

ANNUAL REPORT





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Freedom of Information Commissioner 2016

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This Annual Report of the FOI Commissioner is provided in accordance with section 64 of the *Freedom of Information Act* which provides that the FOI Commissioner must, as soon as practicable after the end of each financial year, prepare an annual report on the operation of the Act during that year. This report contains data provided by agencies across Victoria on their FOI activities for the 2015-16 financial year (see Part 3: Report on the Operation of the FOI Act in Victoria).

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

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

LETTER OF TRANSMITTAL



To: The Honourable the President of the Legislative Council

And: The Honourable the Speaker of the Legislative Assembly

I am pleased to present the Annual Report of the Freedom of Information Commissioner for the year ending 30 June 2016 for presentation to Parliament.

In accordance with the requirements of section 64 of the Freedom of Information Act 1982, this report contains details for the period 1 July 2015 to 30 June 2016 –

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

Yours sincerely,

A handwritten signature in black ink that reads 'Michael Ison'.

Michael Ison
Acting Freedom of Information Commissioner

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ACTING COMMISSIONER'S MESSAGE



As I reflect back on the 2015-2016 financial year, three areas of focus stand out:

1. We started the year with significant internal change;
2. Throughout the year Victorians continued to robustly access their information held by public authorities and to use the resources of our Office; and
3. We ended the year with significant external change proposed to Freedom of Information (FOI) in Victoria.

I will address Victorians accessing their information first, then the external change proposed to FOI and finally the internal changes to, achievements of and challenges for the Office of the Freedom of Information Commissioner (OFOIC).

VICTORIANS ACCESSING THEIR INFORMATION

NEARLY 7 OUT OF EVERY 10 APPLICATIONS GRANTED IN FULL

Victorians continued to seek and receive access to their information in large numbers in 2015-2016. 34,249 FOI applications were lodged across Victoria, the second highest number of applications ever. This resulted in 28,863 FOI decisions. In nearly 7 out of every 10 decisions the applicant received all information they asked for. In a further nearly 3 out of every 10 decisions the applicant received at least some of the information they asked for. Furthermore, 3.1% of decisions were to deny access in full.

This is an exceptional outcome under what is now the oldest FOI regime in Australia. It demonstrates to me, as I stated in our last Annual Report, that most FOI Officers and agencies acquit their FOI responsibilities with considerable professionalism and commitment to the object of the Freedom of Information Act (the FOI Act).

Agencies have also continued to improve the timeliness of their FOI decisions. Agencies report that in 2015-16 over 93% of all FOI decisions were made within the required statutory 45 day time limit. This is a significant improvement since the Auditor-General's 2012 report on FOI in Victoria. In that report the Auditor-General found that the then 11 government departments and Victoria Police processed only 46% of FOI requests within 45 days. In 2015-16 this figure for the now 7 government departments and Victoria Police has improved to just over 80% of FOI requests being processed within 45 days. There remains room for further improvement.

In his 2012 report the Auditor-General expressed the hope that the OFOIC could drive "... the cultural shift that is necessary to provide better quality FOI services to the community...". Whilst this Report reveals significant progress has been made, I acknowledge this vision of cultural change has not yet been fully realised. The high transactional FOI review and complaint workload, lack of formal powers and available resources has meant the contribution of our Office to such cultural change is inherently limited.

The Office has now been in operation for just over three and a half years. That experience has shown that for our Office to be able to drive comprehensive access to information cultural change across the public service requires at least three complimentary elements: strong Government and public sector leadership, greater powers for the Office and a comprehensive review of the FOI Act.

I am pleased to report that all three are occurring. As noted below, the Government has committed to a comprehensive review of the FOI Act and legislation currently before Parliament will potentially deliver substantial and very significant new FOI powers. These actions indicate to me that the Government is genuinely committed to strengthening and reinvigorating FOI in Victoria. Whilst the focus of our Office by design and necessity is FOI, I would also note that a cultural shift to more open and accessible government through public access to Government information is not just about FOI. As much is evident from the Auditor-General's December 2015 audit of Access to Public Sector Information in which the Auditor-General concluded: "... the [three government departments] we examined are not providing the public with the full and open access to the information to which they are entitled... [because] the foundation of comprehensive and sound information management (IM) practices have been neglected. This is crucial because agencies need to first understand and properly manage the information they hold before they can effectively facilitate public access."

EXTERNAL CHANGES IN FREEDOM OF INFORMATION IN VICTORIA

On 24 May 2016 the Special Minister of State, the Hon Gavin Jennings announced perhaps two of the most far reaching changes to FOI since the FOI Act commenced operation in Victoria in July 1983. Firstly, the Special Minister of State announced the merging of the Office with the Office of the Commissioner for Privacy and Data Protection. The merged office will be known as the Office of the Victorian Information Commissioner or (OVIC).

PROPOSED CREATION OF THE OFFICE OF THE VICTORIAN INFORMATION COMMISSIONER

On 22 June 2016 the Freedom of Information Amendment (Office of the Victorian Information Commissioner) Bill 2016 was introduced into Parliament. At the time of writing, the Bill has not been passed by Parliament.

The Bill as tabled provides OVIC with significantly increased FOI powers. That should be welcomed by all Victorians as an objective and considerable strengthening of the FOI system in Victoria. For example, the Bill as tabled provides OVIC with the power to compel the production of documents, to order agencies to conduct further specific searches for documents, to issue binding standards on how agencies are to perform their functions under the FOI Act and to conduct own motion investigations into the operation of the FOI Act.

Our Office has had to rely on the cooperation of agencies to perform our functions. Fortunately, the vast majority of agencies do assist our Office and act in accordance with the object of the FOI Act. For those agencies, these regulatory changes will have only a positive impact by enabling clear guidance to be provided on how agencies are to discharge their functions under the FOI Act.

GOVERNMENT TO CONDUCT A COMPREHENSIVE REVIEW OF THE FOI ACT

The Special Minister of State also announced in May 2016 that the Government intends to conduct a “comprehensive review” of the FOI Act. At the time of writing the details of this review have not been announced.

I warmly welcome this announcement. Considerable public funds and resources are spent on FOI. There should be public discussion about whether the object of the FOI Act is being met, what model of FOI Victoria should have and how the FOI ‘system’ can be made more effective and more efficient in a computer based information age. In a participatory democracy these are vital community issues.

INTERNAL CHANGES

I became the Acting Commissioner in September 2015 following the resignation of Commissioner Lynne Bertolini in August 2015. Assistant Commissioner Rachel Westaway resigned in July 2015 following her appointment as a member of the Commonwealth Administrative Appeals Tribunal. In addition, in October 2015 a senior and long standing member of staff passed away which was significant for our office.

I am pleased to report that despite the reduction from three FOI review decision makers to me as the sole FOI review decision maker during the year, our Office made more FOI review decisions, resolved more complaints and delivered more education activities in 2015-16 than ever before. The number of appeals on all FOI matters (not just from my decisions) to the Victorian Civil and Administrative Appeals Tribunal is also at a record low of 72 appeals last year. In addition, we have reduced external legal expenditure from over \$800,000 in the first two and a half years of the Office, to less than \$50,000 last year (with none on reviews or complaints). Each of these are significant achievements.

Most credit for these achievements goes to my staff. Despite the continuous changes throughout the year, my staff managed to complete this impressive amount of work without compromising quality. I am incredibly grateful and would like to publicly thank each and every staff member, including those no longer with our Office, for their dedication and professionalism to our work throughout the year. My staff are motivated by the fact that our work makes an important difference every day to the lives of Victorians.

As ever, just as significant challenges remain for our Office. We continue to have a large number of aged reviews and complaints, the details of which are contained in this report. In recent months our new matter numbers have been very high which has resulted in a large number of open matters. We also have a significant body of additional work ahead of us over the next period, whilst preparing for the transition to OVIC. It is important for the Victorian community that this transition is as seamless as we can make it.

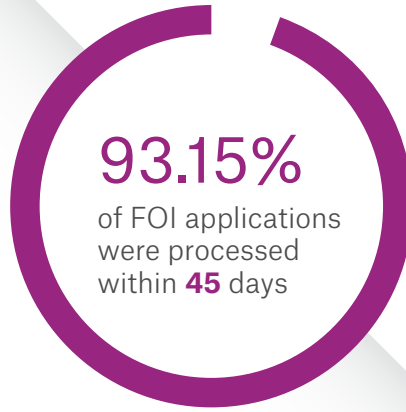
Finally, I thank the Accountability and Oversight Committee for reviewing our work and providing positive recommendations for improvement. Thank you also to the Department of Premier and Cabinet which provides a broad range of assistance across many of our internal functions. Without the support of the Committee and Department the effectiveness of our Office would be considerably diminished.



Michael Ison

Acting Freedom of Information Commissioner
September 2016

In **2015-16** agencies reported that



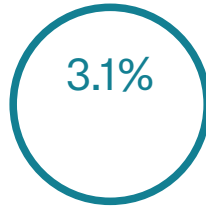
Public access to information in Victoria continued to be high:



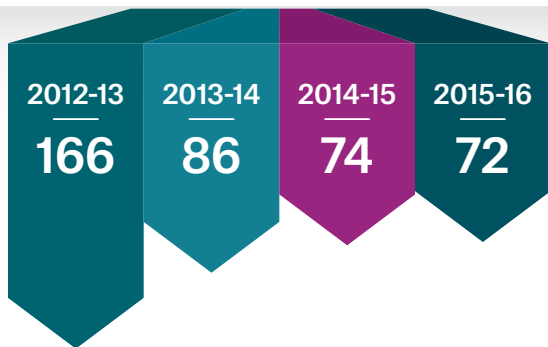
received full access



received partial access



were refused access



Number of VCAT appeals continues to decrease since the commencement of the OFOIC



Agencies reported the second highest number of FOI applications for Victoria:

34,249

APPLICATIONS
lodged in Victoria



In **2015-16** the Office responded to over

6,375

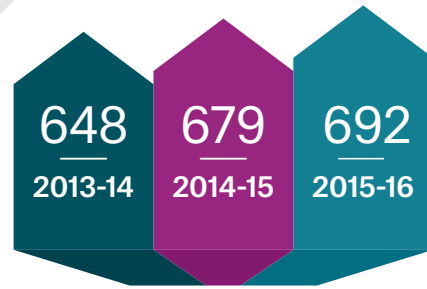
ENQUIRIES
made by phone and email



The Office resolved the highest number of complaints in a year:

328 complaints resolved

19% GREATER than 2014-15



Over the last three years the Office performance in addressing complaints and request for reviews has improved



TECHNOLOGY



SERVICE ACCESS

The Office has improved processes significantly:

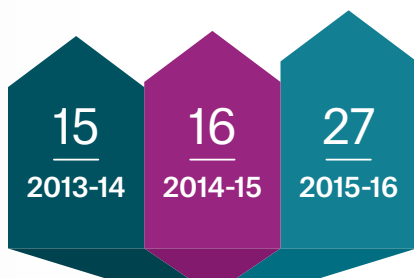


CUSTOMER FOCUSED STAFF GUIDELINES



EDUCATION

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



The Office significantly increased education and training activities by **69%** since **2014-15**

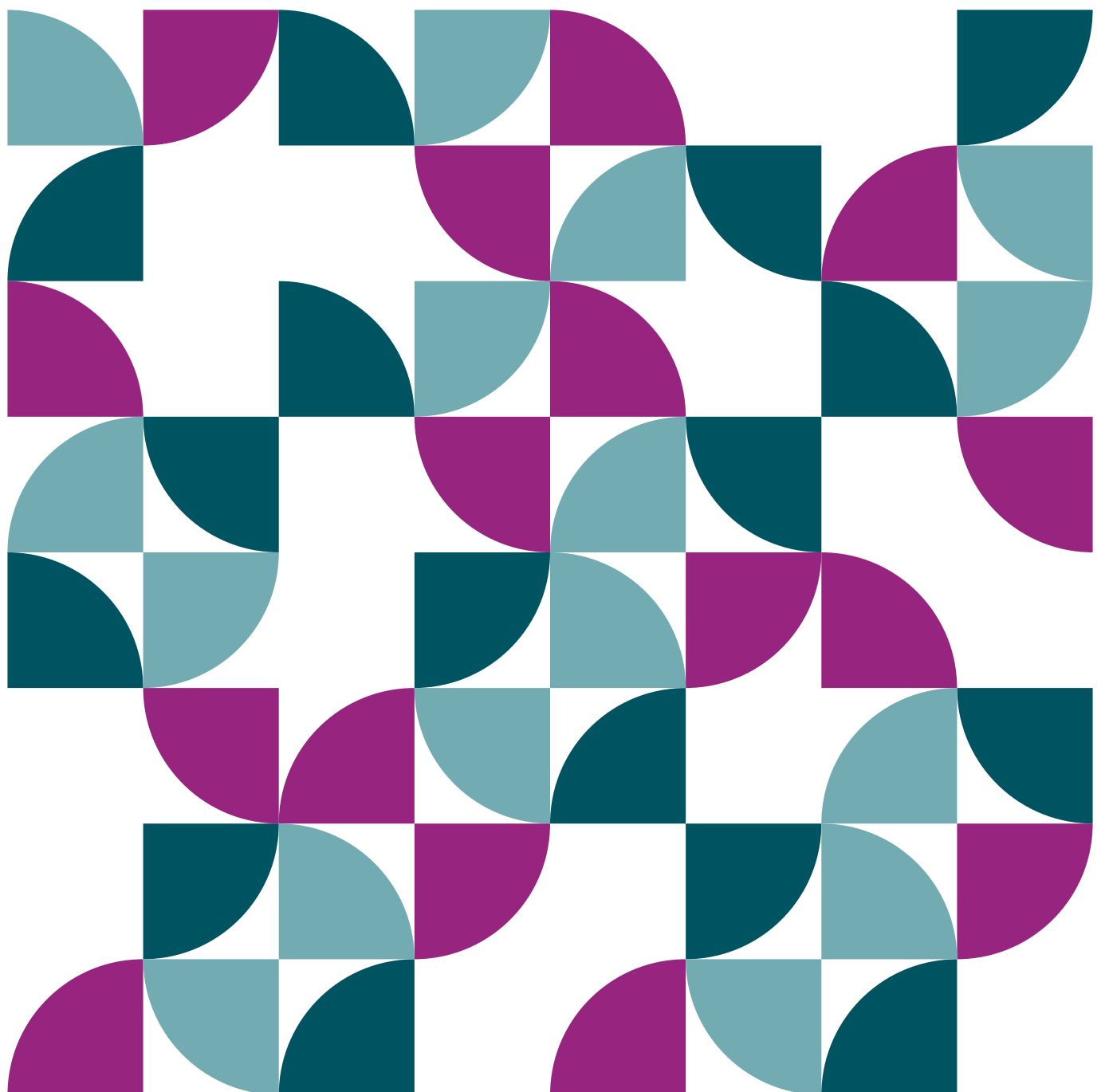
415

PUBLIC SECTOR EMPLOYEES



**RIGHTS
-16**

PART 1 THE OFFICE OF THE FOI COMMISSIONER



PART 1 THE OFFICE OF THE FOI COMMISSIONER

WHO WE ARE

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

The FOI Commissioner reports to the Victorian Parliament through the Accountability and Oversight Committee. The role of the Committee is to monitor and review the FOI Commissioner’s performance, consider and investigate any complaints concerning the FOI Commissioner and the Office, report to Parliament on these matters, examine the Annual Report (and any other reports) of the FOI Commissioner and report to Parliament as it thinks fit.

The role of the Office is to ensure there is a fair and transparent flow of government held information, and that Victorians and the agencies that work on their behalf understand their FOI rights and responsibilities to one another.

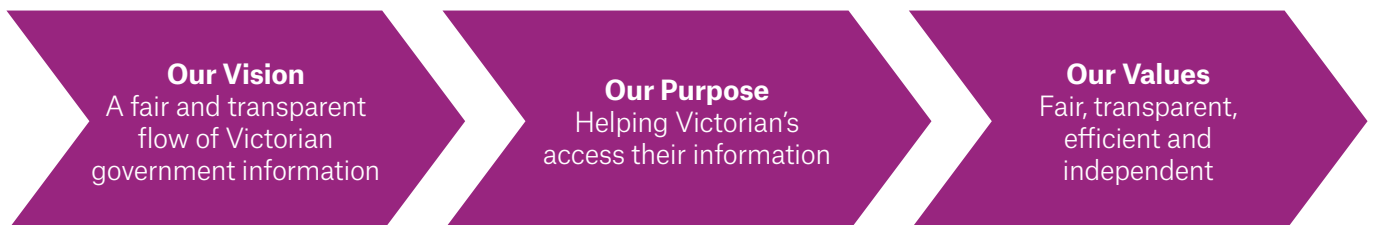
WHAT WE DO

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

- ▶ to promote understanding and acceptance by agencies of the FOI Act and its object;
- ▶ to conduct reviews of FOI decisions by agencies on requests under the FOI Act;
- ▶ to receive and handle FOI complaints in accordance with Part VIA of the FOI Act;
- ▶ to provide advice, education and guidance to agencies in relation to compliance with any professional standards;
- ▶ to monitor compliance by agencies with those professional standards;
- ▶ to provide advice, education and guidance to agencies and the public in relation to the FOI Commissioner’s functions;
- ▶ in accordance with Division 3 of Part VII of the FOI Act, to report on the operation of the FOI Act;
- ▶ at the request of the Minister, to provide advice to the Minister in relation to the operation and administration of the FOI Act; and
- ▶ any other functions conferred on the FOI Commissioner by or under the FOI Act or any other Act.

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

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



OUR STRATEGIC DIRECTION

In the 2015-16 financial year the Office revised and updated the Strategic Plan which had originally been developed in 2014. The revision took into account proposed legislative changes and the future of FOI in Victoria. The Strategic Plan identifies future challenges and reflects our commitment to working with applicants, agencies and our stakeholders, understanding their expectations and prioritising our activities accordingly.

Our strategic priorities are –

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

Our Vision and Purpose reflect the intent that underpins the appointment of the FOI Commissioner, the establishment of the Office and the object of the FOI Act.

Our Values – fair, transparent, efficient and independent – are the core principles we subscribe to and conduct ourselves by.

Our Values guide us to-

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



I was welcomed into the Office with a detailed induction plan, tailored specifically to my role. Staff were extremely supportive and this promoted my personal development, while also keeping the functions of the Office in perspective.

- staff member, 2016

OUR STAFF

Staff assisting the FOI Commissioner are employed under Part 3 of the *Public Administration Act 2004* to enable the FOI Commissioner to perform the Commissioner's functions and exercise the Commissioner's powers under the FOI Act. Pursuant to amendments made to the FOI Act in September 2014, two Assistant Commissioner positions were created, but both were vacant for the greater part of the 2015-16 financial year.

The Office is dedicated to supporting its biggest asset, its staff, by offering a range of work-life balance options and support mechanisms. In 2015-16 these included:

- ▶ fostering mental health, professional and personal wellbeing by providing confidential and free access to the Employee Assistance Program;
- ▶ offering flexible working arrangements in accordance with the Office's Hours of Work and Flexible Working Arrangements policies;
- ▶ opportunities to network and stay informed through professional memberships like the Institute of Public Administration Australia (Victoria);
- ▶ conducting regular staff meetings where keynote speakers from across agencies and FOI-related fields are invited to impart technical and industry expertise for the professional development of staff;
- ▶ opportunities to have input into office-wide projects, external forums and presentations;
- ▶ the development of an internal training program; and
- ▶ regular consultation between staff and managers on Personal Development Plans to ensure that expectations and goals are outlined and worked towards, supporting the Strategic Plan as well as supporting additional training interests of staff.

To further support staff, the Office implemented in 2015-16 a comprehensive staff induction process. The induction process includes training sessions specific to the staff member's position, technical guidance on the FOI Act, and a "Welcome Guide" outlining the Office's policies and including a copy of the Victorian Code of Conduct for Victorian Public Sector Employees of Special Bodies. New employees are also allocated a mentor for the duration of their probationary period.

PART 1 THE OFFICE OF THE FOI COMMISSIONER

PEOPLE MATTER SURVEY 2016

For the first time in May 2016 the Office participated in the People Matter Survey hosted by the Victorian Public Sector Commission. Overall the survey results showed that staff viewed the Office’s culture very favourably. Staff believed the Office was exemplary in adhering to the values of integrity, impartiality and accountability.

An Action Plan has been developed to address areas where staff believed there were opportunities for improvement.



WORKFORCE PROFILE

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

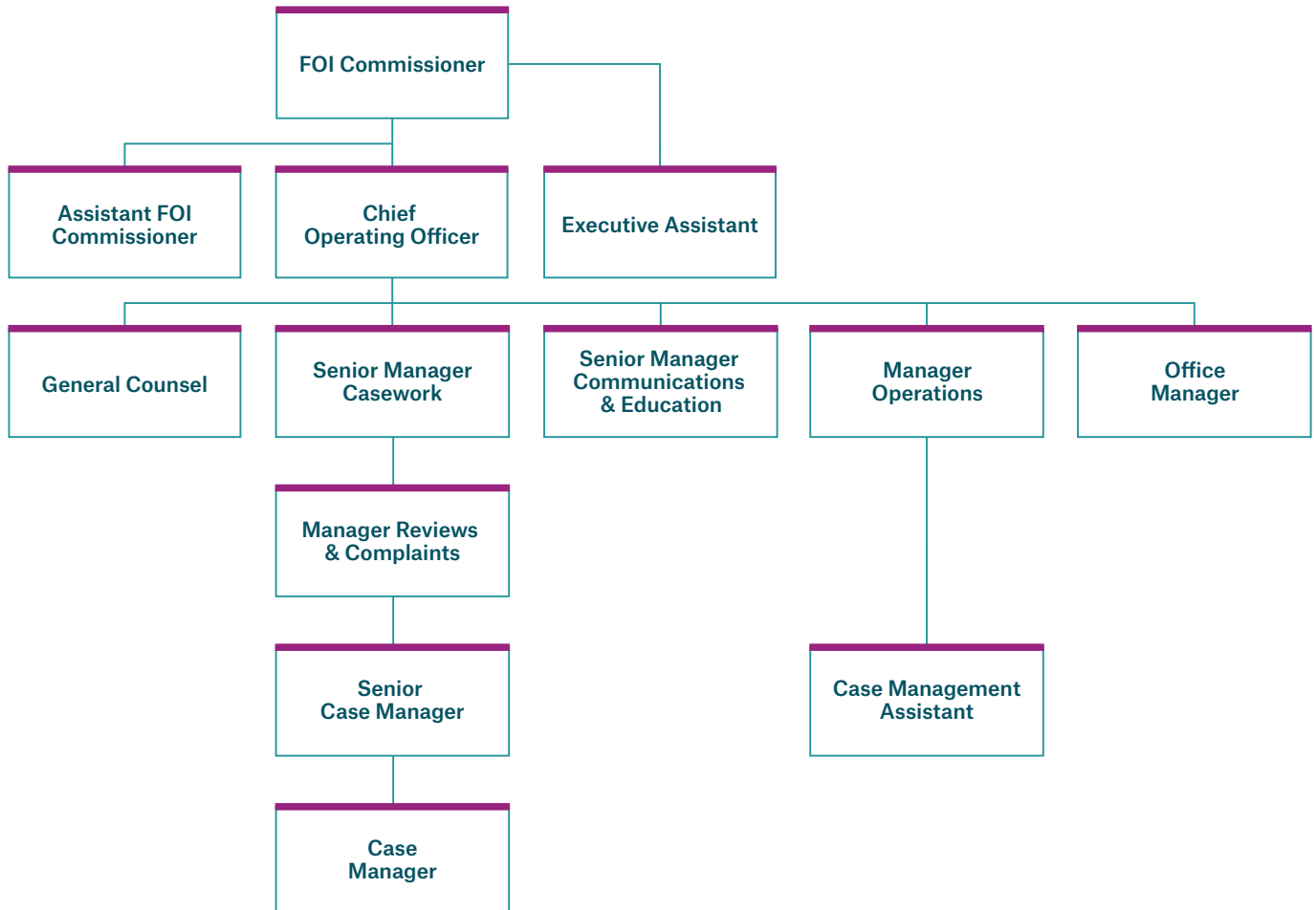
Our staff are diverse in their backgrounds and come from both government and private enterprise, as well as legal and non-legal disciplines. At 30 June 2016, the staff working for the Office comprised 20 ongoing positions and one fixed term appointment. Being a small office, the structure has been designed to provide flexibility with some positions having generic role statements that allow for FOIC staff to undertake a mixture of duties. This flexibility assists in responding to variable demand, fosters a team approach and increases knowledge sharing across the Office.

At 30 June 2016 the Office employed 14 female staff and 7 male staff, with 14 staff under 35 years of age, 3 staff from 35-44 years of age and 4 staff from 45-64 years of age.

	ONGOING	ONGOING	FIXED-TERM	FIXED-TERM
CLASSIFICATION	EMPLOYEES (HEAD COUNT)	EMPLOYEES (FTE)	EMPLOYEES (HEAD COUNT)	EMPLOYEES (FTE)
VPS-2	4	4.0	0	0
VPS-3	10	9.6	0	0
VPS-4	2	2.0	0	0
VPS-5	2	2.0	0	0
VPS-6	1	0.8	0	0
Senior Technical Specialist	1	1.0	1	1
TOTAL	20	19.4	1	1

FTE: Full-time equivalent

ORGANISATIONAL CHART



PART 1 THE OFFICE OF THE FOI COMMISSIONER

FINANCES

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

OPERATING STATEMENT

	2016 (\$)
Appropriation	3,019,301
Expenses	
Salaries	2,278,675
Supplies and Services	676,104
Depreciation	32,388
Total	2,987,167
Other gains/(losses) from other economic flows	18,304
Total Expenditure	3,005,471
Net Result	13,830

EXPENSES FROM TRANSACTIONS

(a) Employee Expenses	
Salaries and wages	1,658,212
Annual leave and long service leave	314,244
Post employment benefits	
Defined contribution superannuation expense	138,667
State super fund and revised scheme	40,227
Other on-costs (fringe benefits tax, payroll tax and WorkCover levy)	127,326
Total Employee Expenses	2,278,675
(b) Supplies and Services	
Professional services	159,204
Information technology	68,863
Operating lease rentals	339,219
Other	108,818
Total supplies and services	676,104
(c) Depreciation	
Depreciation - building leasehold improvements	23,127
Depreciation - motor vehicles under finance lease	9,261
Total Depreciation	32,388

BALANCE SHEET

	2016 (\$)
Receivables	712,109
Property, plant and equipment	97,107
Other non financial assets	33,131
Total Assets	842,347
Provisions	685,466
Payables	51,758
Other	28,135
Total Liabilities	765,359
Net Assets	76,988
Contributed capital	174,172
Accumulated Surplus/(deficit)	(95,771)
Equity	78,401
Net Result	(1,412)

CONSULTANCIES

In 2015-16 there were 2 consultancies where the total fees payable to the consultants were \$10,000 or greater. The total expenditure incurred during 2015-16 in relation to these consultancies was \$23,430 (including GST).

REMUNERATION

Remuneration received or receivable by the Accountable Officer in connection with the management of the Office of the FOI Commissioner during the reporting period was in the range: \$160,000 to \$169,999 (from 5 September 2015 to 30 June 2016).

PART 1 THE OFFICE OF THE FOI COMMISSIONER

GOVERNANCE

The Office of the FOI Commissioner has a number of corporate governance and risk management processes including a Corporate Governance Committee, which reports to the FOI Commissioner. The main objective of the Committee is to provide governance of the Office and high level advice to the FOI Commissioner in relation to business practices, overall corporate governance and legislative obligations in addition to those contained in the FOI Act. As part of the corporate governance activities of the Office, the FOI Commissioner has adopted policies in respect to matters including conflict of interest processes, confidentiality obligations, document management processes, financial management processes, workplace standards and risk management.

CONFIDENTIALITY

The FOI Act contains obligations with respect to confidentiality which apply to all employees, and any consultants and contractors of the FOI Commissioner. Breaches for intentionally or recklessly disclosing FOI review or complaint information to an inappropriate recipient of the information can constitute a criminal offence under section 63D(3) of the FOI Act. The penalty is 240 penalty units or imprisonment for two years or both.

PROTECTED DISCLOSURE

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

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

Independent Broad-based Anti-corruption Commission

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

Victorian Ombudsman

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

COMPLAINTS

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

Accountability and Oversight Committee

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

FAQ

WHAT HAPPENS WHEN I LODGE AN FOI REQUEST?

If the government Minister or agency is not in possession of the documents requested, the request may be transferred to another agency.

If the government Minister or agency feels the request is too vague or unclear, they are required to assist the applicant to clarify their application.

The government Minister or agency has to process each FOI request as soon as practical, but no later than 45 days. The 45 days starts from the day after the agency received the request and payment of the application fee (if required), not the date the FOI request was sent by the applicant.

MAKING AN FOI REQUEST

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

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

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

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

Freedom of Information Commissioner

PO Box 24274

Melbourne VIC 3001

Phone: 1300 842 364

Email: enquiries@foicommissioner.vic.gov.au

LEGISLATION

REGULATORY CHANGES

The *Freedom of Information Amendment Regulations 2015* amended Schedule 3 to the *Freedom of Information Regulations 2009*, to remove the Anti-Cancer Council Victoria. This meant the Anti-Cancer Council could no longer be compelled to produce complaint documents to the FOI Commissioner.

AMENDMENTS TO THE FREEDOM OF INFORMATION ACT

Significant changes affecting the FOI Act include:

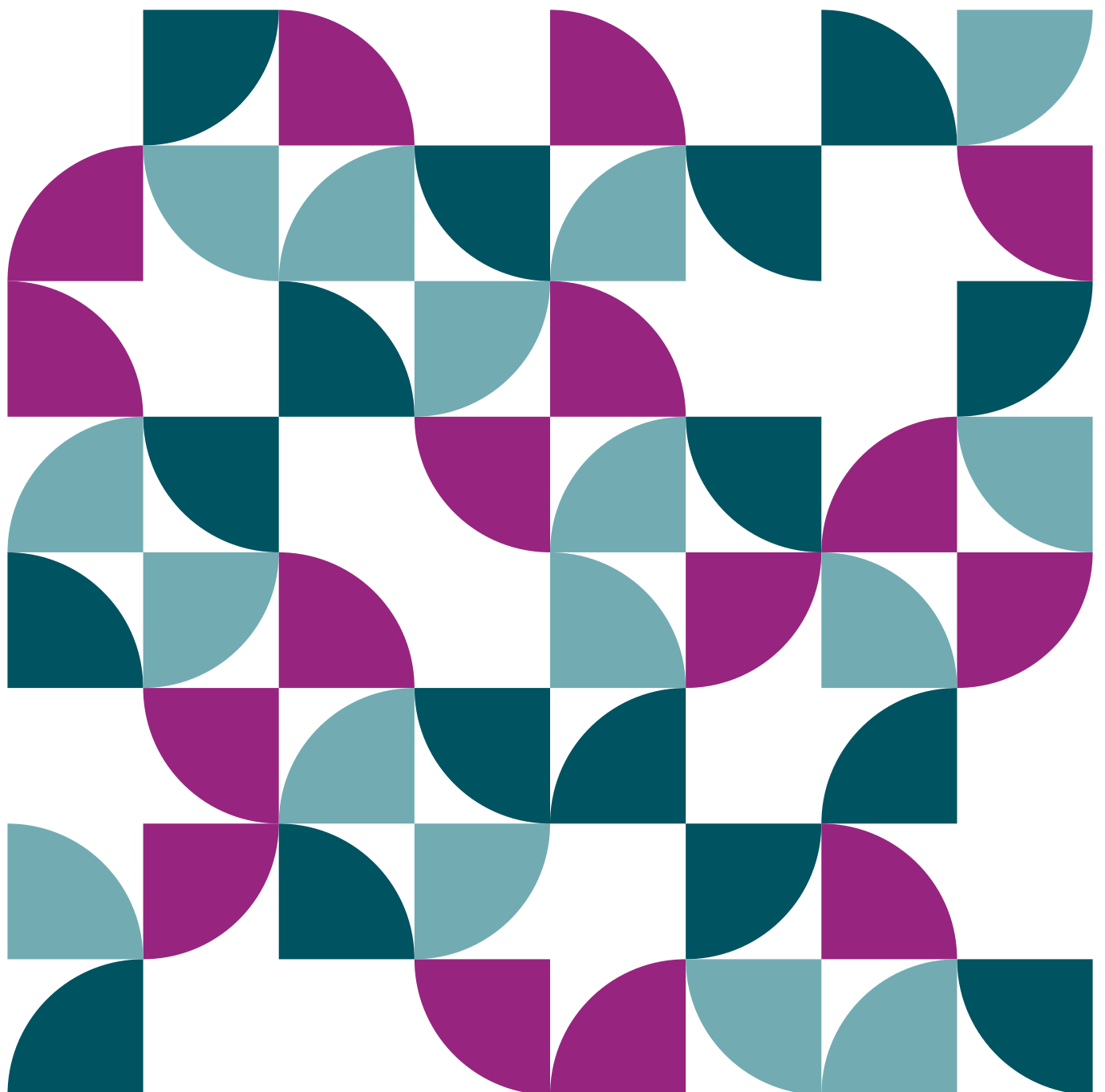
- the *Emergency Management Amendment (Critical Infrastructure Resilience) Act 2014* which amended the FOI Act to:
 - create new categories of exempt documents, which are –
 - › Victoria Police counter-terrorism documents or documents to protect critical infrastructure; and
 - › documents about emergency risk management arrangements for critical infrastructure, or including information about, or identifying such a Victoria Police document.
 - change the reference to the Victoria Police Intelligence and Covert Support Department to instead refer to the Intelligence and Covert Support Command, in relation to the existing category of exempt documents created by this unit.
- the *Legal Profession Uniform Law Application Act 2014* made a consequential amendment to the FOI Act, which removed an outdated reference to the *Legal Profession Act 2004*.



During this year

the Corporate Governance Committee commenced a review of all OFOIC Policies and Procedures and the Office's Risk Register

PART 2 REPORT ON THE OFFICE'S PERFORMANCE



PART 2 REPORT ON THE OFFICE'S PERFORMANCE



JANUARY 2016

WoVG FOI Managers Network meetings (where the Office presents to the Managers) begin for 2016.

MARCH 2016

The Office registers with Translating and Interpreting Services National to offer free translating and interpreting services for stakeholders.

MAY 2016

The Office presents and participates in Privacy and Data Protection Awareness Week 2016.

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

FOI Practitioners Forum (Local Government), presented in partnership with the Municipal Association of Victoria, is held.

The Special Minister of State announces the Government's intention to create the Office of the Victorian Information Commissioner by merging the OFOIC and the Office of the Commissioner for Privacy and Data Protection. The Minister also announces the Government's commitment to a comprehensive review of Victoria's FOI legislation.

FEBRUARY 2016

FOI in Practice – Edition 1 “Substantial and unreasonable requests” (a series of resources designed to provide agency decision makers with information and guidance) is published on the Office website.

“Fees and charges: A Guide to Calculating Costs in FOI Requests” is published on the Office website.

The Acting FOI Commissioner attends an annual integrity round table discussion hosted by the Independent Broad-based Anti-corruption Commission Commissioner.

APRIL 2016

The Office presents at the Department of Health and Human Service's FOI Forum.

The Government responds to the Accountability and Oversight Committee's reports into Victorian Oversight agencies for 2013-14 and 2014-15.

JUNE 2016

The Bill to create OVIC is tabled in Parliament in the Legislative Assembly.

The Acting FOI Commissioner presents at the Victorian Local Government Lawyers conference.

“Glossary of FOI terms” and “FOI Act Ready Reckoner” are published on the Office website.

The Office ends the financial year with: highest number of review decisions finalised (227), highest number of complaints resolved (328), overall completing the most cases (692) and delivering more educational sessions and materials than ever before.

PART 2 REPORT ON THE OFFICE'S PERFORMANCE

OUTPUT RESULTS

In 2015-16 the Office made the highest number of formal review decisions and resolved the most complaints since the Office commenced in 2012.

The FOI Act requires the FOI Commissioner and the Office to perform its functions and exercise its powers with as little formality and technicality as possible. A formal approach to the resolution of reviews and complaints would hinder the Office's ability to be effective. It is for this reason that the Office relies more on informal processes to influence agencies to fulfil their obligations in the manner that best supports the object of the FOI Act. The Office relies on the good faith of agencies to comply with their obligations under the FOI Act, including assisting the Office to conduct reviews and resolve complaints. The FOI Commissioner does not have the statutory power to enforce agencies' compliance with the FOI Act.

PERFORMANCE MEASURES	UNIT OF MEASURE	2015-16 TARGET	2015-16 ACTUAL	PERFORMANCE VARIATION	RESULTS
Quantity					
Reviews and complaints completed by FOI Commissioner ¹	number	550	692	26%	✓
Education and training activities delivered by FOI Commissioner	number	20	27	35%	✓
Quantity					
FOI Commissioner applicants that appeal to VCAT ²	per cent	30.0	12.9	-57%	✓
Timeliness					
Timeline agreed by FOI applicants for completion of reviews is met ³	per cent	85	59	-26%	■

¹ The 2015-16 actual exceeded the target due to the continued focus on completing ageing and complex reviews and complaints while working toward addressing as many as possible of the complaints and reviews submitted this Financial year.

² The 2015-16 actual is lower than the target. This is a positive result as it reflects fewer applicants appealing to VCAT during this period.

³ The 2015-16 actual is lower than the target due to the continued focus on completing ageing and complex reviews.

PROCESS IMPROVEMENTS

NOTICE OF DECISIONS

In 2015-16 the Office refreshed the format of its review Notices of Decision. This has made the decision shorter, clearer and less legalistic. The Office has an ongoing program of reviewing all decision templates that support its decision making to continue to make its decisions more easily understood by applicants and agencies.

INFORMATION TECHNOLOGY

2015-16 saw the launch and first full year of operation of the Office case management system, which uses Resolve software. This has enabled the Office to automate some functions and streamline others. The case management system also provides real time information to all staff on individual cases, the Office workload and workflow. This has improved the Office's customer service and reduced unnecessary manual handling of files.

Significant opportunities for further improvements remain, particularly in relation to the management of complaints, which will be addressed in the coming financial year.

HR MANAGEMENT IMPROVEMENTS

Staff are the Office's most valuable asset. The Office is constantly looking at ways to support staff so that the Office can provide better services to its stakeholders.

In 2015-16 the Office improved the support provided to staff, including-

- clarifying all staff roles and reviewing all position descriptions;
- developing a learning development plan to provide staff with the technical knowledge to do their jobs, and also the knowledge and skills necessary to be outstanding public servants;
- introducing comprehensive induction plans, not just for new staff but also for staff promoted internally;
- conducting exit interviews with staff leaving the Office to identify further opportunities to better support staff;
- commencing a review of the Office's 2014 Strategic Plan and Corporate Business Plan to clarify the Office's strategic direction, corporate priorities and staff's contribution to these;
- providing monthly reports on the Office's performance to all staff; and
- sharing information with staff on all aspects of the operation of the Office, including regular all staff meetings and frequent stand up staff briefings from the Acting FOI Commissioner.

TRANSLATING AND INTERPRETING SERVICES

In March 2016 the Office registered with Translating and Interpreting Services National to facilitate communication with members of the public from non-English speaking backgrounds. The service is free for callers and is provided by the Department of Immigration and Border Protection. The Office will continue to utilise and promote these services to ensure that all members of the public can communicate and access the services of the FOI Commissioner in a way that does not inhibit their understanding and interaction.

CUSTOMER FOCUSED STAFF GUIDELINE

A guide was introduced in February 2016 after identifying a need to support the Office staff in handling enquiries over the phone or by written correspondence. The "General Enquiries Guide" supports the Office staff to provide consistent, high quality advice and services. The Guide has been used internally to promote:

- consistency, transparency and professionalism;
- opportunities to educate and assist the public through the FOI process; and
- the provision of high quality customer service.

PART 2 REPORT ON THE OFFICE'S PERFORMANCE

REVIEWS OF AGENCY DECISIONS

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

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

To be valid, an FOI application must –

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

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

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

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

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

The FOI Act provides that initial FOI decisions of agencies related to –

- cabinet documents;
- documents affecting national security, defence or international relations; and
- a decision of a Minister or a principal officer of an agency

are not reviewable by the FOI Commissioner.

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

Victorian Civil and Administrative Tribunal

55 King Street
Melbourne VIC 3000
GPO Box 5408
Melbourne VIC 3001
Website: www.vcat.vic.gov.au
Phone: (03) 9628 9755

APPLICATIONS RECEIVED

In 2015-16, the Office received 428 applications for review of agency decisions, which represents 1.25% of all FOI requests made between 1 July 2015 and 30 June 2016.

The initial FOI decisions that resulted in review applications were made by a total of 95 different agencies, which represents approximately 45% of the 212 agencies that reported making an initial FOI decision in 2015-16.

157 applications for review were carried over from 2014-15.

Agencies whose decisions were the subject of applications for review received in 2015–16

AGENCIES A - D	AGENCIES E - N	AGENCIES O - Z
Alfred Health	Eastern Health	Peninsula Health
Ambulance Victoria	Energy Safe Victoria	Places Victoria
Austin Health	Environment Protection Authority	Port of Melbourne Corporation
Australian Grand Prix Corporation	Essential Services Commission	Public Transport Development Authority
Ballarat Health Services	Gippsland Southern Health Service	Racing Victoria Limited
Bass Coast Shire Council	Glen Eira City Council	RMIT University
Baw Baw Shire Council	Goulburn-Murray Rural Water Corporation	South West Healthcare
Bendigo Health Care Group	Greater Shepparton City Council	Southern Metropolitan Cemeteries Trust
Boort District Health	Health Purchasing Victoria	St Vincent's Health
Campaspe Shire Council	Hume City Council	State Revenue Office
Central Highlands Region Water Corporation	Kingston City Council	Taxi Services Commission
City of Ballarat	La Trobe University	The Royal Children's Hospital
City of Greater Dandenong	Level Crossing Removal Authority	The Royal Society for the Prevention of Cruelty to Animals (Victoria)
City of Greater Geelong	Macedon Ranges Shire Council	The Royal Women's Hospital
City of Melbourne	Manningham City Council	The University of Melbourne
City of Port Phillip	Mansfield Shire Council	Transport Accident Commission
City of Stonnington	Melbourne Health	V/Line Corporation
Colac Otway Shire	Melbourne Metro Rail Authority	VicForests
Country Fire Authority	Melbourne Polytechnic	VicRoads
Court Services Victoria	Melton City Council	Victoria Legal Aid
Deakin University	Mental Health Complaints Commissioner	Victoria Police
Department of Economic Development, Jobs, Transport and Resources	Mercy Public Hospitals Incorporated	Victoria University
Department of Education and Training	Metropolitan Fire and Emergency Services Board	Victorian Building Authority
Department of Environment, Land, Water and Planning	Mildura Base Hospital	Victorian Commission for Gambling and Liquor Regulation
Department of Health and Human Services	Mildura Rural City Council	Victorian Legal Admissions Board
Department of Justice & Regulation	Minister for Energy and Resources	Victorian Legal Services Commissioner
Department of Premier and Cabinet	Minister for Public Transport	Victorian Workcover Authority
Department of Treasury and Finance	Monash Health	Wellington Shire Council
Director, Transport Safety - Transport Safety Victoria	Monash University	Western Health
	Moreland City Council	Wyndham City Council
	Mount Buller & Mount Stirling Alpine Resort Management Board	Yarra City Council
	Nillumbik Shire Council	Yooralla
	Northeast Health Wangaratta	
	Northern Health	

PART 2 REPORT ON THE OFFICE’S PERFORMANCE

PROFILE OF APPLICANTS

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

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

Individual members of the public made 360 requests, and were the overwhelming majority of applicants seeking review of agency decisions (84%). Members of Parliament made 21 (5%), the media made 19 (4.5%) and organisations made 28 (6.5%) requests for review of initial FOI decisions by agencies.

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

- education records;
- employment-related matters;
- medical records;
- motor vehicle accident records;
- police records;
- corrections records;
- property and planning matters;
- workplace accident records; and
- local Government decisions.

REVIEW OUTCOMES

- **68** RESOLVED INFORMALLY
- **227** FORMAL REVIEW DECISIONS
- **29** DISMISSED WITHOUT AGREEMENT
- **40** OUTSIDE JURISDICTION



Your obvious attitude towards those struggling with a disability and your demonstrated kindness is appreciated enormously... I and your staff had put a lot of effort in trying to source appropriate support for noting the discrepancies within my file held at [the agency].

- Handwritten card, August 2015

FAQ

WHO CAN I REQUEST DOCUMENTS FROM?

Information can only be requested under FOI from government Ministers and agencies.

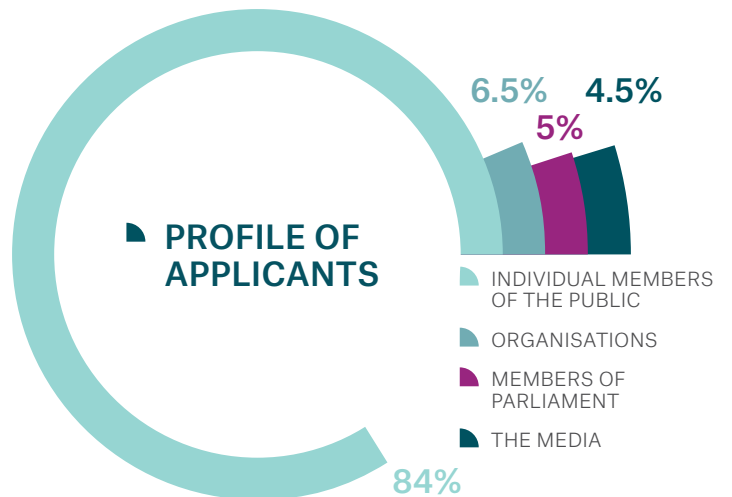
Agencies include:

- government departments
- government agencies
- hospitals
- TAFEs, universities and schools
- local councils

There are a number of government agencies that are exempt from FOI, including:

- the Director of Public Prosecutions
- the Public Advocate
- the Solicitor-General

Documents cannot be requested under FOI from any non-government entity such as doctors or private companies.



OUTCOMES

Of the 157 applications for review carried over from 2014-15, 137 were completed this financial year. 20 matters were not able to be completed in 2015-16 due to the volume and complexity of the documents and in some cases, the need for ongoing enquiries with the relevant agency. In total, 364 reviews were completed in 2015-16.

There were 40 applications that were not accepted as the application was received out of time or the application related to a matter that fell outside the FOI Commissioner's jurisdiction.

Applicants withdrew their matters following preliminary inquiries by the Office in 46 cases*.

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

Applicants agreed with a fresh decision in 16 cases*.

The FOI Commissioner made a total of 227 formal review decisions after conducting a review, with more than 54% being made within 30 days of receipt of the application or other period agreed by the applicant.

Applicants agreed to extensions of time in a total of 399 reviews and agreed to 565 extensions of time in total. Reasons for extensions included the late lodgement of submissions, the significant number of documents involved, the complexity or sensitivity of the documents and their contents, and in certain cases, the need for staff of the Office to attend the agency to inspect the documents. Extensions were also required in certain cases where the agency took a legalistic approach to the review provisions in the FOI Act.

Of the 227 formal review decisions made by the FOI Commissioner, 135 were the same as the agency decision and 92 decisions differed (either in full or in part).

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

- six were dismissed with the applicant's agreement*;
- seven were dismissed on the ground the FOI Commissioner considered a review was not appropriate in the circumstances;
- eighteen were dismissed as the FOI Commissioner considered the review would be more appropriately dealt with by VCAT; and
- four were dismissed on the ground that the FOI Commissioner was unable to contact the applicant following reasonable attempts.

A further 16 reviews were dismissed under section 49MA of the FOI Act with the applicant's agreement following fresh decisions by the agencies.

As at 30 June 2016, 220 review applications remain to be finalised.

CASE STUDY: COMPLAINT RESOLVED BY CONCILIATION

An applicant made a complaint regarding an agency's response to an FOI request where the agency stated that the documents requested did not exist or could not be located. The Office then in turn contacted the applicant and the agency seeking more information regarding the substance of the complaint. After a number of conversations with each party, and on assessing the additional information provided, the Office reached the view that, in the circumstances of the particular case, a formal independent conciliation process was the best means by which the complaint could be potentially resolved. The complainant and the agency both agreed in good faith to participate in the conciliation process. As the Office realised there were broader issues that led to the FOI request, the Office partnered with the Dispute Settlement Centre of Victoria to conduct the conciliation. The conciliation took place in a regional location convenient to the agency and the complainant. The outcome was the withdrawal of the complaint on the basis of the agency agreeing to address the issue underlying the original FOI request.

* Although these results are recorded differently based on different provisions in the Act, all of these matters were resolved informally

PART 2 REPORT ON THE OFFICE'S PERFORMANCE

Decisions made and applications dismissed

AGENCY	DECISION (SAME*)	DECISION (DIFFERED**)	APPLICATION DISMISSED
Alfred Health	1		
Ambulance Victoria	3		
Austin Health	1		
Australian Grand Prix Corporation	1		
Baw Baw Shire Council	1		
Bendigo Health Care Group		2	
Calvary Health Care Bethlehem		1	
City of Ballarat		2	1
City of Casey		1	1
City of Darebin	1		
City of Greater Geelong	1	1	
City of Melbourne	2		
City of Yarra			1
Country Fire Authority	1	2	
Court Service Victoria	2		
Deakin University		1	
Department of Economic Development, Jobs, Transport and Resources	2	3	1
Department of Education and Training	3	6	2
Department of Environment, Land, Water and Planning	4	1	
Department of Health and Human Services (including the former Department of Human Services and Department of Health)	10	13	9
Department of Justice & Regulation (including the former Department of Justice)	16	4	4
Department of Premier and Cabinet	1	3	
East Gippsland Shire Council	1		
Eastern Health	5		
Environment Protection Authority		1	
Goulburn Valley Health	1		
Goulburn-Murray Rural Water Corporation	2		2
Health Purchasing Victoria		1	
Hume City Council	1	2	
Kingston City Council	1	1	
La Trobe University		1	
Latrobe City Council	1		
Latrobe Regional Hospital	1	1	
Legal Services Board			1
Legal Services Commissioner			2
Lower Murray Urban & Rural Water Corporation, trading as Lower Murray Water		1	
Macedon Ranges Shire Council		1	
Melbourne Health	2		1
Melton City Council		1	
Monash Health	1	1	
Monash University			1
Moreland City Council	1		

AGENCY	DECISION (SAME*)	DECISION (DIFFERED**)	APPLICATION DISMISSED
Mount Buller & Mount Stirling Alpine Resort Management Board	1	1	
Murrindindi Shire Council	1		
Nillumbik Shire Council		1	
Northern Health	1		
Notheast Health Wangaratta			1
Office of the Chief Investigator, Transport Safety		1	
Peninsula Health		1	
Places Victoria	1		
Public Transport Development Authority	1	1	2
Racing Victoria Limited		1	
Roads Corporation, The			1
St Vincent's Health	2		
The Roads Corporation of Victoria, trading as 'VicRoads'			2
The Royal Children's Hospital	1	1	
The University of Melbourne		2	
Transport Accident Commission	1	6	2
Transport Safety Victoria		2	
V/Line Corporation	2		
Veterinary Practitioners Board			1
VicForests			1
VicRoads	2		2
Victoria Legal Aid	2		
Victoria Police	44	15	6
Victoria University		1	2
Victorian Building Authority	1	2	
Victorian Commission for Gambling and Liquor Regulation	1		
Victorian Legal Admissions Board	1		
Victorian Legal Services Commissioner			1
Victorian Registration and Qualifications Authority		2	1
Victorian Workcover Authority	4	4	2
Western Health	1		
Wyndham City Council			1
Yarra Ranges Shire Council	1		
TOTALS	135	92	51

* 'Same' means the level of access to information granted was the same as the decision of the agency.

** 'Differed' means the decision resulted in additional information being provided to an applicant, compared to the decision of an agency.

Note: as some reviews were carried over from previous years, there will be agencies in this table which do not appear in the table on page 25.

PART 2 REPORT ON THE OFFICE'S PERFORMANCE

APPEALS TO VCAT

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

In 2015-16, four agencies appealed decisions made by the FOI Commissioner to VCAT. As at 30 June 2016, 1 matter was set aside, 1 matter was struck out and 2 matters remained outstanding.

A business undertaking also sought review of 1 decision by the FOI Commissioner to release commercial information. This matter was struck out during this reporting period.

In 2015-16, applicants appealed decisions of the FOI Commissioner to VCAT in 41 instances. As at 30 June 2016, 11 matters were withdrawn, 8 matters were struck out, 6 matters were varied, 3 matters were dismissed, 2 matters were affirmed and 1 matter was set aside. 10 matters remained outstanding.

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

FAQ

CAN DECISIONS OF THE FOI COMMISSIONER BE APPEALED?

Yes, decisions of the FOI Commissioner can be appealed to the Victorian Civil and Administrative Tribunal.

Generally, an application must be made within 60 days from the date of the notice of decision of the FOI Commissioner.

COMPLAINTS INVESTIGATED

A complaint may be made to the FOI Commissioner about –

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

To be valid, a complaint must –

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

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

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

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

PROFILE OF COMPLAINANTS

Members of the public were the overwhelming majority of complainants, lodging 274 complaints, accounting for 80.5% of total complaints received. Members of Parliament made 59 complaints accounting for 17% of total complaints received. The media made 3 complaints accounting for 1% of total complaints received. Organisations made 5 complaints, accounting for 1.5% of total complaints received.

One of the most common types of complaints related to a decision that a document did not exist or could not be located.

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

HOW WE DEAL WITH / RESOLVE COMPLAINTS

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

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

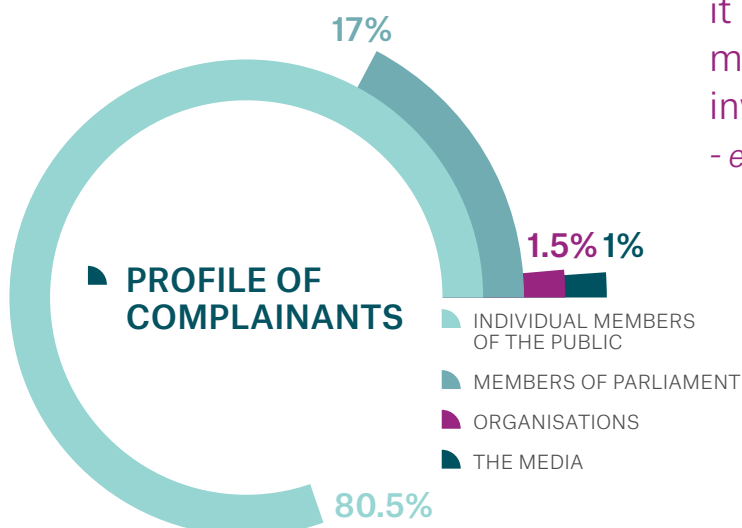
- ▶ examination of information
 - the Office then considers the information provided by both parties to assess possible options or strategies to informally resolve the complaint.
- ▶ follow up
 - the Office will then follow up with the agency and the complainant to identify if the matter can be quickly and efficiently resolved to the complainant's satisfaction.
 - these options will then be discussed with the complainant, in the context of the FOI legislation and the FOI Commissioner's powers, to allow them to consider accepting one of the options for resolution suggested.

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

COMPLAINTS MADE

In 2015-16, the FOI Commissioner received 341 complaints in relation to FOI requests received by 86 agencies, which represents approximately 27% of the 316 agencies and Ministers that reported receiving a FOI request.

155 complaints were carried over from 2014-15.



Many thanks for your assistance with this matter with the Department... it has been very helpful and has helped me with getting some direction on investigating my [past] situation....
- email dated 23/1/2016

PART 2 REPORT ON THE OFFICE'S PERFORMANCE

Agencies and Ministers who were the subject of complaints received in 2014-15

AGENCIES A - E	AGENCIES G - N	AGENCIES O - Z
Alfred Health	Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	Parks Victoria
Ambulance Victoria	Gippsland Southern Health Service	Peninsula Health
Austin Health	Glen Eira City Council	Premier of Victoria
Australian Grand Prix Corporation	Goulburn Valley Region Water Corporation	Public Transport Development Authority
Bass Coast Regional Health	Goulburn-Murray Rural Water Corporation	RMIT University
Central Highlands Region Water Corporation	Harness Racing Victoria	South Gippsland Shire Council
City of Ballarat	Health Purchasing Victoria	South West Healthcare
City of Casey	Hume City Council	Special Minister of State
City of Greater Geelong	Independent Broad-based Anti-corruption Commission	St Vincent's Health
City of Melbourne	Infrastructure Victoria	State Revenue Office
City of Port Phillip	La Trobe University	The Royal Children's Hospital
City of Stonnington	Latrobe City Council	The Royal Women's Hospital
Colac Area Health	Latrobe Regional Hospital	The University of Melbourne
Colac Otway Shire	Level Crossing Removal Authority	Transport Accident Commission
Country Fire Authority	Macedon Ranges Shire Council	V/Line Corporation
Dental Health Services Victoria	Maribyrnong City Council	VicRoads
Department of Economic Development, Jobs, Transport and Resources	Melbourne Health	Victoria Legal Aid
Department of Education and Training	Melbourne Polytechnic	Victoria Police
Department of Environment, Land, Water and Planning	Melbourne Water	Victoria University
Department of Health and Human Services	Melton City Council	Victorian Building Authority
Department of Justice & Regulation	Metropolitan Fire and Emergency Services Board	Victorian Curriculum and Assessment Authority
Department of Premier and Cabinet	Mildura Rural City Council	Victorian Government Solicitor
Department of Treasury and Finance	Minister for Agriculture	Victorian Institute of Forensic Medicine
East Gippsland Shire Council	Minister for Energy and Resources	Victorian WorkCover Authority
Eastern Health	Minister for Local Government	Wellington Shire Council
Emergency Services Telecommunications Authority	Minister for Planning	Western Health
	Minister for Public Transport	Western Region Water Corporation
	Minister for Roads and Road Safety	Yarra City Council
	Monash Health	
	Murrindindi Shire Council	
	Northeast Health Wangaratta	
	Northern Health	

COMPLAINT OUTCOMES

Of the 155 complaints carried over from 2014-15, 145 were completed this financial year. A further 10 matters remained outstanding due to the complexity of those matters. In total, 328 complaints were finalised in 2015-16.

22 complaints were not accepted or were outside the FOI Commissioner's jurisdiction.

In resolving complaints, the Office undertook an educative approach with the agencies and complainants concerned. In this way, the FOI Commissioner was able to resolve complaints informally rather than by conducting a formal investigation. A total of 218 complaints were resolved informally. 87 complaints were dismissed by the FOI Commissioner under section 61B of the FOI Act. One complaint was resolved through conciliation under section 61H of the FOI Act.

As of 30 June 2016, 168 complaints remain to be finalised and are to be carried over to the 2016-17 reporting period.

RECOMMENDATIONS MADE UNDER PART VIA

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



Thank you for investigating my complaint and taking the time today to thoroughly explain the findings of the investigation you undertook.

- email dated 29/6/16

CASE STUDY: DOCUMENTS DO NOT EXIST

The complainant requested a copy of a document related to an inquiry made on a particular date. The agency advised that after a thorough and diligent search, the requested document did not exist or could not be located.

The complainant subsequently complained to the Office and preliminary enquiries were made with the agency, regarding the complainant's strong belief as to why the document should exist. The agency provided further detail of the extent of the searches it had conducted for the document.

The Office provided the complainant with a summary of the agency's explanation and asked him whether he considered the matter resolved. The complainant responded stating that he was not satisfied with the agency's response and provided further detailed information regarding the background to the matter and the circumstances in which the document requested would have come to exist with the agency.

Further communications by phone and email with the complainant further clarified the issues which the Office forwarded to the agency for consideration.

The agency responded that, on the basis of the complainant's further specific information, it had carried out a further search of the relevant database and had found a record relevant to the request. It provided a print out of the record which confirmed that, while the complainant had made an inquiry on the date specified, no other document or form had been created. The agency explained that this was in accordance with its usual practice.

The Office provided the agency's response to the complainant and advised that, in the circumstances, it considered the explanation to be reasonable and asked the complainant to advise whether he considered the matter resolved. By return email, the complainant advised that while he was dissatisfied with the agency's initial response to his request, he now considered the complaint resolved. He thanked the Office for its efforts in clarifying the matter.

PART 2 REPORT ON THE OFFICE'S PERFORMANCE

Complaints completed and outcomes

AGENCY	RESOLVED INFORMALLY	NOT ACCEPTED	DISMISSED
Alfred Health	1	1	1
Ambulance Victoria	4		1
Austin Health	3		2
Ballarat Health Services	1		
Bass Coast Regional Health	1		
Bayside City Council	1		
Bendigo Health Care Group			1
Brimbank City Council	1		
Buloke Shire Council			1
Cardinia Shire Council	1		
Central Highlands Region Water Corporation	1		
City of Ballarat	1		
City of Boroondara			2
City of Casey	1		2
City of Darebin	1		
City of Greater Bendigo	1		
City of Greater Geelong	1		
City of Melbourne		1	
City of Port Phillip	1		1
Colac Area Health	1		
Country Fire Authority	4		
Dental Health Services Victoria	1	1	1
Department of Economic Development, Jobs, Transport and Resources	12		
Department of Education and Training	10		1
Department of Environment, Land, Water and Planning	5		5
Department of Health and Human Services	11		16
Department of Justice & Regulation	10		2
Department of Premier and Cabinet	8	1	
Department of Treasury and Finance	1		
Disability Services Commissioner			3
East Gippsland Shire Council		1	
Eastern Health	7	1	2
Emergency Services Telecommunications Authority	1		
Environment Protection Authority		1	
Frankston City Council			1
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	2		
Gippsland Southern Health Service	1		
Goulburn Valley Health			1
Goulburn Valley Region Water Corporation	1		
Goulburn-Murray Rural Water Corporation	2		
Greater Shepparton City Council	1		1
Harness Racing Victoria	1		
Health Purchasing Victoria	1		
Hume City Council	3	1	3
Independent Broad-based Anti-corruption Commission	1		
Infrastructure Victoria	2		
Latrobe Regional Hospital		1	2

AGENCY	RESOLVED INFORMALLY	NOT ACCEPTED	DISMISSED
Macedon Ranges Shire Council	2		
Maribyrnong City Council	1		
Melbourne Health	5		
Melbourne Polytechnic	1		
Melbourne Water	1		
Metropolitan Fire and Emergency Services Board	1		
Mildura Rural City Council	1		
Minister for Agriculture	1		
Minister for Energy and Resources	1		
Minister for Local Government	1		
Minister for Planning	1		
Minister for Public Transport	2		
Minister for Roads and Road Safety	1		
Mitchell Shire Council			1
Monash Health	4		3
Moreland City Council			1
Murrindindi Shire Council			4
Nillumbik Shire Council	1		
Northeast Health Wangaratta			1
Northern Health	1		
Parks Victoria	4		
Peninsula Health	2		
Port of Melbourne Corporation			1
Premier of Victoria	1		
Public Transport Development Authority	1		1
Special Minister of State	1		
South West Healthcare		1	
State Revenue Office	1	1	
Stawell Regional Health	1		
Taxi Services Commission	1		
The Royal Children's Hospital	1		1
Transport Accident Commission			2
The University of Melbourne	3		1
VicRoads	14		5
Victoria Legal Aid	3		1
Victoria Police	29	3	6
Victoria University	2	2	
Victorian Building Authority	3		
Victorian Government Solicitor	1		
Victorian Institute of Forensic Medicine	2		
Victorian WorkCover Authority	8		5
Wellington Shire Council	1		
Western Health	4		2
Whittlesea City Council	1		
Yarra City Council	1		
Yarra Ranges Shire Council	1		3
TOTALS	217	16	87

PART 2 REPORT ON THE OFFICE'S PERFORMANCE

CHARGES CERTIFICATES UNDER SECTION 50(1)(g)

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

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

Of the eleven requests for a charges certificate received in 2015-16, all eleven requests were made by individuals. An additional eight requests for a charges certificate were carried over from 2014-15.

Of these requests, five charges certificates were issued, three charge certificates were not issued, ten requests were withdrawn by the applicant and one request was not accepted.

There were no charges certificates requests pending at 30 June 2016.

ADVICE, EDUCATION AND GUIDANCE

The FOI Commissioner's responsibilities under the FOI Act include providing advice, education and guidance to agencies and the public in relation to the FOI Commissioner's functions. The FOI Act also requires the FOI Commissioner to promote understanding and acceptance of the object of the FOI Act.

These responsibilities are reflected in the Office's purpose statement 'Helping Victorians access their information'. The purpose does not just refer to Victorian's personal information held by Government. The purpose reflects that the Government and public authorities in Victoria hold all information as custodians for the people of Victoria. The Office keeps this in mind in every interaction it has with agencies and the public.

ENGAGING WITH AGENCIES

The Office continues to build on using every interaction with an agency as an opportunity to educate and advise about FOI and the Office's functions.

The first two and half years of the Office had a considerable focus on establishing the Office, its processes and decisions making. While constantly seeking to improve what the Office does, a deliberate strategy in 2015-16 was to improve the Office's operations by seeking deeper engagement with agencies. The Office has always engaged with agencies. What the Office sets out to do in 2015-16 was to use the knowledge and resources of the whole public sector to improve the reach and effectiveness of the Office's activities, particularly its education activities.

This commenced with monthly participation in the WOVG FOI Managers Network. The network consists of the FOI Managers from the seven Government Departments and Victoria Police. This includes the largest FOI teams in the State. This has provided a valuable two way flow of information.

The Office built on this relationship by hosting a workshop with the largest agencies in the WOVG FOI Managers network to discuss how they train, educate and keep their FOI staff up to date from the perspective of how the Office could assist. The workshop also focused on how those FOI teams educate the agencies they work within about FOI and what challenges the FOI teams face from an agency wide cooperation and compliance perspective.



Contact



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Well run, good sessions and venue.
Well worth attending.

- FOI Practitioner's Forum (Local Government)
attendee, May 2016

FOI PRACTITIONERS FORUM (LOCAL GOVERNMENT)

The Office continued this approach by presenting the first sector specific FOI Practitioners Forum for Local Government. With the valuable support of co-host, the Municipal Association of Victoria, the forum brought FOI officers from Councils around Victoria together for the first time. Over half of all Victorian Councils were represented.

In a first for the Office, there were fully interactive sessions where staff sat on tables with FOI officers and sought their feedback on a broad but structured range of FOI issues. These issues included the FOI officers ability to understand FOI Commissioner's decisions, how they rated their dealings with the Office, its website, what education and training support they need and the blockages to accessing this, what training they get now, their work profiles (number of applications, number of FOI Commissioner reviews, whether they are full time or part time, whether they are a dedicated FOI officer or also have other duties such as also being a Privacy, Governance or Records officer), how FOI operates in their organisations and how could the Office assist with this.

The Office learned a great deal from this deep engagement. For example, one of the themes that emerged was that Local Government FOI officers had a low level of awareness of the free FOI advice and support they can obtain through the 1300 VIC FOI hotline. There was also a strong desire for both more sector specific FOI Practitioner Forums for Local Government and for the FOI Commissioner to offer face to face technical FOI training for FOI practitioners at low cost.

This sector specific approach was so successful we intend to run more sector specific FOI Practitioner Forums in future. Future FOI Practitioners Forums are being planned for health agencies, for regulatory agencies and potentially for statutory authorities. This is consistent with the recommendation of the Accountability and Oversight Committee of the Victorian Parliament and the Government's supportive response to that recommendation that the FOI Commissioner continue to offer an FOI Practitioners Forum each year.

COLLABORATION WITH OTHERS

The Office also sought to increase its effectiveness through using the knowledge and resources of the public sector across Victoria and also interstate. This engagement included:

- collaboration with the FOI team from the Department of Health and Human Services (DHHS) including by participating in DHHS' first FOI Forum for health agencies;
- collaboration with the Commissioner for Privacy and Data Protection to deliver joint privacy and FOI awareness education sessions to the community in Bendigo, Geelong and Melbourne as part of Privacy Awareness Week;
- collaboration with the Municipal Association of Victoria to deliver the Office's first sector specific FOI Practitioners Forum, in this case for Local Government; and
- collaboration with the Dispute Settlement Centre of Victoria to assist us with conciliating complaints where the cause of the FOI complaint is an underlying non-FOI issue.

The Office established closer ties with the offices of a number of interstate Information Commissioners. The Acting FOI Commissioner has become an active member of the Association of Information Access Commissioners. This has enabled the Office to share ideas and knowledge with interstate colleagues. The Acting FOI Commissioner expects this approach will eventually extend to joint initiatives and the sharing of resources such as education materials between Information Commissioners.



The new materials launched today are useful and clear. I will be able to use them at work, including the one for executives and the one on decision notifications.

- FOI Practitioner's Forum (Local Government) attendee, May 2016

PART 2 REPORT ON THE OFFICE’S PERFORMANCE

FOI AWARENESS IN AGENCIES: FOI IS EVERYONE’S BUSINESS

The Office continued doing what it does well, including providing FOI awareness sessions for individual agencies at their offices. These sessions are not just aimed at FOI staff, but key staff from across agencies. This reflects the Office’s agency education approach that within an agency, FOI is everyone’s business. The Office also continues to provide FOI awareness training for the Victorian Public Service Graduate Recruitment and Development Scheme. Each year the Office conducts 6 sessions attended by up to 100 Victorian Public Service graduate recruits.

The number of agency staff attending face to face FOI awareness and other FOIC education sessions rose by over 25% in 2015-16, from 330 in 2014-15 to 415 in 2015-16.

NEW FOI RESOURCE MATERIALS FOR AGENCIES

The Office continued to issue FOI support resources for agencies and their FOI staff. During 2015-16 it released on its website –

- ▶ Fees and Charges – A guide to calculating costs in FOI requests;
- ▶ FOI Act – Key Provisions (ready reckoner); and
- ▶ FOI in Practice – Edition 1: substantial and unreasonable requests.

THE EFFECTIVENESS OF OUR EDUCATION ACTIVITIES FOR AGENCIES

To ensure that training activities are as effective as possible all activities are monitored and evaluated. At the conclusion of most formal training activities participants are asked to complete an anonymous evaluation survey on a number of variables including content, relevance, suitability and overall rating.

For example, the feedback on the FOI Practitioners Forum (Local Government) was extremely positive. 100% of attendees agreed or strongly agreed that the information presented during the forum was relevant and provided new information about the Office. The interactive sessions with staff from the Office were extremely well received with attendees appreciating the accessibility of Office staff. A presentation of Decision Trends in Local Government was of particular interest to attendees. Importantly, a significant number of attendees remarked that they enjoyed the sector specific nature of the forum, the chance to network with colleagues and acquiring a deeper understanding of the operation of the FOI Act.

SHARING OUR DATA

Another new initiative in 2015-16 was to share Office decision making data with agencies. At the FOI Practitioners Forum (Local Government) the Office mined its data to advise participants about how many applications for review of Council decisions the Office has received, how many review decisions have been made, how many were the same as the decision of the Council, how many were different and what lessons can be learned from those different decisions.


The Office intends to expand this approach to other sectors and large agencies. The Office intends to extend information sharing to complaints data.

ENGAGING WITH THE PUBLIC


The Offices recognises that it does not have the resources to educate the entire Victorian community about the functions of the FOI Commissioner and the activities of the Office. The Office’s strategic approach is to try and ensure that those members of the public who do use FOI are aware of the Office and the support and services it can provide to them.

The key tool to raise this awareness is through agency decision letters. It is a requirement of the FOI Act that when an agency makes an FOI decision it must inform the applicant of their right to seek a review of that decision by the FOI Commissioner or to complain to the FOI Commissioner.

The Office monitors agency compliance with this obligation by seeking a copy of the agency FOI decision letter for each review or complaint application made to the Office. With over 28,000 FOI decisions made by agencies in 2015-16, this means if all agencies complied with this obligation FOI applicants were notified of the existence and role of the FOI Commissioner over 28,000 times in 2015-16.



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FOI RESOURCES FOR THE PUBLIC

Similarly to agencies, the Office uses every interaction with the public to educate and advise about FOI and the Office's functions. There is a dedicated FOI hotline (1 300 FOI VIC) and dedicated FOI enquiries email inbox to make the public's interaction with our office as easy as possible.

The Office has further supported these arrangements with the introduction of a telephone interpreter service, which is provided at no cost to the public.

The Office continues to issue FOI support resources for the public. During 2015-16 it released on its website –

- ▶ Conciliating a complaint – Frequently asked questions; and
- ▶ Glossary of FOI terms – A plain language guide to commonly used words.

The Office is actively committed to increasing its engagement with the public and to ongoing review of how it engages with the public.



Well run, a good opportunity to have an entire day dedicated to FOI for Local Government practitioners.

- FOI Practitioner's Forum (Local Government) attendee, May 2016



Well worth attending and hearing directly from the Acting Commissioner, and exclusively about local government emerging themes and trends.

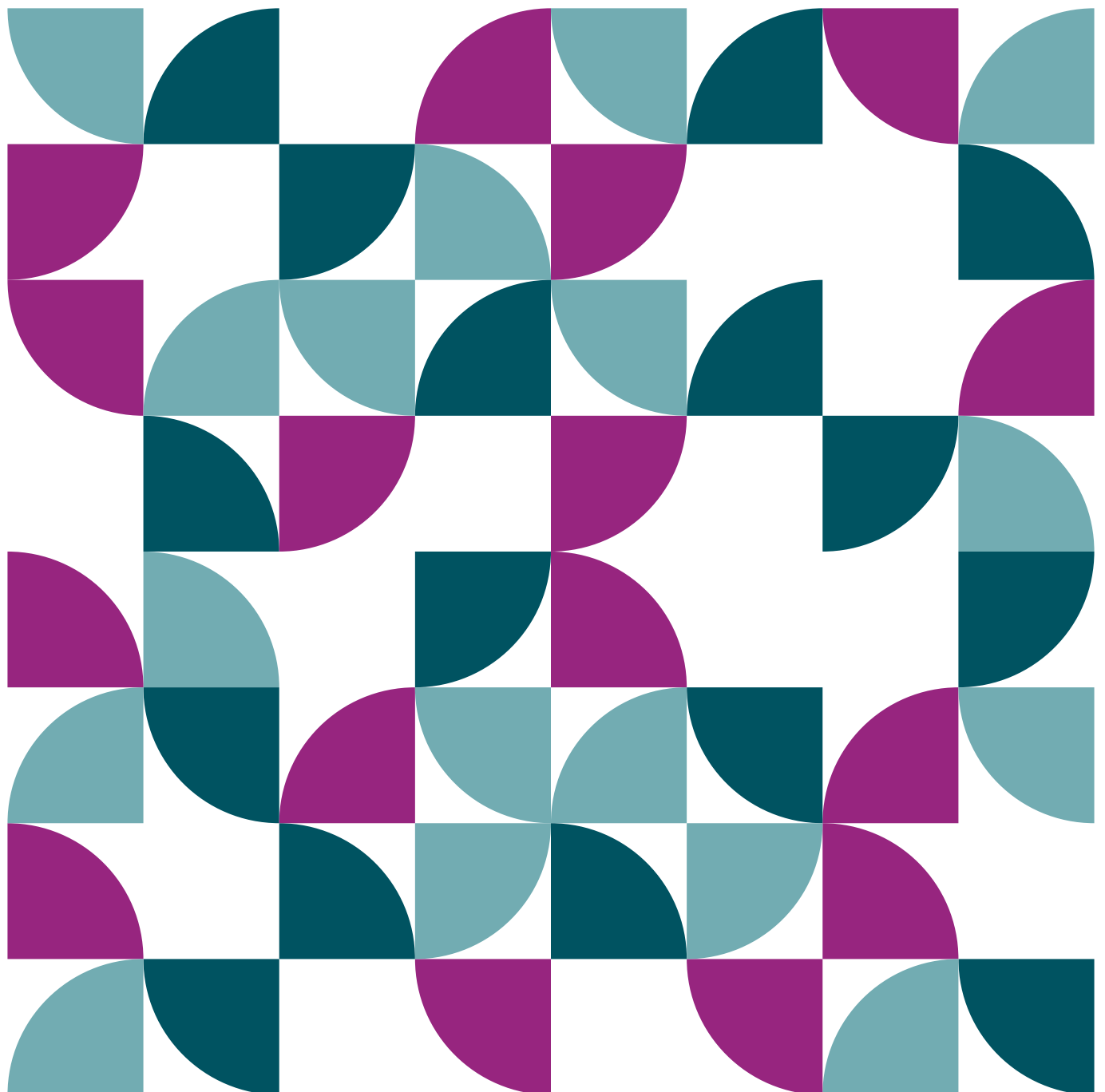
- FOI Practitioner's Forum (Local Government) attendee, May 2016

FAQ

WHAT ARE THE POSSIBLE OUTCOMES OF A REVIEW?

OUTCOMES	DESCRIPTION
Make a fresh decision	The FOI Commissioner may make a fresh decision as to whether the documents subject to the review should be released and whether exemptions apply. If either the applicant or the agency disagree with the FOI Commissioner's decision, an application may be made to the VCAT for review of the decision. An application must be made within 60 days of the FOI Commissioner's fresh decision.
Dismiss the request for review	The FOI Commissioner may dismiss the request if it is frivolous, vexatious, misconceived, lacking in substance, not made in good faith, is more appropriately dealt with by VCAT, is considered not appropriate in the circumstances or if the applicant fails to co-operate or is not contactable. If the FOI Commissioner dismisses a review and the applicant disagrees, they may apply to VCAT for a review of the agency's decision.
Seek a negotiated agreement	When conducting a request for review, the FOI Commissioner may facilitate a negotiated agreement between the applicant and the agency. The agreement must be in writing.
Refer the request back to the agency for a fresh decision	After making preliminary inquiries, the FOI Commissioner may refer the request back to the agency to reconsider, if it appears reasonably likely the agency would make a fresh decision that would be satisfactory to the applicant. The FOI Commissioner must seek the applicant's agreement to do so.
Agency revokes its original decision	An agency may revoke its original decision during a review and make a fresh decision. If the applicant agrees with the agency's fresh decision, the FOI Commissioner must dismiss the application for review.

PART 3 REPORT ON THE OPERATION OF THE FOI ACT IN VICTORIA



PART 3 REPORT ON THE OPERATION OF THE FOI ACT IN VICTORIA

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

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

ABOUT FOI

An FOI request should be made in writing to the agency that holds the documents being requested.

The FOI online website, www.foi.vic.gov.au, provides a range of information and resources about FOI. This includes request forms and general information relating to FOI. It also provides for online requests to be made to 16 agencies including government departments and Victoria Police.

The FOI Commissioner also maintains a website specific to the Commissioner’s functions. The FOI Commissioner’s website, www.foicommissioner.vic.gov.au, provides information on the conduct of reviews and investigation of complaints and includes application forms for lodging a request for review or a complaint with the Office. This Annual Report will also be available on the FOI Commissioner’s website.

GOVERNMENT BODIES COVERED BY FOI

The FOI Act provides the right to apply for access to documents held by the wide range of agencies* listed in this Annual Report, including departments, local councils, most semi-government agencies and statutory authorities, public hospitals, universities and TAFE colleges. In some instances, it is also possible to seek access to documents relating to services outsourced by government agencies.

The Office of the FOI Commissioner provides general information to applicants about whether the documents they seek are held by a government body that is covered by the FOI Act.

THE STATISTICS IN THIS PART

The statistical information contained in this Part was collated from data provided to the FOI Commissioner from over 1,000 agencies that are subject to the FOI Act. The FOI Commissioner requested the statistical data be provided through an electronic survey. This ensured that all of the information required to be included in the FOI Commissioner’s Annual Report under section 64 of the FOI Act was provided on a uniform basis.

All agencies completed the survey for 2015-16.

The Acting FOI Commissioner thanks all agencies for completing the survey and for their cooperation in providing the information contained in this Part of the 2015-16 Annual Report.

The data in this Part of the Annual Report relates to those FOI requests that met the FOI Act’s definition of a request in the 2015-16 financial year. Section 17 of the FOI Act requires a request for access to a document to be made in writing, to provide sufficient information to enable the identification of the document sought and to be accompanied by the required fee, unless the application fee is waived or reduced in specific circumstances.

ACCURACY OF DATA

All data reported in this Part and in the Appendices to this Annual Report relates to agency FOI matters, and has been identified, collated and reported by each agency.

Agencies are responsible for the accuracy of the data provided in this Part and in the Appendices to this report. The data reflects the information held and reported by the agencies. It is not information held by the FOI Commissioner. Any discrepancies or queries regarding the data provided by an agency should be directed to the relevant agency in the first instance.

* The term ‘agency/agencies’ in this Part of the Report includes Ministers.

THE PAST FOUR YEARS

Consistent with the Annual Report prepared by the FOI Commissioner in 2014-15, this Annual Report includes the analysis of four years' worth of data sets, to identify trends and act as a benchmark for future reports. As more data is collected in future years, the Office will be able to assess if improvements have occurred over time.

An analysis of this information shows that –

- there was a significant increase in the number of FOI requests made this financial year;
- the health sector continues to account for the largest percentage of requests made;
- there has been a decrease in the percentage of decisions to grant access in full;
- there has been an increase each year in the percentage of decisions to grant access in part;
- there has been a continued decrease in the number of applications made to VCAT; and
- there has been a significant increase in the amount of access charges collected over this period.

Since the FOI Act commenced in 1983, there has been an average of 149.25 appeals to VCAT per year. In the five years prior to the first full year of the Office operating, there was an average of 176.4 appeals to VCAT per year.

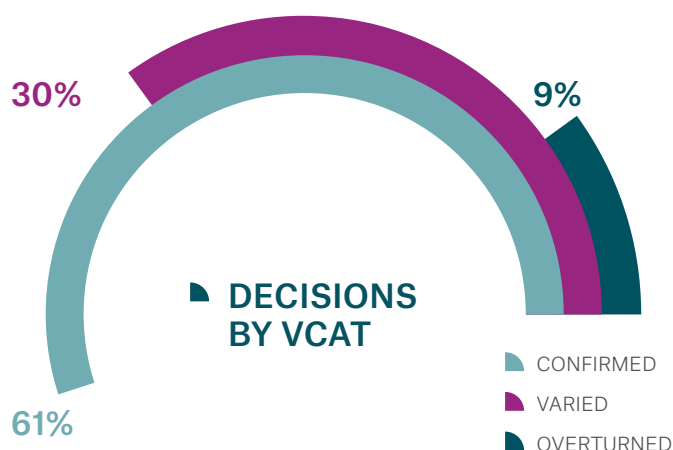
Since the the Office's first full year of operation in 2013-14 appeals to VCAT have been at record low numbers and reducing each year.

REQUESTS AND APPEALS

Initial FOI requests reported in 2015-16 increased by 3.13% on the figure for the previous year to 34,249.

Agencies reported that 72 VCAT appeals were lodged in 2015-16, and that of the 23 cases decided by VCAT agency decisions were fully confirmed in 14 cases. It was also reported that VCAT varied agency decisions in 7 cases and overturned the agency's decision in 2 cases. Agencies reported that 27 appeals were withdrawn in the reporting period.

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

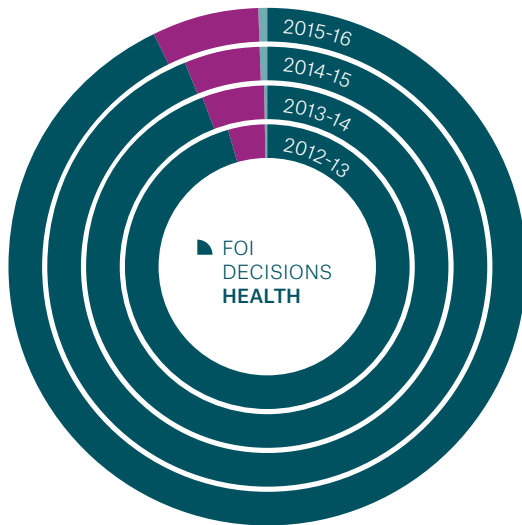


PART 3 REPORT ON THE OPERATION OF THE FOI ACT IN VICTORIA

Four Years of Access Decisions by Sector

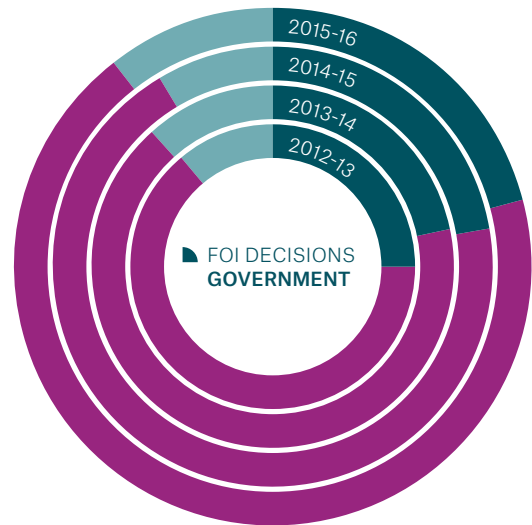
HEALTH

Decision	2012-13	2013-14	2014-15	2015-16
Full Access	95.65%	94.44%	93.95%	92.81%
Part Access	4.15%	5.31%	5.77%	6.77%
Access Denied	0.20%	0.25%	0.28%	0.42%



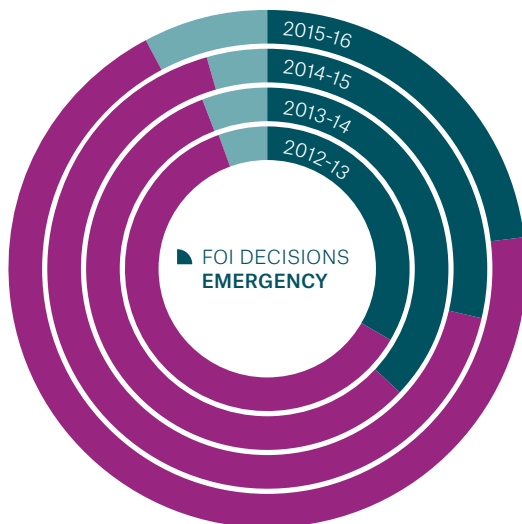
GOVERNMENT

Decision	2012-13	2013-14	2014-15	2015-16
Full Access	25.23%	21.77%	22.33%	21.09%
Part Access	63.84%	66.66%	69.24%	68.42%
Access Denied	10.93%	11.57%	8.43%	10.49%



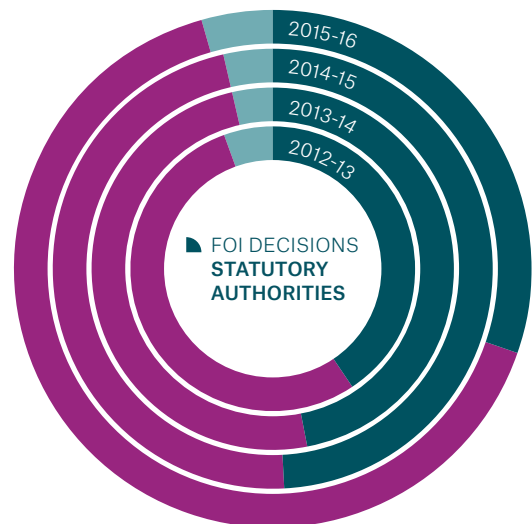
EMERGENCY

Decision	2012-13	2013-14	2014-15	2015-16
Full Access	33.52%	37.05%	28.64%	23.30%
Part Access	61.14%	57.29%	67.01%	68.99%
Access Denied	5.34%	5.66%	4.35%	7.71%



STATUTORY AUTHORITIES

Decision	2012-13	2013-14	2014-15	2015-16
Full Access	40.68%	47.06%	49.17%	30.38%
Part Access	53.98%	49.49%	47.29%	65.37%
Access Denied	5.34%	3.45%	3.54%	4.25%

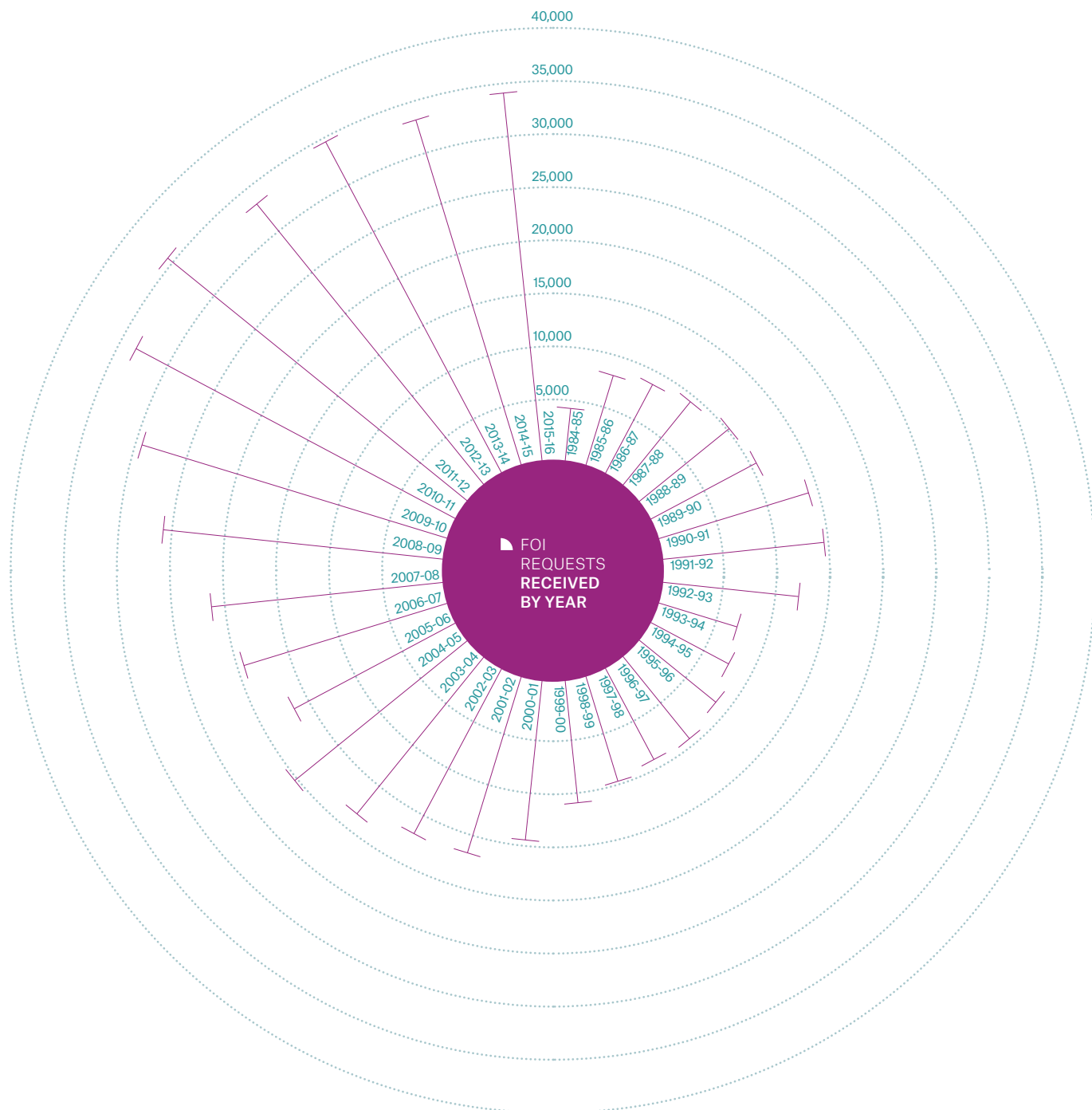


Number of Requests, Internal Reviews and Appeals Reported by Agencies

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

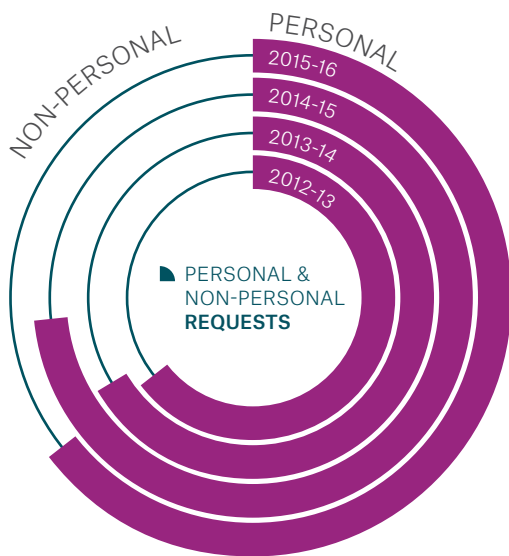
PART 3 REPORT ON THE OPERATION OF THE FOI ACT IN VICTORIA

FOI REQUESTS BY YEAR



SOURCES OF FOI REQUESTS

In 2015-16, personal requests (for information mainly relating to the applicants themselves) represented 64.6% of total requests received, while non-personal requests represented the remaining 35.4%. Non-personal requests include those made by Members of Parliament and the media.



TIMELINESS OF AGENCY DECISION MAKING

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

There are limited exceptions to how the 45 calendar days is calculated for responding to valid FOI requests-

- the processing period for unreasonable requests is suspended under section 25A of the FOI Act;
- if a deposit has been sought, the 45 day time period commences when the deposit has been paid (section 22(5) of the FOI Act); and
- if a deposit has been sought, the timeframe can be negotiated to reduce the charges (section 22(6) of the FOI Act).

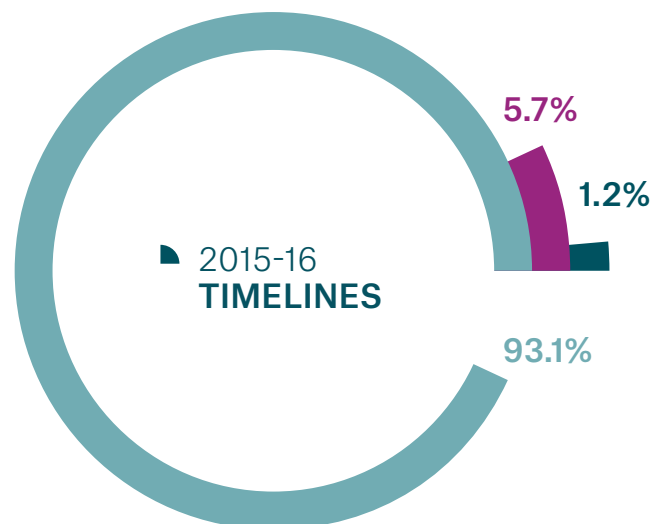
The timeliness of agency FOI decision making has improved markedly since the Auditor-General's 2012 report on FOI. In 2015-16 that trend of improved timeliness continued. In 2015-16 agencies reported that overall 93.15% of requests were processed in 45 days or less.

This has declined from last year's figure of 94.5%.

There has been a significant increase in the number of FOI applications processed by State government departments and Victoria Police within the 45-day time limit since 2012.

The Victorian Auditor-General reported in 2012 that the then 11 State government departments and Victoria Police processed only 46% of requests within the 45-day time limit, 25% of requests in 46-90 days and 29% in more than 90 days.

In 2015-16, the seven State government departments and Victoria Police reported that 80.5% of requests were processed within the 45-day time limit, 17% of requests in 46-90 days and 2.5% in more than 90 days. This compares to 2014-15 where 81% of requests were processed within 45 days, 17% in 46-90 days and 2% in more than 90 days.



- PROCESSED WITHIN 45 DAYS OR LESS
- PROCESSED WITHIN 45-90 DAYS
- PROCESSED IN MORE THAN 90 DAYS

PART 3 REPORT ON THE OPERATION OF THE FOI ACT IN VICTORIA

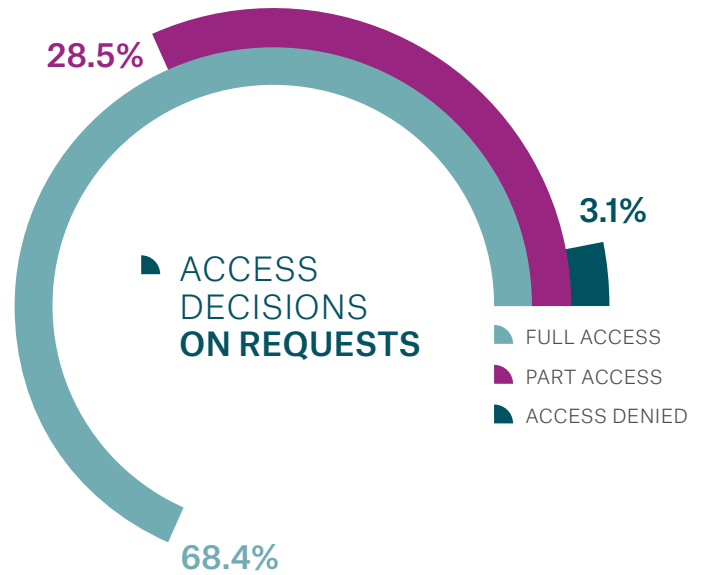
ACCESS DECISIONS

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

- the applicant did not proceed with the request;
- the request had not been decided at the end of the 2015-16 reporting period;
- the agency did not hold the documents sought; and
- the agency and the applicant agreed on a form of access satisfactory to the applicant outside the FOI process.

Analysis of the past four years regarding agency access decisions reveals that-

- applications being granted in full are trending downwards. This decline means there are more than 2,300 applications that were granted in full in 2012-13 that were not granted in full in 2015-16.
- applications being granted in part are trending upwards.
- applications being granted in full increased in 2015-16, after declining in the previous two years.
- the total number of FOI decisions made by agencies in 2015-16 was the lowest total in the four year reporting period.



Four Years of Access Decisions

DECISIONS	2012-13		2013-14		2014-15		2015-16	
	NUMBER OF DECISIONS	PERCENTAGE OF TOTAL DECISIONS	NUMBER OF DECISIONS	PERCENTAGE OF TOTAL DECISIONS	NUMBER OF DECISIONS	PERCENTAGE OF TOTAL DECISIONS	NUMBER OF DECISIONS	PERCENTAGE OF TOTAL DECISIONS
Full Access	21972	72.54	22360	72.33	20694	70.25	19613	68.38
Part Access	7453	24.61	7711	24.94	8087	27.45	8174	28.50
Access Denied	864	2.85	844	2.73	678	2.30	896	3.12
TOTAL	30289		30915		29459		28683	

EXEMPTIONS CITED

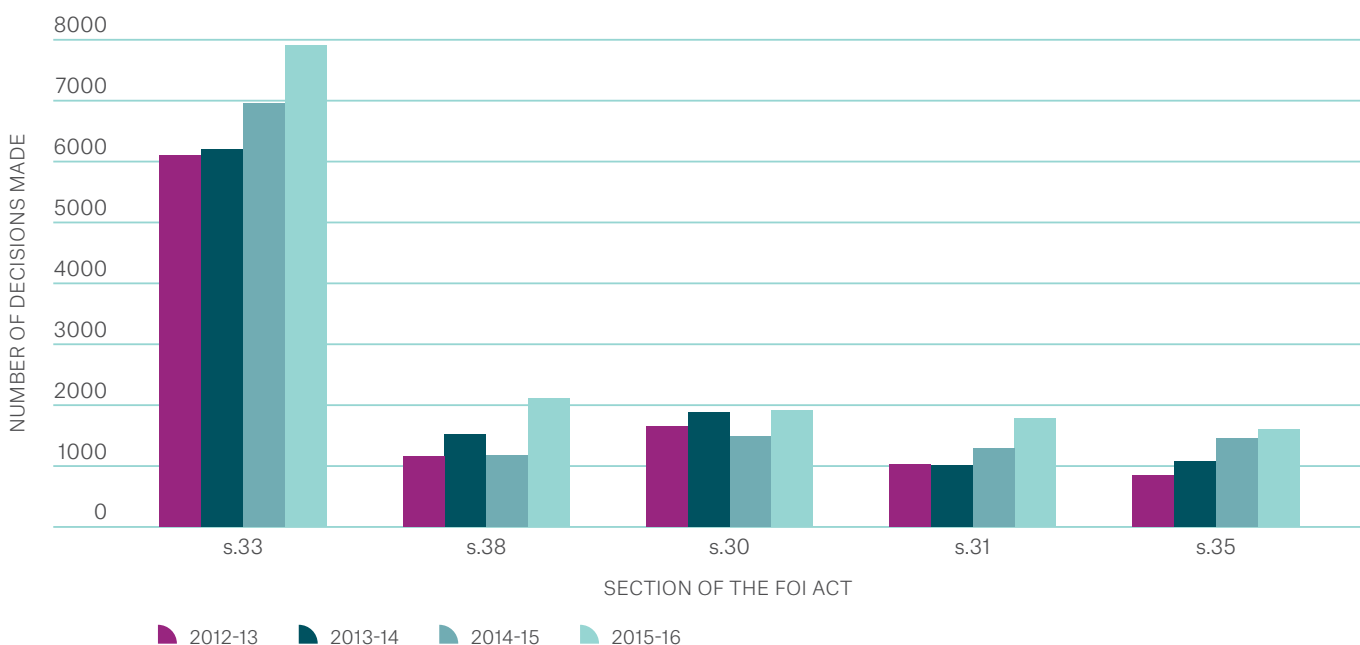
In 2015-16, agencies claimed that documents were exempt under a variety of provisions of the FOI Act.

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

1. Section 33: the protection of an individual's personal affairs
2. Section 38: where a secrecy or confidentiality provision of an Act other than the FOI Act applies to particular documents
3. Section 30: internal working documents containing opinions, advice or recommendations where it would not be in the public interest for those documents to be released
4. Section 31: documents related to law enforcement activities
5. Section 35: information obtained in confidence by government agencies

An assessment of agency decisions made over the past four years shows that there has been a significant increase in the number of decisions where section 33 was claimed from 6147 to 7970. The use of the section 31, 33, 35 and 38 exemptions are all trending upwards, with the use of section 38 having nearly doubled over the four year period. The five most frequently claimed grounds for exemption account for over 90% of exemptions cited.

Exemptions Most Commonly Cited in Original Decisions



PART 3 REPORT ON THE OPERATION OF THE FOI ACT IN VICTORIA

All Exemptions Cited 2015-16

EXEMPTION	ORIGINAL DECISIONS	VCAT APPEALS
s.24	1	1
s.24A(1)	8	0
s.25A(1)	158	1
s.25A(5)	139	0
s.28	167	2
s.29	17	0
s.29A	34	2
s.30	1924	8
s.31	1801	8
s.32	735	1
s.33	7970	11
s.34	402	2
s.35	1609	5
s.36	7	0
s.38	2120	1
s.38A	12	0
TOTAL	17094	42

APPLICATION FEES AND ACCESS CHARGES

Costs associated with FOI comprise the application fee, which was \$27.20 in the 2015-16 financial year, and access charges for certain activities undertaken by agencies in relation to providing access to documents.

Agencies reported application fee revenue for 2015-16 of \$704,431.47. The Act provides that agencies may waive or reduce an application fee if the payment of the fee would cause hardship to the applicant. Agencies reported that the total amount of application fees waived in 2015-16 was \$230,404.83.

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

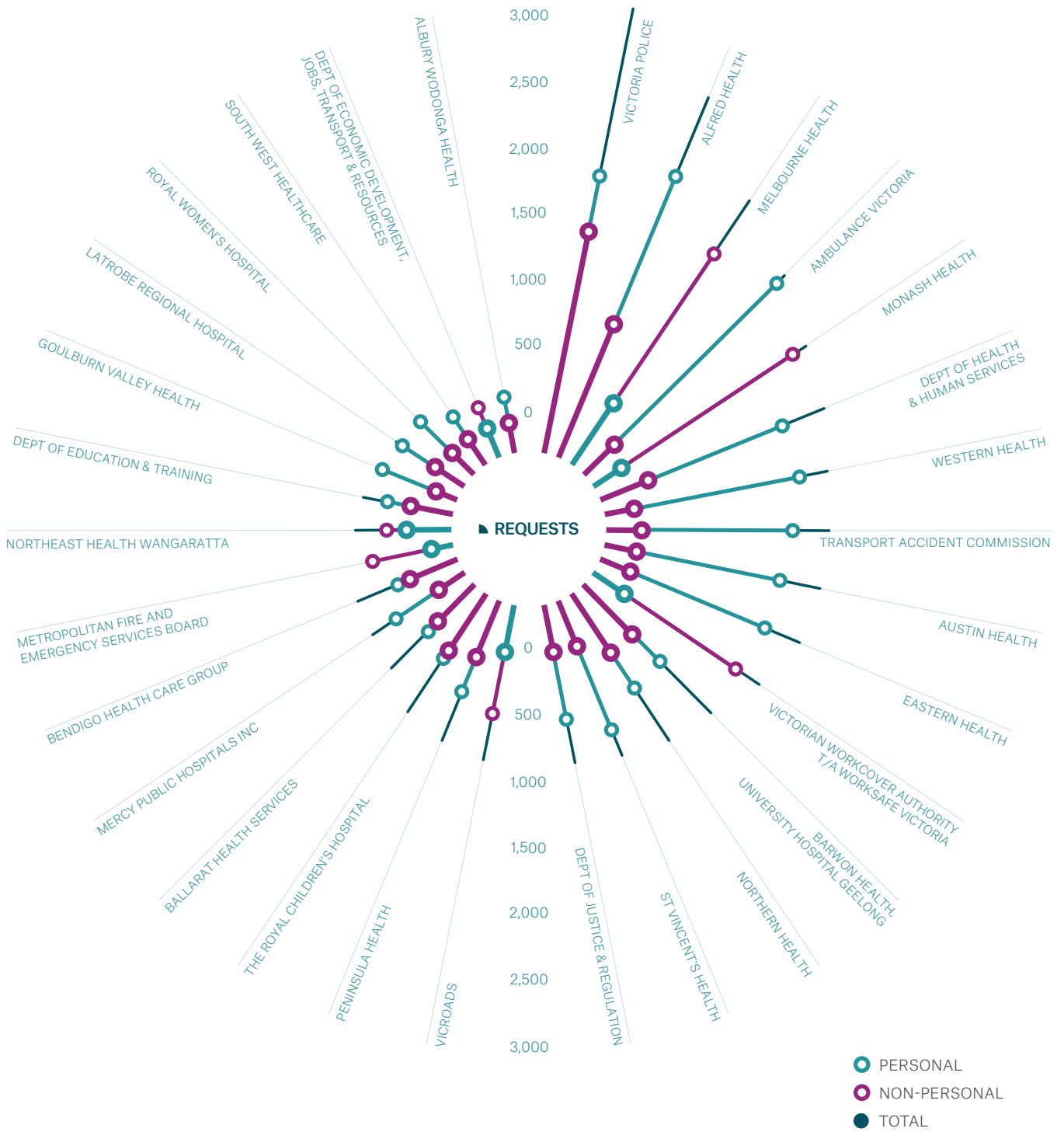
Charges must be waived where the applicant is impecunious and the request is for personal documents. The FOI Act also provides for other circumstances where access charges are not payable.

Agencies reported that \$1,150,571.25 was collected in access charges in 2015-16 and that the total amount of access charges waived was \$270,660.86.

'TOP 30' AGENCIES

The 'Top 30' agencies reported receiving a total of 28,639 FOI requests in 2015-16, accounting for approximately 84% of all requests received. Personal documents were requested in 70% of these requests.

TOP 30 AGENCIES



PART 3 REPORT ON THE OPERATION OF THE FOI ACT IN VICTORIA

FOI ADMINISTRATION

DISCIPLINARY ACTION TAKEN IN RELATION TO THE ADMINISTRATION OF THE FREEDOM OF INFORMATION ACT

Agencies reported that no disciplinary action was taken in relation to the administration of the FOI Act in 2015-16.

NOTICES ISSUED UNDER SECTION 12 OF THE FREEDOM OF INFORMATION ACT

A person, under section 12 of the FOI Act, may serve on the Principal Officer of an agency (other than a council) a notice stating that, in the opinion of the person, a statement published by the principal officer does not specify a document which is required to be specified under the FOI Act. Agencies reported that no section 12 notices were served in 2015-16.

READING ROOMS PROVIDED BY AGENCIES

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

- policies and procedures relating to the agency's functions;
- operational reports;
- brochures and information sheets;
- documents relating to public consultation processes;
- meeting agendas and minutes;
- annual reports and other financial or corporate information;
- photographs and videos; and
- public registers.

As agencies now provide a large amount of information and publications on their websites and through other electronic means, a physical reading room no longer appears to be needed by most agencies.

DIFFICULTIES IN ADMINISTERING THE FREEDOM OF INFORMATION ACT

Staffing and Costs

Only 7% of agencies advised of staffing or cost related difficulties in administering the FOI Act (up from 6% in 2014-15). Difficulties reported by those agencies, in the main, related to the following –

- unpredictable surges in FOI workload significantly impact on a small FOI unit;
- external consultants are required to deal with complex requests, either in times of high volume of requests or in smaller agencies; and
- dealing with FOI requests in smaller agencies is difficult for staff who have other responsibilities.

ADMINISTRATIVE DIFFICULTIES

Only 6% of agencies reported other administrative difficulties in the application of the FOI Act (up from 5% in 2014-15). Agencies reported, generally, that the following six factors impacted on their ability to administer the FOI Act, in addition to the staffing and cost related difficulties –

- the number of FOI requests being processed by the agency at the same time;
- in some cases, FOI requests turn out to be larger than initially envisaged or it only becomes clear in the later stages what type of documents the applicant wanted;
- internal delays experienced within other areas of the agency in providing the relevant documents;
- the increasing volume of records held by agencies in a variety of forms and in various locations;
- difficulties in undertaking consultation with third parties, such as delays in those parties responding, or contact details for third parties not being known; and
- the increased use of information technology by agencies, in particular social media, has presented new challenges with respect to the processing of FOI requests.

EFFORTS MADE BY AGENCIES TO IMPLEMENT THE SPIRIT AND INTENTION OF THE FREEDOM OF INFORMATION ACT

Approximately 16.5% of agencies provided details regarding efforts made to implement the spirit and intention of the FOI Act (up from 13.5% in 2014-15).

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

- implementing or updating policies relating to the release of information outside of the FOI Act;
- making a wider range of information available on websites and on social media such as Facebook and Twitter;
- waiving fees and charges to facilitate the release of documents more quickly and at the lowest reasonable cost;
- focusing more on consulting with applicants to clarify their request and to assist them in making valid requests for documents; and
- undertaking further education of agency staff involved in processing FOI requests, to improve their ability to identify instances where documents can be released outside of the FOI Act.

47 agencies (up from 37 agencies in 2014-15) reported that this proactive approach to the release of information led to a decrease in FOI requests being received or having to be processed.

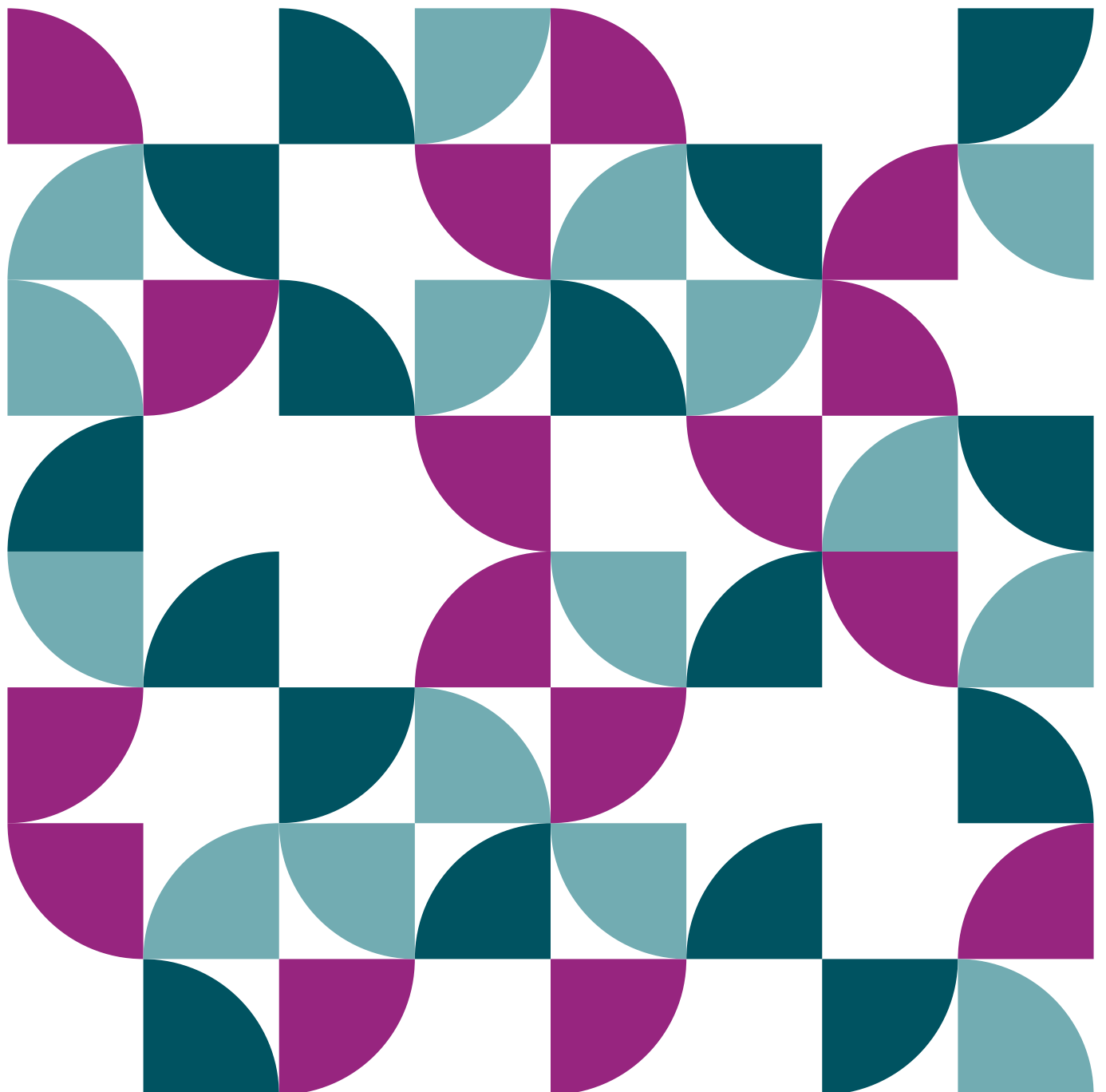
FAQ

WHAT ARE THE FOI COMMISSIONER'S REPORTING RESPONSIBILITIES?

The FOI Commissioner is required to report annually to Parliament on the operation of the FOI Act during that year.

In addition, the FOI Commissioner must report to the Accountability and Oversight Committee of the Parliament on matters specified in the FOI Act. These include where there have been four or more successful applications to VCAT against decisions of the FOI Commissioner in any 12 month period. To date, this has not occurred.

APPENDICES



APPENDICES

EXPLANATION OF APPENDICES

APPENDIX A

This appendix reports the number of FOI requests received by agencies, classified as either personal or non-personal, as reported by agencies. 325 agencies reported receiving one or more FOI requests, with the remainder reporting they had not received a request in the reporting period. Approximately half of those agencies received fewer than 10 requests and 13% received more than 100.

The access outcomes reported by agencies are listed for all requests decided in 2015-16, including those that were received prior to the start of the financial year and then decided in 2015-16. 307 agencies reported making a decision to grant access in full or part or to deny access in full.

There were approximately 1,100 Committees of Management under the Department of Environment, Land, Water and Planning in the 2015-16 year. The Department advised that one of these Committees received an FOI request in 2015-16.

APPENDIX B

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

- ▶ a review decision made by the FOI Commissioner; or
- ▶ an initial FOI decision made by an agency claiming an exemption under section 28 (Cabinet documents) or section 29A (Documents affecting national security, defence or international relations); or
- ▶ an initial FOI decision made by a Principal Officer of an agency or a Minister.

This appendix lists the appeal outcomes and the relevant agency that made the initial FOI decision, as reported by agencies. The outcomes listed are for all appeals lodged or decided in 2015-16. VCAT utilises alternative dispute resolution processes, through which cases may be resolved prior to a hearing. If this occurs, the appeal may be withdrawn or dismissed as appropriate.

APPENDIX C

Applicants have a legally enforceable right to access documents, other than documents that are specified in Part IV of the FOI Act as exempt documents. When denying access to documents, agencies must give reasons.

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

APPENDIX D

Initial FOI decisions are made by persons authorised by the agency to do so.

This appendix lists each officer, their title and the number of decisions to grant access in full, grant access in part or to deny access, as reported by agencies.

APPENDIX E

In 2015-16, an application fee of \$27.20 was required under the FOI Act when making an FOI request. Fees are waived or reduced where payment would cause an applicant financial hardship.

This appendix shows the fees and charges collected and waived, as reported by agencies, for 2015-16.

APPENDIX A - PART 1 AGENCIES RECEIVING FOI REQUESTS

AGENCY	REQUESTS RECEIVED		OUTCOMES OF ALL REQUESTS RECEIVED OR DECIDED IN 2015-16			
	PERSONAL REQUESTS	NON-PERSONAL REQUESTS	ACCESS GRANTED IN FULL	ACCESS GRANTED IN PART	ACCESS DENIED IN FULL	OTHER
Adult Multicultural Education Services*	5	0	0	5	0	1
Agriculture (includes Minister for Regional Development), Minister for	0	1	0	0	0	1
Albury Wodonga Health	193	1	188	0	0	6
Alexandra District Health	6	21	24	0	0	3
Alfred Health	1880	688	2352	12	8	399
Alpine Health	0	7	5	0	0	2
Alpine Shire Council*	0	4	1	0	0	3
Ambulance Victoria	1753	28	914	465	30	401
Ararat Rural City Council	2	0	2	0	0	0
Architects Registration Board of Victoria	0	2	1	0	0	1
Attorney-General	2	10	0	1	2	10
Austin Health	1273	5	1087	58	1	161
Australian Grand Prix Corporation	0	4	1	3	0	0
Bairnsdale Regional Health Service*	125	22	131	1	0	15
Ballarat Health Services	306	182	464	17	1	58
Ballarat, City of*	4	29	4	10	3	18
Banyule City Council	0	16	0	3	0	16
Barwon Health, University Hospital Geelong	664	298	930	31	0	1
Barwon Region Water Corporation	2	4	2	0	0	4
Bass Coast Health	104	0	97	0	0	7
Bass Coast Shire Council (includes San Remo Cemetery Trust, Wonthaggi Cemetery Trust)*	0	10	3	2	0	6
Baw Baw Shire Council	0	17	0	9	0	10
Bayside City Council	0	31	25	4	0	9
Beaufort and Skipton Health Service	1	0	1	0	0	0
Beechworth Health Service	2	0	1	0	0	1
Benalla Health	10	8	18	0	0	0
Benalla Rural City Council	5	0	0	0	1	4
Bendigo Health Care Group	250	182	342	45	5	60
Bendigo, City of Greater	6	10	4	9	3	0
Boort District Health	2	0	2	0	0	0
Boroondara, City of	1	38	4	20	2	20
Brimbank City Council	1	43	14	10	2	19
Buloke Shire Council	0	1	0	0	1	0

APPENDIX A - PART 1 AGENCIES RECEIVING FOI REQUESTS

AGENCY	REQUESTS RECEIVED		OUTCOMES OF ALL REQUESTS RECEIVED OR DECIDED IN 2015-16			
	PERSONAL REQUESTS	NON-PERSONAL REQUESTS	ACCESS GRANTED IN FULL	ACCESS GRANTED IN PART	ACCESS DENIED IN FULL	OTHER
Calvary Health Care Bethlehem	13	5	17	0	1	0
Campaspe Shire Council*	0	16	4	10	2	2
Cardinia Shire Council	0	13	13	0	0	0
Casey, City of	9	36	8	14	2	21
Casterton Memorial Hospital*	1	0	1	0	0	0
Castlemaine Health	16	0	15	0	0	1
Central Gippsland Health Service	60	0	59	0	0	2
Central Gippsland Region Water Corporation (t/a Gippsland Water)	1	0	1	0	0	0
Central Goldfields Shire Council	3	0	2	0	0	1
Central Highlands Region Water Corporation	0	7	5	1	0	1
Children and Young People, Commission for	2	3	0	3	0	2
Chisholm Institute	2	0	2	0	0	0
City West Water Corporation*	0	28	19	6	0	5
Cobram District Health	18	4	22	0	0	0
Cohuna District Hospital	3	2	5	0	0	0
Colac Area Health	39	2	38	1	0	5
Colac Otway Shire*	3	7	5	6	1	1
Coliban Region Water Corporation*	5	0	2	1	2	0
Consumer Affairs, Gaming and Liquor Regulation, Minister for	0	2	0	0	0	2
Corangamite Catchment Management Authority*	0	1	1	0	0	0
Corangamite Regional Library Corporation*	1	0	0	1	0	0
Corangamite Shire*	0	2	1	1	0	0
Corrections, Minister for	1	4	0	2	2	1
Country Fire Authority	4	80	4	39	5	57
Court Services Victoria	21	20	4	4	5	28
Creative Industries, Minister for	0	1	0	0	0	1
Dairy Food Safety Victoria	0	2	0	1	0	1
Dandenong, City of Greater*	0	17	7	15	1	4
Darebin, City of	0	35	0	19	0	18
Deakin University*	11	4	3	6	1	5
Dental Health Services Victoria	93	0	93	0	0	0
Disability Services Commissioner*	1	0	0	0	0	1
Djerriwarrh Health Services	160	9	169	0	0	0

AGENCY	REQUESTS RECEIVED		OUTCOMES OF ALL REQUESTS RECEIVED OR DECIDED IN 2015-16			
	PERSONAL REQUESTS	NON-PERSONAL REQUESTS	ACCESS GRANTED IN FULL	ACCESS GRANTED IN PART	ACCESS DENIED IN FULL	OTHER
East Gippsland Shire Council	9	6	3	7	0	5
East Gippsland Water	0	2	2	0	0	0
East Grampians Health Service	45	16	61	0	0	1
East Wimmera Health Service	7	0	7	0	0	0
Eastern Health (includes Angliss Hospital, Box Hill Hospital, Maroondah Hospital, Peter James Centre, Central East Area Mental Health Service, Healesville and District Hospital, Wantirna Health, Yarra Ranges Health, Yarra Valley Community Health, Turning Point)*	1237	6	787	407	11	100
Echuca Regional Health	29	98	127	0	0	8
Economic Development, Jobs, Transport and Resources, Department of	3	191	28	59	17	126
Education and Training, Department of	264	108	71	158	37	162
Education, Minister for	0	3	0	1	0	2
Emergency Services Superannuation Board (t/a ESSSuper)	14	0	13	0	1	0
Emergency Services Telecommunications Authority	56	2	0	1	69	1
Emergency Services, Minister for	0	11	0	4	2	6
Energy Safe Victoria	9	28	24	3	0	12
Energy, Environment and Climate Change, Minister for	0	4	0	0	0	4
Environment Protection Authority	1	54	6	46	4	7
Environment, Climate Change and Water, Minister for	0	3	0	0	0	3
Environment, Land, Water and Planning, Department of	1	168	26	57	9	87
Essential Services Commission	0	3	0	1	0	2
Families and Children, Minister for	0	3	0	2	0	1
Federation University Australia	2	0	0	1	0	1
Film Victoria	0	1	0	0	0	1
Finance, Minister for	0	2	1	2	0	1
Frankston City Council*	5	14	4	7	0	8
Freedom of Information Commissioner*	2	0	0	1	0	1
Game Management Authority	0	5	1	2	0	2
Gannawarra Shire Council*	0	1	0	0	0	1
Geelong, City of Greater	7	46	17	24	3	11

APPENDIX A - PART 1 AGENCIES RECEIVING FOI REQUESTS

AGENCY	REQUESTS RECEIVED		OUTCOMES OF ALL REQUESTS RECEIVED OR DECIDED IN 2015-16			
	PERSONAL REQUESTS	NON-PERSONAL REQUESTS	ACCESS GRANTED IN FULL	ACCESS GRANTED IN PART	ACCESS DENIED IN FULL	OTHER
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	0	8	0	1	1	6
Gippsland Southern Health Service	17	0	15	0	0	2
Glen Eira City Council	0	28	0	18	3	10
Glenelg Shire Council	2	1	3	0	0	0
Golden Plains Shire Council	1	7	4	0	0	4
Goulburn Broken Catchment Management Authority	0	0	0	1	0	0
Goulburn Murray Rural Water Corporation	4	38	15	12	5	20
Goulburn Valley Health	365	0	365	0	0	0
Goulburn Valley Region Water Corporation	0	2	2	0	0	0
Grampians Wimmera Mallee Water Corporation (t/a GWMWater)	1	0	1	0	0	0
Greater Metropolitan Cemeteries Trust	0	4	2	2	0	0
Greater Shepparton City Council*	8	0	1	2	0	5
Greyhound Racing Victoria	2	1	1	1	0	1
Harness Racing Victoria	1	0	0	1	0	0
Health and Human Services, Department of	1265	180	125	894	106	417
Health Purchasing Victoria	0	2	0	1	1	0
Health Services Commissioner	12	0	4	5	0	3
Health, Minister for	0	7	0	3	0	4
Heathcote Health	6	0	6	0	0	0
Hepburn Health Service	7	13	17	0	0	3
Hepburn Shire Council*	2	9	2	5	2	2
Heritage Council of Victoria	1	0	0	0	0	1
Hesse Rural Health Service	2	1	3	0	0	0
Heywood Rural Health*	2	0	2	0	0	0
Hobsons Bay City Council	1	15	5	1	2	8
Holmesglen Institute*	2	0	2	0	0	0
Horsham Rural City Council	0	3	0	1	0	2
Housing, Disability and Ageing, Minister for	0	2	0	1	0	1
Hume City Council*	0	51	8	20	2	26
Independent Broad-based Anti-corruption Commission	4	2	1	0	0	5
Indigo Shire Council	5	0	1	3	0	1
Industrial Relations, Minister for	0	11	0	2	0	10

AGENCY	REQUESTS RECEIVED		OUTCOMES OF ALL REQUESTS RECEIVED OR DECIDED IN 2015-16			
	PERSONAL REQUESTS	NON-PERSONAL REQUESTS	ACCESS GRANTED IN FULL	ACCESS GRANTED IN PART	ACCESS DENIED IN FULL	OTHER
Industry and Employment, Minister for	0	2	0	1	0	2
Infrastructure Victoria	0	2	0	1	0	1
Inglewood and Districts Health Service	2	0	2	0	0	0
Justice & Regulation, Department of (includes Emergency Management Commissioner)*	657	140	46	549	104	159
Kerang District Health	10	0	8	0	0	2
Kilmore & District Hospital, The	8	28	36	0	0	0
Kingston City Council*	79	3	13	41	2	35
Knox City Council*	1	9	1	3	2	5
Kooweerup Regional Health Service	1	1	2	0	0	0
Kyabram and District Health Services	4	29	33	0	0	0
Kyneton District Health Service	4	10	12	0	0	2
La Trobe University	2	5	3	3	0	1
Latrobe City Council*	13	50	27	35	0	2
Latrobe Regional Hospital	318	21	325	3	0	13
Level Crossing Removal Authority	1	21	0	7	7	8
Local Government, Minister for	0	3	0	0	0	3
Loddon Shire Council	0	4	2	2	0	0
Lorne Community Hospital	3	5	8	0	0	0
Lower Murray Water (includes First Mildura Irrigation Trust)*	0	1	0	1	0	0
Macedon Ranges Shire Council	0	19	9	10	0	0
Mallee Track Health and Community Service	2	0	3	0	0	0
Manningham City Council*	0	7	0	5	1	4
Mansfield District Hospital	7	16	23	0	0	0
Mansfield Shire Council	3	0	1	0	1	2
Maribyrnong City Council	0	11	0	0	0	13
Maroondah City Council	5	4	6	2	1	0
Maryborough District Health Service*	29	2	31	0	0	1
Melbourne and Olympic Parks Trust	0	2	0	2	0	0
Melbourne Convention and Exhibition Trust	0	1	0	1	0	0
Melbourne Cricket Ground Trust	0	2	0	0	0	2
Melbourne Health (includes The Royal Melbourne Hospital)	301	1745	1935	31	1	235
Melbourne Metro Rail Authority	4	8	0	8	0	4
Melbourne Polytechnic*	5	0	0	4	0	1

APPENDIX A - PART 1 AGENCIES RECEIVING FOI REQUESTS

AGENCY	REQUESTS RECEIVED		OUTCOMES OF ALL REQUESTS RECEIVED OR DECIDED IN 2015-16			
	PERSONAL REQUESTS	NON-PERSONAL REQUESTS	ACCESS GRANTED IN FULL	ACCESS GRANTED IN PART	ACCESS DENIED IN FULL	OTHER
Melbourne Water	1	19	11	6	0	3
Melbourne, City of*	3	59	17	27	4	26
Melbourne, The University of*	14	8	9	8	3	5
Melton City Council*	12	19	1	24	0	8
Mental Health Complaints Commissioner	5	0	2	3	0	0
Mental Health Tribunal	0	1	0	0	1	0
Mental Health, Minister for	0	1	0	0	0	1
Mercy Public Hospitals Inc*	427	7	351	18	0	77
Metropolitan Fire and Emergency Services Board*	0	411	0	410	1	8
Metropolitan Planning Authority	0	6	0	6	0	0
Metropolitan Waste and Resource Recovery Group	0	1	0	0	0	1
Mildura Base Hospital	179	0	186	0	0	0
Mildura Rural City Council*	8	10	1	6	2	9
Mitchell Shire Council*	0	2	3	1	0	1
Moira Shire Council	0	8	1	3	0	4
Monash Health	1543	7	1318	173	14	167
Monash University	13	5	11	5	1	7
Monash, City of	0	28	26	1	0	1
Moonee Valley City Council	0	25	7	12	6	2
Moorabool Shire Council	1	7	2	3	1	4
Moreland City Council*	4	41	20	24	2	0
Mornington Peninsula Shire*	57	0	6	33	0	32
Mount Alexander Shire Council	0	1	1	0	0	0
Mount Buller & Mount Stirling Alpine Resort Management Board	2	0	0	3	0	0
Moyne Health Services*	1	0	1	0	0	0
Moyne Shire Council*	0	2	0	0	0	2
Multicultural Affairs, Minister for	0	1	0	1	0	0
Municipal Association of Victoria	0	0	0	1	0	0
Murrindindi Shire Council	6	5	3	1	0	7
Museum Victoria*	0	2	0	2	0	0
National Gallery of Victoria*	0	1	1	0	0	0
Nilumbik Shire Council	10	2	4	3	2	3

AGENCY	REQUESTS RECEIVED		OUTCOMES OF ALL REQUESTS RECEIVED OR DECIDED IN 2015-16			
	PERSONAL REQUESTS	NON-PERSONAL REQUESTS	ACCESS GRANTED IN FULL	ACCESS GRANTED IN PART	ACCESS DENIED IN FULL	OTHER
North Central Catchment Management Authority*	1	0	0	1	0	0
North East Water Corporation (t/a North East Water)	0	1	1	0	0	0
Northeast Health Wangaratta*	157	237	394	0	0	0
Northern Grampians Shire Council*	0	3	3	0	0	0
Northern Health (includes Bundoora Extended Health Care, Broadmeadows Health Service, Northern Hospital, Craigieburn Health Service)	628	309	902	61	7	63
Numurkah District Health Service	3	15	18	0	0	0
Omeo District Health*	3	0	3	0	0	0
Orbost Regional Health	44	4	39	0	0	9
Otway Health	3	7	10	0	0	0
Parks Victoria	8	22	0	11	0	22
Peninsula Health (includes Frankston Hospital, Mount Eliza Centre, Rosebud Hospital, Peninsula Community Health Service)	528	206	504	143	3	214
Peter MacCallum Cancer Centre	55	13	68	0	0	0
Phillip Island Nature Park Board of Management	0	1	0	1	0	0
Places Victoria	0	6	0	3	2	2
Planning, Minister for	0	12	3	8	0	2
Police, Minister for	0	6	0	3	1	2
Port of Hastings Development Authority	0	4	0	1	1	2
Port of Melbourne Corporation	7	0	0	3	1	3
Port Phillip, City of	0	34	2	29	2	6
Portland District Health	4	32	36	0	0	0
Ports (includes Minister for Roads and Roads Safety), Minister for	0	5	0	2	0	3
Premier and Cabinet, Department of Premier of Victoria	3	112	21	35	16	58
PrimeSafe	1	45	7	13	1	30
Public Prosecutions, Office of*	1	0	0	0	1	0
Public Record Office Victoria*	24	3	1	10	2	15
Public Transport Development Authority (t/a Public Transport Victoria)	0	1	0	1	0	0
Public Transport, Minister for	23	60	21	42	5	27
Pyrenees Shire Council*	0	19	1	4	1	14
Queen Elizabeth Centre*	0	7	1	0	0	8
Queen Elizabeth Centre*	6	0	3	0	1	2

APPENDIX A - PART 1 AGENCIES RECEIVING FOI REQUESTS

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	PERSONAL REQUESTS	NON-PERSONAL REQUESTS	ACCESS GRANTED IN FULL	ACCESS GRANTED IN PART	ACCESS DENIED IN FULL	OTHER
Queenscliffe, Borough of*	0	3	1	2	0	1
Racing Integrity Commissioner, Office of the	1	0	0	0	1	0
Racing Victoria Limited	3	10	3	4	2	4
Resources, Minister for	0	1	0	1	0	0
RMIT University*	7	10	3	4	1	12
Road Safety Camera Commissioner, Office of the	0	1	0	1	0	0
Robinvale District Health Services	9	6	12	0	0	3
Rochester and Elmore District Health Service*	0	4	4	0	0	0
Royal Botanic Gardens Board	0	1	0	0	0	2
Royal Children's Hospital, The	356	294	398	159	1	92
Royal Society for the Prevention of Cruelty to Animals (Victoria), The	17	4	1	15	3	4
Royal Victorian Eye and Ear Hospital, The	40	153	190	0	0	3
Royal Women's Hospital, The	302	3	257	5	1	65
Rural Northwest Health	7	0	7	0	0	0
Sandy Creek Reserve Committee of Management	0	1	0	1	0	0
Seymour Health	6	22	28	0	0	0
Shrine of Remembrance Trust	1	0	1	0	0	0
Small Business, Innovation and Trade, Minister for	0	8	1	3	1	4
South East Water	0	13	12	0	1	1
South Gippsland Hospital	3	0	3	0	0	0
South Gippsland Region Water Corporation (t/a South Gippsland Water)	1	0	1	0	0	0
South Gippsland Shire Council*	0	24	5	1	3	15
South West Healthcare	202	1	165	10	0	32
South West Institute of TAFE	0	2	2	0	0	0
Southern Metropolitan Cemeteries Trust	0	3	0	0	3	1
Special Minister of State	0	2	0	1	0	1
Sport, Minister for	0	4	0	1	1	3
St Vincent's Health	750	115	838	36	0	29
State Electricity Commission of Victoria	13	2	13	1	0	1
State Library of Victoria	0	1	0	1	0	0

AGENCY	REQUESTS RECEIVED		OUTCOMES OF ALL REQUESTS RECEIVED OR DECIDED IN 2015-16			
	PERSONAL REQUESTS	NON-PERSONAL REQUESTS	ACCESS GRANTED IN FULL	ACCESS GRANTED IN PART	ACCESS DENIED IN FULL	OTHER
State Revenue Office	5	87	77	2	0	27
State Sport Centres Trust	1	0	1	0	0	0
Stawell Regional Health	23	1	20	0	0	5
Stonnington, City of*	1	24	14	3	3	6
Strathbogie Shire Council	0	12	4	2	1	5
Sunraysia Institute of TAFE*	1	0	0	0	0	1
Surf Coast Shire Council	14	2	0	10	0	8
Swan Hill District Health	93	0	93	0	0	0
Swan Hill Rural City Council	1	1	0	0	0	2
Swinburne University of Technology	2	1	2	0	0	1
Taxi Services Commission*	26	2	8	7	6	10
Terang and Mortlake Health Service	3	0	2	0	0	1
Timboon and District Healthcare Service	1	3	5	0	0	0
Tourism and Major Events, Minister for	0	6	0	3	0	3
Towong Shire Council	1	3	2	1	0	1
Training and Skills, Minister for	0	5	0	2	0	3
Transport Accident Commission	1269	12	316	889	10	165
Transport Safety - Transport Safety Victoria, Director of	10	16	10	9	0	10
Transport Safety, Office of the Chief Investigator	0	1	0	1	0	0
Treasurer	0	11	3	3	0	7
Treasury and Finance, Department of	2	73	16	42	6	23
Tweddle Child + Family Health Service*	1	0	0	1	0	0
Upper Murray Health and Community Services*	2	4	6	0	0	0
V/Line Corporation	3	12	3	9	1	2
Veterinary Practitioners Registration Board of Victoria	2	0	2	0	0	0
VicForests	0	10	3	1	1	5
VicRoads	153	624	304	391	46	104
Victoria Legal Aid*	8	6	6	2	2	6
Victoria Police	1679	1472	136	2206	244	953
Victoria State Emergency Service	21	4	15	3	0	8
Victoria University	4	6	2	6	1	2
Victorian Aboriginal Heritage Council	1	0	0	0	0	1
Victorian Arts Centre Trust	1	1	0	1	0	1
Victorian Building Authority*	86	55	99	36	1	20

APPENDIX A - PART 1 AGENCIES RECEIVING FOI REQUESTS

AGENCY	REQUESTS RECEIVED		OUTCOMES OF ALL REQUESTS RECEIVED OR DECIDED IN 2015-16			
	PERSONAL REQUESTS	NON-PERSONAL REQUESTS	ACCESS GRANTED IN FULL	ACCESS GRANTED IN PART	ACCESS DENIED IN FULL	OTHER
Victorian Commission for Gambling and Liquor Regulation	2	9	0	9	3	2
Victorian Curriculum and Assessment Authority	2	3	0	1	1	4
Victorian Equal Opportunity and Human Rights Commission*	2	0	0	2	0	1
Victorian Government Architect	0	2	2	0	0	0
Victorian Government Solicitor	4	0	0	4	0	0
Victorian Health Promotion Foundation	0	1	1	0	0	0
Victorian Institute of Forensic Medicine	4	0	3	1	0	0
Victorian Institute of Forensic Mental Health	89	0	55	20	13	2
Victorian Institute of Teaching*	0	1	0	0	0	1
Victorian Legal Admissions Board*	0	1	0	0	1	0
Victorian Legal Services Board*	12	2	0	4	10	8
Victorian Managed Insurance Authority*	2	1	0	3	0	0
Victorian Ombudsman	1	2	1	1	0	0
Victorian Public Sector Commission	2	0	3	0	0	0
Victorian Rail Track (t/a VicTrack)	4	4	2	1	0	7
Victorian Registration and Qualifications Authority	2	2	2	0	1	1
Victorian WorkCover Authority (t/a WorkSafe Victoria)*	31	1097	105	629	61	411
Wangaratta, Rural City of	2	3	5	0	0	1
Wannon Region Water Corporation	0	1	1	0	0	0
Warrnambool City Council	0	9	7	1	0	1
Wellington Shire Council*	0	6	3	2	0	2
West Gippsland Healthcare Group	31	88	113	0	0	6
West Wimmera Health Service	6	0	6	0	0	0
West Wimmera Shire Council*	1	0	1	0	0	0
Western District Health Service*	47	13	60	0	0	0
Western Health (includes Sunshine Hospital, Williamstown Hospital, Footscray Hospital, Sunbury Day Hospital, Hazeldean Transition Care)*	1313	2	880	3	8	424
Western Region Water Corporation	1	5	3	0	0	3
Westernport Region Water Corporation	0	1	1	0	0	0
Whitehorse, City of	1	13	4	5	0	8
Whittlesea City Council	0	21	7	5	0	12

AGENCY	REQUESTS RECEIVED		OUTCOMES OF ALL REQUESTS RECEIVED OR DECIDED IN 2015-16			
	PERSONAL REQUESTS	NON-PERSONAL REQUESTS	ACCESS GRANTED IN FULL	ACCESS GRANTED IN PART	ACCESS DENIED IN FULL	OTHER
William Angliss Institute of TAFE*	0	1	0	1	0	0
Wimmera Health Care Group	47	56	97	0	1	11
Wodonga City Council	1	1	1	0	0	1
Wodonga Institute of TAFE	0	1	0	1	0	0
Women, Minister for	0	3	0	2	0	1
Wyndham City Council*	4	26	8	18	4	12
Yarra City Council*	18	55	28	35	2	8
Yarra Ranges Shire Council*	0	35	7	10	0	23
Yarra Valley Water Corporation	0	12	9	3	0	0
Yarram and District Health Service	10	24	32	0	0	2
Yarrawonga Health	1	4	5	0	0	0
Yooralla	1	0	0	1	0	0
Zoological Parks and Gardens Board	0	4	0	3	1	0

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

1 Outcomes include all requests decided in the 2015-2016 year, including those which were received in the previous year but decided in 2015-2016.

2 'Other' covers situations where requests were received and one of the following applied: the applicant did not proceed with the request; the request was made in 2015-2016 but had not been decided at the end of the reporting period; the agency did not hold the documents sought; or the agency and the applicant agreed on a form of access satisfactory to the applicant outside the FOI process.

APPENDIX A - PART 2 AGENCIES NOT RECEIVING FOI REQUESTS

AGENCY	AGENCY	AGENCY
Accident Compensation Conciliation Service*	Beaufort Cemetery Trust	Buchan Cemetery Trust
Adass Israel Cemetery Trust	Beechworth Cemetery Trust	Buckland Cemetery Trust
Administrator Pursuant to Part IV of Electricity Industry (Residual Provisions) Act 1993	Beenak Cemetery Trust	Bulla Cemetery Trust
Adult, Community and Further Education Board	Bellbrae Cemetery Trust	Bullarto Cemetery Trust
Alberton Cemetery Trust	Benalla Cemetery Trust	Bumberrah Cemetery Trust
Alexandra Cemetery Trust	Benambra Cemetery Trust	Bung Bong & Wareek Cemetery Trust
Alma Cemetery Trust	Bendigo Cemeteries Trust	Bungaree Cemetery Trust
Alpine Resorts Coordinating Council	Bendigo Kangan Institute	Buninyong Cemetery Trust
Ambulance Services	Bendoc Cemetery Trust	Bunyip Cemetery Trust
Amherst Cemetery Trust	Berriwillock Cemetery Trust	Burrum Burrum Cemetery Trust
Amphitheatre Cemetery Trust	Berwick and Harkaway Cemeteries Trust	Byaduk Cemetery Trust
Antwerp Cemetery Trust	Bethanga Cemetery Trust	Byaduk North Cemetery Trust
Apollo Bay Cemetery Trust	Beulah Cemetery Trust	Camperdown Cemetery Trust
Appeal Costs Board	Birchip Cemetery Trust	Cancer Council Victoria
Apsley Cemetery Trust	Blackheath Cemetery Trust	Cann River Cemetery Trust
Ararat Cemetery Trust	Blackwood Cemetery Trust	Cape Bridgewater Cemetery Trust
Arthur's Creek Cemetery Trust	Bleak House Cemetery Trust	Cape Clear Cemetery Trust
Ashens Cemetery Trust	Blue Mountain Cemetery Trust	Caramut Cemetery Trust
Australian Centre for the Moving Image	Boinka Cemetery Trust	Carisbrook Cemetery Trust
Avenel Cemetery Trust	Boolarra Cemetery Trust	Carlsruhe Cemetery Trust
Avoca Cemetery Trust	Boorhaman Cemetery Trust	Carlyle Cemetery Trust
Bairnsdale Cemetery Trust	Boort Cemetery Trust	Carngham Cemetery Trust
Ballaarat General Cemeteries Trust	Boram Boram Cemetery Trust	Carrajung Cemetery Trust
Ballan Cemetery Trust	Boroondara Cemetery Trust	Carwarp Cemetery Trust
Ballangeich Cemetery Trust	Bowman's Forest Cemetery Trust	Casey - Cardinia Library Corporation
Balmoral Cemetery Trust	Box Hill Cemetery Trust	Cassilis Cemetery Trust
Bambra Cemetery Trust	Box Hill Institute of TAFE (includes Centre for Adult Education)	Casterton (New) Cemetery Trust
Bannerton Cemetery Trust	Branxholme Cemetery Trust	Casterton (Old) Cemetery Trust
Bannockburn Cemetery Trust	Briagolong Cemetery Trust	Castlemaine Public Cemetery Trust
Banyule Cemeteries Trust	Bridgewater (Old) Cemetery Trust	Cathcart Cemetery Trust
Baringhup Cemetery Trust	Bridgewater Cemetery Trust	Cathkin Cemetery Trust
Barkly Cemetery Trust	Bright Cemetery Trust	Caulfield Racecourse Reserve Trust
Barmah Cemetery Trust	Brim Cemetery Trust	Cavendish Cemetery Trust
Barnawartha Cemetery Trust	Brimpaen Cemetery Trust	GenITex
Barwon Coast Committee of Management Incorporated	Broadford Cemetery Trust	Central Coast Regional Coastal Board
Barwon South West Waste and Resource Recovery Group	Bruthen Cemetery Trust	Charlton Cemetery Trust
Bealiba Cemetery Trust	Buangor Cemetery Trust	Chetwynd Cemetery Trust

AGENCY	AGENCY	AGENCY
Chewton Cemetery Trust	Dergholm Cemetery Trust	Eltham Cemetery Trust
Chief Parliamentary Counsel Victoria, Office of the	Derrinallum Cemetery Trust	Emerald Tourist Railway Board*
Chiltern (New) Cemetery Trust	Devenish Cemetery Trust	Ensay Cemetery Trust
Chiltern (Old) Cemetery Trust	Digby Cemetery Trust	Environmental Sustainability, Commissioner for
Clarendon Cemetery Trust	Dimboola Cemetery Trust	Epping Cemetery Trust
Clear Lake Cemetery Trust	Disciplinary Appeals Boards*	Equality, Minister for
Clunes Cemetery Trust	Divinity, University of	Eureka (Chinkapook) Cemetery Trust
Cobden Cemetery Trust	Donald Cemetery Trust	Euroa Cemetery Trust
Cobram Cemetery Trust	Donnybrook Cemetery Trust	Falls Creek Alpine Resort Management Board
Coghill's Creek Cemetery Trust	Dookie Cemetery Trust	Federation Training
Cohuna Cemetery Trust	Dookie East Cemetery Trust	Ferntree Gully Cemetery Trust
Colbinabbin Cemetery Trust	Dowling Forest Cemetery Trust	Firearms Appeals Committee
Coleraine Cemetery Trust	Drik Drik Cemetery Trust	Footscray Cemetery Trust
Concongella Cemetery Trust	Drouin Cemetery Trust	Foster Cemetery Trust
Condah Cemetery Trust	Drouin West Cemetery Trust	Franklinford Cemetery Trust
Coongulmerang Cemetery Trust	Dunkeld Cemetery Trust	Frankston Cemetery Trust
Corack Cemetery Trust	Dunmunkle Health Services*	French Island Cemetery Trust
Corinella Cemetery Trust	Dunolly (New) Cemetery Trust	Fryerstown Cemetery Trust
Corop Cemetery Trust	Dunolly (Old) Cemetery Trust	Gaffney's Creek Cemetery Trust
Corryong Cemeteries Trust	Durham Ox Cemetery Trust	Garvoc Cemetery Trust
Cowangie Cemetery Trust	East Gippsland Catchment Management Authority	Geelong Cemeteries Trust
Cranbourne Cemetery Trust	East Gippsland Shire Cemetery Trust	Geelong Performing Arts Centre Trust
Cressy Cemetery Trust	Eastern Regional Libraries Corporation	Geelong Regional Library Corporation
Creswick Cemetery Trust	Echuca Cemetery Trust	Gembrook Cemetery Trust
Crib Point Cemetery Trust	Eddington Cemetery Trust	Gippsland Lakes and Coast Regional Coastal Board
Crowlands Cemetery Trust	Edenhope & District Memorial Hospital	Gippsland Ports Committee of Management Incorporated*
Cudgewa (Wabba) Cemetery Trust	Eganstown Cemetery Trust	Gippsland Waste and Resource Recovery Group
Culgoa (Kaniera) Cemetery Trust	Eildon Weir Cemetery Trust	Gipsy Point Cemetery Trust
Dahwedarre Cemetery Trust	Elaine Cemetery Trust	Gisborne Cemetery Trust
Dargo Cemetery Trust	Eldorado Cemetery Trust	Glenelg Hopkins Catchment Management Authority*
Darlington Cemeteries Trust	Electoral Boundaries Commission*	Glengower Cemetery Trust
Darraweit Guim Cemetery Trust	Ellerslie Cemetery Trust	Glenlyon Cemetery Trust
Dartmoor Cemetery Trust	Elmhurst Cemetery Trust	Glenmaggie Cemetery Trust
Daylesford Cemetery Trust	Elmore Cemetery Trust	Glenorchy Cemetery Trust
Deep Lead Cemetery Trust	Elphinstone Cemetery Trust	Glenthompson Cemetery Trust

APPENDIX A - PART 2 AGENCIES NOT RECEIVING FOI REQUESTS

AGENCY	AGENCY	AGENCY
Gobur Cemetery Trust	Hindmarsh Shire Council	Kyneton Cemetery Trust
Goldfields Library Corporation*	Hopetoun Cemetery Trust	Laen North Cemetery Trust
Goornong Cemetery Trust	Horsham Cemetery Trust	Lake Boga Cemetery Trust
Gordon (New) Cemetery Trust	Hotspur Cemetery Trust	Lake Bolac Cemetery Trust
Gordon (Old) Cemetery Trust	Indigo North Health Inc.*	Lake Mountain Alpine Resort Management Board
Gordon Institute of TAFE	Inglewood Cemetery Trust	Lake Rowan Cemetery Trust
Gormandale Cemetery Trust	International Education, Minister for	Lakes Entrance Cemetery Trust
Goulburn Ovens Institute of TAFE	Inverleigh Cemetery Trust	Lalbert Cemetery Trust
Goulburn Valley Regional Library Corporation	Inverloch Cemetery Trust	Lancefield Cemetery Trust
Goulburn Valley Waste and Resource Recovery Group*	Jamieson Cemetery Trust	Land Tax Hardship Relief Board
Gowangardie Cemetery Trust	Jeparit Cemetery Trust	Landsborough Cemetery Trust
Grampians Central West Waste and Resource Recovery Group	Jerro Cemetery Trust	Lang Lang Cemetery Trust
Granite Flat Cemetery Trust	John Foord (Wahgunyah) Cemetery Trust	Learmonth Cemetery Trust
Grantville Cemetery Trust	Joyce's Creek Cemetery Trust	Legal Practitioners' Liability Committee*
Granya Cemetery Trust	Judicial College of Victoria	Leongatha Cemetery Trust
Gray's Bridge Cemetery Trust	Kangaroo Ground Cemetery Trust	Lethbridge Cemetery Trust
Graytown Cemetery Trust	Karnak Cemetery Trust	Lexton Cemetery Trust
Great Ocean Road Coast Committee	Katamatite Cemetery Trust	Linton Cemetery Trust
Great Western Cemetery Trust	Katandra Cemetery Trust	Lismore Cemetery Trust
Green Hill Cemetery Trust	Katyl Cemetery Trust	Local Government Ministerial Mayors Advisory Panel
Green Lake Cemetery Trust	Kenmare Cemetery Trust	Loch Ard Cemetery Trust
Greendale Cemetery Trust	Kerang Cemetery Trust	Lochiel Cemetery Trust
Greta Cemetery Trust	Kialla West Cemetery Trust	Lockwood Cemetery Trust
Guildford Cemetery Trust	Kiata Cemetery Trust	Loddon Mallee Waste and Resource Recovery Group
Hamilton Cemetery Trust	Kiewa Cemetery Trust	Longwood Cemetery Trust
Harcourt Cemetery Trust	Kilcunda Cemetery Trust	Lorquon Cemetery Trust
Harrieville Cemetery Trust	Kilmore Cemetery Trust	Macarthur Cemetery Trust
Harrow Cemetery Trust	Kilnoorat Cemetery Committee of Management	Macedon Cemetery Trust
Hawkesdale Cemetery Trust	Kinglake Ranges Cemetery Trust	Maddingley Cemetery Trust
Hazelwood Cemetery Trust	Kingower Cemetery Trust	Maffra Cemetery Trust
Heathcote Cemetery Trust	Koetong Cemetery Trust	Major Projects, Minister for
Hexham Cemetery Trust	Koondrook Cemetery Trust	Majorca Cemetery Trust
Heyfield Cemetery Trust	Korong Vale Cemetery Trust	Maldon Cemetery Trust
Heywood Cemetery Trust	Korumburra Cemetery Trust	Mallacoota Cemetery Trust
High Country Library Corporation	Kyabram Cemetery Trust	Mallee Catchment Management Authority*

AGENCY	AGENCY	AGENCY
Malmsbury Cemetery Trust	Mooroopna Cemetery Trust	Nhill Cemetery Trust
Manangatang Cemetery Trust	Mornington Peninsula Cemetery Trust	Nillumbik Cemetery Trust
Mansfield Cemetery Trust	Morrison's Cemetery Trust	Nirranda Cemetery Trust
Marlo Cemetery Trust	Mortlake Cemetery Trust	Noradjuha Cemetery Trust
Marong Cemetery Trust	Mount Baw Baw Alpine Resort Management Board*	North East Catchment Management Authority
Maryborough Cemetery Trust	Mount Cole Cemetery Trust	North East Waste and Resource Recovery Group
Maryknoll Cemetery Trust	Mount Egerton Cemetery Trust	Northern Victorian Fresh Tomato Industry Development Committee
Marysville Cemetery Trust	Mount Hotham Alpine Resort Management Board	Numurkah Wunghnu Cemetery Trust
Matlock Cemetery Trust	Mount Prospect Cemetery Trust	Nurrabil Cemetery Trust
Medical Panels	Moyston Cemetery Trust	Nyah Cemetery Trust
Meeniyan Cemetery Trust	Muckleford Cemetery Trust	Nyora Cemetery Trust
Melbourne Chevra Kadisha Cemetery Trust	Murchison Cemetery Trust	Omeo Cemetery Trust
Melbourne Market Authority	Murray Valley Wine Grape Industry Development Committee	Orbost Cemetery Trust
Melton Cemetery Trust	Murrayville Cemetery Trust	Ouyen Cemetery Trust
Merbein Cemetery Trust	Murtoa Cemetery Trust	Pakenham Cemetery Trust
Meredith Cemetery Trust	Myrtleford Cemetery Trust	Panmure Cemetery Trust
Meringur Cemetery Trust	Mysia Cemetery Trust	Pannoobamawm Cemetery Trust
Merino Cemetery Trust	Mystic Park Cemetery Trust	Patho Cemetery Trust
Merit Protection Boards*	Nagambie Cemetery Trust	Paynesville Cemetery Trust
Metropolitan Fire and Emergency Services Appeals Commission	Nandaly Cemetery Trust	Phillip Island Cemetery Trust
Milawa Cemetery Trust	Narimga Cemetery Trust	Pimpinio Cemetery Trust
Mildura Cemetery Trust	Narracan Cemetery Trust	Pine Lodge Cemetery Trust
Minimay Cemetery Trust	Narrawong Cemetery Trust	Pleasant Creek Cemetery Trust
Mining Warden	Nathalia Cemetery Trust	Polkemmet Cemetery Trust
Minyip Cemetery Trust	Nathalia District Hospital	Pompapiel Cemetery Trust
Miram Cemetery Trust	Natimuk Cemetery Trust	Poowong Cemetery Trust
Mirboo North Cemetery Trust	National Parks Advisory Council	Port Campbell Cemetery Trust
Mitiamo Cemetery Trust	Natte Yallock Cemetery Trust	Port Fairy Cemetery Trust
Mitta Mitta Cemetery Trust	Nature (Victoria), Trust for	Port Phillip and Westernport Catchment Management Authority
Moe Memorial Park Trust	Navarre Cemetery Trust	Portland (North) Cemetery Trust
Moliagul Cemetery Trust	Neerim Cemetery Trust	Portland (South) Cemetery Trust
Moonambel Cemetery Trust	Nelson Cemetery Trust	Prevention of Family Violence, Minister for the
Moondarra Cemetery Trust	Netherby Cemetery Trust	Privacy and Data Protection, Commissioner for
Moonlight Head Cemetery Trust	Newbridge Cemetery Trust	Professional Boxing and Combat Sports Board
Moorngag Cemetery Trust	Newstead Cemetery Trust	Public Records Advisory Council*

APPENDIX A - PART 2 AGENCIES NOT RECEIVING FOI REQUESTS

AGENCY	AGENCY	AGENCY
Public Transport Access Committee	Shepparton Cemetery Trust	Terrapee Cemetery Trust
Pyramid Hill Cemetery Trust	Skipton Cemetery Trust	Thoona Cemetery Trust
Quambatook Cemetery Trust	Smeaton Cemetery Trust	Thorpdale Cemetery Trust
Quantong Cemetery Trust	Smythesdale Cemetery Trust	Timor Cemetery Trust
Queen Victoria Women's Centre Trust	Sorrento Cemetery Trust	Tongala Cemetery Trust
Queenstown Cemetery Trust	Southern Grampians Shire Council	Tooan Cemetery Trust
Racing, Minister for	Speed Cemetery Trust	Toolamba Cemetery Trust
Rainbow Cemetery Trust	Spring Hill Cemetery Trust	Toongabbie Cemetery Trust
Raywood Cemetery Trust	Spring Lead Cemetery Trust	Toora Cemetery Trust
Red Bank Cemetery Trust	St Arnaud Cemetery Trust - Northern Grampians	Tourism Victoria
Red Cliffs Cemetery Trust	Staffordshire Reef Cemetery Trust	Towaninnie Cemetery Trust
Redcastle Cemetery Trust	Stanley Cemetery Trust	Tower Hill Cemetery Trust
Regional Rail Link Authority	Steiglitz Cemetery Trust	Trafalgar Cemetery Trust
Residential Tenancies Bond Authority	Stratford Cemetery Trust	Transport Ticketing Authority
Rheola Cemetery Trust	Strathbogie Cemetery Trust	Traralgon Cemetery Trust
Riddell's Creek Cemetery Trust	Strathdownie East Cemetery Trust	Trentham Cemetery Trust
Ripplebrook Cemetery Trust	Streatham Cemetery Trust	Tungamah Cemetery Trust
Robinvale Cemetery Trust	Stuart Mill Cemetery Trust	Tutye Cemetery Trust
Rochester Cemetery Trust	Suburban Development, Minister for	Tyaak Cemetery Trust
Rokewood Cemetery Trust	Sunbury Cemetery Trust	Tylden Cemetery Trust
Rosebery Cemetery Trust	Surveyors Registration Board of Victoria	Ultima Cemetery Trust
Rosedale Cemetery Trust	Sustainability Victoria	Underbool Cemetery Trust
Rothwell Cemetery Trust	Sutton Grange Cemetery Trust	Upper Regions (Wail) Cemetery Trust
Runnymede Cemetery Trust	Swan Hill Cemetery Trust	Upper Yarra Cemetery Trust
Rupanyup Cemetery Trust	Swanwater West Cemetery Trust	Vaughan Cemetery Trust
Rushworth Cemetery Trust	Talgarno Cemetery Trust	Veterans, Minister for
Rye Cemetery Trust	Tallangatta Cemetery Trust	Victoria Grants Commission
Sale Cemetery Trust	Tallangatta Health Service*	Victorian Assisted Reproductive Treatment Authority
San Remo Cemetery Trust	Tallarook Cemetery Trust	Victorian Auditor-General's Office
Sandford Cemetery Trust	Taradale Cemetery Trust	Victorian Catchment Management Council
Sandy Creek Cemetery Trust	Tarnagulla Cemetery Trust	Victorian Coastal Council
Scientific Advisory Committee	Tarrowingee Cemetery Trust	Victorian Competition and Efficiency Commission
Scotts Creek Cemetery Trust	Tarrayoukyan Cemetery Trust	Victorian Council of the Arts
Sea Lake Cemetery Trust	Tarwin Lower Cemetery Trust	Victorian Disability Advisory Council
Sentencing Advisory Council	Tatura Cemetery Trust	Victorian Electoral Commission*
Seymour Cemeteries Trust	Tatyoan Cemetery Trust	Victorian Environmental Assessment Council
Sheep Hills Cemetery Trust	Tawonga Cemetery Trust	Victorian Environmental Water Holder
Shelford Cemetery Trust	Teesdale Cemetery Trust	Victorian Government Purchasing Board
	Terang Cemetery Trust	Victorian Inspectorate

AGENCY	AGENCY	AGENCY
Victorian Responsible Gambling Foundation*	Wimmera Regional Library Corporation*	
Victorian Small Business Commissioner*	Winiam Cemetery Trust	
Victorian Strawberry Industry Development Committee*	Winton Cemetery Trust	
Victorian Veterans Council	Wodonga Cemetery Trust	
Violet Town Cemetery Trust	Wonthaggi Cemetery Trust	
Waanyarra Cemetery Trust	Woodend Cemetery Trust	
Waitchie Cemetery Trust	Woods Point Cemetery Trust	
Walhalla Cemetery Trust	Woodside Cemetery Trust	
Wallan Cemetery Trust	Woolsthorpe Cemetery Trust	
Walpeup Cemetery Trust	Woomelang Cemetery Trust	
Walwa Cemetery Trust	Woorak Cemetery Trust	
Wangaratta Cemetery Trust	Woorndoo Cemetery Trust	
Warracknabeal Cemetery Trust	Woosang Cemetery Trust	
Warragul Cemetery Trust	WorkCover Advisory Committee	
Warrnambool Cemetery Trust	Wycheproof Cemetery Trust	
Watchem Cemetery Trust	Wychitella Cemetery Trust	
Water, Minister for	Yabba Cemetery Trust	
Waterloo Cemetery Trust	Yackandandah Cemetery Trust	
Waubra Cemetery Trust	Yalca North Cemetery Trust	
Wedderburn Cemetery Trust	Yallourn Cemetery Trust	
Welshpool Cemetery Trust	Yambuk Cemetery Trust	
Werona and Koroocoheang Cemetery Trust	Yan Yean Cemetery Trust	
Werrimull Cemetery Trust	Yarck Cemetery Trust	
West Gippsland Catchment Management Authority	Yarra Plenty Regional Library	
West Gippsland Regional Library Corporation	Yarragon Cemetery Trust	
West Wimmera Cemetery Trust	Yarram Cemetery Trust	
Western Coast Regional Coastal Board	Yarrowonga & District Cemetery Trust	
Whitehorse Manningham Regional Library Corporation	Yarrayne Cemetery Trust	
Whitfield Cemetery Trust	Yarriambiack Shire Council	
Whroo Cemetery Trust	Yaughter Cemetery Trust	
Wickliffe Cemetery Trust	Yea Cemetery Trust	
Willaura Cemetery Trust	Young Farmers Finance Council	
Willow Grove Cemetery Trust	Youth Affairs, Minister for	
Wimmera Catchment Management Authority		

* Denotes agencies that provide reading room facilities or can make them available by arrangement
- The Red Tape Commissioner did not provide any data with respect to FOI activities for 2015-16

APPENDIX B APPEALS TO THE VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL

AGENCY	OUTCOMES OF ALL REQUESTS RECEIVED OR DECIDED IN 2015-16						
	APPEALS LODGED	APPEALS WITHDRAWN FROM VCAT	DECIDED BY VCAT	AGENCY DECISION CONFIRMED	AGENCY DECISION VARIED	AGENCY DECISION OVERTURNED	OTHER
Ambulance Victoria	1	0	0	0	0	0	1
Austin Health	1	0	0	0	0	0	0
Ballarat, City of	2	1	0	0	0	0	2
Bass Coast Shire Council (includes San Remo Cemetery Trust, Wonthaggi Cemetery Trust)	1	1	0	0	0	0	1
Boroondara, City of	1	0	1	0	0	1	0
Court Services Victoria	1	0	0	0	0	0	1
Disability Services Commissioner	1	1	0	0	0	0	1
Eastern Health (includes Angliss Hospital, Box Hill Hospital, Maroondah Hospital, Peter James Centre, Central East Area Mental Health Service, Healesville and District Hospital, Wantirna Health, Yarra Ranges Health, Yarra Valley Community Health, Turning Point)	1	1	0	0	0	0	1
Economic Development, Jobs, Transport and Resources, Department of	1	0	0	0	0	0	1
Education and Training, Department of	2	2	3	0	2	1	4
Emergency Services, Minister for	1	0	0	0	0	0	1
Essential Services Commission	1	0	0	0	0	0	1
Freedom of Information Commissioner	1	0	0	0	0	0	1
Goulburn - Murray Rural Water Corporation	1	0	0	0	0	0	1
Greater Shepparton City Council	1	0	1	1	0	0	0
Health and Human Services, Department of	8	6	3	3	0	0	8
Justice and Regulation, Department of (includes Emergency Management Commissioner)	4	2	1	1	0	0	4
Latrobe Regional Hospital	0	3	0	0	0	0	3
Melbourne, City of	0	0	1	1	0	0	0
Mercy Public Hospitals Inc	1	0	0	0	0	0	1
Mount Buller & Mount Stirling Alpine Resort Management Board	1	0	0	0	0	0	1
Murrindindi Shire Council	5	0	0	0	0	0	5
Port of Melbourne Corporation	2	0	0	0	0	0	2
Port Phillip, City of	0	0	1	1	0	0	0

AGENCY	OUTCOMES OF ALL REQUESTS RECEIVED OR DECIDED IN 2015-16						
	APPEALS LODGED	APPEALS WITHDRAWN FROM VCAT	DECIDED BY VCAT	AGENCY DECISION CONFIRMED	AGENCY DECISION VARIED	AGENCY DECISION OVERTURNED	OTHER
Premier and Cabinet, Department of	2	0	0	0	0	0	2
Public Record Office Victoria	0	1	0	0	0	0	1
Stonnington, City of	1	0	1	1	0	0	0
Taxi Services Commission	0	1	0	0	0	0	1
Transport Accident Commission	3	0	1	1	0	0	2
Treasury and Finance, Department of	2	0	0	0	0	0	2
Victoria Police	13	5	8	5	3	0	12
Victorian Building Authority	1	0	1	0	1	0	0
Victorian WorkCover Authority (t/a WorkSafe Victoria)	9	1	0	0	0	0	10
Western Health (includes Sunshine Hospital, Williamstown Hospital, Footscray Hospital, Sunbury Day Hospital, Hazeldean Transition Care)	0	0	1	0	1	0	0
Whitehorse, City of	1	1	0	0	0	0	1
Wodonga City Council	1	0	0	0	0	0	0
Wyndham City Council	1	1	0	0	0	0	1

1. The data in this table is based on the number and type of decisions handed down by the Tribunal in 2015-16, whether or not those decisions were as a result of appeals lodged in that year or previous years. This is necessary given the time that can often pass between an appeal being lodged, the mediation and other processes that can occur prior to a formal hearing, and a final decision being handed down by the Tribunal.
2. 'Appeals withdrawn from VCAT' figures are also included in the 'Other' column.
3. 'VCAT confirmed agency decision' includes situations where a case was struck out, or the matter was dismissed.
4. 'Other' includes cases that were withdrawn or settled prior to the VCAT hearing or not yet decided by the Tribunal.

APPENDIX C EXEMPTIONS CITED

AGENCY	INITIAL DECISIONS (ACT PROVISION X NO. OF TIMES CITED)	VCAT APPEALS (ACT PROVISION X NO. OF TIMES CITED)
Adult Multicultural Education Services	s.33(1) x 4 s.35(1)(b) x 1	
Alfred Health	s.30(1) x 1 s.32(1) x 1 s.33(1) x 10 s.34(1)(a) x 3 s.34(1)(b) x 3 s.34(4)(a) x 2 s.35(1)(b) x 6 s.38 x 4	
Ambulance Victoria	s.30(1) x 4 s.32(1) x 2 s.33(1) x 492 s.34(1)(b) x 1 s.35(1)(b) x 3	
Attorney-General	s.25A(5) x 1 s.28(1)(b) x 1 s.28(1)(c) x 1 s.28(1)(d) x 1 s.30(1) x 1 s.33(1) x 1	
Austin Health	s.30(1) x 2 s.32(1) x 1 s.33(1) x 38 s.33(4) x 20 s.35(1)(a) x 14 s.35(1)(b) x 2 s.38 x 1	
Australian Grand Prix Corporation	s.25A(5) x 2 s.33(1) x 2 s.34(1)(b) x 2 s.34(4)(a) x 3	
Bairnsdale Regional Health Service	s.33(4) x 1	
Ballarat Health Services	s.33(1) x 17 s.38 x 1	
Ballarat, City of	s.33(1) x 10 s.34(1)(a) x 2 s.34(1)(b) x 5 s.34(4)(a) x 2 s.38A(1)(a) x 1	
Banyule City Council	s.30(1) x 1 s.33(1) x 3	
Barwon Health, University Hospital Geelong	s.25A(1) x 31	
Bass Coast Shire Council (includes San Remo Cemetery Trust, Wonthaggi Cemetery Trust)	s.30(1) x 1 s.33(1) x 2 s.34(1)(a) x 1 s.35(1)(a) x 1	
Baw Baw Shire Council	s.30(1) x 2 s.33(1) x 8 s.34(1)(a) x 3 s.34(4)(b) x 2	

AGENCY	INITIAL DECISIONS (ACT PROVISION X NO. OF TIMES CITED)	VCAT APPEALS (ACT PROVISION X NO. OF TIMES CITED)
Bayside City Council	s.25A(1) x 2 s.33(1) x 2	
Benalla Rural City Council	s.33(1) x 1 s.35(1)(b) x 1	
Bendigo Health Care Group	s.25A(1) x 2 s.33(1) x 34 s.35(1)(b) x 7 s.38 x 14	
Bendigo, City of Greater	s.30(1) x 1 s.31(1)(a) x 2 s.33(1) x 6 s.34(1)(a) x 3 s.35(1)(b) x 1 s.38A(1)(b) x 1	
Boroondara, City of	s.30(1) x 2 s.33(1) x 18 s.34(1)(b) x 2 s.35(1)(b) x 3	
Brimbank City Council	s.30(1) x 1 s.33(1) x 10 s.35(1)(a) x 1	
Buloke Shire Council	s.25A(1) x 1	
Calvary Health Care Bethlehem	s.33(1) x 1	
Campaspe Shire Council	s.30(1) x 3 s.31(1)(a) x 2 s.32(1) x 2 s.33(1) x 9 s.34(1)(b) x 6 s.35(1)(b) x 1 s.38A(1)(a) x 2 s.38A(1)(b) x 2 s.38A(1)(d) x 1	
Casey, City of	s.25A(1) x 1 s.25A(5) x 1 s.30(1) x 4 s.31(1)(a) x 1 s.32(1) x 1 s.33(1) x 9 s.34(1)(b) x 3 s.35(1)(a) x 1 s.35(1)(b) x 3	
Central Highlands Region Water Corporation	s.33(1) x 1	
City West Water Corporation	s.32(1) x 5 s.33(1) x 6 s.34(1)(a) x 2 s.34(1)(b) x 1	
Colac Area Health	s.33(1) x 1	
Colac Otway Shire	s.33(1) x 7	
Coliban Region Water Corporation	s.24A(1) x 1 s.25A(1) x 1 s.33(1) x 1	

APPENDIX C EXEMPTIONS CITED

AGENCY	INITIAL DECISIONS (ACT PROVISION X NO. OF TIMES CITED)	VCAT APPEALS (ACT PROVISION X NO. OF TIMES CITED)
Children and Young People, Commission for	s.30(1) x 3 s.33(1) x 3 s.35(1)(a) x 3 s.35(1)(b) x 3 s.38 x 3	
Corangamite Regional Library Corporation	s.33(1) x 1	
Corangamite Shire	s.33(1) x 1	
Corrections, Minister for	s.28(1)(b) x 1 s.28(1)(c) x 1 s.30(1) x 3 s.32(1) x 1 s.33(1) x 2	
Country Fire Authority	s.25A(1) x 2 s.30(1) x 5 s.31(1)(a) x 3 s.31(1)(b) x 2 s.33(1) x 41 s.34(1)(b) x 1 s.35(1)(a) x 10	
Court Services Victoria	s.25A(1) x 1 s.28(1)(d) x 1 s.30(1) x 5 s.31(1)(d) x 1 s.31(1)(e) x 1 s.33(1) x 5 s.35(1)(b) x 2	
Dairy Food Safety Victoria	s.29(b) x 1 s.30(1) x 1 s.32(1) x 1	
Dandenong, City of Greater	s.30(1) x 5 s.31(1)(d) x 1 s.33(1) x 14 s.33(6) x 1 s.34(1)(a) x 1 s.34(1)(b) x 1 s.35(1)(a) x 3 s.35(1)(b) x 4	
Darebin, City of	s.32(1) x 2 s.33(1) x 17	
Deakin University	s.30(1) x 1 s.32(1) x 1 s.33(1) x 6 s.34(1)(b) x 1 s.34(4)(a) x 2	
East Gippsland Shire Council	s.30(1) x 2 s.33(1) x 6	
Eastern Health (includes Angliss Hospital, Box Hill Hospital, Maroondah Hospital, Peter James Centre, Central East Area Mental Health Service, Healesville and District Hospital, Wantirna Health, Yarra Ranges Health, Yarra Valley Community Health, Turning Point)	s.25A(1) x 6 s.30(1) x 9 s.32(1) x 2 s.33(1) x 355 s.35(1)(b) x 153 s.38 x 7	

AGENCY	INITIAL DECISIONS (ACT PROVISION X NO. OF TIMES CITED)	VCAT APPEALS (ACT PROVISION X NO. OF TIMES CITED)
Economic Development, Jobs, Transport and Resources, Department of	s.25A(1) x 1 s.25A(5) x 3 s.28(1)(b) x 7 s.28(1)(ba) x 3 s.28(1)(c) x 1 s.28(1)(d) x 3 s.29(b) x 1 s.30(1) x 29 s.31(1)(a) x 4 s.31(1)(b) x 2 s.32(1) x 4 s.33(1) x 67 s.34(1)(a) x 2 s.34(1)(b) x 10 s.34(4)(a) x 14 s.35(1)(a) x 2 s.35(1)(b) x 4 s.38 x 3	
Education and Training, Department of	s.25A(1) x 8 s.25A(5) x 3 s.28(1)(b) x 5 s.28(1)(c) x 1 s.28(1)(d) x 2 s.30(1) x 68 s.31(1)(a) x 4 s.32(1) x 15 s.33(1) x 162 s.34(1)(b) x 8 s.34(4)(a) x 2 s.35(1)(a) x 2 s.35(1)(b) x 31 s.38 x 2	s.30(1) x 1 s.33(1) x 1 s.35(1)(b) x 1
Education, Minister for	s.30(1) x 1 s.33(1) x 1	
Emergency Services Superannuation Board (t/a ESSSuper) (ESSS)	s.33(1) x 1	
Emergency Services Telecommunications Authority (ESTA)	s.30(1) x 1 s.31(1)(c) x 70	
Emergency Services, Minister for	s.28(1)(d) x 3 s.30(1) x 3 s.33(1) x 3 s.35(1)(b) x 1	
Energy Safe Victoria	s.30(1) x 2 s.32(1) x 1 s.33(1) x 3 s.34(1)(b) x 1 s.35(1)(a) x 1	

APPENDIX C EXEMPTIONS CITED

AGENCY	INITIAL DECISIONS (ACT PROVISION X NO. OF TIMES CITED)	VCAT APPEALS (ACT PROVISION X NO. OF TIMES CITED)
Environment Protection Authority	s.25A(5) x 2 s.30(1) x 11 s.31(1)(a) x 3 s.31(1)(d) x 1 s.32(1) x 5 s.33(1) x 43 s.34(1)(b) x 7 s.34(4)(a) x 1 s.35(1)(b) x 1 s.38 x 4	
Environment, Land, Water and Planning, Department of	s.25A(1) x 14 s.25A(5) x 5 s.28(1)(ba) x 1 s.28(1)(c) x 2 s.28(1)(d) x 4 s.29(b) x 1 s.30(1) x 29 s.31(1)(a) x 2 s.31(1)(c) x 1 s.31(1)(e) x 1 s.32(1) x 13 s.33(1) x 51 s.34(1)(a) x 2 s.34(1)(b) x 8 s.34(4)(a) x 4 s.35(1)(b) x 6	
Essential Services Commission	s.30(1) x 1 s.33(1) x 1	
Families and Children, Minister for	s.33(1) x 2	
Minister for Federation University Australia	s.30(1) x 1 s.34(1)(a) x 1 s.34(1)(b) x 1	
Finance, Minister for	s.33(1) x 2	
Frankston City Council	s.30(1) x 2 s.31(1)(a) x 2 s.33(1) x 5 s.34(4)(a) x 1 s.35(1)(b) x 4	
Freedom of Information Commissioner	s.30(1) x 1 s.32(1) x 1 s.33(1) x 1	
Game Management Authority	s.30(1) x 2 s.33(1) x 1 s.35(1)(b) x 1	
Geelong, City of Greater	s.25A(1) x 1 s.31(1)(c) x 1 s.32(1) x 8 s.33(1) x 16 s.34(1)(b) x 9 s.34(4)(a) x 4 s.35(1)(b) x 3 s.36(2)(a) x 1 s.38A(1)(a) x 1	

AGENCY	INITIAL DECISIONS (ACT PROVISION X NO. OF TIMES CITED)	VCAT APPEALS (ACT PROVISION X NO. OF TIMES CITED)
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	s.31(1)(a) x 1 s.31(1)(b) x 1 s.31(1)(c) x 1 s.33(1) x 2 s.34(4)(a) x 1 s.35(1)(b) x 1	
Glen Eira City Council	s.30(1) x 3 s.32(1) x 1 s.33(1) x 16 s.38 x 3 s.38A(1)(a) x 1	
Goulburn Broken Catchment Management Authority	s.33(1) x 1	
Goulburn-Murray Rural Water Corporation	s.25A(1) x 3 s.30(1) x 4 s.32(1) x 2 s.33(1) x 12 s.34(1)(b) x 2 s.35(1)(a) x 1 s.35(1)(b) x 1	
Greater Metropolitan Cemeteries Trust	s.33(1) x 2	
Greater Shepparton City Council	s.33(1) x 2	s.33(1) x 1
Greyhound Racing Victoria	s.33(1) x 1	
Harness Racing Victoria	s.33(1) x 1	
Health and Human Services, Department of	s.28(1)(b) x 4 s.28(1)(ba) x 4 s.28(1)(c) x 8 s.28(1)(d) x 3 s.29(a) x 1 s.29(b) x 1 s.30(1) x 246 s.31(1)(a) x 215 s.31(1)(b) x 4 s.31(1)(c) x 352 s.31(1)(d) x 12 s.32(1) x 27 s.33(1) x 932 s.34(1)(b) x 9 s.34(4)(a) x 17 s.35(1)(a) x 20 s.35(1)(b) x 464 s.38 x 418	s.30(1) x 1 s.33(1) x 1 s.35(1)(b) x 1
Health Purchasing Victoria	s.34(1)(b) x 2	
Health Services Commissioner	s.25A(5) x 1 s.30(1) x 3 s.33(1) x 2 s.35(1)(b) x 4 s.38 x 4	
Health, Minister for	s.30(1) x 1 s.33(1) x 3 s.35(1)(b) x 1	
Hepburn Shire Council	s.33(1) x 7 s.34(1)(a) x 2	

APPENDIX C EXEMPTIONS CITED

AGENCY	INITIAL DECISIONS (ACT PROVISION X NO. OF TIMES CITED)	VCAT APPEALS (ACT PROVISION X NO. OF TIMES CITED)
Hobsons Bay City Council	s.30(1) x 1 s.31(1)(c) x 1 s.33(1) x 1 s.34(1)(b) x 1 s.35(1)(b) x 2	
Horsham Rural City Council	s.33(1) x 1	
Housing, Disability and Ageing, Minister for	s.30(1) x 1 s.33(1) x 1 s.35(1)(b) x 1	
Hume City Council	s.25A(1) x 1 s.30(1) x 5 s.31(1)(a) x 1 s.31(1)(d) x 1 s.32(1) x 2 s.33(1) x 16 s.34(1)(b) x 2	
Indigo Shire Council	s.33(1) x 3	
Industrial Relations, Minister for	s.28(1)(d) x 1 s.30(1) x 1 s.33(1) x 2	
Industry and Employment, Minister for	s.30(1) x 1 s.33(1) x 1	
Infrastructure Victoria	s.30(1) x 1 s.33(1) x 1 s.35(1)(b) x 1 s.38 x 1	
Justice & Regulation, Department of (includes Emergency Management Commissioner)	s.25A(1) x 7 s.25A(5) x 28 s.28(1)(b) x 3 s.28(1)(ba) x 2 s.28(1)(c) x 1 s.28(1)(d) x 10 s.29(a) x 2 s.29(b) x 1 s.30(1) x 158 s.31(1)(a) x 294 s.31(1)(b) x 3 s.31(1)(c) x 3 s.31(1)(d) x 128 s.31(1)(e) x 8 s.32(1) x 6 s.33(1) x 617 s.33(6) x 5 s.34(1)(b) x 5 s.34(4)(a) x 2 s.34(4)(c) x 1 s.35(1)(a) x 6 s.35(1)(b) x 32 s.38 x 541	s.28(1)(b) x 1 s.28(1)(d) x 1 s.30(1) x 1
Kingston City Council	s.30(1) x 5 s.32(1) x 2 s.33(1) x 24 s.34(1)(b) x 7 s.35(1)(b) x 8	

AGENCY	INITIAL DECISIONS (ACT PROVISION X NO. OF TIMES CITED)	VCAT APPEALS (ACT PROVISION X NO. OF TIMES CITED)
Knox City Council	s.25A(5) x 2 s.33(1) x 5 s.35(1)(b) x 2	
La Trobe University	s.30(1) x 2 s.32(1) x 1 s.34(1)(a) x 1 s.34(1)(b) x 1 s.34(4)(a) x 1	
Latrobe City Council	s.25A(5) x 6 s.30(1) x 2 s.31(1)(a) x 1 s.33(1) x 19 s.34(1)(a) x 5 s.35(1)(a) x 1 s.38A(1)(a) x 1	
Latrobe Regional Hospital	s.35(1)(a) x 3	
Level Crossing Removal Authority	s.25A(5) x 1 s.28(1)(b) x 1 s.28(1)(ba) x 1 s.28(1)(c) x 2 s.30(1) x 10 s.32(1) x 1 s.33(1) x 10 s.34(1)(b) x 2 s.34(4)(a) x 3 s.35(1)(b) x 2	
Loddon Shire Council	s.33(1) x 1 s.34(1)(a) x 2	
Lower Murray Water (includes First Mildura Irrigation Trust)	s.33(1) x 1	
Macedon Ranges Shire Council	s.33(1) x 10	
Manningham City Council	s.30(1) x 2 s.33(1) x 4 s.34(1)(b) x 1 s.35(1)(a) x 1 s.35(1)(b) x 4	
Mansfield Shire Council	s.33(1) x 1	
Maroondah City Council	s.31(1)(a) x 1 s.33(1) x 1 s.35(1)(b) x 1	
Melbourne and Olympic Parks Trust	s.34(4)(a) x 2 s.35(1)(a) x 1 s.35(1)(b) x 1	
Melbourne Convention and Exhibition Trust	s.29A x 1 s.30(1) x 1 s.33(1) x 1 s.34(4)(a) x 1 s.36(1)(b) x 1	
Melbourne Health (includes The Royal Melbourne Hospital)	s.25A(1) x 1 s.30(1) x 1 s.33(1) x 28 s.34(1)(b) x 1 s.34(4)(a) x 1	

APPENDIX C EXEMPTIONS CITED

AGENCY	INITIAL DECISIONS (ACT PROVISION X NO. OF TIMES CITED)	VCAT APPEALS (ACT PROVISION X NO. OF TIMES CITED)
Melbourne Metro Rail Authority	s.28(1)(b) x 1 s.28(1)(ba) x 1 s.28(1)(d) x 2 s.30(1) x 8 s.33(1) x 7 s.34(4)(a) x 4 s.35(1)(b) x 4	
Melbourne Polytechnic	s.30(1) x 3 s.33(1) x 4	
Melbourne Water	s.33(1) x 5 s.34(1)(a) x 1	
Melbourne, City of	s.25A(1) x 2 s.25A(5) x 2 s.29A x 3 s.30(1) x 4 s.31(1)(a) x 2 s.31(1)(b) x 1 s.31(1)(d) x 1 s.32(1) x 4 s.33(1) x 19 s.34(1)(b) x 6 s.34(4)(a) x 3 s.35(1)(b) x 2	s.29A x 1
Melbourne, The University of	s.25A(1) x 1 s.30(1) x 9 s.32(1) x 4 s.33(1) x 8 s.34(1)(b) x 4 s.34(4)(a) x 4 s.35(1)(b) x 6	
Melton City Council	s.30(1) x 2 s.31(1)(a) x 2 s.32(1) x 2 s.33(1) x 21 s.34(1)(a) x 2 s.34(1)(b) x 1 s.35(1)(a) x 2	
Mental Health Complaints Commissioner	s.30(1) x 1 s.33(1) x 3 s.35(1)(b) x 1	
Mental Health Tribunal	s.33(1) x 1 s.33(6) x 1	
Mercy Public Hospitals Incorporated	s.30(1) x 4 s.33(1) x 10 s.35(1)(a) x 5 s.35(1)(b) x 1	
Metropolitan Fire and Emergency Services Board	s.25A(1) x 1 s.25A(5) x 1 s.30(1) x 1 s.32(1) x 2 s.33(1) x 411 s.34(1)(a) x 1 s.34(1)(b) x 2	

AGENCY	INITIAL DECISIONS (ACT PROVISION X NO. OF TIMES CITED)	VCAT APPEALS (ACT PROVISION X NO. OF TIMES CITED)
Metropolitan Planning Authority	s.30(1) x 4 s.33(1) x 6 s.34(1)(b) x 3 s.35(1)(a) x 4 s.35(1)(b) x 4	
Mildura Rural City Council	s.25A(5) x 1 s.33(1) x 7 s.35(1)(b) x 1	
Mitchell Shire Council	s.33(1) x 1 s.34(4)(a) x 1	
Moirā Shire Council	s.30(1) x 2 s.33(1) x 3	
Monash Health	s.25A(1) x 1 s.30(1) x 9 s.32(1) x 1 s.33(1) x 139 s.34(4)(a) x 1 s.35(1)(b) x 27 s.38 x 19	
Monash University	s.30(1) x 5 s.32(1) x 2 s.33(1) x 4 s.35(1)(b) x 4	
Monash, City of	s.30(1) x 1 s.33(1) x 1 s.35(1)(a) x 1	
Moonee Valley City Council	s.24A(1) x 1 s.25A(5) x 1 s.30(1) x 1 s.33(1) x 13 s.33(6) x 1 s.35(1)(b) x 3	
Moorabool Shire Council	s.24(1) x 1 s.30(1) x 3 s.32(1) x 1 s.33(1) x 4 s.38A(1)(e) x 1	
Moreland City Council	s.31(1)(a) x 1 s.32(1) x 1 s.33(1) x 26	
Mornington Peninsula Shire	s.25A(5) x 2 s.31(1)(a) x 1 s.31(1)(b) x 3 s.31(1)(c) x 3 s.31(1)(d) x 1 s.31(1)(e) x 1 s.33(1) x 31 s.34(1)(b) x 1	
Mount Buller & Mount Stirling Alpine Resort Management Board	s.30(1) x 2 s.33(1) x 2 s.34(4)(a) x 2	
Multicultural Affairs, Minister for	s.33(1) x 1	
Municipal Association of Victoria	s.32(1) x 1	

APPENDIX C EXEMPTIONS CITED

AGENCY	INITIAL DECISIONS (ACT PROVISION X NO. OF TIMES CITED)	VCAT APPEALS (ACT PROVISION X NO. OF TIMES CITED)
Murrindindi Shire Council	s.30(1) x 1 s.33(1) x 1 s.35(1)(a) x 1	
Museum Victoria	s.28(1)(d) x 1 s.30(1) x 1 s.33(1) x 2 s.36(1)(a) x 1	
Nillumbik Shire Council	s.30(1) x 2 s.32(1) x 1 s.33(1) x 2 s.34(1)(a) x 2	
North Central Catchment Management Authority	s.30(1) x 1 s.33(1) x 1	
Northern Health (includes Bundoora Extended Health Care, Broadmeadows Health Service, Northern Hospital, Craigieburn Health Service)	s.32(1) x 1 s.33(1) x 47 s.35(1)(a) x 22	
Parks Victoria	s.28(1)(ba) x 1 s.30(1) x 3 s.33(1) x 11 s.34(1)(b) x 3 s.34(4)(a) x 3 s.35(1)(a) x 2	
Peninsula Health (includes Frankston Hospital, Mount Eliza Centre, Rosebud Hospital, Peninsula Community Health Service)	s.30(1) x 7 s.31(1)(a) x 1 s.31(1)(c) x 1 s.31(1)(e) x 1 s.33(1) x 64 s.34(4)(a) x 58 s.35(1)(b) x 28	
Phillip Island Nature Park Board of Management	s.30(1) x 1 s.32(1) x 1 s.34(4)(a) x 1 s.35(1)(b) x 1	
Places Victoria	s.30(1) x 3 s.32(1) x 1 s.33(1) x 3 s.34(1)(b) x 1 s.34(4)(a) x 1	
Planning, Minister for	s.30(1) x 2 s.32(1) x 1 s.33(1) x 5 s.34(1)(b) x 2	
Police, Minister for	s.25A(5) x 1 s.28(1)(a) x 1 s.28(1)(b) x 1 s.28(1)(ba) x 1 s.28(1)(c) x 1 s.28(1)(d) x 1 s.30(1) x 2 s.31(1)(a) x 1 s.33(1) x 3	
Port of Hastings Development Authority	s.30(1) x 1 s.33(1) x 1	

AGENCY	INITIAL DECISIONS (ACT PROVISION X NO. OF TIMES CITED)	VCAT APPEALS (ACT PROVISION X NO. OF TIMES CITED)
Port of Melbourne Corporation	s.25A(1) x 1 s.30(1) x 3 s.32(1) x 2 s.34(1)(b) x 2 s.34(4)(a) x 3	
Port Phillip, City of	s.30(1) x 1 s.31(1)(b) x 1 s.32(1) x 1 s.33(1) x 28	s.33(1) x 1
Ports, Minister for	s.33(1) x 2 s.34(1)(b) x 1	
Premier and Cabinet, Department of	s.25A(1) x 6 s.25A(5) x 4 s.28(1)(a) x 1 s.28(1)(b) x 8 s.28(1)(ba) x 8 s.28(1)(c) x 4 s.28(1)(d) x 12 s.29(b) x 3 s.29A x 2 s.30(1) x 15 s.32(1) x 7 s.33(1) x 36 s.34(1)(b) x 5 s.34(4)(a) x 6 s.35(1)(b) x 5 s.38 x 3	
Premier of Victoria	s.25A(1) x 1 s.28(1)(b) x 1 s.28(1)(c) x 1 s.28(1)(d) x 3 s.30(1) x 7 s.33(1) x 12 s.34(1)(b) x 1	
PrimeSafe	s.30(1) x 1	
Public Prosecutions, Office of	s.30(1) x 1 s.32(1) x 1 s.33(1) x 10 s.35(1)(b) x 6	
Public Record Office Victoria	s.32(1) x 1 s.33(1) x 1	
Public Transport Development Authority (t/a Public Transport Victoria)	s.25A(1) x 1 s.28(1)(b) x 3 s.28(1)(ba) x 2 s.28(1)(d) x 2 s.30(1) x 20 s.33(1) x 30 s.34(1)(b) x 11 s.34(4)(a) x 14 s.35(1)(a) x 1 s.35(1)(b) x 1	
Public Transport, Minister for	s.25A(1) x 1 s.30(1) x 2 s.33(1) x 4	

APPENDIX C EXEMPTIONS CITED

AGENCY	INITIAL DECISIONS (ACT PROVISION X NO. OF TIMES CITED)	VCAT APPEALS (ACT PROVISION X NO. OF TIMES CITED)
Queen Elizabeth Centre	s.33(1) x 1	
Queenscliffe, Borough of	s.33(1) x 2	
Racing Integrity Commissioner, Office of the	s.31(1)(c) x 1	
	s.33(1) x 1	
Racing Victoria Limited	s.25A(1) x 4	
	s.30(1) x 4	
	s.32(1) x 3	
	s.33(1) x 3	
	s.34(1)(a) x 1	
	s.35(1)(a) x 4	
	s.35(1)(b) x 5	
	s.36(1)(b) x 1	
Resources, Minister for	s.30(1) x 1	
	s.33(1) x 1	
	s.35(1)(a) x 1	
	s.35(1)(b) x 1	
RMIT University	s.30(1) x 1	
	s.33(1) x 5	
	s.34(4)(a) x 1	
	s.35(1)(b) x 1	
Road Safety Camera Commissioner, Office of the	s.33(1) x 1	
Royal Children's Hospital, The	s.30(1) x 2	
	s.32(1) x 1	
	s.33(1) x 114	
	s.35(1)(a) x 48	
Royal Society for the Prevention of	s.30(1) x 1	
Cruelty to Animals (Victoria), The	s.31(1)(a) x 4	
	s.33(1) x 18	
Royal Women's Hospital, The	s.33(1) x 6	
Sandy Creek Reserve Committee of Management	s.33(1) x 1	
Small Business, Innovation and Trade, Minister for	s.30(1) x 1	
	s.33(1) x 4	
	s.34(4)(a) x 1	
South East Water	s.33(1) x 1	
South Gippsland Shire Council	s.30(1) x 3	
	s.32(1) x 1	
	s.33(1) x 4	
	s.34(1)(b) x 2	
	s.35(1)(b) x 3	
	s.38A(1)(b) x 1	
South West Healthcare	s.30(1) x 1	
	s.32(1) x 1	
	s.33(1) x 10	
	s.34(1)(a) x 1	
	s.34(1)(b) x 1	
	s.34(4)(a) x 1	
	s.35(1)(a) x 10	
Southern Metropolitan Cemeteries Trust	s.30(1) x 1	
	s.34(4)(a) x 3	
Special Minister of State	s.33(1) x 1	

AGENCY	INITIAL DECISIONS (ACT PROVISION X NO. OF TIMES CITED)	VCAT APPEALS (ACT PROVISION X NO. OF TIMES CITED)
Sport, Minister for	s.30(1) x 1 s.33(1) x 2 s.35(1)(b) x 1	
St Vincent's Health	s.32(1) x 1 s.33(1) x 18 s.35(1)(b) x 30	
State Electricity Commission of Victoria	s.33(1) x 1	
State Library of Victoria	s.30(1) x 1 s.31(1)(d) x 1 s.32(1) x 1 s.34(1)(a) x 1	
State Revenue Office	s.30(1) x 1 s.33(1) x 1 s.38 x 1	
Stonnington, City of	s.31(1)(a) x 1 s.32(1) x 2 s.33(1) x 1 s.33(6) x 2	s.38 x 1
Strathbogje Shire Council	s.30(1) x 1 s.32(1) x 2 s.33(1) x 1 s.34(1)(a) x 1 s.35(1)(a) x 1	
Surf Coast Shire Council	s.25A(1) x 1 s.33(1) x 9	
Taxi Services Commission	s.28(1)(ba) x 1 s.29(b) x 1 s.30(1) x 2 s.31(1)(a) x 2 s.31(1)(d) x 1 s.32(1) x 1 s.33(1) x 5 s.35(1)(b) x 3	
Tourism and Major Events, Minister for	s.28(1)(d) x 1 s.30(1) x 1 s.33(1) x 3	
Towong Shire Council	s.33(1) x 1	
Training and Skills, Minister for	s.30(1) x 2 s.33(1) x 2	
Transport Accident Commission	s.25A(1) x 1 s.29A x 1 s.30(1) x 773 s.31(1)(d) x 1 s.32(1) x 477 s.33(1) x 80 s.34(1)(a) x 1 s.34(4)(a) x 1 s.35(1)(a) x 6 s.38 x 475	s.32(1) x 1
Transport Safety, Office of the Chief Investigator	s.38 x 1	

APPENDIX C EXEMPTIONS CITED

AGENCY	INITIAL DECISIONS (ACT PROVISION X NO. OF TIMES CITED)	VCAT APPEALS (ACT PROVISION X NO. OF TIMES CITED)
Transport Safety - Transport Safety Victoria, Director of	s.29A x 1 s.30(1) x 3 s.31(1)(a) x 2 s.31(1)(b) x 1 s.32(1) x 2 s.33(1) x 8 s.34(1)(b) x 2 s.35(1)(a) x 1 s.35(1)(b) x 1 s.38 x 2	
Treasurer	s.28(1)(ba) x 1 s.28(1)(d) x 1 s.30(1) x 2 s.33(1) x 1	
Treasury and Finance, Department of	s.25A(1) x 1 s.25A(5) x 3 s.28(1)(b) x 3 s.28(1)(ba) x 10 s.28(1)(d) x 3 s.29(a) x 1 s.30(1) x 20 s.31(1)(d) x 1 s.32(1) x 7 s.33(1) x 20 s.34(1)(b) x 1 s.34(4)(a) x 10 s.36(1)(a) x 1 s.38 x 1	
V/Line Corporation	s.28(1)(b) x 1 s.29A x 1 s.30(1) x 5 s.32(1) x 1 s.33(1) x 7 s.34(1)(b) x 2 s.34(4)(a) x 2	
VicForests	s.25A(1) x 1 s.30(1) x 1 s.32(1) x 1 s.34(4)(a) x 1 s.35(1)(b) x 1 s.36(1)(b) x 1	

AGENCY	INITIAL DECISIONS (ACT PROVISION X NO. OF TIMES CITED)	VCAT APPEALS (ACT PROVISION X NO. OF TIMES CITED)
VicRoads	s.28(1)(a) x 1 s.28(1)(b) x 4 s.28(1)(c) x 2 s.30(1) x 17 s.31(1)(a) x 1 s.31(1)(b) x 1 s.31(1)(d) x 3 s.32(1) x 8 s.33(1) x 436 s.34(1)(b) x 4 s.34(4)(a) x 4 s.35(1)(b) x 29 s.38 x 314	
Victoria Legal Aid	s.25A(5) x 2 s.33(1) x 1 s.38 x 2	
Victoria Police	s.24A(1) x 1 s.25A(1) x 36 s.25A(5) x 61 s.28(1)(ba) x 1 s.29(a) x 3 s.29(b) x 1 s.29A x 25 s.30(1) x 223 s.31(1)(a) x 246 s.31(1)(b) x 124 s.31(1)(c) x 5 s.31(1)(d) x 163 s.31(1)(e) x 34 s.31(3) x 1 s.31(4) x 2 s.32(1) x 19 s.33(1) x 2134 s.33(6) x 29 s.34(1)(a) x 1 s.34(4)(c) x 1 s.35(1)(a) x 1 s.35(1)(b) x 454 s.36(1)(b) x 1 s.38 x 284	s.25A(1) x 1 s.29A x 1 s.30(1) x 4 s.31(1)(a) x 3 s.31(1)(b) x 1 s.31(1)(d) x 3 s.31(3) x 1 s.33(1) x 7 s.34(1)(b) x 1 s.35(1)(b) x 3
Victoria State Emergency Service	s.30(1) x 1 s.33(1) x 3 s.35(1)(b) x 1	
Victoria University	s.32(1) x 1 s.33(1) x 7 s.34(1)(b) x 2	
Victorian Arts Centre Trust	s.33(1) x 1	
Victorian Building Authority (VBA)	s.30(1) x 14 s.31(1)(a) x 1 s.33(1) x 19 s.35(1)(b) x 3	s.30(1) x 1

APPENDIX C EXEMPTIONS CITED

AGENCY	INITIAL DECISIONS (ACT PROVISION X NO. OF TIMES CITED)	VCAT APPEALS (ACT PROVISION X NO. OF TIMES CITED)
Victorian Commission for Gambling and Liquor Regulation	s.25A(5) x 1 s.28(1)(b) x 1 s.30(1) x 5 s.31(1)(d) x 2 s.33(1) x 10 s.34(1)(b) x 1 s.35(1)(b) x 2 s.38 x 6	
Victorian Curriculum and Assessment Authority	s.30(1) x 2	
Victorian Equal Opportunity & Human Rights Commission	s.30(1) x 2 s.32(1) x 1 s.38 x 2	
Victorian Government Solicitor	s.30(1) x 2 s.32(1) x 3 s.33(1) x 3 s.34(1)(a) x 1 s.35(1)(b) x 1	
Victorian Institute of Forensic Medicine	s.25A(1) x 1 s.33(1) x 1	
Victorian Institute of Forensic Mental Health	s.33(1) x 14 s.33(4) x 7 s.35(1)(a) x 12	
Victorian Legal Admissions Board	s.33(1) x 1 s.35(1)(b) x 1	
Victorian Legal Services Board	s.25A(1) x 8 s.33(1) x 4 s.38 x 4	
Victorian Managed Insurance Authority	s.30(1) x 2 s.33(1) x 2 s.34(1)(b) x 1 s.35(1)(a) x 1	
Victorian Ombudsman	s.30(1) x 1 s.33(1) x 1	
Victorian Rail Track (t/a VicTrack)	s.33(1) x 1	
Victorian Registration and Qualifications Authority	s.35(1)(b) x 1	
Victorian WorkCover Authority (t/a WorkSafe Victoria)	s.24A(1) x 5 s.25A(5) x 2 s.30(1) x 22 s.31(1)(a) x 13 s.31(1)(b) x 36 s.31(1)(d) x 2 s.32(1) x 51 s.33(1) x 629 s.34(4)(a) x 1 s.35(1)(a) x 1 s.35(1)(b) x 6	
Warrnambool City Council	s.33(1) x 1	
Wellington Shire Council	s.25A(5) x 1 s.32(1) x 1 s.33(1) x 2	

AGENCY	INITIAL DECISIONS (ACT PROVISION X NO. OF TIMES CITED)	VCAT APPEALS (ACT PROVISION X NO. OF TIMES CITED)
Western Health (includes Sunshine Hospital, Williamstown Hospital, Footscray Hospital, Sunbury Day Hospital, Hazeldean Transition Care)	s.25A(1) x 6 s.30(1) x 1 s.32(1) x 1 s.33(1) x 3	s.34(4)(a) x 1
Whitehorse, City of	s.32(1) x 1 s.33(1) x 3 s.35(1)(b) x 1	
Whittlesea City Council	s.30(1) x 1 s.32(1) x 1 s.33(1) x 5	
William Angliss Institute of TAFE	s.33(1) x 1 s.34(1)(a) x 1 s.35(1)(a) x 1 s.35(1)(b) x 1	
Wimmera Health Care Group	s.33(1) x 1	
Wodonga Institute of TAFE	s.34(1)(a) x 1	
Women, Minister for	s.28(1)(b) x 1 s.28(1)(d) x 1 s.30(1) x 1 s.33(1) x 2	
Wyndham City Council	s.30(1) x 4 s.32(1) x 1 s.33(1) x 16 s.35(1)(a) x 1	
Yarra City Council	s.25A(1) x 1 s.30(1) x 2 s.32(1) x 1 s.33(1) x 32 s.35(1)(a) x 1	
Yarra Ranges Shire Council	s.30(1) x 4 s.32(1) x 2 s.33(1) x 10 s.34(1)(b) x 2 s.35(1)(b) x 4	
Yarra Valley Water Corporation	s.33(1) x 3	
Yooralla	s.25A(5) x 1 s.33(1) x 1 s.35(1)(a) x 1	
Zoological Parks and Gardens Board	s.28(1)(a) x 1 s.30(1) x 3 s.33(1) x 1	

APPENDIX D NAMES AND TITLES OF DECISION MAKERS

AGENCY	NAMES AND TITLES OF DECISION MAKERS [NUMBER OF DECISIONS WHERE ACCESS WAS GRANTED IN FULL, IN PART OR ACCESS WAS DENIED]
Adult Multicultural Education Services	Peter Thomas (FOI Manager) [0 - 4 - 0] Belinda McLennan (FOI Officer) [0 - 1 - 0]
Albury Wodonga Health	Andrea Ross (Health Information Manager) [151 - 0 - 0] Michael Nuck (Executive Director, Albury Wodonga Health, North East & Border Mental Health Service) [37 - 0 - 0]
Alexandra District Health	Mara Richards (Chief Executive Officer) [24 - 0 - 0]
Alfred Health	Diana Battaglia (FOI Manager) [2 - 2 - 2] A/Prof Peter Hunter (Director Rehabilitation Aged & Community Care) [53 - 1 - 0] Dr Cate Kelly (Director of Medical Services) [37 - 0 - 0] A/Prof Simon Stafrace (Director, Alfred Psychiatry) [98 - 7 - 0] Dr Lee Hamley (Chief Medical Officer) [2162 - 2 - 6]
Alpine Health	Lyndon Seys (Chief Executive Officer) [5 - 0 - 0]
Alpine Shire Council	Richard McClelland (Acting Manager Corporate) [1 - 0 - 0]
Ambulance Victoria	Ian Mounsey (Records & FOI Team Leader) [13 - 6 - 1] Karen George (Records & FOI Officer) [309 - 132 - 15] Simon Kim (Records & Systems Training Coordinator) [1 - 0 - 1] Craig Bosso (Records Management Administrator) [15 - 16 - 0] Maryann Borys (FOI Officer) [574 - 311 - 13] Kelly McNair (FOI Officer) [2 - 0 - 0]
Ararat Rural City Council	Alistair Rowe (FOI & Information Privacy Manager) [2 - 0 - 0]
Architects Registration Board of Victoria	Amy Ryan (FOI Officer) [1 - 0 - 0]
Attorney-General	Kathy Maikousis (Manager FOI Requests) [0 - 1 - 1] Colin Wolfe (FOI Team Leader) [0 - 0 - 1]
Austin Health	Annya Brown (Psychiatrist) [2 - 1 - 0] Charu Gandhi (Psychiatrist PTRS) [33 - 5 - 0] Christine Jackson (Psychiatrist CAMHS) [0 - 1 - 0] Christina Lambros (Manager NEYEPS) [3 - 0 - 0] David Kruse (Psychiatrist) [4 - 0 - 0] David Noble (Manager NECATS) [4 - 0 - 0] Ed Theologis (Clinical Director CBDATS) [5 - 1 - 0] Fred Rossi (Manager NCOT) [1 - 0 - 0] Hanna Cheng (Psychiatrist INELOT) [0 - 6 - 0] Dr Tony Chan (FOI Reviewer) [869 - 0 - 0]

AGENCY	NAMES AND TITLES OF DECISION MAKERS [NUMBER OF DECISIONS WHERE ACCESS WAS GRANTED IN FULL, IN PART OR ACCESS WAS DENIED]
Austin Health (continued)	Jennifer Erickson (Clinical Psychologist) [1 - 0 - 0] Jessica Hamer (Acting Clinical Director NEAMHS) [5 - 0 - 0] Jodie McGregor (Clinical Psychologist) [0 - 1 - 0] Joy Quek (Psychiatrist) [0 - 1 - 0] Kerry Duff (NUM NE SECU) [1 - 0 - 0] Lanny Bochler (Consultant Psychiatrist) [6 - 0 - 0] Leeanne Fisher (Clinical Director CAMHS) [3 - 4 - 0] Liam O'Connor (Psychiatrist) [1 - 1 - 0] Marie O'Shea (Neuropsychologist) [1 - 0 - 0] Margaret Kingston (FOI Reviewer) [0 - 1 - 0] Marie Ellis (Corporate FOI Officer) [0 - 1 - 0] Marina Nasso (Manager NECCS) [1 - 6 - 0] Maryam E. Dar (Psychiatrist) [0 - 1 - 0] Michelle Snell (ANUM APU) [0 - 2 - 0] Nazarin Lee (Psychiatrist) [1 - 0 - 0] Neville Baker (PRN6 NECATS) [5 - 1 - 0] Nick Paoletti (Clinical Director GHMH) [0 - 1 - 0] Peter Burchell (Adolescent Mental Health Clinician) [1 - 0 - 0] Peter Chen (Psychiatrist CBDATS) [5 - 0 - 0] Phoebe Mock (Psychiatrist PTRS) [1 - 0 - 0] Revindran Nair (Psychiatrist) [1 - 0 - 0] Sandy Robertston (Clinician CAMHS) [1 - 0 - 0] Sarah Basile (Clinical Psychologist) [0 - 1 - 0] Silvana Nittoli (RPN5 NE EPS) [16 - 2 - 0] Stephen Malkin (Psychologist) [2 - 1 - 0] Stewart Imrie (NUM RPNS) [0 - 1 - 0] Sudeep Saraf (Acting Clinical Director NEAMHS) [1 - 1 - 0] Suzanne Redston (Clinical Director PTRS) [30 - 8 - 0] Timothy Rolfe (Deputy Clinical Director PTRS) [13 - 1 - 0] Toni Young (Health Information Manager) [1 - 0 - 0] Vesna Karopoulos (Manager NECATS) [0 - 2 - 0] Victoria Harpwood (Psychiatrist) [11 - 0 - 0] Jeffrey Daniel (Manager GHMH) [10 - 4 - 0] Mardi Stephens (FOI Officer) [48 - 2 - 1] Gloria Smith-Tappe (Neuropsychologist) [0 - 1 - 0]
Australian Grand Prix Corporation	Sally Law (Manager Legal & Contracts) [1 - 3 - 0]
Bairnsdale Regional Health Service	Juliette Wenn (FOI Officer) [37 - 1 - 0] Alice Lay (Health Information Manager) [84 - 0 - 0] Jane Clemm (Health Information Manager) [5 - 0 - 0] Bernadette Hammond (Chief Executive Officer) [2 - 0 - 0] Dr Kaushik Banjera (Director of Medical Services) [3 - 0 - 0]
Ballarat Health Services	Dr Linda Danvers (Deputy Director of Medical Services) [406 - 16 - 1] Dr Abdul Khalid (Director of Medical Services) [51 - 1 - 0] Dr Jaycen Cruickshank (Chief Medical Officer) [7 - 0 - 0]
Ballarat, City of	Jason Young (FOI Manager) [4 - 10 - 3]

APPENDIX D NAMES AND TITLES OF DECISION MAKERS

AGENCY	NAMES AND TITLES OF DECISION MAKERS [NUMBER OF DECISIONS WHERE ACCESS WAS GRANTED IN FULL, IN PART OR ACCESS WAS DENIED]
Banyule City Council	Kellie O'Shea (FOI Officer) [0 - 2 - 0] Vivien Ferlaino (FOI Manager) [0 - 1 - 0]
Barwon Health, University Hospital Geelong	A/Prof Richard Harvey (Clinical Director Mental Health Drugs & Alcohol Services) [84 - 0 - 0] Dr Steve Moylan (Psychiatrist Mental Health Drugs & Alcohol Services) [28 - 0 - 0] Susan Bell (FOI Officer) [23 - 0 - 0] Fiona Nelson (Medico Legal Manager) [12 - 0 - 0] David Plueckhahn (Head of Clinical Risk) [1 - 0 - 0] Dr Paul Mestitz (Senior Medical Specialist) [782 - 31 - 0]
Barwon Region Water Corporation	Paul Rawson (FOI Officer) [2 - 0 - 0]
Bass Coast Health	Karen Davison (Health Information Manager) [65 - 0 - 0] KC Tse (Director of Medical Services) [1 - 0 - 0] Andre Nel (Director of Medical Services) [1 - 0 - 0] Kelly McRae (Health Information Manager) [30 - 0 - 0]
Bass Coast Shire Council (includes San Remo Cemetery Trust, Wonthaggi Cemetery Trust)	Kristy Matthies (Records Coordinator) [3 - 2 - 0]
Baw Baw Shire Council	Vicki Halliday (FOI Officer) [0 - 7 - 0] Robyn D'Arcy (Records Coordinator) [0 - 2 - 0]
Bayside City Council	Terry Callant (FOI & Information Privacy Manager) [25 - 4 - 0]
Beaufort and Skipton Health Service	Trevor Adem (Chief Executive Officer) [1 - 0 - 0]
Beechworth Health Service	Lisa Pryor (Chief Executive Officer) [1 - 0 - 0]
Benalla Health	Janine Holland (Chief Executive Officer) [18 - 0 - 0]
Benalla Rural City Council	Honnie Lowe (FOI Officer) [0 - 0 - 1]
Bendigo Health Care Group	Kersten Webster (FOI & Information Privacy Manager) [283 - 39 - 5] Kelly Stansall (FOI & Information Privacy Manager) [56 - 5 - 0] A/Prof Philip Tune (Director of Medical Services) [1 - 1 - 0] Dr John Cooper (Acting Clinical Director, Director of Medical Services) [1 - 0 - 0] Dr Marietta Taylor (Director of Medical Services) [1 - 0 - 0]
Bendigo, City of Greater	Craig Niemann (Chief Executive Officer) [0 - 9 - 3] Andrew Lyons (Legal Officer) [4 - 0 - 0]
Boort District Health	Graem W Kelly (FOI Manager) [2 - 0 - 0]
Boroondara, City of	David Thompson (Manager Governance) [0 - 1 - 0] Andrew Dowling (Coordinator Governance) [2 - 2 - 0] Elizabeth Manou (Acting Governance Projects Officer) [1 - 7 - 2] Kirstin Ritchie (Acting Governance Projects Officer) [1 - 10 - 0]
Brimbank City Council	Mate Klisanin (FOI Officer) [14 - 10 - 2]
Buloke Shire Council	John Hicks (Chief Executive Officer) [0 - 0 - 1]
Calvary Health Care Bethlehem	Mark Heenan (FOI & Information Privacy Manager) [17 - 0 - 0] Jane Fischer (Chief Executive Officer) [0 - 0 - 1]
Campaspe Shire Council	Sally Ruckwood (Legal Officer) [4 - 10 - 2]
Cardinia Shire Council	Doug Evans (Manager Governance) [13 - 0 - 0]
Casey, City of	Rhys Matulis (Senior Information Management Officer - Compliance) [8 - 14 - 1] Ros Pruden (Manager Governance) [0 - 0 - 1]
Casterton Memorial Hospital	Mr Owen Stephens (Chief Executive Officer) [1 - 0 - 0]
Castlemaine Health	Julie Best (Records Coordinator) [15 - 0 - 0]
Central Gippsland Health Service	Howard Connor (Director of Medical Services) [3 - 0 - 0] Craig Kingham (Health Information Manager) [56 - 0 - 0]
Central Gippsland Region Water Corporation (t/a Gippsland Water)	David Mawer (Managing Director) [1 - 0 - 0]

AGENCY	NAMES AND TITLES OF DECISION MAKERS [NUMBER OF DECISIONS WHERE ACCESS WAS GRANTED IN FULL, IN PART OR ACCESS WAS DENIED]
Central Goldfields Shire Council	Marita Turner (FOI & Information Privacy Manager) [2 - 0 - 0]
Central Highlands Region Water Corporation	Hayley Cassells (FOI Officer) [5 - 1 - 0]
Chisholm Institute	Anne Callahan (FOI Officer) [2 - 0 - 0]
City West Water Corporation	Andrew Jessop (Manager Corporate Administration) [19 - 6 - 0]
Cobram District Health	David Gullick (Chief Executive Officer) [22 - 0 - 0]
Cohuna District Hospital	Lynne Sinclair (FOI Officer) [5 - 0 - 0]
Colac Area Health	Ed Davis (Director of Medical Services) [33 - 1 - 0] Donna Bell (Health Information Manager) [5 - 0 - 0]
Colac Otway Shire	Mark Lyons (Freedom of Information Manager) [5 - 6 - 1]
Coliban Region Water Corporation	Andrew Cooney (Corporate Secretary) [2 - 1 - 2]
Children and Young People, Commission for Corangamite Catchment Management Authority	Brenda Boland (Chief Executive Officer) [0 - 3 - 0] Greg Peters (FOI Manager) [1 - 0 - 0]
Corangamite Regional Library Corporation	Wendy Noble (FOI Officer) [0 - 1 - 0]
Corangamite Shire	Leah Teal (Coordinator Knowledge and Records Services) [1 - 1 - 0]
Corrections, Minister for	Colin Wolfe (FOI Team Leader) [0 - 1 - 1] Kathy Maikousis (Manager FOI Requests) [0 - 1 - 1]
Country Fire Authority	Bruce Russell (General Counsel) [0 - 0 - 1] Monica Barnes (Manager FOI, Privacy & Appeals) [4 - 39 - 4]
Court Services Victoria	Michael Carroll (Chief Corporate Officer) [2 - 3 - 5] Gabrielle Reilly (Acting Chief Corporate Officer) [2 - 0 - 0] Leah Hickey (Acting Manager, Legal and Executive Services) [0 - 1 - 0]
Dairy Food Safety Victoria	Karen Hill (Company Secretary) [0 - 1 - 0]
Dandenong, City of Greater	Luisa Kimball (Governance Officer) [2 - 2 - 0] Danielle Trimble (Senior Governance Officer) [2 - 0 - 0] Kaye Peterson (Senior Governance Officer) [1 - 0 - 0] Tala Asera (Governance Officer) [0 - 1 - 0] Lisa Roberts (Manager Governance) [0 - 4 - 0] April Seymour (Senior Governance Officer) [2 - 8 - 1]
Darebin, City of	Angelo Luczek (Records Coordinator) [0 - 19 - 0]
Deakin University	Sandra Mussett (FOI Officer) [3 - 6 - 1]
Dental Health Services Victoria	Edward Howarth (Manager Governance) [93 - 0 - 0]
Djerriwarrh Health Services	Angela Mayhew (FOI & Information Privacy Manager) [160 - 0 - 0] Andrew Freeman (Chief Executive Officer) [4 - 0 - 0] Dr Liz Mullins (Director of Medical Services) [5 - 0 - 0]
East Gippsland Shire Council	Amanda Rigoni (FOI Officer) [0 - 6 - 0] Graeme Hill (FOI Officer) [3 - 1 - 0]
East Gippsland Water	Louise Holden (FOI Manager) [2 - 0 - 0]
East Grampians Health Service	Nicole Blackie (Health Information Manager) [58 - 0 - 0] Dr Eric Kennelly (Director of Medical Services) [3 - 0 - 0]
East Wimmera Health Service	Kathy Huett (Chief Executive Officer) [7 - 0 - 0]

APPENDIX D NAMES AND TITLES OF DECISION MAKERS

AGENCY	NAMES AND TITLES OF DECISION MAKERS [NUMBER OF DECISIONS WHERE ACCESS WAS GRANTED IN FULL, IN PART OR ACCESS WAS DENIED]
Eastern Health (includes Angliss Hospital, Box Hill Hospital, Maroondah Hospital, Peter James Centre, Central East Area Mental Health Service, Healesville and District Hospital, Wantirna Health, Yarra ranges Health, Yarra Valley Community Health, Turning Point)	Erin Chapman (FOI Officer) [516 - 189 - 5] Maree Wilson (FOI Officer) [237 - 184 - 4] Peter Hutchinson (Executive Director Finance, Information Services) [3 - 1 - 0] Sally-Anne McKinney (FOI Manager) [31 - 33 - 2]
Echuca Regional Health	Tina Cartledge (FOI Manager) [127 - 0 - 0]
Economic Development, Jobs, Transport and Resources, Department of	Chris O'Donnell (Privacy Manager) [1 - 10 - 5] Andrew Weston (Manager - Disclosure) [8 - 16 - 5] Lina Georgiou (FOI Officer) [7 - 13 - 1] Michelle Grech (FOI Officer) [5 - 6 - 3] Nick Petroulias (FOI Officer) [1 - 4 - 0] David Jenkin (FOI Manager) [2 - 6 - 1] Angela Tsatsoulis (FOI Officer) [0 - 1 - 1] Frances Beattie (Senior FOI Officer) [4 - 3 - 1]
Education and Training, Department of	Alicia Stewart (FOI Manager) [1 - 4 - 0] Gordon Caris (Acting Executive Director, Executive Services Division) [3 - 7 - 1] Martin Pham (FOI Manager) [17 - 34 - 12] Kait McCann (FOI Manager) [50 - 113 - 24]
Education, Minister for	Gordon Caris (Acting Executive Director, Executive Services Division) [0 - 1 - 0]
Emergency Services Superannuation Board (t/a ESSSuper) (ESSS)	Ben Taylor (FOI Officer) [13 - 0 - 1]
Emergency Services Telecommunications Authority (ESTA)	Rosemary Mullaly (Corporate Secretary) [0 - 1 - 69]
Emergency Services, Minister for	Jeremy Frampton (FOI Team Leader) [0 - 1 - 0] Kathy Maikousis (Manager, FOI Requests) [0 - 2 - 1] Frances Muir (FOI Officer) [0 - 0 - 1] Colin Wolfe (FOI Team Leader) [0 - 1 - 0]
Energy Safe Victoria	Andrew Padanyi (Corporate Solicitor) [23 - 3 - 0] Anthony Bottegal (Solicitor) [1 - 0 - 0]
Environment Protection Authority	Louis Whitla (FOI Officer) [6 - 46 - 4]
Environment, Land, Water and Planning, Department of	Stuart Atkins (FOI Manager) [6 - 3 - 1] Kim Reeves (Principal Advisor, FOI & Privacy) [7 - 15 - 3] Veronica Finn (Senior FOI Officer) [1 - 1 - 0] Natalie Cutajar (Senior FOI Officer) [5 - 18 - 3] Caroline Allen (FOI Officer) [1 - 11 - 1] Arielle Perlow (FOI Officer) [6 - 9 - 1]
Essential Services Commission	Dr Ben David (Chairperson) [0 - 1 - 0]
Families and Children, Minister for	Susan Maye (FOI Officer) [0 - 2 - 0]
Federation University Australia	Adrian Tinetti (FOI Officer) [0 - 1 - 0]
Finance, Minister for	Mark Hamilton-Smith (FOI Officer) [1 - 1 - 0] Vivian Chung (FOI Officer) [0 - 1 - 0]
Frankston City Council	Carole Fleeman (FOI Officer) [4 - 7 - 0]
Freedom of Information Commissioner	Michael Ison (Acting Freedom of Information Commissioner) [0 - 1 - 0]
Game Management Authority	Andrew Weston (Manager - Disclosure) [1 - 2 - 0]
Geelong, City of Greater	Rhiannon Bourke (FOI Officer) [17 - 24 - 3]
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	Hayley Johnson (FOI Officer) [0 - 1 - 1]
Gippsland Southern Health Service	Sharon Shaw (Health Information Manager) [15 - 0 - 0]

AGENCY	NAMES AND TITLES OF DECISION MAKERS [NUMBER OF DECISIONS WHERE ACCESS WAS GRANTED IN FULL, IN PART OR ACCESS WAS DENIED]
Glen Eira City Council	Diana Vaynrib (Legal and Governance Officer) [0 - 11 - 2] Wendy Mason (Legal and Governance Coordinator) [0 - 7 - 1]
Glenelg Shire Council	Debra Clark (FOI Officer) [3 - 0 - 0]
Golden Plains Shire Council	Karen Crawford (Records Coordinator) [4 - 0 - 0]
Goulburn Broken Catchment Management Authority	Eileen Curtis (FOI Officer) [0 - 1 - 0]
Goulburn-Murray Rural Water Corporation	Vanessa Guiney (Manager Legal Services) [3 - 1 - 1] Chris Dalton (Corporate Secretary) [0 - 0 - 1] Sheree Fitzgerald (Deputy Corporate Secretary) [1 - 0 - 0] Louise Secomb (Solicitor - Litigation) [3 - 6 - 1] Peter Lucarelli (Solicitor - FOI & Privacy) [7 - 5 - 1] Sheree Fitzgerald (Deputy Corporate Secretary) [1 - 0 - 0] Leigh Jondahl (Legal Counsel) [0 - 0 - 1]
Goulburn Valley Health	Donna Campbell (FOI Officer) [346 - 0 - 0] A/Prof Ravi Bhat (FOI Manager) [19 - 0 - 0]
Goulburn Valley Region Water Corporation	Daniel Hogan (FOI Manager) [2 - 0 - 0]
Grampians Wimmera Mallee Water Corporation (t/a GWMWater)	Ross Higgins (FOI Manager) [1 - 0 - 0]
Greater Metropolitan Cemeteries Trust	Noela Bjali (Manager Corporate Information) [2 - 2 - 0]
Greater Shepparton City Council	Rebecca Good (FOI Officer) [1 - 1 - 0] Sharlene Still (FOI Manager) [0 - 1 - 0]
Greyhound Racing Victoria	Dennis Timwell (FOI Officer) [1 - 1 - 0]
Harness Racing Victoria	Craig Launder (Legal Counsel) [0 - 1 - 0]
Health and Human Services, Department of	Deena Morgan (FOI Officer) [0 - 0 - 4] Sara Murphy (FOI Officer) [0 - 30 - 0] Erin Molan (FOI Officer) [0 - 10 - 0] Lisa Scholes (FOI Officer) [0 - 13 - 0] Laura Toll (FOI Officer) [4 - 10 - 4] Kate Kulman (FOI Officer) [1 - 7 - 4] Bronwen Wareing (FOI Officer) [3 - 4 - 19] Melissa Zarif (FOI Officer) [2 - 12 - 6] Elena Keane (FOI Officer) [3 - 2 - 6] Michael Daly (FOI Officer) [0 - 0 - 1] Emily Polson (FOI Officer) [0 - 4 - 0] Rachel Cecilio (FOI Officer) [3 - 15 - 13] Stephanie Hamilton (FOI Manager) [4 - 17 - 9] Susan Maye (FOI Officer) [0 - 16 - 1] Ewan Burke (FOI Officer) [11 - 38 - 0] Dominic Cassidy (FOI Officer) [0 - 1 - 3]

APPENDIX D NAMES AND TITLES OF DECISION MAKERS

AGENCY	NAMES AND TITLES OF DECISION MAKERS [NUMBER OF DECISIONS WHERE ACCESS WAS GRANTED IN FULL, IN PART OR ACCESS WAS DENIED]
Health and Human Services, Department of	Lisa Hurle (FOI Officer) [7 - 40 - 1] Sheree Kilgower (FOI Officer) [2 - 1 - 6] Dallas McGar (FOI Officer) [1 - 9 - 0] Lizzie McMahon (FOI Officer) [10 - 21 - 3] Samantha Phipps (FOI Officer) [0 - 71 - 16] Livia Punaro (FOI Officer) [5 - 74 - 0] Lindsay Rossendell (FOI Officer) [4 - 2 - 4] June Samuel (FOI Officer) [8 - 51 - 0] Suzanne Simmons (FOI Officer) [1 - 34 - 0] Sally Yeoland (FOI Officer) [3 - 62 - 2] Melissa Gardner (FOI Officer) [0 - 6 - 1] Brigitte Durbridge (FOI Officer) [0 - 0 - 1] Hal Adem (FOI Officer) [12 - 44 - 0] Sanja Biondic (FOI Officer) [0 - 6 - 0] Christine Braniska (FOI Officer) [3 - 23 - 0] Liora Budlender (FOI Officer) [1 - 22 - 0] Erin Connell (FOI Officer) [6 - 33 - 0] Margaret Goy (FOI Officer) [7 - 30 - 0] Emily Hunter (FOI Officer) [4 - 15 - 0] Kendelle Jackson (FOI Officer) [9 - 40 - 0] Alison Ralph (FOI Officer) [4 - 43 - 0] Sarah Mitchell (FOI Officer) [4 - 42 - 2] Jessica Light (FOI Officer) [0 - 1 - 0] Julia Wordsworth (FOI Officer) [2 - 30 - 0] Krissy Fry (FOI Officer) [1 - 11 - 0] Sharon Peston (FOI Officer) [0 - 3 - 0] Brendon Carroll (FOI Officer) [0 - 1 - 0]
Health Purchasing Victoria	Eileen Keane (Chief Executive Officer) [0 - 1 - 1]
Health Services Commissioner	Dr Grant Davies (Health Services Commissioner) [4 - 5 - 0]
Health, Minister for	Susan Maye (FOI Officer) [0 - 2 - 0] Melissa Zarif (FOI Officer) [0 - 1 - 0]
Heathcote Health	Gerry Canny (FOI Manager) [6 - 0 - 0]
Hepburn Health Service	Tim Nightingale (FOI & Information Privacy Manager) [17 - 0 - 0]
Hepburn Shire Council	Grant Schuster (FOI & Information Privacy Manager) [1 - 3 - 2] Kerrie Addison (FOI & Information Privacy Manager) [0 - 2 - 0] Graeme McDonald (FOI Officer) [1 - 0 - 0]
Hesse Rural Health Service	Andrea Dunlop (FOI Manager) [3 - 0 - 0]
Heywood Rural Health	Jackie Kelly (Chief Executive Officer) [2 - 0 - 0]
Hobsons Bay City Council	Martina Simkin (FOI Officer) [5 - 1 - 2]
Holmesglen Institute	Patricia Farnes (FOI Manager) [2 - 0 - 0]
Horsham Rural City Council	Rosemary Lehmann (Records Coordinator) [0 - 1 - 0]
Housing, Disability and Ageing, Minister for	Susan Maye (FOI Officer) [0 - 1 - 0]
Hume City Council	Gavan O'Keefe (FOI Officer) [1 - 5 - 1] Ian Sweeting (FOI Officer) [7 - 15 - 1]
Independent Broad-based Anti-corruption Commission	Linsey Walker (FOI Officer) [1 - 0 - 0]
Indigo Shire Council	Annabel Harding (Governance Officer) [1 - 3 - 0]
Industrial Relations, Minister for	David Jenkin (FOI Manager) [0 - 1 - 0] Andrew Weston (Manager - Disclosure) [0 - 1 - 0]
Industry and Employment, Minister for	Lina Georgiou (FOI Officer) [0 - 1 - 0]
Infrastructure Victoria	Jonathan Spear (Executive Director & General Counsel) [0 - 1 - 0]

AGENCY	NAMES AND TITLES OF DECISION MAKERS [NUMBER OF DECISIONS WHERE ACCESS WAS GRANTED IN FULL, IN PART OR ACCESS WAS DENIED]
Inglewood and Districts Health Service	Michael Parker (Chief Executive Officer) [2 - 0 - 0]
Justice & Regulation, Department of (includes Emergency Management Commissioner)	Frances Muir (FOI Officer) [6 - 61 - 8] Christopher Burdeu (FOI Officer) [0 - 5 - 0] Victoria Carrington (FOI Officer) [0 - 4 - 0] Kathy Maikousis (Manager, FOI Requests) [2 - 8 - 2] Claire McDonough (FOI Officer) [6 - 106 - 9] Jacqueline Tierney (FOI Officer) [5 - 62 - 7] Richard Kemp (Senior FOI Adviser) [0 - 3 - 3] Anne Houlihan (Senior FOI Adviser) [4 - 31 - 7] Jeremy Frampton (FOI Team Leader) [4 - 6 - 9] Lance Follett (FOI Officer) [0 - 1 - 0] Josephine De Blasio (FOI Officer) [2 - 10 - 0] Michael Daly (FOI Officer) [1 - 66 - 3] William Ng (FOI Officer) [0 - 7 - 0] Kate Pryor (FOI Officer) [1 - 42 - 4] Joanna Richardson (FOI Officer) [3 - 19 - 4] Melinda Robinson (Manager, FOI Operations) [4 - 28 - 0] Karen Smith (FOI Officer) [0 - 11 - 39] Nicole Smith (FOI Officer) [0 - 2 - 0] Stephanie Windram (FOI Officer) [1 - 11 - 1] Colin Wolfe (FOI Team Leader) [2 - 4 - 6] Abel Yap (FOI Officer) [0 - 18 - 0] Jane Koesasi (FOI Officer) [5 - 43 - 2] Craig Lapsley (Emergency Management Commissioner) [0 - 1 - 0]
Kerang District Health	Emma D'Angri (Health Information Manager) [8 - 0 - 0]
Kilmore & District Hospital, The	Kirrily Gilchrist (Health Information Manager) [5 - 0 - 0] Bhupinder Fam (Health Information Manager) [31 - 0 - 0]
Kingston City Council	Sandra Pickett (Team Leader Corporate Information) [2 - 4 - 0] Nelly Bossick (FOI and Privacy Officer) [11 - 37 - 2]
Knox City Council	Kirstin Ritchie (Governance Officer) [0 - 3 - 2] Carrie Bruce (Coordinator Governance) [1 - 0 - 0]
Kooweerup Regional Health Service	Sharyn Gregory (FOI Officer) [2 - 0 - 0]
Kyabram and District Health Services	Barbara Thompson (Records Coordinator) [33 - 0 - 0]
Kyneton District Health Service	Maree Cuddihy (Chief Executive Officer) [12 - 0 - 0]
La Trobe University	Fiona Rowley (FOI Officer) [3 - 3 - 0]
Latrobe City Council	Joseph Della Fortuna (FOI Officer) [27 - 35 - 0]

APPENDIX D NAMES AND TITLES OF DECISION MAKERS

AGENCY	NAMES AND TITLES OF DECISION MAKERS [NUMBER OF DECISIONS WHERE ACCESS WAS GRANTED IN FULL, IN PART OR ACCESS WAS DENIED]
Latrobe Regional Hospital	Dr Paul Lee (Clinical Director of Mental Health) [95 - 3 - 0] Gary Gray (Director of Corporate Services) [3 - 0 - 0] Dr Simon Fraser (Director of Medical Services) [227 - 0 - 0]
Level Crossing Removal Authority	Richard Plunkett (FOI Officer) [0 - 4 - 3] Laura Toll (FOI Officer) [0 - 3 - 4]
Loddon Shire Council	Jude Holt (FOI Manager) [2 - 2 - 0]
Lorne Community Hospital	Andrea Russell (Clinical Services Manager) [8 - 0 - 0]
Lower Murray Water (includes First Mildura Irrigation Trust)	Loris Davis (FOI Officer) [0 - 1 - 0]
Macedon Ranges Shire Council	Stephen Mahon (FOI Manager) [9 - 10 - 0]
Mallee Track Health and Community Service	Pam Vallance (FOI & Information Privacy Manager) [3 - 0 - 0]
Manningham City Council	Michael Simentriadis (Governance Officer) [0 - 5 - 1]
Mansfield District Hospital	Leonie Berry (Health Information Manager) [23 - 0 - 0]
Mansfield Shire Council	Dawn Bray (FOI Officer) [1 - 0 - 1]
Maroondah City Council	Peter Tully (FOI & Information Privacy Manager) [6 - 2 - 1]
Maryborough District Health Service	Terrence Welch (Chief Executive Officer) [31 - 0 - 0]
Melbourne and Olympic Parks Trust	Brian Morris (Chief Executive Officer) [0 - 2 - 0]
Melbourne Convention and Exhibition Trust	Barbara Adams (Director of Corporate Services) [0 - 1 - 0]
Melbourne Health (includes The Royal Melbourne Hospital)	Lynne Humble (FOI Officer) [1935 - 28 - 0] Nic Thomas (Senior Legal Counsel) [0 - 3 - 1]
Melbourne Metro Rail Authority	Lucy Bastick (FOI Officer) [0 - 8 - 0]
Melbourne Polytechnic	Blair Trask (Director Corporate Governance/General Counsel) [0 - 4 - 0]
Melbourne Water	Michael Keough (FOI & Information Privacy Manager) [11 - 6 - 0]
Melbourne, City of	Evvie Lambrianidis (FOI Officer) [0 - 1 - 0] Chelvi Arunagiri (FOI Officer) [11 - 16 - 2] Samantha Oliver (FOI Officer) [6 - 10 - 2]
Melbourne, The University of	Dr Gioconda Di Lorenzo (FOI Officer) [9 - 8 - 3]
Melton City Council	Christine Denyer (FOI & Information Privacy Manager) [1 - 24 - 0]
Mental Health Complaints Commissioner	Isabel Anton (FOI Officer) [2 - 3 - 0]
Mental Health Tribunal	Grace Horzitski (FOI Officer) [0 - 0 - 1]
Mercy Public Hospitals Incorporated	David Allen (Chief Medical Officer) [123 - 1 - 0] Jack Bergman (Director of Medical Services, Werribee Mercy Hospital) [189 - 0 - 0] Dean Stevenson (Clinical Director, Mercy Mental Health) [39 - 17 - 0]
Metropolitan Fire and Emergency Services Board	Militsa Toskovska (FOI Manager) [0 - 8 - 1] Jan Smith (FOI Officer) [0 - 402 - 0]
Metropolitan Planning Authority	Ed Small (Director, Corporate & Statutory Services) [0 - 6 - 0]
Mildura Base Hospital	Julia Morgan (Chief Executive Officer) [186 - 0 - 0]
Mildura Rural City Council	Richard Sexton (Manager Corporate Administration) [1 - 5 - 2] Rhonda Monaghan (Acting Manager Corporate Administration) [0 - 1 - 0]
Mitchell Shire Council	Luke Hesketh (FOI Officer) [2 - 1 - 0] Luca Scattolin (FOI Officer) [1 - 0 - 0]
Moir Shire Council	Linda Nieuwenhuizen (Manager Communication and Governance) [1 - 3 - 0]

AGENCY	NAMES AND TITLES OF DECISION MAKERS [NUMBER OF DECISIONS WHERE ACCESS WAS GRANTED IN FULL, IN PART OR ACCESS WAS DENIED]
Monash Health	Elaine Elliott (Health Information Manager) [402 - 17 - 1] Kieran Hope (Health Information Manager) [507 - 93 - 5] Kim Minett (Records Coordinator) [1 - 2 - 1] Maija Dimits (Health Information Manager) [301 - 32 - 0] Rachael Gillies (FOI Manager) [62 - 13 - 7] Sandra Friel (Records Coordinator) [44 - 16 - 0] Elena Obukhova (FOI Manager) [1 - 0 - 0]
Monash University	Tony Calder (FOI Manager) [0 - 0 - 1] Fiona Hunt (FOI Officer) [11 - 5 - 0]
Monash, City of	Nick Andrianis (FOI & Information Privacy Manager) [26 - 1 - 0]
Moonee Valley City Council	Troy Delia (Coordinator Legislative Services) [0 - 0 - 1] Danny Bilaver (Team Leader Council Business) [7 - 12 - 5]
Moorabool Shire Council	Natalie Abbott (FOI Manager) [2 - 3 - 0] Satwinder Sanhu (FOI Manager) [0 - 0 - 1]
Moreland City Council	Lidia Harding (FOI Officer) [20 - 24 - 2]
Mornington Peninsula Shire	Kate McNab (FOI Officer) [6 - 33 - 0]
Mount Alexander Shire Council	Suellen Pepperell (Manager Governance and Customer Service) [1 - 0 - 0]
Mount Buller & Mount Stirling Alpine Resort Management Board	Glenn Thornton (FOI Officer) [0 - 3 - 0]
Moyne Health Services	Belinda Westlake (Health Information Manager) [1 - 0 - 0]
Multicultural Affairs, Minister for	Matthew Thompson (FOI Officer) [0 - 1 - 0]
Municipal Association of Victoria	Alison Lyon (FOI Officer) [0 - 1 - 0]
Murrindindi Shire Council	Andrew Bond (FOI Manager) [3 - 1 - 0]
Museum Victoria	Rose Bollen (Manager, Information Services) [0 - 2 - 0]
National Gallery of Victoria	Yan Lee (Senior Officer, Governance, Policy and Planning) [1 - 0 - 0]
Nillumbik Shire Council	Wayne Trull (Governance Coordinator) [4 - 3 - 2]
North Central Catchment Management Authority	Trepkina Marek (FOI Officer) [0 - 1 - 0]
North East Water Corporation (t/a North East Water)	Jo-Ann Riley (FOI & Information Privacy Manager) [1 - 0 - 0]
Northeast Health Wangaratta	Dr John M Elcock (Director of Medical Services) [394 - 0 - 0]
Northern Grampians Shire Council	Mary Scully (FOI Officer) [3 - 0 - 0]
Northern Health (includes Bundoora Extended Health Care, Broadmeadows Health Service, Northern Hospital, Craigieburn Health Service)	Victor Li (Chief Legal Counsel) [0 - 3 - 1] Terri Fiorenza (Director Client Data Management) [7 - 2 - 0] Kirrily Gilchrist (Health Information Manager) [0 - 1 - 0] Kate Wendt (Health Information Manager) [50 - 3 - 0] Jodie Chan (Health Information Manager) [76 - 1 - 0] John Snowdon (Chief Legal Counsel) [7 - 0 - 0] Melissa Sajeve (Health Information Manager) [2 - 0 - 0] Shane Sanfillippo (Health Information Manager) [3 - 0 - 0] Robyn Mann (Health Information Manager) [2 - 0 - 0] Dr Kurt Wendleborn (Director of Clinical Services) [29 - 8 - 0] Bree Coulthard (FOI & Information Privacy Manager) [726 - 43 - 6]
Numurkah District Health Service	Wendy Ross (FOI Officer) [18 - 0 - 0]
Office of the Chief Investigator, Transport Safety	Glenys Paolo (FOI Officer) [0 - 1 - 0]
Omeo District Health	Frank Megens (Chief Executive Officer) [3 - 0 - 0]
Orbost Regional Health	Susan Wait (FOI Officer) [39 - 0 - 0]
Otway Health	Helen Healy (FOI Officer) [7 - 0 - 0] Nicole Steers (FOI Officer) [3 - 0 - 0]
Parks Victoria	Rhonda Davis (FOI Officer) [0 - 11 - 0]

APPENDIX D NAMES AND TITLES OF DECISION MAKERS

AGENCY	NAMES AND TITLES OF DECISION MAKERS [NUMBER OF DECISIONS WHERE ACCESS WAS GRANTED IN FULL, IN PART OR ACCESS WAS DENIED]
Peninsula Health (includes Frankston Hospital, Mount Eliza Centre, Rosebud Hospital, Peninsula Community Health Service)	Deborah Warry (FOI Clerk) [446 - 125 - 0] Jason Hitchiner (HIS Clerk) [3 - 0 - 0] Jodie Thompson (FOI & Information Privacy Manager) [55 - 18 - 3]
Peter MacCallum Cancer Centre	Kathryn Baxter (FOI Manager) [68 - 0 - 0]
Phillip Island Nature Park Board of Management	Tracey Lindupp (Financial Controller) [0 - 1 - 0]
Places Victoria	Leo Hennessy (General Counsel) [0 - 0 - 1] Noni Clarkson (FOI Officer) [0 - 1 - 1] Dany Holl (FOI Officer) [0 - 2 - 0]
Planning, Minister for	Stuart Atkins (FOI Manager) [3 - 8 - 0]
Police, Minister for	Kathy Maikousis (Manager, FOI Requests) [0 - 3 - 1]
Port of Hastings Development Authority	Peter Mott (Corporate Services Manager) [0 - 1 - 1]
Port of Melbourne Corporation	Carolyn Baker (FOI Officer) [0 - 3 - 1]
Port Phillip, City of	Alli Griffin (FOI Officer) [0 - 4 - 0] Joanne Shea (FOI Officer) [0 - 11 - 0] Jade Forrester (FOI Officer) [2 - 14 - 2]
Portland District Health	Claire Holt (Health Information Manager) [36 - 0 - 0]
Ports, Minister for (includes Minister for Roads and Roads Safety)	Michelle Grech (FOI Officer) [0 - 1 - 0] Angela Tsatsoulis (FOI Officer) [0 - 1 - 0]
Premier and Cabinet, Department of	Ianina Belski (FOI Manager) [0 - 0 - 4] Chris Eccles (Secretary) [0 - 1 - 0] Michael Ghobrial (FOI Officer) [11 - 6 - 7] Paul Maclean (FOI Officer) [0 - 10 - 0] Kate Pryor (FOI Officer) [1 - 2 - 0] Matthew Thompson (FOI Officer) [8 - 12 - 4] Monica van Reyk (FOI Officer) [1 - 4 - 1]
Premier of Victoria	Ianina Belski (FOI Manager) [0 - 1 - 0] Michael Ghobrial (FOI Officer) [0 - 7 - 0] Paul Maclean (FOI Officer) [0 - 1 - 0] Matthew Thompson (FOI Officer) [7 - 4 - 1]
PrimeSafe	Brendan Tatham (Chief Executive Officer) [0 - 0 - 1]
Public Prosecutions, Office of	Bruce Gardner (FOI Manager) [0 - 1 - 0] Abbey Hogan (FOI Manager) [1 - 9 - 2]
Public Record Office Victoria	Jenny Rout (Coordinator: Internal Compliance) [0 - 1 - 0]
Public Transport Development Authority t/a Public Transport Victoria	Gavin Mak (FOI Officer) [20 - 40 - 1] George Kairasaridis (FOI Manager) [1 - 2 - 4]
Public Transport, Minister for	David Jenkin (FOI Manager) [0 - 1 - 1] Lina Georgiou (FOI Officer) [1 - 2 - 0] Angela Tsatsoulis (FOI Officer) [0 - 1 - 0]
Pyrenees Shire Council	Martin Walmsley (FOI Officer) [1 - 0 - 0]
Queen Elizabeth Centre	Janelle Crossett (FOI & Information Privacy Manager) [3 - 0 - 1]
Queenscliffe, Borough of	Lynne Stevenson (FOI Officer) [1 - 2 - 0]
Racing Integrity Commissioner, Office of the Racing Victoria Limited	Sal Perna (Racing Integrity Commissioner) [0 - 0 - 1] Georgie Gavin (FOI & Information Privacy Manager) [3 - 4 - 2]
Resources, Minister for	Nick Petroulias (FOI Officer) [0 - 1 - 0]
RMIT University	Michael Zhou (FOI Officer) [3 - 3 - 1] Amanda Way (Secretary) [0 - 1 - 0]
Road Safety Camera Commissioner, Office of the	John Voyage (Road Safety Camera Commissioner) [0 - 1 - 0]
Robinvale District Health Services	Vicki Shawcross (Chief Executive Officer) [12 - 0 - 0]

AGENCY	NAMES AND TITLES OF DECISION MAKERS [NUMBER OF DECISIONS WHERE ACCESS WAS GRANTED IN FULL, IN PART OR ACCESS WAS DENIED]
Rochester and Elmore District Health Service	Mark Nally (FOI Officer) [4 - 0 - 0]
Royal Children's Hospital, The	Annabelle Mann (Senior Legal Counsel) [0 - 1 - 0] David Hines (Consultant Mental Health) [2 - 1 - 0] Tammy O'Connor (Senior Legal Counsel) [0 - 1 - 0] Barbara Farrell (FOI Administration Officer) [8 - 0 - 0] Judith Smith (FOI Manager) [110 - 24 - 0] Paige Farrow (FOI Reviewer) [105 - 26 - 0] Sophie Garrity (FOI Reviewer) [86 - 37 - 0] Karen Hogan (Manager - Gatehouse Centre) [0 - 3 - 0] Joanne Dean (Nurse Manager - VFPMS) [0 - 3 - 0] Emma Carnovale (General Counsel) [0 - 3 - 1] Ricky Huynh (FOI Reviewer) [72 - 44 - 0] Felicity Hood (FOI Reviewer) [15 - 16 - 0]
Royal Society for the Prevention of Cruelty to Animals (Victoria), The	Oana Manole (Company Secretary) [0 - 2 - 0] Lindsey De Bartolo (Assistant Company Secretary) [1 - 7 - 2] Marilyn Young (Compliance and Bequest Officer) [0 - 6 - 1]
Royal Victorian Eye and Ear Hospital, the The Royal Women's Hospital	Caroline Clarke (Director of Medical Services) [190 - 0 - 0] Neil Goodwin (FOI & Information Privacy Manager) [123 - 5 - 0] Herbert Garrido (FOI Officer) [53 - 0 - 0] Carolyn Gillespie (Records Coordinator) [4 - 0 - 0] Karen Cusack (FOI Officer) [77 - 0 - 1]
Rural Northwest Health	Catherine Morley (Chief Executive Officer) [7 - 0 - 0]
Sandy Creek Reserve Committee of Management	David Sutherland (Secretary) [0 - 1 - 0]
Seymour Health	Karla Washington (ANUM) [1 - 0 - 0] Jo Cavill (Director of Clinical Services) [12 - 0 - 0] Cindy Newman (ANUM) [1 - 0 - 0] Leanne Hawkey (ANUM) [1 - 0 - 0] Chris McDonnell (Chief Executive Officer) [12 - 0 - 0] Anne Daley (Quality Director) [1 - 0 - 0]
Shrine of Remembrance Trust	Dean Lee (Chief Executive Officer) [1 - 0 - 0]
Small Business, Innovation and Trade, Minister for	Nick Petroulias (FOI Officer) [1 - 0 - 0] Chris O'Donnell (Privacy Manager) [0 - 1 - 1] Angela Tsatsoulis (FOI Officer) [0 - 1 - 0] David Jenkin (FOI Manager) [0 - 1 - 0]
South East Water	John Robertson (FOI Manager) [12 - 0 - 1]
South Gippsland Hospital	Sharon Shaw (Health Information Manager) [3 - 0 - 0]
South Gippsland Region Water Corporation (t/a South Gippsland Water)	Philippe du Plessis (Managing Director) [1 - 0 - 0]
South Gippsland Shire Council	David Robinson (FOI Officer) [5 - 1 - 3]
South West Healthcare	Peter O'Brien (Director of Medical Services) [116 - 2 - 0] Caroline Byrne (Director of Mental Health Services) [49 - 8 - 0]
South West Institute of TAFE	Shannyn Carter (FOI Officer) [2 - 0 - 0]
Southern Metropolitan Cemeteries Trust	Gillian Kearns (FOI Officer) [0 - 0 - 3]
Special Minister of State	Matthew Thompson (FOI Officer) [0 - 1 - 0]
Sport, Minister for	Susan Maye (FOI Officer) [0 - 0 - 1] Melissa Zarif (FOI Officer) [0 - 1 - 0]
St Vincent's Health	Dr Nim Nadarajah (Specialist) [787 - 0 - 0] Dr Peter Bosanac (Director of Medical Services) [26 - 35 - 0] Dr Lim-May Lim (Director of Medical Services) [0 - 1 - 0] Sonia Grundy (Health Information Manager) [3 - 0 - 0] Paul O'Brien (FOI Officer) [22 - 0 - 0]

APPENDIX D NAMES AND TITLES OF DECISION MAKERS

AGENCY	NAMES AND TITLES OF DECISION MAKERS [NUMBER OF DECISIONS WHERE ACCESS WAS GRANTED IN FULL, IN PART OR ACCESS WAS DENIED]
State Electricity Commission of Victoria	Robert Komel (FOI Officer) [13 - 1 - 0]
State Library of Victoria	Iain Curry (FOI Officer) [0 - 1 - 0]
State Revenue Office	Stephanie Salinas (Senior Policy Officer) [2 - 0 - 0] Alex Makings (Policy Specialist) [5 - 0 - 0] Richard Pang (Information Officer) [70 - 2 - 0]
State Sport Centres Trust	Darren Rattle (General Manager Corporate Services) [1 - 0 - 0]
Stawell Regional Health	Liz McCourt (Chief Executive Officer) [20 - 0 - 0]
Stonnington, City of	Veronica Wood (FOI Officer) [14 - 3 - 3]
Strathbogie Shire Council	Erin Law (FOI Officer) [4 - 2 - 1]
Surf Coast Shire Council	Avinesh Maharaj (FOI Officer) [0 - 10 - 0]
Swan Hill District Health	Rodney Prockter (FOI Manager) [93 - 0 - 0]
Swinburne University of Technology	Kornel Koffsovitz (Assoc. Dir. Legal & Regulatory) [2 - 0 - 0]
Taxi Services Commission	Emily Dickson (Senior Lawyer) [8 - 7 - 6]
Terang & Mortlake Health Service	Julia Ogdin (Chief Executive Officer) [2 - 0 - 0]
Timboon and District Healthcare Service	Kim White (FOI Manager) [1 - 0 - 0] Michelle Selten (FOI Manager) [2 - 0 - 0] Gerry Sheehan (Chief Executive Officer) [2 - 0 - 0]
Tourism and Major Events, Minister for	Chris O'Donnell (Privacy Manager) [0 - 1 - 0] David Jenkin (FOI Manager) [0 - 1 - 0] Angela Tsatsoulis (FOI Officer) [0 - 1 - 0]
Towong Shire Council	Jo Shannon (Director Community and Corporate Services) [2 - 1 - 0]
Training and Skills, Minister for	Kait McCann (FOI Manager) [0 - 1 - 0] Martin Pham (FOI Manager) [0 - 1 - 0]
Transport Accident Commission	Dorna Pakzimir (FOI Officer) [71 - 177 - 1] Ellen Jennings (FOI Officer) [45 - 184 - 1] Emily Smyth (FOI Officer) [88 - 300 - 5] Justine Adams (Senior FOI Officer) [94 - 163 - 1] Victoria Cammarota (FOI Officer) [17 - 60 - 0] Tahlee Byars (FOI Officer) [0 - 1 - 0] Felicity Wright (FOI Manager) [1 - 4 - 2]
Transport Safety - Transport Safety Victoria, Director of	Ingrid Meinke (Manager, Governance) [7 - 7 - 0] Shaun Rodenburg (Deputy Director, Bus Safety) [0 - 1 - 0] Elizabeth Muhlebach (Senior Policy & Legal Counsel) [2 - 0 - 0] Samantha McMahon (Senior Legal & Policy Counsel) [1 - 1 - 0]
Treasurer	Mark Hamilton-Smith (FOI Officer) [2 - 1 - 0] Vivian Chung (FOI Officer) [1 - 2 - 0]
Treasury and Finance, Department of	Mark Hamilton-Smith (FOI Officer) [12 - 19 - 4] Vivian Chung (FOI Officer) [4 - 23 - 2]
Tweddle Child + Family Health Service	Jacquie O'Brien (Chief Executive Officer) [0 - 1 - 0]
Upper Murray Health and Community Services	Maxine Brockfield (Chief Executive Officer) [6 - 0 - 0]
V/Line Corporation	Rebecca Northeast (General Counsel) [3 - 9 - 1]
Veterinary Practitioners Registration Board of Victoria	Louisa King (Chief Executive Officer) [2 - 0 - 0]
VicForests	Peter Patterson (General Counsel) [0 - 1 - 0] Robyn Selby Smith (Corporate Counsel) [3 - 0 - 1]
VicRoads	Franca Chick (FOI & Information Privacy Manager) [3 - 7 - 1] Darson Bonett (Principal FOI Officer) [88 - 131 - 27] Pranav Saluja (Senior FOI Officer) [70 - 111 - 9] Kristian Dzolev (Acting Senior FOI Officer) [143 - 142 - 9]

AGENCY	NAMES AND TITLES OF DECISION MAKERS [NUMBER OF DECISIONS WHERE ACCESS WAS GRANTED IN FULL, IN PART OR ACCESS WAS DENIED]
Victoria Legal Aid	Michael Vickers (FOI Officer) [4 - 0 - 0] Dan George (FOI Officer) [0 - 2 - 2] Sangeetha Royan (FOI Officer) [1 - 0 - 0] Dan Hagan (FOI Officer) [1 - 0 - 0]
Victoria Police	Inspector Andrew Jay (Deputy FOI Officer) [6 - 275 - 20] Diane Moore (FOI Coordinator) [58 - 646 - 43] Tina Kyriakos (Acting FOI Coordinator) [1 - 35 - 0] Bernadette Henneken (Acting FOI Coordinator) [5 - 40 - 4] Kerrie Shaw (Acting FOI Coordinator) [4 - 26 - 0] Robin Davey (FOI Manager) [62 - 1184 - 177]
Victoria State Emergency Service	Ross Elford (Information & Records Manager) [15 - 3 - 0]
Victoria University	Natalina Velardi (Director, Portfolio of the Vice-Chancellor) [1 - 2 - 1] Cameron Murrell (Acting Director, Portfolio of the Vice-Chancellor) [0 - 1 - 0] Sarah Sorsby (Lawyer) [0 - 2 - 0] Mary Simpson (Senior Lawyer) [0 - 1 - 0] Kirsten Wright (Manager, Records & Archives Services and FOI Coordinator) [1 - 0 - 0]
Victorian Arts Centre Trust	FOI Officer (FOI Officer) [0 - 1 - 0]
Victorian Building Authority (VBA)	James Wilson (FOI Officer) [60 - 14 - 0] Nicholas Lopez (FOI Officer) [22 - 14 - 1] Dean Bozinoski (FOI Officer) [17 - 8 - 0]
Victorian Commission for Gambling and Liquor Regulation	Scott May (Acting Director Legal Services and General Counsel) [0 - 8 - 3] Cameron Warfe (Acting Director Legal Services and General Counsel) [0 - 1 - 0]
Victorian Curriculum and Assessment Authority	Chris Wardlaw (VCAA Chair) [0 - 1 - 1]
Victorian Equal Opportunity & Human Rights Commission	Jennifer Kanis (Senior Legal Adviser) [0 - 2 - 0]
Victorian Government Architect	Jill Garner (Chief Executive Officer) [2 - 0 - 0]
Victorian Government Solicitor	Penina Berkovic (Principal Solicitor) [0 - 3 - 0] Peter Stewart (Victorian Government Solicitor) [0 - 1 - 0]
Victorian Health Promotion Foundation	Rebecca French (Information Coordinator) [1 - 0 - 0]
Victorian Institute of Forensic Medicine	Helen McKelvie (FOI & Information Privacy Manager) [3 - 1 - 0]
Victorian Institute of Forensic Mental Health	Marree Brown (Health Information Manager) [45 - 4 - 5] Huma Syeda (Health Information Manager) [10 - 16 - 8]
Victorian Legal Admissions Board	Maria Di Palma (FOI Officer) [0 - 0 - 1]
Victorian Legal Services Board	Martin Watts (FOI Officer) [0 - 4 - 10]
Victorian Managed Insurance Authority	Peter Heard (General Manager, Corporate Risk and Compliance) [0 - 3 - 0]
Victorian Ombudsman	Kristy Fisher (FOI Officer) [1 - 1 - 0]
Victorian Public Sector Commission	Belinda Clark (Commissioner) [3 - 0 - 0]
Victorian Rail Track trading as VicTrack	Peter Chau (FOI Officer) [2 - 1 - 0]
Victorian Registration and Qualifications Authority	Keith Gove (FOI Manager) [2 - 0 - 1]
Victorian WorkCover Authority t/a WorkSafe Victoria	Andrea Mackie (FOI Officer) [17 - 144 - 15] Janelle Mahoney (FOI Officer) [17 - 174 - 9] Katherine Ludvik (FOI Officer) [51 - 284 - 27] Kate Young (FOI & Information Privacy Manager) [0 - 2 - 0] Danielle Taske (FOI & Information Privacy Manager) [1 - 1 - 0] Hilary Cantwell (FOI & Information Privacy Manager) [1 - 1 - 4] Martin Botros (FOI Officer) [13 - 10 - 2] Sai Rajan (FOI Officer) [5 - 13 - 4]
Wangaratta, Rural City of	Karen Chetcuti (Records Administrator) [3 - 0 - 0] Ruth Kneebone (Director Corporate Services) [2 - 0 - 0]
Wannon Region Water Corporation	Steven Kearns (FOI Manager) [1 - 0 - 0]
Warrnambool City Council	Wendy Clark (FOI Officer) [7 - 1 - 0]

APPENDIX D NAMES AND TITLES OF DECISION MAKERS

AGENCY	NAMES AND TITLES OF DECISION MAKERS [NUMBER OF DECISIONS WHERE ACCESS WAS GRANTED IN FULL, IN PART OR ACCESS WAS DENIED]
Wellington Shire Council	Marj McInnes (FOI & Information Privacy Manager) [3 - 2 - 0]
West Gippsland Healthcare Group	Dr Gary Campain (Director of Medical Services) [4 - 0 - 0] Dan Weeks (Chief Executive Officer) [1 - 0 - 0] Amanda Lee (Health Information Manager) [98 - 0 - 0] Diane Draper (Health Information Manager) [5 - 0 - 0] Robyn Weeks (Health Information Manager) [5 - 0 - 0]
West Wimmera Health Service	John Smith (Chief Executive Officer) [6 - 0 - 0]
West Wimmera Shire Council	Venkata Peteti (GM Corporate and Community Services) [1 - 0 - 0]
Western District Health Service	Dr Nic Van Zyl (Director of Medical Services) [18 - 0 - 0] Sally Graham (Health Information Manager) [42 - 0 - 0]
Western Health (includes Sunshine Hospital, Williamstown Hospital, Footscray Hospital, Sunbury Day Hospital, Hazeldean Transition Care)	Anna Brodie (FOI Officer) [361 - 1 - 3] Gayle Ekonomou (FOI Officer) [516 - 2 - 3] Synnove Frydenlund (FOI Manager) [2 - 0 - 2] Iresha Herath (FOI Manager) [1 - 0 - 0]
Western Region Water Corporation	Julie Williams (FOI Manager) [3 - 0 - 0]
Westernport Region Water Corporation	E Crump (Records Coordinator) [1 - 0 - 0]
Whitehorse, City of	Jenny Russell (Team Leader Governance) [4 - 5 - 0]
Whittlesea City Council	Lence Mitrovski (FOI Officer) [2 - 1 - 0] Narelle Williamson (FOI Officer) [2 - 0 - 0] Natalie Bumbaroski (FOI Officer) [0 - 2 - 0] Amanda Marijanovic (FOI Officer) [3 - 0 - 0] Janet Taylor (FOI Officer) [0 - 2 - 0]
William Angliss Institute of TAFE	Colin Lee (FOI & Information Privacy Manager) [0 - 1 - 0]
Wimmera Health Care Group	Alan Wolff (Director of Medical Services) [97 - 0 - 1]
Wodonga City Council	Kevin Scully (FOI Officer) [1 - 0 - 0]
Wodonga Institute of TAFE	Mark Dixon (Chief Executive Officer) [0 - 1 - 0]
Women, Minister for	Matthew Thompson (FOI Officer) [0 - 2 - 0]
Wyndham City Council	Loredana Drury (FOI & Privacy Officer) [8 - 12 - 0] Joy Painter (Coordinator Information Management) [0 - 6 - 4]
Yarra City Council	Ivan Gilbert (FOI Officer) [28 - 35 - 2]
Yarra Ranges Shire Council	David Hayes (FOI Officer) [7 - 5 - 0] Marissa Gardiner (FOI & Information Privacy Manager) [0 - 5 - 0]
Yarra Valley Water Corporation	Peter Thatcher (Assistant Corporate Secretary) [9 - 3 - 0]
Yarram and District Health Service	Colleen Boag (Chief Executive Officer) [32 - 0 - 0]
Yarrowonga Health	Cathryn Febey (FOI Officer) [5 - 0 - 0]
Yooralla	Dr Sherene Devanesen (Chief Executive Officer) [0 - 1 - 0]
Zoological Parks and Gardens Board	Lawrence Tail (FOI Manager) [0 - 3 - 1]

APPENDIX E FEES AND CHARGES

AGENCY	FEES COLLECTED	FEES WAIVED	CHARGES COLLECTED	CHARGES WAIVED	TRANSFERRED FEES WAIVED
Adult Multicultural Education Services	\$0	\$136	\$0	\$0	\$0
Agriculture, Minister for (includes Minister for Regional Development)	\$27.2	\$0	\$0	\$0	\$0
Agriculture, Minister for (includes Minister for Regional Development)	\$163.2	\$0	\$0	\$0	\$0
Albury Wodonga Health	\$2720	\$2556.8	\$2360.6	\$0	\$0
Alexandra District Health	\$652.8	\$81.6	\$0	\$0	\$0
Alfred Health	\$56945.3	\$12904.3	\$317676.2	\$10922.4	\$0
Alpine Health	\$163.2	\$27.2	\$125.4	\$0	\$0
Alpine Shire Council	\$108.8	\$0	\$0	\$0	\$0
Ambulance Victoria	\$36775.9	\$11667.3	\$0	\$0	\$0
Ararat Rural City Council	\$54.4	\$0	\$0	\$0	\$0
Architects Registration Board of Victoria	\$54.4	\$0	\$20.4	\$0	\$0
Attorney-General	\$272	\$54.4	\$0	\$0	\$0
Austin Health	\$25758.4	\$8948.8	\$40366.3	\$19234.5	\$0
Australian Grand Prix Corporation	\$108.8	\$0	\$0	\$0	\$0
Bairnsdale Regional Health Service	\$2121.6	\$1876.8	\$2784.9	\$0	\$0
Ballarat Health Services	\$7901.9	\$5371.7	\$3795.6	\$4497.1	\$0
Ballarat, City of	\$734.4	\$163.2	\$402.3	\$481.4	\$0
Banyule City Council	\$408	\$27.2	\$257.4	\$42.66	\$0
Barwon Health, University Hospital Geelong	\$17136	\$9030.4	\$30485.87	\$11476.08	\$0
Barwon Region Water Corporation	\$163.2	\$0	\$0	\$0	\$0
Bass Coast Health	\$1360	\$1468.8	\$1779	\$236.9	\$0
Bass Coast Shire Council (includes San Remo Cemetery Trust, Wonthaggi Cemetery Trust)	\$272	\$0	\$0	\$0	\$0
Baw Baw Shire Council	\$435	\$54.4	\$331.2	\$0	\$0
Bayside City Council	\$843.2	\$0	\$473	\$0	\$0
Beaufort and Skipton Health Service	\$27.2	\$0	\$0	\$0	\$0
Beechworth Health Service	\$27.2	\$27.2	\$0	\$0	\$0
Benalla Health	\$217.6	\$27.2	\$232.4	\$148.9	\$0
Benalla Rural City Council	\$136	\$0	\$0	\$0	\$0
Bendigo Health Care Group	\$11016	\$734.4	\$25486.15	\$930.2	\$0
Bendigo, City of Greater	\$435.2	\$0	\$0	\$0	\$0
Boort District Health	\$27.2	\$27.2	\$0	\$0	\$0
Boroondara, City of	\$1006.4	\$54.4	\$3152.94	\$113.26	\$0
Brimbank City Council	\$835.4	\$361.4	\$695.3	\$7	\$0
Buloke Shire Council	\$27.2	\$0	\$0	\$0	\$0
Calvary Health Care Bethlehem	\$217.6	\$27.2	\$460.82	\$332.22	\$0
Campaspe Shire Council	\$435.2	\$0	\$75.6	\$2.4	\$0
Cardinia Shire Council	\$353.6	\$0	\$0	\$0	\$0
Casey, City of	\$1088	\$136	\$767	\$0	\$0
Casterton Memorial Hospital	\$27.2	\$0	\$5.4	\$0	\$0
Castlemaine Health	\$326.4	\$108.8	\$257.6	\$1.6	\$0
Central Gippsland Health Service	\$924.8	\$707.2	\$5	\$0	\$0

APPENDIX E FEES AND CHARGES

AGENCY	FEES COLLECTED	FEES WAIVED	CHARGES COLLECTED	CHARGES WAIVED	TRANSFERRED FEES WAIVED
Central Gippsland Region Water Corporation (t/a Gippsland Water)	\$27.2	\$0	\$0	\$0	\$0
Central Goldfields Shire Council	\$80.9	\$0.7	\$0	\$0	\$0
Central Highlands Region Water Corporation	\$190.4	\$0	\$0	\$0	\$0
Children and Young People, Commission for	\$81.6	\$54.4	\$0	\$0	\$0
Chisholm Institute	\$0	\$54.4	\$0	\$0	\$0
City West Water Corporation	\$598.4	\$54.4	\$2897.95	\$44	\$0
Cobram District Health	\$299.2	\$299.2	\$0	\$0	\$0
Cohuna District Hospital	\$27.2	\$136	\$0	\$0	\$0
Colac Area Health	\$812.7	\$302.5	\$243.4	\$192.4	\$0
Colac Otway Shire	\$244.8	\$27.2	\$245.2	\$0	\$0
Coliban Region Water Corporation	\$81.6	\$54.4	\$0	\$2	\$0
Consumer Affairs, Gaming and Liquor Regulation, Minister for	\$54.4	\$0	\$0	\$0	\$0
Corangamite Catchment Management Authority	\$27.2	\$0	\$0	\$0	\$0
Corangamite Regional Library Corporation	\$0	\$27.2	\$0	\$0	\$0
Corangamite Shire	\$54.4	\$0	\$128	\$0	\$0
Corrections, Minister for	\$108.8	\$27.2	\$0	\$0	\$0
Country Fire Authority	\$2230.4	\$54.4	\$2154.3	\$0	\$0
Court Services Victoria	\$463.4	\$516.8	\$458.36	\$1.8	\$0
Creative Industries, Minister for	\$27.2	\$0	\$0	\$0	\$0
Dairy Food Safety Victoria	\$54.4	\$0	\$34.4	\$0	\$0
Dandenong, City of Greater	\$462.4	\$0	\$1172.9	\$0	\$0
Darebin, City of	\$867.6	\$84.4	\$706	\$22.9	\$0
Deakin University	\$380.8	\$27.2	\$0	\$0	\$0
Dental Health Services Victoria	\$550.8	\$1978.8	\$0	\$0	\$0
Disability Services Commissioner	\$0	\$27.2	\$0	\$0	\$0
Djerriwarrh Health Services	\$1958.4	\$2638.4	\$1922.9	\$0	\$0
East Gippsland Shire Council	\$408	\$0	\$102	\$0	\$0
East Gippsland Water	\$27.2	\$0	\$0	\$0	\$0
East Grampians Health Service	\$733	\$926.2	\$1193.2	\$622	\$0
East Wimmera Health Service	\$108.8	\$81.6	\$22	\$36.4	\$0
Eastern Health (includes Angliss Hospital, Box Hill Hospital, Maroondah Hospital, Peter James Centre, Central East Area Mental Health Service, Healesville and District Hospital, Wantirna Health, Yarra Ranges Health, Yarra Valley Community Health, Turning Point)	\$27545.9	\$6263.7	\$33890.9	\$17272.4	\$0
Echuca Regional Health	\$4950.6	\$870.4	\$2930.2	\$627.4	\$0
Economic Development, Jobs, Transport and Resources, Department of	\$5981.2	\$408.7	\$0	\$0	\$0
Education and Training, Department of	\$6061.4	\$4165.8	\$6361.3	\$8034.5	\$0
Education, Minister for	\$81.6	\$0	\$0	\$5.2	\$0

AGENCY	FEES COLLECTED	FEES WAIVED	CHARGES COLLECTED	CHARGES WAIVED	TRANSFERRED FEES WAIVED
Emergency Services Superannuation Board (t/a ESSSuper) (ESSS)	\$380.8	\$0	\$0	\$0	\$0
Emergency Services Telecommunications Authority (ESTA)	\$788.8	\$707.2	\$0	\$0	\$0
Emergency Services, Minister for	\$271.3	\$0.7	\$0	\$0	\$0
Energy Safe Victoria	\$952	\$54.4	\$0	\$0	\$0
Energy, Environment and Climate Change, Minister for	\$81.6	\$0	\$0	\$0	\$0
Environment Protection Authority	\$1414.4	\$54.4	\$733.9	\$1020	\$0
Environment, Climate Change and Water, Minister for	\$81.6	\$0	\$0	\$0	\$0
Environment, Land, Water and Planning, Department of	\$4977.6	\$326.4	\$3254.2	\$391.3	\$0
Essential Services Commission	\$54.4	\$27.2	\$0	\$0	\$0
Families and Children, Minister for	\$81.6	\$0	\$0	\$18.8	\$0
Federation University Australia	\$27.2	\$27.2	\$0	\$0	\$0
Film Victoria	\$27.2	\$0	\$0	\$0	\$0
Finance, Minister for	\$54.4	\$0	\$0	\$0	\$0
Frankston City Council	\$489.6	\$54.4	\$448.2	\$31.4	\$0
Freedom of Information Commissioner	\$0	\$54.4	\$0	\$0	\$0
Game Management Authority	\$136	\$0	\$0	\$0	\$0
Gannawarra Shire Council	\$27.2	\$0	\$187.4	\$0	\$0
Geelong, City of Greater	\$1305.6	\$136	\$1732.4	\$0	\$0
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	\$190.4	\$54.4	\$0	\$0	\$0
Gippsland Southern Health Service	\$462.4	\$0	\$74.4	\$0	\$0
Glen Eira City Council	\$707.2	\$54.4	\$346.5	\$0	\$0
Glenelg Shire Council	\$81.6	\$0	\$0	\$0	\$0
Golden Plains Shire Council	\$108.8	\$108.8	\$0	\$0	\$0
Goulburn-Murray Rural Water Corporation	\$1006.4	\$108.8	\$669.2	\$633.8	\$0
Goulburn Valley Health	\$9928	\$0	\$19806	\$0	\$0
Goulburn Valley Region Water Corporation	\$54.4	\$0	\$0	\$0	\$0
Grampians Wimmera Mallee Water Corporation (t/a GWMWater)	\$0	\$27.2	\$0	\$0	\$0
Greater Metropolitan Cemeteries Trust	\$108.8	\$0	\$112.2	\$0	\$0
Greater Shepparton City Council	\$136	\$217.6	\$524.2	\$0	\$0
Greyhound Racing Victoria	\$81.6	\$0	\$0	\$0	\$0
Harness Racing Victoria	\$27.2	\$0	\$27.2	\$0	\$0
Health and Human Services, Department of	\$11369.6	\$28260.8	\$1990.15	\$1855.43	\$0
Health Purchasing Victoria	\$54.4	\$0	\$0	\$0	\$0
Health Services Commissioner	\$136	\$190.4	\$70.6	\$0	\$0
Health, Minister for	\$380.8	\$0	\$0	\$0	\$0
Heathcote Health	\$163.2	\$0	\$0	\$0	\$0
Hepburn Health Service	\$373.6	\$170.4	\$465.6	\$0	\$0
Hepburn Shire Council	\$272	\$27.2	\$70.4	\$0	\$0

APPENDIX E FEES AND CHARGES

AGENCY	FEES COLLECTED	FEES WAIVED	CHARGES COLLECTED	CHARGES WAIVED	TRANSFERRED FEES WAIVED
Hesse Rural Health Service	\$81.6	\$0	\$0	\$0	\$0
Heywood Rural Health	\$0	\$54.4	\$0	\$54.4	\$0
Hindmarsh Shire Council	\$27.2	\$0	\$0	\$0	\$0
Hobsons Bay City Council	\$435.2	\$0	\$98.4	\$0	\$0
Holmesglen Institute	\$27.2	\$27.2	\$154.8	\$0	\$0
Horsham Rural City Council	\$54.4	\$27.2	\$24.6	\$0	\$0
Housing, Disability and Ageing, Minister for	\$54.4	\$0	\$0	\$3.8	\$0
Hume City Council	\$1006.4	\$380.8	\$2092.4	\$103.2	\$0
Independent Broad-based Anti-Corruption Commission	\$27.2	\$136	\$0	\$0	\$0
Indigo Shire Council	\$108.1	\$27.9	\$0	\$0	\$0
Industrial Relations, Minister for	\$299.2	\$0	\$0	\$0	\$0
Industry and Employment, Minister for	\$53.7	\$0.7	\$0	\$0	\$0
Infrastructure Victoria	\$0	\$54.4	\$0	\$0	\$0
Inglewood and Districts Health Service	\$54.4	\$0	\$0	\$0	\$0
Justice & Regulation, Department of (includes Emergency Management Commissioner)	\$5978.4	\$15536.8	\$2026	\$4176.74	\$0
Kerang District Health	\$244.8	\$27.2	\$63	\$2	\$0
Kilmore & District Hospital, The	\$816	\$163.2	\$1042.2	\$163.2	\$0
Kingston City Council	\$2230.4	\$0	\$1462.4	\$54.4	\$0
Knox City Council	\$244.8	\$27.2	\$193.8	\$0	\$0
Kyabram and District Health Services	\$652.8	\$244.8	\$422	\$0	\$0
Kyneton District Health Service	\$353.6	\$27.2	\$227.2	\$0	\$0
La Trobe University	\$190.4	\$0	\$623.2	\$0	\$0
Latrobe City Council	\$380.8	\$1360	\$530.4	\$100	\$0
Latrobe Regional Hospital	\$6718.4	\$2502.4	\$12588.05	\$4107.95	\$0
Level Crossing Removal Authority	\$326.4	\$54.4	\$0	\$138.3	\$0
Local Government, Minister for	\$108.8	\$0	\$0	\$0	\$0
Loddon Shire Council	\$81.6	\$27.2	\$0	\$0	\$0
Lorne Community Hospital	\$0	\$217.6	\$0	\$0	\$0
Lower Murray Water (includes First Mildura Irrigation Trust)	\$27.2	\$0	\$0	\$0	\$0
Macedon Ranges Shire Council	\$516.8	\$0	\$240	\$0	\$0
Mallee Track Health and Community Service	\$54.4	\$0	\$0	\$0	\$0
Manningham City Council	\$190.4	\$0	\$231.6	\$0	\$0
Mansfield District Hospital	\$380.8	\$244.8	\$151.5	\$0	\$0
Mansfield Shire Council	\$109.1	\$0	\$0	\$0	\$0
Maribyrnong City Council	\$272	\$27.2	\$390.6	\$0	\$0
Maroondah City Council	\$244.8	\$0	\$30	\$15.8	\$0
Maryborough District Health Service	\$788.8	\$54.4	\$1357.4	\$250.9	\$0
Melbourne and Olympic Parks Trust	\$54.4	\$0	\$0	\$0	\$0
Melbourne Convention and Exhibition Trust	\$27.2	\$0	\$0	\$0	\$0
Melbourne Cricket Ground Trust	\$54.4	\$27.2	\$0	\$0	\$0

AGENCY	FEES COLLECTED	FEES WAIVED	CHARGES COLLECTED	CHARGES WAIVED	TRANSFERRED FEES WAIVED
Melbourne Health (includes The Royal Melbourne Hospital)	\$51590	\$4061.2	\$68174.8	\$0	\$0
Melbourne Metro Rail Authority	\$54.4	\$0	\$0	\$0	\$0
Melbourne Polytechnic	\$136	\$0	\$299.2	\$0	\$0
Melbourne Water	\$598.4	\$27.2	\$264.6	\$183.6	\$0
Melbourne, City of	\$1521.8	\$164.6	\$5380.05	\$109.8	\$0
Melbourne, The University of	\$598.4	\$0	\$1097.52	\$0	\$0
Melton City Council	\$652.8	\$190.4	\$1407.7	\$111.2	\$0
Mental Health Complaints Commissioner	\$0	\$136	\$0	\$0	\$0
Mental Health Tribunal	\$0	\$27.2	\$0	\$0	\$0
Mental Health, Minister for	\$27.2	\$0	\$0	\$0	\$0
Mercy Public Hospitals Incorporated	\$7588.8	\$4216	\$10945.47	\$2129.4	\$0
Metropolitan Fire and Emergency Services Board	\$10227.2	\$952	\$362.9	\$35	\$0
Metropolitan Planning Authority	\$163.2	\$0	\$334.8	\$1.2	\$0
Metropolitan Waste and Resource Recovery Group	\$27.2	\$0	\$0	\$0	\$0
Mildura Base Hospital	\$4324.8	\$544	\$12196.52	\$803.29	\$0
Mildura Rural City Council	\$435.2	\$54.4	\$108.9	\$0	\$0
Mitchell Shire Council	\$54.4	\$0	\$58.2	\$0	\$0
Moira Shire Council	\$217.6	\$0	\$332	\$0	\$0
Monash Health	\$32585.6	\$9574.4	\$69243.76	\$8241.45	\$0
Monash University	\$462.4	\$27.2	\$693.5	\$930.35	\$0
Monash, City of	\$761.6	\$0	\$0	\$0	\$0
Moonee Valley City Council	\$571.2	\$108.8	\$0	\$0	\$0
Moorabool Shire Council	\$217.6	\$27.2	\$199.24	\$0	\$0
Moreland City Council	\$1196.8	\$27.2	\$676.6	\$28	\$0
Mornington Peninsula Shire	\$1223.3	\$353.6	\$468.3	\$124680	\$0
Mount Alexander Shire Council	\$27.2	\$0	\$21.8	\$0	\$0
Mount Buller & Mount Stirling Alpine Resort Management Board	\$27.2	\$0	\$94.2	\$42.2	\$0
Moyne Health Services	\$27.2	\$0	\$0	\$5	\$0
Moyne Shire Council	\$0	\$54.4	\$0	\$0	\$0
Multicultural Affairs, Minister for	\$27.2	\$0	\$0	\$2.6	\$0
Murrindindi Shire Council	\$190.4	\$108.8	\$122.8	\$1.6	\$0
Museum Victoria	\$54.4	\$0	\$0	\$0	\$0
National Gallery of Victoria	\$27.2	\$0	\$0	\$0	\$0
Nillumbik Shire Council	\$326.4	\$0	\$51.9	\$51.4	\$0
North Central Catchment Management Authority	\$0	\$27.2	\$0	\$168	\$0
North East Water Corporation (t/a North East Water)	\$0	\$27.2	\$3.4	\$0	\$0
Northeast Health Wangaratta	\$3155.2	\$7561.6	\$4825.7	\$0	\$0
Northern Grampians Shire Council	\$54.4	\$27.2	\$24.2	\$0	\$0
Northern Health (includes Bundoora Extended Health Care, Broadmeadows Health Service, Northern Hospital, Craigieburn Health Service)	\$22195.2	\$3291.2	\$43540.7	\$8181	\$0

APPENDIX E FEES AND CHARGES

AGENCY	FEES COLLECTED	FEES WAIVED	CHARGES COLLECTED	CHARGES WAIVED	TRANSFERRED FEES WAIVED
Numurkah District Health Service	\$54.4	\$435.2	\$53.24	\$0	\$0
Omeo District Health	\$27.2	\$54.4	\$8.7	\$12	\$0
Orbost Regional Health	\$571.2	\$734.4	\$231	\$0	\$0
Otway Health	\$244.1	\$27.9	\$11.4	\$23.6	\$0
Parks Victoria	\$734.4	\$0	\$434.1	\$0	\$0
Peninsula Health (includes Frankston Hospital, Mount Eliza Centre, Rosebud Hospital, Peninsula Community Health Service)	\$14552	\$5331.2	\$15310.4	\$8617.2	\$0
Peter MacCallum Cancer Centre	\$1659.2	\$190.4	\$2310.5	\$0	\$0
Phillip Island Nature Park Board of Management	\$27.2	\$0	\$38.8	\$0	\$0
Places Victoria	\$163.2	\$0	\$375.2	\$0	\$0
Planning, Minister for	\$326.4	\$0	\$0	\$0	\$0
Police, Minister for	\$163.2	\$0	\$0	\$0	\$0
Port of Hastings Development Authority	\$108.8	\$0	\$90	\$0	\$0
Port of Melbourne Corporation	\$136	\$27.2	\$0	\$0	\$0
Port Phillip, City of	\$870.4	\$54.4	\$1092.4	\$199.6	\$0
Portland District Health	\$843.2	\$136	\$160.8	\$180	\$0
Premier and Cabinet, Department of	\$3155.2	\$217.6	\$291.4	\$698.8	\$0
Premier of Victoria	\$1196.8	\$27.2	\$0	\$214.4	\$0
PrimeSafe	\$27.2	\$0	\$0	\$0	\$0
Public Prosecutions, Office of	\$380.8	\$326.4	\$161.6	\$0	\$0
Public Record Office Victoria	\$27.2	\$0	\$0	\$0	\$0
Public Transport Development Authority (t/a Public Transport Victoria)	\$1740.8	\$489.6	\$1386.14	\$316.2	\$0
Public Transport, Minister for	\$544	\$27.2	\$0	\$0	\$0
Pyrenees Shire Council	\$190.4	\$0	\$0	\$71.4	\$0
Queen Elizabeth Centre	\$50.1	\$113.1	\$0	\$0	\$0
Queenscliffe, Borough of	\$81.6	\$0	\$95	\$0	\$0
Racing Integrity Commissioner, Office of the	\$27.2	\$0	\$0	\$0	\$0
Racing Victoria Limited	\$299.2	\$54.4	\$0	\$0	\$0
Resources, Minister for	\$27.2	\$0	\$0	\$0	\$0
RMIT University	\$326.4	\$81.6	\$20	\$20	\$0
Road Safety Camera Commissioner, Office of the	\$27.2	\$0	\$0	\$0	\$0
Robinvale District Health Services	\$136	\$272	\$23	\$0	\$0
Rochester and Elmore District Health Service	\$108.8	\$0	\$88.6	\$0	\$0
Royal Botanic Gardens Board	\$27.2	\$0	\$0	\$0	\$0
Royal Children's Hospital, The	\$10064	\$7561.6	\$23910.6	\$344.4	\$0
Royal Society for the Prevention of Cruelty to Animals (Victoria), The	\$435.2	\$136	\$0	\$0	\$0
Royal Victorian Eye and Ear Hospital, The	\$5059.2	\$190.4	\$5840.66	\$259.8	\$0
Royal Women's Hospital, The	\$5494.4	\$2801.6	\$99555.2	\$0	\$0
Rural Northwest Health	\$81.6	\$108.8	\$279.09	\$11	\$0

AGENCY	FEES COLLECTED	FEES WAIVED	CHARGES COLLECTED	CHARGES WAIVED	TRANSFERRED FEES WAIVED
Sandy Creek Reserve Committee of Management	\$27.2	\$0	\$0	\$0	\$0
Seymour Health	\$489.6	\$272	\$617.2	\$80	\$0
Shrine of Remembrance Trust	\$27.2	\$0	\$0	\$0	\$0
Small Business, Innovation and Trade, Minister for	\$217.6	\$0	\$0	\$0	\$0
South East Water	\$353.6	\$0	\$0	\$0	\$0
South Gippsland Hospital	\$81.6	\$0	\$27.8	\$0	\$0
South Gippsland Region Water Corporation (t/a South Gippsland Water)	\$27.2	\$0	\$0	\$0	\$0
South Gippsland Shire Council	\$652.8	\$0	\$1006.8	\$0	\$0
South West Healthcare	\$3862.4	\$1659.2	\$4067.95	\$2985.93	\$0
South West Institute of TAFE	\$10	\$44.4	\$0	\$0	\$0
Southern Metropolitan Cemeteries Trust	\$54.4	\$27.2	\$0	\$0	\$0
Special Minister of State	\$54.4	\$0	\$0	\$1	\$0
Sport, Minister for	\$108.8	\$0	\$0	\$0	\$0
St Vincent's Health	\$17707.2	\$5820.8	\$6201	\$4375	\$0
State Electricity Commission of Victoria	\$353.6	\$54.4	\$0	\$0	\$0
State Library of Victoria	\$27.2	\$0	\$30	\$0	\$0
State Revenue Office	\$2312	\$163.2	\$1.6	\$0	\$0
State Sport Centres Trust	\$27.2	\$0	\$0	\$0	\$0
Stawell Regional Health	\$571.2	\$54.4	\$240.5	\$0	\$0
Stonnington, City of	\$652.8	\$27.2	\$1454.8	\$0	\$0
Strathbogie Shire Council	\$190.4	\$137	\$0	\$0	\$0
Sunraysia Institute of TAFE	\$27.2	\$0	\$0	\$0	\$0
Surf Coast Shire Council	\$380.8	\$54.4	\$357.4	\$40	\$0
Swan Hill District Health	\$1496	\$1033.6	\$958	\$103	\$0
Swan Hill Rural City Council	\$27.2	\$27.2	\$251.4	\$0	\$0
Swinburne University of Technology	\$0	\$81.6	\$0	\$0	\$0
Taxi Services Commission	\$680	\$54.4	\$0	\$0	\$0
Terang & Mortlake Health Service	\$81.6	\$0	\$4.2	\$0	\$0
Timboon and District Healthcare Service	\$27.2	\$81.6	\$0.8	\$0	\$0
Tourism and Major Events, Minister for	\$163.2	\$0	\$0	\$0	\$0
Towong Shire Council	\$108.8	\$0	\$0	\$0	\$0
Training and Skills, Minister for	\$136	\$0	\$0	\$9	\$0
Transport Accident Commission	\$32857.6	\$1958.4	\$90390	\$677	\$0
Transport Safety - Transport Safety Victoria, Director of	\$571.2	\$27.2	\$0	\$0	\$0
Transport Safety, Office of the Chief Investigator,	\$27.2	\$0	\$0	\$0	\$0
Treasurer	\$244.8	\$0	\$0	\$0	\$0
Treasury and Finance, Department of	\$2148.8	\$0	\$150	\$189.8	\$0
Tweddle Child + Family Health Service	\$0	\$27.2	\$0	\$6	\$0
Upper Murray Health and Community Services	\$81.6	\$81.6	\$316.2	\$0	\$0
V/Line Corporation	\$326.4	\$54.4	\$190.6	\$0	\$0

APPENDIX E FEES AND CHARGES

AGENCY	FEES COLLECTED	FEES WAIVED	CHARGES COLLECTED	CHARGES WAIVED	TRANSFERRED FEES WAIVED
Veterinary Practitioners Registration Board of Victoria	\$54.4	\$0	\$0	\$0	\$0
VicForests	\$244.8	\$27.2	\$180	\$0	\$0
VicRoads	\$17448.8	\$3168.8	\$0	\$4240.6	\$0
Victoria Legal Aid	\$272	\$108.8	\$59.98	\$20	\$0
Victoria Police	\$65987.2	\$20019.2	\$40821.5	\$344.3	\$0
Victoria State Emergency Service	\$516.8	\$163.2	\$22.2	\$74.8	\$0
Victoria University	\$272	\$0	\$474.2	\$48.2	\$0
Victorian Aboriginal Heritage Council	\$0	\$27.2	\$0	\$0	\$0
Victorian Arts Centre Trust	\$81.6	\$0	\$0	\$0	\$0
Victorian Building Authority	\$3073.6	\$652.8	\$856.8	\$1428	\$0
Victorian Commission for Gambling and Liquor Regulation	\$325.7	\$0.7	\$0	\$0	\$0
Victorian Curriculum and Assessment Authority	\$54.4	\$54.4	\$0	\$0	\$0
Victorian Equal Opportunity & Human Rights Commission	\$27.2	\$27.2	\$0	\$0	\$0
Victorian Government Architect	\$54.4	\$0	\$0	\$0	\$0
Victorian Government Solicitor	\$54.4	\$54.4	\$0	\$51.8	\$0
Victorian Health Promotion Foundation	\$0	\$27.2	\$0	\$0	\$0
Victorian Institute of Forensic Medicine	\$27.2	\$54.4	\$0	\$100	\$0
Victorian Institute of Forensic Mental Health	\$0	\$2420.8	\$0	\$0	\$0
Victorian Institute of Teaching	\$27.2	\$0	\$0	\$0	\$0
Victorian Legal Admissions Board	\$27.2	\$0	\$0	\$0	\$0
Victorian Legal Services Board	\$299.2	\$81.6	\$0	\$17	\$0
Victorian Managed Insurance Authority	\$0	\$54.4	\$0	\$0	\$0
Victorian Ombudsman	\$54.4	\$27.2	\$0	\$0	\$0
Victorian Public Sector Commission	\$27.2	\$0	\$0	\$0	\$0
Victorian Rail Track (t/a VicTrack)	\$163.2	\$27.2	\$0	\$0	\$0
Victorian Registration and Qualifications Authority	\$108.8	\$0	\$0	\$0	\$0
Victorian WorkCover Authority (t/a WorkSafe Victoria)	\$27390.4	\$3291.2	\$10478	\$6265	\$0
Wangaratta, Rural City of	\$81.6	\$54.4	\$186	\$0	\$0
Wannon Region Water Corporation	\$27.2	\$0	\$0	\$0	\$0
Warrnambool City Council	\$244.8	\$0	\$0	\$0	\$0
Wellington Shire Council	\$136	\$0	\$647	\$0	\$0
West Gippsland Healthcare Group	\$2312	\$924.8	\$2526	\$1223	\$0
West Wimmera Health Service	\$163.2	\$0	\$0	\$0	\$0
West Wimmera Shire Council	\$0	\$27.2	\$0	\$0	\$0
Western District Health Service	\$1032.9	\$599.1	\$2314.4	\$2.4	\$0
Western Health (includes Sunshine Hospital, Williamstown Hospital, Footscray Hospital, Sunbury Day Hospital, Hazeldean Transition Care)	\$30872	\$4814.4	\$68698.2	\$1624.8	\$0
Western Region Water Corporation	\$163.2	\$0	\$0	\$0	\$0
Westernport Region Water Corporation	\$27.2	\$0	\$0	\$5.2	\$0

AGENCY	FEES COLLECTED	FEES WAIVED	CHARGES COLLECTED	CHARGES WAIVED	TRANSFERRED FEES WAIVED
Whitehorse, City of	\$353.6	\$27.2	\$104.4	\$67.2	\$0
Whittlesea City Council	\$544	\$27.2	\$676.34	\$794.4	\$0
William Angliss Institute of TAFE	\$27.2	\$0	\$0	\$0	\$0
Wimmera Health Care Group	\$1088	\$1713.6	\$644.6	\$590.2	\$0
Wodonga City Council	\$27.2	\$0	\$0	\$0	\$0
Wodonga Institute of TAFE	\$27.2	\$0	\$0	\$0	\$0
Women, Minister for	\$81.6	\$0	\$0	\$8.8	\$0
Wyndham City Council	\$734.4	\$81.6	\$1411.5	\$26.8	\$0
Yarra City Council	\$1305.6	\$680	\$0	\$0	\$0
Yarra Ranges Shire Council	\$897.6	\$108.8	\$263.2	\$41.8	\$0
Yarra Valley Water Corporation	\$272	\$27.2	\$152.4	\$137.3	\$0
Yarram and District Health Service	\$685.57	\$239.23	\$34.2	\$0	\$0
Yarrawonga Health	\$136	\$0	\$136	\$0	\$0
Zoological Parks and Gardens Board	\$108.8	\$0	\$0	\$0	\$0
TOTALS	\$704,431.47	\$230,404.83	\$1,150,571.25	\$270,660.86	\$-

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

