMARY OF FEES AND CHARGES

APPLICATION FEE

\$20 (non refundable unless fee is waived)

SEARCH CHARGES

\$20 per hour or part thereof

SUPERVISION CHARGES

\$5 per quarter hour or part thereof

PHOTOCOPYING CHARGES

20c per A4 page

PROVIDING ACCESS IN A FORM OTHER THAN A PHOTOCOPY

The reasonable costs incurred by the agency in providing the copy

CHARGE FOR LISTENING TO OR VIEWING A TAPE

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

CHARGE FOR MAKING A WRITTEN TRANSCRIPT OF A TAPE

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

DEPOSITS

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

50% of calculated charge where it exceeds \$100

REQUEST FOR AN INTERNAL REVIEW

No charge

APPEAL TO VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL

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

WHAT CAN I APPEAL AGAINST?

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

- refuses to give you access to all, or part of, the documents you have applied for;
- allows you to have access to the documents, but not in the form you want;
- permits you to have indirect access to medical information through a doctor, rather than giving you direct access to the documents yourself;

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

HOW TO APPEAL AGAINST A DECISION OF AN AGENCY

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

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

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

HOW TO APPLY FOR AN INTERNAL REVIEW

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

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

HOW TO APPLY TO THE VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL

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

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

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

SAMPLE LETTER TO REQUEST AN INTERNAL REVIEW

18 Great Road
MELBOURNE VIC 3000

1 September 2000

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

Dear Sir or Madam

Freedom of Information Act

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

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

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

Yours sincerely

R Trout

ANSWERS TO THE MOST COMMONLY ASKED QUESTIONS

How do I obtain a copy of my police record?

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

I would like a collision report and witness statements?

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

Can I access my psychiatric file?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

How do I get my Adoption Records?

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

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

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

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

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

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

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

PART 5: LIST OF AGENCIES

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

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

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

**Administrator Under Part 4 of the
Electricity Industry Act 1993**

Level 5, 452 Flinders Street
MELBOURNE Vic 3000
Tel: 9592 7940

No FOI requests received in 1999/2000

Alfred Hospital, The

Commercial Road
PRAHRAN VIC 3181
Tel: 9276 2513

Angliss Health Service

Albert St
FERNTREE GULLY VIC 3156
Tel: 03 9764 6111

Austin & Repatriation Medical Centre

Locked Bag 25
Studley Rd
HEIDELBERG VIC 3084
Tel: 9496 3103

Australian Grand Prix Corporation

PO Box 577
220 Albert Road
SOUTH MELBOURNE VIC 3205
Tel: 9258 7100

No FOI requests received in 1999/2000

Ballarat Community Health Centre Inc

PO Box 1156
230 Lyons St
BALLARAT VIC 3354
Tel: 5337 1643

No FOI requests received in 1999/2000

**Adult Community & Further Education
(ACFE)**

Level 1, 2 Treasury Place,
EAST MELBOURNE 3002
Tel: 9637 2670

Alpine Shire

PO Box 139
Great Alpine Road
BRIGHT VIC 3741
Tel: 5755 0555

**Architects Registration Board of
Victoria**

Level 10
Nauru House
80 Collins St
MELBOURNE 3000
Tel: 9655 8570

Australian Dried Fruits Board

Box 5042
MILDURA VIC
Tel: 50221363

No FOI requests received in 1999/2000

Ballarat City Council

PO Box 655
BALLARAT VIC 3353
Tel: 5320 5542

Ballarat Health Services

PO Box 577
Drummond Street North
BALLARAT VIC 3353
Tel: 5320 4212

Banyule City Council
 PO Box 51
 IVANHOE VIC 3079
 Tel: 9457 9868

Banyule Community Health Service
 20 Morobe St
 WEST HEIDELBERG VIC 3081
 Tel: 9450 2021

Barwon Health
 PO Box 281
 GEELONG VIC 3220
 Tel: 5226 7627

Barwon Region Water Authority
 61-67 Ryrie Street
 GEELONG VIC 3220
 Tel: 5226 2500

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

Baw Baw Shire Council
 PO Box 304
 WARRAGUL VIC 3820
 Tel: 5624 2411

Bayside City Council
 PO Box 27
 Corporate Centre
 Royal Avenue
 SANDRINGHAM VIC 3191
 Tel: 9599 4411

Beaufort & Skipton Health Service
 28 Havelock St
 BEAUFORT VIC 3373
 Tel: 5349 2152

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

Bendigo, City of Greater
 PO Box 733
 BENDIGO 3552
 Tel: 5434 6000

Bendigo Community Health Services
 PO Box 169
 EAGLEHAWK VIC 3556
 Tel: 03 5434 3308
No FOI requests received in 1999/2000

Bendigo Hospital, Bendigo Health Care Group
 PO Box 126
 BENDIGO VIC 3552
 Tel: 5441 0405

Bendigo Regional Institute of TAFE
 136 McCrae Street
 BENDIGO VIC 3550
 Tel: 5434 1513

Bethlehem Hospital
 476 Kooyong Road
 CAULFIELD VIC 3162
 Tel: 9595 3375

Board of Studies
 41 St Andrews Place
 EAST MELBOURNE 3002
 Tel: 9651 4535

Boroondara City Council
 Private Bag 1
 8 Inglesby Road
 CAMBERWELL VIC 3124
 Tel: 9278 4471

Borough of Queenscliffe
 PO Box 93
 QUEENSCLIFF VIC 3225
 Tel: 5258 1377
No FOI requests received in 1999/2000

Box Hill Hospital
 PO Box 94
 Nelson Rd
 BOX HILL VIC 3128
 Tel: 9895 3269

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

Brimbank City Council
 PO Box 70
 Alexandra Avenue
 SUNSHINE VIC 3020
 Tel: 9249 4732

Buloke Shire Council
 PO Box 1
 WYCHEPROOF VIC 3527
 Tel: 5493 7400

Campaspe Murray Community Care Inc.
 34 Heygarth Street
 ECHUCA VIC 3564
 Tel: 5482 4422

Shire of Campaspe
 PO Box 35
 ECHUCA VIC 3564
 Tel: 5481 2200

Cardinia Shire Council
 PO Box 7
 Henty Way
 PAKENHAM VIC 3810
 Tel: 5948 4216

Castlemaine District Community Health Centre (CHIRP) Inc.
 PO Box 53
 13 Mostyn Street
 CASTLEMAINE VIC 3450
 Tel: 5472 4044
No FOI requests received in 1999/2000

Central Bayside Community Health Service
 335 Nepean Highway
 PARKDALE 3195
 Tel: 9587 0200
No FOI requests received in 1999/2000

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

Central Goldfields Shire Council
 PO Box 194
 MARYBOROUGH VIC 3465
 Tel: 5461 0610
No FOI requests received in 1999/2000

Chisholm Institute of TAFE
 PO Box 1281
 Fletcher Road
 FRANKSTON VIC 3199
 Tel: 9238 8337

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

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

Central Gippsland Health Care Service
 Guthridge Parade
 SALE VIC 3850
 Tel: 5143 8421

Central Gippsland Region Water Authority
 PO Box 348
 TRARALGON VIC 3844
 Tel: 5177 4744

Central Health Interpreter Service Inc.
 7/288 Mount Alexander Rd
 ASCOT VALE VIC 3032
 Tel: 9377 3329
No FOI requests received in 1999/2000

City of Casey
 PO Box 1000
 NAREE WARREN VIC 3805
 Tel: 9705 5200

Cobaw Community Health Service
 PO Box 146
 47 High Street
 KYNETON VIC 3444
 Tel: 5422 3011

Colac Community Health Services
 Corangamite St
 COLAC VIC 3250
 Tel: 03 5230 0100

Colac Otway Shire Council
 PO Box 283
 2-6 Rae Street
 COLAC VIC 3250
 Tel: 5232 9416

Corangamite Shire
 PO Box 84
 CAMPBERDOWN VIC 3260
 Tel: 5593 7100
No FOI requests received in 1999/2000

Council of Adult Education
 256 Flinders St
 MELBOURNE VIC 3000
 Tel: 9652 0740
No FOI requests received in 1999/2000

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

Dandenong Cemetery Trust
 PO Box 200
 397-405 Springvale Road
 SPRINGVALE VIC 3171
 Tel: 9239 5262
No FOI requests received in 1999/2000

City of Greater Dandenong
 PO Box 200
 SPRINGVALE 3171
 Tel: 9239 5307

City of Darebin
 274 Gower Street
 PRESTON VIC 3072
 Tel: 9230 4623

Darebin Community Health Service Inc.
 Cnr Blake & Crevelli Streets
 RESERVOIR EAST VIC 3073
 Tel: 9478 5711
No FOI requests received in 1999/2000

Deakin University
 Pigdons Road
 GEELONG VIC 3217
 Tel: 5227 8513
No FOI requests received in 1999/2000

Delatite Shire Council
 PO Box 227
 BENALLA VIC 3671
 Tel: 5760 2000

Dental Board of Victoria
 Level 14
 114 Albert Rd
 SOUTH MELBOURNE VIC 3205
 Tel: 9699 8011

**Dental Health Services Victoria
The Royal Dental Hospital of
Melbourne**
711 Elizabeth Street
MELBOURNE VIC 3000
Tel: 9341 0320

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

**Doutta Galla Community Health
Service**
25 Norwood Crescent
MOONEE PONDS VIC 3039
Tel: 9376 0523

East Gippsland Shire Council
PO Box 1618
BAIRNSDALE VIC 3875
Tel: 5150 9100

East Wimmera Health Service
PO Box 159
CHARLTON VIC 3525
Tel: 5491 1200

**Education, Employment & Training,
Department of**
Level 1
2 Treasury Place
EAST MELBOURNE VIC 3002
Tel: 9637 2670

Dianella Community Health Inc.
35 Johnstone Street
BROADMEADOWS VIC 3047
Tel: 9356 5777

Docklands Authority
26/80 Collins St
MELBOURNE VIC 3000
Tel: 03-9655 6718

Eastern Access Community Health
75 Patterson Street
RINGWOOD EAST VIC
Tel: 9879 3933

East Grampians Health Service
PO Box 155
Girdlestone Street
ARARAT VIC 3377
Tel: 5352 0201

Echuca Regional Health Service
PO Box 25
ECHUCA VIC 3564
Tel: 5482 0284

Eltham Community Health Centre Inc.
917 Main Road
ELTHAM VIC 3095
Tel: 9430 9128
No FOI requests received in 1999/2000

Emergency Services Superannuation Scheme

Level 6
4 Riverside Quay
SOUTHBANK VIC 3006
Tel: 9698 6444

Ensay Community Health Centre

c/- Post Office
Great Alpine Rd
ENSAY VIC 3895
Tel: 5157 3215
No FOI requests received in 1999/2000

Environment Conservation Council

3/250 Victoria Parade
EAST MELBOURNE VIC 3002
Tel: 9412 5021

Environment Protection Authority

PO Box 4395 QQ
MELBOURNE VIC 3001
Tel: 9695 2868

Equal Opportunity Commission Victoria

Level 3
380 Lonsdale St
MELBOURNE VIC 3000
Tel: 9281 7111

Falls Creek Alpine Resort Management Board

PO Box 50
FALLS CREEK VIC 3699
Tel: 5758 3224
No FOI requests received in 1999/2000

Far East Gippsland Health & Support Service

PO Box 238
ORBOST VIC 3888
Tel: 5154 6610

Frankston City Council

PO Box 490
FRANKSTON VIC 3199
Tel: 9784 1822

Gannawarra Shire Council

PO Box 252
COHUNA VIC 3568
Tel: 5450 9333

City of Greater Geelong

PO Box 104
GEELONG VIC 3220
Tel: 5227 0274

Gippsland Southern Health Service

Private Bag 13,
LEONGATHA VIC 3953
Tel: 5667 5555

Glen Eira City Council

PO Box 42
CAUFIELD SOUTH VIC 3162
Tel: 9524 3268

Glenelg Shire Council

PO Box 152
Cliff Street
PORTLAND VIC 3305
Tel: 5522 2219

Golden Plains Shire Council

2 Pope St
BANNOCKBURN VIC 3331
Tel: 5220 7111
No FOI requests received in 1999/2000

Goulburn Ovens Institute of TAFE

Fryers Street
SHEPPARTON VIC 3630
Tel: 5833 2680

Goulburn Valley Health

Graham Street
SHEPPARTON VIC 3630
Tel: 5832 2002

Grampians Community Health Centre Inc

40-44 Wimmera St
STAWELL VIC 3380
Tel: 5358 3700
No FOI requests received in 1999/2000

Harness Racing Board, Victoria

Level 1
740 Mt Alexander Rd
MOONEE PONDS VIC 3039
Tel: 9375 4255
No FOI requests received in 1999/2000

Glenview Community Care Inc.

168 High Street
RUTHERGLEN VIC 3685
Tel: 6032 9505
No FOI requests received in 1999/2000

Gordon Institute of TAFE

Private Bag 1
Mail Centre
GEELONG VIC 3221
Tel: 5225 0511

Goulburn Valley Community Health Service

PO Box 1167
SHEPPARTON VIC 3632
Tel: 5831 2012
No FOI requests received in 1999/2000

Government Superannuation Office

Level 10, 35 Spring Street
MELBOURNE 3000
Tel: 9651 3396

Greyhound Racing Victoria

438-442 William St
WEST MELBOURNE VIC 3003
Tel: 9326 3422

Hastings Port (Holding) Corporation

Level 5
452 Flinders Street
MELBOURNE VIC 3000
Tel: 9592 7940
No FOI requests received in 1999/2000

Health Services Commissioner

30/570 Bourke Street
 MELBOURNE VIC 3000
 Tel: 8601 5207

Hepburn Health Service

PO Box 465
 DAYLESFORD VIC 3460
 Tel: 5348 2371

Hepburn Shire Council

PO Box 21
 76 Vincent St
 DAYLESFORD VIC 3460
 Tel: 5348 2306

Hesse Rural Health Service

Winchelsea District Hospital
 8 Gosney Street
 WINCHELSEA VIC 3241
 Tel: 5267 2202

Hindmarsh Shire Council

PO Box 250
 NHILL VIC 3418
 Tel: 5391 1811

Hobsons Bay City Council

PO Box 21
 115 Civic Parade
 ALTONA VIC 3018
 Tel: 9932 1047

No FOI requests received in 1999/2000

Holmesglen Institute of TAFE

PO Box 48
 CHADSTONE VIC 3148
 Tel: 9564 1536

Horsham Rural City Council

PO Box 511
 HORSHAM VIC 3402
 Tel: 5382 9777

No FOI requests received in 1999/2000

Human Services, Department of

GPO Box 4057
 Level 14
 555 Collins Street
 MELBOURNE VIC 3001
 Tel: 9616 7651

Human Services, Department of

PO Box 1661
 Traralgon Vic
 Tel: 5177 2500

Hume City Council

PO Box 119
 1079 Pascoe Vale Road
 BROADMEADOWS VIC 3047
 Tel: 9205 2241

Indigo Shire Council

PO Box 28
 Ford Street
 BEECHWORTH VIC 3747
 Tel: 5728 1000

Infrastructure, Department of

Level 26
80 Collins St
MELBOURNE VIC 3000
Tel: 9655-6718

Inner East Community Health Service

283 Church St
RICHMOND VIC 3121
Tel: 9429 1811

No FOI requests received in 1999/2000

Inglewood & Districts Health Service

Hospital Street
INGLEWOOD VIC 3517
Tel: 5438 3000

ISIS Primary Care

PO Box 36
DEER PARK VIC 3023
Tel: 9296 1201

Inner South Community Health Service

240 Malvern Road
PRAHRAN VIC 3517
Tel: 9525 1300

Kerang & District Hospital

PO Box 179
KERANG VIC 3579
Tel: 5450 9200

Justice, Department of

55 St Andrews Place
MELBOURNE VIC 3002
Tel: 9651 0768

Knox City Council

Private Bag Knox 1
511 Burwood Highway
Wantirna South VIC 3152
Tel: 9298 8272

Kingston City Council

PO Box 1000
999 Nepean Highway
MOORABBIN 3189
MENTONE VIC 3194
Tel: 9556 4203

Knox Community Health Service Inc

511 Burwood Highway
WANTIRNA SOUTH VIC 3152
Tel: 9298 8800

**Kyabram & District Memorial
Community Hospital**

PO Box 564
KYABRAM VIC 3619
Tel: 5857 0200

Kyneton District Health Service

PO Box 34
KYNETON VIC 3444

La Trobe City Council

PO Box 345
Civic Centre
TRARALGON VIC 3844
Tel: 5173 1400

La Trobe Community Health Service Inc

PO Box 960
MORWELL VIC 3840
Tel: 5134 2011

La Trobe Regional Hospital

PO Box 424
TRARALGON VIC 3844
Tel: 5173 8000

La Trobe University

Plenty Road
BUNDOORA VIC 3083
Tel: 9479-2943
No FOI requests received in 1999/2000

Lake Mountain Alpine Resort Management Board

PO Box 40
MARYSVILLE VIC 3779
Tel: 5963 3288
No FOI requests received in 1999/2000

Lakes Entrance Community Health Centre

PO Box 429
18-26 Jemmeson Street
LAKES ENTRANCE VIC 3909
Tel: 5155 8300

Loddon Mallee Women's Health

48 Queen St
BENDIGO VIC 3550
Tel: 5443 0235
No FOI requests received in 1999/2000

Loddon Shire Council

PO Box 21
WEDDERBURN VIC 3518
Tel: 5494 1200

Lorne Community Hospital

Albert St
LORNE VIC 3232
Tel: 5289 1508

Lyndoch Warrnambool Inc

Hopkins Road
WARRNAMBOOL VIC 3280
Tel: 5561 9300
No FOI requests received in 1999/2000

Macedon Ranges Shire Council

PO Box 151
KYNETON VIC 3444
Tel: 5422 0352

Maldon Hospital and Community Care
 PO Box 50
 CASTLEMAINE VIC 3450
 Tel: 5471 1501
No FOI requests received in 1999/2000

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

Manningham Community Health Service
 8 Jackson Court
 DONCASTER EAST VIC 3109
 Tel: 9848 9623
No FOI requests received in 1999/2000

Mansfield District Hospital
 PO Box 139
 MANSFIELD VIC 3722
 Tel: 5775 2111

Maribyrnong City Council
 PO Box 58
 FOOTSCRAY VIC 3011
 Tel: 9688 0210

Marine Board of Victoria
 Level 26
 80 Collins
 MELBOURNE VIC 3000
 Tel: 9655 6718

Maroondah City Council
 PO Box 156
 City Offices,
 Braeside Avenue
 RINGWOOD VIC 3134
 Tel: 9871 0299

Maroondah Hospital
 PO Box 135
 RINGWOOD EAST VIC 3135
 Tel: 871 3365

Maryborough District Health Service
 77-85 Clarendon St
 MARYBOROUGH VIC 3465
 Tel: 5461 0333

Medical Practitioners Board of Victoria
 PO Box 821
 Level 3
 1 Palmerston Crescent
 SOUTH MEBOURNE VIC 3205
 Tel: 9655 0502

Melbourne & Olympic Parks Trust
 PO Box 799
 Batman Avenue
 RICHMOND VIC 3121
 Tel: 9286 1621

Melbourne City Link Authority
 Level 26
 80 Collins St
 MELBOURNE VIC 3000
 Tel: 9655 6718

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

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

Melbourne Market Authority
 Mail Box 1
 542 Footscray Road
 FOOTSCRAY VIC 3011
 Tel: 9258 6100
No FOI requests received in 1999/2000

Melbourne Port Corporation
 GPO Box 261C
 MELBOURNE VIC 3001
 Tel: 9628 7502
No FOI requests received in 1999/2000

Melbourne University
 Grattan Street
 PARKVILLE VIC 3052
 Tel: 9344-7117
**Report not submitted to the
 Department of Justice by due date**

Melton Shire Council
 232 High St
 MELTON VIC 3337
 Tel: 9747 7200

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

Metropolitan Ambulance Service
 PO Box 2000
 DONCASTER VIC 3108
 Tel: 9840-3632

Mercy Hospital for Women
 126 Clarendon St
 EAST MELBOURNE VIC 3000
 Tel: 9270 2346

Mildura Base Hospital Pty. Ltd.
 PO Box 620
 MILDURA VIC 3502
 Tel: 5022-73333

**Metropolitan Fire and Emergency
 Services Board**
 456 Albert Street
 EAST MELBOURNE VIC 3002
 Tel: 9665-4431

**Mitchell Community Health Services
 Inc**
 PO Box 84
 BROADFORD VIC 3658
 Tel: 0357-841 306
No FOI requests received in 1999/2000

Mitchell Shire Council
 113 High St
 BROADFORD VIC 3658
 Tel: 57 346 200

Moira Shire Council
 Melville Street
 NUMURKAH VIC 3636
 Tel: 03 58 620 222

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

Monash University
 Wellington Road
 CLAYTON VIC 3168
 Tel: 9905 2010

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

Moorabool Shire Council
 PO Box 18
 BALLAN VIC 3342
 Tel: 5366-7100

Moreland City Council
 Locked Bag No. 10
 MORELAND VIC 3058
 Tel: 03-9240-1117
No FOI requests received in 1999/2000

Moreland Community Health Service
 11 Glenlyon Road
 BRUNSWICK VIC 3065
 Tel: 9387 6711

Mornington Peninsula Shire Council
 Private Bag 1000
 ROSEBUD VIC 3939
 Tel: 5986-0188

Moyne Shire Council
 PO Box 51
 PORT FAIRY VIC 3284
 Tel: 3-5568-2600

Mt Alexander Hospital
 PO BOX 50
 CASTELMAINE VIC 3450
 Tel: 54 711 555

Mt Alexander Shire Council
 PO Box 185
 CASTELMAINE VIC 3450
 Tel: 54 711 700

**Mt Baw Baw Alpine Resort
Management Board**
Private Bag via NOOJEE Vic 3833
Tel: 5165 1136
No FOI requests received in 1999/2000

Murray Valley Citrus Marketing Board
PO BOX 1384
MILDURA VIC 3500
Tel: 50211890
No FOI requests received in 1999/2000

Murrindindi Shire Council
PO Box 138
ALEXANDRA VIC 3714
Tel: 577 20 333

**Natural Resources & Environment,
Department of**
PO Box 500
EAST MELBOURNE VIC 3002
Tel: 9637-8875

Nilumbik Shire Council
PO Box 476
GREENSBOROUGH 3088
Tel: 9433 3270

North Yarra Community Health
365 Hoddle St
COLLINGWOOD VIC 3066
Tel: 9419 6155
No FOI requests received in 1999/2000

Mt Stirling Alpine Resort
27 Outlook Drive
JAMIESON 3723
Tel: 5777 0815
No FOI requests received in 1999/2000

**Murrindindi Community Health
Service Inc**
PO Box 104
EILDON VIC 3713
Tel: 577 424 404
No FOI requests received in 1999/2000

Nathalia District Hospital
Elizabeth Street
NATHALIA VIC 3638
Tel: 58 66 2601

Necropolis Board of Trustees
Princess Highway
SPRINGVALE VIC 3171
Tel: 9546 9377
No FOI requests received in 1999/2000

**North Richmond Community Health
Centre**
23 Lennox St
RICHMOND NORTH VIC 3121
Tel: 429 5477
No FOI requests received in 1999/2000

**Northern District Community Health
Service**
PO Box 523
KERANG VIC 3579
5452 2700
No FOI requests received in 1999/2000

Northern Grampians Shire Council

PO Box 580
STAWELL VIC 3380
Tel: 5358-8700

Northern Melbourne Institute of TAFE (NMIT)

77-91 St George's Road
PRESTON VIC 3072
Tel: 03-9269-1241

Nowa Nowa Community Health Centre

Princes Hwy
NOWA NOWA VIC 3887
Tel: 5155 7294

No FOI requests received in 1999/2000

Nurses Board of Victoria

GPO Box 4932
MELBOURNE VIC 3001
Tel: 9613-0333

Office of the Regulator - General

1/35 Spring St
MELBOURNE VIC 3000
Tel: 9651 3912

Osteopaths Registration Board of Victoria

Level 32, Nauru House
80 Colins St
MELBOURNE 3000
Tel: 9258 6777

No FOI requests received in 1999/2000

Northern Hospital

185 Cooper Street
EPPING VIC 3076
Tel: 9219-8258

Nulumbik Shire Council

PO Box 476
GREENSBOROUGH VIC 3088
Tel: 9433 3300

Office of Public Prosecutions (Vic)

565 Lonsdale St
MELBOURNE VIC 3000
Tel: 9603 7666

**Report not submitted to the
Department of Justice by due date**

Optometrists Registration Board Of Victoria

Level 32, Nauru House
80 Colins St
MELBOURNE 3000
Tel: 9258 6777

No FOI requests received in 1999/2000

Otway Health & Community Services

PO Box 84
APOLLO BAY VIC 3233
Tel: 5237 6303

Ovens & King Community Health Service
 PO Box 224
 WANGARATTA VIC 3676
 Tel: 0357-222 355
No FOI requests received in 1999/2000

Peninsula Health Care Network
 PO Box 52
 FRANKSTON VIC 3199
 Tel: 9784 7720

Pharmacy Board of Victoria
 381 Royal Parade
 PARKVILLE VIC 3052
 Tel: 9903-9587
No FOI requests received in 1999/2000

Plenty Valley Community Health Service
 PO Box 82
 WHITTLESEA VIC 3757
 Tel: 9716 2846
No FOI requests received in 1999/2000

Portland & District Community Health Centre
 33 Otway St
 PORTLAND VIC 3305
 Tel: 55-234-000
No FOI requests received in 1999/2000

Port Phillip City Council
 Cnr. Carlisle St & Brighton Rd
 ST KILDA VIC 3182
 Tel: 9209 6692

Peninsula Community Health Service
 19 Albert St
 MORNINGTON VIC 3931
 Tel: 5975 8266
No FOI requests received in 1999/2000

Peter MacCallum Cancer Institute
 St Andrews Place
 MELBOURNE VIC 3000
 Tel: 9656 1043

Physiotherapists Registration Board of Victoria
 Level 32, Nauru House
 80 Colins St
 MELBOURNE 3000
 Tel: 9258 6777
No FOI requests received in 1999/2000

Plumbing Industry Board
 C/o Department of Infrastructure
 26/80 Collins Street
 MELBOURNE VIC 3000
 Tel: 9655-6718

Portland & District Hospital
 Bentinck St
 PORTLAND VIC 3305
 Tel: 55 210 342

Premier & Cabinet, Department of
 1 Treasury Place
 GPO Box 4912VV
 MELBOURNE 3001
 Tel: 9651 1280

Public Transport Corporation
 C/o Department of Infrastructure
 26/80 Collins Street
 MELBOURNE VIC 3000
 Tel: 9655-6718

Pyrenees Shire Council
 5 Lawrence St
 BEAUFORT VIC 3373
 Tel: 534 92 000

Ranges Community Health Services
 PO Box 360
 LILYDALE VIC 3140
 Tel: 9739 4577
No FOI requests received in 1999/2000

Robinvale District Health Services
 PO Box 376
 ROBINVALE VIC 3549
 Tel: 502 63703

Registered Schools Board
 Department of Education
 2 Treasury Place
 MELBOURNE VIC 3002
 Tel: 9637 2670
No FOI requests received in 1999/2000

Royal Botanic Gardens Board
 Birdwood Ave
 SOUTH YARRA VIC 3141
 Tel: 9252 2323

Rochester & Elmore District Health Service
 PO Box 202
 ROCHESTER VIC 3561
 Tel: 54 84 1400

Royal Melbourne Hospital
 C/o Post Office
 Royal Melbourne Hospital
 PARKVILLE VIC 3050
 Tel: 9342 7781

Royal Children's Hospital
 Flemington Road
 PARKVILLE VIC 3052
 Tel: 9345-5676

Royal Society for the Prevention of Cruelty to Animals (Victoria) Inc
 3 Burwood Hwy
 BURWOOD VIC 3151
 Tel: 03 9224 2222
No FOI requests received in 1999/2000

Royal Melbourne Institute of Technology University
 124 La Trobe St
 MELBOURNE VIC 3001
 Tel: 9925-3522

Royal Victorian Eye & Ear Hospital
 Locked Bag 8
 EAST MELBOURNE VIC 3000
 Tel: 99298 570

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

Rural Ambulance Victoria
 Locked Bag 000
 BALLARAT VIC 3354
 Tel: 5337 9200

Rural City Of Ararat
 PO Box 246
 ARARAT VIC 3377
 Tel: 0353-550-200

Rural City of Wangaratta
 64-68 Ovens St
 WANGARATTA VIC 3676
 Tel: 5722 0888

San Remo & District Community Health Centre
 1 Back Beach Road
 SAN REMO VIC 3925
 Tel: 56 785 388
No FOI requests received in 1999/2000

Seymour District Memorial Hospital
 PO BOX 236
 SEYMOUR VIC 3661
 Tel: 57 936 100

Shire of Yarra Ranges
 PO Box 105
 LILYDALE VIC 3140
 Tel: 1300 368 333

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

South Gippsland Shire Council
 Private Bag 4
 LEONGATHA VIC 3953
 Tel: 03 56 629 213

Southern Grampians Shire Council
 11 Brown St
 HAMILTON VIC 3300
 Tel: 55-730-4444

Southern Health Care Network
 Locked Bag 29
 246 Clayton Road
 CLAYTON VIC 3168
 Tel: 9594 2115

City of Stonnington

Cnr. Glenferrie Road & High St
MALVERN VIC 3144
Tel: 9823 1330

St Vincent's Hospital

41 Victoria Pde
FITZROY VIC 3065
Tel: 03-9288-2775

St George's Health Service

283 Cotham Road
KEW VIC 3101
Tel: 9272-0444

No FOI requests received in 1999/2000

State Electricity Commission of Victoria

Office of the Administrator
5/452 Flinders Street
MELBOURNE VIC 3000
Tel: 9592 7940

State & Regional Development

15/55 Collins St
MELBOURNE VIC 3000
Tel: 9651 9108

State Revenue Office

505 Little Collins Street
MELBOURNE VIC 3000
Tel: 9628-0696

State Library of Victoria

328 Swanston Street
MELBOURNE VIC 3000
Tel: 9669-9851

No FOI requests received in 1999/2000

State Trustees Limited

168 Exhibition St
MELBOURNE VIC 3000
Tel: 9667 6200

State Training Board

Level 1, 2 Treasuring Place
EAST MELBOURNE 3002
Tel: 9637 2670

Strathbogie Shire Council

PO Box 177
EUROA VIC 3666
Tel: 57 95 2010

Stawell District Hospital

Sloane Street
STAWELL VIC 3380
Tel: 5358-2255

Sunbury Community Health Centre
 PO Box 218
 SUNBURY VIC 3429
 Tel: 9744 4455
No FOI requests received in 1999/2000

Sunraysia Community Health Service
 PO Box 2803
 MILDURA VIC 3502
 Tel: 502-37511

Surfcoast Shire Council
 PO Box 350
 TORQUAY VIC 3228
 Tel: 5261 0622

Sustainable Energy Authority Victoria
 Ground Floor
 215 Spring St
 MELBOURNE 3000
 Tel: 9655 3214
No FOI requests received in 1999/2000

Swan Hill District Hospital
 PO Box 483
 SWAN HILL VIC 3585
 Tel: 503 21111

Swan Hill Rural City Council
 45 Splatt St
 SWAN HILL VIC 3585
 Tel: 03-5032-0333

Swinburne University of Technology
 PO Box 218
 HAWTHORN VIC 3122
 Tel: 9214 5413

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

Towong Shire Council
 32 Towong St
 TALLANGATTA VIC 3700
 Tel: 02 607 12 999
No FOI requests received in 1999/2000

Transport Accident Commission
 GPO Box 5149AA
 MELBOURNE VIC 3000
 Tel: 03-9664-6528

Treasury and Finance, Department of
 3/1 Treasury Place
 MELBOURNE VIC 3000
 Tel: 9651 2115

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

University of Ballarat
 PO Box 663
 BALLARAT VIC 3353
 Tel: 5327 9506

Upper Hume Community Health Service
 PO Box 173
 WODONGA VIC 3689
 Tel: 0260 561 550
No FOI requests received in 1999/2000

Upper Murray Health Community Services
 PO Box 200
 CORRYONG VIC 3707
 Tel: 02-6076-1355

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

Veterinary Practitioners Board of Victoria
 272 Brunswick Road
 BRUNSWICK VIC 3056
 Tel: 03-9387-4236
No FOI requests received in 1999/2000

VicRoads
 5th floor
 60 Denmark St
 KEW VIC 3101
 Tel: 03-9854-2231

Victorian Aquatic Industry Council
 1104-1108 Toorak Road
 HARTWELL VIC 3124
 Tel: 03-9889-5922
No FOI requests received in 1999/2000

Victoria Legal Aid
 350 Queen St
 MELBOURNE VIC 3000
 Tel: 9269 0237

Victoria Police Force
 PO Box 415
 MELBOURNE VIC 3005
 Tel: 9247-6801

Victoria Racing Club
 400 Epsom Road
 FLEMINGTON VIC 3031
 Tel: 9258 4736
No FOI requests received in 1999/2000

Victoria State Emergency Service
 151 Sturt St
 SOUTH MELBOURNE VIC 3205
 Tel: 9684 6609

Victoria University of Technology
 PO Box 14428
 MCMC
 MELBOURNE VIC 8001
 Tel: 03-9688-4118

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

Australian Dried Fruits Board
 PO Box 997
 31 Deakin Avenue
 MILDURA VIC 3500
 Tel: 5022 1363

Victorian Superannuation Board
 10/35 Spring St
 MELBOURNE VIC 3000
 Tel: 9651 3396

Wangaratta District Base Hospital
 Green Street
 WANGARATTA VIC 3677
 Tel: 03-5722-0260

Warrnambool City Council
 PO Box 198
 WARRNAMBOOL VIC 3280
 Tel: 556-47814

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

Victorian Dairy Industry Authority
 651 Victoria St
 ABBOTSFORD VIC 3067
 Tel: 9426-1602

**Report not submitted to the
 Department of Justice**

Victorian Electoral Commission
 8/505 Collins Street
 MELBOURNE VIC 3000
 Tel: 9287-7455

Victorian WorkCover Authority
 24/222 Exhibition St
 MELBOURNE VIC 3001
 Tel: 9641 1419

Warrnambool & District Base Hospital
 Ryot St
 WARRNAMBOOL VIC 3280
 Tel: 55 631 593

Wellington Shire Council
 PO Box 506
 SALE VIC 3850
 Tel: 51 423 366

Werribee Mercy Hospital
 300 Princes Highway
 WERRIBEE VIC 3030
 Tel: 9216-8888

West Wimmera Health Service
 PO Box 231
 NHILL VIC 3418
 Tel: 03-5391-4222

Western District Health Service
 PO Box 283
 HAMILTON VIC 3300
 Tel: 557 10215
No FOI requests received in 1999/2000

Western Region Health Care
 72-78 Paisley Street
 FOOTSCRAY VIC 3011
 Tel: 9689-4888

Whittlesea City Council
 Civic Centre
 Ferres Blve
 SOUTH MORANG VIC 3083
 Tel: 9217 2207

Williamstown Hospital
 Western Health Care Network
 Railway Cres
 Williamstown VIC 3016
 Tel: 9393 0100

West Goulburn Community Health Service
 35 Birdwood Ave
 STANHOPE VIC 3623
 Tel: 03-5857-2400
No FOI requests received in 1999/2000

West Wimmera Shire Council
 PO Box 15
 KANIVA VIC 3419
 Tel: 03-5392-7700

Western Hospital
 Western Health Care Network
 Gordon St
 FOOTSCRAY VIC 3011
 Tel: 9319 6352

Whitehorse Community Health Service Inc
 65 Carrington St
 BOX HILL VIC 3128
 Tel: 9890 2220
No FOI requests received in 1999/2000

William Angliss Institute of TAFE
 555 La Trobe Street
 MELBOURNE VIC 3001
 Tel: 9606 2111

Wimmera Health Care Group
 Baillie St
 HORSHAM VIC 3400
 Tel: 5381 9111

City of Whitehorse

Locked Bag 2
 Eastern Mail Centre
 NUNAWADING VIC 3110
 Tel: 9262 6339

City of Wodonga

PO Box 923
 Hovell Street
 WODONGA VIC 3689
 Tel: (02) 6055 9200
No FOI requests received in 1999/2000

Wodonga Institute of TAFE

15 McKoy Street
 WODONGA VIC 3690
 Tel: 02 60 55 66 00

Wodonga Regional Health Service

PO Box 156
 WODONGA VIC 3689
 Tel: 02-6051-7111

Women's Health West

60 Droop St
 FOOTSCRAY VIC 3011
 Tel: 9689 9588
No FOI requests received in 1999/2000

Wonthaggi & District Hospital

Graham St
 WONTHAGGI VIC 3995
 Tel: 5671 3333

Wyndham City Council

45 Princes Hwy
 WERRIBEE VIC 3030
 Tel: 9742 0834

Yarra City Council

333 Bridge Road
 RICHMOND VIC 3121
 Tel: 9205 5110

Yarra Ranges Health Service

377 Maroondah Hwy
 HEALSVILLE VIC 3777
 Tel: 59624 300

Yarra Valley Water Ltd

Lucknow St
 MITCHAM VIC 3132
 Tel: 9872 1238

Yarrawonga District Health Service

33 Piper Street
 YARRAWONGA VIC 3730
 Tel: 5743-8111

Yarrawonga District Hospital

Piper St
 YARRAWONGA VIC 3730
 Tel: 57 43 8111

Yarriambiak Shire Council

PO Box 243
WARRACKNABEAL VIC 3393
Tel: 539 80104

No FOI requests received in 1999/2000

Yea & District Memorial Hospital

45 Station St
YEA VIC 3717
Tel: 57 972 500

Yooralla Society of Victoria

244 Flinders Street
MELBOURNE VIC 3000
Tel: 9650 4077

Young Farmers Finance Council

C/- Rural Finance Corporation of
Victoria
15/350 Collins St
MELBOURNE VIC 3000
Tel: 9243 2604

No FOI requests received in 1999/2000

Zoological Parks & Gardens Board

PO Box 74
PARKVILLE VIC 3052
Tel: 9731 9620

No FOI requests received in 1999/2000

PART 6: ATTORNEY-GENERAL'S GUIDELINES

Freedom of Information

Guidelines to assist the administration of the FOI Act

issued by the Attorney-General, 2 February 2000

1. A general right of access

The FOI Act gives members of the community a legally enforceable right to information held by government. Departments and agencies must support this right by:

- (a) making information about their operations available to the public;
- (b) making all rules and information about practices readily available to those affected by them;
- (c) facilitating a general right of access to documents held by them. (This access should be limited only by the proper application of exceptions and exemptions provided for under the FOI Act); and
- (d) delivering an efficient, timely and reasonably-costed process for disclosing information.

2. Facilitating access

Members of the community requesting access to information held by a department or agency, should be:

- (a) treated promptly, fairly, with courtesy and sensitivity ;
- (b) assisted in determining the most appropriate way of getting the information; and
- (c) clearly advised how to lodge an application under the FOI Act.

3. Appeal rights of applicants

The FOI Act provides for several categories of information to be exempted from release. The main exemptions are:

- Cabinet documents ;
- Some internal working documents ;
- Law enforcement documents ;
- Documents covered by legal professional privilege ;
- Documents affecting personal privacy ;
- Documents containing information provided in confidence to an agency;
- Documents relating to trade secrets ; and
- Documents to which secrecy enactments apply.

The Act requires agencies to notify applicants of their appeal rights where access is denied to documents. Timely notification to applicants is crucial as an applicant is entitled to :

- seek an internal review of an FOI Officers' decision within 28 days of receipt of the initial decision ; and
- lodge an appeal with the Victorian Civil and Administrative Tribunal within 60 days of receipt of the internal review decision.

Similarly, agencies must advise applicants of their right to complain to the Ombudsman where documents requested under FOI cannot be found or are said not to exist.

4. Documents dealt with outside FOI

An agency or department **must not** rely on the FOI process to handle requests made for access to routine information or routine documentation.

Departments and agencies should develop a policy detailing the categories of information which may be released without a formal FOI application. For example, departments and agencies should automatically make available an individual's own employment records, information provided by the individual to the department or agency and information reflecting the policies of a department or agency. The latter includes manuals and rules of procedure.

5. Responding promptly

Agencies must respond promptly and *within* the timelines set out in the FOI Act for all matters related to FOI applications and requests for internal reviews and appeals. Particular care must be taken to ensure statutory response times are met for requests for access or amendments to documents and requests for internal reviews, as well as orders made by the Victorian Civil and Administrative Tribunal (VCAT).

The specified timelines include :

Decisions in response to FOI requests for access to documents	TM	must be made and despatched by agency within 45 calendar days from date agency receives applicant's request
Decisions in response to FOI requests for amendment to documents	TM	must be made and despatched by agency within 30 calendar days from date agency receives applicant's request
Decisions in response to FOI requests for internal reviews	TM	must be made and despatched by agency within 14 calendar days from date agency receives applicant's request
Orders made by the VCAT on respondent agencies	TM	must be made and despatched by agency within time limit specified by VCAT in order

6. Implementing the Guidelines

The implementation of these guidelines is the responsibility of a department or agency's principal officer who in most cases is the chief executive officer of an agency or the secretary of a department.

Principal officers must ensure that all staff are aware of these guidelines and that they are adhered to and practised at all times.

Principal officers must also ensure that adequate resources are available to fulfil their agency's obligations under the FOI Act. This includes an agency's ability to meet statutory response periods prescribed in the FOI Act and orders made by the Tribunal.

Departments and agencies are reminded that under section 61 of the FOI Act, the Victorian Civil and Administrative Tribunal is able to bring to the notice of a Principal Officer, Minister or Municipal Council, evidence found indicating that a person has been guilty of a breach of duty or of misconduct in the administration of the FOI Act.