

**ANNUAL REPORT**  
**2017-2018**

Authorised by the Victorian Information Commissioner  
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Australia

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## Letter of Transmittal

To: **The Honourable Gavin Jennings MLC, Special Minister of State**  
and: **The Honourable the President of the Legislative Council**  
and: **The Honourable the Speaker of the Legislative Assembly**

I am pleased to transmit, in accordance with section 64(5) of the *Freedom of Information Act 1982*, the annual report of the Victorian Information Commissioner for the financial year ending 30 June 2018, for presentation to Parliament.

This report has been prepared in accordance with section 64 of the *Freedom of Information Act 1982* and section 116 of the *Privacy and Data Protection Act 2014*.

Yours sincerely

Sven Bluemmel  
**Information Commissioner**





# Contents

Commissioner's foreword	4
Year at a glance	6
Our guiding statements	8

## 01 Office of the Victorian Information Commissioner

Who we are	10
What we do	10
Our staff	11
Organisational chart	12
Finances	13
Governance	15
Complaints about us	16
Legislation	17

## 02 Privacy

Enquiries	20
Complaints	21
Privacy breach notifications	22
VCAT monitoring	23
Privacy by Design	23
Key initiatives and policy work	24
Engagement	25

## 03 Data Protection

The Victorian Protective Data Security Framework	28
The Victorian Protective Data Security Standards	28
Monitoring and assurance	29
Insights into Victorian information security culture	29
Resources supporting government entities applying the VPDSS	30
Collaboration and expertise	30

## 04 Law Enforcement Data Security

Crime Statistics Agency	32
Victoria Police	32

## 05 Freedom of Information

Snap shot of our outputs	36
Enquiries	37
Review of agency decisions	37
Formal review decisions	40
Complaints	43
Enhancing public sector and community engagement	50

## 06 Report on the operation of the FOI Act

Government bodies covered by FOI	54
The statistics in this part	54
Accuracy of data	54
The past five years	54
Requests and appeals	54
Sources of FOI requests	56
Timeliness of agency decision making	56
Access decisions	57
Exemptions cited	59
Application fees and access charges	60
'Top 30' agencies	61
Administration of the FOI Act	62

## 07 Appendices to Part 6

Explanation of appendices	64
Appendix A – Part 1	65
Appendix A – Part 2	76
Appendix B	82
Appendix C	84
Appendix D	105
Appendix E	122

## Commissioner's foreword



Sven Bluemmel Information Commissioner

As Victoria's inaugural Information Commissioner it is a privilege to deliver my office's first Annual Report to the Parliament.

The secure management of information is critical to government service delivery, public trust and confidence

### Our purpose

Established on 1 September 2017, the Office of the Victorian Information Commissioner (OVIC) is an independent regulator with combined oversight of freedom of information, privacy and data protection. Our goal is to embed in the Victorian public sector a culture that promotes fair public access to information while ensuring its proper use and protection.

### The importance of information rights

Information is the lifeblood of society. The way that government and public servants handle it impacts people on an individual level, as well as society as a whole. On a personal level, the ability to exercise control over our personal information is essential to the development of an individual's identity, sense of self and how we interact with each other and the government. On a societal level, the very functioning of government and democracy rely on the ability for information to be collected, stored, used and shared securely.

When used and shared appropriately, information can enable governments to make informed decisions and provide better policy and service responses to the issues of the day. These objectives must be achieved while ensuring that Victorians' information privacy is respected and information in the hands of government and the public sector is protected from misuse and inappropriate disclosure.

Just as importantly, a meaningful right for the public to access information is also crucial in ensuring government accountability and transparency.

## The first year of OVIC

Even since the inception of OVIC, there has been an enormous amount of change in the information landscape, both locally and internationally.

OVIC has started to guide the Victorian public sector through increasingly complex challenges in information privacy, including through developing papers and presenting events dealing with data sharing, data analytics and re-identification, biometrics and information security in an interconnected world.

We have also been working with the public sector to prepare for the first reporting cycle under the Victorian Protective Data Security Framework. The Framework is aimed at ensuring government agencies observe a transparent set of security principles and are held accountable for the protection of public sector information. The secure management of information is critical to government service delivery, public trust and confidence.

At the same time, OVIC has dealt with a record caseload of FOI reviews and complaints. Victoria receives the highest number of FOI requests of any Australian State or Territory, some 39,040 in the year under review. Over the last three years there has been an overall increase of 45% in the number of applications to OVIC (and its predecessor office) for review of, and complaints about, agency decisions and actions under the FOI Act.

## A foundation for the future

The creation of OVIC and the changes to the *Freedom of Information Act 1982* and the *Privacy and Data Protection Act 2014* that came into effect on 1 September last year, provide a solid foundation for a coherent, consistent and effective approach to the protection of information rights in Victoria.

Building on this, OVIC is currently finalising its strategic plan for the years ahead. The focus will be on culture and capability across the public sector when it comes to respecting and administering information laws. The aim is that it will become easier for agencies to do the right thing in providing access to information held by government while also protecting personal privacy and ensuring a high level of data security. These goals should be seen as complementary, not mutually exclusive.

## A word of thanks

It has been a year of new beginnings for my office. I would like to thank my Deputy Commissioners and our dedicated, motivated team for their efforts so far. They are committed to leaving a lasting and positive impact on the culture of information rights for the benefit of all Victorians. As this report shows, they have made a great start.

Information is the lifeblood of society.  
The way that government and public  
servants handle it impacts people on an  
individual level, as well as society as a whole

## Year at a glance

# 2017



### July

Supplementary submission made to the Victorian Parliament Accountability and Oversight Committee's, *Inquiry into Education, Training and Communications Initiatives of Victorian Oversight Agencies*



### August

Victorian Government announces the appointment of Victoria's inaugural Information Commissioner, Sven Bluemmel

Sally Winton, Acting Freedom of Information Commissioner appears before the Accountability and Oversight Committee's, *Inquiry into Education, Training and Communications Initiatives of Victorian Oversight Agencies*



### September

OVIC is established, bringing together the former Office of the Freedom of Information Commissioner and the Office of the Commissioner for Privacy and Data Protection

Annual *International Right to Know Day* is celebrated on 28 September



### January

Major web development project announced, bringing together the former Freedom of Information and Privacy and Data Protection websites to create a comprehensive one-stop shop for agencies and the public



### February

Information Commissioner and Deputy Commissioners present at the Victorian Government Solicitor's Office Client Seminar, *Information access and privacy, data protection and sharing: A new approach for modern government*



### March

Information Commissioner delivers the key note address at the National Public Sector Managers and Leaders Conference, *OVIC – Leadership in Information Rights in Victoria*

# 2018



## October

Official launch of the new logo for OVIC



## November

Victorian Government announces the appointment of Sally Winton, Public Access Deputy Commissioner and Rachel Dixon, Privacy and Data Protection Deputy Commissioner

Information Commissioner delivers the key note address, *OVIC – driving change in FOI, privacy and data protection* at the Leo Cussen FOI and Privacy Conference

Joint interjurisdictional publishing of the FOI Metrics on Public Use of FOI Access Rights



## December

There is a noted significant increase in FOI reviews and complaints received by OVIC compared to the same period last year



## April

OVIC's Public Access Agency Reference Group, comprising representatives from across the Victorian public sector and local government, is established and meets for the first time

Rachel Dixon, Privacy and Data Protection Deputy Commissioner participates in the *Beyond the buzz of big data* panel at the Data and Analytics Roadshow 2018

The Data Protection team send letters to more than 350 agencies and bodies reminding them of their obligations under Part 4 of the *Privacy and Data Protection Act 2014*, to submit their first high-level Protective Data Security Plan to OVIC



## May

Information Commissioner delivers the *Sir Rupert Hamer Records Management Awards 2018* key note address

Privacy Awareness Week is celebrated in Victoria from 7 - 11 May. The official theme for Privacy Awareness Week in 2018 is *Privacy: From Principles to Practice*

OVIC staff conduct Victorian Public Service Graduate Recruit Program Induction information sessions on FOI, privacy and data protection



## June

Information Commissioner attends the 49th meeting of the Asia Pacific Privacy Authorities Forum, a meeting of privacy regulators from across the Asia Pacific

The Information Commissioner makes a submission to, and the Deputy Commissioners appear, before the Victorian Parliament Environment and Planning Committee's, *Inquiry into the Proposed Long Term Lease of Land Titles and Registry Functions of Land Use Victoria*

Information Commissioner delivers the key note address to the Law Institute of Victoria's, Government Lawyers Conference, *Information access, privacy and data protection: A new approach for modern government*

## Our guiding statements



### OUR PURPOSE

We are an independent regulator established to protect the information rights of the Victorian community. We ensure fair access to public sector information and its proper use and protection.

### OUR GOAL

Our goal is to embed in the Victorian public sector a culture that promotes fair public access to information while ensuring its proper use and protection. We aim to build community trust in government's handling of information.



### OUR COMMITMENT

We commit to being:

- impartial
- helpful
- open and approachable
- proactive and practical
- driven to do our best



### OUR FUNCTIONS

We support the Victorian public sector and community by:

- overseeing access to government information
- protecting information privacy rights
- advising on lawful information sharing
- promoting effective information security



# Office of the Victorian Information Commissioner 01

Who we are	10
What we do	10
Our staff	11
Organisational chart	12
Finances	13
Governance	15
Complaints about us	16
Legislation	17



# Office of the Victorian Information Commissioner

## Who we are

The Office of the Victorian Information Commissioner (OVIC) is an independent regulator with combined oversight of information access, information privacy, and data protection. Our goal is to embed in the Victorian public sector a culture that promotes fair public access to information while ensuring its proper use and protection. We aim to build community trust in government's handling of information.

## Commissioners



From left to right:  
**Sven Bluemmel** Information Commissioner  
**Joanne Kummrow** Acting Public Access Deputy Commissioner  
**Rachel Dixon** Privacy and Data Protection Deputy Commissioner

## What we do

OVIC has oversight of the Victorian government's collection, use and disclosure of information. The functions of the Information Commissioner, Public Access Deputy Commissioner, and Privacy and Data Protection Commissioner are set out in the *Freedom of Information Act 1982* (FOI Act) and the *Privacy and Data Protection Act 2014* (PDP Act).

## Freedom of Information Act

The FOI Act provides the public with a general right of access to documents in the possession of the Victorian government subject to limited exceptions and exemptions.

Under the FOI Act, the key functions of the Information Commissioner and Public Access Deputy Commissioner are:

- to promote understanding and acceptance by agencies and the public of the FOI Act and its object;
- to conduct reviews of decisions made by agencies and Ministers under the FOI Act;
- to receive and handle complaints made under the FOI Act;
- to provide advice, education and guidance to agencies and the public in relation to the Information Commissioner's functions; and
- to develop and monitor compliance with professional standards, and to provide advice, education and guidance to agencies and the public in relation to compliance with the professional standards.

## Privacy and Data Protection Act

The PDP Act provides for the regulation of information privacy, protective data security, and law enforcement data security.

The key functions of the Information Commissioner and Privacy and Data Protection Commissioner in relation to information privacy are:

- to promote awareness and understanding of the Information Privacy Principles (IPPs);
- to receive complaints about possible breaches of the IPPs by the Victorian public sector;
- to conduct audits to assess compliance with the IPPs; and
- to undertake research, issue reports, guidelines and other materials with regard to information privacy.

The key functions of the Information Commissioner and Privacy and Data Protection Commissioner in relation to protective data security and law enforcement data security are:

- to develop the Victorian Protective Data Security Framework;
- to issue protective data security standards and promote their uptake by the Victorian public sector;
- to conduct monitoring and assurance activities to assess compliance with those standards; and
- to undertake research, issue reports, guidelines and other materials with regard to protective data security.



## Our staff

Staff assisting the Information Commissioner are employed under Part 3 of the *Public Administration Act 2004* to enable the Information Commissioner to perform the Commissioner's functions and exercise powers under the FOI Act and PDP Act.

In 2017-18, we put significant time and effort in continuing the professional development of our staff. Individual development needs were identified through the annual performance development planning process and supplemented by needs identified by the Executive Management group. Over the course of the year, staff undertook a range of training activities including agile project management, navigating through change and procedural fairness.

### People Matter Survey 2018

In May 2018, the Office participated in the People Matter Survey hosted by the Victorian Public Sector Commission. Overall the survey results highlighted that staff felt supported in ensuring our stakeholders receive a high standard of service and that earning and sustaining a high level of public trust was seen as important.

In addition, the results from the survey showed that staff believed it is important to provide frank, impartial and timely advice to government and the organisation encourages employees to act in ways that are consistent with human rights.

## Workforce profile

The Information Commissioner is committed to applying merit and equity principles when appointing staff. The selection processes employed by the Information Commissioner ensure 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 Information 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 2018, our staff excluding statutory appointees comprised 44 ongoing positions (with one staff member on extended leave and one on maternity leave) and three fixed term positions. Being a small office, the structure has been designed to provide flexibility with some positions having generic role statements that allow for staff to undertake a mixture of duties. This flexibility assists in responding to variable demand, fosters a team approach and increases knowledge sharing.

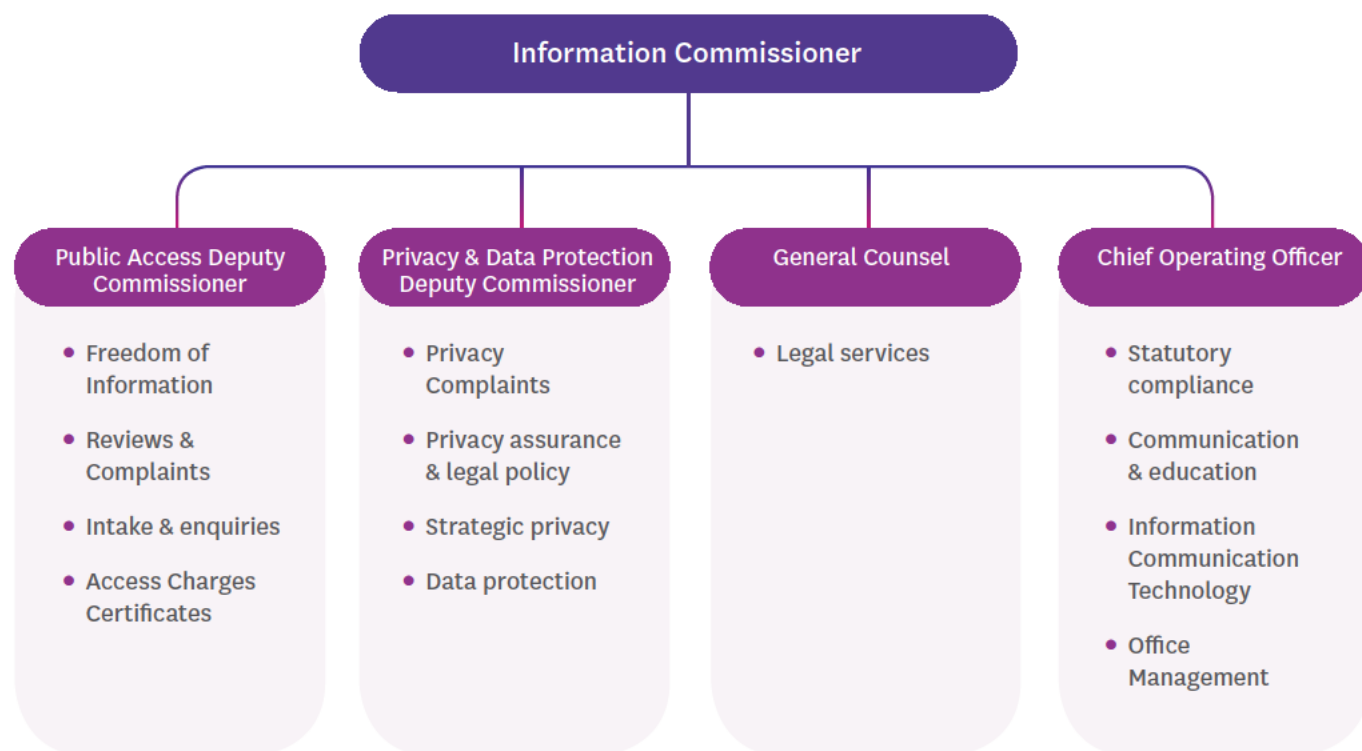
As at 30 June 2018, our staff profile consisted of:

- 29 female and 18 male staff;
- 28 staff under 35 years of age;
- 8 staff from 35 to 44 years of age; and
- 9 staff from 45 to 64 years of age.

Classification	Ongoing		Fixed-Term	
	Employees (Head Count)	Employees (FTE)	Employees (Head Count)	Employees (FTE)
VPS-2	2	2.0		
VPS-3	8	7.3	2	2
VPS-4	13	11.8		
VPS-5	13	12.2	1	1
VPS-6	6	5.6		
Senior Technical Specialist	2	2.0		
<b>Total</b>	<b>44</b>	<b>40.9</b>	<b>3</b>	<b>3</b>

# Office of the Victorian Information Commissioner

## Organisational chart



## Finances

The OVIC and the Office of the Freedom of Information Commissioner (FOIC) annual financial statements have been consolidated into the Department of Premier and Cabinet's annual financial statements pursuant to determinations dated 1 Jul 2015 and 21 Jan 2018 made by the Minister for Finance under section 53(i)(b) of the *Financial Management Act 1994*.

A high level un-audited consolidated operating statement, summary of expenses and transactions and balance sheet for FOIC (Jul to end Aug 2017) and OVIC (Sept 2017 to Jun 2018) is reported below. Please note these reports do not include the financial statements of the former Office of the Commissioner for Privacy and Data Protection for the period 1 Jul to end Aug 2017 as these were reported separately.

### Operating statement

	Office of the Victorian Information Commissioner	Freedom of Information Commissioner	Freedom of Information Commissioner
Financial period ending	30/06/2018 (\$)	31/08/2017 (\$)	30/06/2017 (\$)
<b>Appropriation</b>	<b>7,578,243</b>	<b>566,686</b>	<b>3,483,146</b>
<b>Expenses</b>			
Salaries	5,064,865	396,657	2,649,015
Supplies and services	2,411,661	165,857	834,695
Depreciation	59,497	4,172	32,203
<b>Total</b>	<b>7,536,023</b>	<b>566,686</b>	<b>3,515,914</b>
Other gains/(losses) from other economic flows	(1,306)	-	(13,181)
<b>Total expenditure</b>	<b>7,534,717</b>	<b>566,686</b>	<b>3,502,732</b>
<b>Net result</b>	<b>43,526</b>	<b>-</b>	<b>(19,586)</b>

### Expenses from transactions

<b>(a) Employee Expenses</b>			
Salaries and wages	3,851,982	325,456	2,041,803
Annual leave and long service leave	625,327	781	240,489
Post employment benefits	-	-	-
State super fund and revised scheme	24,580	3,668	41,560
Defined contribution superannuation expense	344,400	31,690	179,865
Other on-costs (fringe benefit tax, payroll tax and WorkCover levy)	218,576	35,062	145,298.07
<b>Total employee expenses</b>	<b>5,064,865</b>	<b>396,657</b>	<b>2,649,015</b>
<b>(b) Supplies and services</b>			
Professional services	515,633	71,701	265,342
Information technology	421,359	3,299	45,438
Operating lease rentals	847,456	71,058	420,973
Other	627,214	19,800	102,941
<b>Total supplies and services</b>	<b>2,411,661</b>	<b>165,857</b>	<b>834,695</b>
<b>c) Depreciation</b>			
Depreciation - building leasehold improvements	40,388	3,854	23,126.92
Depreciation - motor vehicles under finance lease	575	317	9,076.56
Depreciation - computer and software	18,534	-	-
<b>Total depreciation</b>	<b>59,497</b>	<b>4,172</b>	<b>32,203</b>

# Office of the Victorian Information Commissioner

## Balance Sheet

	Office of the Victorian Information Commissioner	Freedom of Information Commissioner	Freedom of Information Commissioner
	30/06/2018 (\$)	31/08/2017 (\$)	30/06/2017 (\$)
Receivables	782,959	665,172	868,642
Property, plant and equipment	161,787	60,732	64,903
Intangible assets	-	-	35,529
Other non financial assets	348,637	50,792	-
<b>Total assets</b>	<b>1,293,383</b>	<b>776,696</b>	<b>969,074</b>
Provisions	1,411,350	584,564	744,303
Payables	244,328	116,322	148,626
Other	18,776	18,407	18,744
<b>Total liabilities</b>	<b>1,674,454</b>	<b>719,293</b>	<b>911,672</b>
<b>Net assets</b>	<b>(381,071)</b>	<b>57,402</b>	<b>57,402</b>
Contributed capital	258,858	174,172	174,172
Accumulated surplus/(deficit)	(683,455)	(116,770)	(97,183)
<b>Net result</b>	<b>43,526</b>	<b>-</b>	<b>(19,586)</b>

## Remuneration

Total remuneration received or receivable by the Accountable Officer in connection with the management of OVIC during the reporting period was in the range: \$260,000 - \$270,000

## Consultancies over \$10,000

In 2017-18, there were 3 consultancies engaged during the year where the total fees payable to the individual consultancies was more than \$10,000. The total expenditure incurred during 2017-18 in relation to these consultancies was \$173,541 (including GST).

## Consultancies under \$10,000

In 2017-18, there was one consultant engaged during the year where the total fees payable to the individual consultancies was less than \$10,000. The total expenditure incurred during 2017-18 in relation to this consultant was \$7,425 (including GST).

## Major contracts

No contracts valued at more than \$10 million were entered into in 2017-18.

## Governance

We have a number of corporate governance and risk management processes including a Corporate Governance Committee, which reports to the Information Commissioner. The main objective of the Committee is to provide governance of the office and high level advice to the Information Commissioner in relation to business practices, overall corporate governance and legislative obligations. As part of the corporate governance activities we have adopted, or are currently in the process of adopting policies in respect to matters including conflict of interest, confidentiality obligations, document management, financial management, workplace standards and risk management.

### Shared services

A range of corporate support services are provided by the Department of Premier and Cabinet, notably in the areas of human resources and financial management. The agreement between the two parties regarding service provision is contained in a Memorandum of Understanding.

### Occupational health and safety

We aim to provide employees with a healthy and safe workplace. No time was lost in 2017-18 due to workplace injuries. Our occupational health and safety representatives conducted a workplace hazard inspection and completed an office safety checklist during the year. No unacceptable risks were identified.

### Workplace relations

No industrial relations issues were registered or grievances received in the course of the reporting period.

### Public sector conduct

Our staff uphold the *Code of Conduct for Victorian Public Sector Employees of Special Bodies*. No breaches of the Code of Conduct by staff occurred in 2017-18.

### Environmental impacts

Under the terms of the Occupancy Agreement between the Department of Treasury and Finance/Shared Services Provider and the Office of the Victorian Information Commissioner, the lessor has responsibility for the provision of energy, water and waste disposal for the premises occupied. Energy and water are not metered separately. The principal environmental impacts are therefore not included in this report.

## Risk and insurance management

We have risk management processes in place that meet the requirements of the *Victorian Government Risk Management Framework 2015*, including the *Australian/New Zealand Risk Standard AS/NZS ISO 31000:2009*. Risk processes include regular reporting and review, an organisational risk management strategy, a risk register and a risk treatment action plan.

Our Business Continuity Plan is regularly reviewed and tested. Our insurance is arranged with the VMIA and reviewed annually.

### Protected disclosures

The *Protected Disclosure Act 2012* 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 Information Commissioner, Deputy Commissioners or any 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](http://www.ibac.vic.gov.au)  
Phone: 1300 735 135

### Victorian Ombudsman

Level 2, 570 Collins Street Melbourne VIC 3000  
Website: [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)  
Phone: 03 9613 6222

### Gifts, benefits and hospitality

A register of gifts, benefits and hospitality is maintained. No declarable items were registered.

### Part II statements

Part II of the FOI Act requires us to publish a range of information about our functions and procedures, the types of documents we keep, reports and publications, and freedom of information arrangements. This information is set out on our website: [www.ovic.vic.gov.au](http://www.ovic.vic.gov.au).

# Office of the Victorian Information Commissioner

## Making a freedom of information request

The FOI Act provides everyone with the right to request access to documents held by OVIC.

The object of the FOI Act is to extend as far as possible the right of the community to access information in the possession of the government and other bodies constituted under the law of Victoria.

Under section 6AA of the FOI Act, a document that is the subject of, or discloses information that relates to a review under Part IV of the FOI Act, a complaint under Part VIA of the FOI Act, or an investigation is not subject to the FOI Act.

A request must be made in writing, clearly describe the information or document sought, and be accompanied by the prescribed application fee.

A formal request for access can be made via email to [enquiries@ovic.vic.gov.au](mailto:enquiries@ovic.vic.gov.au), or by post:

### Office of the Victorian Information Commissioner

Freedom of information request  
PO Box 24274  
Melbourne Vic 3001

## Complaints about us

### Complaints to the Victorian Ombudsman

The Victorian Ombudsman may enquire into or investigate any administrative action taken by OVIC under the PDP Act.

The Victorian Ombudsman cannot enquire into or investigate any administrative action taken under the FOI Act. If a complaint relates to a function this Office under the FOI Act, a complaint can be made to the Accountability and Oversight Committee.

The Victorian Ombudsman can be contacted at:

Level 2, 570 Bourke Street  
Melbourne Victoria 3000  
Email: [ombudvic@ombudsman.vic.gov.au](mailto:ombudvic@ombudsman.vic.gov.au)  
Phone: 03 9613 6222  
Website: [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

### Complaints to the Accountability and Oversight Committee

Section 6A of the *Parliamentary Committees Act 2003* allows the Accountability and Oversight Committee to consider and investigate complaints concerning the Information Commissioner and the operation of OVIC.

The Accountability and Oversight Committee cannot reconsider a decision or recommendation of the Information Commissioner or Public Access Deputy Commissioner in relation to an investigation, review or complaint under the FOI Act.

The Accountability and Oversight Committee can be contacted at:

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

### Complaints to the Victorian Inspectorate

The Victorian Inspectorate is able to receive certain complaints about our exercise of coercive powers and compliance with procedural fairness requirements under the FOI Act and PDP Act.

The Victorian Inspectorate can be contacted at:

PO Box 617 Collins Street West  
Melbourne Victoria 8007  
Email: [info@vicinspectorate.vic.gov.au](mailto:info@vicinspectorate.vic.gov.au)  
Phone: 03 8614 3225  
Website: [www.vic.gov.au/vicinspectorate](http://www.vic.gov.au/vicinspectorate)

## Legislation

### Regulatory changes

There were no changes made to the regulations under the *Freedom of Information Act 1982* in 2017-18. There are no regulations under the *Privacy and Data Protection Act 2014*.

### ***Freedom of Information Amendment (Office of the Victorian Information Commissioner) Act 2017***

The *Freedom of Information Amendment (Office of the Victorian Information Commissioner) Act 2017* received Royal Assent on 16 May 2017, and commenced on 1 September 2017.

It abolished the Office of the Freedom of Information Commissioner and the Office of the Privacy and Data Protection Commissioner, and placed the functions of those offices with the newly established Office of the Victorian Information Commissioner. Extensive amendments were made to the FOI Act and minor amendments were made to the PDP Act.

Amendments made to the FOI Act included the following:

- creation of the position of the Information Commissioner and Public Access Deputy Commissioner;
- the 45 day timeframe to make an access decision was reduced to 30 days, subject to certain extensions of time;
- the introduction of mandatory third-party consultation and notification requirements when considering certain exemptions;
- a new exemption for documents of the Independent Broad-based Anti-corruption Commission;
- expanded jurisdiction of the Information Commissioner to review decisions of Ministers and principal officers, and decisions to refuse access on the basis of the cabinet exemption under section 28;
- new power for the Information Commissioner to issue binding Professional Standards; and
- the introduction of own motion investigation powers and powers to compel the production of documents or the attendance of an agency officer to answer questions.

Amendments to the PDP Act included:

- creation of the position of Privacy and Data Protection Deputy Commissioner; and
- the introduction powers to compel the production of documents or the attendance of an agency officer to answer questions.

### ***Additional amendments to the Freedom of Information Act 1982***

There was one further additional change affecting the FOI Act for the period 2017-18 which related to changes to the information sharing framework in Victoria to enable the sharing of family violence information to assist in preventing and reducing family violence. The *Family Violence Protection Amendment (Information Sharing) Act 2017* amended the FOI Act to reflect new approaches to the sharing and release of family violence information.

### ***Additional amendments to the Privacy and Data Protection Act 2014***

Similar changes were also made to the PDP Act as a result of the *Family Violence Protection Amendment (Information Sharing) Act 2017*, which made amendments reflecting the sharing of family violence information, including changes to the Information Privacy Principles contained in Schedule 1 of that Act.

Further minor amendments to the PDP Act were also made as a result of the *Victorian Data Sharing Act 2017* and the *Children Legislation Amendment (Information Sharing) Act 2018*. Additional consequential amendments were made as a result of the *Serious Sex Offenders (Detention and Supervision) Amendment (Governance) Act 2017*.







# Privacy

## 02

Enquiries	20
Complaints	21
Privacy breach notifications	22
VCAT monitoring	23
Privacy by Design	23
Key initiatives and policy work	24
Engagement	25

The functions of the Information Commissioner and Privacy and Data Protection Deputy Commissioner in relation to information privacy are set out in section 8C of the *Privacy and Data Protection Act 2014* (PDP Act). These functions include promoting an understanding and acceptance of the Information Privacy Principles (IPPs), examining the practices of organisations with respect to personal information they hold, issuing guidance, and receiving complaints about potential interferences with privacy.

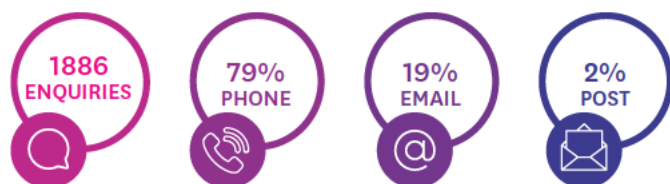
Our privacy functions are performed by two teams – the Operational Privacy and Assurance team, and the Strategic Privacy team.

The Operational Privacy and Assurance team (OPA) engages directly with regulated organisations and the general public. OPA supports and encourages good privacy practice and, when things go wrong, helps individuals to understand their rights and to access remedies.

The Strategic Privacy team leads our privacy policy work – producing guidance and resources for the Victorian public sector – and engages with stakeholders through consultations, hosting events, and coordinating the Youth Advisory Group.

Privacy is a fundamental human right, enshrined not only in the PDP Act, but also in the Victorian Charter of Human Rights and Responsibilities. Through the activities outlined below, OVIC supports the Victorian public sector to give effect to the right to privacy, educates the Victorian community about their privacy rights, and works towards achieving the objects of the PDP Act.

## 2017-18 PRIVACY ENQUIRIES



## Enquiries

We receive and respond to general privacy enquiries from the public and from staff of regulated agencies to promote understanding and acceptance of the Information Privacy Principles, help individuals to understand their rights and access remedies, and promote the responsible and transparent handling of personal information within the public sector.

On 21 December 2018, the former Commissioner for Privacy and Data Protection's privacy helpline was retired in favour of a single helpline (1300 00 OVIC or 1300 00 6842). The new number provides a single point of contact for phone enquiries across data protection, freedom of information and privacy.

Incoming calls are triaged by the intake team, with common and straightforward matters being handled by the intake team directly (including most referrals to other agencies on privacy matters that are beyond our jurisdiction). More complex privacy enquiries are referred on to the OPA team for resolution.

In 2017-18, we received 1886 privacy enquiries. The majority of enquiries were by phone (79%), with 19% received by email and 2% by post. Roughly half of all phone enquiries were handled by the intake team (47%), and half escalated to OPA for resolution (53%).

Across all channels, the OPA team fielded 1173 privacy enquiries. Of these:

- 42% related to matters that fall outside the Commissioner's jurisdiction. These enquiries are referred to the appropriate organisation for action – most commonly, the Office of the Australian Information Commissioner (for enquiries regarding Commonwealth organisations or some private sector organisations), the Health Services Commissioner (for enquiries regarding health information), or Victoria Police (for enquiries involving serious criminal conduct).
- 44% involved questions about the application or interpretation of the PDP Act and the IPPs. Approximately 60% of these come from members of the public, with the remainder from staff of public sector organisations.

Questions from members of the public most commonly relate to concerns about specific acts or practices of organisations. In this context, we provide general guidance about any relevant IPPs and how they may apply in the circumstances. Where appropriate, we will refer enquirers back to the privacy officer of the relevant organisation, engage with the relevant organisation on the enquirer's behalf, or assist the enquirer to make a formal complaint.

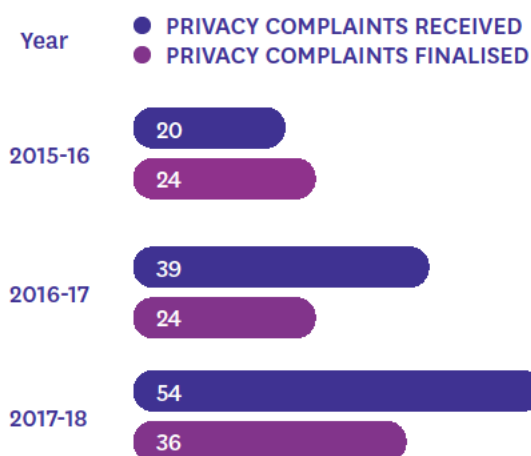
Questions from staff of public sector organisations most commonly involve matters about the interpretation of the IPPs in a given scenario. Callers may be privacy officers or information managers in their organisations, or they may be concerned public sector employees with questions about information privacy. In both cases, we help callers understand their obligations and apply good privacy practices.

- 8% were more general enquiries relating to our functions, staff and services. These include requests for copies of publications, or enquiries about training.
- 6% were organisations contacting us to report or seek guidance in relation to a privacy breach (discussed in more detail below).

## Complaints

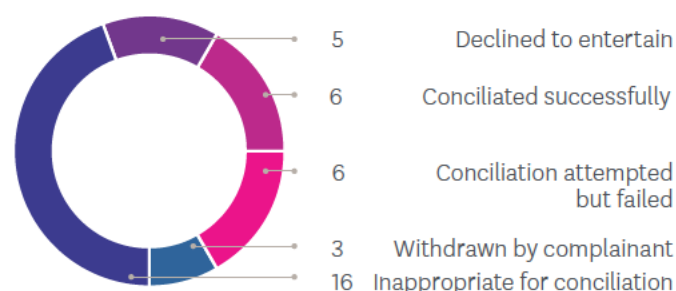
The PDP Act establishes a cause of action for individuals to seek remedies for interferences with their information privacy. Complaints of this type must first be made to us, but are ultimately determined by the Victorian Civil and Administrative Tribunal (VCAT). When receiving privacy complaints, our role is to endeavour, by conciliation, to effect a settlement of the matters that gave rise to the complaint. Conciliation is a confidential process, and is directed towards identifying practical options for resolving a dispute, rather than assigning blame or determining fault. If conciliation is unsuccessful in resolving a complaint, the matter may be referred to VCAT for hearing and determination.

In 2017-18, we handled 73 privacy complaints (54 new complaints and 19 carried over from 2016-17). This is a significant increase in complaints workload during the reporting period compared to previous years.



Of the 36 complaints finalised during 2017-18, 16 were considered inappropriate for conciliation, and 5 were declined to be entertained by the Commissioner. Six complaints were conciliated successfully, and three complaints were withdrawn. Conciliation was attempted, but it failed to resolve 6 complaints.

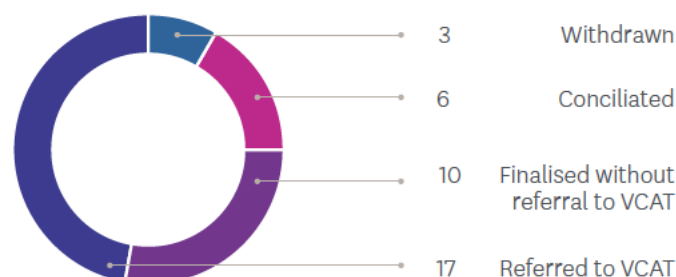
### OUR COMPLAINT OUTCOMES



We have continued work started in early 2017 to refocus our complaint function on practical conciliation outcomes at all stages, including prior to a formal complaint being lodged. We have revised all of our outward-facing guidance on the complaint function (including web content, as well as the more detailed guides for complainants and respondents) and produced new guidance (including a guide to identifying realistic outcomes in privacy complaints).

The effects of this work can be seen in the reduced proportion of privacy complaints that are ultimately referred to VCAT for hearing. In 2017-18, this number was less than half: 47% (17 of 36) of complaints finalised by us were referred to VCAT. By comparison, two thirds of all complaints (16 of 24) finalised in the previous reporting period were referred to VCAT for hearing.

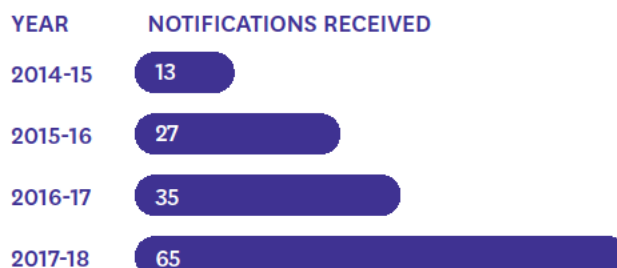
### COMPLAINT OUTCOMES SHOWING REFERRALS TO VCAT



## Privacy breach notifications

We encourage voluntary reporting of significant privacy breaches. This is primarily so that we can engage with organisations to assist them with their management of the incident, with a view towards minimising the risk of harm to affected individuals and identifying practical options for improving information handling practices going forward. Voluntary reporting also assists us to respond to complaints and enquiries from the general public, and it demonstrates public sector commitment to transparent and accountable privacy practices. Further, our involvement provides affected individuals a degree of independent assurance that their human rights will be adequately protected.

The number of breach notifications has increased significantly over the last four years:



This continuing trend reflects a broadening appreciation among regulated organisations of the importance of actively managing privacy incidents and the value in proactively engaging with our Office.

More than half (60%) of all reported breaches during 2017-18 were the result of human error. Most commonly, these breaches involved:



A third (31%) of reported breaches were the result of misconduct or criminal activity.





## VCAT monitoring

The Commissioner is empowered to intervene or join privacy proceedings before VCAT at his discretion, or with leave from the Tribunal. The Commissioner may exercise this power where a significant question of law is raised, where proceedings may have significant implications for the ongoing application, interpretation, or operation of the PDP Act, or where participation is otherwise in the public interest.

The Commissioner intervened in one VCAT proceeding during the 2017-18 financial year. In that matter (which as of writing is still before VCAT) the Commissioner made submissions emphasising the importance of interpreting and applying the PDP Act through a human rights lens, which puts the affected individual at the centre of assessments of reasonableness or proportionality. In the specific context of Information Privacy Principle 4.1, which relates to information security, the Commissioner submitted that decisions around security measures should be informed by the possible adverse impacts for an individual in the case of a breach, and the security measures that are put in place should be proportionate to the potential consequences – to both the organisation and to individuals – if the information were to be compromised.

## Privacy by Design

### Privacy impact assessment reviews

In 2017-18 we reviewed 13 privacy impact assessments (PIAs) upon request by organisations. This number is fairly consistent with the number of PIAs received in 2016-17 (15) and demonstrates that organisations see the value in completing these assessments and seeking our feedback. Many organisations then go on to amend their PIAs and take our recommendations into consideration when refining their programs.

In addition to reviewing the PIAs of other organisations, we are also committed to conducting our own assessments of initiatives that have a privacy impact. We completed two internal PIAs during this financial year – one on the use of CCTV in our office and one on the use of an electronic mail distribution platform. A further two PIAs were commenced at the time of writing, which will be finalised during 2018-19.

### Legislation reviews

We have seen an increase in requests received to review draft legislation that has an impact on privacy. It has been positive to see agencies proactively seeking our input and guidance in the development of legislative reforms. By reviewing draft Bills, we are able to provide guidance to agencies to ensure that the objects of their reforms are duly balanced with the need to protect the privacy of personal information in the public sector.

We received five draft Bills for review and comment which included:

- the Victorian Data Sharing Bill 2017;
- the Protected Disclosure Amendment (Public Interest Disclosures) Bill 2017;
- the Service Victoria Bill 2017; and
- the Commonwealth Identity-matching Services Bill 2018.

We were also requested to provide comment on the draft Child Wellbeing and Safety (Information Sharing) Regulations 2018.

It was pleasing to see some of our comments on the draft Bills incorporated into the final Bills introduced into Parliament.

### Consultations on new initiatives

Since the Office of the Victorian Information Commissioner was established, we have seen an encouraging number of organisations seeking to consult with us on initiatives that have an impact on privacy. Many of these consultations have occurred in the initial planning stages of a program, which puts us in a strong position to assist organisations to build privacy-enhancing measures into the program design.

Some of the key consultations that we have been involved in during this financial year include:

- **Child information sharing scheme:** this new scheme, set to come into effect from September 2018, will enable prescribed entities to share information (including personal information) about children to promote their safety and wellbeing. We have been working with the Department of Health and Human Services and the Department of Education and Training on practitioner guidance, to inform information sharing entities of how to balance their existing privacy obligations with the new information sharing permissions under the scheme.
- **National Facial Biometric Matching Capability:** we have been involved in a number of consultations on the National Facial Biometric Matching Capability (NFBMC), led by the federal Department of Home Affairs (DHA). We had numerous discussions with key players including DHA, VicRoads and the Department of Premier and Cabinet on the privacy and data security implications of the proposed face verification and face identification functionalities of the NFBMC.
- **Service Victoria:** the Service Victoria team has engaged with us frequently on the establishment of Service Victoria, including on the draft Service Victoria Bill 2017, a number of privacy impact assessments that have been completed, and their privacy and security policy.
- **Victorian Centre for Data Insights:** the Victorian Centre for Data Insights has consulted with us on a number of occasions regarding its enabling legislation, guidance for organisations, and Standard Operating Protocols. We have been able to inform the development of this work and make recommendations for improving privacy practice.

## Key initiatives and policy work

### Information sharing

We have been working closely with Victorian government organisations as they implement a number of information sharing reforms. Through engagement with us, the agencies involved in these reforms have included privacy as a crucial design feature in these initiatives, carefully balanced with the objectives of the reforms.

The family violence information sharing scheme is designed to address the risk-averse approach to information sharing by providing the clear legal authority to share information in response to family violence. We worked with Family Safety Victoria in the development of guidance for information sharing entities to assist them to navigate their obligations under the family violence information sharing scheme and privacy law.

We also developed good relationships with the Department of Health and Human Services and the Department of Education and Training in relation to the child information sharing scheme, providing recommendations for improving privacy practice. We will continue to assist with the development of guidance for the implementation of the scheme.

We have been involved in the development of the Victorian Centre for Data Insights (VCDI) from the early drafting stages of the *Victorian Data Sharing Act 2017* (the Data Sharing Act) and the VCDI continue to consult with us in the development of guidance materials. Our oversight role under the Data Sharing Act demonstrates the VCDI's commitment to ensure requisite privacy protections are upheld and will serve as a key transparency mechanism in the handling of data by the VCDI.

### De-identification

De-identification continues to be a topic of interest to privacy regulators worldwide. In May 2018, we published a report on de-identification within an open release context, prepared by the University of Melbourne. The report provides an overview of some key de-identification techniques and looks at the limitations of de-identification and its implications for the PDP Act. Importantly, the report highlights the risk of re-identification where de-identified data is released to the public in "open data" initiatives.

### Artificial intelligence

A focus area for us has been artificial intelligence (AI) and privacy. Our work in this area commenced in August 2017 when we hosted a public forum on the intersection between privacy and AI. This forum was extremely well received by the Victorian public sector, which prompted us to pursue further research into this area.

In June 2018 we published an issues paper on this topic, providing a high-level introduction to AI, its uses in the public sector, and the relevant privacy considerations. The paper has been well received by both nationally and internationally. Notably, the paper has been presented to two international privacy groups: at the 49<sup>th</sup> Forum of the Asia Pacific Privacy Authorities by the Information Commissioner, and to the Global Privacy Enforcement Network by the Privacy and Data Protection Deputy Commissioner.

Looking ahead we intend to continue to work in this space by collaborating with experts in the field, looking further into the social, technical and legal aspects of AI and its privacy and security implications.

### Overview of policy work

In addition to our work on AI and de-identification in the policy space, we have also published several other resources to assist the Victorian public sector with emerging privacy issues, assisting them to understand new initiatives whilst upholding their privacy obligations.

- **EU General Data Protection Regulations (GDPR):** following the enactment of the GDPR in May this year, we produced a comprehensive factsheet outlining key considerations for the Victorian public sector in light of this new regulation. The factsheet includes a comparison between the Information Privacy Principles and the articles of the GDPR, as well as an exploration of the regulation's key themes.
- **Notifiable Data Breaches (NDB) scheme:** the NDB scheme came into effect in February 2018, requiring entities captured by the scheme to report eligible data breaches to the Office of the Australian Information Commissioner and affected individuals. As this scheme also applies in part to the Victorian public sector, we created a factsheet detailing who needs to comply in the Victorian public sector, what an eligible breach is, and how to prepare for the NDB scheme.
- **Information sharing guidance:** following the implementation of the family violence information sharing scheme, we compiled an information sheet addressing the most frequently asked questions relating to the scheme. This document was produced in collaboration with the Office of the Health Complaints Commissioner. We intend to produce a similar guidance document on the child information sharing scheme, due to come into effect from September this year.

## Submissions

We regularly make submissions to consultations that have an impact on privacy. The public consultation process has allowed us to review and comment on proposed reforms that affect privacy, to encourage agencies to consider possible privacy-enhancing measures at an early stage in the reform process.

During the year we made eight submissions. Some of the consultations that we have made submissions in response to include:

- the Commonwealth Office of the Australian Information Commissioner's consultation on the draft Australian Government Agencies Privacy Code;
- the Department of Health and Human Service's consultation paper on the Child Wellbeing and Safety Information Sharing Scheme;
- the United Nations Office of the High Commissioner for Human Rights' report on the right to privacy in the digital age; and
- the Commonwealth Parliamentary Joint Committee on Intelligence and Security review of the Identity-matching Services Bill 2018.

## Engagement

### National and international forums

Since our establishment in September 2017, we have continued to increase the office's engagement with interstate and international colleagues. This engagement provides an opportunity for us to shape international thinking on pertinent privacy issues, and to express a Victorian perspective on privacy. We actively participate in networks of privacy regulators, including the Common Thread Network, International Conference of Data Protection and Privacy Commissioners, the Global Privacy Enforcement Network (GPEN) and the Asia Pacific Privacy Authorities (APPA) forum.

GPEN promotes international cross-border cooperation among privacy authorities. We attend monthly teleconferences with GPEN members where presentations on current privacy issues are given. Recently, the Privacy and Data Protection Deputy Commissioner presented on artificial intelligence during a GPEN teleconference. We also participated in the fourth annual 'GPEN Sweep', examining the privacy practices of universities and TAFEs, and producing a report on the findings.

The Information Commissioner recently attended the 49<sup>th</sup> APPA forum, held in San Francisco, where he presented on our de-identification work, as well as a paper on artificial intelligence alongside presentations by regulators from Hong Kong and Singapore.

## Privacy Awareness Week

From 7 - 11 May 2018, we hosted Privacy Awareness Week and organised a week of events relating to this year's theme, *Privacy: From Principles to Practice*. The events included an official launch, two workshops on de-identification and responding to privacy breaches and complaints, and a public debate on a highly engaging topic: *Privacy and technology are inherently incompatible*. We also ran a creativity competition open to members of the public. The highly creative entries represented each individual's interpretation of privacy.



## Quarterly forums

As part of our role in providing education and engaging with stakeholders, we have hosted four public forums where leading figures present on contemporary privacy issues. These forums provide a fantastic opportunity for engagement with members of the public sector and the general public, to provide awareness surrounding information privacy and topical privacy issues. The forums presented this financial year covered a broad range of engaging and pertinent trends in the information privacy space such as artificial intelligence (AI), encryption and the EU General Data Protection Regulation.

The forums were very well attended, both in person and via online streaming. Importantly, the discussion and learning from the forums informed future work undertaken by us, particularly in relation to AI and the GDPR.

## Interagency Privacy Officers Forum

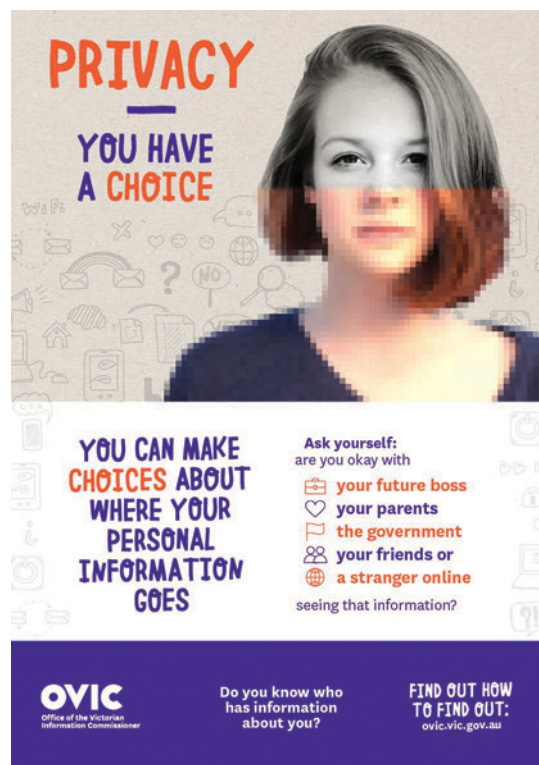
The Interagency Privacy Officers' Forum was established in 2015 to bring together privacy officers from each of the Victorian government departments, key agencies, and staff from our Strategic Privacy and Operational Privacy and Assurance teams. The forum provides a useful opportunity for colleagues to share ideas and resources, discuss common privacy issues and learn from each other's experiences. Meetings are held quarterly, and all members are invited to contribute to the agenda.

## Youth Advisory Group

Children and young people are an important stakeholder group, as they are potentially one of the more vulnerable groups to the misuse of personal information or improper data handling. We recognise the importance of involving young people in the conversation, in order to ensure their unique perspectives on issues related to information privacy are heard and reflected in our work.

Our Youth Advisory Group provides us with a means by which we can identify and address the specific privacy concerns and priorities of young Victorians. The Group is made up of approximately 10 members aged between 15 and 20 and meets six times per year.

Alongside regular activities, the Youth Advisory Group completed a major privacy awareness raising project. Members of the Group worked together to produce a postcard designed to promote conversations with and between young people in relation to privacy, and to empower them to take control of their personal information. The postcard was directly distributed to 400 Victorian secondary schools to align with Privacy Awareness Week in May 2018, as well as to 21 Regional Offices across Victoria with the support of the Department of Education and Training. The Group also developed an online resource to complement the postcard, designed to answer some key questions for young people in relation to information privacy.





# Data Protection

# 03

The Victorian Protective Data Security Framework	28
The Victorian Protective Data Security Standards	28
Monitoring and assurance	29
Insights into Victorian information security culture	29
Resources supporting government entities applying the VPDSS	30
Collaboration and expertise	30

Along with people, information is a key resource that underpins good decision making. Accurate and available information is critical to supporting the Victorian Public Sector and the government of the day in serving the Victorian community.

Any information (including personal information) obtained, generated, received or held by or for a Victorian public-sector organisation for an official purpose or supporting official activities requires safeguarding. This includes both hard and soft copy information, regardless of media or format.

## The Victorian Protective Data Security Framework

The Victorian Protective Data Security Framework assists government organisations deliver public services or functions and build public trust in their ability to protect official information from compromise. Based on three primary principles of confidentiality, integrity and availability, the framework seeks to ensure that the right people (confidentiality) have access to right information (integrity) at the right time (availability).

There is no “one size fits all” security solution, and the framework promotes a risk-based approach to information security. By doing so, government organisations have the autonomy to apply information security measures proportionate to their size, resources and acceptable risk levels.

## The Victorian Protective Data Security Standards

The framework prescribes 18 standards (Victorian Protective Data Security Standards) that reference various security measures. Applying cyber security measures to protect government organisations information are of paramount importance; however, there are other equally important security measures that need to be considered. Our standards are grouped into five areas:

Area	Examples
<b>Governance</b>	Security policies and procedures, training and awareness programs, business continuity arrangements
<b>People</b>	Pre-employment screening and ongoing personnel checks
<b>Physical</b>	Alarms, swipe access, paper waste disposal, lockable filing cabinets, visitor supervision
<b>Information</b>	Valuing information, information lifecycle management, information sharing protocols.
<b>ICT (Cyber)</b>	Applying the most current security patches, firewalls, malware protection, file sharing permissions

These measures are often layered to provide comprehensive information protection. For example, an employee typically has information security training and awareness, is suitably vetted, wears an employee ID badge, uses a fully patched work computer and only has access to information relevant to their role.

## Monitoring and assurance

The framework calls for executive sponsorship of the information security standards, and includes an obligation to submit an attestation to this effect. This declaration requires the head of the agency or body to acknowledge their information security obligations and provide assurance that information security risks are incorporated in organisation risk assessments.

This year, we introduced a significant change to the reporting obligations of organisations. Based on feedback and further consultations we published a revised ‘high-level’ Protective Data Security Plan (PDSP), which includes an attestation. Whilst the agencies and bodies’ protective data security obligations remain unchanged, the revised submission requirements results in simplified reporting for the first reporting cycle.

The attestation forms part of an organisation’s PDSP that addresses implementation of the information security standards or key activities in progress or planned.

The benefits achieved from good information security span across Victorian government. Conversely an incident may impact several agencies or bodies. We recognise that information security is a shared responsibility and seek to work with organisations to identify solutions and strategies that will support building capability and capacity across multiple agencies and bodies. The information gathered from the first round of reporting will help shape and develop future co-design activities.

## Insights into Victorian information security culture

We have an ongoing mission to improve how Victorian government organisations identify and manage information security risks relating to public sector information. One important aspect of this mission is to influence the underlying culture of the Victorian public sector, or, more specifically, to improve public servants’:

- attitudes towards, perceptions of, and beliefs about data security;
- awareness and understanding of the risks involved; and
- behaviours and practices relevant to managing those risks.

Culture (including values, beliefs and behaviours) has a powerful effect on security outcomes. By better articulating a desired culture, and understanding how to work with diverse individuals and organisations to achieve it, we can strengthen the foundations on which the Victorian Protective Data Security Framework relies.

We have commenced a project to discover:

- What are the current problems/challenges with data security culture across the diversity of Victorian government organisations?
- What future security culture are we collectively aiming for?
- What are the priorities for change?
- What are the key strategies, messages or initiatives that can help us to get there?

The project is proceeding in five stages:



We have completed stages 1 and 2, and are developing the survey for stage 3.

On the completion of the project we will:

1. Ensure Executive buy-in from stakeholder agencies to increase the impact of the project
2. Produce new insight into the unique perceptions of data security within the Victorian public sector
3. Provide input to a strategy to improve security culture in the Victorian public sector.

# Data Protection

## Resources supporting government entities applying the VPDS

We continued to hold forums and developed supplementary security guides and supporting material for agencies and bodies.

The forums were targeted to Victorian public agencies and bodies and industry. They have been well attended and provided context and guidance to organisations in their application of the standards.

Considerable effort was given to promoting the five-step action plan that assists organisations to effectively manage their protective data security risks. The steps align closely to standard risk management practices and include:



We have republished the framework and Assurance Collection with new branding and some minor updates to align with the current reporting requirements.

We have also published new awareness videos to simplify the messaging for those starting on their VPDSF/S implementation journey along with a guide to help organisations determine whether or not Part 4 of the PDP Act applies to their organisation.

## Collaboration and expertise

We are a contributor to local, national and international information security forums. This includes consultation with the Commonwealth Attorney General's Department, Standards Australia, International Organisations for Standardisation, and States and Territories Security Representatives Working Group.

In 2017-18 we participated in the consultation of the Protective Security Policy Framework reforms, including proposed changes to the protective marking scheme as well as provided input into the drafting of an approved work item for an International Standard on Protective Security architecture, framework and guidelines.

**Considerable effort was given to promoting the five-step action plan that assists organisations to effectively manage their protective data security risks**

# Law Enforcement Data Security

04

Crime Statistics Agency  
Victoria Police

32  
32



# Law Enforcement Data Security

Part 5 of the *Privacy and Data Protection Act 2014* (PDP Act) calls out law enforcement data security as a special case within the broader framework of protective data security, explicitly stating the Commissioner's jurisdiction over Victoria Police and the Crime Statistics Agency.

## Crime Statistics Agency

Crime statistics data is delineated in the PDP Act as information (law enforcement data) received from Victoria Police under the relevant section within the *Crime Statistics Act 2014* (CS Act), or information derived by the Crime Statistics Agency (CSA) from law enforcement data in the performance of functions under CS Act.

The CSA is responsible for processing, analysing and publishing Victorian Crime Statistics, independent of Victoria Police.

The CS Act contains provisions that empower the Chief Statistician to receive law enforcement data from the Chief Commissioner of Victoria Police, and to publish and release crime statistics and research into crime trends.

In November 2017, CSA transitioned from the *Crime Statistics Data Security Standards* to the Victorian Protective Data Security Framework (VPDSF) (including the Victorian Protective Data Security Standards (VPDSS) and assurance model).

## Victoria Police

Victoria Police, as the primary Victorian law enforcement agency, obtains, receives, holds, and handles, sensitive information. This information is considered public sector data but, more importantly, is differentiated and given prominence under the PDP Act as law enforcement data. Law enforcement data is information obtained, received, held, and handled by Victoria Police in the course of performing its law enforcement functions or activities.

Victoria Police has been bound by a set of protective data security standards since 2007. These standards, previously referred to as law enforcement data security standards, have evolved with various changes to the regulatory and legislative landscape. These changes include:

- the establishment of the Commissioner for Law Enforcement Data Security (CLEDS) (established under the *Commissioner for Law Enforcement Data Security Act 2005*);

- the evolution of CLEDS to the Commissioner for Privacy and Data Protection (CPDP) with the inclusion of privacy functions under the PDP Act;
- 2017 amendments to PDP Act to merge the Offices of CPDP and the Freedom of Information Commissioner, and reflect the powers and functions of the inaugural Victorian Information Commissioner and his office.

In October 2017, the Information Commissioner revoked the existing *Standards for Law Enforcement Data Security* (SLEDs) and bound Victoria Police to the VPDSF (including VPDSS and assurance model). Transition to the VPDSF brings Victoria Police in line with other public sector organisations to which the PDP Act applies.

Importantly, the VPDSF is consistent with the SLEDs, and will maintain the positive impact on Victoria Police's information management and security already achieved under the SLEDs.

## Implementation of recommendations

We have undertaken a significant number of reviews and audits of Victoria Police focussing on law enforcement data security processes and practices. These reviews and audits form an integral part of the Information Commissioner's monitoring and assurance activities to ascertain compliance with data security standards. Each review or audit may include a number of recommendations. To date, 266 recommendations have been made to Victoria Police by OVIC (and the former Commissioner for Law Enforcement Data Security and Commissioner for Privacy and Data Protection).

We continue to monitor the implementation of outstanding recommendations, and to work with Victoria Police to move the implementation process forward.

In 2017-18, Victoria Police implemented two recommendations and has delivered further recommendation responses for consideration in meeting implementation. Most outstanding recommendations are IT/System specific, and often require business case funding or other significant resource requirements. This means implementation timeframes are often extended.

Victoria Police has been in discussions with us to develop a plan around recommendation management and closure. All current, outstanding recommendations will remain 'open' until an assessment is made to finalise, or close, a recommendation. We consider only those recommendations assessed by us as 'Implemented', 'Not Implemented – Risk Managed', or 'Withdrawn', to be closed.

1 In December 2015, [the then] CPDP issued a new assessment category 'Not Implemented – Risk Managed'. This category supports existing categories of 'Implemented', 'Not Fully Implemented' (partially implemented), and 'Not Implemented'.

This assessment category can be issued in cases where Victoria Police have a justified lack of capability and/or intent to implement a recommendation within a reasonable timeframe. If issued, the category recognises that Victoria Police has initiated and applied appropriate risk management and governance controls. Any risk/s associated with not implementing a recommendation sit wholly with Victoria Police.

While any assessment of 'Not Implemented – Risk Managed' finalises an outstanding recommendation, we may conduct future reviews or audits on Victoria Police that raise or address similar or related issues. Any future recommendations will be reviewed on their own merits.

In 2017-18, no outstanding recommendations were finalised as 'Not implemented – Risk Managed'.

Status	Pre IWG	30/06/12	30/06/13	30/06/14	30/06/15	30/06/16	30/06/17*	30/06/18
Implemented	41	71	132	164	166	172	182	184
Not Fully Implemented	110	54	41	25	24	24	26	26
Not Implemented	62	56	41	23	30	24	16	14
Not Implemented – Risk Managed	-	-	-	-	-	0	0	0

Status	Pre IWG	30/06/12	30/06/13	30/06/14	30/06/15	30/06/16	30/06/17*	30/06/18
Withdrawn	0	32	39	41	41	41	42	42
Total Recommendations	213	213	253	253	261	261	266	266
Total Outstanding	172	110	82	48	54	48	42	40
% of active recommendations implemented	19%	39%	62%	77%	75%	78%	81%	82%

\* Correction to 2016-17 figures

## Breach reporting – Security Incident Register

The Security Incident Registry (SIR) is the central repository within Victoria Police for the reporting, recording, recovery and post-incident analysis of information security incidents and events. The register is important in that it is designed to capture security incidents or events that do not necessarily involve misconduct or criminal activity. However, it does record and maintain all information security incidents reported to and by the Professional Standards Command (PSC).

### SIR reporting

We receive weekly reports from the Security Incident Registry (SIR) that include all incidents captured over the preceding week. The weekly report also provides ‘notable developments’ to reported incidents including new information, changes to impact assessment or status progress, including those marked completed.

The SIR also reports incidents on a case-by-case basis under the Escalated Reporting Protocol.

The SIR conducts an initial, and ongoing, assessment of the potential or actual consequence of each incident and engages relevant subject matter experts to provide organisational oversight, remediation, and ongoing reviews as required.

The SIR rates all protective security incidents to attribute a risk priority. This assessment process incorporates specific protective security incident consequences and aligns with the organisational risk identification and assessment processes established by the Chief Risk Officer.

This risk management approach allows Victoria Police to implement control or treatment strategies to reduce potential or actual consequences arising from identified risks (‘incident’).

We continue to monitor and assess SIR reporting of information security incidents and, where necessary, will receive more in-depth briefings on particular incidents from SIR personnel.

## Escalated Reporting Protocol

The Escalated Reporting Protocol was developed in consultation with Victoria Police to set out operational requirements and processes relating to the Commissioner’s, and Deputy Commissioner’s, access to Victoria Police security incident information.

The protocol’s purpose is to establish mechanisms and rules that:

- Determine security incident assessment levels against potential or actual consequences.
- Support timeframes for reporting security incidents to us.
- Provide the methods to report a security incident to us.

The Protocol establishes expectations that security incident reports received from the SIR provides a holistic assessment of the incident including, but not limited to:

- The context of the incident occurring.
- Characteristics of the incident.
- Affected workgroup/s (including the information owner, information custodian and any external parties or stakeholders).
- Timelines around the incident occurring (including identification, reporting etc.).
- Breadth of exposure.
- Potential or actual consequences.
- Impact upon individuals, work unit or the organisation including service delivery.

This protocol is an important communication and briefing channel that allow us to be better informed on emerging information security incidents.

# Law Enforcement Data Security

## Breach reporting – Register of Complaints, Serious Incidents and Discipline (ROCSID)

The Register of Complaints, Serious Incidents and Discipline (ROCSID) is a database used by the Victoria Police Professional Standards Command (PSC) to record, manage, and investigate allegations of corrupt behaviour, criminality or misconduct, including breaches of information security by Victoria Police employees.

ROCSID files are internal Victoria Police investigations into allegations of information security breaches involving misconduct, corruption or criminality. We have access to ROCSID and monitor and review investigation files as required, often to provide further context to briefings to our Executive on specific security incidents. Access to ROCSID remains an important tool in our monitoring and assurance activities under the PDP Act.

### PSC reporting to the SIR

As noted, the SIR is the central register of all security incidents including PSC investigations involving breaches of information security. The SIR has access to, and oversight of, relevant PSC investigations reported to, or by, the SIR.

## Site inspections of Victoria Police facilities and units

The 2017-18 site inspection program was developed in consultation with Victoria Police and continues the focus on considering law enforcement data security practices within Victoria Police.

The focus of an inspection can vary from theme-based enquiries (to consider operational practice in regard to information management and security), to specific audits of one, or all, of the five security domains – governance, physical security, information security, personnel security and ICT security.

Site inspections are not designed to investigate information security breaches or to attribute fault or blame.

We undertook five site inspections in 2017-18, consisting of:

- three ‘Multi-Disciplinary Centres’ housing the Sexual Offence and Child Abuse Investigation Teams;
- one site inspection of a busy metropolitan Police Station; and
- one site inspection on Transit Protective Security Officers.

A summary report is prepared at the completion of each site inspection and delivered to Victoria Police. The reports focus on good security practices, areas for improvement, and where required offer considerations to improve information security policy and practice.

## ‘BlueConnect’ Project (formerly Policing Information Process and Practice (PIPP) reform project)

The Victoria Police *BlueConnect* project has kept the Privacy and Data Protection Deputy Commissioner informed on important milestones in various technology projects underway within Victoria Police. These included the trial and roll-out of body worn cameras, and the deployment of mobile devices aimed to enable access to critical policing information in the field.

We have also been briefed by Victoria Police on the progress of the ‘Police Assistance Line’, and ‘Online Reporting’ functions currently being developed.

Our Strategic Privacy team have assisted the *BlueConnect* project in reviewing, and providing commentary on, the Privacy Impact Assessment (PIA) undertaken by Victoria Police on the use of body worn cameras.<sup>2</sup>

We continue to closely monitor national and international trends in these emerging technologies, their potential impact (both positive and negative) for policing and for the community, and the implications for privacy and data security.

<sup>2</sup> We do not endorse programs or their privacy protections. A PIA review provides comments for consideration, and primarily suggests ways in which the PIA could be enhanced through the provision of further details to explain decisions. All comments are limited to the handling of personal information as defined under the PDP Act.



# Freedom of Information

# 05

Snap shot of our outputs	36
Enquiries	37
Review of agency decisions	37
Formal review decisions	40
Complaints	43
Enhancing public sector and community engagement	50

# Freedom of Information

The functions of the Information Commissioner and Public Access Deputy Commissioner in relation to freedom of information are set out in the *Freedom of Information Act 1982* (FOI Act). These functions include promoting understanding and acceptance of the FOI Act, conducting reviews of decisions of agencies and Ministers, handling complaints, and providing advice, education and guidance to agencies and the public.

## Snap shot of our outputs

### PERFORMANCE MEASURES

● 2017-18 TARGET  
● 2017-18 ACTUAL

### PERFORMANCE VARIATION

#### Quantity

Number of FOI reviews and complaints completed



Number of FOI education and training activities Quality



Percentage of OVIC applicants that appeal to VCAT



#### Timeliness

Timeline agreed by FOI applicants for completion of reviews is met



## Enquiries

In 2017-18, we received over 17,500 enquiries from the general public and agencies. The majority of these enquiries related to FOI. Each enquiry received is an opportunity for us to provide education and guidance, assist agencies to better understand their obligations under the FOI Act, and help the public to understand their information rights.

## Review of agency decisions

An applicant seeking information under the FOI Act may apply for review of a decision of an agency or Minister:

- 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 review application must:

- be in writing;
- identify the agency or Minister 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.

There is no fee for making a review application.

A review application can be dismissed or not accepted 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 without reasonable excuse;
- the applicant is unable to be contacted despite reasonable attempts;
- the review would be more appropriately dealt with by the Victorian Civil and Administrative Tribunal (VCAT); or
- it is decided that a review is not appropriate in the circumstances.

After conducting a review of a decision of an agency or a Minister, the Information Commissioner or Public Access Deputy Commissioner must make a fresh decision on the original application.

We are required under the FOI Act to report on the number of applications for review of decisions we receive and the outcome of our decisions on those applications.

## Review applications received

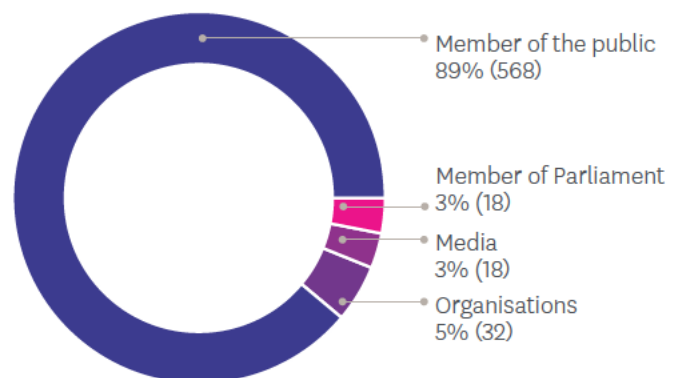
In 2017-18, we received 636 applications for review of agency decisions in relation to decisions made by 116 different agencies.

Applicants seeking review of agency decisions on their FOI applications fell into four broad categories:

- members of the public;
- members of Parliament;
- the media; and
- organisations.

In 2017-18, there were no decisions of Ministers that were subject to a review application.

### REVIEW REQUESTS BY APPLICANT TYPE



## Documents sought

The categories of documents sought by individuals were broad-ranging and included:

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

# Freedom of Information

## AGENCIES WHOSE DECISIONS WERE THE SUBJECT OF APPLICATIONS FOR REVIEW RECEIVED IN 2017-18

Agency	
Alfred Health	Federation Training
Alpine Shire Council	Frankston City Council
Ambulance Victoria	Game Management Authority
Austin Health	Glen Eira City Council
Australian Grand Prix Corporation	Goulburn-Murray Rural Water Corporation
Ballarat Health Services	t/a Goulburn-Murray Water
Barwon Health	Health Purchasing Victoria
Bass Coast Shire Council	Hobsons Bay City Council
Bayside City Council	Hume City Council
Bendigo Health Care Group	Indigo Shire Council
Business Licensing Authority	Kingston City Council
Cardinia Shire Council	La Trobe University
Central Goldfields Shire Council	Latrobe City Council
Chisholm Institute	Latrobe Regional Hospital
City of Ballarat	Level Crossing Removal Authority
City of Casey	Macedon Ranges Shire Council
City of Darebin	Maribyrnong City Council
City of Greater Geelong	Melbourne Health
City of Melbourne	Melbourne Polytechnic
City of Port Phillip	Melton City Council
City of Stonnington	Mercy Hospitals Victoria
Coliban Region Water Corporation	Merit Protection Boards
Corangamite Catchment Management Authority	Metropolitan Fire and Emergency Services Board
Country Fire Authority	Mildura Rural City Council
Court Services Victoria	Moir Shire Council
Department of Economic Development, Jobs, Transport and Resources	Monash Health
Department of Education and Training	Monash University
Department of Environment, Land, Water and Planning	Moonee Valley City Council
Department of Health and Human Services	Mornington Peninsula Shire
Department of Justice and Regulation	Moyne Shire Council
Department of Premier and Cabinet	Muckatah Recreation Reserve Committee of Management
Department of Treasury and Finance	Murrindindi Shire Council
Development Victoria	Nillumbik Shire Council
Disability Services Commissioner	North East Link Authority
Eastern Health	Northeast Health Wangaratta
Energy Safe Victoria	Northern Health
Environment Protection Authority	Office of Public Prosecutions
Essential Services Commission	Parks Victoria
	Peninsula Health

Agency
Public Transport Development Authority
Racing Victoria Limited
RMIT University
Royal Children's Hospital
RSPCA (Victoria)
Safer Care Victoria
South Gippsland Shire Council
South West Healthcare
Southern Metropolitan Cemeteries Trust
St Vincent's Health
State Revenue Office
Strathbogie Shire Council
Surf Coast Shire Council
Transport Accident Commission
Transport Safety Victoria
University of Melbourne
VicForests
VicRoads
Victoria Legal Aid
Victoria Police
Victorian Agency for Health Information
Victorian Building Authority
Victorian Commission for Gambling and Liquor Regulation
Victorian Institute of Teaching
Victorian Legal Services Board
Victorian Managed Insurance Authority
Victorian Pharmacy Authority
Victorian Ports Corporation (Melbourne)
Victorian Public Sector Commission
Victorian Rail Track (t/a VicTrack)
Victorian WorkCover Authority
Wannon Region Water Corporation
Warrnambool City Council
Western District Health Service
Western Health
Western Region Water Corporation
Whittlesea City Council
Yarra City Council
Yarra Ranges Shire Council
Yarra Valley Water Corporation

## Review outcomes

In total, 606 reviews were finalised in 2017-18. They fell into the following categories:

- 231 resolved informally with our assistance or withdrawn by the applicant;
- 240 formal review decisions made;
- 45 applications dismissed;
- 52 applications not valid as they were outside of our jurisdiction under the FOI Act;
- 38 reviews, which had not been determined, closed as the applicant elected to seek review by VCAT rather than await a decision of the Information Commissioner.

339<sup>3</sup> review applications were also carried over from 2016-17. Of these, 308 were finalised in 2017-18, and 31 applications were not able to be finalised due to the volume and complexity of the documents involved and, in some cases, the need for us to conduct ongoing enquiries with the relevant agency and applicant.

Review applications were dismissed for the following reasons:

- 1 dismissed by negotiated agreement;
- 1 dismissed as it was considered the review would be more appropriately dealt with by VCAT;
- 17 dismissed under section 49MA of the FOI Act (applicant's agreement following a fresh decision made by the agency);
- 2 dismissed as it was considered the applicant failed to cooperate with the review;
- 12 dismissed on grounds the review was not appropriate in the circumstances; and
- 12 dismissed on grounds the applicant was not able to be contacted following reasonable attempts to do so.

As at 30 June 2018, 362 review applications remained to be finalised.



3 This figure was incorrectly reported as 345 in the 2016-17 annual report of the former Freedom of Information Commissioner

# Freedom of Information

## Formal review decisions

In our first year, we have promoted the clear object of the FOI Act to agencies. Namely, that access to documents in the possession of agencies and Ministers to applicants should be maximised and that disclosure be 'limited only by exceptions and exemptions necessary for the protection of essential public interests and the private and business affairs of persons'.

We promote a mindset that when an agency or Minister approaches a freedom of information request the question asked is, 'Why can't these documents be disclosed to the applicant', rather than, 'What exemptions apply to these documents?'.

Our review decisions in 2017-18 demonstrate our commitment to increased disclosure of information, consistent with the object of the FOI Act. In 117 out of 240 review decisions (or 49% of matters), our decisions differed to those originally made by agencies or Ministers. This represents a 16% increase on the previous year.

In 123 out of 240 review decisions (or 51% of matters), we made the same or similar decision as the agency. This represents an 18% decrease from the previous year.

While our current data is limited in quantifying the actual number of documents released on review, overall our decisions that have differed to those of agencies have resulted in:

- further documents and information in documents being released to applicants;
- agencies being required to process a request seeking access to documents, where the agency or Minister had categorically refused the request under sections 25A(1) or 25A(5); and
- reduced use of multiple exemptions to exempt documents.

Therefore, in our first year, the above figures show we have contributed to improved transparency of government by increasing access to information and oversight of the use of exemptions and exceptions under the FOI Act.

In the next financial year, we will work on reporting, in greater detail, on the way in which our decisions differ from those originally made by agencies and Ministers.

Changing the way in which the FOI Act is administered by agencies requires significant cultural change in the Victorian public sector. It will continue to be a focus for us, not only through giving due regard to the object of the FOI Act when we conduct review matters, but also through the future publication of our notices of decision, the development of Professional Standards, delivery of training and education for FOI practitioners, and our public advocacy.

### REVIEW DECISIONS MADE OVER A 5 YEAR PERIOD

Year	Number of decisions	Same	Differ
2013-14	220	116	104
2014-15	218	124	94
2015-16	227	135	92
2016-17	208	139	69
2017-18	240	123	117

## DECISIONS MADE AND APPLICATIONS DISMISSED

Agency	Decision (Same*)	Decision (Differed**)	Application Dismissed
Alfred Health	3	1	
Ambulance Victoria	1	2	
Austin Health			2
Baw Baw Shire Council		1	
Bayside City Council	1		
Borough of Queenscliffe	1		
Brimbank City Council		1	
Buloke Shire Council			1
City of Boroondara		1	
City of Casey	1		
City of Darebin		1	
City of Greater Geelong	1	2	
City of Stonnington	3		
Country Fire Authority	2	2	
Court Services Victoria	2		1
Deakin University	1	1	
Department of Economic Development, Jobs, Transport and Resources	2	3	
Department of Education and Training	7	6	1
Department of Environment, Land, Water and Planning	2	3	1
Department of Health and Human Services	16	11	8
Department of Justice and Regulation	12	14	5
Department of Premier and Cabinet		1	
Department of Treasury and Finance			1
East Gippsland Shire Council	1	1	
Eastern Health	1	2	1
Emergency Services Telecommunications Authority	1		
Environment Protection Authority			1
Frankston City Council		1	
Game Management Authority			1
Glen Eira City Council	2	1	
Goulburn Broken Catchment Management Authority		1	
Goulburn-Murray Rural Water Corporation		2	
Health Purchasing Victoria		1	
Hepburn Shire Council		1	
Hobsons Bay City Council	1		
Hume City Council	1		
Latrobe City Council	1	1	
Latrobe University		1	
Macedon Ranges Shire Council		1	
Manningham City Council		2	
Melbourne Health		1	
Melton City Council	1		



# Freedom of Information

Agency	Decision (Same*)	Decision (Differed**)	Application Dismissed
Mental Health Complaints Commissioner	1		
Monash Health	1		1
Moonee Valley City Council			1
Murrindindi Shire Council	1		
Museums Victoria		1	
Nillumbik Shire Council	1	1	
Northern Health		2	
Parks Victoria			3
Peninsula Health	1	1	1
Public Transport Development Authority	1	1	2
Pyrenees Shire Council	1		
Racing Victoria Limited	1	2	
Royal Children's Hospital	3	2	
Royal Women's Hospital	1		
RSPCA Victoria	1	1	
South West Healthcare	1	1	
St. Vincent's Health	1	2	
State Revenue Office		2	1
Swinburne University of Technology	1		
Transport Accident Commission			3
Transport Safety Victoria	1		
University of Melbourne		1	
VicRoads	3	2	
Victoria Police	35	18	4
Victoria State Emergency Service	1		
Victoria University			1
Victorian Building Authority	1	3	2
Victorian Managed Insurance Authority	1		
Victorian Pharmacy Authority			1
Victorian Planning Authority	1		
Victorian WorkCover Authority		4	2
Warrnambool City Council		1	
Western Health		3	
Western Regional Water Corporation		1	
Wodonga City Council		1	
Yarra City Council		1	
<b>Total</b>	<b>123</b>	<b>117</b>	<b>45</b>

\* 'Same' means the decision was the same as the agency's decision or did not result in additional information being released to the applicant.

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

**Note:** as some reviews were carried over from previous years, there will be agencies in this table that do not appear in the table titled 'Agencies whose decisions were the subject of applications for review received in 2017-18'.

## Timeliness of review decisions

A total of 240 formal review decisions were made after conducting a review. Of these, 205 or 85.4% were made within 30 days of receipt of the application or other period, as agreed by the applicant. Applicants agreed to extensions of time in a total of 316 reviews and agreed to 344 extensions of time in total.

Reasons for extensions of time and delays in making a decision included:

- resources of the office given the volume of review applications and complaints received;
- delays in receiving documents from agencies;
- time taken to request and receive submissions from applicants and agencies, in some cases multiple submissions;
- delayed lodgement of submissions by an agency and/or applicant;
- significant number of documents and the complexity of documents subject to review;
- time required to conduct a thorough review of an agency's decision in order to make a fresh decision in circumstances where we determine to release further information or documents; and
- in some instances, the need for our staff to attend an agency to inspect documents subject to review.

In 2017-18, we recruited a number of new staff into our case management teams and began reviewing our business processes to ensure we improve our timeliness and efficiency in conducting reviews.

## Appeals to VCAT

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

In 2017-18, a decision of the Information Commissioner or Public Access Deputy Commissioner (including deemed refusals) was appealed by:

- an agency in 3 instances; and
- an applicant in 50 instances.

As at 30 June 2018, 7 of these applications to VCAT are known:

- in 3 instances the agency's decision was affirmed; and
- in 4 instances the agency's decisions was varied.

The outcome of the remaining 43 applications is unknown. It is noted these numbers may differ from any figures reported by VCAT or agencies. Agencies do not always notify us of an appeal to VCAT, despite the FOI Act requiring we be notified. Accordingly, we are not able to determine, with certainty, the complete number or outcomes of relevant matters commenced or finalised at VCAT. We are currently engaging with VCAT in an effort to gain more accurate and timely data in the future to ensure we can meet our statutory reporting obligations.

## Complaints

A complaint can be made about an action taken, or failed to be taken, by an agency when performing its functions or meeting its obligations under the FOI Act. This may include:

- a delay in handling a request;
- a decision that a requested document does not exist or cannot be located; or
- an action taken or failed to be taken by a principal officer in the performance or purported performance of their functions and obligations under Part IB (Professional Standards – not yet published or in force) or Part II (Publication of certain documents and information).

A complaint can also be made about certain actions taken or failed to be taken by a Minister in relation to a request. This may include:

- a delay in handling a request;
- a decision that a requested document does not exist or cannot be located;
- a decision to defer giving access to documents; or
- a decision to release personal or business affairs information.

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 the Information 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 Information Commissioner considers a complaint is not appropriate in the circumstances, or after making reasonable attempts, is unable to contact the complainant.

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

# Freedom of Information

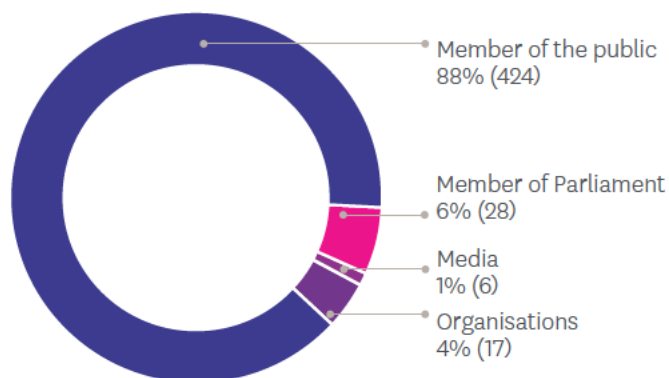
## Complaints made

In 2017-18, we received 475 complaints in relation to FOI requests made to 107 agencies and Ministers.

Complainants fell into four broad categories:

- members of the public;
- members of Parliament;
- the media; and
- organisations.

### COMPLAINTS BY APPLICANT TYPE



Common complaints we received include:

- decision that a document does not exist or cannot be located;
- inadequate search for documents;
- delays by agencies in processing FOI requests within the statutory time limits set out in section 21 of the FOI Act.

## How we handle complaints

Wherever possible, we aim to resolve complaints between a complainant and the relevant agency informally. The informal resolution process may involve:

### Information gathering

- we may contact the complainant in the first instance, to seek information on their complaint and to clarify what information they are seeking from the agency; and
- we make preliminary inquiries with the agency to explore possible options for resolving the complaint informally.

### Examination of information

- we consider information provided by the complainant and the agency to assess possible options or strategies to informally resolve the complaint.

### Follow up

- we follow up with the complainant and agency to identify if the matter can be resolved to the complainant's satisfaction.

If the informal resolution process is not successful and it is determined that further processes are required, then a formal resolution process may be undertaken, which can include conciliation of a complaint, subject to the agreement of both parties. If conciliation cannot occur, or is not suitable to resolve a complaint, the Information Commissioner can dismiss a complaint or make recommendations to the relevant agency or Minister.

### CASE STUDY

## Resolving a complaint

We received a complaint from a complainant who received an FOI decision, but was not satisfied that all documents relevant to the scope of the request had been identified. We worked with the applicant to identify the specific documents that were not located and sought further information from the agency on the search conducted. The agency provided a detailed submission outlining the areas of the agency searched and specific keywords used during the search. This submission was provided to the complainant who noted a specific area and keyword that had not been included in the search. We referred this information to the agency and this resulted in a further search for documents. The further search led to the specific documents subject to the complaint being located and released to the applicant.

## AGENCIES AND MINISTERS WHO WERE THE SUBJECT OF COMPLAINTS RECEIVED IN 2017-2018

Agency	
Albury Wodonga Health	La Trobe University
Ambulance Victoria	Latrobe City Council
Attorney-General	Level Crossing Removal Authority
Austin Health	Local Government Inspectorate
Australian Grand Prix Corporation	Macedon Ranges Shire Council
Ballarat Health Services	Manningham City Council
Banyule City Council	Melbourne Convention and Exhibition Trust
Barwon Health	Melbourne Health
Bass Coast Shire Council	Melbourne Polytechnic
Baw Baw Shire Council	Melbourne Water
Bayside City Council	Melton City Council
Benalla Rural City Council	Mental Health Tribunal
Bendigo Health Care Group	Mercy Hospitals Victoria
Borough of Queenscliffe	Metropolitan Fire and Emergency Services Board
Business Licensing Authority	Mildura Rural City Council
Cardinia Shire Council	Minister for Consumer Affairs, Gaming and Liquor Regulation
Chisholm Institute	Minister for Families and Children
City of Casey	Minister for Roads and Road Safety
City of Melbourne	Minister for Youth Affairs
Coliban Region Water Corporation	Moir Shire Council
Country Fire Authority	Monash Health
Court Services Victoria	Monash University
Department of Economic Development, Jobs, Transport and Resources	Moonee Valley City Council
Department of Education and Training	Mornington Peninsula Shire
Department of Environment, Land, Water and Planning	Muckatah Recreation Reserve Committee of Management
Department of Health and Human Services	Murrindindi Shire Council
Department of Justice and Regulation	National Gallery of Victoria
Department of Premier and Cabinet	Nillumbik Shire Council
Department of Treasury and Finance	Northern Health
Disability Services Commissioner	Office of Public Prosecutions
Eastern Health	Parks Victoria
Energy Safe Victoria	Peter MacCallum Cancer Centre
Environment Protection Authority	Pyrenees Shire Council
Game Management Authority	Racing Victoria Limited
Glen Eira City Council	Royal Children's Hospital
Glenelg Shire Council	Royal Victorian Eye and Ear Hospital
Goulburn-Murray Rural Water Corporation t/a Goulburn-Murray Water	RSPCA (Victoria)
Hume City Council	South Gippsland Shire Council
Indigo Shire Council	South West Healthcare
Kingston City Council	Southern Grampians Shire Council

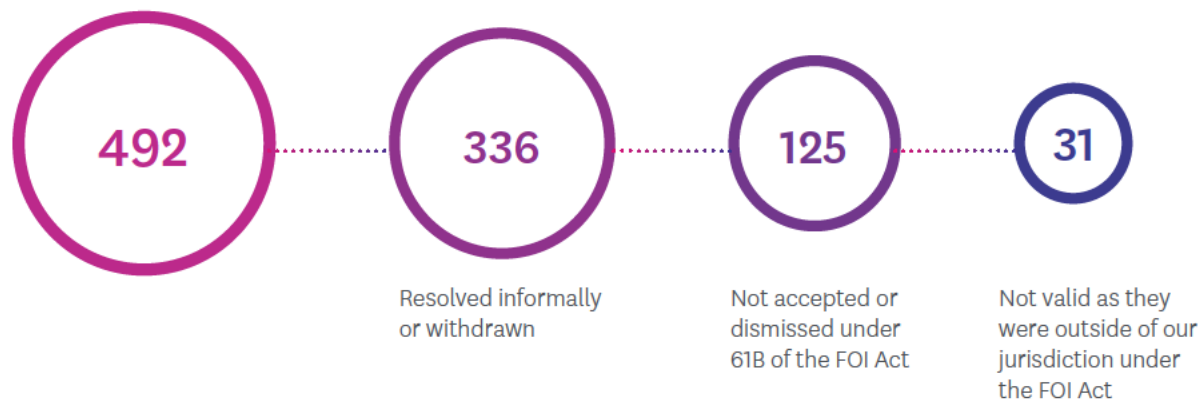
# Freedom of Information

Agency	
St Vincent's Health	Victorian Ombudsman
State Revenue Office	Victorian Public Sector Commission
Strathbogie Shire Council	Victorian Rail Track (t/a VicTrack)
Swinburne University of Technology	Victorian Registration and Qualifications Authority
Transport Accident Commission	Victorian WorkCover Authority
University of Melbourne	Wannon Region Water Corporation
VicRoads	Western District Health Service
Victoria Legal Aid	Western Health
Victoria Police	Western Region Water Corporation
Victorian Agency for Health Information	Wyndham City Council
Victorian Building Authority	Yarra Ranges Shire Council
Victorian Curriculum and Assessment Authority	Yarra Valley Water Corporation
Victorian Institute of Teaching	Yooralla
Victorian Legal Services Board	

## Complaint outcomes

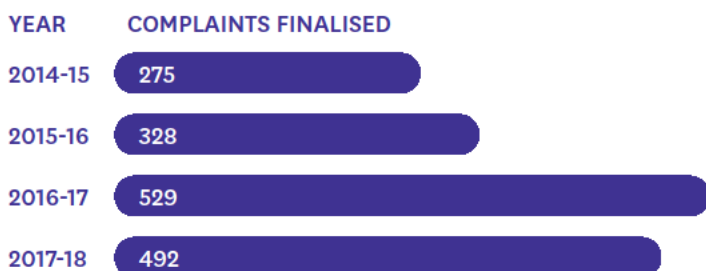
In total, 492 complaints were finalised in 2017-18.

They fall into the following categories:



154<sup>4</sup> complaints were carried over from 2016-17. Of these, 137 were completed, while a further 17 matters remain outstanding due to the complexity of those matters.

As of 30 June 2018, 137 complaints remain to be finalised and will be carried over to the 2018-19 reporting period.



<sup>4</sup> This figure was incorrectly reported as 139 in the 2016-17 annual report of the former Freedom of Information Commissioner.

## Complaints completed and outcomes

### LIST OF AGENCIES AND COMPLAINT OUTCOMES 2017-18

Agency	Resolved informally / Withdrawn	Not accepted / Dismissed	Not in jurisdiction
Albury Wodonga Health		1	
Alfred Health	1	4	
Ambulance Victoria	4	2	
Attorney-General		2	
Austin Health	2		
Australian Grand Prix Corporation	4		
Banyule City Council	1		
Barwon Health	2		
Bass Coast Shire Council	1		
Baw Baw Shire Council			1
Bayside City Council	2		
Benalla Rural City Council			1
Bendigo Health Care Group		1	
Borough of Queenscliffe	1		
Business Licensing Authority	1		
Cardinia Shire Council	2		
Chisholm Institute	1		
City of Ballarat		2	1
City of Casey	3		
City of Melbourne	1		
City of Port Phillip		2	
City West Water Corporation	1		
Coliban Region Water Corporation	1		
Country Fire Authority	2	2	
Court Services Victoria		1	1
Department of Economic Development, Jobs, Transport and Resources	8	2	
Department of Education and Training	18	9	1
Department of Environment, Land, Water and Planning	4	1	
Department of Health and Human Services	38	9	2
Department of Justice and Regulation	18	13	1
Department of Premier and Cabinet	7		
Department of Treasury and Finance	1	2	
Eastern Health	2	1	1
Environment Protection Authority		1	
Glen Eira City Council	3	1	
Glenelg Shire Council	1		



# Freedom of Information

Agency	Resolved informally / Withdrawn	Not accepted / Dismissed	Not in jurisdiction
Goulburn-Murray Rural Water Corporation t/a Goulburn-Murray Water	1	1	
Health Complaints Commissioner		1	
Hume City Council	1		
Indigo Shire Council	1		
Kingston City Council	1	1	
La Trobe University	1	1	
Level Crossing Removal Authority	2	1	
Local Government Inspectorate (previously known as Local Government Investigations and Compliance Inspectorate)		1	
Macedon Ranges Shire Council		1	
Manningham City Council	1		
Melbourne Health		2	1
Melbourne Polytechnic	1		
Melbourne Water	2		
Melton City Council	1		
Mental Health Tribunal	1		
Mercy Hospitals Victoria	1		
Metropolitan Fire and Emergency Services Board	1		
Mildura Rural City Council	1		
Minister for Families and Children	1		
Minister for Roads and Road Safety	2		
Minister for Tourism and Major Events			1
Minister for Youth Affairs	1		
Moira Shire Council	1		
Monash Health	3	4	
Monash University	1	1	
Moonee Valley City Council		1	
Moreland City Council		3	
Mornington Peninsula Shire	1		
Muckatah Recreation Reserve Committee of Management	1		
Murrindindi Shire Council	3	2	
Nillumbik Shire Council	1	1	
Northern Health		2	
Parks Victoria	1	1	
Peninsula Health	1		
Peter MacCallum Cancer Centre	1		
Pyrenees Shire Council	2		
Racing Victoria Limited	2	1	1
Rail Projects Victoria (previously known as Melbourne Metro Rail Authority)	1		

Agency	Resolved informally / Withdrawn	Not accepted / Dismissed	Not in jurisdiction
RSPCA (Victoria)	2	1	
South Gippsland Shire Council		1	
South West Healthcare			1
St Vincent's Health	4	1	1
State Revenue Office		6	
Strathbogje Shire Council	2		
Swinburne University of Technology	1		
The Royal Children's Hospital	1		
The Royal Victorian Eye and Ear Hospital	1		
The Royal Women's Hospital	2		
Transport Accident Commission	1	2	
VicRoads	34	1	
Victoria Legal Aid	2	4	1
Victoria Police	61	19	3
Victorian Agency for Health Information	1		
Victorian Building Authority	12	1	
Victorian Commission for Gambling and Liquor Regulation	1		
Victorian Curriculum and Assessment Authority	1		
Victorian Institute of Teaching	3		
Victorian Legal Services Board	2		
Victorian Ombudsman	2	1	
Victorian Public Sector Commission	1		
Victorian Rail Track (t/a VicTrack)	2		
Victorian WorkCover Authority	13	3	1
Wannon Region Water Corporation	2		
Warrnambool City Council	1		
Western District Health Service	1		
Western Health	3		3
Western Region Water Corporation	1		
Wyndham City Council	1	1	
Yarra City Council	1		
Yarra Ranges Shire Council		1	
Yarra Valley Water Corporation	4		1
Yarriambiack Shire Council		1	
Yooralla	1		
Unidentified/not subject to FOI Act	3	1	8
<b>Total</b>	<b>336</b>	<b>125</b>	<b>31</b>

The final row of this table notes complaints made where the agency was not identified or not subject to the FOI Act.

**Note:** as some complaints were carried over from previous reporting years, there will be agencies in this table that do not appear in the table titled 'Agencies and Ministers who were the subject of complaints received in 2017-2018'

# Freedom of Information

## Complaint timeliness

The average time taken to finalise a complaint is 134 days. As with reviews, the length of time taken to finalise or resolve a complaint is due to:

- the resources of the office given the volume of complaints and review applications received; and
- time taken to request and receive explanations or further information from applicants and agencies.

## Recommendations made under Part VIA

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

## Access charges certificates under section 50(1)(g)

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

Access charges are calculated in accordance with section 22 of the FOI Act and the *Freedom of Information (Access Charges) Regulations 2014*.

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

Of the 28 requests for access charges certificates received in 2017-18:

- 2 certificates were issued;
- 7 certificates were not issued; and
- 19 requests were withdrawn.

## Enhancing public sector and community engagement

Growing awareness and understanding about the Information Commissioner's functions, building trust in government, reinforcing integrity and advocating for the public interest in decision making all form important aspects of our stakeholder engagement. The provision of advice, education and guidance to agencies and the public became, for the first time, a legislative requirement in Victoria, with the establishment of OVIC.

2017-18 was a standout year with 28 events and face to face training sessions attended by over 800 agency representatives. Both large departmental agencies and single person practitioners alike made the most of our expanded and cost-effective face to face training offerings. Four modalities of training and engagement are offered:

### For agencies

- expanded, comprehensive face to face agency training;
- online eLearning modules; and
- an extensive suite of guidance materials, fact sheets and case notes.

### For the public

- greater public engagement with streamlined, accessible processes and publishing of simplified, plain English resources; and
- enquiries made via our hotline where our staff are able to explain the FOI application process or give further information about how to make a complaint or request a review.



Face to face events  
and training sessions



Agency officers  
in attendance

## Face to face training

Our FOI training program caters for introductory level participants through to advanced practitioners with a commonly applied exemption-based masterclass as well as introductory level sessions.

Our experienced facilitators apply the principle that participants learn best when course content is directly relevant to their needs, and theory is reinforced through interactivity and practical application.

This approach incorporates action learning that builds on and uses participants' prior knowledge and experience. The skills, knowledge and tools developed by attending our programs can be taken back and directly applied within the workplace. Attendance by our staff adds a unique element to our program ensuring case precedents are shared and encourages a deeper understanding and demystification of our role and functions.

## Digital engagement and publications

Accessed via an interim OVIC landing page and promoted through an increased presence on social media, a range of publications were released for agencies and the general community. Publications included:

- monthly email bulletins to agencies to share insights and news;
- a guide to the FOI review process for applicants;
- a guide to the FOI complaints process for complainants;
- a number of guides and resources for agencies detailing their obligations and process changes as a result of significant amendments to FOI Act that came into force on 1 September 2017; and
- VCAT decision case notes.

## eLearning modules

Our face to face training program is complemented by two self-paced eLearning modules. One module covers general FOI awareness and the other addresses the 1 September amendments to the FOI Act.

Presentations on the amendments to the FOI Act were run in tandem with a new online module and webinar. A new learning management system, privacy awareness module, and commonly applied exemption modules are in development and will be published this coming financial year.

## Engagement with other jurisdictions and oversight agencies

We commenced the financial year with a submission and presentation to the Victorian Parliament Accountability and Oversight Committee's, *Inquiry into Education, Training and Communications Initiatives of Victorian Oversight Agencies*. The submission reported on the 2016-17 training program achievements, insights and evaluation data, and reinforced the effectiveness of the program in meeting the needs of agencies responsible for processing access requests.

The National Dashboard of FOI Metrics displays each jurisdiction's FOI outputs against the six agreed metrics for the 2014-15 and 2015-16 reporting years. The Australian Information Access Commissioner's agreed to jointly promote the release of the National Dashboard Results for 2014-15 and 2015-16 on 28 November 2017. In conjunction with our interjurisdictional counterparts we published the FOI Metrics on Public Use of FOI Access Rights via our bulletin and website. In addition, Right to Know Day 2017 was promoted across Victorian agencies and an interjurisdictional media release distributed.

## Presentations, events and forums

Other engagement activities include:

- bespoke training sessions are tailored by practice issues, sector or location upon the request of an agency. Metro and rural training sessions were delivered to the Victorian Public Service Graduate Recruit Program, Department of Economic Development, Jobs, Transport and Resources, Royal Melbourne Hospital and Gippsland Combined Cemetery Trust;
- key note address at the Leo Cussen FOI and Privacy Conference, *OVIC – driving change in FOI, privacy and data protection*;
- key note address at the VGSO Seminar Series, *Information access and privacy, data protection and sharing: A new approach for modern government*;
- key note address at the National Public Sector Managers and Leaders Conference, *OVIC – Leadership in Information Rights in Victoria*;
- OVIC Public Access Agency Reference Group formed and meets for the first time;
- key note address at the Sir Rupert Hamer Records Management Awards 2018;
- whole of Victorian Government FOI Managers' monthly network meetings;
- Information management presentation to the Department of Education and Training; and
- FOI and privacy presentation to Victorian public sector staff hosted by Corrs Chambers Westgarth.

# Freedom of Information

## Effectiveness of education activities for agencies

Demand for face to face training continued to increase producing positive feedback and the achievement of predetermined learning outcomes. All training, education and stakeholder engagement activity is measured, and effectiveness benchmarked against pre-determined key result indicators. Participant assessment and evaluation surveys are completed for both face to face and online training. Information gathered is utilised to refine content and implement program improvements where practicable.

## Early resolution team

Our Early Resolution (ER) team was established in 2017-18 as a strategy for:

- addressing increasing demand on our resources for conducting formal reviews;
- to maximise the opportunity to resolve reviews at an early stage;
- refine the scope of documents to be reviewed based on discussions with applicants; and
- to improve the timeliness of formal review decisions.

The ER team proactively engages with applicants and agencies early to find practical solutions to review applications where appropriate. Where a matter cannot be resolved informally, it is progressed to a formal review decision.

Achievements of the ER team include:

- an increase in informally resolved and withdrawn matters, 231 in 2017-18, compared with 144 in 2016-17;
- approximately 40% of reviews are finalised without the need for a formal decision; and
- where a matter progresses to a formal decision, the scope of the documents subject to review was narrowed in 1 out of 6 matters.

# Report on the operation of the FOI Act

# 06

Government bodies covered by FOI	54
The statistics in this part	54
Accuracy of data	54
The past five years	54
Requests and appeals	54
Sources of FOI requests	56
Timeliness of agency decision making	56
Access decisions	57
Exemptions cited	59
Application fees and access charges	60
'Top 30' agencies	61
Administration of the FOI Act	62



# Report on the operation of the FOI Act

Section 64 of the *Freedom of Information Act 1982* (FOI Act) requires the Information Commissioner to report on the operation of the FOI Act in Victoria.

## Government bodies covered by FOI

The FOI Act provides the right to apply for access to documents held by the wide range of agencies<sup>5</sup> listed in this Annual Report, including departments, local councils, most semi-government agencies and statutory authorities, public hospitals, universities and TAFE colleges.

## The statistics in this part

The statistical information contained in this Part was collated from data provided to us from approximately 1000 agencies that are subject to the FOI Act. This data is provided to us through an electronic survey which ensures that all of the information required to be included in this Annual Report under section 64 of the FOI Act is provided on a uniform basis.

All but one agency completed the survey for 2017-18.

The Information Commissioner thanks agencies for completing the survey and for their cooperation in providing the information contained in this Part.

The data in this Part relates to those FOI requests that met the definition of a 'request', pursuant to section 17 of the FOI Act. Section 17 of the FOI Act requires that a request for access to a document to be made in writing, provide sufficient information to enable the identification of the document sought and be accompanied by the required 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 agencies. Any discrepancies or queries regarding the data provided by an agency should be directed to the relevant agency in the first instance.

## The past five years

This Annual Report includes an analysis of five years' worth of data sets, to identify trends and act as a benchmark for future reports. As more data is collected in future years, we will be able to assess if improvements have occurred over time.

## Requests and appeals

The number of FOI requests reported in 2017-18 increased by 7.9% on the figure from the previous year to 39,040. This is the highest reported number of FOI requests made in a single year.

Agencies reported that 140 appeals to the Victorian Civil and Administrative Tribunal (VCAT) were lodged in 2017-18, and that of the 30 cases decided by VCAT, agency decisions were affirmed in full in 25 cases. It was also reported that VCAT varied agency decisions in 5 cases. Agencies reported that 60 appeals were withdrawn in the reporting period. The numbers reported here refer to instances where an agency's decision was directly appealed to VCAT. They do not include where a review decision of the Information Commissioner has been made and appealed to VCAT by either the agency, applicant, or a third party.

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 relevant agency.

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<sup>5</sup> The term 'agency/agencies' in this Part of the Report includes Ministers.

## NUMBER OF FOI REQUESTS, INTERNAL REVIEWS AND APPEALS REPORTED BY AGENCIES

Year	Internal reviews	VCAT appeals	FOI requests	Number of requests
1984-85	224	112	4,702	<div></div>
1985-86	274	126	9,031	<div></div>
1986-87	324	151	9,401	<div></div>
1987-88	443	161	9,662	<div></div>
1988-89	402	141	10,700	<div></div>
1989-90	437	177	10,460	<div></div>
1990-91	372	168	14,690	<div></div>
1991-92	416	193	14,357	<div></div>
1992-93	372	220	11,364	<div></div>
1993-94	312	171	10,151	<div></div>
1994-95	293	156	10,447	<div></div>
1995-96	291	154	10,834	<div></div>
1996-97	288	189	12,211	<div></div>
1997-98	319	304	12,195	<div></div>
1998-99	270	159	13,082	<div></div>
1999-2000	258	143	14,260	<div></div>
2000-01	393	108	17,224	<div></div>
2001-02	447	122	19,652	<div></div>
2002-03	368	115	20,063	<div></div>
2003-04	411	104	20,896	<div></div>
2004-05	459	93	22,493	<div></div>
2005-06	361	132	21,396	<div></div>
2006-07	301	117	23,977	<div></div>
2007-08	338	146	25,356	<div></div>
2008-09	340	195	28,698	<div></div>
2009-10	427	190	31,343	<div></div>
2010-11	400	172	34,052	<div></div>
2011-12	464	159	35,601	<div></div>
2012-13	268	166	33,546	<div></div>
2013-14	N/A	86	34,124	<div></div>
2014-15	N/A	74	33,209	<div></div>
2015-16	N/A	72	34,249	<div></div>
2016-17	N/A	91	36,219	<div></div>
2017-18	N/A	140	39,040	<div></div>

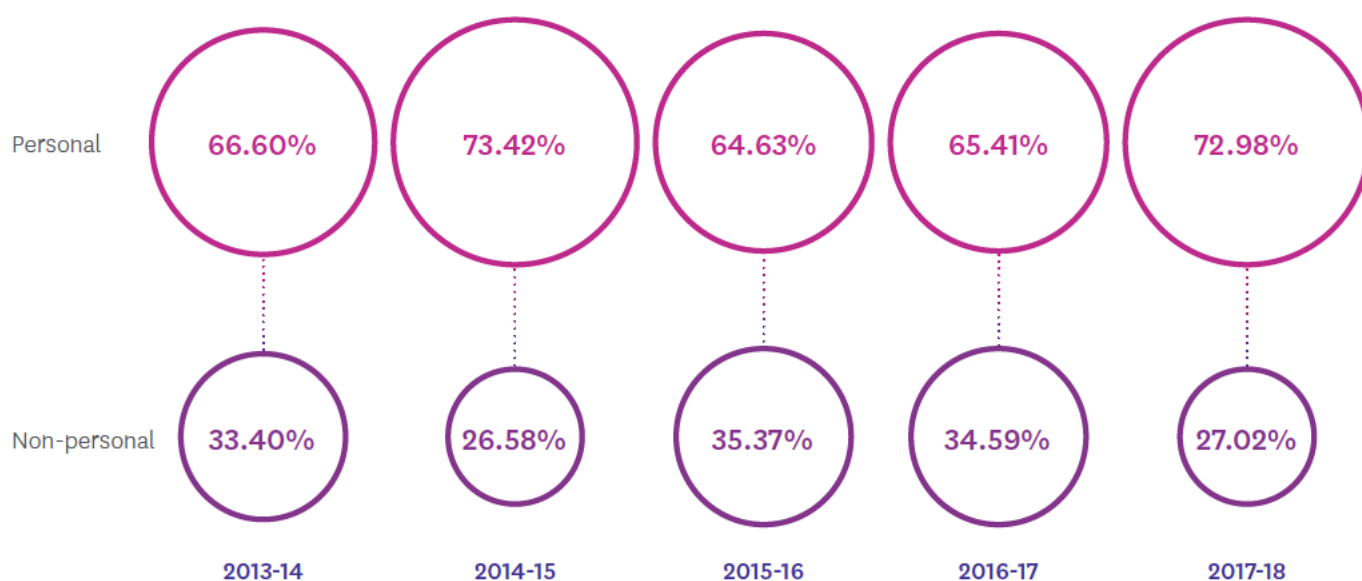
Internal reviews were previously available under the FOI Act, prior to amendments in 2012 which established the right of independent review by the Office of the Freedom of Information Commissioner, which was replaced upon the establishment of the OVIC in September 2017.

# Report on the operation of the FOI Act

## Sources of FOI requests

In 2017-18, personal requests (for information mainly relating to the applicants themselves) represented 72.98% of total requests received, while non-personal requests represented the remaining 27.02%. Non-personal requests include those made by Members of Parliament and the media.

### PERSONAL AND NON-PERSONAL REQUESTS



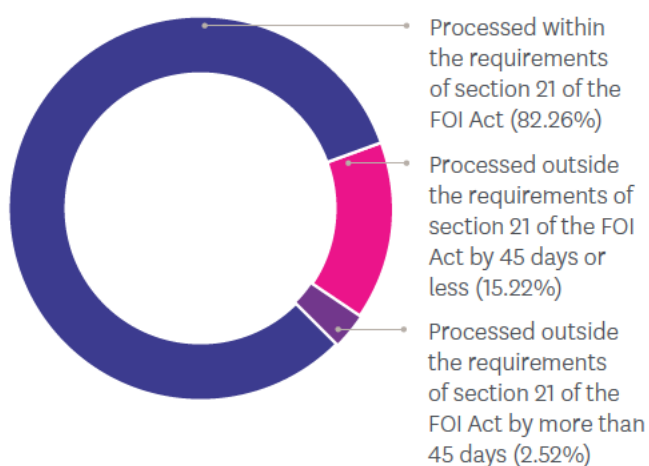
## Timeliness of agency decision making

Amendments to section 21 of the FOI Act, which sets out the time in which a decision must be made by an agency, came into effect on 1 September 2017.

Prior to 1 September 2017, a decision on an access request was required to be made as soon as practicable but no later than 45 calendar days after receipt of a valid request. From 1 September 2017, agencies are now required to notify an applicant of a decision on a request within 30 days. However, this statutory time may be extended in two instances:

- a single extension of up to 15 days is available if the agency determines that consultation with third parties is required under sections 29, 29A, 31, 31A, 33, 34 or 35 of the FOI Act.
- an applicant may agree to one or more extensions of up to 30 days at a time.

### TOTAL REQUESTS PROCESSED – TIMELINESS



There are limited exceptions to how calendar days are calculated for responding to valid FOI requests:

- the processing period for unreasonably large requests is suspended under section 25A(7) of the FOI Act;
- if a deposit has been sought, the 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).

Despite a record number of requests received, agencies reported that overall, 82.26% of requests were processed within the statutory time frame under section 21 of the FOI Act. This has declined slightly from last year's figure of 89.79%.

Despite a record number of requests received, agencies reported that overall 82.26% of requests were processed within the statutory time frame under section 21

## Access decisions

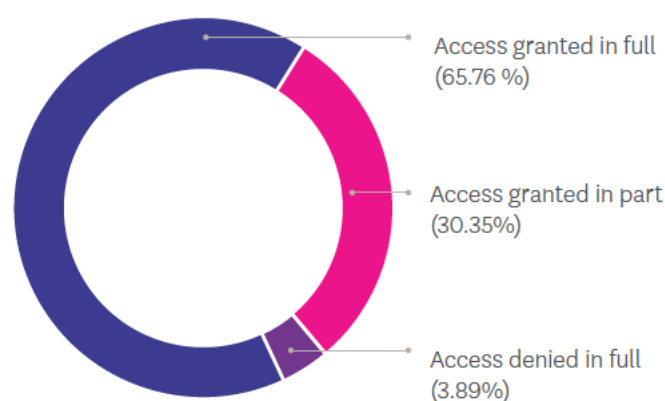
The information provided by agencies about their access decisions does not include situations where a request was received and one of the following applied:

- the applicant did not proceed with the request;
- the request had not been decided at the end of the 2017-18 reporting period;
- the agency did not hold the documents sought; and
- the agency and the applicant agreed on a form of access satisfactory to the applicant outside of the FOI process.

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

- requests being granted in full continue to trend downwards (from its highest in 2013-14 at 72% to 65.76% in 2017-18);
- requests granted in part continue to trend upwards (from its lowest in 2013-14 at 24.9% to 30.35% in 2017-18);
- requests denied in full are starting to trend upwards (to 3.89% in 2017-18, compared to its lowest with 2.3% in 2014-15);
- in line with the highest number of requests received, the total number of decisions made was the highest ever.

### ACCESS DECISIONS ON REQUESTS



# Report on the operation of the FOI Act

## FIVE YEARS OF FOI DECISIONS

	2013-14		2014-15		2015-16		2016-17		2017-18	
Decision	No. of decisions	% of total decisions	No. of decisions	% of total decisions	No. of decisions	% of total decisions	No. of decisions	% of total decisions	No. of decisions	% of total decisions
Full Access	22,360	72.33%	20,694	70.25%	19,613	68.38%	20,416	65.63%	21,875	65.76%
Part Access	7,711	24.94%	8,087	27.45%	8,174	28.50%	9,494	30.52%	10,097	30.35%
Access Denied	844	2.73%	678	2.30%	896	3.12%	1,198	3.85%	1,293	3.89%
<b>Total</b>	<b>30915</b>		<b>29,459</b>		<b>28,683</b>		<b>31,108</b>		<b>33,265</b>	

## Five years of access decisions by sector

### Health

	FULL ACCESS	PART ACCESS	ACCESS DENIED
2013-14	94.44%	5.31%	0.25%
2014-15	93.95%	5.77%	0.28%
2015-16	92.72%	6.86%	0.42%
2016-17	91.71%	7.87%	0.43%
2017-18	91.94%	7.72%	0.33%

### Government

2013-14	21.77%	66.66%	11.57%
2014-15	22.33%	69.24%	8.43%
2015-16	25.70%	63.21%	11.09%
2016-17	19.45%	66.86%	13.69%
2017-18	19.91%	66.47%	13.62%

### Emergency

2013-14	37.05%	57.29%	5.66%
2014-15	28.64%	67.01%	4.35%
2015-16	23.30%	68.99%	7.71%
2016-17	28.46%	64.61%	6.93%
2017-18	26.73%	66.24%	7.04%

### Statutory authorities

2013-14	47.06%	49.49%	3.45%
2014-15	49.17%	47.29%	3.54%
2015-16	30.38%	65.37%	4.25%
2016-17	29.78%	64.47%	5.75%
2017-18	35.50%	58.69%	5.82%

## Exemptions cited

In 2017-18, agencies claimed that documents were exempt under a variety of exemptions under FOI Act.

The five exemptions most frequently claimed by agencies 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 in an Act, other than the FOI Act, applies to particular documents or information.
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 35: information obtained in confidence
5. Section 31: documents related to law enforcement activities.

The five most frequently claimed grounds for exemption account for over 90% of exemptions cited.

### Exemptions most commonly cited in original decision





# Report on the operation of the FOI Act

## All provisions cited in 2017-18 decisions

Provision	Original decisions	VCAT appeals
Section 23	5	0
Section 24A(1)	0	1
Section 25A(1)	265	9
Section 25A(5)	117	3
Section 28	111	1
Section 29	25	0
Section 29A	14	0
Section 29B	3	0
Section 30	1810	12
Section 31	1527	12
Section 31A	2	0
Section 32	707	7
Section 33	8189	22
Section 34	416	3
Section 35	1786	9
Section 36	11	0
Section 37	2	0
Section 38	1830	2
Section 38A	12	0
<b>Total</b>	<b>16832</b>	<b>81</b>

## Application fees and access charges

Costs associated with FOI requests comprise the application fee, which was \$28.40 in the 2017-18 financial year, and access charges for certain activities undertaken by agencies in relation to providing access to documents.

Agencies reported application fee revenue of \$832,122 for 2017-18. The FOI Act provides that agencies may waive or reduce an application fee if the payment of the fee would cause hardship to the applicant. Agencies reported that the total amount of application fees waived in 2017-18 was \$276,925.69.

Access charges are payable when a decision has been made to provide access in full or in part. Charges relate to the copying of documents, providing access to documents in an alternative form, supervising 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 \$1,069,690.42 was collected in access charges in 2017-18 and the total amount of access charges waived was \$158,274.24.

## 'Top 30' agencies

The 'Top 30' agencies in terms of FOI requests received, reported receiving a total of 33,296 FOI requests in 2017-18, accounting for approximately 85% of all requests received. Seventy-nine per cent of these requests were for documents containing mainly the personal information of the applicant. Such requests are known as 'personal requests'. Requests for information not containing the personal information of the applicant are known as 'non-personal requests'.

- TOTAL REQUESTS
- PERSONAL REQUESTS
- NON-PERSONAL REQUESTS



Of the 'Top 30' agencies, 20 agencies are public hospitals or health services.

# Report on the operation of the FOI Act

## Administration of the FOI Act

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

Agencies reported that no disciplinary action was taken in relation to the administration of the FOI in 2017-18.

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

A person, under section 12 of the FOI Act, may serve on a Principal Officer of an agency (other than a council) a notice stating that, in the opinion of the person, a statement published by the principal officer does not specify a document which is required to be specified under the FOI Act. Agencies reported that no section 12 notices were served in 2017-18.

### Reading rooms provided by agencies

Ninety-three 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 publicly available, including:

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

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

### Difficulties in administering the FOI Act

#### Reduced time frame in which to process a request

A number of agencies advised they had faced difficulties in meeting the statutory time frame for processing a request as set out in section 21 of the FOI Act. This is due to amendments to the FOI Act that came into effect on 1 September 2017 that reduced the time in which a decision on a request must be made from 45 days to 30 days.

#### Consultation and notification requirements

The September 2017 amendments also introduced mandatory third-party consultation requirements for agencies when considering applying the exemptions in sections 29, 29A, 31, 31A, 33, 34 or 35. A number of agencies reported this requirement has increased their administrative workload significantly and led to delays in finalising decisions due to the time it takes to receive consultation responses.

### Staffing and cost

Only 7.7% of agencies advised of staffing or cost related difficulties in administering the FOI Act. Difficulties reported by those agencies, in the main, related to the following:

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

### Other administrative difficulties

Seven per cent of agencies reported other administrative difficulties in the application of the FOI Act (up from 5% in 2016-17). Agencies reported, generally, that the following factors impacted on their ability to administer the FOI Act:

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

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

Approximately 17% of agencies provided details regarding efforts made to implement the spirit and intention of the FOI Act.

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

- release of information outside of the FOI Act;
- making a wider range of information available on websites;
- waiving fees and charges to facilitate the release of documents at the lowest reasonable cost;
- consulting with applicants to better understand requests and to assist them in making valid FOI requests;
- undertaking further education of agency staff involved in processing FOI requests to improve their ability to provide better and more timely decisions; and
- providing access to a class of documents for a fee.

Agencies reported this proactive approach to the release of information led to a decrease in FOI requests being received or needing to be formally processed.

# Appendices to Part 6

# 07

Explanation of appendices	64
Appendix A – Part 1	65
Appendix A – Part 2	76
Appendix B	82
Appendix C	84
Appendix D	105
Appendix E	122

## Appendices to Part 6

### Explanation of appendices

#### Appendix A

This appendix reports the number of FOI requests received by agencies, classified as either personal or non-personal, as reported by agencies. Three hundred and twenty-six 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 12% received more than 100.

The access outcomes reported by agencies are listed for all requests decided in 2017-18, including those that were received prior to the start of the financial year and then decided in 2017-18. Three hundred and five agencies reported making a decision to grant access in full or part or to deny access in full.

There were 1,168 Committees of Management under the Department of Environment, Land, Water and Planning in the 2017-18 year. The Department advised that four of these Committees received an FOI request in 2017-18.

#### Appendix B

An applicant has the right to appeal certain FOI decisions to the Victorian Civil and Administrative Appeals Tribunal (VCAT).

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 2017-18. VCAT utilises alternative dispute resolution processes, through which cases may be resolved prior to a hearing. If this occurs, the appeal may be withdrawn or dismissed as appropriate.

#### Appendix C

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

This appendix lists the exemptions 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 an 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, to documents, as reported by agencies.

#### Appendix E

In 2017-18, an application fee of \$28.40 was required under the Act when making a FOI request. Fees are waived or reduced where payment would cause hardship.

This appendix shows the fees and charges collected and waived, as reported by agencies, in 2017-18.

# Appendix A – Part 1

## Agencies that received FOI requests

Agency	Requests received		Outcomes of all requests received or decided in 2017-18 <sup>1</sup>			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>2</sup>
Accident Compensation Conciliation Service*	2	1	0	2	0	2
Albury Wodonga Health	227	1	224	2	0	3
Alexandra District Health	1	31	22	0	0	10
Alfred Health (includes The Alfred, Caulfield Hospital, Sandringham Hospital)	1,963	660	2,416	14	11	319
Alpine Health	5	4	9	0	0	0
Alpine Shire Council*	1	6	1	2	2	2
Ambulance Victoria	2,217	34	1,189	613	14	489
AMES Australia*	4	0	0	4	0	1
Ararat Rural City Council	2	0	2	0	0	0
Architects Registration Board of Victoria	1	0	0	1	0	0
Attorney General	2	0	0	1	0	3
Austin Health (includes Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation Centre)	1,017	319	1,105	56	8	260
Australian Grand Prix Corporation	0	3	0	1	0	2
Bairnsdale Regional Health Service*	105	8	106	1	1	10
Ballarat Health Services	470	218	679	18	2	49
Ballarat, City of*	29	5	7	16	7	8
Banyule City Council	2	17	1	5	0	15
Barwon Health (includes McKellar Centre, University Hospital Geelong)	815	227	961	63	4	14
Barwon Region Water Corporation	16	0	7	1	0	9
Bass Coast Health	98	0	84	0	0	17
Bass Coast Shire Council (includes San Remo Cemetery Trust, Wonthaggi Cemetery Trust)	1	12	1	5	0	13
Baw Baw Shire Council	0	16	7	5	0	5
Bayside City Council	0	49	16	24	2	17
Beaufort and Skipton Health Service	2	0	2	0	0	0
Beechworth Health Service	2	1	2	0	0	1
Bellarine Bayside Foreshore Committee of Management	0	1	0	0	0	1
Benalla Health*	20	36	41	0	0	15
Benalla Rural City Council	4	0	1	3	0	5
Bendigo Cemeteries Trust (t/a Remembrance Parks – Central Victoria)	1	0	0	1	0	0
Bendigo Health Care Group	273	181	328	89	5	71
Bendigo Kangan Institute	0	2	1	0	0	1
Bendigo, City of Greater	0	25	12	6	6	1
Boort District Health	0	1	1	0	0	0
Boroondara, City of	0	45	6	22	1	22



## Appendix A – Part 1

### Agencies that received FOI requests (cont)

Agency	Requests received		Outcomes of all requests received or decided in 2017-18 <sup>1</sup>			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>2</sup>
Borough of Queenscliffe*	0	3	1	1	1	0
Brimbank City Council	5	19	14	3	0	7
Buloke Shire Council	0	1	0	1	0	1
Calvary Health Care Bethlehem	11	20	31	0	0	0
Campaspe Shire Council	0	10	2	4	1	4
Cardinia Shire Council	0	25	22	2	1	0
Casey, City of	25	33	24	14	3	17
Casterton Memorial Hospital*	1	1	1	0	0	1
Castlemaine Health (includes Maldon Hospital)	15	0	15	0	0	0
Cenitex	1	0	1	0	0	0
Central Gippsland Health Service	84	10	94	0	0	0
Central Gippsland Region Water Corporation (t/a Gippsland Water)	2	0	3	0	0	0
Central Goldfields Shire Council	5	0	4	1	0	0
Central Highlands Region Water Corporation	0	3	1	0	0	2
Chief Investigator, Transport Safety, Office of the	0	1	0	0	1	0
Chief Parliamentary Counsel Victoria, Office of the	0	2	0	0	0	2
Chisholm Institute	1	1	1	1	0	0
City West Water Corporation*	0	26	7	14	0	10
Cobram District Health	6	50	56	0	0	0
Cohuna District Hospital	4	17	21	0	0	0
Colac Area Health	36	8	33	0	0	11
Colac Otway Shire	0	7	2	2	0	8
Coliban Region Water Corporation*	6	0	2	5	0	0
Corangamite Catchment Management Authority	0	1	0	1	0	1
Corangamite Shire*	0	5	5	0	0	0
Corinella Foreshore Reserve Committee of Management	0	6	5	2	0	0
Country Fire Authority	7	74	14	35	4	43
Court Services Victoria	63	7	2	1	20	48
Dandenong, City of Greater*	1	30	19	8	0	10
Darebin, City of	0	39	9	27	5	6
Deakin University*	7	4	4	3	0	4
Dental Health Services Victoria	141	2	143	0	0	0
Deputy Premier of Victoria	1	2	0	0	0	3
Development Victoria	0	9	0	4	4	4

Agency	Requests received		Outcomes of all requests received or decided in 2017-18 <sup>1</sup>			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>2</sup>
Director, Transport Safety (t/a Transport Safety Victoria)	17	5	7	7	1	11
Disability Services Commissioner*	2	1	0	3	0	1
Djerriwarrh Health Services	162	27	188	0	0	1
East Gippsland Region Water Corporation (t/a East Gippsland Water)	0	2	2	0	0	0
East Gippsland Shire Council	11	4	4	8	1	4
East Grampians Health Service	39	10	43	0	0	6
East Wimmera Health Service*	16	0	16	0	0	0
Eastern Health (includes Angliss Hospital, Box Hill Hospital, Maroondah Hospital, Peter James Centre, Central East Area Mental Health Service, Healesville Hospital, Yarra Valley Health)*	1,374	4	856	459	7	143
Echuca Regional Health	37	94	131	0	0	0
Economic Development, Jobs, Transport and Resources, Department of	61	153	33	83	26	132
Edenhope and District Memorial Hospital	2	4	0	4	0	2
Education and Training, Department of	283	77	72	159	27	172
Electoral Boundaries Commission	0	1	0	0	0	1
Emergency Services Superannuation Board (t/a ESSSuper)	9	1	9	2	0	0
Emergency Services Telecommunications Authority	42	2	0	0	41	3
Energy Safe Victoria*	0	41	19	12	4	11
Environment Protection Authority	12	46	2	44	0	16
Environment, Land, Water and Planning, Department of	2	153	42	64	10	74
Essential Services Commission	3	6	0	4	0	5
Falls Creek Alpine Resort Management Board	1	0	1	0	0	0
Federation Training	1	0	0	0	1	0
Federation University Australia	0	1	1	0	0	1
Film Victoria	1	0	0	1	0	0
Frankston City Council	0	25	6	7	3	16
Game Management Authority	0	7	1	3	1	2
Gannawarra Shire Council*	0	3	1	1	0	3
Geelong Cemeteries Trust (includes Gisborne Cemetery Trust)	1	0	1	0	0	0
Geelong, City of Greater	19	11	8	17	2	6
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	6	0	0	0	0	6
Gippsland Southern Health Service	2	9	11	0	0	0

# Appendix A – Part 1

## Agencies that received FOI requests (cont)

Agency	Requests received		Outcomes of all requests received or decided in 2017-18 <sup>1</sup>			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>2</sup>
Glen Eira City Council*	9	31	11	13	4	14
Glenelg Hopkins Catchment Management Authority*	1	1	0	0	0	2
Glenelg Shire Council	6	0	2	0	0	4
Golden Plains Shire Council	4	8	3	5	0	4
Gordon Institute of TAFE*	0	1	1	0	0	0
Goulburn Broken Catchment Management Authority	0	1	1	0	0	4
Goulburn Ovens Institute of TAFE	0	1	1	0	0	0
Goulburn Valley Health (includes Yea and District Memorial Hospital)	388	0	388	0	0	0
Goulburn Valley Region Water Corporation	0	1	1	0	0	0
Goulburn-Murray Rural Water Corporation	5	13	8	5	1	9
Greater Metropolitan Cemeteries Trust (includes Footscray Cemetery Trust)	0	1	0	0	0	1
Greater Shepparton City Council*	0	19	2	6	0	20
Greyhound Racing Victoria	1	3	0	4	0	0
Health and Human Services, Department of	1,508	165	103	976	268	512
Health Complaints Commissioner	8	1	1	5	0	5
Health Purchasing Victoria	1	0	0	0	1	0
Heathcote Health	3	0	3	0	0	0
Hepburn Health Service	6	11	17	0	0	0
Hepburn Shire Council*	4	2	4	0	0	3
Heywood Rural Health*	2	0	2	0	0	0
Hindmarsh Shire Council*	0	5	1	0	0	4
Hobsons Bay City Council	0	17	6	1	0	11
Horsham Rural City Council	1	0	0	0	0	1
Hume City Council*	0	66	6	19	1	42
Independent Broad-based Anti-corruption Commission	9	1	0	2	1	8
Indigo Shire Council	1	14	9	4	0	2
Judicial College of Victoria	0	1	1	0	0	0
Justice and Regulation, Department of (includes Business Licensing Authority, Estate Agents Council)*	981	111	64	806	127	252
Kerang District Health	11	0	10	0	0	1
Kilmore and District Hospital, The	15	25	40	0	0	0
Kingston City Council*	7	37	15	15	4	58
Knox City Council	1	25	12	8	0	11
Kooweerup Regional Health Service	2	1	3	0	0	0
Kyabram and District Health Services	5	18	18	0	0	5

Agency	Requests received		Outcomes of all requests received or decided in 2017-18 <sup>1</sup>			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>2</sup>
Kyneton District Health Service	6	14	17	0	0	3
La Trobe University	0	4	0	4	1	1
Latrobe City Council	0	21	2	13	0	8
Latrobe Regional Hospital	332	0	259	3	0	70
Legal Practitioners' Liability Committee*	0	1	1	0	0	0
Level Crossing Removal Authority	0	33	3	14	4	14
Local Government Inspectorate (previously known as Local Government Investigations and Compliance Inspectorate)	0	0	1	0	0	0
Loddon Shire Council*	1	1	1	0	0	1
Lorne Community Hospital	1	11	11	0	0	1
Lower Murray Water (includes First Mildura Irrigation Trust)	0	1	0	0	0	1
Macedon Ranges Shire Council*	0	26	6	12	0	8
Mallee Track Health and Community Service	2	4	0	4	0	2
Manningham City Council*	0	13	4	8	0	4
Mansfield District Hospital	6	7	13	0	0	0
Mansfield Shire Council	3	0	3	0	0	1
Maribyrnong City Council	4	26	18	8	1	6
Maroondah City Council	2	8	8	1	1	1
Maryborough District Health Service	36	5	41	0	0	0
Medical Panels	1	1	0	1	0	1
Melbourne and Olympic Parks Trust	0	2	0	1	0	2
Melbourne Convention and Exhibition Trust	2	1	1	0	1	2
Melbourne Cricket Ground Trust	0	2	0	2	0	0
Melbourne Health (includes Royal Melbourne Hospital – Royal Park Campus, Royal Melbourne Hospital)	1,562	781	1,790	67	0	630
Melbourne Market Authority	1	0	1	0	0	0
Melbourne Polytechnic	2	5	0	2	6	0
Melbourne Water	0	24	10	5	1	15
Melbourne, City of*	3	76	23	22	4	42
Melton City Council	1	13	8	5	1	3
Mental Health Complaints Commissioner	4	0	0	4	0	0
Mental Health Tribunal	10	0	0	0	0	10
Mercy Hospitals Victoria (includes Mercy Hospital for Women, Werribee Mercy Hospital, Mercy Health O'Connell Family Centre)*	534	1	403	40	0	120

# Appendix A – Part 1

## Agencies that received FOI requests (cont)

Agency	Requests received		Outcomes of all requests received or decided in 2017-18 <sup>1</sup>			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>2</sup>
Metropolitan Fire and Emergency Services Board*	488	2	7	482	0	1
Mildura Base Hospital*	0	1	1	0	0	0
Mildura Rural City Council	5	16	1	15	0	5
Minister for Agriculture (includes Minister for Regional Development)	0	0	0	0	0	1
Minister for Consumer Affairs, Gaming and Liquor Regulation	1	0	0	1	0	0
Minister for Corrections	0	1	0	0	0	1
Minister for Education	0	2	0	2	0	1
Minister for Emergency Services	2	1	2	1	0	1
Minister for Energy, Environment and Climate Change	0	3	0	0	0	3
Minister for Finance	0	1	0	0	0	1
Minister for Health	0	3	0	0	0	3
Minister for Housing, Disability and Ageing	0	2	0	0	0	2
Minister for Multicultural Affairs	0	2	0	0	0	2
Minister for Planning	0	5	0	1	0	4
Minister for Police	0	1	0	1	0	1
Minister for Public Transport (includes Minister for Major Projects)	0	2	0	0	0	2
Minister for Roads and Road Safety (includes Minister for Ports)	0	3	0	3	0	1
Minister for Small Business, Innovation and Trade (includes Minister for Small Business, Minister for Innovation and the Digital Economy, Minister for Trade and Investment)	0	0	0	1	0	0
Minister for Tourism and Major Events	0	6	0	0	0	6
Minister for Water	0	2	0	0	0	4
Mitchell Shire Council	1	11	5	5	0	2
Moirā Shire Council	0	13	2	4	6	6
Monash Health	1,848	8	1,648	170	4	149
Monash University*	10	2	8	2	2	1
Monash, City of	3	36	12	11	5	13
Moonee Valley City Council*	4	48	17	21	2	16
Moorabool Shire Council	2	14	5	5	1	12
Moreland City Council	0	62	8	32	0	22
Mornington Peninsula Shire*	2	57	3	45	4	15
Mount Buller and Mount Stirling Alpine Resort Management Board	0	1	0	1	0	0
Moyne Health Services*	5	0	5	0	0	0
Moyne Shire Council*	0	4	1	0	0	3

Agency	Requests received		Outcomes of all requests received or decided in 2017-18 <sup>1</sup>			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>2</sup>
Muckatah Recreation Reserve Committee of Management	0	1	0	1	0	0
Murrindindi Shire Council	12	9	3	4	5	11
Museums Victoria	0	4	0	1	1	2
Nathalia District Hospital	3	0	3	0	0	0
National Gallery of Victoria*	2	2	1	1	0	2
Neerim Memorial Hall Committee of Management	0	1	0	0	0	1
Nillumbik Shire Council*	1	11	1	9	0	3
North East Link Authority	0	6	0	2	1	4
North East Region Water Corporation (t/a North East Water)	0	1	0	1	0	0
Northeast Health Wangaratta*	49	131	176	0	0	4
Northern Grampians Shire Council	0	3	3	0	0	0
Northern Health (includes Bundoora Extended Care Centre, Broadmeadows Health Service, Northern Hospital)	803	293	997	105	4	64
Numurkah District Health Service	13	19	24	0	0	8
Omeo District Health*	2	3	5	0	0	0
Orbost Regional Health	45	0	40	0	0	5
Otway Health	4	0	3	0	0	1
Parks Victoria	10	22	2	16	0	19
Peninsula Health (includes Frankston Hospital, Mount Eliza Centre, Peninsula Health, Rosebud Hospital, Peninsula Community Health Service)	575	209	633	51	2	158
Peter MacCallum Cancer Centre	61	18	79	0	0	0
Port of Hastings Development Authority	0	1	0	0	0	1
Port Phillip, City of	0	40	2	27	2	9
Portland District Health	4	42	44	0	2	0
Premier and Cabinet, Department of	4	79	9	39	12	34
Premier of Victoria	0	9	1	0	0	11
PrimeSafe	1	0	0	1	0	0
Public Prosecutions, Office of*	32	2	2	19	3	16
Public Transport Development Authority (t/a Public Transport Victoria)	20	33	5	25	3	23
Pyrenees Shire Council*	1	2	2	1	0	0
Queen Elizabeth Centre*	2	2	2	1	0	1
Racing Victoria Limited	5	4	5	1	4	2
Rail Projects Victoria (previously known as Melbourne Metro Rail Authority)	0	9	1	6	0	2
Residential Tenancies Bond Authority	0	1	0	0	1	0



## Appendix A – Part 1

### Agencies that received FOI requests (cont)

Agency	Requests received		Outcomes of all requests received or decided in 2017-18 <sup>1</sup>			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>2</sup>
RMIT University*	3	8	5	2	0	5
Road Safety Camera Commissioner, Office of the	0	1	0	0	1	0
Robinvale District Health Services	15	1	16	0	0	0
Rochester and Elmore District Health Service*	3	0	2	0	1	0
Royal Children's Hospital, The	408	307	325	259	5	126
Royal Society for the Prevention of Cruelty to Animals (Victoria), The	13	7	2	8	1	9
Royal Victorian Eye and Ear Hospital, The	38	131	169	0	0	0
Royal Women's Hospital, The	307	8	275	7	3	37
Rural Northwest Health	3	0	3	0	0	0
Safer Care Victoria	1	3	0	2	1	1
Seymour Health	3	33	36	0	0	0
Shepparton Cemetery Trust	1	0	1	0	0	0
South East Water	17	0	0	15	1	1
South Gippsland Hospital	0	3	3	0	0	0
South Gippsland Shire Council	0	11	0	7	0	7
South West Healthcare	240	15	220	36	0	17
South West Institute of TAFE	1	1	0	2	0	0
Southern Alpine Resort Management Board	1	0	1	0	0	0
Southern Grampians Shire Council	0	2	1	0	0	1
Southern Metropolitan Cemeteries Trust (includes Sorrento Cemetery Trust)	0	0	0	1	0	0
Special Minister of State	0	3	0	1	0	2
St Vincent's Health (includes St Vincent's Hospital Melbourne, St George's Health Service, Caritas Christi Hospice)	940	34	911	18	0	45
State Electricity Commission of Victoria (includes Administrator Pursuant to Part IV of Electricity Industry (Residual Provisions) Act 1993)	12	0	12	0	0	0
State Revenue Office	15	90	50	39	10	27
Stawell Regional Health	27	0	25	0	0	3
Stonnington, City of*	1	48	29	6	2	19
Strathbogie Shire Council	0	10	5	2	0	3
Sunraysia Institute of TAFE	0	1	1	0	0	0
Surf Coast Shire Council*	0	19	3	8	2	6
Sustainability Victoria	0	4	0	0	1	3

Agency	Requests received		Outcomes of all requests received or decided in 2017-18 <sup>1</sup>			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>2</sup>
Swan Hill District Health	70	0	70	0	0	0
Swan Hill Rural City Council	2	2	1	1	0	2
Swinburne University of Technology	1	0	0	0	0	1
Tallangatta Health Service*	3	0	3	0	0	0
Taxi Services Commission (now known as Commercial Passenger Vehicles Victoria)	8	6	4	8	0	3
Terang and Mortlake Health Service	2	0	0	0	2	0
Timboon and District Healthcare Service*	4	0	2	0	0	2
Towong Shire Council	1	1	0	0	0	2
Transport Accident Commission	1,583	8	443	959	6	282
Treasurer	0	4	1	4	0	1
Treasury and Finance, Department of (includes Commissioner for Better Regulation, Red Tape Commissioner)*	3	40	8	20	3	21
Tweddle Child + Family Health Service*	5	0	4	1	0	0
University of Melbourne*	19	17	16	5	4	12
V/Line Corporation	9	2	2	7	2	0
Veterinary Practitioners Registration Board of Victoria	0	1	0	0	1	0
VicForests	7	0	0	4	1	2
VicRoads	561	577	658	214	98	290
Victoria Legal Aid	26	10	1	15	8	16
Victoria Police	2,815	1,191	137	2,239	296	1,680
Victoria State Emergency Service	11	3	9	1	0	5
Victoria University	1	5	4	2	1	3
Victorian Agency for Health Information	0	1	0	1	0	0
Victorian Arts Centre Trust	2	0	1	1	0	0
Victorian Assisted Reproductive Treatment Authority	3	0	1	2	0	0
Victorian Auditor-General's Office	0	4	0	0	0	4
Victorian Building Authority	21	291	88	48	39	172
Victorian Commission for Gambling and Liquor Regulation	0	24	8	14	6	1
Victorian Curriculum and Assessment Authority	3	1	2	2	0	0
Victorian Disability Advisory Council	1	0	1	0	0	0
Victorian Electoral Commission	0	2	0	0	0	2
Victorian Environmental Assessment Council	0	1	1	0	0	0
Victorian Equal Opportunity and Human Rights Commission	0	1	0	1	0	0

# Appendix A – Part 1

## Agencies that received FOI requests (cont)

Agency	Requests received		Outcomes of all requests received or decided in 2017-18 <sup>1</sup>			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>2</sup>
Victorian Fisheries Authority	0	4	1	1	0	2
Victorian Government Solicitor	1	1	0	0	1	1
Victorian Information Commissioner, Office of the (includes Commissioner for Privacy and Data Protection, Freedom of Information Commissioner)	0	5	1	1	1	3
Victorian Institute of Forensic Medicine	5	0	4	1	0	0
Victorian Institute of Forensic Mental Health	62	0	44	12	0	6
Victorian Institute of Teaching*	8	0	6	0	2	2
Victorian Legal Admissions Board*	0	1	0	1	0	0
Victorian Legal Services Commissioner (includes Victorian Legal Services Board)*	8	0	0	0	4	4
Victorian Managed Insurance Authority*	4	3	1	4	1	1
Victorian Pharmacy Authority	0	0	0	1	0	0
Victorian Planning Authority	0	0	0	0	1	0
Victorian Ombudsman*	5	5	1	0	0	9
Victorian Ports Corporation (Melbourne)	0	4	0	1	0	3
Victorian Public Sector Commission	1	1	1	2	0	0
Victorian Rail Track (t/a VicTrack)	1	3	0	1	5	0
Victorian Registration and Qualifications Authority	7	0	2	3	0	3
Victorian Responsible Gambling Foundation*	0	1	1	1	0	0
Victorian WorkCover Authority (t/a WorkSafe)	56	1,273	20	813	46	651
Wangaratta, Rural City of (includes Wangaratta Cemetery Trust)	0	5	2	4	0	1
Wannon Region Water Corporation	0	1	0	0	1	0
Warrnambool City Council	0	6	1	3	0	6
Wellington Shire Council	1	6	5	3	0	1
West Gippsland Healthcare Group	187	44	211	0	1	19
West Wimmera Health Service	13	1	11	0	0	3
West Wimmera Shire Council	0	0	0	0	0	1
Western District Health Service	16	72	83	1	3	1
Western Health (includes Sunshine Hospital, Western Hospital, Williamstown Hospital)	1,476	5	1,374	34	0	686
Western Region Water Corporation	0	6	1	4	0	2
Whitehorse, City of	0	20	9	2	1	10
Whittlesea City Council	0	31	11	10	1	11
William Angliss Institute of TAFE*	0	1	0	0	0	1
Wimmera Catchment Management Authority	1	0	1	0	0	0
Wimmera Health Care Group	41	53	93	0	0	17
Wodonga City Council	0	6	2	3	0	2

Agency	Requests received		Outcomes of all requests received or decided in 2017-18 <sup>1</sup>			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>2</sup>
Wodonga Institute of TAFE	1	0	1	0	0	0
Wyndham City Council*	11	39	9	18	3	28
Yarra City Council	19	65	29	40	8	7
Yarra Ranges Shire Council*	0	18	5	9	0	9
Yarra Valley Water Corporation*	28	0	26	0	0	6
Yarram and District Health Service	1	4	5	0	0	0
Yarrawonga Health	1	0	1	0	0	0
Yarriambiack Shire Council	4	0	2	1	1	0
Yooralla	5	0	4	0	0	1
Zoological Parks and Gardens Board	0	1	1	0	0	0
<b>Totals</b>	<b>28,490</b>	<b>10,550</b>	<b>21,875</b>	<b>10,097</b>	<b>1,293</b>	<b>9,051</b>

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

1 Outcomes include all requests decided in the 2017-18 financial year, including those which were received in the previous financial year but decided in 2017-18.

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 2017-18 but had not been decided at the end of the reporting period; the agency did not hold the documents sought; or the agency and the applicant agreed on a form of access satisfactory to the applicant outside the FOI process.

## Appendix A – Part 2

### Agencies that did not receive FOI requests

Agency		
Aberfeldy Cemetery Trust	Bellbrae Cemetery Trust	Bunyip Cemetery Trust
Adass Israel Cemetery Trust	Benalla Cemetery Trust	Burrum Burrum Cemetery Trust
Adult, Community and Further Education Board	Benambra Cemetery Trust	Byaduk Cemetery Trust
Alberton Cemetery Trust	Bendoc Cemetery Trust	Byaduk North Cemetery Trust
Alexandra Cemetery Trust	Berriwillock Cemetery Trust	Camperdown Cemetery Trust
Alma Cemetery Trust	Berwick and Harkaway Cemeteries Trust	Cann River Cemetery Trust
Alpine Resorts Coordinating Council	Bethanga Cemetery Trust	Cape Bridgewater Cemetery Trust
Amherst Cemetery Trust	Beulah Cemetery Trust	Cape Clear Cemetery Trust
Amphitheatre Cemetery Trust	Birchip Cemetery Trust	Caramut Cemetery Trust
Antwerp Cemetery Trust	Blackheath Cemetery Trust	Carisbrook Cemetery Trust
Apollo Bay Cemetery Trust	Blackwood Cemetery Trust	Carlsruhe Cemetery Trust
Appeal Costs Board	Bleak House Cemetery Trust	Carlyle Cemetery Trust
Apsley Cemetery Trust	Blue Mountain Cemetery Trust	Carngham Cemetery Trust
Ararat Cemetery Trust	Boinka Cemetery Trust	Carrajung Cemetery Trust
Arthur's Creek Cemetery Trust	Boolarra Cemetery Trust	Carwarp Cemetery Trust
Ashens Cemetery Trust	Boorhaman Cemetery Trust	Casey Cardinia Library Corporation*
Australian Centre for the Moving Image	Boort Cemetery Trust	Cassilis Cemetery Trust
Avenel Cemetery Trust	Boram Boram Cemetery Trust	Casterton (New) Cemetery Trust
Avoca Cemetery Trust	Boroondara Cemetery Trust	Casterton (Old) Cemetery Trust
Bairnsdale Cemetery Trust	Bowman's Forest Cemetery Trust	Castlemaine Public Cemetery Trust
Ballan Cemetery Trust	Box Hill Cemetery Trust	Cathcart Cemetery Trust
Ballangeich Cemetery Trust	Box Hill Institute	Cathkin Cemetery Trust
Ballarat General Cemeteries Trust	Branxholme Cemetery Trust	Caulfield Racecourse Reserve Trust
Balmoral Cemetery Trust	Briagolong Cemetery Trust	Cavendish Cemetery Trust
Bambra Cemetery Trust	Bridgewater (Old) Cemetery Trust	Central Coast Regional Coastal Board
Bannerton Cemetery Trust	Bridgewater Cemetery Trust	Centre for Adult Education
Bannockburn Cemetery Trust	Bright Cemetery Trust	Charlton Cemetery Trust
Banyule Cemeteries Trust	Brim Cemetery Trust	Chetwynd Cemetery Trust
Baringhup Cemetery Trust	Brimpaen Cemetery Trust	Chewton Cemetery Trust
Barkly Cemetery Trust	Broadford Cemetery Trust	Chiltern (New) Cemetery Trust
Barmah Cemetery Trust	Bruthen Cemetery Trust	Chiltern (Old) Cemetery Trust
Barnawartha Cemetery Trust	Buangor Cemetery Trust	Clarendon Cemetery Trust
Barwon Coast Committee of Management Incorporated*	Buchan Cemetery Trust	Clear Lake Cemetery Trust
Barwon South West Waste and Resource Recovery Group	Buckland Cemetery Trust	Clunes Cemetery Trust
Bealiba Cemetery Trust	Bulla Cemetery Trust	Cobden Cemetery Trust
Beaufort Cemetery Trust	Bullarto Cemetery Trust	Cobram Cemetery Trust
Beechworth Cemetery Trust	Bumberrah Cemetery Trust	Coghill's Creek Cemetery Trust
Beenak Cemetery Trust	Bung Bong and Wareek Cemetery Trust	Cohuna Cemetery Trust
	Bungaree Cemetery Trust	Colbinabbin Cemetery Trust
	Buninyong Cemetery Trust	Coleraine Cemetery Trust

## Agency

Commission for Children and Young People	Dookie East Cemetery Trust	Gembrook Cemetery Trust
Commissioner for Environmental Sustainability, Office of the	Dowling Forest Cemetery Trust	Gippsland Lakes and Coast Regional Coastal Board
Concongella Cemetery Trust	Drik Drik Cemetery Trust	Gippsland Ports Committee of Management Incorporated*
Condah Cemetery Trust	Drouin Cemetery Trust	Gippsland Waste and Resource Recovery Group
Coongulmerang Cemetery Trust	Drouin West Cemetery Trust	Gipsy Point Cemetery Trust
Corack Cemetery Trust	Dunkeld Cemetery Trust	Glengower Cemetery Trust
Corangamite Regional Library Corporation*	Dunolly (New) Cemetery Trust	Glenlyon Cemetery Trust
Corinella Cemetery Trust	Dunolly (Old) Cemetery Trust	Glenmaggie Cemetery Trust
Corop Cemetery Trust	Durham Ox Cemetery Trust	Glenorchy Cemetery Trust
Corryong Cemeteries Trust	East Gippsland Catchment Management Authority	Glenthompson Cemetery Trust
Corryong Health (previously known as Upper Murray Health and Community Services)	East Gippsland Shire Cemetery Trust	Gobur Cemetery Trust
Cowangie Cemetery Trust	Eastern Regional Libraries Corporation	Goldfields Library Corporation
Cranbourne Cemetery Trust	Echuca Cemetery Trust	Goornong Cemetery Trust
Cressy Cemetery Trust	Eddington Cemetery Trust	Gordon (New) Cemetery Trust
Creswick Cemetery Trust	Eganstown Cemetery Trust	Gordon (Old) Cemetery Trust
Crib Point Cemetery Trust	Eildon Weir Cemetery Trust	Gormandale Cemetery Trust
Crowlands Cemetery Trust	Elaine Cemetery Trust	Goulburn Valley Regional Library Corporation
Cudgewa (Wabba) Cemetery Trust	Eldorado Cemetery Trust	Goulburn Valley Waste and Resource Recovery Group
Culgoa (Kaniera) Cemetery Trust	Ellerslie Cemetery Trust	Gowangardie Cemetery Trust
Dahwedarre Cemetery Trust	Elmhurst Cemetery Trust	Grampians Central West Waste and Resource Recovery Group
Dairy Food Safety Victoria	Elmore Cemetery Trust	Grampians Wimmera Mallee Water Corporation (t/a GWMWater)
Dargo Cemetery Trust	Elphinstone Cemetery Trust	Granite Flat Cemetery Trust
Darlington Cemeteries Trust	Eltham Cemetery Trust	Grantville Cemetery Trust
Darraweit Guim Cemetery Trust	Emerald Tourist Railway Board	Granya Cemetery Trust
Dartmoor Cemetery Trust	Ensay Cemetery Trust	Grays Bridge Cemetery Trust
Daylesford Cemetery Trust	Epping Cemetery Trust	Graytown Cemetery Trust
Deep Lead Cemetery Trust	Eureka (Chinkapook) Cemetery Trust	Great Ocean Road Coast Committee
Dergholm Cemetery Trust	Euroa Cemetery Trust	Great Western Cemetery Trust
Derrinallum Cemetery Trust	Family Safety Victoria	Green Hill Cemetery Trust
Devenish Cemetery Trust	Ferntree Gully Cemetery Trust	Green Lake Cemetery Trust
Digby Cemetery Trust	Firearms Appeals Committee	Greendale Cemetery Trust
Dimboola Cemetery Trust	Foster Cemetery Trust	Greta Cemetery Trust
Disciplinary Appeals Boards*	Franklinford Cemetery Trust	Guildford Cemetery Trust
Donald Cemetery Trust	Frankston Cemetery Trust	Hamilton Cemetery Trust
Donnybrook Cemetery Trust	French Island Cemetery Trust	Harcourt Cemetery Trust
Dookie Cemetery Trust	Fryerstown Cemetery Trust	Harness Racing Victoria
	Gaffney's Creek Cemetery Trust	
	Garvoc Cemetery Trust	
	Geelong Performing Arts Centre Trust	
	Geelong Regional Library Corporation*	



## Appendix A – Part 2

### Agencies that did not receive FOI requests (cont)

Agency		
Harrietville Cemetery Trust	Koetong Cemetery Trust	Marlo Cemetery Trust
Harrow Cemetery Trust	Koondrook Cemetery Trust	Marong Cemetery Trust
Hawkesdale Cemetery Trust	Korong Vale Cemetery Trust	Maryborough Cemetery Trust
Hazelwood Cemetery Trust	Korumburra Cemetery Trust	Maryknoll Cemetery Trust
Heathcote Cemetery Trust	Kyabram Cemetery Trust	Marysville Cemetery Trust
Heritage Council of Victoria	Kyneton Cemetery Trust	Matlock Cemetery Trust
Hesse Rural Health Service	Laen North Cemetery Trust	Meeniyah Cemetery Trust
Hexham Cemetery Trust	Lake Boga Cemetery Trust	Melbourne Chevra Kadisha Cemetery Trust
Heyfield Cemetery Trust	Lake Bolac Cemetery Trust	Melton Cemetery Trust
Heywood Cemetery Trust	Lake Rowan Cemetery Trust	Merbein Cemetery Trust
Holmesglen Institute*	Lakes Entrance Cemetery Trust	Meredith Cemetery Trust
Hopetoun Cemetery Trust	Lalbert Cemetery Trust	Meringur Cemetery Trust
Horsham Cemetery Trust	Lancefield Cemetery Trust	Merino Cemetery Trust
Hotspur Cemetery Trust	Land Tax Hardship Relief Board	Merit Protection Boards*
Indigo North Health Inc.*	Landsborough Cemetery Trust	Metropolitan Fire and Emergency Services Appeals Commission
Infrastructure Victoria*	Lang Lang Cemetery Trust	Metropolitan Waste and Resource Recovery Group
Inglewood and Districts Health Service	Latrobe Valley Authority	Milawa Cemetery Trust
Inglewood Cemetery Trust	Learmonth Cemetery Trust	Mildura Cemetery Trust
Inverleigh Cemetery Trust	Leongatha Cemetery Trust	Minimay Cemetery Trust
Inverloch Cemetery Trust	Lethbridge Cemetery Trust	Minister for Aboriginal Affairs
Jeparit Cemetery Trust	Lexton Cemetery Trust	Minister for Ambulance Services
Jerro Cemetery Trust	Linton Cemetery Trust	Minister for Creative Industries
John Foord (Wahgunyah) Cemetery Trust	Lismore Cemetery Trust	Minister for Early Childhood Education
Joyce's Creek Cemetery Trust	Lockwood Cemetery Trust	Minister for Equality
Kangaroo Ground Cemetery Trust	Loddon Mallee Waste and Resource Recovery Group	Minister for Families and Children
Kardinia Park Stadium Trust	Longwood Cemetery Trust	Minister for Industrial Relations
Karnak Cemetery Trust	Lorquon Cemetery Trust	Minister for Industry and Employment
Katamatite Cemetery Trust	Macarthur Cemetery Trust	Minister for Local Government
Katandra Cemetery Trust	Macedon Cemetery Trust	Minister for Mental Health
Katyil Cemetery Trust	Maddingley Cemetery Trust	Minister for Racing
Kenmare Cemetery Trust	Maffra Cemetery Trust	Minister for Resources
Kerang Cemetery Trust	Majorca Cemetery Trust	Minister for Sport
Kialla West Cemetery Trust	Maldon Cemetery Trust	Minister for Suburban Development
Kiata Cemetery Trust	Mallacoota Cemetery Trust	Minister for the Prevention of Family Violence
Kiewa Cemetery Trust	Mallee Catchment Management Authority*	Minister for Training and Skills
Kilcunda Cemetery Trust	Malmsbury Cemetery Trust	Minister for Veterans
Kilmore Cemetery Trust	Manangatang Cemetery Trust	Minister for Women
Kilnoorah Cemetery Trust	Mansfield Cemetery Trust	Minister for Youth Affairs
Kinglake Ranges Cemetery Trust		
Kingower Cemetery Trust		

## Agency

Minyip Cemetery Trust	Natte Yallock Cemetery Trust	Port Phillip and Westernport Catchment Management Authority
Miram Cemetery Trust	Navarre Cemetery Trust	Portland (North) Cemetery Trust
Mirboo North Cemetery Trust	Neerim Cemetery Trust	Portland (South) Cemetery Trust
Mitiamo Cemetery Trust	Nelson Cemetery Trust	Post Sentence Authority
Mitta Mitta Cemetery Trust	Netherby Cemetery Trust	Professional Boxing and Combat Sports Board
Moe Memorial Park Trust	Newbridge Cemetery Trust	Public Record Office Victoria*
Moliagul Cemetery Trust	Newstead Cemetery Trust	Public Records Advisory Council*
Moonambel Cemetery Trust	Nhill Cemetery Trust	Public Transport Access Committee
Moondarra Cemetery Trust	Nillumbik Cemetery Trust	Pyramid Hill Cemetery Trust
Moonlight Head Cemetery Trust	Nirranda Cemetery Trust	Quambatook Cemetery Trust
Moorngag Cemetery Trust	Noradjuha Cemetery Trust	Quantong Cemetery Trust
Mooroopna Cemetery Trust	North Central Catchment Management Authority*	Queen Victoria Women's Centre Trust
Mornington Peninsula Cemetery Trust	North East Catchment Management Authority	Queenstown Cemetery Trust
Morrison's Cemetery Trust	North East Waste and Resource Recovery Group	Racing Integrity Commissioner, Office of the
Mortlake Cemetery Trust	Numurkah-Wunghnu Cemetery Trust	Rainbow Cemetery Trust
Mount Alexander Shire Council*	Nurrabil Cemetery Trust	Raywood Cemetery Trust
Mount Cole Cemetery Trust	Nyah Cemetery Trust	Red Bank Cemetery Trust
Mount Egerton Cemetery Trust	Nyora Cemetery Trust	Red Cliffs Cemetery Trust
Mount Hotham Alpine Resort Management Board	Omeo Cemetery Trust	Redcastle Cemetery Trust
Mount Prospect Cemetery Trust	Orbost Cemetery Trust	Rheola Cemetery Trust
Moyston Cemetery Trust	Ouyen Cemetery Trust	Riddell's Creek Cemetery Trust
Muckleford Cemetery Trust	Pakenham Cemetery Trust	Ripplebrook Cemetery Trust
Municipal Association of Victoria	Panmure Cemetery Trust	Robinvale Cemetery Trust
Murchison Cemetery Trust	Pannooabamawm Cemetery Trust	Rochester Cemetery Trust
Murray Valley Wine Grape Industry Development Committee	Patho Cemetery Trust	Rokewood Cemetery Trust
Murrayville Cemetery Trust	Paynesville Cemetery Trust	Rosebery Cemetery Trust
Murtoa Cemetery Trust	Phillip Island Cemetery Trust	Rosedale Cemetery Trust
Myrtleford Cemetery Trust	Phillip Island Nature Park Board of Management	Rothwell Cemetery Trust
Mysia Cemetery Trust	Pimpinio Cemetery Trust	Royal Botanic Gardens Board
Mystic Park Cemetery Trust	Pine Lodge Cemetery Trust	Runnymede Cemetery Trust
Nagambie Cemetery Trust	Pleasant Creek Cemetery Trust	Rupanyup Cemetery Trust
Nandaly Cemetery Trust	Polkemmet Cemetery Trust	Rushworth Cemetery Trust
Narimga Cemetery Trust	Pompapiel Cemetery Trust	Rye Cemetery Trust
Narracan Cemetery Trust	Poo Wong Cemetery Trust	Sale Cemetery Trust
Narrawong Cemetery Trust	Port Campbell Cemetery Trust	Sandford Cemetery Trust
Nathalia Cemetery Trust	Port Fairy Cemetery Trust	Sandy Creek Cemetery Trust
Natimuk Cemetery Trust		Scientific Advisory Committee
National Parks Advisory Council		Scotts Creek Cemetery Trust

## Appendix A – Part 2

### Agencies that did not receive FOI requests (cont)

Agency		
Sea Lake Cemetery Trust	Tatooon Cemetery Trust	Victorian Inspectorate
Sentencing Advisory Council	Tawonga Cemetery Trust	Victorian Law Reform Commission
Seymour Cemeteries Trust	Teesdale Cemetery Trust	Victorian Mining Warden, Office of the
Sheep Hills Cemetery Trust	Terang Cemetery Trust	Victorian Multicultural Commission
Shelford Cemetery Trust	Terrapee Cemetery Trust	Victorian Professional Standards Council
Shrine of Remembrance Trust	Thoona Cemetery Trust	Victorian Regional Channels Authority
Skipton Cemetery Trust	Thorpdale Cemetery Trust	Victorian Skills Commissioner, Office of the
Smeaton Cemetery Trust	Timor Cemetery Trust	Victorian Small Business Commission*
Smythesdale Cemetery Trust	Tongala Cemetery Trust	Victorian Strawberry Industry Development Committee*
South Gippsland Region Water Corporation (t/a South Gippsland Water)*	Toonan Cemetery Trust	Victorian Veterans Council
Speed Cemetery Trust	Toolamba Cemetery Trust	Violet Town Cemetery Trust
Spring Hill Cemetery Trust	Toongabbie Cemetery Trust	Waanyarra Cemetery Trust
Spring Lead Cemetery Trust	Toora Cemetery Trust	Waitchie Cemetery Trust
St Arnaud Cemetery Trust	Towaninnie Cemetery Trust	Walhalla Cemetery Trust
Staffordshire Reef Cemetery Trust	Tower Hill Cemetery Trust	Wallan Cemetery Trust
Stanley Cemetery Trust	Trafalgar Cemetery Trust	Walpeup Cemetery Trust
State Library of Victoria	Transport Ticketing Authority	Walwa Cemetery Trust
State Sport Centres Trust	Traralgon Cemetery Trust	Warracknabeal Cemetery Trust
Steiglitz Cemetery Trust	Trentham Cemetery Trust	Warragul Cemetery Trust
Stratford Cemetery Trust	Trust for Nature (Victoria)	Warrnambool Cemetery Trust
Strathbogie Cemetery Trust	Tungamah Cemetery Trust	Watchem Cemetery Trust
Strathdownie Cemetery Trust	Tutye Cemetery Trust	Waterloo Cemetery Trust
Streatham Cemetery Trust	Tyaak Cemetery Trust	Waubra Cemetery Trust
Stuart Mill Cemetery Trust	Tylden Cemetery Trust	Wedderburn Cemetery Trust
Sunbury Cemetery Trust	Underbool Cemetery Trust	Welshpool Cemetery Trust
Surveyors Registration Board of Victoria	University of Divinity	Werona and Kooroocheang Cemetery Trust
Sutton Grange Cemetery Trust	Upper Regions (Wail) Cemetery Trust	Werrimull Cemetery Trust
Swan Hill Cemetery Trust (includes Ultima Cemetery Trust)	Upper Yarra Cemetery Trust	West Gippsland Catchment Management Authority
Swanwater West Cemetery Trust	Vaughan Cemetery Trust	West Gippsland Regional Library Corporation
Talgarno Cemetery Trust	Victoria Grants Commission	West Wimmera Cemetery Trust
Tallangatta Cemetery Trust	Victorian Aboriginal Heritage Council	Western Coast Regional Coastal Board
Tallarook Cemetery Trust	Victorian Asbestos Eradication Agency	Western Distributor Authority
Taradale Cemetery Trust	Victorian Catchment Management Council	Westernport Region Water Corporation
Tarnagulla Cemetery Trust	Victorian Coastal Council	Whitefield Cemetery Trust
Tarrowingee Cemetery Trust	Victorian Environmental Water Holder	Whitehorse Manningham Regional Library Corporation
Tarrayoukian Cemetery Trust	Victorian Government Architect, Office of the	Whroo Cemetery Trust
Tarwin Lower Cemetery Trust	Victorian Government Purchasing Board	
Tatura Cemetery Trust	Victorian Health Promotion Foundation (t/a VicHealth)	

Agency
Wickliffe Cemetery Trust
Willaura Cemetery Trust
Willow Grove Cemetery Trust
Wimmera Regional Library Corporation*
Winiam Cemetery Trust
Winton Cemetery Trust
Wodonga Cemetery Trust
Woodend Cemetery Trust
Woods Point Cemetery Trust
Woodside Cemetery Trust
Woolsthorpe Cemetery Trust
Woomelang Cemetery Trust
Woorak Cemetery Trust
Woorndoo Cemetery Trust
Woosang Cemetery Trust
WorkCover Advisory Committee
Wycheproof Cemetery Trust
Wychitella Cemetery Trust
Yabba Cemetery Trust
Yackandandah Cemetery Trust
Yalca North Cemetery Trust
Yallourn Cemetery Trust
Yambuk Cemetery Trust
Yan Yean Cemetery Trust
Yarck Cemetery Trust
Yarra Plenty Regional Library
Yarragon Cemetery Trust
Yarram Cemetery Trust
Yarrawonga and District Cemetery Trust
Yarrayne Cemetery Trust
Yaugher Cemetery Trust
Yea Cemetery Trust

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

The Lochiel Cemetery Trust did not provide any data with respect to FOI activities for the 2017-18 financial year.

## Appendix B

### Outcome of all appeals received or decided by the Victorian Civil and Administrative Tribunal in 2017-18<sup>1</sup>

Agency	Appeals lodged	Appeals withdrawn from VCAT <sup>2</sup>	Decided by VCAT	Agency decision confirmed <sup>3</sup>	Agency decision varied	Agency decision overturned	Other <sup>4</sup>
Alfred Health (includes The Alfred, Caulfield Hospital, Sandringham Hospital)	1	0	0	0	0	0	1
Attorney General	1	0	0	0	0	0	1
Cardinia Shire Council	0	1	0	0	0	0	1
Country Fire Authority	1	0	1	1	0	0	0
Court Services Victoria	2	0	0	0	0	0	3
Deakin University	0	1	0	0	0	0	2
Eastern Health (includes Angliss Hospital, Box Hill Hospital, Maroondah Hospital, Peter James Centre, Central East Area Mental Health Service, Healesville Hospital, Yarra Valley Health)	3	2	0	0	0	0	3
Economic Development, Jobs, Transport and Resources, Department of	3	2	0	0	0	0	3
Education and Training, Department of	7	7	0	0	0	0	11
Environment Protection Authority	1	0	0	0	0	0	1
Environment, Land, Water and Planning, Department of	0	1	0	0	0	0	1
Essential Services Commission	1	1	0	0	0	0	1
Glen Eira City Council	1	1	0	0	0	0	1
Health and Human Services, Department of	10	7	0	0	0	0	11
Justice and Regulation, Department of (includes Business Licensing Authority, Estate Agents Council)	17	8	1	1	0	0	22
Latrobe City Council	1	1	0	0	0	0	1
Level Crossing Removal Authority	3	0	0	0	0	0	3
Melbourne Polytechnic	1	0	2	2	0	0	0
Melbourne, City of	1	1	0	0	0	0	1
Mental Health Complaints Commissioner	1	1	0	0	0	0	1
Metropolitan Fire and Emergency Services Board	1	0	1	0	1	0	0
Minister for Emergency Services	0	1	0	0	0	0	1
Monash University	0	0	1	0	1	0	0
Mornington Peninsula Shire	0	0	1	1	0	0	0
Northeast Health Wangaratta	1	0	1	1	0	0	0
Port Phillip, City of	1	2	2	2	0	0	2
Premier and Cabinet, Department of	1	0	2	2	0	0	1
Public Transport Development Authority (t/a Public Transport Victoria)	0	0	1	1	0	0	0
Royal Women's Hospital, The	1	0	0	0	0	0	1
South Gippsland Shire Council	1	0	0	0	0	0	1
State Revenue Office	4	0	0	0	0	0	4
Stawell Regional Health	0	1	0	0	0	0	1

Agency	Appeals lodged	Appeals withdrawn from VCAT <sup>2</sup>	Decided by VCAT	Agency decision confirmed <sup>3</sup>	Agency decision varied	Agency decision overturned	Other <sup>4</sup>
Stonnington, City of	1	0	0	0	0	0	1
Swinburne University of Technology	1	0	1	0	1	0	0
Transport Accident Commission	0	1	2	2	0	0	1
University of Melbourne	0	0	0	0	0	0	1
VicRoads	3	1	0	0	0	0	3
Victoria Legal Aid	7	0	0	0	0	0	7
Victoria Police	43	14	12	10	2	0	38
Victorian Building Authority	16	4	0	0	0	0	18
Victorian Information Commissioner, Office of the (includes Commissioner for Privacy and Data Protection, Freedom of Information Commissioner)	1	0	0	0	0	0	4
Victorian Pharmacy Authority	1	0	0	0	0	0	1
Victorian WorkCover Authority (t/a WorkSafe)	2	2	2	2	0	0	3
<b>Totals</b>	<b>140</b>	<b>60</b>	<b>30</b>	<b>25</b>	<b>5</b>	<b>0</b>	<b>156</b>

1 The data in this table is based on the number and type of decisions handed down by VCAT in 2017-18, 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 VCAT.

2 'Appeals withdrawn from VCAT' figures are also included in the 'Other' column.

3 'VCAT agency decision confirmed' 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 VCAT.



# Appendix C

## Exemptions cited

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Accident Compensation Conciliation Service	s.30(1) x 1 s.33(1) x 1	
Albury Wodonga Health	s.30(1) x 1 s.33(1) x 1 s.35(1)(b) x 1	
Alfred Health (includes The Alfred, Caulfield Hospital, Sandringham Hospital)	s.30(1) x 1 s.32(1) x 2 s.33(1) x 13 s.35(1)(a) x 7 s.35(1)(b) x 7 s.38 x 10	
Alpine Shire Council	s.30(1) x 1 s.33(1) x 4 s.34(1)(b) x 1 s.35(1)(b) x 1	
Ambulance Victoria	s.25A(1) x 8 s.30(1) x 21 s.33(1) x 615 s.35(1)(b) x 7	
AMES Australia	s.33(1) x 4	
Architects Registration Board of Victoria	s.34(1)(a) x 1	
Attorney General	s.30(1) x 1 s.31(1)(a) x 1 s.32(1) x 1 s.33(1) x 1	
Austin Health (includes Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation Centre)	s.30(1) x 3 s.33(1) x 41 s.35(1)(a) x 2 s.35(1)(b) x 19 s.38 x 1	
Australian Grand Prix Corporation	s.36(1)(a) x 1 s.36(1)(b) x 1	
Bairnsdale Regional Health Service	s.25A(1) x 1 s.33(1) x 1	
Ballarat Health Services	s.31(1)(c) x 1 s.33(1) x 15 s.35(1)(a) x 3 s.35(1)(b) x 2	
Ballarat, City of	s.25A(5) x 2 s.30(1) x 2 s.32(1) x 1 s.33(1) x 18 s.38A(1)(a) x 2 s.29B x 1	
Banyule City Council	s.33(1) x 5 s.34(1)(b) x 2 s.35(1)(b) x 2	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Barwon Health (includes McKellar Centre, University Hospital Geelong)	s.25A(1) x 15 s.30(1) x 2 s.31(1)(a) x 2 s.33(1) x 57 s.33(4) x 7 s.35(1)(b) x 41 s.38 x 5	
Barwon Region Water Corporation	s.34(1)(a) x 1	
Bass Coast Shire Council (includes San Remo Cemetery Trust, Wonthaggi Cemetery Trust)	s.32(1) x 2 s.33(1) x 4	
Baw Baw Shire Council	s.33(1) x 5	
Bayside City Council	s.30(1) x 3 s.32(1) x 1 s.33(1) x 19 s.34(1)(b) x 3 s.34(4)(a) x 1	
Benalla Rural City Council	s.30(1) x 1 s.31(1)(a) x 1 s.31(1)(b) x 1 s.31(1)(c) x 1 s.32(1) x 1 s.33(1) x 3 s.35(1)(b) x 1	
Bendigo Cemeteries Trust (t/a Remembrance Parks – Central Victoria)	s.30(1) x 1	
Bendigo Health Care Group	s.25A(1) x 1 s.25A(5) x 1 s.30(1) x 1 s.32(1) x 1 s.33(1) x 73 s.35(1)(b) x 21 s.38 x 16	
Bendigo, City of Greater	s.25A(5) x 2 s.30(1) x 1 s.33(1) x 5 s.34(1)(b) x 1 s.35(1)(b) x 1 s.38 x 4	
Boroondara, City of	s.33(1) x 19 s.34(1)(b) x 2 s.35(1)(b) x 1 s.36(2)(b) x 1	
Brimbank City Council	s.30(1) x 1 s.33(1) x 3 s.34(1)(a) x 1 s.35(1)(a) x 1	
Buloke Shire Council	s.33(1) x 1	

# Appendix C

## Exemptions cited (cont)

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Borough of Queenscliffe	s.33(1) x 1 s.34(4)(a) x 1	
Campaspe Shire Council	s.33(1) x 5 s.34(1)(b) x 1	
Cardinia Shire Council	s.31(1)(c) x 1 s.33(1) x 2	
Casey, City of	s.30(1) x 7 s.32(1) x 1 s.33(1) x 7 s.34(1)(a) x 5 s.34(1)(b) x 5 s.35(1)(a) x 4 s.35(1)(b) x 4	
Central Goldfields Shire Council	s.33(1) x 1	
Chief Investigator, Transport Safety, Office of the	s.30(1) x 1	
Chisholm Institute	s.30(1) x 1 s.32(1) x 1 s.33(1) x 1 s.35(1)(a) x 1	
City West Water Corporation	s.32(1) x 1 s.33(1) x 5 s.34(1)(b) x 3 s.34(4)(a) x 6	
Colac Otway Shire	s.33(1) x 1 s.35(1)(b) x 1	
Coliban Region Water Corporation	s.33(1) x 5	
Corangamite Catchment Management Authority	s.33(1) x 1 s.34(1)(b) x 1	
Corinella Foreshore Reserve Committee of Management	s.30(1) x 2	
Country Fire Authority	s.30(1) x 10 s.31(1)(a) x 6 s.32(1) x 2 s.33(1) x 24 s.34(1)(b) x 2 s.34(4)(a) x 2 s.34(4)(c) x 1 s.35(1)(b) x 4 s.36(1)(b) x 1	s.30(1) x 1 s.32(1) x 1 s.33(1) x 1
Court Services Victoria	s.25A(1) x 1 s.25A(5) x 18 s.31(1)(d) x 18 s.31(1)(e) x 18 s.33(1) x 19 s.29B x 1	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Dandenong, City of Greater	s.25A(5) x 1 s.29A x 1 s.30(1) x 1 s.32(1) x 1 s.33(1) x 5 s.34(1)(b) x 2 s.35(1)(b) x 1	
Darebin, City of	s.33(1) x 29 s.34(1)(a) x 1 s.34(1)(b) x 1 s.36(2)(a) x 1	
Deakin University	s.30(1) x 2 s.33(1) x 3 s.34(1)(a) x 1 s.34(1)(b) x 1	
Development Victoria	s.25A(5) x 1 s.28(1)(b) x 1 s.30(1) x 3 s.32(1) x 1 s.33(1) x 3 s.34(1)(b) x 5 s.34(4)(a) x 5	
Director, Transport Safety (t/a Transport Safety Victoria)	s.30(1) x 3 s.31(1)(a) x 1 s.31(1)(b) x 1 s.33(1) x 5 s.35(1)(a) x 1 s.38 x 1	
Disability Services Commissioner	s.33(1) x 3 s.35(1)(b) x 2 s.38 x 3	
East Gippsland Shire Council	s.33(1) x 7 s.34(1)(b) x 1 s.35(1)(b) x 1	
Eastern Health (includes Angliss Hospital, Box Hill Hospital, Maroondah Hospital, Peter James Centre, Central East Area Mental Health Service, Healesville Hospital, Yarra Valley Health)	s.25A(1) x 7 s.30(1) x 15 s.31(1)(a) x 1 s.31(1)(c) x 4 s.32(1) x 4 s.33(1) x 409 s.33(4) x 1 s.35(1)(b) x 176 s.38 x 10	

# Appendix C

## Exemptions cited (cont)

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 13 s.25A(5) x 4 s.28(1)(a) x 1 s.28(1)(b) x 1 s.28(1)(ba) x 3 s.28(1)(c) x 5 s.28(1)(d) x 11 s.29(a) x 1 s.30(1) x 29 s.31(1)(a) x 6 s.31(1)(b) x 2 s.31(1)(d) x 3 s.32(1) x 7 s.33(1) x 77 s.34(1)(b) x 9 s.34(4)(a) x 19 s.35(1)(a) x 5 s.35(1)(b) x 4 s.38 x 1	
Edenhope and District Memorial Hospital	s.33(1) x 4	
Education and Training, Department of	s.25A(1) x 24 s.25A(5) x 3 s.28(1)(ba) x 2 s.28(1)(c) x 1 s.28(1)(d) x 5 s.29(b) x 2 s.30(1) x 89 s.31(1)(a) x 6 s.31(1)(b) x 1 s.31(1)(c) x 2 s.31(1)(d) x 1 s.32(1) x 27 s.33(1) x 160 s.33(6) x 2 s.34(1)(a) x 1 s.34(1)(b) x 8 s.34(4)(a) x 6 s.34(4)(b) x 1 s.34(4)(c) x 1 s.35(1)(a) x 6 s.35(1)(b) x 46 s.38 x 8 s.29B x 1	
Emergency Services Superannuation Board (t/a ESSSuper)	s.32(1) x 2 s.33(1) x 2 s.34(1)(a) x 2 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)
Emergency Services Telecommunications Authority	s.31(1)(a) x 1 s.31(1)(d) x 1 s.33(1) x 24 s.34(1)(a) x 1 s.34(4)(a) x 1 s.38 x 41	
Energy Safe Victoria	s.30(1) x 4 s.31(1)(a) x 1 s.31(1)(b) x 2 s.32(1) x 1 s.33(1) x 5 s.34(1)(b) x 3	
Environment Protection Authority	s.29A x 1 s.30(1) x 2 s.31(1)(b) x 1 s.32(1) x 2 s.33(1) x 40 s.34(1)(b) x 27 s.35(1)(b) x 1	
Environment, Land, Water and Planning, Department of	s.28(1)(a) x 1 s.28(1)(b) x 1 s.28(1)(d) x 3 s.30(1) x 30 s.31(1)(b) x 2 s.31(1)(c) x 1 s.32(1) x 10 s.33(1) x 53 s.34(1)(a) x 5 s.34(1)(b) x 8 s.35(1)(b) x 3	
Essential Services Commission	s.25A(1) x 3 s.30(1) x 1 s.31(1)(c) x 2 s.32(1) x 1 s.33(1) x 1 s.34(1)(a) x 1	
Federation Training	s.32(1) x 1	
Film Victoria	s.25A(5) x 1 s.33(1) x 1	
Frankston City Council	s.30(1) x 1 s.31(1)(a) x 2 s.32(1) x 1 s.33(1) x 7 s.35(1)(b) x 2	
Game Management Authority	s.28(1)(d) x 2 s.30(1) x 1 s.33(1) x 2	
Gannawarra Shire Council	s.33(1) x 1	



# Appendix C

## Exemptions cited (cont)

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Geelong, City of Greater	s.30(1) x 5 s.32(1) x 5 s.33(1) x 11 s.34(1)(a) x 1 s.35(1)(a) x 2 s.38A(1)(a) x 1 s.36(2)(b) x 1	
Glen Eira City Council	s.25A(5) x 1 s.30(1) x 9 s.31(1)(a) x 3 s.31(1)(c) x 2 s.32(1) x 5 s.33(1) x 12 s.34(1)(b) x 2 s.34(4)(a) x 2 s.35(1)(b) x 6 s.38A(1)(a) x 1 s.38A(1)(b) x 1 s.38A(1)(d) x 1 s.38A(1)(e) x 1 s.36(2)(b) x 2	
Golden Plains Shire Council	s.33(1) x 4 s.38 x 1	
Goulburn-Murray Rural Water Corporation	s.30(1) x 5 s.32(1) x 1 s.33(1) x 3 s.33(6) x 1 s.34(1)(b) x 1 s.34(4)(a) x 2	
Greater Shepparton City Council	s.30(1) x 5 s.31(1)(a) x 1 s.32(1) x 2 s.33(1) x 6 s.34(4)(a) x 3 s.35(1)(a) x 1 s.35(1)(b) x 2	
Greyhound Racing Victoria	s.30(1) x 2 s.31(1)(c) x 3 s.32(1) x 1 s.33(1) x 3 s.35(1)(b) x 3	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Health and Human Services, Department of	s.28(1)(b) x 5 s.28(1)(ba) x 5 s.28(1)(c) x 1 s.28(1)(d) x 1 s.29(a) x 2 s.29(b) x 2 s.30(1) x 181 s.31(1)(a) x 179 s.31(1)(b) x 2 s.31(1)(c) x 349 s.31(1)(d) x 1 s.32(1) x 28 s.33(1) x 1129 s.34(1)(b) x 9 s.34(4)(a) x 28 s.35(1)(a) x 48 s.35(1)(b) x 549 s.38 x 423	
Health Complaints Commissioner	s.29(a) x 1 s.33(1) x 4 s.35(1)(a) x 1 s.35(1)(b) x 3	
Health Purchasing Victoria	s.30(1) x 1 s.34(4)(a) x 1 s.35(1)(a) x 1	
Hobsons Bay City Council	s.33(1) x 1	
Hume City Council	s.33(1) x 20	
Independent Broad-based Anti-corruption Commission	s.31(1)(a) x 1 s.38 x 1 s.31A x 2	

## Appendix C

### Exemptions cited (cont)

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Indigo Shire Council	s.25A(5) x 1 s.33(1) x 1 s.34(1)(a) x 1 s.34(4)(a) x 1	
Justice and Regulation, Department of (includes Business Licensing Authority, Estate Agents Council)	s.25A(1) x 38 s.25A(5) x 10 s.28(1)(a) x 1 s.28(1)(b) x 3 s.28(1)(ba) x 1 s.28(1)(c) x 3 s.28(1)(d) x 4 s.30(1) x 66 s.31(1)(a) x 145 s.31(1)(b) x 2 s.31(1)(c) x 3 s.31(1)(d) x 71 s.31(1)(e) x 3 s.32(1) x 7 s.33(1) x 286 s.33(7) x 1 s.34(1)(b) x 2 s.34(4)(a) x 2 s.35(1)(a) x 2 s.35(1)(b) x 20 s.37(1)(c) x 1 s.38 x 262	s.31(1)(a) x 1
Kingston City Council	s.30(1) x 2 s.32(1) x 5 s.33(1) x 14 s.34(1)(b) x 1 s.34(4)(a) x 1 s.35(1)(a) x 1 s.35(1)(b) x 7 s.38A(1)(b) x 1	
Knox City Council	s.33(1) x 7 s.34(1)(b) x 1 s.38 x 1	
La Trobe University	s.30(1) x 3 s.32(1) x 1 s.33(1) x 4 s.34(1)(a) x 2 s.34(1)(b) x 2 s.34(4)(a) x 1 s.35(1)(b) x 1	
Latrobe City Council	s.30(1) x 8 s.33(6) x 1 s.34(1)(b) x 1 s.23 x 3	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Latrobe Regional Hospital	s.30(1) x 1 s.33(1) x 2	
Level Crossing Removal Authority	s.25A(5) x 3 s.28(1)(b) x 2 s.28(1)(c) x 1 s.30(1) x 8 s.33(1) x 12 s.34(1)(b) x 1 s.34(4)(a) x 2	
Macedon Ranges Shire Council	s.33(1) x 12 s.34(1)(a) x 1	
Mallee Track Health and Community Service	s.33(1) x 4	
Manningham City Council	s.30(1) x 1 s.31(1)(d) x 1 s.33(1) x 4 s.34(1)(b) x 1 s.34(4)(a) x 1	
Maribyrnong City Council	s.33(1) x 5 s.33(6) x 1 s.35(1)(b) x 3	
Maroondah City Council	s.33(1) x 2	
Medical Panels	s.33(1) x 1	
Melbourne and Olympic Parks Trust	s.33(1) x 1 s.34(4)(a) x 1 s.35(1)(a) x 1 s.35(1)(b) x 1	
Melbourne Convention and Exhibition Trust	s.34(1)(a) x 1	
Melbourne Cricket Ground Trust	s.34(1)(a) x 2	
Melbourne Health (includes Royal Melbourne Hospital – Royal Park Campus, Royal Melbourne Hospital)	s.25A(1) x 1 s.33(1) x 53 s.33(4) x 1 s.35(1)(a) x 10 s.35(1)(b) x 5	
Melbourne Polytechnic	s.25A(1) x 1 s.30(1) x 5 s.32(1) x 1 s.33(1) x 5 s.34(1)(b) x 2 s.34(4)(a) x 4 s.35(1)(a) x 4 s.35(1)(b) x 4	s.30(1) x 1 s.33(1) x 1 s.35(1)(a) x 1 s.35(1)(b) x 1
Melbourne Water	s.33(1) x 3 s.34(1)(b) x 2 s.34(4)(a) x 1	

# Appendix C

## Exemptions cited (cont)

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Melbourne, City of	s.29A x 1 s.30(1) x 5 s.31(1)(d) x 2 s.33(1) x 14 s.33(6) x 2 s.34(1)(a) x 2 s.34(1)(b) x 6 s.35(1)(a) x 1 s.35(1)(b) x 1	
Melton City Council	s.30(1) x 1 s.31(1)(b) x 1 s.32(1) x 1 s.33(1) x 1 s.34(1)(a) x 2 s.34(1)(b) x 2	
Mental Health Complaints Commissioner	s.30(1) x 2 s.33(1) x 3 s.35(1)(b) x 2	
Mercy Hospitals Victoria (includes Mercy Hospital for Women, Werribee Mercy Hospital, Mercy Health O'Connell Family Centre)	s.30(1) x 1 s.33(1) x 29 s.35(1)(a) x 10	
Metropolitan Fire and Emergency Services Board	s.30(1) x 3 s.33(1) x 479	s.33(1) x 1
Mildura Rural City Council	s.33(1) x 14 s.34(1)(b) x 1 s.35(1)(a) x 1 s.38A(1)(d) x 1	
Minister for Consumer Affairs, Gaming and Liquor Regulation	s.30(1) x 1 s.33(1) x 1	
Minister for Education	s.25A(1) x 1 s.30(1) x 1 s.33(1) x 2 s.35(1)(a) x 1	
Minister for Emergency Services	s.30(1) x 1 s.33(1) x 1 s.35(1)(b) x 1	
Minister for Planning	s.30(1) x 1 s.32(1) x 1	
Minister for Police	s.28(1)(d) x 1 s.30(1) x 1 s.31(1)(e) x 1 s.33(1) x 1	
Minister for Roads and Road Safety (includes Minister for Ports)	s.28(1)(c) x 1 s.30(1) x 2 s.33(1) x 2	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Minister for Small Business, Innovation and Trade (includes Minister for Small Business, Minister for Innovation and the Digital Economy, Minister for Trade and Investment)	s.33(1) x 1	
Mitchell Shire Council	s.30(1) x 1 s.33(1) x 4	
Moirā Shire Council	s.25A(5) x 1 s.33(1) x 5 s.35(1)(a) x 4	
Monash Health	s.25A(5) x 4 s.30(1) x 18 s.32(1) x 6 s.33(1) x 119 s.35(1)(b) x 56 s.38 x 24	
Monash University	s.25A(1) x 2 s.33(1) x 2	s.30(1) x 1 s.33(1) x 1
Monash, City of	s.25A(5) x 2 s.30(1) x 4 s.32(1) x 2 s.33(1) x 12 s.34(1)(a) x 2 s.34(1)(b) x 3 s.34(4)(a) x 3 s.35(1)(a) x 1 s.35(1)(b) x 2 s.36(2)(b) x 1 s.38 x 1 s.38A(1)(d) x 1	
Moonee Valley City Council	s.31(1)(a) x 1 s.33(1) x 20 s.35(1)(b) x 2	
Moorabool Shire Council	s.33(1) x 5 s.33(6) x 1 s.34(1)(a) x 1	
Moreland City Council	s.33(1) x 32	
Mornington Peninsula Shire	s.30(1) x 2 s.31(1)(a) x 3 s.32(1) x 8 s.33(1) x 39 s.34(1)(b) x 16 s.35(1)(b) x 16 s.37(1)(a) x 1	s.30(1) x 1 s.31(1)(a) x 1 s.31(1)(d) x 1 s.33(1) x 1 s.34(1)(b) x 1
Mount Buller and Mount Stirling Alpine Resort Management Board	s.34(1)(b) x 1	
Muckatah Recreation Reserve Committee of Management	s.30(1) x 1 s.33(1) x 1	



# Appendix C

## Exemptions cited (cont)

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.31(1)(a) x 1 s.31(1)(b) x 1 s.31(1)(e) x 2 s.33(1) x 6	
Museums Victoria	s.30(1) x 1 s.34(1)(a) x 1 s.34(1)(b) x 1 s.34(4)(a) x 2 s.35(1)(b) x 1	
National Gallery of Victoria	s.29A x 1 s.34(1)(b) x 1 s.34(4)(a) x 1	
Nillumbik Shire Council	s.30(1) x 4 s.33(1) x 9	
North East Link Authority	s.28(1)(b) x 1 s.30(1) x 1 s.34(1)(b) x 3 s.34(4)(a) x 1	
North East Region Water Corporation (t/a North East Water)	s.34(1)(a) x 1	
Northeast Health Wangaratta		s.31(1)(c) x 1
Northern Health (includes Bundoora Extended Care Centre, Broadmeadows Health Service, Northern Hospital)	s.25A(1) x 3 s.30(1) x 2 s.33(1) x 79 s.33(4) x 3 s.35(1)(a) x 61 s.35(1)(b) x 1 s.38 x 1	
Parks Victoria	s.25A(1) x 2 s.28(1)(d) x 1 s.30(1) x 3 s.32(1) x 1 s.33(1) x 15 s.34(1)(b) x 2 s.34(4)(a) x 3 s.38 x 1	
Peninsula Health (includes Frankston Hospital, Mount Eliza Centre, Peninsula Health, Rosebud Hospital, Peninsula Community Health Service)	s.30(1) x 3 s.31(1)(c) x 4 s.33(1) x 41 s.34(1)(a) x 4 s.35(1)(b) x 20	
Port Phillip, City of	s.30(1) x 1 s.32(1) x 2 s.33(1) x 24 s.34(1)(b) x 1 s.34(4)(a) x 1 s.35(1)(b) x 2	s.30(1) x 1 s.32(1) x 2 s.33(1) x 2 s.35(1)(b) x 1
Portland District Health	s.33(1) x 2	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Premier and Cabinet, Department of	s.25A(1) x 7 s.28(1)(a) x 2 s.28(1)(b) x 6 s.28(1)(c) x 2 s.28(1)(d) x 11 s.29(a) x 5 s.29(b) x 2 s.29A x 3 s.30(1) x 24 s.31(1)(d) x 1 s.32(1) x 12 s.33(1) x 38 s.34(1)(b) x 8 s.34(4)(a) x 6 s.35(1)(a) x 1 s.35(1)(b) x 3 s.38 x 1	s.30(1) x 1 s.32(1) x 1 s.33(1) x 1 s.34(1)(b) x 1
PrimeSafe	s.33(1) x 1	
Public Prosecutions, Office of	s.25A(1) x 2 s.25A(5) x 2 s.32(1) x 1 s.33(1) x 21 s.33(6) x 1 s.35(1)(b) x 10 s.38 x 3	
Public Transport Development Authority (t/a Public Transport Victoria)	s.28(1)(a) x 1 s.28(1)(d) x 1 s.29A x 2 s.30(1) x 6 s.32(1) x 2 s.33(1) x 19 s.34(1)(b) x 3 s.34(4)(a) x 5	s.34(1)(b) x 1
Pyrenees Shire Council	s.33(1) x 1	
Queen Elizabeth Centre	s.31(1)(a) x 1 s.33(4) x 1 s.35(1)(a) x 1	
Racing Victoria Limited	s.25A(5) x 1 s.30(1) x 1 s.31(1)(a) x 1 s.33(1) x 1 s.35(1)(b) x 5	
Rail Projects Victoria (previously known as Melbourne Metro Rail Authority)	s.28(1)(b) x 1 s.28(1)(d) x 2 s.30(1) x 3 s.33(1) x 3 s.34(1)(b) x 3 s.34(4)(a) x 1	

# Appendix C

## Exemptions cited (cont)

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Residential Tenancies Bond Authority	s.25A(1) x 1	
RMIT University	s.30(1) x 1 s.33(1) x 2 s.35(1)(b) x 1	
Road Safety Camera Commissioner, Office of the	s.30(1) x 1 s.31(1)(a) x 1 s.31(1)(c) x 1 s.31(1)(d) x 1 s.33(1) x 1 s.34(1)(a) x 1 s.34(1)(b) x 1 s.34(4)(a) x 1 s.35(1)(a) x 1	
Rochester and Elmore District Health Service	s.25A(1) x 1	
Royal Children's Hospital, The	s.25A(5) x 1 s.30(1) x 2 s.32(1) x 1 s.33(1) x 226 s.35(1)(a) x 43 s.35(1)(b) x 1	
Royal Society for the Prevention of Cruelty to Animals (Victoria), The	s.30(1) x 1 s.31(1)(a) x 1 s.31(1)(c) x 1 s.31(1)(d) x 1 s.31(1)(e) x 1 s.33(1) x 9 s.33(6) x 1 s.35(1)(b) x 5	
Royal Women's Hospital, The	s.33(1) x 9 s.35(1)(b) x 1	
Safer Care Victoria	s.25A(5) x 1 s.33(1) x 1 s.35(1)(b) x 1	
South East Water	s.33(1) x 16	
South Gippsland Shire Council	s.33(1) x 6 s.35(1)(b) x 1	
South West Healthcare	s.32(1) x 1 s.33(1) x 29 s.35(1)(a) x 12 s.35(1)(b) x 14	
South West Institute of TAFE	s.33(1) x 2	
Southern Metropolitan Cemeteries Trust (includes Sorrento Cemetery Trust)	s.33(1) x 1	
Special Minister of State	s.28(1)(b) x 1 s.28(1)(d) x 1 s.30(1) x 1 s.32(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)
St Vincent's Health (includes St Vincent's Hospital Melbourne, St George's Health Service, Caritas Christi Hospice)	s.33(4) x 4 s.34(1)(b) x 1 s.35(1)(b) x 13	
State Revenue Office	s.25A(1) x 1 s.30(1) x 20 s.31(1)(a) x 1 s.32(1) x 5 s.33(1) x 26 s.34(1)(b) x 13 s.35(1)(a) x 1 s.38 x 24	
Stonnington, City of	s.25A(5) x 1 s.33(1) x 5 s.35(1)(b) x 2	
Strathbogie Shire Council	s.25A(5) x 1 s.32(1) x 1	
Surf Coast Shire Council	s.25A(1) x 1 s.31(1)(a) x 1 s.33(1) x 8 s.34(1)(b) x 1	
Sustainability Victoria	s.28(1)(d) x 1 s.29(a) x 1	
Swan Hill Rural City Council	s.33(1) x 1	
Swinburne University of Technology		s.25A(5) x 1
Taxi Services Commission (now known as Commercial Passenger Vehicles Victoria)	s.30(1) x 4 s.31(1)(c) x 1 s.31(1)(d) x 1 s.33(1) x 8	
Terang and Mortlake Health Service	s.33(6) x 2	
Transport Accident Commission	s.30(1) x 785 s.31(1)(a) x 4 s.32(1) x 441 s.33(1) x 85 s.35(1)(b) x 2 s.38 x 488	s.32(1) x 1 s.33(1) x 2
Treasurer	s.30(1) x 3 s.34(1)(b) x 1	
Treasury and Finance, Department of	s.25A(5) x 1 s.28(1)(b) x 9 s.30(1) x 12 s.32(1) x 1 s.33(1) x 11 s.34(1)(b) x 9 s.35(1)(b) x 1	
Tweddle Child + Family Health Service	s.33(1) x 1	

# Appendix C

## Exemptions cited (cont)

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
University of Melbourne	s.25A(1) x 3 s.30(1) x 3 s.31(1)(b) x 1 s.31(1)(c) x 1 s.33(1) x 2 s.34(1)(b) x 1 s.34(4)(a) x 1 s.35(1)(b) x 2 s.38 x 1	
V/Line Corporation	s.25A(1) x 1 s.28(1)(d) x 1 s.29(a) x 1 s.29(b) x 1 s.30(1) x 3 s.32(1) x 2 s.33(1) x 7 s.34(4)(a) x 1 s.38 x 1	
Veterinary Practitioners Registration Board of Victoria	s.25A(5) x 1 s.38 x 1	
VicForests	s.30(1) x 1 s.33(1) x 4 s.34(1)(b) x 2 s.34(4)(a) x 2	
VicRoads	s.25A(5) x 16 s.28(1)(b) x 3 s.28(1)(ba) x 1 s.30(1) x 18 s.31(1)(a) x 1 s.31(1)(b) x 1 s.31(1)(d) x 2 s.32(1) x 7 s.33(1) x 241 s.34(1)(b) x 10 s.34(4)(a) x 7 s.35(1)(b) x 24 s.38 x 162	
Victoria Legal Aid	s.25A(1) x 6 s.30(1) x 3 s.32(1) x 2 s.33(1) x 11 s.38 x 3	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Victoria Police	s.25A(1) x 98 s.25A(5) x 27 s.29(a) x 1 s.29(b) x 2 s.29A x 4 s.30(1) x 217 s.31(1)(a) x 213 s.31(1)(b) x 100 s.31(1)(c) x 4 s.31(1)(d) x 200 s.31(1)(e) x 14 s.31(3) x 6 s.31(4) x 3 s.32(1) x 16 s.33(1) x 2056 s.33(6) x 14 s.34(1)(b) x 2 s.34(4)(c) x 2 s.35(1)(b) x 345 s.38 x 309	s.24A(1) x 1 s.25A(1) x 9 s.25A(5) x 2 s.28(1)(ba) x 1 s.30(1) x 6 s.31(1)(a) x 2 s.31(1)(d) x 6 s.33(1) x 12 s.35(1)(b) x 6 s.38 x 2
Victoria State Emergency Service	s.33(1) x 1	
Victoria University	s.33(1) x 2 s.35(1)(a) x 1	
Victorian Agency for Health Information	s.34(1)(b) x 1	
Victorian Arts Centre Trust	s.30(1) x 1 s.32(1) x 1	
Victorian Assisted Reproductive Treatment Authority	s.33(1) x 2	
Victorian Building Authority	s.25A(1) x 2 s.25A(5) x 3 s.29A x 1 s.30(1) x 31 s.31(1)(a) x 9 s.31(1)(b) x 2 s.31(1)(c) x 2 s.32(1) x 3 s.33(1) x 57 s.34(4)(a) x 1 s.34(4)(c) x 2 s.35(1)(b) x 20 s.38 x 11	
Victorian Commission for Gambling and Liquor Regulation	s.25A(1) x 6 s.30(1) x 4 s.31(1)(a) x 2 s.32(1) x 2 s.33(1) x 7 s.34(1)(a) x 2 s.35(1)(a) x 1 s.38 x 2	



# Appendix C

## Exemptions cited (cont)

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Victorian Curriculum and Assessment Authority	s.30(1) x 2 s.33(1) x 1 s.34(4)(c) x 2 s.35(1)(a) x 2	
Victorian Equal Opportunity and Human Rights Commission	s.33(1) x 1 s.35(1)(a) x 1 s.35(1)(b) x 1 s.38 x 1	
Victorian Fisheries Authority	s.31(1)(a) x 1 s.33(1) x 1	
Victorian Government Solicitor	s.32(1) x 1 s.35(1)(b) x 1	
Victorian Information Commissioner, Office of the (includes Commissioner for Privacy and Data Protection, Freedom of Information Commissioner)	s.25A(5) x 1 s.30(1) x 1 s.35(1)(b) x 1	
Victorian Institute of Forensic Medicine	s.33(1) x 1	
Victorian Institute of Forensic Mental Health	s.33(1) x 9 s.33(4) x 3	
Victorian Institute of Teaching	s.25A(1) x 1 s.30(1) x 2 s.31(1)(a) x 2 s.32(1) x 2 s.33(1) x 2	
Victorian Legal Admissions Board	s.35(1)(a) x 1	
Victorian Legal Services Commissioner (includes Victorian Legal Services Board)	s.25A(1) x 1 s.25A(5) x 2 s.30(1) x 4 s.31(1)(c) x 4 s.38 x 4	
Victorian Managed Insurance Authority	s.30(1) x 2 s.32(1) x 3 s.33(1) x 5 s.35(1)(a) x 2 s.36(1)(b) x 1	
Victorian Pharmacy Authority	s.30(1) x 1 s.32(1) x 1 s.33(1) x 1 s.34(1)(a) x 1 s.35(1)(b) x 1	
Victorian Planning Authority	s.25A(1) x 1	
Victorian Ports Corporation (Melbourne)	s.30(1) x 1 s.32(1) x 1	
Victorian Public Sector Commission	s.30(1) x 2	
Victorian Rail Track (t/a VicTrack)	s.25A(1) x 4 s.25A(5) x 4 s.31(1)(a) x 1 s.38 x 1	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Victorian Registration and Qualifications Authority	s.30(1) x 2 s.33(1) x 2 s.35(1)(b) x 1	
Victorian Responsible Gambling Foundation	s.30(1) x 1 s.33(1) x 1 s.34(1)(b) x 1 s.34(4)(a) x 1	
Victorian WorkCover Authority (t/a WorkSafe)	s.25A(1) x 7 s.29(a) x 4 s.30(1) x 12 s.31(1)(a) x 43 s.31(1)(b) x 22 s.32(1) x 47 s.33(1) x 696 s.34(1)(a) x 25 s.35(1)(b) x 5 s.38 x 1	s.32(1) x 2
Wangaratta, Rural City of (includes Wangaratta Cemetery Trust)	s.33(1) x 4	
Wannon Region Water Corporation	s.25A(1) x 1	
Warrnambool City Council	s.32(1) x 1 s.33(1) x 2	
Wellington Shire Council	s.33(1) x 3	
West Gippsland Healthcare Group	s.32(1) x 1 s.33(1) x 1	
Western District Health Service	s.23 x 2 s.33(1) x 1 s.38 x 1	
Western Health (includes Sunshine Hospital, Western Hospital, Williamstown Hospital)	s.30(1) x 20 s.33(1) x 7 s.35(1)(a) x 7	
Western Region Water Corporation	s.33(1) x 4	
Whitehorse, City of	s.30(1) x 2 s.31(1)(a) x 1 s.33(1) x 3 s.35(1)(b) x 1	
Whittlesea City Council	s.30(1) x 3 s.33(1) x 9 s.36(1)(b) x 1	
Wodonga City Council	s.31(1)(a) x 1 s.33(1) x 3 s.35(1)(a) x 2 s.35(1)(b) x 2	

## Appendix C

### Exemptions cited (cont)

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Wyndham City Council	s.33(1) x 19 s.34(1)(a) x 1 s.35(1)(b) x 3 s.38 x 1	
Yarra City Council	s.30(1) x 4 s.32(1) x 2 s.33(1) x 40 s.35(1)(b) x 4 s.38A(1)(b) x 2	
Yarra Ranges Shire Council	s.33(1) x 9 s.35(1)(b) x 2	
Yarriambiack Shire Council	s.33(1) x 2 s.34(1)(a) 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]
Accident Compensation Conciliation Service	Tony Mastroianni (FOI Officer) [0 - 2 - 0]
Albury Wodonga Health	Michael Nuck (Executive Director Mental Health) [37 - 0 - 0] Wendy Sutcliffe (Health Information Manager) [187 - 2 - 0]
Alexandra District Health	Deborah Rogers (Chief Executive Officer) [22 - 0 - 0]
Alfred Health (includes The Alfred, Caulfield Hospital, Sandringham Hospital)	Diana Battaglia (FOI Manager) [3 - 1 - 2] A/Prof Simon Stafrace (Director Alfred Psychiatry) [72 - 6 - 1] Dr Lee Hamley (Chief Medical Officer) [2,341 - 7 - 8]
Alpine Health	Lyndon Seys (Chief Executive Officer) [9 - 0 - 0]
Alpine Shire Council	Belinda Schultz (Governance Officer) [1 - 2 - 2]
Ambulance Victoria	Craig Bosso (FOI Officer) [8 - 6 - 0] Karen George (FOI Officer) [71 - 29 - 3] Kelly McNair (FOI Officer) [103 - 33 - 2] Maryanne Borys (FOI Officer) [884 - 529 - 5] Ian Mounsey (FOI Officer) [7 - 2 - 4] Tina White (FOI Officer) [30 - 0 - 0] Paul Maclean (FOI Manager) [86 - 14 - 0]
AMES Australia	Peter Thomas (FOI Manager) [0 - 4 - 0]
Ararat Rural City Council	Alistair Rowe (FOI and Information Privacy Manager) [2 - 0 - 0]
Architects Registration Board of Victoria	Alison Ivey (Chief Executive Officer) [0 - 1 - 0]

## Appendix D

### Names and titles of decision makers (cont)

Agency	Names and titles of decision makers [Number of decisions where access was granted in full, in part or access was denied]
Attorney General	Anne Houlihan (Senior FOI Adviser) [0 - 1 - 0]
Austin Health (includes Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation Centre)	Mardi Stephens (FOI Officer) [78 - 13 - 8] Charu Gandhi (Consultant Psychiatrist - PTRS) [4 - 1 - 0] David Wijeratne (Consultant Psychiatrist) [2 - 0 - 0] Ed Theologis (Clinical Director - BDP) [1 - 0 - 0] Hanna Cheng (Psychiatrist - CAMHS) [6 - 5 - 0] Jeffrey Daniel (GHMH Manager) [4 - 1 - 0] Jessica Hamer (Consultant Psychiatrist) [1 - 0 - 0] Lanny Bochsler (Acting Clinical Director NEAMHS) [3 - 0 - 0] Leeanne Fisher (Clinical Director CAMHS) [9 - 5 - 0] Neville Baker (Nurse Practitioner - NEAMHS) [1 - 0 - 0] Ravindran Nair (Consultant Psychiatrist) [2 - 0 - 0] Stewart Imrie (Nurse Unit Manager - APU) [0 - 1 - 0] Steve Malkin (Senior Clinical Psychologist) [9 - 0 - 0] Silvana Nittoli (Senior EPS Clinician - NEAMHS) [5 - 0 - 0] Tim Rolfe (Deputy Director - PTRS) [39 - 17 - 0] Victoria Harpwood (VMO - APU) [14 - 0 - 0] Heather Clarke (CASA Unit - Manager) [6 - 0 - 0] David Mitchell (Consultant MH) [16 - 2 - 0] Emily McLean (Consultant MH) [1 - 3 - 0] Aileen Shuey (Consultant MH) [12 - 0 - 0] Julie Hume (Acting Manager - NEAMHS) [8 - 1 - 0] Kim Robinson (CASA) [2 - 0 - 0] Marie O'Shea (Deputy Director Clinical Neuropsychology) [1 - 0 - 0] Michael Saling (Director Clinical Neuropsychology) [1 - 0 - 0] Nazrin Lee (Consultant Psychiatrist) [0 - 1 - 0] Prof Kanaan (Professor of Psychiatry) [3 - 0 - 0] Ravanya Illesinghe (Consultant MH) [3 - 0 - 0] Sanjeev Choudary (Manager CCS - NEAMHS) [2 - 0 - 0] Vesna Karopoulos (Manager Community Rehab Program) [4 - 1 - 0] Yara Khedr (Consultant MH) [0 - 1 - 0] Dr Tony Chan (FOI Reviewer) [862 - 1 - 0] Christina Lambros (NEAMHS) [1 - 2 - 0] Toni Young (Operations Manager HIS) [5 - 1 - 0]
Australian Grand Prix Corporation	James Rosengarten (FOI Officer) [0 - 1 - 0]
Bairnsdale Regional Health Service	Alice Lay (Health Information Manager) [1 - 0 - 0] Jane Clemm (Health Information Manager) [7 - 0 - 0] Kaushik Banjera (Director of Medical Services) [3 - 0 - 0] Juliette Wenn (Health Information Manager) [95 - 1 - 1]
Ballarat Health Services	Abdul Khalid (Director of Clinical Services Mental Health) [86 - 1 - 0] Pauline Basilio (Manager Health Information) [2 - 0 - 0] Sophie Ping (Registrar-Medical Administration, Leadership and Management) [117 - 3 - 0] Anoop Lalitha (Clinical Director Mental Health) [34 - 7 - 0] Anna Glenn (FOI Clerk) [101 - 0 - 0] Gina Costigan (FOI Clerk) [44 - 0 - 0] Linda Danvers (Deputy Chief Medical Officer) [295 - 7 - 2]
Ballarat, City of	Sarah Cuthbert (FOI Officer) [7 - 16 - 7]

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	Stephanie Neville (FOI Officer) [1 - 3 - 0] Kellie O'Shea (FOI Officer) [0 - 2 - 0]
Barwon Health (includes McKellar Centre, University Hospital Geelong)	Susan Bell (FOI Officer) [43 - 0 - 0] Dr Paul Mestitz (Senior Medical Specialist) [284 - 3 - 0] Dr Anthony Wong (Director Medical Governance) [35 - 0 - 0] Dr Steve Moylan (Clinical Director Mental Health Drugs and Alcohol Services) [43 - 12 - 0] Dr William Kingswell (Clinical Director Mental Health Drugs and Alcohol Services) [44 - 26 - 0] Dr Amrita Venkataramani (Medical Management Registrar) [411 - 7 - 0] Dr Roger McLennan (Medicolegal Medical Officer) [94 - 1 - 0] Fiona Nelson (Medico Legal Manager) [2 - 1 - 0] Claudia Hirst (Legal Counsel) [5 - 13 - 4]
Barwon Region Water Corporation	Matthew Dunbar (FOI Officer) [7 - 1 - 0]
Bass Coast Health	Karen Davison (Health Information Manager) [39 - 0 - 0] Kelly McRae (Health Information Manager) [35 - 0 - 0] Noni Bourke (Director of Quality and Risk) [5 - 0 - 0] Bruce Waxman (Director of Medical Services) [4 - 0 - 0] Louise Sparkes (Director of Access and Emergency) [1 - 0 - 0]
Bass Coast Shire Council (includes San Remo Cemetery Trust, Wonthaggi Cemetery Trust)	Kristy Matthies (Records Coordinator) [1 - 5 - 0]
Baw Baw Shire Council	Christian Thomas (Records Coordinator) [1 - 2 - 0] Robyn D'Arcy (FOI Officer) [6 - 3 - 0]
Bayside City Council	Karen Brown (Governance Coordinator) [15 - 24 - 2] Terry Callant (Governance Manager) [1 - 0 - 0]
Beaufort and Skipton Health Service	Vicki Poxon (Chief Executive Officer) [2 - 0 - 0]
Beechworth Health Service	Mark Ashcroft (Chief Executive Officer) [2 - 0 - 0]
Benalla Health	Janine Holland (Chief Executive Officer) [41 - 0 - 0]
Benalla Rural City Council	Honnie Lowe (Information Management Coordinator) [1 - 3 - 0]
Bendigo Cemeteries Trust (t/a Remembrance Parks – Central Victoria)	Sheree Yates (FOI Officer) [0 - 1 - 0]
Bendigo Health Care Group	Kersten Webster (FOI Officer) [207 - 28 - 3] Sue Roberts (RPN/FOI Officer) [56 - 56 - 1] Kelly Stansall (FOI Officer) [63 - 5 - 0] Peter Faulkner (Chief Executive Officer) [0 - 0 - 1] Andrea Noonan (Executive Director) [1 - 0 - 0] Dr Marietta Taylor (Director of Medical Services) [1 - 0 - 0]
Bendigo Kangan Institute	Thomas Hobson (FOI Manager) [1 - 0 - 0]
Bendigo, City of Greater	Craig Niemann (Chief Executive Officer) [0 - 2 - 0] Andrew Lyons (FOI Officer) [9 - 0 - 3] Jessica Clarke-Hong (FOI Manager) [3 - 1 - 2] Peter Hargreaves (FOI Manager) [0 - 2 - 0] Ryan Millard (FOI Officer) [0 - 1 - 1]
Boort District Health	Donna Doyle (FOI Officer) [1 - 0 - 0]



## Appendix D

### Names and titles of decision makers (cont)

Agency	Names and titles of decision makers [Number of decisions where access was granted in full, in part or access was denied]
Boroondara, City of	Elizabeth Manou (Acting Governance Projects Officer ) [2 - 21 - 1] Krysten Forte (Coordinator Governance ) [1 - 0 - 0] David Thompson (Manager Governance ) [3 - 1 - 0]
Borough of Queenscliffe	Phillip Carruthers (General Manager Organisational Performance and Community Services) [1 - 1 - 1]
Brimbank City Council	Mate Klisanin (Legal and Privacy Officer) [5 - 0 - 0] Laurence McDonald (Legal and Privacy Officer) [9 - 3 - 0]
Buloke Shire Council	Hannah Yu (FOI Officer) [0 - 1 - 0]
Calvary Health Care Bethlehem	Mark Heenan (FOI and Information Privacy Manager) [31 - 0 - 0]
Campaspe Shire Council	Sally Ruckwood (Legal Officer) [2 - 4 - 1]
Cardinia Shire Council	Doug Evans (Manager Governance) [22 - 2 - 1]
Casey, City of	Stacey Kop (Compliance Officer) [7 - 5 - 1] Claire Haby (Compliance Officer) [9 - 9 - 2] Stephen Foster (Compliance Officer) [8 - 0 - 0]
Casterton Memorial Hospital	Owen Stephens (Chief Executive Officer) [1 - 0 - 0]
Castlemaine Health (includes Maldon Hospital)	Heather Paulet (Health Information Manager) [15 - 0 - 0]
Cenitex	Sharon Copeland-Smith (Director, Strategy and Governance) [1 - 0 - 0]
Central Gippsland Health Service	Craig Kingham (Records Coordinator) [3 - 0 - 0] Frank Evans (Chief Executive Officer) [4 - 0 - 0] Howard Connor (Director of Medical Services) [48 - 0 - 0] Lisa Fuessel (FOI Officer) [27 - 0 - 0] Suhan Baskar (Director of Medical Services) [12 - 0 - 0]
Central Gippsland Region Water Corporation (t/a Gippsland Water)	Lynley Keene (Manager Governance) [3 - 0 - 0]
Central Goldfields Shire Council	Eveline Ord (Acting Manager Governance) [4 - 1 - 0]
Central Highlands Region Water Corporation	Alan Stork (FOI Officer) [1 - 0 - 0]
Chief Investigator, Transport Safety, Office of the	Lee Chong (FOI Officer) [0 - 0 - 1]
Chisholm Institute	Anne Callahan (FOI Officer) [0 - 1 - 0] Hemant Kokularupan (FOI Officer) [1 - 0 - 0]
City West Water Corporation	Christine Spalding (FOI Officer) [1 - 8 - 0] Marie Cocheril (FOI Officer) [5 - 4 - 0] Michael Wootten (FOI Officer) [1 - 2 - 0]
Cobram District Health	Tania Hill (FOI Officer) [56 - 0 - 0]
Cohuna District Hospital	Lynne Sinclair (FOI Officer) [21 - 0 - 0]
Colac Area Health	Anne McGuane (Director of Medical Education and Training ) [1 - 0 - 0] Dirid Imran (District Director of Medical Administration) [26 - 0 - 0] Ed Davis (Director of Medical Services) [1 - 0 - 0] Donna Bell (Health Information Manager) [5 - 0 - 0]
Colac Otway Shire	Errol Lawrence (FOI Officer) [1 - 1 - 0] Mark Lyons (FOI Officer) [1 - 0 - 0] Jenny Wood (FOI Officer) [0 - 1 - 0]
Coliban Region Water Corporation	Roslyn Wai (Secretary) [2 - 5 - 0]
Corangamite Catchment Management Authority	Chris Thompson (Business and Governance Services General Manager) [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]
Corangamite Shire	Brodie Hill (Records Coordinator) [2 - 0 - 0] Leah Teal (Records Coordinator) [3 - 0 - 0]
Corinella Foreshore Reserve Committee of Management	Barbara Oates (Secretary) [5 - 2 - 0]
Country Fire Authority	Bruce Russell (General Counsel) [0 - 3 - 2] Monica Barnes (Manager - FOI, Privacy and Appeals) [14 - 32 - 2]
Court Services Victoria	Cameron Allen (Manager, Legal) [2 - 1 - 17] Lisa Willis (Chief Finance Officer) [0 - 0 - 1] Cybele Stockley (Acting Manager, Legal) [0 - 0 - 2]
Dandenong, City of Greater	Danielle Trimble (Senior Governance Officer) [4 - 3 - 0] April Seymour (Senior Governance Officer) [7 - 4 - 0] Kaye Peterson (Senior Governance Officer) [3 - 0 - 0] Elena Obukhova (FOI/Governance Officer) [1 - 1 - 0] Luisa Kimball (Governance Officer) [4 - 0 - 0]
Darebin, City of	Angelo Luczek (Records Coordinator) [9 - 27 - 5]
Deakin University	Sandra Mussett (FOI Officer) [4 - 3 - 0]
Dental Health Services Victoria	Nick Russell (Chief Financial Officer) [143 - 0 - 0]
Development Victoria	Dany Holl (Legal Counsel) [0 - 2 - 2] Lydia Wong (Legal Counsel) [0 - 1 - 2] Noni Clarkson (Legal Counsel) [0 - 1 - 0]
Director, Transport Safety (t/a Transport Safety Victoria)	Bryan Mundy (Policy and Governance Officer) [7 - 6 - 1] Ingrid Meinke (Senior Policy and Governance Advisor) [0 - 1 - 0]
Disability Services Commissioner	Naomi Miller (FOI Officer) [0 - 1 - 0] Elena Totino (FOI Officer) [0 - 2 - 0]
Djerriwarrh Health Services	Dr Liz Mullins (Director Of Medical Services) [87 - 0 - 0] Andrew Freeman (Chief Executive Officer) [1 - 0 - 0] Andrea Cochrane (Health Information Manager) [17 - 0 - 0] Julie Brooks (FOI Officer) [83 - 0 - 0]
East Gippsland Region Water Corporation (t/a East Gippsland Water)	Louise Holden (FOI Manager) [2 - 0 - 0]
East Gippsland Shire Council	Maryanne Bennett (FOI Manager) [3 - 5 - 0] Cherrie Corrin (FOI Officer) [0 - 1 - 0] Don Coulson (FOI Officer) [0 - 1 - 1] Graeme Hill (FOI Officer) [1 - 1 - 0]
East Grampians Health Service	Nicole Blackie (Health Information Manager) [40 - 0 - 0] Dr Eric Kennelly (Director of Medical Services) [3 - 0 - 0]
East Wimmera Health Service	Trevor John Adem (Chief Executive Officer) [16 - 0 - 0]
Eastern Health (includes Angliss Hospital, Box Hill Hospital, Maroondah Hospital, Peter James Centre, Central East Area Mental Health Service, Healesville Hospital, Yarra Valley Health)	Andrea Allis (FOI Officer) [260 - 165 - 2] Kelly Rutledge (FOI Officer) [161 - 107 - 0] Maree Wilson (FOI Officer) [27 - 42 - 0] Sally-Anne McKinney (FOI Manager) [2 - 7 - 2] Tamara Coppens (FOI Officer) [405 - 138 - 3] Zoltan Kokai (Executive Director Information, Technology and Capital Projects) [1 - 0 - 0]
Echuca Regional Health	Dr Glenn Howlett (Director of Medical Services) [131 - 0 - 0]
Economic Development, Jobs, Transport and Resources, Department of	Andrew Weston (FOI Manager) [33 - 83 - 26]
Edenhope and District Memorial Hospital	Shelley Hartle (FOI Officer) [0 - 4 - 0]

## Appendix D

### Names and titles of decision makers (cont)

Agency	Names and titles of decision makers [Number of decisions where access was granted in full, in part or access was denied]
Education and Training, Department of	Shirley Thompson (Acting FOI Manager) [4 - 4 - 2] Jeremy Frampton (FOI Manager) [44 - 113 - 17] Melissa Zarif (Acting FOI Manager) [1 - 4 - 1] Gaven Sturma (Acting FOI Manager) [3 - 8 - 2] Mark Hamilton-Smith (Acting FOI Manager) [14 - 21 - 3] Jane Feeney (FOI Manager) [6 - 9 - 2]
Emergency Services Superannuation Board (t/a ESSSuper)	Ben Taylor (FOI Officer) [9 - 2 - 0]
Emergency Services Telecommunications Authority	Rosemary Mullaly (Corporate Secretary) [0 - 0 - 41]
Energy Safe Victoria	Katherine Ludvik (FOI Officer) [19 - 12 - 4]
Environment Protection Authority	Carrie Raftery (FOI Officer) [2 - 44 - 0]
Environment, Land, Water and Planning, Department of	Arielle Perlow (Senior FOI Officer) [20 - 20 - 5] Kim Reeves (Principal Advisor FOI and Privacy) [0 - 4 - 0] Stuart Atkins (FOI and Privacy Manager) [7 - 10 - 0] Veronica Finn (Senior FOI Officer) [3 - 8 - 1] Michael Chiller (FOI Officer) [12 - 16 - 4] Natalie Cutajar (FOI Officer) [0 - 6 - 0]
Essential Services Commission	Ron Ben David (Chairperson) [0 - 4 - 0]
Falls Creek Alpine Resort Management Board	Stuart Smythe (Chief Executive Officer) [1 - 0 - 0]
Federation Training	Derek Russell (FOI Officer) [0 - 0 - 1]
Federation University Australia	Adrian Tinetti (Director, Corporate Governance) [1 - 0 - 0]
Film Victoria	Michelle Rubin (FOI Officer) [0 - 1 - 0]
Frankston City Council	Carole Fleeman (FOI Officer) [6 - 7 - 3]
Game Management Authority	Andrew Weston (FOI Manager) [1 - 3 - 1]
Gannawarra Shire Council	Lisa Clue (FOI and Information Privacy Manager) [1 - 1 - 0]
Geelong Cemeteries Trust (includes Gisborne Cemetery Trust)	Darryl Thomas (Chief Executive Officer) [1 - 0 - 0]
Geelong, City of Greater	Anne Noonan (Governance Coordinator) [0 - 1 - 0] Dorna Blyszczak (Senior Governance Officer) [8 - 16 - 2]
Gippsland Southern Health Service	Sharon Shaw (Health Information Manager) [11 - 0 - 0]
Glen Eira City Council	Robyn Watters (Solicitor) [1 - 5 - 0] Tienyi Long (FOI Officer) [10 - 8 - 4]
Glenelg Shire Council	Liz Regent (FOI Manager) [1 - 0 - 0] Scott Millard (FOI Manager) [1 - 0 - 0]
Golden Plains Shire Council	Naomi Astles-Phillips (Records Coordinator) [2 - 4 - 0] Karen Crawford (Records Coordinator) [1 - 1 - 0]
Gordon Institute of TAFE	Andrea Rose (Quality and Risk manager) [1 - 0 - 0]
Goulburn Broken Catchment Management Authority	Eileen Curtis (FOI Officer) [1 - 0 - 0]
Goulburn Ovens Institute of TAFE	C. Faulkner (FOI Officer) [1 - 0 - 0]
Goulburn Valley Health (includes Yea and District Memorial Hospital)	Donna Campbell (FOI/Medico-Legal Officer) [376 - 0 - 0] A/Prof Ravi Bhat (Chief Psychiatrist) [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]
Goulburn Valley Region Water Corporation	Daniel Hogan (General Manager - Corporate Services) [1 - 0 - 0]
Goulburn-Murray Rural Water Corporation	Lauren Beattie (Legal Officer) [3 - 5 - 0]
	Nick Whittington (Senior Solicitor) [2 - 0 - 0]
	Jaclyn Cameron (Solicitor - Litigation) [1 - 0 - 0]
	Sheree Fitzgerald (Deputy Corporate Secretary) [2 - 0 - 1]
Greater Shepparton City Council	Rebecca Good (FOI Officer) [0 - 3 - 0]
	Shellie Cherry (FOI Officer) [2 - 3 - 0]
Greyhound Racing Victoria	Lyndall Kennedy (FOI Manager) [0 - 4 - 0]

## Appendix D

### Names and titles of decision makers (cont)

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	Emily Applegate (FOI Officer) [1 - 4 - 2]
	Cristina Aviles (FOI Officer) [4 - 31 - 13]
	Zoe Baker (Assistant Director, Performance, Accountability and Transparency) [2 - 13 - 4]
	Annalise Bamford (Director, Executive Services and Oversight) [0 - 1 - 1]
	Alexandra Botham (FOI Officer) [2 - 34 - 3]
	Linda Cammareri (FOI Officer) [1 - 8 - 15]
	Josie Collings (FOI Officer) [0 - 0 - 2]
	Miriam Conrick (FOI Officer) [6 - 60 - 0]
	Sandra Friel (FOI Officer) [0 - 1 - 3]
	Tina Gee (Assistant Director, Executive and Information Services) [3 - 3 - 2]
	Michael Ghobrial (FOI Officer) [0 - 4 - 1]
	Stephanie Hamilton (FOI Manager) [0 - 0 - 1]
	Sonia Harris (FOI Officer) [1 - 9 - 14]
	Marina Henley (Director, Executive Services and Performance) [0 - 5 - 3]
	Davina John (FOI Officer) [0 - 1 - 0]
	Elena Keane (FOI Officer) [5 - 36 - 0]
	Cheryl Kilmartin (FOI Officer) [2 - 5 - 53]
	Kate Kulman (FOI Officer) [0 - 0 - 2]
	Benita Large (FOI Officer) [0 - 1 - 0]
	Susan Maye (FOI Officer) [0 - 4 - 18]
	Dallas McGar (FOI Officer) [0 - 2 - 6]
	Rachel McNally (FOI Officer) [0 - 0 - 5]
	Deena Morgan (FOI Officer) [0 - 0 - 7]
	Jandeep Mundi (FOI Officer) [0 - 0 - 20]
	Sara Murphy (FOI Officer) [3 - 37 - 0]
	Heather Murray (FOI Officer) [0 - 0 - 18]
	Alana Palavikas (FOI Officer) [8 - 17 - 13]
	Jade Papathanasiou (FOI Officer) [1 - 7 - 40]
	Alexander Payne (FOI Officer) [8 - 48 - 0]
	Aaron Perera (FOI Officer) [0 - 15 - 0]
	Robbie Peschel (FOI Officer) [11 - 173 - 0]
	Samantha Phipps (FOI Officer) [0 - 64 - 2]
	Emily Polson (FOI Officer) [2 - 26 - 4]
	Michelle Prendergast (FOI Officer) [7 - 71 - 0]
	Livia Punaro (FOI Officer) [5 - 32 - 0]
	John Richardson (FOI Officer) [0 - 13 - 0]
	Todd Roscoe (FOI Officer) [7 - 21 - 6]
	Rebekah Rubensohn (FOI Officer) [4 - 28 - 4]
	June Samuel (FOI Officer) [12 - 128 - 0]
	Kerry Sayburn (Assistant Director, Executive and Information Services) [2 - 2 - 1]
	Lisa Scholes (FOI Manager) [0 - 5 - 3]
	Lynda Stewart (FOI Officer) [3 - 10 - 1]
	Jessica Van Dyk (FOI Officer) [3 - 8 - 0]
	Sally Yeoland (FOI Officer) [0 - 49 - 1]
Health Complaints Commissioner	Karen Cusack (Health Complaints Commissioner) [1 - 3 - 0]
	Angela Palombo (FOI Officer) [0 - 2 - 0]
Health Purchasing Victoria	John Delinaoum (Director, Finance, Risk and Governance ) [0 - 0 - 1]
Heathcote Health	Gerry Canny (FOI Manager) [3 - 0 - 0]
Hepburn Health Service	Peter Sloan (Director of Medical Services) [4 - 0 - 0]
	Sean Ording-Jespersen (Director of Medical Services) [10 - 0 - 0]
	Anand Ponniraivan (Director of Medical Services) [3 - 0 - 0]
Hepburn Shire Council	Katherine Toom (FOI Officer) [4 - 0 - 0]

Agency	Names and titles of decision makers [Number of decisions where access was granted in full, in part or access was denied]	
Heywood Rural Health	Roslyn Jones (Chief Executive Officer)	[2 - 0 - 0]
Hindmarsh Shire Council	Fern Alden (FOI Officer)	[1 - 0 - 0]
Hobsons Bay City Council	Martina Simkin (FOI Officer)	[6 - 1 - 0]
Hume City Council	Ian Sweeting (FOI Officer) Gavan O'Keefe (FOI Officer)	[5 - 16 - 1] [1 - 3 - 0]
Independent Broad-based Anti-corruption Commission	Juan Dominguez (FOI Officer) Alexis Eddy (FOI Officer)	[0 - 2 - 0] [0 - 0 - 1]
Indigo Shire Council	Dalene Voigt (Acting Director Corporate Services) Annabel Harding (Governance Officer)	[0 - 1 - 0] [9 - 3 - 0]
Judicial College of Victoria	Samantha Burchell (Chief Executive Officer)	[1 - 0 - 0]
Justice and Regulation, Department of (includes Business Licensing Authority, Estate Agents Council)	Jeremy Frampton (Assistant Manager Requests) Seyhan Balkis (FOI Officer) Josephine De Blasio (FOI Officer) Roopinder Dhillon (FOI Officer) Alia Dib (FOI Officer) Lance Follet (FOI Officer) Abel Yap (FOI Officer) Anne Houlihan (Senior FOI Adviser) Jane Koesasi (FOI Officer) Kathy Maikousis (Manager FOI Requests) Claire McDonough (FOI Officer) William Ng (FOI Officer) Lisa Pascolo (FOI Team Leader) Kate Pryor (FOI Officer) Karen Smith (FOI Officer) Cindy Tata (FOI Officer) Jacqueline Tierney (FOI Officer) Stephanie Windram (FOI Officer) Melinda Robinson (Manager FOI Operations)	[0 - 3 - 2] [2 - 77 - 10] [1 - 17 - 2] [4 - 34 - 2] [5 - 102 - 12] [0 - 16 - 1] [7 - 97 - 5] [0 - 39 - 17] [3 - 43 - 8] [0 - 4 - 4] [14 - 78 - 14] [3 - 44 - 2] [2 - 7 - 7] [3 - 88 - 7] [10 - 49 - 13] [6 - 58 - 13] [2 - 17 - 2] [1 - 6 - 6] [1 - 27 - 0]
Kerang District Health	Emma D'Angri (Health Information Manager)	[10 - 0 - 0]
Kilmore and District Hospital, The	Justine Muston (Health Information Manager)	[40 - 0 - 0]
Kingston City Council	Paul Franklin (General Manager Corporate Services) Phil De Losa (Manager Governance) Angela Granter (Organisational Governance Coordinator) Maree Hesketh (Acting Team Leader Corporate Information)	[0 - 1 - 0] [1 - 0 - 0] [12 - 13 - 3] [2 - 1 - 1]
Knox City Council	Kirstin Ritchie (Governance Officer)	[12 - 8 - 0]
Kooweerup Regional Health Service	Sharyn Gregory (FOI Officer)	[3 - 0 - 0]
Kyabram and District Health Services	Barbara Thompson (Records Coordinator) Tania Mackinson (Records Coordinator)	[9 - 0 - 0] [9 - 0 - 0]
Kyneton District Health Service	Maree Cuddihy (Chief Executive Officer)	[17 - 0 - 0]
La Trobe University	Fiona Rowley (FOI Officer)	[0 - 4 - 1]
Latrobe City Council	Joseph Della Fortuna (FOI Officer)	[2 - 13 - 0]
Latrobe Regional Hospital	Dr Paul Lee (Clinical Director of Mental Health ) Dr Simon Fraser (Chief Medical Officer)	[109 - 1 - 0] [150 - 2 - 0]
Legal Practitioners' Liability Committee	Justin Toohey (Chief Executive Officer)	[1 - 0 - 0]
Level Crossing Removal Authority	Laura Toll (Senior Lawyer/FOI Officer) Laura Flanagan (Senior Lawyer/FOI Officer)	[0 - 0 - 1] [3 - 14 - 3]

## Appendix D

### Names and titles of decision makers (cont)

Agency	Names and titles of decision makers [Number of decisions where access was granted in full, in part or access was denied]	
Local Government Inspectorate (previously known as Local Government Investigations and Compliance Inspectorate)	Ross Millard (Acting Chief Municipal Inspector)	[1 - 0 - 0]
Loddon Shire Council	Sharon Morrison (FOI Manager)	[1 - 0 - 0]
Lorne Community Hospital	Andrea Russell (Clinical Services Manager)	[11 - 0 - 0]
Macedon Ranges Shire Council	Stephen Mahon (FOI Officer)	[6 - 12 - 0]
Mallee Track Health and Community Service	Pamela Vallance (FOI Officer)	[0 - 4 - 0]
Manningham City Council	Daan Van Orsouw (Freedom of Information/Privacy Officer)	[4 - 8 - 0]
Mansfield District Hospital	Leonie Berry (Health Information Manager)	[13 - 0 - 0]
Mansfield Shire Council	Dawn Bray (FOI and Information Privacy Manager)	[3 - 0 - 0]
Maribyrnong City Council	Danny Bilaver (Coordinator Governance)	[18 - 8 - 1]
Maroondah City Council	Peter Tully (FOI Officer)	[8 - 1 - 1]
Maryborough District Health Service	Terrence Welch (Chief Executive Officer)	[41 - 0 - 0]
Medical Panels	Hilary Cantwell (Legal Manager)	[0 - 1 - 0]
Melbourne and Olympic Parks Trust	Travis Mardling (FOI Officer)	[0 - 1 - 0]
Melbourne Convention and Exhibition Trust	Peter King (Chief Executive Officer)	[1 - 0 - 1]
Melbourne Cricket Ground Trust	Ben Foksett (Secretary)	[0 - 2 - 0]
Melbourne Health (includes Royal Melbourne Hospital - Royal Park Campus, Royal Melbourne Hospital)	Nic Thomas (General Counsel ) Lynne Humble (FOI Officer)	[0 - 3 - 0] [1,790 - 64 - 0]
Melbourne Market Authority	Nicola Pearl (FOI Officer)	[1 - 0 - 0]
Melbourne Polytechnic	Blair Trask (Director Corporate Governance and General Counsel)	[0 - 2 - 6]
Melbourne Water	Michael Keough (FOI and Information Privacy Manager) Jacqueline Cowley (Records Coordinator)	[7 - 5 - 1] [3 - 0 - 0]
Melbourne, City of	Chelvi Arunagiri (FOI Officer) Samantha Oliver (FOI Officer) Keith Williamson (Governance and Legal Services Manager)	[16 - 12 - 3] [7 - 10 - 0] [0 - 0 - 1]
Melton City Council	Christine Denyer (FOI and Information Privacy Manager)	[8 - 5 - 1]
Mental Health Complaints Commissioner	Isabel Anton (FOI Officer)	[0 - 4 - 0]
Mercy Hospitals Victoria (includes Mercy Hospital for Women, Werribee Mercy Hospital, Mercy Health O'Connell Family Centre)	David Allen (Chief Medical Officer) Michael Dodson (Director of Medical Services) Dean Stevenson (Clinical Services Director, Mental Health) Katherine Worsley (Medical Director)	[107 - 0 - 0] [136 - 1 - 0] [37 - 38 - 0] [123 - 1 - 0]
Metropolitan Fire and Emergency Services Board	Jan Smith (FOI Officer) Militsa Toskovska (FOI Manager)	[0 - 482 - 0] [7 - 0 - 0]
Mildura Base Hospital	Julia Morgan (Chief Executive Officer)	[1 - 0 - 0]
Mildura Rural City Council	Richard Sexton (FOI Manager) Charmaine Calis (FOI Officer)	[1 - 2 - 0] [0 - 13 - 0]
Minister for Consumer Affairs, Gaming and Liquor Regulation	Kate Pryor (FOI Officer)	[0 - 1 - 0]
Minister for Education	Jeremy Frampton (FOI Manager)	[0 - 2 - 0]



Agency	Names and titles of decision makers [Number of decisions where access was granted in full, in part or access was denied]	
Minister for Emergency Services	Jane Koesasi (FOI Officer) Abel Yap (FOI Officer)	[2 - 0 - 0] [0 - 1 - 0]
Minister for Planning	Michael Chiller (FOI Officer)	[0 - 1 - 0]
Minister for Police	Abel Yap (FOI Officer)	[0 - 1 - 0]
Minister for Roads and Road Safety (includes Minister for Ports)	Andrew Weston (FOI Manager)	[0 - 3 - 0]
Minister for Small Business, Innovation and Trade (includes Minister for Small Business, Minister for Innovation and the Digital Economy, Minister for Trade and Investment)	Andrew Weston (FOI Manager)	[0 - 1 - 0]
Mitchell Shire Council	Lidia Harding (FOI Officer)	[5 - 5 - 0]
Moira Shire Council	Margaret Hinck (Governance Officer) Linda Nieuwenhuizen (Manager Governance and Communications)	[1 - 3 - 3] [1 - 1 - 3]
Monash Health	Elaine Elliott (Health Information Manager) Maija Dimits (Health Information Manager) Monika Bosnich (Health Information Manager) Rachael Gillies (FOI Manager) Tammy O'Connor (Senior Corporate Counsel) Elle Bethune (Corporate Counsel)	[388 - 30 - 1] [346 - 50 - 1] [883 - 79 - 2] [31 - 6 - 0] [0 - 3 - 0] [0 - 2 - 0]
Monash University	Fiona Hunt (FOI Officer) Tony Calder (FOI Manager)	[7 - 2 - 1] [1 - 0 - 1]
Monash, City of	Joanne McKay (Coordinator Legal Services ) Nick Andrianis (Coordinator Civic and Governance )	[10 - 10 - 5] [2 - 1 - 0]
Moonee Valley City Council	Rosie Ferreira (FOI Officer) Lee McSweeney (FOI Officer)	[10 - 3 - 1] [7 - 18 - 1]
Moorabool Shire Council	Satwinder Sandhu (FOI Officer) Vanessa O'Toole (FOI Officer)	[1 - 3 - 1] [4 - 2 - 0]
Moreland City Council	Olivia Wright (FOI Officer)	[8 - 32 - 0]
Mornington Peninsula Shire	Kate McNab (FOI Officer) Carli Esson (FOI Officer)	[0 - 11 - 2] [3 - 34 - 2]
Mount Buller and Mount Stirling Alpine Resort Management Board	Jo Gibney (FOI Officer)	[0 - 1 - 0]
Moyne Health Services	Luise Gridale (FOI and Information Privacy Manager) Belinda Westlake (FOI and Information Privacy Manager)	[3 - 0 - 0] [2 - 0 - 0]
Moyne Shire Council	Joanne Brozinski (Records Coordinator)	[1 - 0 - 0]
Muckatah Recreation Reserve Committee of Management	Rowan Creighton (President)	[0 - 1 - 0]
Murrindindi Shire Council	Andrew Bond (FOI and Information Privacy Manager)	[3 - 4 - 5]
Museums Victoria	Rose Bollen (Manager, Strategic Information and Risk)	[0 - 1 - 1]
Nathalia District Hospital	Greg van Popering (FOI Manager)	[3 - 0 - 0]
National Gallery of Victoria	Yan Lee (Senior Officer, Governance, Policy and Planning)	[1 - 1 - 0]

# Appendix D

## Names and titles of decision makers (cont)

Agency	Names and titles of decision makers [Number of decisions where access was granted in full, in part or access was denied]
Nillumbik Shire Council	Blaga Naumoski (Executive Manager Governance) [0 - 3 - 0] Justin Murray (Acting Manager Governance) [0 - 1 - 0] Emma Christensen (Governance Officer) [0 - 1 - 0] Allison Watt (Manager Governance) [1 - 4 - 0]
North East Link Authority	Stephen Gregory (FOI Manager) [0 - 2 - 0] Stephanie Eastwood (FOI Manager) [0 - 0 - 1]
North East Region Water Corporation (t/a North East Water)	Anthony Hernan (FOI Officer) [0 - 1 - 0]
Northeast Health Wangaratta	Dr John M Elcock (Director of Medical Services) [176 - 0 - 0]
Northern Grampians Shire Council	Mary Scully (FOI Manager) [3 - 0 - 0]
Northern Health (includes Bundoora Extended Care Centre, Broadmeadows Health Service, Northern Hospital)	Bree Coulthard (FOI Manager) [940 - 80 - 4] Kurt Wendelborn (Director of Clinical Services) [57 - 25 - 0]
Numurkah District Health Service	Wendy Ross (Director of Medical Services) [24 - 0 - 0]
Omeo District Health	Ward Steet (Chief Executive Officer) [5 - 0 - 0]
Orbost Regional Health	Susan Wait (FOI Officer) [40 - 0 - 0]
Otway Health	Anne Rout (FOI Officer) [3 - 0 - 0]
Parks Victoria	Rhonda Davis (FOI Officer) [2 - 16 - 0]
Peninsula Health (includes Frankston Hospital, Mount Eliza Centre, Peninsula Health, Rosebud Hospital, Peninsula Community Health Service)	Emilia Pezzi (Director Health Information Services) [5 - 0 - 0] Debbie Warry (FOI staff) [197 - 9 - 0] Amanda Henderson (FOI staff) [28 - 8 - 0] Jodie Thompson (FOI and Information Privacy Manager) [403 - 34 - 2]
Peter MacCallum Cancer Centre	Teresa Trotta (FOI Officer) [79 - 0 - 0]
Port Phillip, City of	Joanne Shea (FOI Officer) [1 - 25 - 2] Peter Smith (Chief Executive Officer) [0 - 1 - 0] Alli Griffin (FOI Officer) [1 - 1 - 0]
Portland District Health	Casey Scott (Health Information Manager) [42 - 0 - 0] Kaushik Banerjea (Director of Medical Services) [0 - 0 - 2] Casey Graham (FOI Officer) [2 - 0 - 0]
Premier and Cabinet, Department of	Benjamin Muller (FOI Manager) [0 - 3 - 3] Mason Keene-McCann (FOI Officer) [1 - 15 - 4] Paul Maclean (FOI Officer) [1 - 6 - 1] Matthew Thompson (FOI Officer) [7 - 15 - 4]
Premier of Victoria	Matthew Thompson (FOI Officer) [1 - 0 - 0]
PrimeSafe	Brendan Tatham (Chief Executive Officer) [0 - 1 - 0]
Public Prosecutions, Office of	Abbey Hogan (FOI Manager) [0 - 1 - 2] Colleen Bell (FOI Officer) [0 - 3 - 0] Christine Michaleas (FOI Officer) [2 - 15 - 1]
Public Transport Development Authority (t/a Public Transport Victoria)	Gavin Mak (FOI Officer) [5 - 25 - 3]
Pyrenees Shire Council	Martin Walmsley (FOI and Information Privacy Manager) [2 - 0 - 0] Kathy Bramwell (FOI and Information Privacy Manager) [0 - 1 - 0]
Queen Elizabeth Centre	Janelle Crossett (FOI and Information Privacy Manager) [2 - 1 - 0]

Agency	Names and titles of decision makers [Number of decisions where access was granted in full, in part or access was denied]	
Racing Victoria Limited	Georgie Stanistreet (Gavin) (FOI Officer)	[5 - 1 - 4]
Rail Projects Victoria (previously known as Melbourne Metro Rail Authority)	Lucy Bastick (Lawyer/FOI Officer) Justin Deegan (Project General Counsel)	[1 - 3 - 0] [0 - 3 - 0]
Residential Tenancies Bond Authority	Simon Cohen (Chief Executive Officer)	[0 - 0 - 1]
RMIT University	Connie D'Aloia (FOI and Information Privacy Manager) Craig Stagoll (FOI Manager) Nicholas Pappin (FOI Officer)	[1 - 1 - 0] [3 - 0 - 0] [1 - 1 - 0]
Road Safety Camera Commissioner, Office of the	Melanie McShane (FOI Officer)	[0 - 0 - 1]
Robinvale District Health Services	Vicki Shawcross (FOI Officer)	[16 - 0 - 0]
Rochester and Elmore District Health Service	Mark Nally (FOI Officer)	[2 - 0 - 1]
Royal Children's Hospital, The	Judith Smith (FOI Officer) Emma Carnovale (General Counsel) Barbara Farrell (FOI Officer) Laura Hartmann (Senior Legal Counsel) Joanne Dean (Nurse Manager - VFPMs) Ricky Huynh (FOI Reviewer) Felicity Hood (FOI Reviewer) Sanjay Patel (Clinical Psychiatrist)	[72 - 30 - 2] [0 - 1 - 1] [8 - 0 - 0] [0 - 1 - 2] [3 - 0 - 0] [171 - 146 - 0] [70 - 80 - 0] [1 - 1 - 0]
Royal Society for the Prevention of Cruelty to Animals (Victoria), The	Lindsey De Bartolo (Compliance and Bequests Officer ) Leah Marshall (Governance and Compliance Officer )	[0 - 2 - 0] [2 - 6 - 1]
Royal Victorian Eye and Ear Hospital, The	Dr Caroline Clarke (Doctor)	[169 - 0 - 0]
Royal Women's Hospital, The	Vicki Hammond (General Counsel) Kathy Paris (FOI Officer) Annette Toohill (Health Information Manager) Michelle Schonrock (FOI Officer) Herbert Garrido (FOI Officer) Carolyn Gillespie (Senior Counsellor - CASA) Lynda Manley (Senior Counsellor - CASA) Neil Goodwin (FOI and Information Privacy Manager)	[1 - 2 - 3] [20 - 0 - 0] [1 - 0 - 0] [23 - 0 - 0] [20 - 0 - 0] [2 - 0 - 0] [1 - 0 - 0] [207 - 5 - 0]
Rural Northwest Health	Joanne Martin (Chief Executive Officer)	[3 - 0 - 0]
Safer Care Victoria	Euan Wallace (Chief Executive Officer)	[0 - 2 - 1]
Seymour Health	Chris McDonnell (Chief Executive Officer) Anne Daley (FOI Manager)	[5 - 0 - 0] [31 - 0 - 0]
Shepparton Cemetery Trust	Joanne Crowe (Secretary)	[1 - 0 - 0]
South East Water	Anthony Kelly (FOI Officer)	[0 - 15 - 1]
South Gippsland Hospital	Sharon Shaw (Health Information Manager)	[3 - 0 - 0]
South Gippsland Shire Council	David Robinson (Records Coordinator)	[0 - 7 - 0]
South West Healthcare	Nic Van Zyl (Director of Medical Services) Mary Clapham (Manager CASA) Karyn Cook (Director of Mental Health Services)	[173 - 0 - 0] [0 - 2 - 0] [47 - 34 - 0]
South West Institute of TAFE	Shannyn Carter (FOI Officer)	[0 - 2 - 0]
Southern Alpine Resort Management Board	Gail Conman (Chief Executive Officer)	[1 - 0 - 0]
Southern Grampians Shire Council	Damien Ferguson (Records Coordinator)	[1 - 0 - 0]

## Appendix D

### Names and titles of decision makers (cont)

Agency	Names and titles of decision makers [Number of decisions where access was granted in full, in part or access was denied]
Southern Metropolitan Cemeteries Trust (includes Sorrento Cemetery Trust)	Caroline Richards (Corporate Governance Manager) [0 - 1 - 0]
Special Minister of State	Mason Keene-McCann (FOI Officer) [0 - 1 - 0]
St Vincent's Health (includes St Vincent's Hospital Melbourne, St George's Health Service, Caritas Christi Hospice)	Paul O'Brien (FOI Officer) [18 - 1 - 0] Dr Peter Bosanac (Director of Medical Services) [46 - 17 - 0] Dr Nim Nadarajah (Director of Medical Services) [847 - 0 - 0]
State Electricity Commission of Victoria (includes Administrator Pursuant to Part IV of Electricity Industry (Residual Provisions) Act 1993)	Brett McKenzie (General Manager) [12 - 0 - 0]
State Revenue Office	Richard Pang (Information Officer) [25 - 0 - 0] Linda Ivory (Information/FOI Policy Officer) [7 - 1 - 0] Greg Lavery (Information/FOI Policy Officer) [8 - 20 - 0] Stephanie Salinas (Senior Policy Officer) [2 - 0 - 0] Sue Kaufmann (Senior Policy Specialist) [6 - 16 - 1] Roman Valher (Policy Specialist) [2 - 0 - 9] Andrew Phyland (Branch Manager) [0 - 2 - 0]
Stawell Regional Health	Libby Fifis (Chief Executive Officer) [11 - 0 - 0] Liz McCourt (Chief Executive Officer) [14 - 0 - 0]
Stonnington, City of	Veronica Wood (FOI Officer) [29 - 6 - 2]
Strathbogie Shire Council	Aileen Davidson (FOI Officer) [5 - 2 - 0]
Sunraysia Institute of TAFE	Frank Piscioneri (General Manager Corporate Services) [1 - 0 - 0]
Surf Coast Shire Council	Maureen White (Freedom of Information and Privacy Officer) [2 - 6 - 2] Trina Hughes (Acting Freedom of Information and Privacy Officer) [1 - 2 - 0]
Sustainability Victoria	Kara Miller (General Counsel) [0 - 0 - 1]
Swan Hill District Health	Rod Prockter (FOI Manager) [70 - 0 - 0]
Swan Hill Rural City Council	Anthony Duffin (Information Co-ordinator) [1 - 1 - 0]
Tallangatta Health Service	Denise Parry (Chief Executive Officer) [3 - 0 - 0]
Taxi Services Commission (now known as Commercial Passenger Vehicles Victoria)	Yvonne Agosta (FOI Officer) [1 - 2 - 0] Sonia Hancock (FOI Officer) [3 - 6 - 0]
Terang and Mortlake Health Service	Julia Ogdin (Chief Executive Officer) [0 - 0 - 2]
Timboon and District Healthcare Service	Kerryn Charman (FOI and Information Privacy Manager) [1 - 0 - 0] Kim White (FOI and Information Privacy Manager) [1 - 0 - 0]
Transport Accident Commission	Emily Smyth (FOI Officer) [96 - 206 - 2] Ellen Jennings (FOI Officer) [73 - 222 - 0] Justine Adams (FOI Officer) [97 - 128 - 1] Laura Blood (FOI Officer) [32 - 147 - 1] Victoria Karpicz (FOI Officer) [95 - 175 - 1] Dorna Pakzamir (FOI Officer) [27 - 34 - 1] Shivaanya Kanapathy (FOI Officer) [21 - 41 - 0] Felicity Wright (FOI and Information Privacy Manager) [2 - 6 - 0]
Treasurer	Mark Hamilton-Smith (Authorised Senior FOI Officer) [1 - 1 - 0] Dania Ali (Authorised Senior FOI Officer) [0 - 3 - 0]
Treasury and Finance, Department of	Dania Ali (Authorised Senior FOI Officer) [1 - 8 - 1] Justin Frank (Authorised Senior FOI Officer) [2 - 1 - 0] Mark Hamilton-Smith (Authorised Senior FOI Officer) [5 - 9 - 2] Vivian Chung (Authorised Senior FOI Officer) [0 - 2 - 0]

Agency	Names and titles of decision makers [Number of decisions where access was granted in full, in part or access was denied]
Tweddle Child + Family Health Service	Jacquie O'Brien (Chief Executive Officer) [4 - 1 - 0]
University of Melbourne	Gioconda Di Lorenzo (FOI Officer) [1 - 5 - 3] Geoff McColl (FOI Officer) [9 - 0 - 0] Jane Gunn (FOI Officer) [2 - 0 - 0] Penelope Pepperell (FOI Officer) [0 - 0 - 1] Mark Cook (FOI Officer) [4 - 0 - 0]
V/Line Corporation	Steven Lay (FOI Officer) [1 - 0 - 0] Rebecca Northeast (Secretary) [1 - 7 - 2]
Veterinary Practitioners Registration Board of Victoria	Glenice Fox (Chief Executive Officer) [0 - 0 - 1]
VicForests	Robyn Selby Smith (Corporate Counsel) [0 - 2 - 0] Natalie Naylor (Corporate Counsel) [0 - 2 - 1]
VicRoads	Chris O'Donnell (FOI and Information Privacy Manager) [0 - 5 - 14] Leon Osborne (FOI Officer) [174 - 36 - 7] Kristian Dzolev (FOI Officer) [53 - 67 - 11] Pranav Saluja (FOI Officer) [221 - 47 - 13] Darson Bonett (FOI Officer) [177 - 54 - 52] Francis To (FOI Officer) [33 - 5 - 1]
Victoria Legal Aid	Ali Yildiz (FOI Officer) [1 - 4 - 1] Dan George (FOI Officer) [0 - 6 - 6] Sangeetha Royan (FOI Officer) [0 - 3 - 1] Elizabeth Le (FOI Officer) [0 - 1 - 0] Catherine Curtis-Walsh (FOI Officer) [0 - 1 - 0]
Victoria Police	Robin Davey (FOI Manager) [58 - 1,060 - 214] Diane Moore (FOI Coordinator) [45 - 640 - 44] Inspector Craig Matters (Deputy FOI Officer) [29 - 455 - 26] Tina Kyriakos (Acting FOI Coordinator) [1 - 44 - 5] Shane Skelton (Acting FOI Coordinator) [4 - 40 - 7]
Victoria State Emergency Service	Ross Elford (Information and Records Manager) [8 - 0 - 0] Dale Grant (Information and Records Officer) [1 - 1 - 0]
Victoria University	Sandra Pickett (Manager Records and Archives Services) [4 - 2 - 1]
Victorian Agency for Health Information	Lance Emerson (Chief Executive Officer) [0 - 1 - 0]
Victorian Arts Centre Trust	Suzanne Daley (FOI Officer) [1 - 1 - 0]
Victorian Assisted Reproductive Treatment Authority	Alexandra Saltis (Compliance, Board and Legal Support Officer) [1 - 2 - 0]
Victorian Building Authority	Dean Bozinoski (Legal Counsel) [6 - 2 - 7] Ianina Belski (Senior Lawyer) [30 - 14 - 8] Ken Dare (Senior Lawyer) [5 - 4 - 3] Michael Chiller (Senior Lawyer) [3 - 8 - 6] Michael Vickers (Legal Counsel) [18 - 10 - 11] Rob Dalton (Legal Counsel) [26 - 10 - 4]
Victorian Commission for Gambling and Liquor Regulation	Scott May (Director Legal Services and General Counsel) [4 - 9 - 2] Alan Stone (Director Legal Services and General Counsel) [4 - 5 - 4]
Victorian Curriculum and Assessment Authority	Rosalind Robson (FOI Officer) [2 - 2 - 0]
Victorian Disability Advisory Council	Bevan Burkin (FOI Officer) [1 - 0 - 0]
Victorian Environmental Assessment Council	Janine Haddow (Chairperson) [1 - 0 - 0]

# Appendix D

## Names and titles of decision makers (cont)

Agency	Names and titles of decision makers [Number of decisions where access was granted in full, in part or access was denied]
Victorian Equal Opportunity and Human Rights Commission	Tal Shmerling (FOI Officer/Senior Legal Adviser) [0 - 1 - 0]
Victorian Fisheries Authority	Andrew Weston (FOI Manager) [0 - 1 - 0] Travis Dowling (Chief Executive Officer) [1 - 0 - 0]
Victorian Government Solicitor	Michele Rowland (Principal Solicitor) [0 - 0 - 1]
Victorian Information Commissioner, Office of the (includes Commissioner for Privacy and Data Protection, Freedom of Information Commissioner)	Michael Ison (Acting Freedom of Information Commissioner) [0 - 0 - 1] Sven Bluemmel (Victorian Information Commissioner) [1 - 0 - 0] Alex Kamenev (Acting Victorian Information Commissioner) [0 - 1 - 0]
Victorian Institute of Forensic Medicine	Leanna La Combre (Manager Legal Compliance and Risk) [4 - 1 - 0]
Victorian Institute of Forensic Mental Health	Marree Brown (Health Information Manager) [32 - 2 - 0] Karen Jones (Health Information Manager) [12 - 10 - 0]
Victorian Institute of Teaching	Geoff Coates (FOI and Information Privacy Manager) [6 - 0 - 2]
Victorian Legal Admissions Board	Maria Di Palma (FOI and Information Privacy Manager) [0 - 1 - 0]
Victorian Legal Services Commissioner (includes Victorian Legal Services Board)	Brylee Newman (FOI Officer) [0 - 0 - 1] Daniel Deeks (FOI Officer) [0 - 0 - 1] Gemma Richardson (FOI Officer) [0 - 0 - 1] Kinta Riches (FOI Officer) [0 - 0 - 1]
Victorian Managed Insurance Authority	Liz Henderson (FOI Officer) [1 - 4 - 1]
Victorian Ombudsman	Vanessa Twigg (Principal Legal Adviser) [1 - 0 - 0]
Victorian Pharmacy Authority	Toni Riley (FOI Officer) [0 - 1 - 0]
Victorian Planning Authority	Ed Small (Executive Director, Corporate Services) [0 - 0 - 1]
Victorian Ports Corporation (Melbourne)	Holly Gray (FOI Officer) [0 - 1 - 0]
Victorian Public Sector Commission	Ahmed Kucukali (Manager Corporate) [1 - 1 - 0] Louise Clery (Acting Director, Integrity and Advisory) [0 - 1 - 0]
Victorian Rail Track (t/a VicTrack)	Barry Whitehead (FOI Officer) [0 - 1 - 3] Aileen Guanlao (FOI Officer) [0 - 0 - 2]
Victorian Registration and Qualifications Authority	Keith Gove (Manager, Governance and Corporate Services) [0 - 1 - 0] Gerard Mount (Manager, Complaints and Student Services) [2 - 2 - 0]
Victorian Responsible Gambling Foundation	Tanya Fletcher (General Counsel) [1 - 1 - 0]
Victorian WorkCover Authority (t/a WorkSafe)	Andrea Mckie (FOI Officer) [3 - 184 - 24] Kirsty DeVercelli (Legal Officer) [8 - 53 - 1] Hannah Cameron (Legal Officer) [0 - 1 - 0] Bronte Wright (Legal Officer) [0 - 13 - 0] Joseph Ryan (Legal Officer) [0 - 3 - 0] Melanie Waugh (Assistant FOI Officer) [2 - 90 - 3] Zoe Eastick (FOI Officer) [3 - 227 - 7] Rhiannon Bourke (FOI and Information Privacy Manager) [2 - 12 - 1] Tim Craven (Assistant FOI Officer) [0 - 72 - 2] Tom Oldfield (Legal Officer) [0 - 6 - 0] Ashleigh Ansell (Assistant FOI Officer) [0 - 73 - 6] Freya Reith (Assistant FOI Officer) [2 - 79 - 2]
Wangaratta, Rural City of (includes Wangaratta Cemetery Trust)	Tony Raven (Governance and Corporate Planning Adviser) [1 - 1 - 0] Gillian Hoysted (Manager People and Governance) [1 - 3 - 0]
Wannon Region Water Corporation	Steven Kearns (FOI Officer) [0 - 0 - 1]
Warrnambool City Council	Wendy Clark (FOI Officer) [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]
Wellington Shire Council	Marj McInnes (Records Coordinator) [5 - 3 - 0]
West Gippsland Healthcare Group	Kyle Galley (FOI Officer) [202 - 0 - 0] Ellie Devlin (Health Information Manager) [9 - 0 - 1]
West Wimmera Health Service	Darren Welsh (FOI Officer) [11 - 0 - 0]
Western District Health Service	Dr Nic van Zyl (Director of Medical Services) [25 - 0 - 2] Sally Graham (Health Information Manager) [25 - 0 - 0] Rohan Fitzgerald (Chief Executive Officer) [1 - 1 - 0] Dr Dale Ford (Director of Medical Services) [32 - 0 - 1]
Western Health (includes Sunshine Hospital, Western Hospital, Williamstown Hospital)	Nicola Caras (FOI and Information Privacy Manager) [3 - 2 - 0] Gayle Ekonomou (FOI Officer) [1,371 - 32 - 0]
Western Region Water Corporation	Julie Williams (FOI Officer) [1 - 4 - 0]
Whitehorse, City of	Jenny Russell (Team Leader Governance) [9 - 0 - 1] Ralph Anania (Acting Team Leader Governance) [0 - 2 - 0]
Whittlesea City Council	Narelle Williamson (FOI Officer) [0 - 2 - 1] Amanda Marijanovic (FOI Officer) [9 - 2 - 0] Janet Taylor (FOI Officer) [0 - 2 - 0] Kate Howard (FOI Officer) [1 - 2 - 0] Lence Mitrovski (FOI Officer) [0 - 1 - 0] Sarah Weir (FOI Officer) [1 - 1 - 0]
Wimmera Catchment Management Authority	David Brennen (Chief Executive Officer) [1 - 0 - 0]
Wimmera Health Care Group	Alan Wolff (Director of Medical Services) [93 - 0 - 0]
Wodonga City Council	Kevin Scully (FOI Officer) [2 - 3 - 0]
Wodonga Institute of TAFE	Mark Dixon (Chief Executive Officer) [1 - 0 - 0]
Wyndham City Council	Loredana Drury (FOI and Information Privacy Manager) [9 - 18 - 3]
Yarra City Council	Ivan Gilbert (Group Manager CEO Office) [29 - 40 - 8]
Yarra Ranges Shire Council	Marissa Gardiner (FOI Officer) [5 - 9 - 0]
Yarra Valley Water Corporation	Frank Portelli (FOI and Information Privacy Manager) [26 - 0 - 0]
Yarram and District Health Service	Colleen Boag (Chief Executive Officer) [5 - 0 - 0]
Yarrawonga Health	Kaye Gall (DOCS) [1 - 0 - 0]
Yarriambiack Shire Council	Bernardine Schilling (FOI Officer) [2 - 1 - 1]
Yooralla	Dr Sherene Devanesen (Chief Executive Officer) [4 - 0 - 0]
Zoological Parks and Gardens Board	Lawrence Tai (FOI Officer) [1 - 0 - 0]



# Appendix E

## Fees and charges

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Accident Compensation Conciliation Service	\$56.80	\$28.40	\$56.80	\$28.40	\$0.00
Albury Wodonga Health	\$3,720.40	\$2,754.80	\$1,624.98	\$0.00	\$0.00
Alexandra District Health	\$908.80	\$0.00	\$908.80	\$0.00	\$0.00
Alfred Health (includes The Alfred, Caulfield Hospital, Sandringham Hospital)	\$62,418.70	\$12,074.50	\$340,230.30	\$10,308.20	\$0.00
Alpine Health	\$255.60	\$0.00	\$0.00	\$0.00	\$0.00
Alpine Shire Council	\$142.00	\$28.40	\$167.70	\$0.00	\$0.00
Ambulance Victoria	\$53,448.80	\$10,366.00	\$0.00	\$0.00	\$0.00
AMES Australia	\$0.00	\$113.60	\$0.00	\$0.00	\$0.00
Ararat Rural City Council	\$56.80	\$0.00	\$0.00	\$0.00	\$0.00
Architects Registration Board of Victoria	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Attorney General	\$28.40	\$28.40	\$0.00	\$0.00	\$0.00
Austin Health (includes Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation Centre)	\$28,882.80	\$9,002.80	\$29,225.80	\$7,513.90	\$0.00
Australian Grand Prix Corporation	\$85.20	\$0.00	\$0.00	\$0.00	\$0.00
Bairnsdale Regional Health Service	\$1,503.20	\$1,706.00	\$982.40	\$0.00	\$0.00
Ballarat Health Services	\$9,987.80	\$9,551.40	\$7,480.00	\$9,664.20	\$0.00
Ballarat, City of	\$937.20	\$28.40	\$1,744.90	\$87.40	\$0.00
Banyule City Council	\$454.40	\$56.80	\$92.70	\$105.50	\$0.00
Barwon Health (includes McKellar Centre, University Hospital Geelong)	\$20,561.60	\$9,031.20	\$43,126.50	\$11,578.30	\$0.00
Barwon Region Water Corporation	\$284.00	\$170.40	\$0.00	\$0.00	\$0.00
Bass Coast Health	\$1,249.60	\$1,533.60	\$2,168.30	\$138.40	\$0.00
Bass Coast Shire Council (includes San Remo Cemetery Trust, Wonthaggi Cemetery Trust)	\$369.20	\$0.00	\$459.58	\$0.00	\$0.00
Baw Baw Shire Council	\$426.00	\$28.40	\$432.20	\$119.00	\$0.00
Bayside City Council	\$1,136.00	\$255.60	\$1,670.40	\$121.53	\$0.00
Beaufort and Skipton Health Service	\$56.80	\$0.00	\$0.00	\$0.00	\$0.00
Beechworth Health Service	\$0.00	\$85.20	\$0.00	\$56.80	\$0.00
Bellarine Bayside Foreshore Committee of Management	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Benalla Health	\$227.20	\$1,363.20	\$610.40	\$0.00	\$0.00
Benalla Rural City Council	\$113.60	\$0.00	\$164.02	\$0.00	\$0.00
Bendigo Cemeteries Trust (t/a Remembrance Parks - Central Victoria)	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Bendigo Health Care Group	\$11,956.40	\$937.20	\$24,079.50	\$483.00	\$0.00
Bendigo Kangan Institute	\$0.00	\$56.80	\$0.00	\$0.00	\$0.00
Bendigo, City of Greater	\$710.00	\$0.00	\$0.00	\$0.00	\$0.00
Boort District Health	\$0.00	\$28.40	\$0.00	\$0.00	\$0.00
Boroondara, City of	\$1,192.80	\$85.20	\$1,978.40	\$0.00	\$0.00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Borough of Queenscliffe	\$56.80	\$0.00	\$0.00	\$0.00	\$0.00
Brimbank City Council	\$482.80	\$198.80	\$0.00	\$0.00	\$0.00
Buloke Shire Council	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Calvary Health Care Bethlehem	\$482.80	\$397.60	\$1,334.30	\$225.60	\$0.00
Campaspe Shire Council	\$284.00	\$0.00	\$31.60	\$3.40	\$0.00
Cardinia Shire Council	\$710.00	\$0.00	\$0.00	\$0.00	\$0.00
Casey, City of	\$1,618.80	\$28.40	\$1,902.48	\$85.32	\$0.00
Casterton Memorial Hospital	\$56.30	\$0.50	\$30.34	\$0.00	\$0.00
Castlemaine Health (includes Maldon Hospital)	\$397.60	\$28.40	\$515.50	\$9.00	\$0.00
Cenitex	\$0.00	\$28.40	\$0.00	\$0.00	\$0.00
Central Gippsland Health Service	\$880.40	\$1,789.20	\$0.00	\$268.00	\$0.00
Central Gippsland Region Water Corporation (t/a Gippsland Water)	\$0.00	\$56.80	\$0.00	\$56.80	\$0.00
Central Goldfields Shire Council	\$113.10	\$28.90	\$0.00	\$0.00	\$0.00
Central Highlands Region Water Corporation	\$56.80	\$28.40	\$201.80	\$0.00	\$0.00
Chief Investigator, Transport Safety, Office of the	\$0.00	\$0.00	\$0.00	\$28.40	\$0.00
Chief Parliamentary Counsel Victoria, Office of the	\$0.00	\$28.40	\$0.00	\$0.00	\$0.00
Chisholm Institute	\$56.80	\$0.00	\$0.00	\$0.00	\$0.00
City West Water Corporation	\$738.40	\$0.00	\$1,363.60	\$0.00	\$0.00
Cobram District Health	\$511.20	\$1,079.20	\$511.20	\$1,079.20	\$0.00
Cohuna District Hospital	\$163.40	\$433.00	\$0.00	\$0.00	\$0.00
Colac Area Health	\$851.50	\$398.10	\$300.00	\$158.60	\$0.00
Colac Otway Shire	\$170.40	\$28.40	\$308.19	\$28.40	\$0.00
Coliban Region Water Corporation	\$170.40	\$0.00	\$187.90	\$0.00	\$0.00
Corangamite Catchment Management Authority	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Corangamite Shire	\$142.00	\$0.00	\$709.53	\$0.00	\$0.00
Corinella Foreshore Reserve Committee of Management	\$170.40	\$0.00	\$137.40	\$0.00	\$0.00
Country Fire Authority	\$2,158.40	\$56.80	\$4,015.00	\$21.00	\$0.00
Court Services Victoria	\$1,050.80	\$908.80	\$135.22	\$0.00	\$0.00
Dandenong, City of Greater	\$710.00	\$113.60	\$1,098.30	\$42.60	\$0.00
Darebin, City of	\$787.50	\$320.10	\$910.60	\$244.90	\$0.00
Deakin University	\$312.40	\$0.00	\$250.00	\$0.00	\$0.00
Dental Health Services Victoria	\$56.80	\$4,004.40	\$0.00	\$0.00	\$0.00
Deputy Premier of Victoria	\$85.20	\$0.00	\$0.00	\$0.00	\$0.00
Development Victoria	\$198.80	\$56.80	\$77.19	\$0.00	\$0.00
Director, Transport Safety (t/a Transport Safety Victoria)	\$568.00	\$85.20	\$0.00	\$0.00	\$0.00
Disability Services Commissioner	\$56.80	\$28.40	\$0.00	\$0.00	\$0.00

# Appendix E

## Fees and charges (cont)

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Djerriwarrh Health Services	\$3,550.00	\$1,817.60	\$1,149.90	\$0.00	\$0.00
East Gippsland Region Water Corporation (t/a East Gippsland Water)	\$56.80	\$0.00	\$0.00	\$0.00	\$0.00
East Gippsland Shire Council	\$369.20	\$28.40	\$245.30	\$0.00	\$0.00
East Grampians Health Service	\$794.70	\$596.90	\$875.20	\$635.60	\$0.00
East Wimmera Health Service	\$369.20	\$56.80	\$144.20	\$0.00	\$0.00
Eastern Health (includes Angliss Hospital, Box Hill Hospital, Maroondah Hospital, Peter James Centre, Central East Area Mental Health Service, Healesville Hospital, Yarra Valley Health)	\$32,295.70	\$6,725.90	\$29,040.20	\$22,242.10	\$0.00
Echuca Regional Health	\$2,811.70	\$908.70	\$3,116.70	\$781.10	\$0.00
Economic Development, Jobs, Transport and Resources, Department of	\$6,953.00	\$289.00	\$527.50	\$681.40	\$0.00
Edenhope and District Memorial Hospital	\$142.00	\$28.40	\$31.40	\$9.20	\$0.00
Education and Training, Department of	\$5,620.70	\$4,716.90	\$475.86	\$5,003.26	\$0.00
Electoral Boundaries Commission	\$0.00	\$28.40	\$0.00	\$0.00	\$0.00
Emergency Services Superannuation Board (t/a ESSSuper)	\$284.00	\$0.00	\$0.00	\$0.00	\$0.00
Emergency Services Telecommunications Authority	\$1,022.40	\$28.40	\$0.00	\$0.00	\$0.00
Energy Safe Victoria	\$1,164.40	\$56.80	\$500.00	\$0.00	\$0.00
Environment Protection Authority	\$1,334.80	\$198.80	\$1,898.38	\$1,236.14	\$0.00
Environment, Land, Water and Planning, Department of	\$4,913.20	\$85.20	\$2,682.59	\$1,202.75	\$0.00
Essential Services Commission	\$227.20	\$28.40	\$0.00	\$0.00	\$0.00
Falls Creek Alpine Resort Management Board	\$0.00	\$28.40	\$0.00	\$0.00	\$0.00
Federation Training	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Federation University Australia	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Film Victoria	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Frankston City Council	\$624.80	\$85.20	\$493.85	\$491.20	\$0.00
Game Management Authority	\$198.80	\$0.00	\$0.00	\$0.00	\$0.00
Gannawarra Shire Council	\$85.20	\$0.00	\$130.70	\$2.40	\$0.00
Geelong Cemeteries Trust (includes Gisborne Cemetery Trust)	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Geelong, City of Greater	\$852.00	\$0.00	\$692.80	\$305.10	\$0.00
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	\$170.40	\$0.00	\$304.63	\$0.00	\$0.00
Gippsland Southern Health Service	\$312.40	\$0.00	\$104.40	\$0.00	\$0.00
Glen Eira City Council	\$1,107.60	\$28.40	\$287.32	\$113.99	\$0.00
Glenelg Hopkins Catchment Management Authority	\$56.80	\$0.00	\$0.00	\$0.00	\$0.00
Glenelg Shire Council	\$170.40	\$0.00	\$167.26	\$0.00	\$0.00
Golden Plains Shire Council	\$142.00	\$170.40	\$0.00	\$0.00	\$0.00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Gordon Institute of TAFE	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Goulburn Broken Catchment Management Authority	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Goulburn Ovens Institute of TAFE	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Goulburn Valley Health (includes Yea and District Memorial Hospital)	\$11,019.20	\$0.00	\$24,659.00	\$0.00	\$0.00
Goulburn Valley Region Water Corporation	\$0.00	\$28.40	\$0.00	\$0.00	\$0.00
Goulburn-Murray Rural Water Corporation	\$481.80	\$29.40	\$504.75	\$346.45	\$0.00
Greater Metropolitan Cemeteries Trust (includes Footscray Cemetery Trust)	\$0.00	\$28.40	\$0.00	\$0.00	\$0.00
Greater Shepparton City Council	\$397.60	\$142.00	\$713.97	\$27.31	\$0.00
Greyhound Racing Victoria	\$56.80	\$56.80	\$0.00	\$0.00	\$0.00
Health and Human Services, Department of	\$8,747.20	\$40,555.20	\$3,641.02	\$4,094.79	\$0.00
Health Complaints Commissioner	\$85.20	\$142.00	\$57.20	\$0.00	\$0.00
Health Purchasing Victoria	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Heathcote Health	\$85.20	\$0.00	\$0.00	\$0.00	\$0.00
Hepburn Health Service	\$283.50	\$199.30	\$132.40	\$0.00	\$0.00
Hepburn Shire Council	\$170.40	\$0.00	\$0.00	\$28.40	\$0.00
Heywood Rural Health	\$56.80	\$0.00	\$0.00	\$0.00	\$0.00
Hindmarsh Shire Council	\$113.60	\$28.40	\$0.00	\$0.00	\$0.00
Hobsons Bay City Council	\$482.80	\$0.00	\$206.86	\$0.00	\$0.00
Horsham Rural City Council	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Hume City Council	\$1,647.20	\$227.20	\$1,878.12	\$92.12	\$0.00
Independent Broad-based Anti-corruption Commission	\$28.40	\$255.60	\$0.00	\$0.00	\$0.00
Indigo Shire Council	\$170.40	\$255.60	\$42.66	\$650.00	\$0.00
Judicial College of Victoria	\$0.00	\$28.40	\$0.00	\$0.00	\$0.00
Justice and Regulation, Department of (includes Business Licensing Authority, Estate Agents Council)	\$6,901.20	\$22,947.20	\$2,091.66	\$3,466.60	\$0.00
Kerang District Health	\$284.00	\$28.40	\$104.20	\$4.00	\$0.00
Kilmore and District Hospital, The	\$596.40	\$539.60	\$163.10	\$100.00	\$0.00
Kingston City Council	\$1,107.60	\$142.00	\$0.00	\$79.83	\$0.00
Knox City Council	\$510.20	\$199.80	\$349.50	\$44.00	\$0.00
Kooweerup Regional Health Service	\$85.20	\$0.00	\$33.00	\$118.20	\$0.00
Kyabram and District Health Services	\$511.20	\$142.00	\$420.50	\$0.00	\$0.00
Kyneton District Health Service	\$568.00	\$0.00	\$374.40	\$0.00	\$0.00
La Trobe University	\$112.60	\$1.00	\$395.95	\$0.00	\$0.00
Latrobe City Council	\$511.20	\$113.60	\$185.80	\$191.70	\$0.00
Latrobe Regional Hospital	\$8,747.20	\$681.60	\$10,110.40	\$5,571.30	\$0.00
Legal Practitioners' Liability Committee	\$0.00	\$28.40	\$0.00	\$0.00	\$0.00
Level Crossing Removal Authority	\$284.00	\$0.00	\$250.00	\$391.80	\$0.00

# Appendix E

## Fees and charges (cont)

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Loddon Shire Council	\$55.90	\$0.90	\$0.00	\$0.00	\$0.00
Lorne Community Hospital	\$198.80	\$142.00	\$0.00	\$0.00	\$0.00
Lower Murray Water (includes First Mildura Irrigation Trust)	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Macedon Ranges Shire Council	\$738.40	\$0.00	\$49.75	\$0.00	\$0.00
Mallee Track Health and Community Service	\$170.40	\$0.00	\$120.00	\$0.00	\$0.00
Manningham City Council	\$340.80	\$28.40	\$303.70	\$0.00	\$0.00
Mansfield District Hospital	\$170.40	\$198.80	\$30.60	\$0.00	\$0.00
Mansfield Shire Council	\$56.80	\$28.40	\$0.00	\$30.00	\$0.00
Maribyrnong City Council	\$653.20	\$198.80	\$0.00	\$0.00	\$0.00
Maroondah City Council	\$170.40	\$113.60	\$0.00	\$0.00	\$0.00
Maryborough District Health Service	\$822.60	\$341.80	\$1,736.45	\$489.40	\$0.00
Medical Panels	\$0.00	\$56.80	\$0.00	\$0.00	\$0.00
Melbourne and Olympic Parks Trust	\$56.80	\$0.00	\$0.00	\$0.00	\$0.00
Melbourne Convention and Exhibition Trust	\$28.40	\$56.80	\$85.20	\$0.00	\$0.00
Melbourne Cricket Ground Trust	\$56.80	\$0.00	\$0.00	\$0.00	\$0.00
Melbourne Health (includes Royal Melbourne Hospital - Royal Park Campus, Royal Melbourne Hospital)	\$59,753.60	\$6,730.80	\$107,150.95	\$0.00	\$0.00
Melbourne Market Authority	\$0.00	\$28.40	\$0.00	\$28.40	\$0.00
Melbourne Polytechnic	\$198.30	\$0.50	\$0.00	\$0.00	\$0.00
Melbourne Water	\$624.80	\$56.80	\$533.40	\$213.40	\$0.00
Melbourne, City of	\$1,588.90	\$654.70	\$2,366.74	\$5.30	\$0.00
Melton City Council	\$369.20	\$56.80	\$128.70	\$0.00	\$0.00
Mental Health Complaints Commissioner	\$0.00	\$113.60	\$0.00	\$0.00	\$0.00
Mental Health Tribunal	\$0.00	\$284.00	\$0.00	\$0.00	\$0.00
Mercy Hospitals Victoria (includes Mercy Hospital for Women, Werribee Mercy Hospital, Mercy Health O'Connell Family Centre)	\$11,350.50	\$3,843.50	\$17,238.30	\$4,474.10	\$0.00
Metropolitan Fire and Emergency Services Board	\$13,092.40	\$823.60	\$155.65	\$29.00	\$0.00
Mildura Base Hospital	\$0.00	\$28.40	\$0.00	\$0.00	\$0.00
Mildura Rural City Council	\$539.60	\$56.80	\$0.00	\$0.00	\$0.00
Minister for Consumer Affairs, Gaming and Liquor Regulation	\$56.80	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Corrections	\$0.00	\$28.40	\$0.00	\$0.00	\$0.00
Minister for Education	\$56.80	\$0.00	\$0.00	\$46.00	\$0.00
Minister for Emergency Services	\$27.90	\$57.30	\$0.00	\$0.00	\$0.00
Minister for Energy, Environment and Climate Change	\$85.20	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Finance	\$28.40	\$28.40	\$0.00	\$0.00	\$0.00
Minister for Health	\$85.20	\$0.00	\$0.00	\$0.00	\$0.00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Minister for Housing, Disability and Ageing	\$28.40	\$28.40	\$0.00	\$0.00	\$0.00
Minister for Multicultural Affairs	\$85.20	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Planning	\$170.40	\$0.00	\$47.80	\$0.00	\$0.00
Minister for Police	\$27.90	\$0.50	\$0.00	\$0.00	\$0.00
Minister for Public Transport (includes Minister for Major Projects)	\$56.80	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Roads and Road Safety (includes Minister for Ports)	\$85.20	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Tourism and Major Events	\$170.40	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Water	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Mitchell Shire Council	\$340.80	\$0.00	\$427.80	\$1.00	\$0.00
Moirra Shire Council	\$312.40	\$28.40	\$402.40	\$19.30	\$0.00
Monash Health	\$40,271.20	\$12,439.20	\$66,987.00	\$7,640.30	\$0.00
Monash University	\$284.00	\$56.80	\$69.00	\$0.00	\$0.00
Monash, City of	\$1,079.20	\$56.80	\$617.90	\$0.00	\$0.00
Moonee Valley City Council	\$1,334.80	\$142.00	\$1,015.87	\$426.00	\$0.00
Moorabool Shire Council	\$340.30	\$85.70	\$1,123.25	\$162.90	\$0.00
Moreland City Council	\$1,760.80	\$0.00	\$1,349.01	\$0.00	\$0.00
Mornington Peninsula Shire	\$1,618.80	\$85.20	\$1,102.12	\$469.29	\$0.00
Mount Buller and Mount Stirling Alpine Resort Management Board	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Moyne Health Services	\$0.00	\$142.00	\$0.00	\$0.00	\$0.00
Moyne Shire Council	\$28.40	\$85.20	\$0.00	\$0.00	\$0.00
Muckatah Recreation Reserve Committee of Management	\$0.00	\$0.00	\$47.20	\$0.00	\$0.00
Murrindindi Shire Council	\$284.00	\$312.40	\$67.90	\$0.00	\$0.00
Museums Victoria	\$85.20	\$28.40	\$0.00	\$0.00	\$0.00
Nathalia District Hospital	\$56.80	\$28.40	\$3.20	\$0.00	\$0.00
National Gallery of Victoria	\$85.20	\$0.00	\$0.00	\$50.00	\$0.00
Neerim Memorial Hall Committee of Management	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Nillumbik Shire Council	\$335.10	\$5.70	\$255.30	\$1,240.55	\$0.00
North East Link Authority	\$85.20	\$85.20	\$0.00	\$0.00	\$0.00
North East Region Water Corporation (t/a North East Water)	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Northeast Health Wangaratta	\$3,578.40	\$1,533.60	\$4,696.40	\$0.00	\$0.00
Northern Grampians Shire Council	\$56.80	\$28.40	\$131.20	\$0.00	\$0.00
Northern Health (includes Bundoora Extended Care Centre, Broadmeadows Health Service, Northern Hospital)	\$28,400.00	\$2,726.40	\$51,252.50	\$2,565.00	\$0.00
Numurkah District Health Service	\$85.20	\$823.60	\$24.20	\$0.00	\$0.00
Omeo District Health	\$85.20	\$56.80	\$47.90	\$44.60	\$0.00

## Appendix E

### Fees and charges (cont)

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Orbost Regional Health	\$795.20	\$482.80	\$590.00	\$0.00	\$0.00
Otway Health	\$85.20	\$28.40	\$7.00	\$0.00	\$0.00
Parks Victoria	\$823.60	\$0.00	\$672.85	\$28.15	\$0.00
Peninsula Health (includes Frankston Hospital, Mount Eliza Centre, Peninsula Health, Rosebud Hospital, Peninsula Community Health Service)	\$17,153.60	\$5,083.60	\$26,396.40	\$7,843.40	\$0.00
Peter MacCallum Cancer Centre	\$1,618.80	\$624.80	\$3,652.30	\$181.60	\$0.00
Port of Hastings Development Authority	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Port Phillip, City of	\$937.20	\$198.80	\$1,564.70	\$0.00	\$0.00
Portland District Health	\$1,164.40	\$142.00	\$706.00	\$102.00	\$0.00
Premier and Cabinet, Department of	\$1,874.40	\$454.40	\$911.39	\$581.29	\$0.00
Premier of Victoria	\$227.20	\$28.40	\$0.00	\$3.20	\$0.00
PrimeSafe	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Public Prosecutions, Office of	\$681.60	\$454.40	\$349.60	\$116.80	\$0.00
Public Transport Development Authority (t/a Public Transport Victoria)	\$937.20	\$369.20	\$278.60	\$575.20	\$0.00
Pyrenees Shire Council	\$56.80	\$28.40	\$125.40	\$0.00	\$0.00
Queen Elizabeth Centre	\$78.70	\$34.90	\$0.00	\$0.00	\$0.00
Racing Victoria Limited	\$255.60	\$0.00	\$0.00	\$0.00	\$0.00
Rail Projects Victoria (previously known as Melbourne Metro Rail Authority)	\$56.80	\$56.80	\$0.00	\$201.00	\$0.00
Residential Tenancies Bond Authority	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
RMIT University	\$227.20	\$85.20	\$2,490.10	\$142.18	\$0.00
Road Safety Camera Commissioner, Office of the	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Robinvale District Health Services	\$113.60	\$340.80	\$101.10	\$0.00	\$0.00
Rochester and Elmore District Health Service	\$0.00	\$85.20	\$0.00	\$100.00	\$0.00
Royal Children's Hospital, The	\$12,325.60	\$7,866.80	\$28,277.50	\$466.60	\$0.00
Royal Society for the Prevention of Cruelty to Animals (Victoria), The	\$254.40	\$313.60	\$0.00	\$0.00	\$0.00
Royal Victorian Eye and Ear Hospital, The	\$4,629.20	\$170.40	\$5,731.60	\$16.40	\$0.00
Royal Women's Hospital, The	\$7,270.80	\$1,646.80	\$12,995.10	\$821.15	\$0.00
Rural Northwest Health	\$85.20	\$0.00	\$0.00	\$8.60	\$0.00
Safer Care Victoria	\$28.40	\$56.80	\$0.00	\$0.00	\$0.00
Seymour Health	\$994.00	\$28.40	\$1,024.40	\$1,355.30	\$0.00
Shepparton Cemetery Trust	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
South East Water	\$482.80	\$0.00	\$0.00	\$0.00	\$0.00
South Gippsland Hospital	\$85.20	\$0.00	\$62.20	\$0.00	\$0.00
South Gippsland Shire Council	\$255.60	\$56.80	\$920.44	\$64.19	\$0.00
South West Healthcare	\$4,288.40	\$2,953.60	\$3,939.80	\$0.00	\$0.00



Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
South West Institute of TAFE	\$56.80	\$0.00	\$0.00	\$0.00	\$0.00
Southern Alpine Resort Management Board	\$0.00	\$28.40	\$0.00	\$0.00	\$0.00
Southern Grampians Shire Council	\$56.80	\$0.00	\$21.93	\$0.00	\$0.00
Special Minister of State	\$85.20	\$0.00	\$0.00	\$4.00	\$0.00
St Vincent's Health (includes St Vincent's Hospital Melbourne, St George's Health Service, Caritas Christi Hospice)	\$25,730.40	\$1,931.20	\$4,900.00	\$3,620.00	\$0.00
State Electricity Commission of Victoria (includes Administrator Pursuant to Part IV of <i>Electricity Industry (Residual Provisions) Act 1993</i> )	\$340.80	\$0.00	\$0.00	\$0.00	\$0.00
State Revenue Office	\$2,556.00	\$198.80	\$1,168.60	\$0.00	\$0.00
Stawell Regional Health	\$482.80	\$284.00	\$327.64	\$66.00	\$0.00
Stonnington, City of	\$1,249.60	\$142.00	\$1,209.90	\$351.00	\$0.00
Strathbogie Shire Council	\$170.40	\$113.60	\$14.60	\$0.00	\$0.00
Sunraysia Institute of TAFE	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Surf Coast Shire Council	\$511.20	\$28.40	\$131.10	\$2.80	\$0.00
Sustainability Victoria	\$56.80	\$28.40	\$0.00	\$0.00	\$0.00
Swan Hill District Health	\$1,789.20	\$198.80	\$883.90	\$10.20	\$0.00
Swan Hill Rural City Council	\$113.60	\$0.00	\$0.00	\$0.00	\$0.00
Swinburne University of Technology	\$0.00	\$28.40	\$0.00	\$0.00	\$0.00
Tallangatta Health Service	\$28.40	\$56.80	\$208.91	\$0.00	\$0.00
Taxi Services Commission (now known as Commercial Passenger Vehicles Victoria)	\$227.20	\$170.40	\$0.00	\$0.00	\$0.00
Terang and Mortlake Health Service	\$56.80	\$0.00	\$0.00	\$0.00	\$0.00
Timboon and District Healthcare Service	\$28.40	\$85.20	\$10.20	\$0.00	\$0.00
Towong Shire Council	\$56.80	\$0.00	\$0.00	\$0.00	\$0.00
Transport Accident Commission	\$43,565.60	\$1,618.80	\$46,801.10	\$832.60	\$0.00
Treasurer	\$113.60	\$0.00	\$0.00	\$0.00	\$0.00
Treasury and Finance, Department of	\$1,533.60	\$0.00	\$0.00	\$0.00	\$0.00
Tweddle Child + Family Health Service	\$56.80	\$85.20	\$0.00	\$0.00	\$0.00
University of Melbourne	\$880.40	\$142.00	\$398.06	\$240.82	\$0.00
V/Line Corporation	\$227.20	\$113.60	\$133.00	\$0.00	\$0.00
Veterinary Practitioners Registration Board of Victoria	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
VicForests	\$170.40	\$28.40	\$221.40	\$0.00	\$0.00
VicRoads	\$22,870.31	\$9,221.69	\$71.55	\$9,877.90	\$0.00
Victoria Legal Aid	\$28.40	\$994.00	\$480.00	\$1,166.80	\$0.00
Victoria Police	\$89,488.40	\$24,424.00	\$24,480.35	\$2,843.00	\$0.00
Victoria State Emergency Service	\$369.20	\$85.20	\$98.65	\$0.00	\$0.00
Victoria University	\$170.40	\$0.00	\$147.40	\$44.40	\$0.00

# Appendix E

## Fees and charges (cont)

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Victorian Agency for Health Information	\$0.00	\$0.00	\$25.00	\$229.10	\$0.00
Victorian Arts Centre Trust	\$28.40	\$28.40	\$0.00	\$0.00	\$0.00
Victorian Assisted Reproductive Treatment Authority	\$56.80	\$28.40	\$0.00	\$0.00	\$0.00
Victorian Auditor-General's Office	\$0.00	\$113.60	\$0.00	\$0.00	\$0.00
Victorian Building Authority	\$4,598.80	\$4,262.00	\$258.10	\$216.20	\$0.00
Victorian Commission for Gambling and Liquor Regulation	\$681.60	\$0.00	\$0.00	\$0.00	\$0.00
Victorian Curriculum and Assessment Authority	\$56.80	\$28.40	\$134.54	\$25.30	\$0.00
Victorian Disability Advisory Council	\$0.00	\$28.40	\$0.00	\$0.00	\$0.00
Victorian Electoral Commission	\$28.40	\$28.40	\$0.00	\$0.00	\$0.00
Victorian Environmental Assessment Council	\$28.40	\$0.00	\$0.00	\$10.00	\$0.00
Victorian Equal Opportunity and Human Rights Commission	\$28.40	\$0.00	\$362.10	\$0.00	\$0.00
Victorian Fisheries Authority	\$85.20	\$0.00	\$0.00	\$0.00	\$0.00
Victorian Government Solicitor	\$0.00	\$28.40	\$0.00	\$0.00	\$0.00
Victorian Information Commissioner, Office of the (includes Commissioner for Privacy and Data Protection, Freedom of Information Commissioner)	\$0.00	\$142.00	\$0.00	\$0.00	\$0.00
Victorian Institute of Forensic Medicine	\$0.00	\$142.00	\$0.00	\$0.00	\$0.00
Victorian Institute of Forensic Mental Health	\$0.00	\$1,760.80	\$0.00	\$0.00	\$0.00
Victorian Institute of Teaching	\$28.40	\$198.80	\$0.00	\$0.00	\$0.00
Victorian Legal Admissions Board	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Victorian Legal Services Commissioner (includes Victorian Legal Services Board)	\$113.60	\$113.60	\$0.00	\$0.00	\$0.00
Victorian Managed Insurance Authority	\$113.60	\$85.20	\$20.00	\$60.00	\$0.00
Victorian Ombudsman	\$0.00	\$284.00	\$0.00	\$0.00	\$0.00
Victorian Ports Corporation (Melbourne)	\$113.60	\$0.00	\$0.00	\$0.00	\$0.00
Victorian Public Sector Commission	\$56.80	\$0.00	\$0.00	\$0.00	\$0.00
Victorian Rail Track (t/a VicTrack)	\$142.00	\$0.00	\$0.00	\$0.00	\$0.00
Victorian Registration and Qualifications Authority	\$142.00	\$0.00	\$56.00	\$0.00	\$0.00
Victorian Responsible Gambling Foundation	\$0.00	\$28.40	\$151.99	\$109.03	\$0.00
Victorian WorkCover Authority (t/a WorkSafe)	\$33,909.60	\$3,834.00	\$3,227.80	\$8,864.80	\$0.00
Wangaratta, Rural City of (includes Wangaratta Cemetery Trust)	\$142.00	\$0.00	\$0.00	\$0.00	\$0.00
Wannon Region Water Corporation	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Warrnambool City Council	\$170.40	\$0.00	\$0.00	\$0.00	\$0.00
Wellington Shire Council	\$198.80	\$0.00	\$840.94	\$0.00	\$0.00
West Gippsland Healthcare Group	\$1,192.80	\$5,367.60	\$11,004.90	\$7,320.60	\$0.00
West Wimmera Health Service	\$312.40	\$85.20	\$697.40	\$0.00	\$0.00
Western District Health Service	\$2,215.20	\$284.00	\$2,677.20	\$199.00	\$0.00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Western Health (includes Sunshine Hospital, Western Hospital, Williamstown Hospital)	\$31,672.20	\$10,359.80	\$52,754.20	\$0.00	\$0.00
Western Region Water Corporation	\$142.00	\$28.40	\$0.00	\$0.00	\$0.00
Whitehorse, City of	\$567.50	\$0.50	\$116.90	\$150.90	\$0.00
Whittlesea City Council	\$766.80	\$113.60	\$0.00	\$0.00	\$0.00
William Angliss Institute of TAFE	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Wimmera Catchment Management Authority	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Wimmera Health Care Group	\$710.00	\$1,959.60	\$1,372.10	\$1,073.80	\$0.00
Wodonga City Council	\$142.00	\$28.40	\$347.40	\$0.00	\$0.00
Wodonga Institute of TAFE	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Wyndham City Council	\$937.20	\$482.80	\$1,407.40	\$47.80	\$0.00
Yarra City Council	\$1,959.60	\$426.00	\$0.00	\$0.00	\$0.00
Yarra Ranges Shire Council	\$454.40	\$56.80	\$173.98	\$0.00	\$0.00
Yarra Valley Water Corporation	\$795.20	\$0.00	\$1,547.00	\$0.00	\$0.00
Yarram and District Health Service	\$142.00	\$0.00	\$36.80	\$0.00	\$0.00
Yarrawonga Health	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
Yarriambiack Shire Council	\$113.60	\$0.00	\$0.00	\$0.00	\$0.00
Yooralla	\$28.40	\$113.60	\$0.00	\$0.00	\$0.00
Zoological Parks and Gardens Board	\$28.40	\$0.00	\$0.00	\$0.00	\$0.00
<b>Totals</b>	<b>\$832,122.71</b>	<b>\$0.00</b>	<b>\$1,069,690.42</b>	<b>\$158,274.24</b>	<b>\$0.00</b>

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.

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