

Freedom of Information

*Annual Report by
the Attorney-General
of Victoria*

2002

FOREWORD

I have much pleasure in submitting to both Houses of Parliament, the 2002 Freedom of Information Annual Report.

This report reflects the operation of freedom of information in Victoria for the 2001/2002 financial year and has been prepared in accordance with sections 64 and 65AA of the *Freedom of Information Act 1982*.

ROB HULLS MP
Attorney-General

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PART 1: FREEDOM OF INFORMATION OVERVIEW

In 2001-2002 there was a fourteen per cent increase in the number of Freedom of Information requests reported by agencies across Victoria.

Consistent with the Government's commitments to making FOI more accessible and encouraging openness and accountability amongst government agencies, a Whole-of-Government FOI website (www.foi.vic.gov.au) has been developed. The website is designed to give the community ready access to information about how FOI works, standard application forms and e-mail addresses to allow direct contact with FOI officers in more than 300 agencies. The first stage of the FOI Online website went live in July 2002. During 2002/2003 the website will be further developed to allow FOI requests to be lodged electronically.

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

Public sector agencies are now covered by both the FOI Act and the *Information Privacy Act* which became fully effective on 1 September 2002. Feedback from agencies suggests they are paying closer attention to the issues surrounding the disclosure of personal information under the FOI Act in light of the new privacy regime.

As we approach the twentieth anniversary of the introduction of the FOI Act it is pleasing to see that more Victorians made use of FOI this year than ever before.

ROB HULLS MP
Attorney-General

PART 2: USE OF FREEDOM OF INFORMATION

The statistical information contained in this report was collated from data provided to the Department of Justice from 326 State Government bodies subject to the *Freedom of Information Act 1982* (FOI Act). The statistical data was requested by the Department and provided on a uniform basis by agencies, in accordance with the requirements of sections 64 and 65AA of the Act.

1. Number of Requests, Internal Reviews and VCAT Appeals

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

The number of requests reported in 2001/02 showed an increase of 14% above the figure for the previous year. Advice from agencies suggests that key factors likely to have contributed to this significant increase include:

- increasing use of FOI by solicitors as an alternative to the formal discovery process for personal injury/public liability claims;
- growing awareness amongst consumers of their FOI rights due in part to ongoing media coverage of FOI;
- concern about the privacy implications of releasing documents outside FOI; and
- high levels of community activism and the use of FOI to scrutinise planning and development decisions of councils.

In 2001/02 applicants in 2% of requests sought an internal review. Original decisions on access were confirmed in 73% of internal reviews.

The number of VCAT appeals increased by 13% in 2001/2002 when compared to the figure for the previous year. Feedback from agencies suggests that the increase in VCAT appeals is not the result of any single factor.

Of the 19,652 requests reported by agencies, less than 1% (.6%) of these were appealed to VCAT. Decisions made by the Tribunal resulted in agency decisions being fully confirmed in 64% of cases and in 14% of appeals decided, VCAT partially upheld agency decisions. In 22% of the appeals decided in 2001/02, VCAT granted full access to documents. Of the 122 appeals lodged with the Tribunal, 70% of applications were undecided as at 1 July 2002.

Table 1: Number of Requests, Reviews and Appeals

<i>YEAR</i>	<i>FOI REQUESTS</i>	<i>INTERNAL REVIEWS</i>	<i>TRIBUNAL APPEALS</i>
2001/2002	19652	447	122
2000/2001	17224	393	108
1999/2000	14260	258	143
1998/1999	13082	270	159
1997/1998	12 195	319	304
1996/1997	12 211	288	189
1995/1996	10 834	291	154
1994/1995	10 447	293	156
1993/1994	10 151	312	171
1992/1993	11 364	372	220
1991/1992	14 357	416	193
1990/1991	14 690	372	168
1989/1990	10 460	437	177
1988/1989	10 700	402	141
1987/1988	9 662	443	161
1986/1987	9 401	324	151
1985/1986	9 031	274	126
1984/1985	4 702	224	112

2. Decisions on Requests

The level of access to documents remained constant at 68% when compared to 2000/2001. (see table 2 and chart 1 below). Coupled with partial access decisions, applicants gained access to documents in 86% of requests and access was refused outright in less than 2% (1.8%) of requests considered.

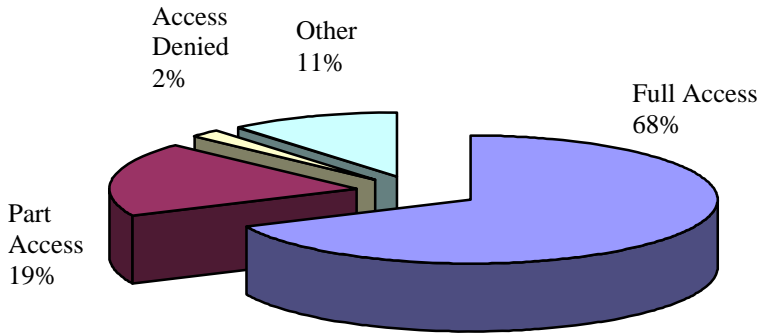
In 2001/2002, the number of personal requests increased by 24% when compared with the previous year (up from 7,166 to 8,885). The number of non-personal requests increased by 7% compared with 2000/2001 (up from 10,058 to 10,767).

The 11% of requests not covered by Table 2 are those requests included in 'other' in Chart 1. Charts 1 to 3 illustrate the outcomes of requests, reviews and appeals in 2001/2002.

Table 2: Decisions on Requests

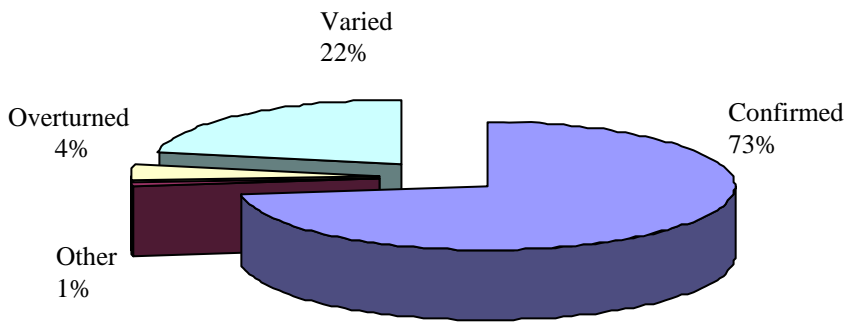
DECISION	2001/2002	% of TOTAL REQUESTS	2000/2001	% of TOTAL REQUESTS
FULL ACCESS	13285	68%	11754	68%
PART ACCESS	3679	19%	3072	18%
ACCESS DENIED	368	2%	369	2%

Chart 1: Decisions on requests (2001/2002)



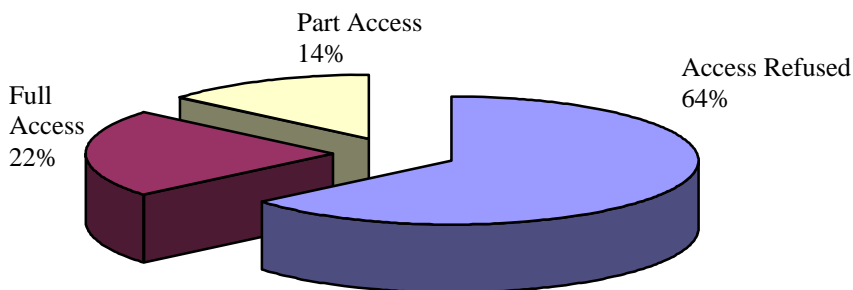
Note: 'Other' covers situations where a request has been received but one of the following situations applies: the applicant did not proceed with the application; it was a request made in 2001/2002 but had not been decided at the end of the reporting period; the agency did not hold the documents sought or where the agency and the applicant agreed on a form of access satisfactory to the applicant.

Chart 2: Results of Internal Review Decisions (2001/2002)



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 2001/2002



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

3. Most Frequently Cited Exemptions

The five most frequently cited exemptions in 2002, in order of most used to least used were:

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

Chart 4: Trends of Most Used Exemptions

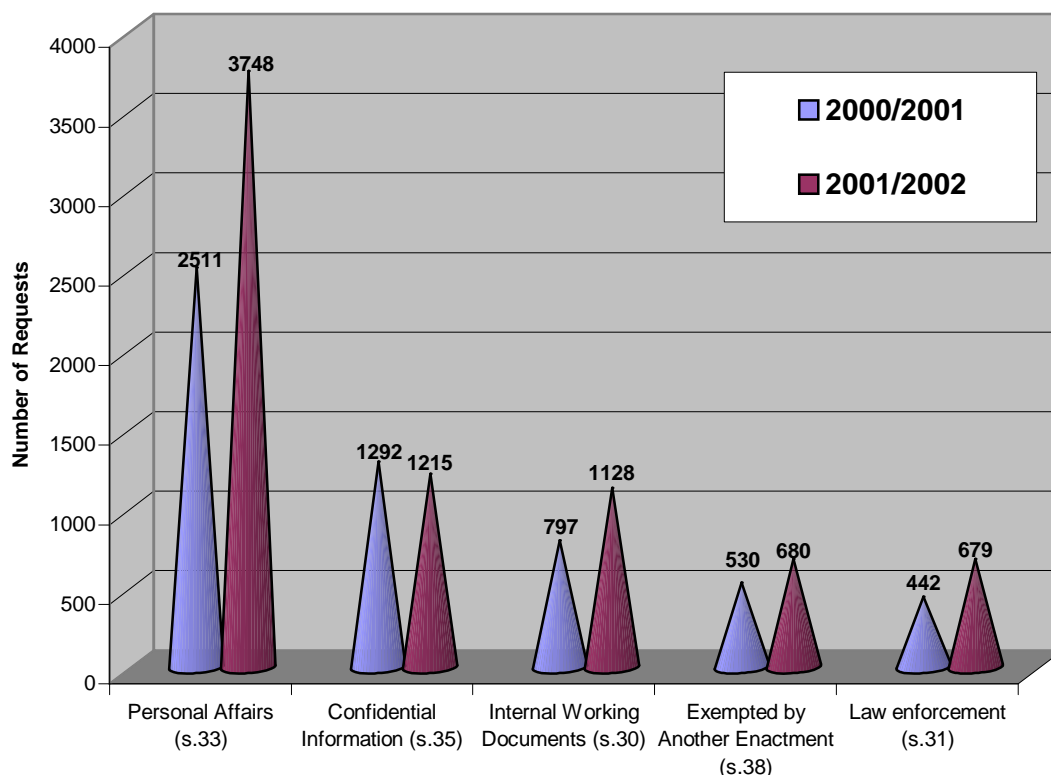


Table 3 : Exemptions Cited

<i>SECTION OF FOI ACT</i>	<i>ORIGINAL DECISION</i>	<i>INTERNAL REVIEWS</i>	<i>VCAT</i>
24A: Repeated Requests	5	1	
25A: Voluminous Requests	98	12	6
28: Cabinet Documents	141	63	10
29: Intergovernmental Relations	81	1	2
30: Internal Working Documents	1128	143	14
31: Law Enforcement	679	42	8
32: Legal Professional Privilege	505	45	2
33: Personal Affairs	3922	201	30
34: Commercial Confidentiality	432	116	14
35: Information Gained in Confidence	1221	80	15
36: Contrary to Public Interest	25	5	1
38: Exempted by Another Enactment	680	44	-
38A: Council Documents	13	1	-

4. Fees and Charges for Requests

From the statistics provided it would seem that fees are being waived or reduced in approximately 70% of cases. This is based on the total number of requests – 19,652 – multiplied by \$20. If the fee were charged in each case, revenue received from fees would have been \$393,040.00. However, fee revenue was \$ 116,795.00.

It is difficult to say exactly how much was waived in charges. Often where charges are to be waived agencies do not calculate the actual charges that would have been made. Rather, they note the number of cases where waivers were granted on charges. If the total charges revenue of \$200,049.24 were divided across the 19,652 requests, each applicant would have paid \$10.18 in access charges.

5. 'Top 20' Agencies

This year the report contains information about the 'Top 20' agencies. Of the 326 agencies that provided information incorporated into this report, agencies in the 'Top 20' handled 69% of requests. 47% of the requests received by the 'Top 20' agencies concerned personal documents. Table 4 below identifies the relevant 20 agencies.

Table 4: Agencies Receiving the Most Requests

	<i>NAME OF AGENCY</i>	<i>PERSONAL REQUESTS</i>	<i>NON- PERSONAL REQUESTS</i>	<i>TOTAL</i>
1	Victoria Police	1067	628	1695
2	Southern Health	552	723	1275
3	Alfred Hospital	278	878	1156
4	Department of Human Services	1037	113	1150
5	Metropolitan Ambulance Service	111	804	915
6	Transport Accident Commission	811	27	838
7	Victorian Workcover Authority	500	210	710
8	Country Fire Authority	7	618	625
9	Western Hospital	209	370	579
10	Royal Melbourne Hospital	144	420	564
11	Royal Children's Hospital	354	204	558
12	Austin and Repatriation Medical Centre	166	317	483
13	Metropolitan Fire and Emergency Services Board	10	454	464
14	St Vincent's Hospital	129	334	463
15	Royal Women's Hospital	340	56	396
16	Barwon Health	386	5	391
17	Rural Ambulance Victoria	9	323	332
18	Department of Infrastructure	39	288	327
19	Northern Hospital	138	189	327
20	Department of Education & Training	157	168	325
	TOTAL	6444	7129	13573

PART 3: DETAILED STATISTICS FOR EACH AGENCY

6. Requests Received by Agencies

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

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

7. Requests for Internal Review

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

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

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

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

8. Appeals to the Victorian Civil and Administrative Tribunal

If an applicant is not satisfied with the outcome of an internal review, he or she may then appeal to the Victorian Civil and Administrative Tribunal (VCAT).

Table 7 identifies the agencies where decisions resulted in appeals decided by the VCAT in 2001/2002. The data in the table is based on the number and type of decisions handed down by the Tribunal in 2001/2002, whether or not those decisions were as a result of appeals lodged in that year or earlier. This was necessary given the time that can often pass between an appeal being lodged and a final decision being handed down by the Tribunal.

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

9. Exemptions Cited

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

10. Decision Makers

The *Freedom of Information Act* operates at the 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 monies payable in respect of a request after the application fee has been paid are referred to in the Act as "charges". This explains the differentiation between the fees and charges in Table 10. Charges apply to the cost of supplying copies of documents, providing access in other forms, supervising access to documents, and searching for documents etc.

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

12. Retrospective Access

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

Table 5: Requests Received by Agencies

<i>Agency</i>	<i>Personal Requests</i>	<i>Non-personal requests</i>	<i>Access Granted in Full</i>	<i>Access Granted in Part</i>	<i>Access Denied in Full</i>	<i>Other*</i>
Alfred Hospital, The	278	878	1110	3	2	41
Alpine Shire	1	3	2	0	1	1
Angliss Health Service	170	0	162	3	0	5
Austin and Repatriation Medical Centre	166	317	427	1	1	54
Australian Grand Prix Corporation	1	0	0	0	0	1
Ballarat Community Health Care Inc						
Ballarat Health Services	86	117	194	0	2	7
Banyule Community Health Service Inc	3	0	1	1	0	1
Barwon Health	386	5	366	4	6	15
Barwon Region Water Authority	0	4	1	3	0	0
Bass Coast Shire Council	1	8	5	3	1	0
Baw Baw Shire Council	0	11	10	1	0	0
Bayside City Council	42	33	66	2	1	6
Beaufort & Skipton Health Service	0	0	0	0	0	0
Benalla & District Memorial Hospital	1	1	2	0	0	0
Bendigo Community Health	1	0	0	1	0	0
Bendigo Health Care Group	38	93	124	1	5	1
Bendigo Regional Institute of TAFE	0	0	0	0	0	0
Bethlehem Hospital	0	6	6	0	0	0
Boroondara City Council	0	35	11	19	1	4
Borough of Queenscliffe	0	0	0	0	0	0
Box Hill Hospital	118	161	249	5	0	25
Box Hill Institute of TAFE	0	1	1	0	0	0
Brimbank City Council	0	14	13	0	0	1
Building Control Commission	17	0	13	1	3	0
Buloke Shire Council	0	5	1	4	0	0
Campaspe Murray Community Care Inc						
Campaspe Shire Council	0	3	3	0	0	0
Cardinia Shire Council	0	16	7	4	1	4
Castlemaine District Community Health Centre	0	0	0	0	0	0
Caulfield General Medical Centre	15	22	33	0	0	4
Central Bayside Community Health Services						
Central Gippsland Health Service	14	55	69	0	0	0
Central Gippsland Institute of TAFE	0	0	0	0	0	0
Central Gippsland Region Water Authority	0	0	0	0	0	0
Central Goldfields Shire Council	1	1	1	0	1	0
Central Health Interpreter Service Inc	0	0	0	0	0	0
Central Highlands Water	0	0	0	0	0	0
Centre for Adult Education	0	0	0	0	0	0
Chiropractors Registration Board	0	0	0	0	0	0
Chisholm Institute of TAFE	0	0	0	0	0	0
Cinemia	0	0	0	0	0	0
City of Ballarat	1	21	11	4	1	6
City of Banyule	0	19	11	7	1	0

Agency	Personal Requests	Non-personal requests	Access Granted in Full	Access Granted in Part	Access Denied in Full	Other*
City of Casey	0	12	2	2	0	8
City of Darebin	1	16	8	3	0	6
City of Greater Bendigo	3	12	7	3	1	4
City of Greater Dandenong	0	14	0	11	0	3
City of Greater Geelong	0	40	37	3	0	0
City of Kingston	0	20	5	12	1	2
City of Melbourne	4	44	30	8	3	7
City of Monash	0	11	10	0	1	0
City of Whitehorse	2	13	4	8	1	2
City of Wodonga	0	1	1	0	0	0
City of Yarra	3	28	15	3	0	13
City West Water Limited	0	5	5	0	0	0
Cobaw Community Health Service	0	0	0	0	0	0
Colac Community Health Services	0	17	17	0	0	0
Colac Otway Shire	10	4	12	0	1	1
Coliban Region Water Authority	2	0	2	0	0	0
Corangamite Catchment Management Authority	0	0	0	0	0	0
Corangamite Shire	0	1	0	1	0	0
Country Fire Authority	7	618	1	562	0	62
Dairy Food Safety Victoria	0	0	0	0	0	0
Darebin Community Health Centre	0	0	0	0	0	0
Deakin University	2	1	1	1	1	0
Delatite Shire Council	6	0	5	0	0	1
Dental Health Services Victoria, The Royal Dental Hospital of Melbourne	42	18	58	0	0	2
Dental Practice Board of Victoria	1	0	0	1	0	0
Dianella Community Health Service	0	0	0	0	0	0
Djerriwarrh Health Services	10	23	33	0	0	0
Docklands Authority	0	4	0	0	1	3
Doutta Galla Community Health Services Inc	1	1	2	0	0	0
East Gippsland Catchment Management Authority	0	0	0	0	0	0
East Gippsland Shire Council	14	2	15	1	0	0
East Gippsland Water	0	0	0	0	0	0
East Grampians Health Service	5	20	18	0	0	7
East Wimmera Health Service	6	5	11	0	0	0
Eastern Access Community Health	0	0	0	0	0	0
Echuca Regional Health	8	41	48	0	1	0
Education, Employment & Training, Department of	157	168	154	59	23	89
Emergency Services Superannuation Scheme	27	0	27	0	0	0
Ensay Community Health Centre	0	0	0	0	0	0
Environment Conservation Council	0	0	0	0	0	0
Environment Protection Authority	0	56	24	22	4	6
Equal Opportunity Commission of Victoria	2	0	0	0	2	0
Falls Creek Resort Management Board	2	0	2	0	0	0

<i>Agency</i>	<i>Personal Requests</i>	<i>Non-personal requests</i>	<i>Access Granted in Full</i>	<i>Access Granted in Part</i>	<i>Access Denied in Full</i>	<i>Other*</i>
Far East Gippsland Health & Support Service (now known as Orbost Regional Health)	8	8	13	1	2	0
First Mildura Irrigation Trust	0	0	0	0	0	0
Frankston City Council	0	14	9	2	1	2
Gannawarra Shire Council	0	0	0	0	0	0
Geelong Performing Arts Centre Trust	0	0	0	0	0	0
Gippsland and Southern Rural Water Authority	5	9	4	9	0	1
Gippsland Southern Health Service	8	22	30	0	0	0
Glen Eira City Council	0	10	3	5	1	1
Glenelg Hopkins Catchment Management Authority	0	0	0	0	0	0
Glenelg Region Water Authority	0	0	0	0	0	0
Glenelg Shire Council	2	7	6	1	1	1
Glenview Community Care Inc	0	0	0	0	0	0
Golden Plains Shire Council	1	1	0	2	0	0
Gordon Institute of TAFE	0	0	0	0	0	0
Goulburn Broken Catchment Management Authority	0	0	0	0	0	0
Goulburn Ovens Institute of TAFE	1	0	1	0	0	0
Goulburn Valley Community Health Service Inc	0	0	0	0	0	0
Goulburn Valley Health	134	147	281	0	0	0
Goulburn Valley Water	0	0	0	0	0	0
Goulburn-Murray Water	0	3	2	1	0	0
Government Superannuation Office	56	0	51	0	0	5
Grampians Community Health Centre Inc	1	0	1	0	0	0
Greater Shepparton City Council	0	9	4	5	0	0
Greyhound Racing Victoria	0	4	1	3	0	0
Harness Racing Board	0	1	1	0	0	0
Hastings Port (Holding) Corporation	0	0	0	0	0	0
Health Purchasing Victoria (HPV)	0	0	0	0	0	0
Health Services Commissioner	0	14	10	2	0	2
Hepburn Health Service	0	2	2	0	0	0
Hepburn Shire Council	0	3	2	1	0	0
Hesse Rural Health Service	4	0	3	0	0	1
Hindmarsh Shire Council	0	0	0	0	0	0
Hobsons Bay City Council	0	16	5	9	1	1
Holmesglen Institute of TAFE	1	2	1	2	0	0
Horsham Rural City Council	0	1	1	0	0	0
Human Services, Department of	1037	113	241	367	23	519
Hume City Council	2	22	17	1	1	5
Indigo Shire Council	0	4	4	0	0	0
Infrastructure, Department of	39	288	121	91	15	100
Inglewood & Districts Health Service	0	0	0	0	0	0
Inner East Community Health Service	0	0	0	0	0	0
Inner South Community Health Service	0	0	0	0	0	0

<i>Agency</i>	<i>Personal Requests</i>	<i>Non-personal requests</i>	<i>Access Granted in Full</i>	<i>Access Granted in Part</i>	<i>Access Denied in Full</i>	<i>Other*</i>
Innovation, Industry and Regional Development, Department of; Tourism, Sport and the Commonwealth Games, Department of - Formerly Department of State and Regional Development	0	121	11	78	12	20
ISIS Primary Care	5	2	7	0	0	0
Justice, Department of	175	84	27	111	22	99
Kerang & District Hospital	1	4	4	0	0	1
Knox City Council	0	18	4	8	3	3
Knox Community Health Service	0	0	0	0	0	0
Kyabram & District Memorial Community Hospital	10	0	7	0	0	3
Kyneton District Health Service	1	9	10	0	0	0
Latrobe Regional Hospital	229	22	214	37	0	0
La Trobe University	3	12	3	10	0	2
Lake Mountain Alpine Resort	0	0	0	0	0	0
Lakes Entrance Community Health Centre	1	0	1	0	0	0
Latrobe City Council	0	29	22	5	1	1
Latrobe Community Health Service Inc	0	0	0	0	0	0
Legal Ombudsman	6	0	2	3	0	1
Loddon Mallee Women's Health	0	0	0	0	0	0
Loddon Shire Council	0	1	1	0	0	0
Lorne Community Hospital	1	4	5	0	0	0
Lower Murray Region Water Authority	0	0	0	0	0	0
Lyndoch Warrnambool Inc	0	2	1	0	0	1
Macedon Ranges Shire Council	0	6	6	0	0	0
Magistrates Court of Victoria	0	0	0	0	0	0
Maldon Hospital & Community Care	0	0	0	0	0	0
Mallee Catchment Management Authority	0	0	0	0	0	0
Mallee Track Health & Community Service	0	1	1	0	0	0
Manningham City Council	2	10	6	3	0	3
Manningham Community Health Service	0	0	0	0	0	0
Mansfield District Hospital	21	0	21	0	0	0
Maribyrnong City Council	0	19	16	0	1	2
Marine Board of Victoria	1	6	2	3	0	2
Maroondah City Council	0	10	10	0	0	0
Maroondah Hospital Health Information Services	61	128	183	5	1	0
Maryborough District Health Service	16	3	19	0	0	0
Medical Practitioners Board of Victoria	17	6	2	16	2	3
Melbourne & Olympic Parks Trust	0	0	0	0	0	0
Melbourne City Link Authority	0	3	1	2	0	0
Melbourne Extended Care & Rehabilitation Service	4	8	11	0	1	0
Melbourne Markets Authority	0	0	0	0	0	0
Melbourne Port Corporation	0	2	0	0	1	1
Melbourne University	6	5	3	8	0	0
Melbourne Water Corporation	5	17	12	7	0	3

Agency	Personal Requests	Non-personal requests	Access Granted in Full	Access Granted in Part	Access Denied in Full	Other*
Melton Shire Council	0	18	12	1	3	2
Mercy Hospital for Women	74	0	69	0	0	5
Metropolitan Ambulance Service	111	804	856	0	0	59
Metropolitan Fire & Emergency Services Board	10	454	446	4	0	14
Mildura Base Hospital	20	108	121	1	3	3
Mildura Rural City Council	0	6	6	0	0	0
Mitchell Community Health Services	0	0	0	0	0	0
Mitchell Shire Council	0	4	2	0	0	2
Moira Shire Council	0	9	9	0	0	0
Monash University	7	4	2	2	1	6
Moonee Valley City Council	6	24	9	17	3	1
Moorabool Shire Council	5	4	8	0	0	1
Moreland City Council	0	29	11	7	1	10
Moreland Community Health Service Inc	0	0	0	0	0	0
Mornington Peninsula Shire	1	33	3	24	2	5
Mount Alexander Hospital	8	0	8	0	0	0
Mount Alexander Shire Council	0	0	0	0	0	0
Mount Baw Baw Alpine Resort Management Board	0	0	0	0	0	0
Mount Hotham Alpine Resort Management Board	0	0	0	0	0	0
Mount Stirling Alpine Resort	0	0	0	0	0	0
Moyne Shire Council	2	0	2	0	0	0
Murray Valley Citrus Marketing Board	0	0	0	0	0	0
Murrindindi Community Health Service Inc	0	0	0	0	0	0
Murrindindi Shire Council	0	7	6	0	0	1
Museum Victoria	0	0	0	0	0	0
Nathalia District Hospital	0	0	0	0	0	0
National Gallery of Victoria	0	0	0	0	0	0
Natural Resources & Environment, Department of	5	129	38	34	6	56
Nillumbik Shire Council	0	11	8	0	3	0
North Central Catchment Management Authority	0	1	1	0	0	0
North East Catchment Management Authority	2	0	2	0	0	0
North East Water	0	3	3	0	0	0
North Richmond Community Health Centre	0	0	0	0	0	0
North Yarra Community Health	0	0	0	0	0	0
Northern District Community Health Service Inc	0	0	0	0	0	0
Northern Grampians Shire Council	0	3	1	2	0	0
Northern Hospital, The	138	189	325	2	0	0
Northern Melbourne Institute of TAFE	0	0	0	0	0	0
Nowa Nowa Community Health Centre	0	0	0	0	0	0
Nurses Board of Victoria	4	19	17	2	4	0
Office of Public Prosecution	7	25	10	7	3	12
Office of Regulator-General	1	1	1	0	1	0

Agency	Personal Requests	Non-personal requests	Access Granted in Full	Access Granted in Part	Access Denied in Full	Other*
Otway Health & Community Services	3	0	3	0	0	0
Ovens & King Community Health Service Inc	0	0	0	0	0	0
Parks Victoria	3	14	4	12	1	0
Peninsula Community Health Service	0	0	0	0	0	0
Peninsula Health	64	257	317	3	1	0
Peter MacCallum Cancer Institute	10	33	43	0	0	0
Pharmacy Board of Victoria	0	0	0	0	0	0
Plenty Valley Community Health Services Inc	0	0	0	0	0	0
Plumbing Industry Commission	4	8	11	0	0	1
Port Phillip & Westernport Catchment & Land Protection Board	0	0	0	0	0	0
Port Phillip City Council	1	34	12	17	4	2
Portland & District Community Health Centre Inc	0	0	0	0	0	0
Portland & District Hospital	14	49	63	0	0	0
Portland Coast Region Water Authority	0	0	0	0	0	0
Premier & Cabinet, Department of	3	153	17	71	8	60
Public Transport Corporation	7	17	13	1	1	9
Pyrenees Shire Council	0	3	2	0	1	0
Racing Victoria	1	2	0	1	1	1
Ranges Community Health Services Inc	0	0	0	0	0	0
Registered School Board	0	0	0	0	0	0
Robinvale District Health Services	2	5	7	0	0	0
Rochester & Elmore District Health Service	4	0	4	0	0	0
Royal Botanic Gardens Board	0	0	0	0	0	0
Royal Children's Hospital	354	204	458	20	0	80
Royal Melbourne Hospital, The	144	420	535	3	10	16
Royal Melbourne Institute of Technology	3	3	4	2	0	0
Royal Society for the Prevention of Cruelty to Animals (Victoria) Inc	0	0	0	0	0	0
Royal Victorian Eye & Ear Hospital, The	77	0	76	0	1	0
Royal Women's Hospital	340	56	396	0	0	0
Rural Ambulance Victoria	9	323	245	0	0	87
Rural City of Ararat	0	2	1	1	0	0
Rural City of Wangaratta	0	4	0	3	1	0
San Remo & District Community Health Centre	1	1	2	0	0	0
Seymour District Memorial Hospital	5	4	9	0	0	0
Shire of Yarra Ranges	0	38	19	13	1	5
South East Water Limited	0	1	1	0	0	0
South Gippsland Shire Council	0	9	4	1	4	0
South Gippsland Water Authority	0	0	0	0	0	0
South West Healthcare	72	77	141	1	3	4
Southern Grampians Shire Council	0	1	1	0	0	0
Southern Health	552	723	1081	69	1	124
South West Water Authority	0	1	1	0	0	0
St George's Health Service	5	6	7	0	0	4

Agency	Personal Requests	Non-personal requests	Access Granted in Full	Access Granted in Part	Access Denied in Full	Other*
St Vincent's Hospital	129	334	458	5	0	0
State Electricity Commission of Victoria	34	1	30	3	1	1
State Library of Victoria	0	1	1	0	0	0
State Revenue Office	0	13	1	6	5	1
State Trustees Limited	1	12	2	4	5	2
Stawell Regional Health	12	0	12	0	0	0
Stonnington City Council	3	40	20	16	0	7
Strathbogie Shire Council	0	5	4	1	0	0
Sunbury Community Health Centre	0	0	0	0	0	0
Sunraysia Community Health Services Inc	0	0	0	0	0	0
Sunraysia Rural Water Authority	0	0	0	0	0	0
Surf Coast Shire Council	0	3	3	0	0	0
Sustainable Energy Authority	0	0	0	0	0	0
Swan Hill District Hospital	47	0	38	0	0	9
Swan Hill Rural City Council	0	2	2	0	0	0
Swinburne University of Technology	2	4	1	0	2	3
Tourism Victoria	0	0	0	0	0	0
Towong Shire Council	0	1	1	0	0	0
Transport Accident Commission	811	27	45	529	9	255
Treasury and Finance, Department of	0	80	34	15	7	24
Trust for Nature (Victoria)	0	2	2	0	0	0
Trustees of the Necropolis Springvale, The	0	0	0	0	0	0
University of Ballarat	1	0	1	0	0	0
Upper Hume Community Health Services Inc	0	0	0	0	0	0
Upper Murray Health & Community Services	0	0	0	0	0	0
Urban and Regional Land Corporation	0	7	3	4	0	0
Veterinary Practitioners Registration Board of Victoria	0	3	1	1	1	0
VicRoads	49	104	58	48	12	35
Victoria Police	1067	628	548	1032	72	43
Victoria University	3	1	1	2	0	1
Victorian Aquatic Industry Council	0	0	0	0	0	0
Victorian Arts Centre Trust	0	1	1	0	0	0
Victorian Casino & Gaming Authority	0	8	0	7	0	1
Victorian Catchment Management Council	0	0	0	0	0	0
Victorian Curriculum & Assessment Authority	1	4	1	3	0	1
Victorian Electoral Commission	0	1	0	0	1	0
Victorian Legal Aid	3	0	2	0	1	0
Victorian State Emergency Service	0	0	0	0	0	0
Victorian WorkCover Authority	500	210	407	105	24	174
Wangaratta District Base Hospital	112	193	302	0	0	3
Warrnambool City Council	0	7	6	1	0	0
Wellington Shire Council	4	8	12	0	0	0
Werribee Mercy Hospital	120	0	118	2	0	0

<i>Agency</i>	<i>Personal Requests</i>	<i>Non-personal requests</i>	<i>Access Granted in Full</i>	<i>Access Granted in Part</i>	<i>Access Denied in Full</i>	<i>Other*</i>
West Gippsland Catchment Management Authority	0	1	1	0	0	0
West Wimmera Health Service	1	5	1	3	1	1
West Wimmera Shire Council	0	0	0	0	0	0
Western District Health Service	7	19	26	0	0	0
Western Hospital	209	370	572	0	0	7
Western Region Health Care	0	0	0	0	0	0
Western Region Water Authority	0	0	0	0	0	0
Westernport Region Water Authority	0	0	0	0	0	0
Whitehorse Community Health Service Inc	0	0	0	0	0	0
Whittlesea City Council	0	13	11	2	0	0
William Angliss Institute of TAFE	0	2	2	0	0	0
Williamstown Hospital, The	22	17	39	0	0	0
Wimmera Catchment Management Authority	0	0	0	0	0	0
Wimmera Health Care Group	47	0	47	0	0	0
Wimmera-Mallee Rural Water Authority	0	2	2	0	0	0
Wodonga Institute of TAFE	0	0	0	0	0	0
Wodonga Regional Health Service	95	0	94	0	1	0
Women's Health West	0	0	0	0	0	0
Wonthaggi & District Hospital	3	14	17	0	0	0
Wyndham City Council	2	25	15	3	2	7
Yarra Ranges Health Service	2	4	6	0	0	0
Yarra Valley Water Limited	0	3	2	1	0	0
Yarrawonga District Health Service	0	1	1	0	0	0
Yarriambiack Shire Council	0	0	0	0	0	0
Yea & District Memorial Hospital	0	2	2	0	0	0
Yooralla	0	0	0	0	0	0
Young Farmers Finance Council	0	0	0	0	0	0
Zoological Parks & Gardens Board	0	0	0	0	0	0
Totals	8,885	10,767	13,285	3,679	368	2,320

*The column headed 'Other' covers situations where a request has been received but one of the following situations applies: the applicant did not proceed with the application; it was transferred to another agency; it was a request made in 2001/2002 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

<i>Agency</i>	<i>Number of Internal Reviews</i>	<i>Decision Confirmed</i>	<i>Decision Varied</i>	<i>Decision Over-turned</i>	<i>Other*</i>
Alfred Hospital, The	2	1	0	1	
Alpine Shire	1	1	0	0	
Banyule Community Health Service Inc	1	1	0	0	
Baw Baw Shire Council	1	1	0	0	
Boroondara City Council	3	1	2	0	
Cardinia Shire Council	1	1	0	0	
City of Ballarat	1	0	1	0	
City of Banyule	1	1	0	0	
City of Greater Dandenong	1	0	0	0	1
City of Greater Geelong	1	1	0	0	
City of Kingston	1	1	0	0	
City of Melbourne	3	2	1	0	
City of Monash	1	1	0	0	
City of Whitehorse	1	0	1	0	
City of Yarra	3	1	2	0	
City West Water Limited	1	1	0	0	
Colac Otway Shire	1	1	0	0	
Country Fire Authority	1	1	0	0	
Deakin University	1	1	0	0	
East Gippsland Shire Council	2	0	0	2	
Education, Employment & Training, Department of	15	14	1	0	
Environment Protection Authority	1	1	0	0	
Equal Opportunity Commission of Victoria	2	2	0	0	
Gippsland & Southern Rural Water Authority	2	1	0	1	
Glen Eira City Council	2	0	2	0	
Glenelg Shire Council	1	1	0	0	
Golden Plains Shire Council	1	1	0	0	
Health Services Commissioner	1	1	0	0	
Holmesglen Institute of TAFE	1	1	0	0	
Human Services, Department of	38	8	29	1	
Hume City Council	1	0	0	1	
Infrastructure, Department of	36	35	0	1	
Innovation, Industry and Regional Development, Department of;					
Tourism, Sport and the Commonwealth Games, Department of – (formerly					
Department of State and Regional Development)	58	49	9	0	
Justice, Department of	31	14	15	0	2
Knox City Council	2	1	1	0	
La Trobe University	4	0	4	0	
Latrobe Regional Hospital	2	2	0	0	
Legal Ombudsman	1	1	0	0	

<i>Agency</i>	<i>Number of Internal Reviews</i>	<i>Decision Confirmed</i>	<i>Decision Varied</i>	<i>Decision Overturned</i>	<i>Other*</i>
Marine Safety Board of Victoria	1	1	0	0	
Maroondah City Council	1	0	0	1	
Maroondah Hospital Health Information Services	1	1	0	0	
Medical Practitioners Board of Victoria	3	2	0	1	
Melbourne University	2	1	1	0	
Melbourne Water Corporation	1	1	0	0	
Melton Shire Council	1	1	0	0	
Metropolitan Fire & Emergency Services Board	4	4	0	0	
Monash University	1	1	0	0	
Moonee Valley City Council	5	2	3	0	
Mornington Peninsula Shire	2	1	0	1	
Natural Resources & Environment, Department of	11	5	6	0	
Northern Grampians Shire Council	1	1	0	0	
Nurses Board of Victoria	1	1	0	0	
Office of Public Prosecution	2	2	0	0	
Office of Regulator-General	1	1	0	0	
Parks Victoria	3	1	2	0	
Premier & Cabinet, Department of	52	49	3	0	
Pyrenees Shire Council	1	1	0	0	
Racing Victoria	1	0	0	0	1
Royal Botanic Gardens Board	2	2	0	0	
Royal Melbourne Hospital, The	1	1	0	0	
Shire of Yarra Ranges	1	1	0	0	
Southern Health	4	2	0	2	
St Vincent's Hospital	1	1	0	0	
State Revenue Office	3	1	2	0	
State Trustees Limited	1	1	0	0	
Stonnington City Council	1	1	0	0	
Swinburne University of Technology	1	1	0	0	
Transport Accident Commission	13	10	3	0	
Treasury & Finance, Department of	14	13	1	0	
Urban & Regional Land Corporation	3	2	0	0	1
Veterinary Practitioners Registration Board of Victoria	1	1	0	0	
VicRoads	10	6	2	2	
Victoria Police	49	44	2	3	
Victorian Casino & Gaming Authority	5	2	3	0	
Victorian Curriculum & Assessment Authority	2	2	0	0	
Victorian Electoral Commission	1	1	0	0	
Victorian WorkCover Authority	10	8	1	1	
Warrnambool City Council	1	1	0	0	
Werribee Mercy Hospital	1	1	0	0	
Totals	447	327	97	18	5

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

Table 7: Appeals to the Victorian Civil and Administrative Tribunal

AGENCY	Appeals Lodged	Decided by VCAT	VCAT Granted Full Access	VCAT Granted Part Access	VCAT Refused Access*
Alfred Hospital, The	1	1	0	0	1
Alpine Shire	1	0	0	0	0
Banyule Community Health Service Inc	1	0	0	0	0
Baw Baw Shire Council	1	1	1	0	0
Bendigo Health Care Group	1	1	0	0	1
Buloke Shire Council	1	1	0	0	1
Cardinia Shire Council	1	0	0	0	0
City of Monash	1	0	0	0	0
Deakin University	1	1	1	0	0
Education, Employment & Training, Department of	11	0	0	0	0
Environment Protection Authority	1	1	1	0	0
Gippsland and Southern Rural Water Authority	7	0	0	0	0
Glen Eira City Council	1	0	0	0	0
Health Services Commissioner	1	0	0	0	0
Holmesglen Institute of TAFE	1	0	0	0	0
Human Services, Department of	5	5	0	2	3
Infrastructure, Department of	6	0	0	0	0
Innovation, Industry and Regional Development, Department of; Tourism, Sport and the Commonwealth Games, Department of - Formerly Department of State and Regional Development	4	0	0	0	0
Justice, Department of	7	1	1	0	0
La Trobe University	1	0	0	0	0
Maroondah Hospital Health Information Services	1	1	1	0	0
Medical Practitioners Board of Victoria	2	0	0	0	0
Melbourne Water Corporation	1	0	0	0	0
Metropolitan Fire & Emergency Services Board	1	0	0	0	0
Monash University	14	0	0	0	
Natural Resources & Environment, Department of	5	1	0	0	1
Office of Public Prosecution	1	1	0	0	1
Parks Victoria	1	1	1	0	0
Peninsula Health	2	1	1	0	0
Premier & Cabinet, Department of	7	6	0	0	6
Pyrenees Shire Council	3	3	0	1	2
Royal Botanic Gardens Board	1	1	0	1	0
Royal Melbourne Hospital, The	1	0	0	0	0
Shire of Yarra Ranges	2	1	0	0	1
Southern Health	2	0	0	0	0
St Vincent's Hospital	1	0	0	0	0
Stonnington City Council	1	0	0	0	0
Transport Accident Commission	1	0	0	0	0
Treasury and Finance, Department of	1	0	0	0	0

AGENCY	Appeals Lodged	Decided by VCAT	VCAT Granted Full Access	VCAT Granted Part Access	VCAT Refused Access*
Victoria Police	14	6	0	1	5
Victorian Casino & Gaming Authority	1	0	0	0	0
Victorian Curriculum & Assessment Authority	1	0	0	0	0
Victorian WorkCover Authority	4	2	1	0	1
Totals	122	36	8	5	23

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

Table 8: Exemptions Cited

AGENCY	Initial Decision - Section of Act (No. of times cited)	Internal Review - Section of Act (No. of times cited)	VCAT - Section of Act (No. of times cited)
Alfred Hospital, The	24(A) [1]; 30(1)(a); 33(1) [2]; 33(2A) [1]; 34(1)(a) [1]; 34(1)(b) [1]; 35(1)(b) [4]	30(1)(a) [1]; 33(1) [1]; 35(1)(b) [1]	33(1) [1]; 33(2) (A) [1]
Alpine Shire	38(a)[1]; 38(b)[1]; 38(c)[1]; 38(d)[1]; 38(e) [1]; 33(1) [1]; 34(1) [1]; 30(1)[1]	38(a) [1]	
Angliss Health Service	33(1) [1]; 33(4) [2]		
Austin and Repatriation Medical Centre	33(1) [1]; 33(4) [1]		
Ballarat Health Services	33(1) [2]		
Banyule Community Health Service Inc	33(1) [1]	33(1)[1]	33(1)[1]
Barwon Health	24A(a) [2]; 33(1) [4]; 39 [1]; 35(1)(b) [1]; 34(4)(A)(ii) [1]; 33(4) [1]; 33(2) (A) [1]; 31(1)(A) [1]		
Barwon Region Water Authority	33(1) [3]; 34(1) [1]; 34(6) [1]; 28 [1] 30(1)[1]; 38(1)[1]; 32 [1]		
Bass Coast Shire Council	31 [3]; 33 [2]; and 25 [1]	n/a	n/a
Baw Baw Shire Council	34(1)(b)[1]; 38(A)e [1]	34(1)b [1] and 38(A)e [1]	
Bayside City Council	33[1] ; 38 [1]; 32 [1]		
Bendigo Community Health	33(1) [1]		
Bendigo Health Care Group	33(4) [5]; 33(1) [1]		33(4) [1]
Boroondara City Council	30(1) [3]; 32(1) [4]; 33(1) [12] and 34(1)(a) [3]	32(1) [3]; 33(1) [2] and 34(1)(a) [2]	Nil
Box Hill Hospital	33 (2)A[5]		
Building Control Commission	32(1) [4]		
Buloke Shire Council	25A(1) [5]; 38 [5]		25A(1) [5]
Cardinia Shire Council	30(1) [2]; 31(1) [2]; 33(1) [3]; 35(1) [1] and 38A(1) [1]	30(1) & 38A(1) [1]	
Central Goldfields Shire Council	33(1) [1]		
Chisholm Institute of TAFE	33(1) [1]		33(1) [1]
City of Ballarat	33(1) [1]; 35(1) [1]	33(1) [1]; 35(1) [1]	
City of Banyule	25A(6) [2]; 30(1)(a) [1]; 33(9) [1]	33(9) [1]	
City of Casey	30 (1) [1]; 33 (1) [1]		
City of Darebin	30(1) [1]; 34(1) [1]; 34(4a) [1]; 36(2)(a) [1]; 36(2)(b) [1]		
City of Greater Bendigo	33(1) [3] and 34(1) (a) [1]; 34(1) (b) [1]		
City of Greater Dandenong	33(1) [13]; 38 [1]; 25A(1)(A) [1]		
City of Greater Geelong	25(1) [2]; 33(1) [1]; 34(1) [1]; 38(1) [1]		

AGENCY	Initial Decision - Section of Act (No. of times cited)	Internal Review - Section of Act (No. of times cited)	VCAT - Section of Act (No. of times cited)
City of Kingston	24A[1]; 30(1) [1]; 31(1)a [1]; 32(1) [1]; 33(1) [10]; 33(a) [4]; 34(1)b [1] and 35(1)b [1]	30 [1]; 31 [1]; 33 [1]; 35 [1]	
City of Melbourne	30 [2]; 32 [5]; 33(1) [4]; 34 [1]; 35 [1] and 38 [2]	30 [1]; 32 [1]; 33 [1] and 38 [2]	
City of Monash	35(1) [1]	35(1)[1]	
City of Whitehorse	30 (1) [2]; 32 (1) [1] and 33 (1) [9]	33 [1]	
City of Yarra	30(1) [1]; 31(1)(a)[2]; 32(1) [4]; 25A(1) [1]; 34(1)(a) [1]; 38(A) [1]	25A(1) [1]; 31(1)(a) [2]; 32(1) [2]	
Colac Otway Shire	33(1) [538]	31 (1) [538]	
Corangamite Shire	32 (1) [1]; 34 (1)(b) [1]	0	0
Country Fire Authority	30(1) [1]; 32(1) [3]; 33(1) [562]; 35(1)(b) [557]	32(1) [1]	
Deakin University	34(4)(c) [1]; 33(1) [1]	34(4)(c) [1]	34(4)(c) [1]
Dental Practice Board of Victoria	33(1) [1]		
Docklands Authority	25A(1) [1]		
East Gippsland Shire Council	25A(1) [1]; 35(1) [1]		
Echuca Regional Health	33(1) [1]	0	
Education, Employment & Training, Department of	25A(1) [3]; 25A(5) [3]; 27(1)(e) [34]; 28(1)(ba) [1]; 28(1)(c) [2]; 28(1)(d) [2]; 30(1)[16]; 31(1)(a) [1]; 32(1) [3]; 33(1) [30]; 33(4) [5]; 34(1)(a) [10]; 34(1)(b) [3]; 34(4) (a) (i)[2]; 34(4)(a)(ii)[5]; 35(1)(b) [18]; 38[3]	25A(1) [1]; 30(1) [4]; 33(1) [6]; 34(1)(a) [1]; 34(1)(b) [1]; 34(4)(a)(ii)[1]; 35(1)(b) [7]	
Environment Protection Authority	28(1) [1]; 30(1) [7]; 32(1) [1]; 33(1) [13]; 35(1)(b) [12]	30(1)	30(1)
Equal Opportunity Commission of Victoria	38[2]	38[2]	
Frankston City Council	30 (9) [1]; 34(1) [1]; 33(1) [1]; 36(2)(a) [1]; 35(1)(b) [1]		
Gippsland and Southern Rural Water Authority	33(1) [9]		
Glen Eira City Council	30[4]; 25(b) [2]; 33 [5]; 34 [2]; 35 [2]; 36 [1]; 38 [1]	30 [1]; 25(b) [1]; 33 [1]	
Glenelg Shire Council	33(1) [1]	33(1)[1]	0
Golden Plains Shire Council	33 (1) [1]	33(1) [1]	
Goulburn-Murray Water	29(b) [1]; 30(1) [1] ; 32(1)[1] ; 33(1) [1] ; 35(1)(a) [1]		
Greater Shepparton City Council	30 (1) [4]; 33[1]; 34[1]; 35[2]		
Greyhound Racing Victoria	33(1) [2]; 25(A) [1]		
Health Services Commissioner	35(1) [1]; 33 [1]	35 [1]	
Hepburn Shire Council	25A(1) [1]		

AGENCY	Initial Decision - Section of Act (No. of times cited)	Internal Review - Section of Act (No. of times cited)	VCAT - Section of Act (No. of times cited)
Hobsons Bay City Council	27 [1]; 30 [5]; 30(5) [1]; 32(1) [1]; 33[2]; 34[2]; 35(1)(b)[1]	0	
Holmesglen Institute of TAFE	33 [2]; 35 [1]; 32(1) [1]	31(1) [1]; 32(1) [1]; 33 [1]; 35[1]	
Human Services, Department of	25a(5) [9]; 28(1)(b) [2]; 29(a) [1]; 30(1) [66]; 31(1)(a) [6]; 31(1)(b) [3]; 31(1)(c) [52]; 31(3) [1]; 32(1) [24]; 33(1) [401]; 36(1)(a) [2]; 38 [60]	28 (1)(b) [1]; 29(b) [1]; 30(1) [4]; 31(1)(a) [1]; 31(1)(c) [7]; 32(1)[5]; 33(1) [17]; 38[10]	30(1) [2]; 32(1) [1]; 33(1) [2]
Hume City Council	32(1) [1]; 34(1)(a) [1]		
Infrastructure, Department of	25A(1) [7]; 25A(5) [4]; 28(1)(a) [1]; 28(1)(b) [5]; 28(1)(ba) [2]; 28(1)(c) [1]; 29(b) [1]; 30(1) [30]; 31(1)(a) [5]; 32(1) [15]; 33(1) [67]; 34(1)(a) [3]; 34(1)(b) [15]; 34(4)(a) [4]; 35(1) (b) [9]	25A(1)[1]; 28(1)(a) [1]; 28(1)(b) [4]; 28(1)(ba) [1];28(1)(c) [3]; 28 (1)(d) [3]; 30(1) [9]; 32(1) [2]; 33(1) [11]; 34(1)(b) [6]; 34(4)(a) [3]; 35(1) (b) [4]	
Innovation, Industry and Regional Development, Department of; Tourism, Sport and the Commonwealth Games, Department of - Formerly Department of State and Regional Development	25A(1) [12]; 28(1)(a) [3]; 28(1)(b) [4]; 28(1)(ba) [2]; 28(1)(c) [1]; 28(1)(d) [3]; 30(1) [42]; 32(1) [2]; 33(1) [46]; 34(1)(a) [1]; 34(1)(b) [37]; 34(4)(a) [26]; 35(1)(a) [6]; 35(1)(b) [1]	30(1) [23]; 32(1) [1]; 33(1) [17]; 34(1)(b) [19]; 34(4)(a) [21]; 35(1)(a) [1]; 35(1)(b) [2]	
Justice, Department of	25A(1) [7]; 25A(5) [2]; 28(1)(a) [1]; 28(1)(b) [9]; 28(1)(ba) [3]; 28(1)(d) [2]; 30(1) [57]; 31(1)(a) [18]; 31(1)(b) [3]; 31(1)(c) [3]; 31 (1)(d) [4]; 31(1)(e) [1]; 32(1) [7]; 33(1) [116]; 34(1)(a) [1]; 34(1)(b) [8]; 34(4)(a) [1]; 35(1)(a) [2]; 35(1)(b) [8]; 36(1)(a) [1]; 38 [73]	25A(1) [3]; 28(1)(b) [2]; 30(1) [17]; 31(1)(a) [8]; 31(1)(b) [1]; 31(1)(d) [3]; 32(1) [5]; 33(1) [22]; 34(1)(b) [2]; 34(4)(a) [2]; 35(1)(b) [1]; 36(1)(a) [1]; 38 [9]	
Knox City Council	30 [7]; 31[5]; 32 [1]; 33 [10]; 34 [2]; 35 [2]	33(1) [2]; 35 [1]	
Latrobe Regional Hospital	33(1) [37]; 35(1)b [18]	33(1) [2]	
La Trobe University	32(1) [4]; 33(1) [4]; 33(2A) [2]; 34(1) [5]; 35(1)(B)[5]	35(1) (a) [1]; 35(1) (b) [2]; 30(1) [4]; 33(1) [3]; 32(1) [3]; 33 [9]	
Latrobe City Council	33(1) [8]; 35 [1]		
Legal Ombudsman	30 (3); 32 (3); 33 (1); 35(1)(b) [2]; 38 (2)	30 (1); 32(1); 33 (1); 35 (1)(b) [1]; 38 [1]	
Manningham City Council	33(1) [2]; 34(1) (A) [1]		
Maribyrnong City Council	31 (1) (c) [1]; 35 (1) (b) [1]		
Marine Board of Victoria	30 (1) [2]; 32 (1) [1]; 33(1) [1]	30(1) [1]	
Maroondah Hospital Health Information Services	33(1) [4]; 33 (4) [1]	33(1) [1]	33 (1) [1]

AGENCY	Initial Decision - Section of Act (No. of times cited)	Internal Review - Section of Act (No. of times cited)	VCAT - Section of Act (No. of times cited)
Medical Practitioners Board of Victoria	30(1) [11]; 31(1)(a) [3]; 31(1)(b) [1]; 33(1) [13]; 33(4) [2]; 35(1)(b) [10]	30(1) [2]; 31(1)(a) [1]; 33(1) [1]; 35(1)(b) [2]	30(1) [1]; 31(1)(a) [1]; 35(1) (b) [2]
Melbourne City Link Authority	28(1)(d) [1]; 30(1) [1]; 33(1) [1]		
Melbourne Extended Care & Rehabilitation Service	33 (1)		
Melbourne Port Corporation	25A(1) [1]		
Melbourne University	30 (1)(a) [1]; 32(1) [3]; 33(1) [2]; 34(4) [3]; 34(1)(b) [1]; 43(4)(a)(ii) [1]	30(1)(a) [1]; 32(1) [1]; 34(1)(b) [1]; 34(4)(a)(ii) [1]; 36(1)(b) [1]	
Melbourne Water Corporation	30(1) [6]; 32 (1) [2]; 34(1) [1]; 36 [1]	32 [1]	
Melton Shire Council	25A [1]; 32(1) [1]; 38A(1)(a)[1]; 38A(1)(b) [2]; 38A(1)(e) [1]	38A(1)(b) [1]	
Metropolitan Fire & Emergency Services Board	33(1) [1]; 30 [3]	33(1) [1]; 30 [3]	30 [1]
Mildura Base Hospital	33(4) [4]		
Monash University	30(1) [5]; 32(1) [3]; 34(c) [1]; 34(4) [1]; 35(1) [3]; 27(1)(c) [1]	30(1) [1]; 33(1) [1]; 35(1) [1]	
Moonee Valley City Council	30[13]; 32[10]; 33 [3]; 34[1]; 35[3]; 38A[1]	30[1]; 31[3]; 33[1]; 35[1]	
Moreland City Council	25 [5]; 32 [1]; 33 [6]; 34 [4]		
Mornington Peninsula Shire	33(1)(a) [1]; 32(1) [1]; 33(1) [20]; 34(1)(b) [4]; 35(1)(a) [1]; 35(1)(b) [2]	35(1)(a) [1]	
Natural Resources & Environment, Department of	28(1)(a) [1]; 28(1)(b) [2]; 28(1)(ba)[1]; 28(1)(c) [1]; 28(1)(d) [1]; 30(1)[17]; 31(1) (a) [1]; 32(1) [4]; 33(1) [40]; 34(1)(b) [13]; 35(1)(b) [8]; 38(1) [5]	25A(5)[1]; 28(1)(a) [1]; 28(1)(b) [1]; 28(1)(ba) [1]; 28(1)(c) [1]; 28(1)(d) [1]; 30(1) [5]; 31(1)(a) [1]; 31(1)(c) [1]; 31(1)(e) [1]; 32(1) [2]; 33(1) [7]; 34(1)(b) [3]; 35(1)(b) [1]	30(1) [1]; 33(1) [1]; 35(1)(b) [1]
Nillumbik Shire Council	36(2) [1]; 17(2) [1]; 33(1) [1]		
Northern Grampians Shire Council	33(1) [2]	33(1) [1]	
Northern Hospital, The	33(1) [2]		
Nurses Board of Victoria	33(1) [2]; 31(1)(a) [4]; 35(1)	30(1); 33 [1]	
Office of Public Prosecution	25(a)(1) [2]; 31(1)(b) [1]; 32(1) [2]; 33(1) [2]; 38 [1]	32(1) [1]	30 (1) [1]; 32(1) [1]
Office of Regulator-General	34(1)(a)&(b) [1]	34(1)(a)&(b) [1]	
Parks Victoria	34(4) [9]; 34(1) [1]; 30(1) [4]; 33(1) [6]; 35(1) [1]	33(1) [1]; 35(1) [1]; 34(4) [2]; 30(1) [2]	33(1) [1]; 35(1) [1]
Peninsula Health	33(1)(9)(a)(b) [3]; 33(4) [1]; 33(2)(a) [1]; 35(1)(b) [1]		33(3) [1]
Port Phillip City Council	25A(5) [1]; 33(1) [16]; 34(1)(b) [1]; 34(3) [1]; 35(1)(b) [12]; 35(2)(b) [1]; 36(2)(b) [1]		

AGENCY	Initial Decision - Section of Act (No. of times cited)	Internal Review - Section of Act (No. of times cited)	VCAT - Section of Act (No. of times cited)
Premier & Cabinet, Department of	14[2]; 17(2) [14]; 25A(10); 27(1)(e) [38]; 28(1)(a) [11]; 28(1)(ba) [25]; 28(1)(b) [13]; 28(1)(c) [12]; 28(1)(d)[12]; 29(a) [2]; 29(b) [2]; 30(1) [44]; 31(1); 32(1) [4]; 33(1) [60]; 34(1)(a) & (b) [42]; 34(4) [10]; 35(1) [51]	14 [1]; 28(1)(a) [1]; 28(1)(ba) [17]; 28(1)(b) [5]; 28(1)(c) [4]; 28(1)(d) [5]; 30(1) [24]; 32(1) [1]; 33(1) [27]; 34(1) [27]; 35(1) [26]	14[1]; 28(1)(a) [2]; 28(1)(ba) [2]; 28(1)(b) [2]; 28(1)(c) [2]; 28(1)(d) [2]; 30(1) [2]; 34(1) [2]; 35(1) [2]
Public Transport Corporation	25A [1]; 32(1) [2]; 33(1) [2]		
Pyrenees Shire Council	31(1)(c) [1]; 33(1) [1]; 35(1)(b) [1]	31(1)(c) [1]; 33 (1); 35(1)(b)[1]	31(1)(c) [2]; 33(1) [2]; 35(1)(b) [2]; 25(A)(1) [1]
Racing Victoria	33(1) [1]		
Royal Botanic Gardens Board	29(b) [1]; 30(1) [2]; 31(1)(a) [2]; 31(1) (c) [2]; 31(1)(d) [2]; 31(1)(e) [2]; 32(1) [1]; 33(1) [2]; 33(2A) [1]; 34(1)(a) [1]; 34 (1) (b) [2]; 35(1)(b) [1]	30(1) [1]; 31(1) (a) [1]; 31(1)(c) [1]; 34 (1) (b) [1]	
Royal Children's Hospital	33(1) [18]; 35(1)(c) [2]		
Royal Melbourne Hospital, The	27(1)e [3]; 33(4) [3]; 33(5) [1]	35(1) [1]	35(1) [1]
Royal Melbourne Institute of Technology	33(1) [2]		
Rural City of Ararat		33(1) [1]	
Rural City of Wangaratta	33(1) [4]		
Shire of Yarra Ranges	30(1) [2]; 32(1) [2]; 33(1) [10]; 35(1)(b) [3]	33(1) [1]; 35(1)(b) [1]	33(1) [1]; 35(1)(b) [1]
South Gippsland Shire Council	27(1)(e) [4]; 30(1) [2]		
South West Healthcare	24(A) [1]; 25A(1) [2]; 31(1)(c) [1]; 27(1)(e) [4]		
Southern Health	33(1) [1]; 32(1) [1]; 32(2a) [1]; 33(1) [40]; 33(4) [3]; 35(1)(a) [23]	35(1) [1]; 33(1) [3]	33(1) [1]; 33(4) [1]
St George's Health Service	27(1)(e) [4]		
St Vincent's Hospital	33(1) [1]; 33(4) [4]	33(4) [1]	33 (4) [1]
State Electricity Commission of Victoria	32(1) [3]; 33(1) [4]		
State Revenue Office	25A(5) [2]; 30(1) [7]; 31(1)(a) [4]; 32(1) [4]; 33(1) [3]; 34(1)(a) [4]; 35 (1)(a) [2]; 36(1)(b) [1]; 38 [6]	25A(5) [1]; 30(1) [3]; 32(1) [1]; 33(1) [2]; 35(1)(a) [1]; 36(1)(b) [1]; 38 [3]	
State Trustees Limited	33(1)(a) [7]; 25A (1)(a) [1]; 32(1) [1]; 35(1)(a) [1]; 30(1)(a) [1]; 33(4) [1]	33(1)(a) [1]	
Stonnington City Council	33(1) [8]; 25A(1) [4]; 33(6) [2]; 35(1) [1]; 34(1) [1]; 36 (2) [1]; 32(1) [1]	33(1) [1]; 33(6) [1]	33 (1) [1]; 33 (6) [1]
Strathbogie Shire Council	33(1) [1]		
Swinburne University of Technology	30 [2]; 33 [2]; 35 [2]	33(2) [1]; 30 [1]; 35 [1]	

AGENCY	Initial Decision - Section of Act (No. of times cited)	Internal Review - Section of Act (No. of times cited)	VCAT - Section of Act (No. of times cited)
Transport Accident Commission	25A [1]; 29(a) [30]; 29(b) [31]; 30(1) [498]; 31(1)(a) [2]; 31(1)(c) [2]; 31(1)(d) [2]; 31(1)(e) [2]; 32(1) [293]; 33(1) [237]; 33(4) [3]; 34(1)(a) [1]; 34(1)(b) [1]; 34(4)(a) [1]; 35(1)(a) [52]; 35(1)(b) [247]; 36(1)(b) [5]; 38[439]	30(1) [12]; 32(1) [9]; 33(1) [10]; 35(1)(b) [6]; 38 [9]	
Treasury and Finance, Department of	25A(1) [1]; 25A(5) [2]; 28(1)(a) [1]; 28(1)(b) [2]; 28(1)(ba) [2]; 28(1)(c) [1]; 28(1)(c) [1]; 28(1)(d) [3]; 30(1) [9]; 31(1)(a) [1]; 31(1)(b) [1]; 32(1) [1]; 33(1) [12]; 34(1)(b) [2]; 34(4)(a) [5]; 35(1)(b) [2]; 36(1)(a) [1]; 36(1)(b) [1]; 38 [1]	28(1)(a) [1]; 28(1)(b) [2]; 28(1)(ba) [2]; 28(1)(c) [1]; 28(1)(d) [3]; 30(1) [4]; 33(1) [3]; 34(1)(b) [1]; 34(4)(a) [2]; 36(1)(a) [1]; 36(1)(b) [1]; 38 [1]	29(a) [1]; 30(1) [1]; 36(1)(a) [1]
Urban and Regional Land Corporation	33(1) [4]; 34(4) [1]	33(1) [2]	
Veterinary Practitioners Registration Board of Victoria	25A(1) [1]; 30(1) [1]; 32(1) [1]; 33(1) [2]; 34(1) [1]	25a (1) [1]	
VicRoads	25A(1)(a) [2]; 27(1)(e) [16]; 28(1)(a) [1]; 28(1)(b) [1]; 30(1) [4]; 32(1) [2]; 33.1 [37]; 33(1)(9) [1]; 34.1 [1]; 34.1(a) [1]; 34.1(a&b) [1]; 34.1 (b) [1]; 34.4(a)(ii) [2]; 35.1(b) [8]; 38 [8]	30 (1) [2]; 33.1 [5]; 35.1(b) [2]; 28.1(b) [1]; 34.1(b) [1]	
Victoria Police	14(1)(b) [85]; 17(2) [3]; 18(2)(b)(ii) [5]; 23(3)(c) [1]; 25A(1) [4]; 27(1)(e) [74]; 27(2)(b) [10]; 29(a) [5]; 29(b) [8]; 30(1)(a)&(b) [158]; 31(1)(a) [168]; 31(1)(b) [198]; 31(1)(c) [40]; 31(1)(d) [65]; 31(1)(e) [7]; 32(1) [11]; 33(1) [1157]; 33(4) [3]; 33(6) [22]; 34(1)(a) [1]; 34(4)(c) [1]; 35(1)(a) [3]; 35(1)(b) [101]; 38 [59]; 39 [3]; 67(2) [2]	30(1)(a)&(b) [4]; 31(1)(a) [2]; 31(1)(b) [1]; 31(1)(c) [2]; 31(1)(d) [1]; 33(1) [7]; 35(1)(b) [3]	25A(1) [1]; 27(2)(b) [1]; 29(b) [1]; 30(1)(a)&(b) [5]; 31(1)(a) [2]; 31(1)(d) [3]; 31(1)(e) [2]; 33(1) [11]; 33(6) [1]; 35(1)(b) [7]; 50(2)(e) [1]
Victoria University	33(1) [1]; 33 (9) [1]		
Victorian Casino & Gaming Authority	30(1) [2]; 31(1)(a) [1]; 31(1)(c) [1]; 33(1) [5]; 34(1)(b) [4]; 35(1)(b) [1]; 38[5]	30(1) [4]; 31(1)(a) [1]; 31(1)(c) [1]; 33(1) [3]; 34(1)(b) [2]; 35(1)(b) [1]; 38[4]	
Victorian Curriculum & Assessment Authority	33(1) [2]; 30 (1) [2]; 34(1) [1]	33(1) [1]; 30(1) [1]; 34(1) [1]	33(1) [1]
Victorian Electoral Commission	25A [5]	25A [5]	
Victorian Legal Aid	38 [1]		

AGENCY	Initial Decision - Section of Act (No. of times cited)	Internal Review - Section of Act (No. of times cited)	VCAT - Section of Act (No. of times cited)
Victorian WorkCover Authority	30(1)(a)&(b) [58]; 31(1)(a) [51]; 31(1)(b) [1]; 32(1) [72]; 33(1) [37]; 33(2)(a) [1]; 34(1)(b) [2]; 34(2)(a) [2]; 35(1)(b) [5]	30(1) [1]; 31(1)(a) [2]; 32(1) [6]; 33(1) [1]; 34(1) [1]; 34(2)(a) [1]; 34(4) [1]; 35(1) [1]	No exemption was cited. The matter was struck out by VCAT. The applicant requested an amendemnt under s39 to a report.
Warrnambool City Council	33(1) [1]	33(1) [1]	
Werribee Mercy Hospital	35(1)(6) [2]	35(1)(6) [1]	
Western Hospital	33(4) [2]		
Whittlesea City Council	32(1) [1]; 33(1) [1]		
Wodonga Regional Health Service	33(4) [1]		
Wyndham City Council	33(1) [3]; 38 [3]		
Yarra Valley Water Limited	33 [1]		

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

AGENCY	Names and Titles of Decision Makers (including number of requests where access refused)	Names and titles of Internal Review Officers (including number of requests where access was refused)
Alfred Hospital, The	Dr Sara Watson, Director of Medical Services (Medical) [5];	Dr Michael Walsh, Chief Executive [1]; Mr Bruce Levy, General Manager [1]
Alpine Shire	Doug Sharp, Manager Citizen Services [1]	Roy Hetherington, Chief Executive Officer [1]
Angliss Health Service	Kay Papworth, FOI Officer [3]	
Austin and Repatriation Medical Centre	Graeme Burrows, Dept of Psychiatry [2];	
Australian Grand Prix Corporation	Tim McGregor, Corporate Solicitor [1]	
Ballarat Health Services	William A. Wallace [2]	
Banyule Community Health Service Inc	Jim Pasnins, Chief Executive Officer, FOI Officer [1]	Denis Swift, President [1]
Barwon Health	Dr Alison MacLean, Fellow in Medical Management, [2]; Ms Sue DeGilio, CEO [1]; Dr John Gallichio, Executive Medical Director [4]; Dr Tom Callaly, Director of Medical & Clinical Psychiatry [1]; Dr Yuon Khozoeui, Consultant Psychiatrist [1]; Dr Jim Blackett, Consultant Psychiatrist [1];	
Barwon Region Water Authority	Grant V Green, FOI Manager; Partial access granted [3]	
Bass Coast Shire Council	Danny Luna, Manager Client Services [4]	n/a
Baw Baw Shire Council	Robyn D'Arcy, Records & FOI Officer [1]	John Dyer, Chief Executive Officer [1]
Bayside City Council	Terry Callant, FOI Officer [1]; Ian Wilson, Chief Executive Officer [2]	
Bendigo Community Health	Sue Clarke, Chief Executive Officer [1]	
Bendigo Health Care Group	Dr John Ferguson, Executive Director, Acute Health Services [1]; Associate Professor Julian Davis, Executive Director, Psychiatric Services [5]	
Boroondara City Council	Lidia Harding, Freedom of Information Officer [20]	Joanne Truman, Manager, Governance [3]
Box Hill Hospital	Professor N Keks [5]	
Building Control Commission	Andrew Lyons, FOI Officer [4]	
Buloke Shire Council	Mr Mark Amirtharajah, CEO [4]	
Cardinia Shire Council	Anthony Duffin, Information Services Co-ordinator [5]	Don Welsh, Chief Executive Officer [1]
Central Goldfields Shire Council	Peter Beaumont, Manager Administration [1]	
Chisholm Institute of TAFE	Rob Greig, FOI Officer [1]	
City of Ballarat	Ian Atkins, FOI Officer [5]	John McLean, Chief Executive Officer [1]
City of Banyule	Michelle Anderson, FOI Officer [5]; Janet Davis, Manager [3]	Doug Owens, Chief Executive Officer [1]
City of Casey	Rob Pedder, FOI Officer [2]	
City of Darebin	Lance de Blaquiere, FOI Officer, [3]	
City of Greater Bendigo	Mr Daryl Griffiths, Director of Corporate Services[4]	

AGENCY	Names and Titles of Decision Makers (including number of requests where access refused)	Names and titles of Internal Review Officers (including number of requests where access was refused)
City of Greater Dandenong	Stephen Nixon, Senior Information Management Officer [3]; Lisa Batten, Information Management Officer [1]; Len Carter, Information Management Officer [3]; Jenny Kurjan, Information Management Officer [4]	
City of Greater Geelong	Tom Henderson, Records Coordinator [3]	Geoff Whitbread, CEO [1]
City of Kingston	Martin Donaldson, FOI Officer [3]; Jane Price-Waterman, FOI Officer [10]	Rob Skinner, Chief Executive Officer [1]
City of Melbourne	Paul O'Brien, Governance Services Officer [11]	Peter Norri, Executive Corporate Solicitor [3]
City of Monash	Keith Williamson, Manager Corporate Administration [1]	David Conran, Chief Executive Officer [1]
City of Whitehorse	Bruce S Manks, FOI Officer [9]	Noelene Duff, Chief Executive Officer [1]
City of Yarra	Tim Brown, Manager Governance [3]	Mr John Lind, Director Finance & Business Development [1]
City West Water Limited		Karen Alexander, Internal Review Officer [1]
Colac Otway Shire	Merv Hair, General Manager Corporate Services [1]	Glenn Patterson, Chief Officer [1]
Corangamite Shire	Ross Boyd, FOI Officer [1]	
Country Fire Authority	Heather Holt, FOI Officer [562]	Bob Seiffert, CEO, CFA [1]
Deakin University	Russell H Elliott, FOI Manager [2]	Geoffrey V Wilson [1]
Dental Practice Board of Victoria	Peter Gardner, Chief Executive Officer [1]	
Djerriwarrh Health Services	Dr E D Davis, Director of Medical Services; Bruce Marshal, CEO; Glenda Cairns, FOI Officer	
Docklands Authority	Celia Gerreyn - Freedom of Information Officer [1]	
East Gippsland Shire Council	Mark Spykers, Information Services Coordinator [1]	
Echuca Regional Health	Dr Darra J Murphy, Director of Medical Services [1]	n/a
Education, Employment & Training, Department of	Neil Morrow, FOI Officer [82]	Peter Dedrick, Manager Performance Monitoring [9]; Peter Ackary, Senior Budget Analyst [3]; GP White, Manager, Asset Research and Development [2]
Environment Protection Authority	Wayne Sanderson, Secretary [26]	Brian Robinson, Chairperson [1]
Equal Opportunity Commission of Victoria	Ben Rice, Legal & Policy Officer [2]	Virginia Rogers, Chairperson [2]
Far East Gippsland Health Support Service (now known as Orbest Regional Health)	Far East Gippsland Health & Anne Flavell, Secretary to CEO; Kathy Mills, Receptionist; Peter Quinn, Manager Community Services	
Frankston City Council	Graham Davies, Records Co-ordinator & FOI Officer [3]	
Gippsland and Southern Rural Water Authority	Geoff Barry, FOI Officer [9]	Dr Martin Kent, Chief Executive Officer [1]
Glen Eira City Council	Helen Blaich, FOI Officer [6]	Andrew Newton, Chief Executive Officer [2]
Glenelg Shire Council	Trevor Hornby, Manager Governance & Special Projects [2]	Geoff Kohlman, Chief Executive Officer [1]
Gordon Institute of TAFE	Sheryl Mackie, Executive Manager, Education Management and Development	

AGENCY	Names and Titles of Decision Makers (including number of requests where access refused)	Names and titles of Internal Review Officers (including number of requests where access was refused)
Goulburn Ovens Institute of TAFE	Ms Carmel Lineham, FOI Officer [1]	
Goulburn-Murray Water Government Superannuation Office	Brian Carr, Corporate Secretary [1] Neil Crozie, Policy Analyst, Authorised Officer [0]; Dr Lester Walton, Medical Practitioner, Principal Officer (Medical) [0]	
Greater Shepparton City Council	Sue Thomas, FOI Officer [5]	
Greyhound Racing Victoria	Helen Bertocci, FOI Officer [3]	
Health Services Commissioner	Beth Wilson, Health Services Commissioner	Fahna Ammett, HRA Legal, Policy and Project Officer; Shiranee Sinnathemby, Register & FOI Manager [1]
Hepburn Shire Council	Anthony Greenwood, Director Corporate Services [1]	
Hesse Rural Health Service	Peter Birkett, Chief Executive Officer [1]	
Hobsons Bay City Council	Vicki Clark, FOI Officer [8]; Loredana Drury, FOI Officer [2]	
Holmesglen Institute of TAFE	Pam Younes, Acting FOI Manager [2]	Peter McCarthy, Corporate Financial Controller [1]
Human Services, Department of	Stuart Atkins, FOI Officer [45]; Sally Yeoland, FOI Officer [20]; Dermuid McCabe, FOI Officer [83]; Molly Murphy, FOI Officer [11]; Susan Dwyer, FOI Officer [40]; Punnya Fernando, FOI Officer [8]; Frances Pearson, FOI Officer [45]; Michelled Grach, FOI Officer [12]; David Jenkin, FOI Officer [5]; Other Regional FOI Officers [121]	Christopher Drury, Manager, Secretariat [8]; Liz Alexander, A/Manager, Privacy & Secretariat [10]; Terry Berry, A/Manager, Privacy & FOI [13]; Vicki Pridmore, Manager, privacy & FOI [2]
Hume City Council	Geoff Ferguson, FOI Officer [1]	Darrell Treloar, CEO [1]
Infrastructure, Department of	David Holmes, Manager Executive Support [30]; David Jenkin, Freedom of Information Manager [71]; Lawrie Tooher, Director Executive & Legal [3]; Louise Johnson, A/Director, Executive & Legal [2]	Lou Clayton, Legal Officer [20]; Michael Hopkins, Senior Policy Officer (Cabinet) [2]; Lawrie Tooher, Director of Executive & Legal [7]; Louise Johnson, Acting Director, Executive & Legal [7]
Innovation, Industry and Regional Development, Department of; Tourism, Sport and the Commonwealth Games, Department of - Formerly Department of State and Regional Development	Jane Kelly, Freedom of Information Officer [93]; Lucill Dunstan, Freedom of Information Officer [28]	Bernard Crosbie, Senior Legal Counsel [22]; Bill Zisimopoulos Senior Legal Counsel [20]; Adrian Shavitsky, General Counsel [16]

AGENCY	Names and Titles of Decision Makers (including number of requests where access refused)	Names and titles of Internal Review Officers (including number of requests where access was refused)
Justice, Department of	Jo Rainford, Manager Information & Privacy [64]; Marita Dunbar, FOI Officer [31]; Richard Kemp, FOI Officer [12]; Kathy Maikousis, FOI Officer [12]; Clare Pearce, FOI Officer [5]; Eve Waldron, Privacy Project Officer [2]; Kanwal Josan, FOI Officer [1]; Natalie Grummitt, FOI Officer [2]	Ray Turnley, Mgr, Internal Audit [1]; James Ruddle, Assistant Victorian Government Solicitor [2]; Max Johns, General Mgr Operational Review Unit [10]; David Weir, Information Analyst [1]; Graeme McDonald, Solicitor [1]; Michelle Wood, Mgr Planning Projects and Case Management [1]; Stephen Devlin, Mgr, Legal Development [2]; Russell Ford, Principal Monitor [1]; Pat Reeves, Contract Monitor [1]; Ian Clyde, Legal Officer [1]; Robert Bardsley, Assistant Victorian Government Solicitor [4]; Janelle Morgan, Director Victims Services Task Force [1]; Vince Ciccone, Mgr Assets [1]; Chris Humphreys, Asst. Secretary Portfolio Planning[1]; Patrick L'Estrange, Senior Legal Officer [1]
Knox City Council	Carrie Bruce, Project Officer - Governance [11]	Helen Lanyon, Group Manager - Finance and Governance [2]
Latrobe Regional Hospital	Dr Umesh Babu, Psychiatrist [9]; Dr Jagadechsh [7]; Dr Sam Jolcemy [4]; Dr Chris Robinson [6]; Dr Steven Rodrigo [5]; Dr Chatterjee [6]	Professor Mark Oakly Brown, DMS, Psych [2]
La Trobe University	Fiona Rowley, Freedom of Information Officer [10]	Professor Graham McDowell [4]
Latrobe City Council	Henry Morrison, Senior Governance Officer [6]	
Legal Ombudsman	Janet Cohen, Deputy Legal Ombudsman [3]	Kate Hamond, Legal Ombudsman [1]
Mallee Track Health & Community Service	Mrs Val Munro, Business Manager & FOI Officer; Mrs Pam Vallance, Clinical & Residential Care Manager	
Manningham City Council	George T Nantes, Co-ordinator Records (FOI Liaison Officer)	
Mansfield District Hospital	Greg Wilder	
Maribyrnong City Council	Andrew Nickson, FOI Officer [1]	
Marine Board of Victoria	David Jenkin, Freedom of Information Manager [3]	Lawrie Tooher, Director Executive & Legal [1]
Maroondah City Council	Stephen Onans, Team Leader Governance, FOI Officer [1]	Michael Marasco, Chief Executive Officer [1]
Maroondah Hospital Health Information Services	Kristella Lighthart, Health Information Manager [1]; Natalie McGregor, Chief Health Information Manager [1]; Dr Cris Mileskin, Clinical Director - Adult Psychiatry and Dr Ruth Vine, Adult Psych Director [1]; Emilia Pezzi, Health Information Manager [1]; Dr Birleston, Adolescent Psych [1]	Dr Penny Speed [1]
Maryborough District Health Service	Bernard Noel Waixel, Chief Executive Officer	
Medical Practitioners Board of Victoria	Mr Ian Stoney, CEO [18]	Dr Joanna Flynn, President [2]
Melbourne City Link Authority	Shelley Marcus, Assistant Director, Risk & Legal Services [1]; Jag Chugha, Risk & Legal Officer [1]	
Melbourne Extended Care & Rehabilitation Service	Dr Benny Katz [1]	

AGENCY	Names and Titles of Decision Makers (including number of requests where access refused)	Names and titles of Internal Review Officers (including number of requests where access was refused)
Melbourne Port Corporation	Ms Sandra Gatehouse, Freedom of Information Officer [1]	
Melbourne University	Ian Marshman - Senior Vice Principal [6]; Richard Larkins, Dean, Medicine, Dentistry and Health Sciences [2]	Kwong Lee Dow, Deputy Vice Chancellor [2]
Melbourne Water Corporation	Jane Denton, FOI Officer [7]	Brian Bayley, Managing Director [1]
Melton Shire Council	Warren Regan, Administration Manager, FOI Officer [4]	Neville Smith, Acting Chief Executive Officer [1]
Mercy Hospital for Women	Dr Michael Sedgley, Quality Co-Ordinator	Stuart Rowley, CEO
Metropolitan Ambulance Service	David Lescun, Manager, Customer Liaison/FOI	
Metropolitan Fire & Emergency Services Board	Jan L Smith, FOI Officer	Peter Akers, Chief Executive Officer [4]
Mildura Base Hospital	Dane Huxley, Chief Executive Officer [0]; Carole Henshilwood, Mediaco Legal Officer, FOI [4]	Dr Neil Fleming, Director of Medical Services [0]
Mildura Rural City Council	Max Polwarth, FOI Officer [0]	Leonie Burrows, Chief Executive Officer [0]
Mitchell Shire Council	Garry Cecil, Chief Executive Officer	
Monash University	Tony Allan, FOI Officer [4]	Peter Darvall, Deputy Vice-Chancellor [1]
Moonee Valley City Council	Ralph Anania, Manager Council Business, FOI Officer	Sven Kling, Chief Executive Officer
Moorabool Shire Council	Greg Jakob, Director Corporate Services [0]	Andrew Park, Chief Executive Officer [0]
Moreland City Council	David Thompson, Manager Governance [8]	
Mornington Peninsula Shire	Leigh Oldmeadow, Corporate Information Planner [26]	Noel Buck, Manager Governance and Corporate Support [1]
Mount Alexander Hospital	Ms M Pritchard, Chief Executive Officer; Ms D O'Bryan, Health Information Manager	
Mount Alexander Shire Council	Peter Beaumont, FOI Officer	
Moyne Shire Council	Debra Fitzgibbon, Information & Administrative Services Coordinator	Graham Shiell, CEO
Murrindindi Shire Council	Mr Robert Croxford, FOI Officer	Daniel Hogan, Chief Executive Officer
Natural Resources & Environment, Department of	Deidre Egan, Manager Secretariat Services [17]; Glen Knight, FOI Officer [13]; Stuart Atkins, FOI Officer [7]; David McCullough, FOI Officer [3]	Chloe Munro, Secretary [11]
Nillumbik Shire Council	Marianne Di Giallonardo, Group Manager Corporate Services; [3] Catherine Dale, Chief Executive Officer	
North Central Catchment Management Authority	Garry Lewis, Business Manager; Graham Hall, Floodplain Manager	
Northern Grampians Shire Council	Peter Elliott, Corporation Services Manager [2]	Peter Brooks, Chief Executive Officer [1]
Northern Hospital, The	Dr Mark Garwood, Deputy Director Clinical Services [2]	
Nurses Board of Victoria	Rosemary Pesity, Freedom of Information Officer [4]	Professor Margaret Bennett, Principal Officer [1]
Office of Public Prosecution	Penelope Thorpe, Articled Clerk [2]; Robert Curnow, [1]; Chris Carr, Articled Clerk [1]	Ms Kay Robertson, Solicitor for Public Prosecutions [1]
Office of Regulator-General	Andrew Laing, Transition Business Manager [1]	John Tamblyn, Chairperson [1]

AGENCY	Names and Titles of Decision Makers (including number of requests where access refused)	Names and titles of Internal Review Officers (including number of requests where access was refused)
Parks Victoria	Mark Stone, Chief Executive Officer, Parks Victoria	
Peninsula Health	Jane Canestra, Clinical Director of Emergency Medicine [2]; John Douglas, Psychiatrist [1]	Anne McCloud, Clinical Risk Manager [0]
Plumbing Industry Commission	David Holmes, Manager Executive Support; David Jenkin, Freedom of Information Manager; Lawrie Tooher, Director Executive & Legal; Louise Johnson, A/Director, Executive & Legal	Lou Clayton, Legal Officer; Michael Hopkins, Senior Policy Officer (Cabinet)
Port Phillip City Council	Catherine Grgic, Team Leader Statutory Functions [13]; Allison Griffin, Acting Team Leader Statutory Functions, [6]; Dina Michelis, Statutory Functions Support Officer [2]	
Portland & District Hospital	Toni Young, FOI Officer [1]; Phillip Hynes, Deputy Chief Executive Officer [1]	
Portland Coast Region Water Authority	John Wilkinson, Chief Executive Officer	
Premier & Cabinet, Department of	Marisa Patitucci, Senior FOI Officer; Lucill Dunstan, FOI Officer	Ian Killey, Director; David Forbes, Senior Legal Adviser; Sharne Bryan, Senior Legal Adviser; John Feeny, Senior Legal Adviser; Anthony Walsh, Principal Legal Adviser; Annette Wiltshire, Principal Legal Policy Adviser; Chris Charlton, Legal Adviser
Public Transport Corporation	David Jenkin, Freedom of Information Manager [2]	
Pyrenees Shire Council	Kelvin Tori, Director Corporate Services [1]	Stephen Cornish, Chief Executive Officer [1]
Racing Victoria	Simon Barrile, Legal Counsel [1]	
Royal Botanic Gardens Board	Dennis Renfrey, FOI Officer [2]	Dr Marco Duretto, Plant Sciences Manager [2]
Royal Children's Hospital	Judith smith, FOI Officer [20]	
Royal Melbourne Hospital, The	Dr Peter Linton, Medical Administrator [13]	Russell J Barnes, Corporate Secretary & Legal Counsel [1]
Royal Melbourne Institute of Technology	John Lambrick; Amanda Way	
Royal Victorian Eye & Ear Hospital, The	Dr Jacinta Mogg [1]	
Rural Ambulance Victoria	Lavinia Knight, FOI Officer; Phillip Hanson, Finance Manager; Mark Van Zuylekom, Director Corporate Services	
Rural City of Ararat	Ian Couper, Group Manager - Client Services, Freedom of Information Office	
Rural City of Wangaratta	Wayne Wallis, General Manager - Corporate Services [1]	
San Remo & District Community Health Centre	Ms Leslie Mitchell; Mr Ben Leigh	
Seymour District Memorial Hospital	Ms F. N. Ley, Chief Executive Officer	
Shire of Yarra Ranges	Melissa Ratz, FOI Officer [11]; Tony Lord, FOI Officer [3]	Robert Hauser, Chief Executive Officer [1]
South East Water Limited	Ian Dockery, Manager Corporate Services	Tom Mollenkopf, General manager, Corporate & Finance
South Gippsland Shire Council	Mr C. F. Abood, Records Coordinator, FOI Officer, Privacy Officer [5]	
South West Healthcare	Dr Peter O'Brien, Principal Medical	

AGENCY	Names and Titles of Decision Makers (including number of requests where access refused)	Names and titles of Internal Review Officers (including number of requests where access was refused)
	Officer [2]; Dr Cinnasamy, Principal Medical Officer [2]	
Southern Health	Claire Pierce, Health Information Services Manager, Privacy Officer [7]; Assoc Prof. Saji Damadoran, Director of Health Services [63]	Stan Capp, CEO [4]
St George's Health Service	Marilyn Gilligan	
St Vincent's Hospital	Dr Nim Nadarajah [5]	Associate Professor Tanaghow [5]
State Electricity Commission of Victoria	John Cudmore, FOI Officer [4]	
State Revenue Office	Maria Bravo, Legal Officer [4]; Aspasia Georgiou, Executive Director, Legal Services [7]	David Pollard, Commissioner [1]; Paul Broderick, Commissioner [1]; Steven Polites, Acting Executive Director, Compliance [1]
State Trustees Limited	Sharee McBlane, FOI Officer [5]; Despina Mihalopoulos, Acting FOI Officer [2]; Ian Sharp, Acting FOI Officer [1]; Anita Todoroska, FOI Officer [3]	Elizabeth Lomas, Managing Director [1]
Stonnington City Council	Fabienne Thewlis, FOI Officer [16]	Hadley Sides, Chief Executive Officer [1]
Strathbogie Shire Council	Kevin Hannagan, Chief Executive Officer; Alastair Pirie, Corporate & Community Services [1]	
Swan Hill District Hospital	Mr Ian Fisher, Chief Executive Officer; Mr Rodeny J Prockter, Executive Officer, Corporate Services; Dr Eran Hession, Clinical Services Supervisor; Mrs Kathy Wright, Executive Officer, Clinical Services	
Swan Hill Rural City Council	Heather M Fortune, FOI Officer; Ian C Dickson, Risk Management Officer; Belinda P Howard, Deputy Freedom of Information Officer	John R Webb, Chief Executive Officer
Swinburne University of Technology	Shane Arnold, Manager University Records & Freedom of Information	Professor J G Wallace, President & Vice-Chancellor
Transport Accident Commission	Kevin Mundy, Manager FOI [314]; Richard Pang, Freedom of Information Officer [146]; Tony Blok, Freedom of Information Officer [78]	Alan Woodroffe, FOI Review Officer [13]
Treasury and Finance, Department of	Vivian Chung, FOI Officer [14]; Mel Humphreys-Grey, FOI Officer [8]	All are Internal Review Officers. Denise Cameron [1]; Nick Daicos [1]; Anthea Hastie [2]; Andrew Lemon [1]; John Peachy [1]; Michael Bloch [1]; Sourin Chakravorty [1]; Jillian Wyatt [1]; Matthew Clancy [1]; Catherine Ewart [1]; David Heywood [1]; Mark Richards [1]; Darlene Felsch [1]
Urban and Regional Land Corporation	Catherine Proud, FOI Officer [5]	Allan Palmer, General Manager, Finance & Administration [2]
Veterinary Practitioners Registration Board of Victoria	Victoria Gurr, FOI Officer [2]	Dr Peter Cullen, President [1]
VicRoads	Sean Coley, FOI Officer [82]; Franca Chick, FOI Officer [4]; Julie Cooper, Acting Manager Executive Services [16]; Sue Morden, Manager Executive Services [21]; David Holmes [3]	Martin Pollard, Manager Legal Services [9]; Mark Miller, Manager Legislation [1]

AGENCY	Names and Titles of Decision Makers (including number of requests where access refused)	Names and titles of Internal Review Officers (including number of requests where access was refused)
Victoria Police	P. Murnane, Superintendent & FOI Officer [938]; Christopher Penno, Inspector & Deputy FOI Officer [166]	W Kelly, Acting Assistant Commissioner [3]; G Davis, Assistant Commissioner [3]; N. Ashby, Assistant Commissioner [6]; N. Perry, Assistant Commissioner [5]; R. Shuey, Assistant Commissioner [4]; G. McDonald, Assistant Commissioner [5]; Mr Henry, Commander [3]; Mr Dickinson, Acting Commander [2]; R. Hastings, Acting Assistant Commissioner [2]; Mr. Thompson, Commander [1]; Mr. Sprague, Commander [1]; R. Lambert, Acting Assistant Commissioner [1]; K. Walsh, Acting Commander [1]; G. Glover, Acting Director [2]; Mr. Thompson, Acting Assistant Commissioner [3]; Mr. Smith, Commander [1]; L. Gassner, Commander [1]; R. Lambert, Commander [2]; Mr. Graham, Commander [1]; Mr. Williams, Acting Commander [1]; J. Hart, Commander [1]
Victoria University	Associate Director School of Human Services, Art and Multimedia [1]; Director of Finance [1]	
Victorian Casino & Gaming Authority	Bill Lahey, Director of Gaming & Betting, Director of Casino Surveillance [7]	Mr Brian Forrest, Chairperson [5]
Victorian Curriculum & Assessment Authority	Janice Adams, FOI Officer, Executive Services Manager [3]	Meredith Nolte, Manager, P-10 Assessment Unit [2]
Victorian Electoral Commission	Doug Beecroft, Manager Public Information and Corporate Communications [1]	Colin Barry, Electoral Commissioner [1]
Victorian Legal Aid	Ian Campbell, Acting Divisional Manager (Grants) [3]	
Victorian WorkCover Authority	Mr Robert Skelton, Manager, Administration, Workcover FOI Officer [129]	Mr Saj Rajan, Solicitor [9]
Wangaratta District Base Hospital	Dr David Poustie, Director Medical Services; Mrs Lorraine MacDonald, FOI Officer, HMO Manager/Administrator	
Warrnambool City Council	Lindsay Merritt, CEO [1]	
Wellington Shire Council	Catherine Darby, Information Coordinator; Tony Hromiak, FOI Conatct Officer	
Werribee Mercy Hospital	Dr Paul Katz, Director of Psychiatry [2]; Ms Cheryl Cohen, General Services Manager; Ms Wendy Dunn, Director of Nursing	Ms Vicki Geytenbeek, CEO [1]
West Gippsland Catchment Management Authority	Angus Hume, Chief Executive Officer	
West Wimmera Health Service	Meredith Taylor, Health Information Manager [4]	
Western District Health Service	Dr Bruce Warton, Director of Medical Services	

AGENCY	<i>Names and Titles of Decision Makers (including number of requests where access refused)</i>	<i>Names and titles of Internal Review Officers (including number of requests where access was refused)</i>
Western Hospital	Associate Professor John Balla, Chief Medical Officer; Dr Peter Linton, FOI/Mediaco Legal Medical Officer [1]; Dr Dhushan Illesinghe, Director of Clinical Services Psychiatry [1]; Associate Professor Anne Hassett, Clinical Director Aged Persons Mental Health Programme	
Whittlesea City Council	Rod Wilkinson, Director Corporate Services [2]	Graeme Brennan, Chief Executive Officer [0]
Williamstown Hospital, The	Dr Peter Crossley, Medical Manager; Dr James Breheny, Medical Manager	Mr Jon Evans, Chief of Operations; Ms Meredith Spencer, General Manager
Wimmera-Mallee Rural Water Authority	John Konings, General Manager; Max Burns, Manager Operational Services; Steve Bird, Business Manager	
Wodonga Regional Health Service	Wendy Sutcliffe, FOI Officer [1]	
Wonthaggi & District Hospital	Nigel Atkins, Chief Executive Officer	
Wyndham City Council	Joy Painter, Council Business Co-ordinator [5]; Steve Burgess, Customer Service Co-ordinator [0]; Anna Urban, Manager Civic Services [0]	Ian Ross, Chief Executive Officer [0]
Yarra Valley Water Limited	Peter Thatcher, Manager Corporate Services [1]	Terry Swingler, General Manager, Finance & Company Secretary [0]
Yarrawonga District Health Service	Mr Trevor Gowland, Chief Executive Office	
Yea & District Memorial Hospital	Dr Brian Coles, DMS, Goulburn Valley Health	

Table 10: Fees and Charges

<i>AGENCY</i>	<i>Fees Collected</i>	<i>Fees Waived</i>	<i>Charges</i>	
			<i>Collected</i>	<i>Charges Waived</i>
Alfred Hospital, The	\$19,260.00	\$3,860.00	\$44,550.00	\$3,383.00
Alpine Shire	\$80.00	\$0.00	\$0.00	\$0.00
Angliss Health Service	\$1,360.00	\$2,040.00	\$974.00	\$241.20
Austin and Repatriation Medical Centre	\$6,700.00	\$2,960.00	\$13,416.00	\$6,503.00
Australian Grand Prix Corporation	\$20.00	\$0.00	\$0.00	\$0.00
Ballarat Health Services	\$2,060.00	\$2,000.00	\$1,815.00	\$890.00
Banyule Community Health Service Inc	\$20.00	\$40.00	\$20.00	\$40.00
Barwon Health	\$5,480.00	\$2,340.00	\$4,303.00	\$417.60
Barwon Region Water Authority	\$80.00	\$0.00	\$0.00	\$0.00
Bass Coast Shire Council	\$180.00	\$0.00	\$0.00	\$0.00
Baw Baw Shire Council	\$200.00	\$20.00	\$269.00	\$127.00
Bayside City Council	\$1,500.00	\$0.00	\$195.00	\$0.00
Benalla & District Memorial Hospital	\$0.00	\$40.00	\$0.00	\$0.00
Bendigo Community Health	\$20.00	\$0.00	\$0.00	\$0.00
Bendigo Health Care Group	\$2,560.00	\$60.00	\$3,442.40	\$273.40
Bethlehem Hospital	\$40.00	\$80.00	\$45.00	\$0.00
Boroondara City Council	\$640.00	\$60.00	\$76.20	\$56.00
Box Hill Hospital	\$3,220.00	\$2,360.00	\$2,290.30	\$346.80
Box Hill Institute of TAFE	\$20.00	\$0.00	\$0.00	\$0.00
Brimbank City Council	\$280.00	\$0.00	\$0.00	\$0.00
Building Control Commission	\$340.00	\$0.00	\$0.00	\$0.00
Buloke Shire Council	\$40.00	\$60.00	\$0.00	\$0.00
Campaspe Shire Council	\$60.00	\$0.00	\$180.00	\$0.00
Cardinia Shire Council	\$320.00	\$20.00	\$377.40	\$0.00
Caulfield General Medical Centre	\$260.00	\$480.00	\$248.60	\$0.00
Central Gippsland Health Service	\$960.00	\$420.00	\$805.38	\$0.00
Central Goldfields Shire Council	\$40.00	\$0.00	\$0.00	\$0.00
City of Ballarat	\$420.00	\$20.00	\$0.00	\$0.00
City of Banyule	\$340.00	\$40.00	\$68.50	\$0.00
City of Casey	\$220.00	\$20.00	\$444.20	\$0.00
City of Darebin	\$300.00	\$40.00	\$200.30	\$20.00
City of Greater Bendigo	\$300.00	\$0.00	\$201.40	\$0.00
City of Greater Dandenong	\$240.00	\$40.00	\$0.00	\$0.00
City of Greater Geelong	\$740.00	\$60.00	\$355.00	\$0.00
City of Kingston	\$360.00	\$40.00	\$30.00	\$0.00
City of Melbourne	\$760.00	\$200.00	\$73.00	\$0.00
City of Monash	\$220.00	\$0.00	\$0.00	\$0.00
City of Whitehorse	\$260.00	\$40.00	\$60.60	\$1.00
City of Wodonga	\$20.00	\$0.00	\$0.00	\$0.00
City of Yarra	\$600.00	\$20.00	\$100.00	\$200.00
City West Water Limited	\$100.00	\$0.00	\$15.60	\$4.40
Colac Community Health Services	\$300.00	\$40.00	\$300.00	\$40.00
Colac Otway Shire	\$260.00	\$20.00	\$200.00	\$0.00
Coliban Region Water Authority	\$40.00	\$0.00	\$60.80	\$0.00
Corangamite Shire	\$20.00	\$0.00	\$0.00	\$0.00
Country Fire Authority	\$12,440.00	\$60.00	\$1,067.00	\$0.00

AGENCY	Fees Collected	Fees Waived	Charges Collected	Charges Waived
Deakin University	\$60.00	\$0.00	\$0.00	\$0.00
Delatite Shire Council	\$120.00	\$0.00	\$25.00	\$0.00
Dental Health Services Victoria, The Royal Dental Hospital of Melbourne	\$80.00	\$1,120.00	\$118.75	\$169.00
Dental Practice Board of Victoria	\$20.00	\$0.00	\$0.00	\$0.00
Djerriwarrh Health Services	\$20.00	\$640.00	\$0.00	\$0.00
Docklands Authority	\$20.00	\$60.00	\$0.00	\$0.00
Doutta Galla Community Health Services Inc	\$20.00	\$20.00	\$33.00	\$28.50
East Gippsland Shire Council	\$320.00	\$0.00	\$0.00	\$0.00
East Grampians Health Service	\$500.00	\$0.00	\$630.66	\$160.00
East Wimmera Health Service	\$220.00	\$0.00	\$108.20	\$0.00
Echuca Regional Health	\$580.00	\$400.00	\$317.90	\$35.00
Education, Employment & Training, Department of	\$4,900.00	\$1,600.00	\$1,373.60	\$0.00
Emergency Services Superannuation Scheme	\$0.00	\$540.00	\$0.00	\$30.00
Environment Protection Authority	\$1,040.00	\$80.00	\$431.30	\$0.00
Equal Opportunity Commission of Victoria	\$40.00	\$0.00	\$0.00	\$0.00
Falls Creek Resort Management Board	\$40.00	\$0.00	\$0.00	\$0.00
Far East Gippsland Health & Support Service (now known as Orbost Regional Health)	\$20.00	\$300.00	\$5.00	\$75.00
Frankston City Council	\$280.00	\$0.00	\$0.00	\$0.00
Gippsland and Southern Rural Water Authority	\$80.00	\$200.00	\$109.00	\$500.00
Gippsland Southern Health Service	\$540.00	\$60.00	\$0.00	\$0.00
Glen Eira City Council	\$180.00	\$20.00	\$281.40	\$1.00
Glenelg Shire Council	\$140.00	\$40.00	\$300.51	\$0.00
Golden Plains Shire Council	\$20.00	\$20.00	\$0.00	\$0.00
Goulburn Ovens Institute of TAFE	\$20.00	\$0.00	\$0.00	\$0.00
Goulburn Valley Health	\$2,040.00	\$3,580.00	\$1,230.20	\$1,024.80
Goulburn-Murray Water	\$40.00	\$20.00	\$0.00	\$0.00
Government Superannuation Office	\$1,000.00	\$120.00	\$0.00	\$0.00
Grampians Community Health Centre Inc	\$0.00	\$20.00	\$0.00	\$0.00
Greater Shepparton City Council	\$80.00	\$100.00	\$230.00	\$91.80
Greyhound Racing Victoria	\$80.00	\$0.00	\$12.10	\$0.00
Harness Racing Board	\$20.00	\$0.00	\$0.00	\$0.00
Health Services Commissioner	\$20.00	\$260.00	\$0.00	\$0.00
Hepburn Health Service	\$40.00	\$0.00	\$60.00	\$0.00
Hepburn Shire Council	\$40.00	\$20.00	\$0.00	\$0.00
Hesse Rural Health Service	\$60.00	\$20.00	\$0.00	\$0.00
Hobsons Bay City Council	\$260.00	\$60.00	\$0.00	\$0.00
Holmesglen Institute of TAFE	\$60.00	\$0.00	\$0.00	\$0.00
Horsham Rural City Council	\$20.00	\$0.00	\$0.00	\$0.00
Human Services, Department of	\$5,740.00	\$17,260.00	\$439.40	\$12,010.00
Hume City Council	\$460.00	\$20.00	\$362.70	\$55.60
Indigo Shire Council	\$80.00	\$0.00	\$59.85	\$0.00

AGENCY	Fees Collected	Fees Waived	Charges Collected	Charges Waived
Infrastructure, Department of Innovation, Industry and Regional Development, Department of; Tourism, Sport and the Commonwealth Games, Department of - Formerly Department of State and Regional Development	\$5,820.00	\$720.00	\$2,849.20	\$4,000.00
ISIS Primary Care	\$0.00	\$140.00	\$0.00	\$0.00
Justice, Department of	\$1,920.00	\$3,260.00	\$154.40	\$2,748.60
Kerang & District Hospital	\$20.00	\$80.00	\$12.20	\$5.80
Knox City Council	\$260.00	\$100.00	\$0.00	\$0.00
Kyabram & District Memorial Community Hospital	\$120.00	\$80.00	\$505.60	\$16.80
Kyneton District Health Service	\$200.00	\$0.00	\$352.80	\$0.00
Latrobe Regional Hospital	\$260.00	\$4,760.00	\$183.00	\$2,107.00
La Trobe University	\$180.00	\$120.00	\$0.00	\$0.00
Lakes Entrance Community Health Centre	\$0.00	\$20.00	\$0.00	\$0.00
Latrobe City Council	\$580.00	\$0.00	\$91.00	\$0.00
Legal Ombudsman	\$100.00	\$20.00	\$0.00	\$0.00
Loddon Shire Council	\$20.00	\$0.00	\$100.00	\$46.60
Lorne Community Hospital	\$80.00	\$20.00	\$6.40	\$0.00
Lyndoch Warrnambool Inc	\$0.00	\$40.00	\$0.00	\$0.00
Macedon Ranges Shire Council	\$120.00	\$0.00	\$0.00	\$0.00
Mallee Track Health & Community Service	\$20.00	\$0.00	\$0.00	\$0.00
Manningham City Council	\$200.00	\$40.00	\$16.60	\$29.00
Mansfield District Hospital	\$0.00	\$420.00	\$0.00	\$0.00
Maribyrnong City Council	\$380.00	\$0.00	\$12.00	\$0.00
Marine Board of Victoria	\$0.00	\$140.00	\$0.00	\$0.00
Maroondah City Council	\$200.00	\$0.00	\$393.00	\$113.00
Maroondah Hospital Health Information Services	\$3,140.00	\$640.00	\$963.60	\$2,058.80
Maryborough District Health Service	\$180.00	\$200.00	\$30.00	\$50.00
Medical Practitioners Board of Victoria	\$320.00	\$140.00	\$157.40	\$88.40
Melbourne City Link Authority	\$20.00	\$40.00	\$0.00	\$168.40
Melbourne Extended Care & Rehabilitation Service	\$120.00	\$120.00	\$301.16	\$10.40
Melbourne Port Corporation	\$20.00	\$20.00	\$0.00	\$0.00
Melbourne University	\$140.00	\$80.00	\$7.40	\$0.00
Melbourne Water Corporation	\$360.00	\$80.00	\$225.25	\$23.20
Melton Shire Council	\$320.00	\$40.00	\$76.80	\$0.00
Mercy Hospital for Women	\$880.00	\$600.00	\$820.00	\$560.00
Metropolitan Ambulance Service	\$15,380.00	\$2,920.00	\$0.00	\$0.00
Metropolitan Fire & Emergency Services Board	\$4,900.00	\$4,380.00	\$980.00	\$28.00
Mildura Base Hospital	\$2,080.00	\$480.00	\$2,644.93	\$0.00
Mildura Rural City Council	\$120.00	\$0.00	\$0.00	\$192.80
Mitchell Shire Council	\$80.00	\$0.00	\$0.00	\$0.00
Moira Shire Council	\$160.00	\$20.00	\$285.20	\$0.00
Monash University	\$100.00	\$120.00	\$147.00	\$18.00

AGENCY	Fees Collected	Fees Waived	Charges Collected	Charges Waived
Moonee Valley City Council	\$580.00	\$20.00	\$0.00	\$0.00
Moorabool Shire Council	\$180.00	\$0.00	\$159.50	\$0.00
Moreland City Council	\$460.00	\$120.00	\$349.20	\$0.00
Mornington Peninsula Shire	\$660.00	\$20.00	\$47.80	\$0.00
Mount Alexander Hospital	\$120.00	\$40.00	\$14.20	\$0.90
Moyne Shire Council	\$40.00	\$0.00	\$0.00	\$0.00
Murrindindi Shire Council	\$140.00	\$0.00	\$65.00	\$0.00
Natural Resources & Environment, Department of	\$2,620.00	\$60.00	\$402.00	\$520.00
Nillumbik Shire Council	\$200.00	\$20.00	\$0.00	\$0.00
North Central Catchment Management Authority	\$20.00	\$0.00	\$0.00	\$0.00
North East Catchment Management Authority	\$40.00	\$0.00	\$0.00	\$0.00
North East Water	\$60.00	\$0.00	\$0.00	\$0.00
Northern Grampians Shire Council	\$60.00	\$0.00	\$0.00	\$0.00
Northern Hospital, The	\$5,295.00	\$1,245.00	\$6,409.50	\$8.60
Nurses Board of Victoria	\$420.00	\$40.00	\$24.40	\$1.60
Office of Public Prosecution	\$300.00	\$340.00	\$215.20	\$0.00
Office of Regulator-General	\$0.00	\$40.00	\$0.00	\$0.00
Otway Health & Community Services	\$0.00	\$60.00	\$0.00	\$0.00
Parks Victoria	\$340.00	\$0.00	\$255.20	\$0.00
Peninsula Health	\$4,080.00	\$2,340.00	\$3,694.00	\$4,955.00
Peter MacCallum Cancer Institute	\$600.00	\$260.00	\$141.60	\$0.00
Plumbing Industry Commission	\$0.00	\$240.00	\$0.00	\$0.00
Port Phillip City Council	\$560.00	\$140.00	\$0.00	\$0.00
Portland & District Hospital	\$900.00	\$360.00	\$3,347.06	\$0.00
Premier & Cabinet, Department of	\$3,100.00	\$20.00	\$1,235.20	\$0.00
Public Transport Corporation	\$240.00	\$240.00	\$0.00	\$0.00
Pyrenees Shire Council	\$40.00	\$20.00	\$0.00	\$30.00
Racing Victoria	\$50.00	\$10.00	\$5.00	\$0.00
Robinvale District Health Services	\$140.00	\$0.00	\$610.00	\$0.00
Rochester & Elmore District Health Service	\$40.00	\$40.00	\$55.80	\$55.00
Royal Botanic Gardens Board	\$0.00	\$0.00	\$141.80	\$0.00
Royal Children's Hospital	\$4,960.00	\$6,200.00	\$9,237.00	\$517.00
Royal Melbourne Hospital, The	\$11,180.00	\$100.00	\$14,176.80	\$133.80
Royal Melbourne Institute of Technology	\$80.00	\$40.00	\$85.00	\$0.00
Royal Victorian Eye & Ear Hospital, The	\$1,520.00	\$20.00	\$1,009.40	\$7.20
Royal Women's Hospital	\$3,520.00	\$4,400.00	\$1,307.80	\$1,122.70
Rural Ambulance Victoria	\$6,320.00	\$320.00	\$7,041.00	\$1,495.00
Rural City of Ararat	\$40.00	\$0.00	\$0.00	\$0.00
Rural City of Wangaratta	\$60.00	\$20.00	\$0.00	\$0.00
San Remo & District Community Health Centre	\$0.00	\$40.00	\$0.00	\$0.00
Seymour District Memorial Hospital	\$140.00	\$40.00	\$29.10	\$8.60
Shire of Yarra Ranges	\$680.00	\$80.00	\$322.50	\$110.00
South East Water Limited	\$20.00	\$0.00	\$19.40	\$0.00
South Gippsland Shire Council	\$160.00	\$20.00	\$7.00	\$2.00
South West Healthcare	\$1,600.00	\$1,380.00	\$815.40	\$894.50

AGENCY	Fees Collected	Fees Waived	Charges Collected	Charges Waived
Southern Grampians Shire Council	\$20.00	\$0.00	\$0.00	\$0.00
Southern Health	\$13,560.00	\$11,940.00	\$11,019.00	\$10,419.00
South West Water Authority	\$20.00	\$0.00	\$0.00	\$0.00
St George's Health Service	\$140.00	\$80.00	\$70.60	\$0.00
St Vincent's Hospital	\$5,540.00	\$3,720.00	\$3,333.80	\$464.00
State Electricity Commission of Victoria	\$560.00	\$140.00	\$279.00	\$0.00
State Library of Victoria	\$20.00	\$0.00	\$0.00	\$0.00
State Revenue Office	\$160.00	\$100.00	\$32.40	\$0.00
State Trustees Limited	\$120.00	\$140.00	\$1.80	\$4.00
Stawell Regional Health	\$220.00	\$20.00	\$56.14	\$0.00
Stonnington City Council	\$800.00	\$60.00	\$1,114.00	\$132.00
Strathbogie Shire Council	\$100.00	\$0.00	\$0.00	\$0.00
Surf Coast Shire Council	\$60.00	\$0.00	\$0.00	\$0.00
Swan Hill District Hospital	\$640.00	\$300.00	\$249.40	\$1.60
Swan Hill Rural City Council	\$40.00	\$0.00	\$65.00	\$0.00
Swinburne University of Technology	\$80.00	\$40.00	\$493.00	\$40.00
Towong Shire Council	\$0.00	\$20.00	\$0.00	\$0.00
Transport Accident Commission	\$15,980.00	\$780.00	\$6,404.00	\$12,766.00
Treasury and Finance, Department of	\$1,600.00	\$0.00	\$3,694.40	\$958.60
Trust for Nature (Victoria)	\$40.00	\$0.00	\$0.00	\$0.00
University of Ballarat	\$0.00	\$20.00	\$0.00	\$0.00
Urban and Regional Land Corporation	\$140.00	\$0.00	\$140.00	\$0.00
Veterinary Practitioners Registration Board of Victoria	\$40.00	\$20.00	\$6.80	\$0.00
VicRoads	\$2,660.00	\$400.00	\$2,688.90	\$227.70
Victoria Police	\$28,400.00	\$5,500.00	\$9,096.90	\$6,004.50
Victoria University	\$60.00	\$20.00	\$81.40	\$0.00
Victorian Arts Centre Trust	\$20.00	\$0.00	\$60.00	\$0.00
Victorian Casino & Gaming Authority	\$140.00	\$20.00	\$0.00	\$0.00
Victorian Curriculum & Assessment Authority	\$100.00	\$0.00	\$315.00	\$0.00
Victorian Electoral Commission	\$20.00	\$0.00	\$0.00	\$0.00
Victorian Legal Aid	\$20.00	\$40.00	\$0.00	\$0.00
Victorian WorkCover Authority	\$10,160.00	\$4,040.00	\$3,038.20	\$3,300.40
Wangaratta District Base Hospital	\$4,740.00	\$1,360.00	\$0.00	\$0.00
Warrnambool City Council	\$140.00	\$0.00	\$25.00	\$0.00
Wellington Shire Council	\$220.00	\$20.00	\$0.00	\$0.00
Werribee Mercy Hospital	\$1,700.00	\$700.00	\$1,423.00	\$534.00
West Gippsland Catchment Management Authority	\$20.00	\$0.00	\$0.00	\$0.00
West Wimmera Health Service	\$100.00	\$20.00	\$0.00	\$0.00
Western District Health Service	\$520.00	\$0.00	\$609.75	\$0.00
Western Hospital	\$8,060.00	\$3,520.00	\$8,635.80	\$0.00
Whittlesea City Council	\$260.00	\$0.00	\$204.00	\$4.80
William Angliss Institute of TAFE	\$40.00	\$0.00	\$0.00	\$0.00
Williamstown Hospital, The	\$640.00	\$140.00	\$61.40	\$92.80
Wimmera Health Care Group	\$680.00	\$260.00	\$431.20	\$181.60
Wimmera-Mallee Rural Water Authority	\$20.00	\$20.00	\$0.00	\$0.00

AGENCY	Fees Collected	Fees Waived	Charges Collected	Charges Waived
Wodonga Regional Health Service	\$1,100.00	\$800.00	\$287.20	\$33.40
Wonthaggi & District Hospital	\$220.00	\$120.00	\$0.00	\$0.00
Wyndham City Council	\$420.00	\$120.00	\$666.00	\$4.00
Yarra Ranges Health Service	\$40.00	\$80.00	\$14.50	\$21.80
Yarra Valley Water Limited	\$60.00	\$0.00	\$0.00	\$25.00
Yarrawonga District Health Service	\$20.00	\$0.00	\$3.60	\$0.00
Yea & District Memorial Hospital	\$40.00	\$0.00	\$0.00	\$0.00
Totals	\$276,265.00	\$116,795.00	\$200,049.24	\$84,523.00

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 relating to the service would generally still be possible where the service is provided under contract or the agency is the contract manager, unless some specific provision otherwise applies.

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

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

WHAT TYPE OF INFORMATION IS AVAILABLE?

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

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

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

IS ANY INFORMATION HELD BY A GOVERNMENT BODY NOT AVAILABLE?

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

WHO MAKES THE DECISION?

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

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

HOW LONG DOES IT TAKE?

Once an agency has received your letter requesting access to documents it holds, the agency must respond to you in writing **as soon as possible but not later than 45 calendar 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 with 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:

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

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

3. The application should be addressed to the Freedom of Information Officer. This is not a formal requirement but it helps to ensure that your letter reaches the area of the agency

that processes FOI requests. In your letter say clearly that you are making a request under the *Freedom of Information Act*. Remember, some agencies receive a large volume of mail and clear identification of this sort is useful for yourself and the agency concerned.

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

5. 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 fee 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 documents you are seeking to access 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 2002

14 Elizabeth Crescent
MELBOURNE VIC 3000

The Freedom of Information Officer
Red Hills Council
50 Smith Road
RED HILLS VIC 3333

Dear Sir/Madam

I would like to make an application for access to Council's file on building work undertaken on my property under the Freedom of Information Act.

I would like copies of Council's records concerning the extension work on my property which was undertaken in around February 1998.

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

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

Yours faithfully

Carlo Jones

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

SAMPLE LETTER TO APPLY FOR AMENDMENT OF PERSONAL RECORDS

14 Bridge Street
MELBOURNE 3000

1 January 2002

The FOI Officer
Melbourne Public Hospital
6 Flinders Avenue
MELBOURNE 3000

Dear Sir or Madam

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

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

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

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

Yours faithfully

Margaret Simons

HOW MUCH DO I HAVE TO PAY ?

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

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

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

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

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

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

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

WHEN IS A DEPOSIT PAYABLE?

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

SUMMARY OF FEES AND CHARGES

APPLICATION FEE

\$20 (non refundable unless fee is waived)

SEARCH CHARGES

\$20 per hour or part thereof

SUPERVISION CHARGES

\$5 per quarter hour or part thereof

PHOTOCOPYING CHARGES

20c per A4 page

PROVIDING ACCESS IN A FORM OTHER THAN A PHOTOCOPY

The reasonable costs incurred by the agency in providing the copy

CHARGE FOR LISTENING TO OR VIEWING A TAPE

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

CHARGE FOR MAKING A WRITTEN TRANSCRIPT OF A TAPE

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

DEPOSITS

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

50% of calculated charge where it exceeds \$100

REQUEST FOR AN INTERNAL REVIEW

No charge

APPEAL TO VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL

Nil, if the appeal relates to a deemed refusal (where the agency has not made a decision on your request in 45 days) or where the request is for personal documents, otherwise \$175

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;
- 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 with a decision on your request and refuses access to documents, you can 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.

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 2002

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 2002.

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 access health information about me?

1. Health information in the public sector:

Yes, if personal health information about you is held by a Victorian Government department or public sector organisation (such as a public hospital), then you can seek access by making a Freedom of Information request under the FOI Act 1982. Each department and public sector organisation has an FOI officer and you should contact that person for further information about making an FOI request.

2. Health information in the private sector:

Yes. From 1 July 2002, Section 25 and Health Privacy Principle 6 of the *Health Records Act 2001* gives you a right of access to personal health information held about you by any organisation in the private sector in Victoria.

For more information on the *Health Records Act* visit the Department of Human Services website at www.dhs.vic.gov.au or the Health Services Commissioner's website at www.health.vic.gov.au/hsc/info.htm

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 Victorian 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.

As at 21 December 2001 many private sector companies are covered by the Commonwealth *Privacy Act* 1988. The Act covers the collection, use, disclosure, quality and security of personal information. It also gives you the right to access and correct your information in the possession of private sector organisations. The Privacy Act gives you rights in the way your personal information is handled by private sector organisations. For more information on whether the company that holds your personal information is covered by the Privacy Act contact the Office of the Federal Privacy Commissioner's office by telephone on 1300 363 992 or visit the website at www.privacy.gov.au.

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 \$17.95. 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.

What if I want to seek access to my personal information under the new privacy law which covers Victorian government agencies?

The *Information Privacy Act* 2000 came into full operation on 1 September 2002. It sets standards for the handling of personal information by public sector agencies. Like FOI the *Information Privacy Act* provides individuals with rights to access and correct personal information about them. The formal right of access to personal information under the *Information Privacy Act* is via the FOI Act. This means you would need to send the relevant agency an FOI request setting out clearly the personal information you are seeking to access.

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 the Council?

Usually not. Generally such information is regarded as being provided to the council 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 the Council two months ago for documents and haven't received anything. Does this mean they have decided not to agree to my request?

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 council 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 you want to access.

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

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

Alfred Hospital
PO Box 31
PRAHRAN
VIC 3181
03 9276 3000

Alpine Shire
Great Alpine Rd
BRIGHT
VIC 3741
03 5755 0555

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

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

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

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

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

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

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

Barwon Health
PO Box 281
GEELONG
VIC 3220
03 5226 7627

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

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

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

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

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

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

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

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

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

Bethlehem Hospital
476 Kooyong Rd
CAULFIELD
VIC 3162
03 9596 2853

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

Borough of Queenscliffe
PO Box 93
QUEENSCLIFFE
VIC
03 5258 1377

Box Hill Hospital
Nelson Rd
BOX HILL
VIC 3128
03 9895 3116

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Chisholm Institute of TAFE
PO BOX 684
DANDENONG
VIC 3175
03 9212 5131

Cinemedia
3 Treasury Pl
MELBOURNE
VIC 3000
03 9651 0600

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Corangamite Shire
PO Box 84
CAMPERDOWN
VIC 3260
03 5593 7100

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

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

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

Deakin University
Pidgeons Rd
GEELONG
VIC 3217
03 5227 8513

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Goulburn Valley Health
Graham St
SHEPPARTON
VIC 3632
03 5832 2002

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

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

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

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

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

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

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

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

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

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

Hepburn Health Service
Hospital St
DAYLESFORD
VIC
03 5348 2371

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

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

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

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

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

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

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

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

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

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

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

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

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

Justice, Department of
55 St Andrews Pl
EAST MELBOURNE
VIC 3002
03 9651 0520

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

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

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

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

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

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

LaTrobe University
Kingsbury Dr
BUNDOORA
VIC 3086
03 9479 3627

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

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

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

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

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

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

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

Lorne Community Hospital
Albert St
LORNE
VIC 3232
03 5289 1508

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

Lyndoch Warrnambool Inc
Hopkins Rd
WARRNAMBOOL
VIC 3280
03 5561 9300

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Melbourne University
Grattan St
PARKVILLE
VIC 3052
03 8344 7117

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Mount Alexander Hospital
PO Box 50
CASTLEMAINE
VIC
03 5471 1578

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

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

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

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

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

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

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

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

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

Nathalia District Hospital
Elizabeth St
NATHALIA
VIC 3638
03 5866 2601

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Pyrenees Shire Council
5 Lawrence St
BEAUFORT
VIC
03 5349 2000

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

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

Port Phillip & Westernport
Catchment & Land Protection
Board
PO Box 488
FRANKSTON
VIC 3199
03 9785 0183
Portland & District Community
Health Centre Inc
33 Otway St
PORTLAND
VIC 3305
03 5523 4000

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

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

Racing Victoria
400 Epsom Rd
FLEMINGTON
VIC 3031
03 9258 4736

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

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

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

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

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

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

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

Royal Victorian Eye & Ear
Hospital, The
Medical Administration,
RVEEH, Locked Bag 8
EAST MELBOURNE
VIC 3002
03 9929 8570

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

Rural Ambulance Victoria
Locked Bay 9000
BALLARAT MAIL CENTRE
VIC 3354
03 5337 9292

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

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

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

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

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

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

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

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

South West Healthcare
Ryot St
WARRNAMBOOL
VIC 3280
03 5563 1593

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

Southern Health
246 Clayton Rd
CLAYTON
VIC
03 9594 2115

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

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

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

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

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

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

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

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

Stawell Regional Health
Sloane St
STAWELL
VIC 3380
03 5358 2255

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

VicRoads
60 Denmark St
KEW
VIC 3101
03 9854 2331

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

Victoria University
PO Box 14428
MELBOURNE
VIC 8001
03 9688 4118

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

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

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

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

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

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

Victorian Legal Aid
DX 228
MELBOURNE
VIC 3000
03 9269 0237

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

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

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

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

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

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

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

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

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

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

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

Western Hospital
Gordon St
FOOTSCRAY
VIC 3011
03 8345 6352

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

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

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

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

Whittlesea City Council
Ferres Blv
SOUTH MORANG
VIC
03 9217 2223

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Melbourne Health
level 10,
Melbourne
Vic
03 93428869